

"WELCOME TO ITALY" GUIDE

The guide "**Welcome to Italy**" is written by the Euro-African network "**Welcome to Europe**", which was formed by hundreds of activists and organisations that since 2009, have offered direct support to migrants and refugees throughout, have promoted freedom of movement and equal rights for all.

This guide is addressed to all the migrants who arrive in Italy. Our goal is to offer you **information and support** in cities and areas where we live to help make you **independent** and able to continue on the path you have chosen or you will choose in a self-organised way. **This guide is free** and among us - who have written and distributed it - there are no representatives of governments, police, United Nations or organisations funded by governments. **We are all activists, independent groups and associations.**

This version of the guide was updated in **May 2018** and by the time you receive it, there might have been some changes. In any case **your fundamental rights** (listed here) always remain the same.

You can read and download the Welcome to Italy guide in short and long versions and in all languages in "Italy" and "printings" sections of www.w2eu.info website.

In addition to the main information you need, you will find in **Chapter 6** the list of activists and organisations which can help you. In case of emergencies, problems and requests, please contact your nearest organisation, which you can find in this guide and/or write to contact@w2eu.info or w2eu_info@yahoo.com or visit www.w2eu.info and the "**contact**" section of the website.

Welcome to Italy and Europe!

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CHAPTER 1 - INTRODUCTION

In Italy and in Europe your **FUNDAMENTAL RIGHTS** are:

- not to be returned to a country where you might be **victim of persecutions and discriminations**;
- to stay in Italy (and therefore not to be expelled) if you are part of "**vulnerable groups**" (minors, pregnant women, people with disabilities, victims of severe psychological, physical or sexual violences, victims of human trafficking, or if you are a parent of a child younger than six months);
- **to have free access to basic medical care and a complete health screening**; women, minors and people with physical and/or mental disabilities are entitled to special and free assistance;
- in reception centres to have **food and water** at least three times a day and to be housed in **places that are adequately equipped and not overcrowded**;
- to receive **essential information** - in a language that you understand – **on: your rights, how to apply for asylum**, updates about your application and details about the centre and the area where you are staying;
- **to have a written copy of all important documents you receive, to understand what is written in these documents** and to refuse to sign documents that you can't understand;
- **to contact**, by phone or internet, **your relatives and friends** in your home country or in Italy and Europe and to meet a **cultural and linguistic mediator**;
- if necessary, to ask for a **lawyer** who can support you;
- to have your **personal liberty** and **not to suffer any kind of physical and/or verbal violence**;
- to be able to always be together with your closest relatives (right to "**family unity**");
- if you are a **woman** or a **couple with children**, to stay in **specific places** where you can receive the support and services you need;
- if you are an **unaccompanied minor**, to stay in a **specific place** and to have a "**guardian**", to be enrolled in the national health service, to have free legal protection and to go to school;
- if you are a victim of human trafficking, to report those who exploit you and to be included in a special programme for protection, general support and social inclusion;
- **free legal support** (with "*gratuito patrocinio*")

The request for international protection (*protezione internazionale*)

According to Italian and European regulations, you can obtain a permit of stay (*permesso di soggiorno* in Italian language) through a request for international protection (*protezione internazionale* in Italian language) also called **political asylum** (*asilo politico*). **The asylum request can be made by anyone, at any time.** According to the **Geneva Convention** you can make a **request for international protection** if you were a victim or if you fear that you will become a victim of violence, persecution, threats and, in general, violations of your fundamental rights in your country of origin for reasons related to ethnicity, religion, nationality, membership of a social group, or because of your political opinions; or if your country is involved in an international armed conflict or internal armed conflict or if there are risks of being condemned, killed or tortured or exposed to inhuman or degrading treatment if you come back to your country of origin. You can do the request for international protection with the so-called "*manifestazione di volontà*" that is saying or writing (in a language you know) that **you wish to apply for international protection (political asylum) explaining briefly why you are in danger** in your country. **But remember that your asylum application is formalized only after you receive and complete the C3 form (modello C3).** Once you have formalized your application for asylum, you will be granted a "**6 month permit of stay for the request for international protection**" and with this permit you have the right to work after 2 months of continuous stay in Italy. For more information read **CHAPTER 5** and [URL>asylum](#)

If you are stopped by the police and you just arrived, you have to ask immediately what your rights are, ask for an interpreter and declare, if this is your will, that you want to request international protection (or political asylum, *asilo politico* in Italian language). Your application can **never** be rejected by the police; if they prevent you from asking for asylum, write on a sheet of paper your general information, date and city where you are and, in capital letters, the words: "**CHIEDO ASILO**" ("I ask for asylum") and your signature and then take a picture of this sheet and send it to local associations and/or to your contacts. After this declaration you can ask **to contact a lawyer and a mediator** (you can be helped by contacts listed in **CHAPTER 6**).

IMPORTANT! Do not respond to possible provocations by police!

If you arrived from a country that is not your country of origin called "third country" (*Paese terzo*): you

have the right to request international protection if there are serious humanitarian reasons, i.e. if an internal or international conflict is going on or has recently ended or where you have suffered inhuman and degrading treatments anyway. In these cases, obtaining a form of international protection is difficult because of the restrictive laws in Italy and Europe in spite of the fact that European Union and Italy provide with the possibility of issuing a temporary permit of stay for humanitarian reasons.

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

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

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

INFORMATION ABOUT FRONTEX AND EASO

FRONTEX

Frontex is the European Union agency responsible for controlling the EU's external borders. Its aim is not to offer you support and it is not an NGO but a control agency. What you say to the Frontex members will be communicated by them to the Italian police and to the police of other European countries.

The members of the European agency Frontex operate mainly in the "hotspots" (see paragraph 3.2) where they monitor the registration and identification procedures. The main objective of Frontex is to manage migration flows and control external borders from irregular entries.

Frontex also has as one of its objectives to organise, coordinate and carry out return, expulsion and repatriation operations and interventions.

EASO

EASO is an european asylum support agency. Among its main objectives, Easo facilitates the exchange of information on countries of origin, providing member states with assistance on information on countries of origin and supporting in the management of asylum applications.

The staff of Easo is present both at the main Police Headquarters and at the offices of the Territorial Commissions. The operators and interpreters at the police headquarters are mainly responsible for supporting the work of the police by helping with the compilation and recording of asylum applications, while the staff working in the Territorial Commissions aims to do research on the country of origin and verify what you will tell during the interview in front of the Territorial Commission preparing reports and research for members of the Commission.

CHAPTER 2 - HOW DID YOU ARRIVE IN ITALY?

2.1 You arrived by sea from a North African country

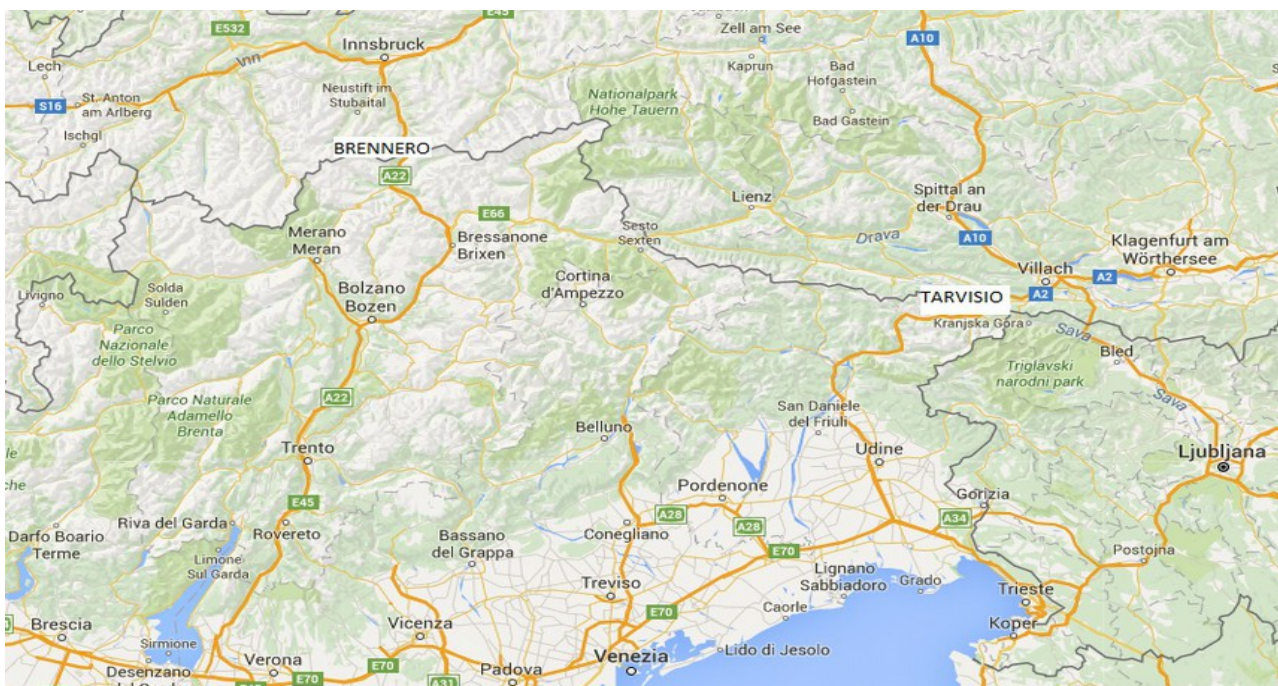
In this case you are usually taken to a reception centre or a “hotspot” (see chapter 3) (see URL>living/hotspot) in a region of Southern Italy. The identification procedures can happen directly at sea, after arriving at an Italian seaport or at the reception centre where you have been assigned to. The migrants who arrive in the coasts of Southern Italy are often transferred to reception centres in Central and Northern Italy by bus. Even in these cases you have the right to receive - just after your arrival - first medical support, food, water, blankets and dry clothes and to receive all the information you need.



IMPORTANT! With the new regulations of the European Union approved at the end of 2015, the identifications under Dublin Regulation 3 (see **CHAPTER 3**) and the cases where migrants receive a “rejection decree” (*decreto di respingimento*), a sheet which states they have to leave Italy within 7 days) are becoming increasingly common. This rejection decree is delivered immediately after arrival in Italy, without allowing the migrants to apply for asylum nor to explain their personal situation. In addition, there are increasing cases of readmission to migrants' countries of origin or to “third countries” so you can be rejected without having the right to see a judge or a lawyer. Then immediately ask for political asylum if you

want to do it and remember that the police must accept your asylum application (the right to asylum is an everyone's fundamental right) and it is better if you make a photocopy or take a picture of your application in front of someone (as a volunteer or a member of an organisation) who can testify. **If you need any help search for the nearest contact in CHAPTER 6.**

2.2 You arrived from the “Balkan route” or from a country of central-northern Europe



Migrants' main cities of arrival and stay are Udine, Trieste, Gorizia, Bolzano, Pordenone. but arrivals in the cities of the Veneto region and in the city of Bolzano are also increasing. When crossing the border to Italy **you could be registered with the “simple” procedure, that is only by registration of your personal data and imprint of a single finger (thumb).** Read carefully **CHAPTER 3**. When you pass the border to Italy, you will be identified and sent to one of the police stations in the area. You may also be pushed back or get expulsion paper from Italian territory. In some cases they may charge you a fine. Remember not to throw away the sheets that are given to you and that, in any case, you have the right to apply for international protection but it is advisable to first ask a lawyer to have the expulsion cancelled or suspended. In any case, we recommend you to always contact a lawyer before going to the police station to apply for international protection. There are problems related to the lack of accommodation for those who claim for protection in these cities and it could happen that you must live on the street for weeks or even months before accessing some reception facility. For information and help you can find the contacts in **CHAPTER 6**.

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

2.3 You arrived by sea from Greece

If you arrived from the seaport 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). Many investigations and judgements (such as those of the European Court of Human Rights of 2011 and 2014), have considered **Greece an “unsafe country”** so **any refoulement to Greece is illegal** and you have the right to apply for international protection **without being sent back to Greece**. If you need any help just after arriving in Italy, contact the associations – especially those of Bari, Ancona, Venezia and Trieste - listed in **CHAPTER 6** and keep in mind that in the **"contact" section** of the website www.w2eu.info you can find useful contacts of Greek associations that can help you and give you contacts from Italy and other European countries.



2.4. You arrived from another European country as “dublinato”

If this is the case, it means the country you arrived, sent you back to Italy because that country has proved that the first country in which you arrived was Italy, so according to the Dublin Regulation, Italy has to consider your asylum application. However, there are some exceptions, listed in **CHAPTER 4**. **You can in any case appeal with the help of a lawyer** (including a lawyer from the country that rejected you to Italy). Until your appeal (*ricorso*) has been examined and a final decision has been taken, you have **the right to stay in the country where you wanted to apply for asylum**, without being sent back to Italy. **Remember also to inform if you have close relative(s) to have the right to “family reunification”**. On our website www.w2eu.info you can find contacts of associations and lawyers in the European country where you are or were that can help you to appeal against your refoulement to Italy.

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

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

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

ENTRANCE IN ITALY WITH VISA

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

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

CHAPTER 3 - GENERAL INFORMATION

3.1 What happens when you arrive? How, when and where do you get identified and registered?

As soon as you arrive in Italy, the first procedure will usually be to make your **identification** (*identificazione*): the police take a **picture of you**, register **your personal data** (name and surname, place and date of birth) and take **your fingerprints** (*impronte digitali*). The identification occurs when a migrant applies for asylum, when s/he is stopped by the police when entering Italy without regular documentation, or when s/he is rescued at sea. They can identify you when you arrive - by sea or by land - or during your stay in a reception centre.

IDENTIFICATION AND FINGERPRINTING PROCEDURES

Compared with previous years the number of migrants identified with the complete standard procedure (with the inclusion in the EURODAC database) increased significantly reaching almost 100%.

The new decree-law provides that the repeated refusal to undergo fingerprinting constitutes a risk of absconding and legitimises detention in a CPR (a repatriation center where you can be detained in administrative detention).

If you are a victim of physical and / or psychological violence during identification and fingerprinting procedures, collect evidences (such as photos and videos) and contact the organizations in **CHAPTER 6**.

THERE ARE TWO TYPES OF REGISTRATION

1) "COMPLETE" REGISTRATION

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

IMPORTANT! Fingerprinting can not be demanded for children under 14 years.

2) "SIMPLE" REGISTRATION

As an alternative to this "official" identification procedure, in certain situations and places of arrival in Italy, only an **initial "simple" identification takes place**. In this case they take a picture of you ("photo-signalling"), create an "identification number" and in some cases they take the fingerprint of your thumb. We are not able to tell you where and when you might be identified with the "simple" procedure: it is a discretionary practice which depends on the time, the place and the orders that the police receives as well as on the nationality of the migrants. According to the latest information we have collected, it seems that this type of identification is becoming less and less frequent compared with the "complete" one.

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

IMPORTANT! The identification procedures can never violate your fundamental human rights, the police are therefore not allowed to force you by using violence and/or threats to take your fingerprints (*impronte digitali*) or to carry out any other identification procedure, and they cannot deprive you of your freedom for the mere purpose of identification. If you refuse to be identified you can be detained for your identification but only for a maximum of 12 hours. If the identification is particularly complex, the longest detention time becomes 24 hours, but you have the right to alert your family or cohabitant (even somebody not from your family) and you have the right to ask that the Public Prosecutor (*Pubblico Ministero*) will be informed immediately by police so you can be sure to be released after the maximum period of 24 hours.

REMEMBER that if you refuse to have the "police description" by passive resistance - that is without using force or threats - you commit a minor offence which carries a penalty of a fine up to 206 euros and for this crime an immediate arrest is never the case. Therefore, if the police use force (such as grabbing arm or hand, pushing, taking off clothing, etc.) against a person who resists passively against forced identification, the

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

IMPORTANT! If you are a victim of threats and violence, collect evidence (including pictures and videos), ask for medical assistance and contact the associations listed in CHAPTER 6

3.2 Why are you in a reception centre? What are reception centres? How long will you be staying in the reception centre?

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

HOTSPOTS/CPSA

From 2016 the Italian Government stated that some CPSA are used as “hotspots”. The law does not provide a clear legal framework which procedures are implemented in those centres and, even if the period of stay should be as short as possible, in practice you could be detained there for many days or weeks.

The law now provides that those who are rescued at sea are taken to the hotspots to be identified. Those who are stopped while trying to cross an internal border irregularly can also be brought to the hotspots.

Currently there are 4 hotspots opened - **Lampedusa, Pozzallo, Trapani and Taranto** - and probably 5 more will be opened in **Crotone, Reggio Calabria, Palermo, Messina and Corigliano Calabro** (Cosenza).

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

In the hotspots have been reported many cases of violations of fundamental rights such as: detention longer than 48 hours without any court validation and without legal support, physical and psychological violences while taking fingerprints and arbitrary division between “economic migrants” and “asylum seeker” either by using questionnaires that you have to fill out at disembarkation or by orally asking you the reason why you decided to come to Italy. In such cases, due to the hurry of these steps and the lack of accurate information and independent cultural and linguistic mediators, it could be very difficult for you to understand what is happening. If you are considered as “economic migrants” you get a rejection order and, if there are places in identification and expulsion centres (CPR), you may be detained there or forcibly expelled through flights organized also by European agency Frontex. Many people are considered as “economic migrants” only according to their nationality (as it happens with many migrants from North African and Sub-Saharan countries and some Asian countries) against migrants' fundamental rights. Instead, if you are considered as “asylum seeker” you are sent to one of the regional “hubs”.

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

GOVERNMENTAL FIRST RECEPTION CENTRES

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

CAS (emergency/temporary reception centres)

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

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

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

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 URL>FACT SHEET n.1/hotspots**). In South Italy there are also additional reception centres, not classified and non-regulated. Many centres in Italy are often inadequate in size, facilities and location and therefore the migrants accommodated in these buildings have to face many difficulties and inconveniences.

In addition to the **CAS** centres also the centres called **SPRAR** centres (Protection System for Asylum Seekers and Refugees) that are “**second grade reception centres**”. These are for those who are requesting international protection or for those who have already been granted international protection. These centres are the “official” ones for the second grade reception and are managed on a territorial level by the local authorities and organisations of the third sector and offer a type of reception which guarantees not only the basic needs but also activities, legal support and guidance throughout the territory.

CAS have turned also into second grade reception centres as a “substitute” of the SPRAR but with standards and services that are very basic and often not adequate compared to those provided by SPRAR centres. Besides, asylum seekers who get one of a protection status in CAS in many case are forced to leave their reception centres right after the notification unlike those who stay in SPRAR facilities. The problems of 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 centres.

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

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

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

is your right to be informed about the rules of the centre where you are in a language you understand.

CPR

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

In July 2017, the Minister of the Interior announced the reopening of 9 repatriation centers (but they have not yet been reopened). This decision is connected to the signing of new bilateral readmission agreements with "third countries" such as Sudan, Libya and Nigeria. Besides it, from January 2017, the Ministry of Interior has encouraged the local Questure to carry out targeted operations to find Nigerian migrants staying in Italy without regular documents so it is likely that many of them will be detained in the CPR. Currently the opened CPR are located in: Restinco (Brindisi), Bari, Caltanissetta, Ponte Galeria in Rome (currently for women only), Turin and Potenza.

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

BILATERAL AGREEMENTS BETWEEN ITALY AND “THIRD COUNTRIES”

Like other EU countries, Italy is signing or renewing agreements with some of the countries of origin of migrants arriving in Italy. These include memoranda of understanding (expressing a convergence of interests between the parties, indicating a predefined common line of action), police agreements, framework agreements, readmission agreements and cooperation treaties.

By entering into these agreements, the contracting countries with Italy undertake to take back migrants illegally present on Italian territory in exchange for a fee (quotas of visas or money). These agreements are aimed at managing and controlling the entry of foreigners into Italian territory.

Italy has signed several bilateral agreements, including:

- Police agreements: India 21/01/2000; Turkey 09/02/2001; Egypt 09/01/2007; Algeria 22/07/2009; Gambia 29/07/2010.
- Memorandum of Understanding: Ghana 08/02/2010; Niger 09/02/2010; Senegal 28/07/2010; Nigeria 12/06/2011; Sudan 03/08/2016; Libya 02/02/2017.
- Framework agreement: Tunisia 09/02/2017

Such treaties and agreements constitute serious violations of human rights as they can expose people to collective expulsions without an individual assessment on a case-by-case basis.

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

3.3 Which of your fundamental rights might be violated? Which problems could you have?

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

- **lack of information** (about your rights, your request for asylum, where you are and where you will be sent, and about how long you will stay at the reception centre);

- **lack of interpreters and socio-cultural mediators;**
- **lack of medical assistance and medicines** (that should be provided for free to everybody with a specific assistance for “vulnerable people” - like pregnant women, children, elderly, sick people);
- **lack of legal support;**
- **inadequate reception conditions** (i.e. reception centres located in small and overcrowded buildings and/or far from the cities, lack or scarcity of beds, mattresses, showers, toilets, heating);
- **lack or scarcity of basic necessities** (water, food, clothes);
- **lack of other goods and services needed** (i.e. “pocket money” telephone cards);
- **total or partial restriction of your personal freedom;**
- **discriminations, bad attitudes, physical and/or verbal violence by the police forces or others** (i.e. reception centre workers, political groups, citizens);
- **problems with the police offices of *Questura* and *Prefettura*:** (i.e. delayed issue of documents);
- **risk of being separated from your family;**
- **impossibility to formalize your asylum application** (as is the case now in the Lampedusa hotspot where, except for one case, it has never been possible to formalize the application by filling out the C3 forms (*modello C3*) since the same C3 forms are not physically present in the hotspot)

3.4 What can you do in such cases?

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

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

UNACCOMPANIED MINORS AND VICTIMS OF HUMAN TRAFFICKING

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

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

WARNING:

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

minor and you are placed in an reception centre for adults you can apply to be moved to a centre for minors.

If you are a **victim of human trafficking, forced prostitution or begging or if you feel you are exposed to pressures after your arrival in Italy**, you have the right to report it to the local authorities and you have the right to be included in special support and assistance programme.

This programme is also planned for unaccompanied and separated foreign children, victims of human trafficking, who, according to new law, will benefit from a specific programme of assistance that will support them even after the age of 18.

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

Victims of human trafficking may apply for a specific permit of stay (social protection - article 18)

For any need and help contact the NATIONAL ANTI-TRAFFICKING FREE NUMBER 800290290 and contact the associations of the city you are now

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 the reception centre where you are on the maps available in this guide and/or ask for information. If you need any help find the associations and groups near you in **CHAPTER 6**.

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.

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

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

INFORMATION ON VENTIMIGLIA (border between Italy and France), COMO (border between Italy and Switzerland) and BOLZANO / BRENNER (border between Italy and Austria)

READ CHAPTER 6 “USEFUL CONTACTS” to know the associations who work in the following cities and regions and REMEMBER THAT on the website www.w2eu.info you find information and contacts of all European countries in 4 languages (English, French, Arabic and Farsi)

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

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

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

VENTIMIGLIA

WARNING! Very often migrants who are stopped at the border or sleep outside the camp in the city, were stopped by the police and forcibly taken to the centers of southern Italy very far away (hotspots of Taranto or Crotona). If you are stopped, get in touch with one of the organizations in Chapter 6 and if you are a minor say clearly SONO MINORE (I AM A MINOR) and if you want to ask for asylum, say it and write it down as it says on page 6.

Checks and rejections have also been stepped up in neighbouring Italian cities (such as Genoa and Imperia)

and on the French side of the border.

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

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

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

COMO

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

In the Swiss section of the w2eu website (<http://w2eu.info/switzerland.en.html>) you can also find a flyer with some useful information.

BOLZANO / BRENNERO

In the cities of Verona and Trento there are several checks on the trains (especially OBB and high speed trains) to check and stop migrants going to Bolzano and Brennero.

At Brennero there is a small reception centre where you can only sleep one night, but you can only enter if you are registered and have the police identification sheet. In Bolzano there are no dormitories for migrants in transit. In winter people can sleep in a "Cold Emergency Centre" but only if they have a police identification sheet or a residence permit.

WARNING! In Austria, the police carry out strong checks on the trains; the people found on the trains are taken to the barracks for checks, they are fined cash and their mobile phones are taken. Ask them to release you a report with the reasons for the fine and the amount of cash money they took from you.

If you are victim of discrimination and/or violence or if you need information and support you can contact the volunteers of "Antenne Migranti" working in the cities of Verona, Trento and Bolzano (see contacts of these cities in chapter 6) who are involved in monitoring the situation of migrants in the stations and towns on the route from Verona to Brennero giving support and ensuring the respect of Human Rights.

FOR MORE INFORMATION GO TO CHAPTER 7

4.3 You want to go to another European country

ATTENTION! Remember that according to the law if you apply for international protection in Italy

you cannot go to settle in another European country until you have a definitive answer by the Territorial Commission where you have your hearing.

Within the European Union, there is a legislation called the **Dublin Regulation**, which lays down the rules and procedures for deciding in which country of the European Union an asylum seeker can apply for international protection. The Dublin regulation provides as a general rule that the first EU country in which you have entered and where you have been identified is the country where you must apply for international protection. **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. As soon as you are identified and fingerprinted Italy must examine your application for international protection. Therefore, if you go to another country, you might be forcibly sent back to Italy.

According to the “Dublin Regulation 3” there are the following exceptions:

- a) the **“sovereignty clause”** and the **“humanitarian clause”** stipulate that, for specific individual situations, the application for international protection must be evaluated not by the first country of arrival, but by the country where the asylum seeker actually wants to apply;
- b) if 12 months after your arrival in Italy you have not yet applied for asylum, you do not have to apply in Italy, because Italy is not responsible for your asylum application;
- c) if you arrived in Italy, did not apply for asylum and there is evidence that you stayed for at least 5 consecutive months in another country of the European Union before applying for international protection, this country has to examine your application;
- d) if a close relative of yours (i.e. husband, wife, father, mother, son/daughter) has already been granted international protection in another country of the European Union, you can apply for asylum in this country asking for **family reunification** (*ricongiungimento familiare*). To do so, your relatives have to make a written request to the Italian state; if you are a **minor** (under 18 years old) you can ask for **family reunification** in the country of the European union where you have one or more relatives, such as father, mother, brother, sister, son/daughter (minor), uncle, aunt, grandmother.

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

FOR MORE INFORMATION GO TO CHAPTER 7

CHAPTER 5 - YOU WANT TO APPLY FOR INTERNATIONAL PROTECTION IN ITALY

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

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

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

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

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 *rilevi 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 "C3 form".

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

REMEMBER: according to the law, the formalisation of your application must be done within one week from the day you go for the first time to the Immigration Office (*Questura*). In reality it can take you 3 – 4 months before you are able to formalise your application.

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

REMEMBER:

- When you fill out C3 form, explain clearly and concisely why you are asking for political asylum;
- immediately after you arrive in Italy, communicate your personal details and your phone number to acquaintances and/or friends with residence in Italy or Europe who can help you if you are in need;
- the waiting time for the hearing in the Commission is not clearly defined. It usually ranges from 6 to 12 months and depends on the Commission that will evaluate your application and on the number of applicants waiting;
- If someone cannot read and/or write, s/he can inform officials or the police;
- remember that you have the right to have a translator that speaks your language. If there is no translator you have the right to ask for another appointment;
- When verbalizing your C3 form, you must give the police your address, where you will be sent all communications relating to your request for international protection. Inform the police whenever you change address;
- Always keep copies of all the documents that you submit to the police headquarters, the Prefecture and the Commission and all the memos that you receive from these authorities.

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

- all rights listed at the beginning of this guide in **paragraph 1.1**;
- right to remain in the Italian territory until your application has been assessed by the Territorial Commission and, in case of rejection of your asylum request (*diniego* in Italian language) until the final decision is taken in response to the appeal (*ricorso*);
- right to be admitted to a reception centre for asylum seekers with accommodation, meals and all the necessary facilities until you meet the Commission and until the final decision in case of an appeal against the rejection;
- right to have a sociocultural mediator and/or an interpreter to 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 (vedi URL>medical);
- right to work (2 months after the first permit of stay has been issued, if you are still waiting for the hearing of the Commission).
- the right to have legal assistance during the entire procedure for requesting international protection.

5.5 How do you prepare your personal story (*memoria*)?

Your request for international protection will be evaluated by a specific organ called the Territorial Commission ("*Commissione Territoriale*"), which is usually found in the city or region where you are situated (the Questura will inform you about the date of the audition in the Commission). **It is very important for you to be well prepared for the hearing. You must try to be as precise and clear as possible. A lawyer or a social worker at the reception centre where you are staying will help you to write your case (called "memoria") and will send it to the Territorial Commission.** For further information read the URL>FACTSHEET N.2 and ask for help to the organisations listed in **CHAPTER 6**.

How to prepare your story in the best way:

- 1)** first you have to state your home country and your citizenship, your place and date of birth and your place of residence, years of schooling and education, your work, who your parents are, if you have a husband/wife and children; your ethnicity, your religion and if you belong to a social group or political party;
- 2)** explain why you had to flee and give details about all the violence you suffered and the problems you were confronted with (e.g. prison, torture, violence, abuse, rape, mutilation, female genital mutilation or similar, threats, forced marriage, etc ...). Also mention if somebody in your family has experienced similar problems.
- 3)** then explain how you escaped, the countries you passed through, the transport you used, how much you had to pay, imprisonment, torture and threats that you suffered in countries you travelled through,

traffickers and the payment for crossing and if you saw people die on your journey; then specify why you cannot go back to your country, the concrete risks to you, laws and/or practices in your country that violate your rights and your freedom and why you cannot ask the police or family members for help ; remember to mention also if you are still in contact with someone in your home country.

Remember that during the hearing of the Commission an interpreter will help you but before starting the hearing make sure that there is a good understanding between you.

IMPORTANT!

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

5.6 What decision can the Commission take?

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

- **recognize you refugee status or subsidiary protection issuing a 5 year permit of stay (renewable on each expiration) and a 5 year travel document;**
 - **refuse to recognize international protection but request the Police Department to give you a 2 year permit of stay for humanitarian reasons** (renewable on each expiration after a new Commission evaluation) and a 2 year travel document;
 - **refuse to recognize international protection and reject your request giving you an expulsion order** from Italian territory within 30 days; in this case, contact a lawyer to submit an appeal;
 - **reject your request for clear lack of foundation** when it considers evident the lack of existence of any requirement for recognition of international protection or the fact that you have presented the request with the sole purpose of delaying or preventing an expulsion; in this case, contact a lawyer to submit an appeal.
- Some asylum seekers whose application has been rejected as “manifestly unfounded” (“per manifesta infondatezza”) are involved in an “accelerated procedure” and in such situation they have only half of the time available (15 instead of 30 days) to appeal against the denial

IMPORTANT! If you were recognised refugee status, subsidiary protection or humanitarian protection, and if you have the electronic permit of stay and the travel document, you have the right to move freely within the territory of the European Union (except Denmark, Great Britain and Ireland) without visas for a maximum period of three months but only if you are economically self-sufficient (ie if you have enough money to eat and to pay a place to sleep).

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

Read carefully the URL>FACTSHEET 9 for information about the hearing in the Commission, about the decisions it can take and about your rights if you get/ don't get a permit of stay.

CHAPTER 6 USEFUL CONTACTS IN ITALY

The contact list below was last updated in April 2017. Other contacts will be added in future editions of this guide. Due to space limitations, we have included only the main cities and regions/areas of arrival and transit of migrants. Note that some numbers may be active only on some days or only during working hours (i.e. only in the morning and/or afternoon and/or only from Monday to Friday). If you don't find here the contacts for your region or city where you are now, look for the nearest contacts from the place you are or call the national contacts. For any emergency and information, you can always write to contact@w2eu.info or w2eu_info@yahoo.com and visit www.w2eu.info and the "[contacts](#)" section.

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

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

WATCH THE MED ALARM PHONE
+ 334 86 51 71 61

LOCAL CONTACTS OF ACTIVISTS, SOCIAL MOVEMENTS AND CENTRES, LOCAL ASSOCIATIONS, GROUPS OF VOLUNTEERS, ETC.

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

SOUTHERN ITALY

SICILIA

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

LasciateCIEntrare campaign email: info@lasciatecientrare.it facebook: *LasciateCIEntrare* (information, monitoring of reception centres)

PALERMO

- **Forum Antirazzista di Palermo** email: forumantirazzistapalermo@mail.com
facebook: *Forum Antirazzista Palermo* (information, political support);

- **Osservatorio contro le discriminazioni razziali "Noureddine Adnane"** email: palermonondiscrimina@gmail.com facebook: [Osservatorio contro le discriminazioni razziali Noureddine Adnane](#) phone 3881749722 (information, support to victims of discrimination);

- **Laici Missionari Comboniani** phone 3280920872 www.laicicombonianipalermo.org (information);

- **Emergency – Poliambulatorio via G. La Loggia 5/a** phone: 0916529498. 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 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 (information, legal support, health assistance and Italian lessons)

- **Community Center - Diaconia Valdese e Oxfam**, via De Felice 52, progetticania@diaconiavaldese.it, telefono: 3291275212 - 3296952351 (information, support)

- **Civico zero - Save the Children**, via Gorizia 32°,34 tel. 3922831798 (day centre for minors, information)

- **LILA Catania**: Via Finocchiaro Aprile, 160 telefono 095 551017 email: lilacatania@alice.it (information, medical support)

SIRACUSA

- **Associazione AccoglieRete** via Piave 167 facebook: *Accogliete Onlus* (support activities for unaccompanied underage migrants)
- **Emergency – clinic** near the reception centre 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 (information, support, Italian lessons)

RAGUSA

- **Team MEDU (Medici per i Diritti Umani)** in the centres of Ragusa area email 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@feci.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** e-mail: yasmina14@hotmail.it; phone 3280364920 (information, political and legal assistance, first assistance, support to the victims of torture and the people threatened by camorra);

- **Je so' Pazzo** (ex OPG occupato): Viale Matteo Renato Imbriani 218 – email: exopgoccupato@gmail.com – sito web <http://jesopazzo.org/index.php> (info, support)

- **Less ONLUS** Corso Garibaldi 261 - phone: 081455270 email: info@lessimpresasociale.it (reception services, legal assistance, cultural mediation);

– **Cooperativa Dedalus** www.coopdedalus.it phone 0817877333 – 08119571368 (support to minors and victims of human trafficking, cultural mediation);

– **Emergency – clinic** via Pacioli, 95 phone 0811 9579909 - 3428627270 - from Monday to Friday 09.00 am – 01:00 pm and 02.00 – 06.00 pm (health assistance, health and social advices, information);

BENEVENTO

- **ASD Atletico Briganti** -fb: https://www.facebook.com/pg/atleticobrigante/about/?ref=page_internal (information, sport activities)

AVELLINO, SALERNO, BENEVENTO

- **Campagna LasciateCIEntrare** e-mail: info@lasciatecientrare.it www.lasciatecientrare.it phone: 3280364920; 3381167397 (monitoring of reception centres, information, legal support)

CAVA DEI TIRRENI (Salerno)

Spazio Pueblo Via Raffaele Baldi 1; www.spaziopueblo.org ,fb: <https://www.facebook.com/spaziopueblo/> (information)

CASERTA

- **Csoa Ex Canapificio** www.csaexcanapificio.it Viale Ellittico, 27 - Caserta - phone 0823216332 email 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 for 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);
- **Cosmi at CSOA La Cartella** (fb: <https://www.facebook.com/csoacartella/>) Via Quarnario 1, Gallico Marina (RC), website <http://www.progettocosmi.org/pagina/cosmi>

LAMEZIA TERME

- **Altra Lamezia** sito web www.altralamezia.org ; fb Altra Lamezia (information, legal support)
- **Campagna LasciateCIEntrare** e-mail: info@lasciatecientrare.it (monitoring of reception centres)

COSENZA

- **Ass. La Kasbah** website: <http://www.lakasbah.eu/> e-mail: info@lakasbah.eu Tel. e Fax: 0984.76339 (legal support, reception, support for victims of torture)
- **Campagna LasciateCIEntrare** e-mail: info@lasciatecientrare.it (monitoring of reception centres)

BARI

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

BRINDISI

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

FOGGIA

- **Baobab** Via Candelaro N90 F (legal support, information) every morning from Monday to Friday – phone 08811961401

LECCE

- **Ass. Meticcica** Piazza S.Pietro 13, Campi Salentina (LE) e-mail: meticcica@gmail.com (Italian language school, information, legal support)

TARANTO

- **Centro interculturale "C'entro"** via general Messina 71 – email: italianobabele.centro@libero.it - fb: Babele associazione promozione sociale (information, Italian language courses)

- **Associazione Ohana** - via Blandamura 7 Orientamento legale, fb: Ohana Taranto tel: 3512539943 (information, Italian language courses)

CAGLIARI

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

SASSARI

Emergency – Clinic c/o ASL 1 via Monte Grappa 82 - tel: 345 3719597 - e-mail: infosassari@emergency.it from Monday to Friday 9 am – 1pm (nursing services and socio-medical orientation); Monday, Wednesday and Thursday 2-6 pm (information, medical assistance)

SASSARI, ORISTANO

- **Local group of LasciateCIEntrare** email: info@lasciatecientrare.it (monitoring, reception)

CENTRAL ITALY

ROMA

- **Yo Migro – Strike spa** Via Umberto Partini n. 21 email: segreteria@yomigro.org facebook: [Yo Migro Roma](https://www.facebook.com/YoMigroRoma) (health advice, political and legal support);

- **Lab! Puzzle** Via Monte Meta n. 21 – email: info.scuolaitaliano@gmail.com facebook: [Scuola di Italiano Lab Puzzle](https://www.facebook.com/Scuola-di-Italiano-Lab-Puzzle) (information, legal support, Italian lessons);

- **Infomigrante – ESC Atelier** Via dei Volsci 159 email: sportello.infomigrante@gmail.com facebook: [Esc infomigrante](https://www.facebook.com/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 (legal, medical and work support); **Scuola popolare Icbie Europa Onlus** Wednesday 18-20 (Italian lessons);

- **CSOA La Strada** Via Francesco Passino, 24 - website <https://csoalastrada.jimdo.com/> email: csoalastrada@gmail.com phone 06 5143 6006

- **Be Free Cooperativa Sociale:** telefono 0689533659 – email: befree.segreteria@gmail.com (support to victims of human trafficking and violences);

– **Baobab Experience** - First aid and info point: Piazzale Maslax (Via Gerardo Chiaromonte) - email baobabexperience@gmail.com - website: baobabexperience.org (information, support, first aid);

- **Laboratorio 53** Via Valeriano 3F phone 3286640571 / 3297297314 email: 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 (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 (information, logistic support);

- **Medici senza camice**, every 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 phone 06.4461162 email: 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 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).

- **Sportello globale** Villaggio Globale Testaccio ex mattatoio e-mail: yasmina14@hotmail.it - Tuesday from 4 to 7 pm (legal support, monitoring of reception centres) fb <https://www.facebook.com/sportelloglobale/>

- **Medici Senza Frontiere (Doctors Without Borders)** - Rehabilitation center for torture survivors and victims of cruel and degrading treatment- Via Biancamano 28 - phone: 06 70495842

- **Centro MEDU Psychè:** telefono 0631078379 - 3275727801 – email: medupsyche@gmail.com (psychological and psychiatric support for victims of torture and cruel, inhuman and degrading treatments)

CAMPOBASSO

- **The Road Onlus** website: www.ontheroadonlus.it/ - Via delle Lancette 27- Tel. 0861796666 -0861762327 e-mail: info@ontheroadonlus.it (reception, information, legal support, support for victims of human trafficking)

ANCONA

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

FIRENZE

- **MEDU (Medici per i Diritti Umani)** - Via

Monsignor Leto Casini, 11 – phone 3351853361 www.mediciperidirittiumani.org (information, social and medical support);

- **Gli Anelli Mancanti Onlus** Via palazzuolo 8 – phone 0552399533 email: glianellimancanti@yahoo.it (information, social and medical support, Italian lessons).

NORTHERN ITALY

MILANO

- **Community Center CSD Diaconia Valdese - Oxfam** via Porro Lambertenghi, 28 - 20159 Milano (MI)

Email: milanocenter@diaconiavaldese.org

Tel: 3355963982 (support for Dublin cases: legal support, information and other services)

- **NAGA: Clinic** from Monday to Friday 8:30am - 2 pm and 2 pm – 5 pm; **NAGA Information Desk SOS Expulsions** from Monday to Friday from 7 to 9 pm (legal support against expulsions, detentions, rejections of asylum applications) – phone 0258110001. 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 Oglio 21, Monday from 6:15 to 8:30 pm; email: info.todocambia@gmail.com (information, legal advice)

- **Associazione “SOS ERM” (Emergenza Rifugiati Milano)** Sottopasso Mortirolo (Central Station) soserm.wordpress.com facebook: *SOS ERM* (first help, information);

- **Comitato “Cambio Passo”** phone 3511073743 / 3512116910 (from 5 to 12 pm) email: 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 6 pm phone 3441996250 (health assistance, social and health advices, sociocultural mediation, info)

- **Network “People before borders”** facebook: *People Before Borders* (information, political support)

- **Bresso a misura di** facebook: *Bresso A Misura Di* email: bressoamisuradi@gmail.com

www.bressoamisuradi.it (information, political support)

COMO

- **Rete “Como senza frontiere” (Como without borders)** - phone 3466270950 – email comosenzafrontiere@gmail.com (info, support)

- **Network “Como Accoglie”** - fb: Como Accoglie

- **“Porta Aperta” aid services** - Via Tatti, 18 (lun-mer-ven 9-12) – phone: 031267010 -

email porta.aperta@caritascomo.it (information, legal, administrative and health support, access to services as food, dormitory, clothes and essential goods)

- **Porta Aperta info point** - Via Primo Tatti n°18, opening hours: Monday, Wednesday, Friday from 9 to 12 am (information, legal support)

- **Osservatorio Legale (legal office)** - Via Grandi n°6 , Tuesday and Friday from 2:30 to 5:30 pm (information, legal support)

EMILIA ROMAGNA

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

BOLOGNA

– **Sportello Migranti:** Centro sociale TPO – Via Casarini 17/5 Bologna, Wednesday from 6 to 8 pm (information, political and legal support);

- **Scuola di italiano Newen Centro Sociale TPO**, Via Casarini 17/5 phone: 393341826860 – 0510935901 email: Scuola.newen@autistici.org (Italian language school)

- **Sportello Lavoro Migranti Labàs**, Vicolo Bolognetti 2 – Monday from 4:30 to 6:30 pm; Friday from 10 to 12 am email: sportellolavoroad@gmail.com (job search and orientation: CV preparation, research for training and work opportunities, guide to useful services, defense of labor rights)

- **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).

RIMINI

Casa Madiba Network - Via Dario Campana n. 59/F: **Sportello diritti per tutti** - phone. 349 9745299

website: www.casamadiba.net (information, support);

Scuola popolare Madiba Monday, Wednesday and Thursday from 4 to 5:30 pm (Italian language school);

Guardaroba Solidale Madiba: Monday and Thursday from 3 to 5 pm and Friday from 10 to 12 am (distribution of clothes and essential goods, shower service and cellular recharge)

- **Casa Don Andrea Gallo #perlautonomia** - Via L. De Varthema n. 26 Rimini (night and day centre for homeless people); **Sportello Ascolto:** Monday from 4 to 6 pm (information, general and health support)

BRESCIA

- **Cross Point** cross-point.gnumerica.org/ via Battaglie 33/b (information, political and legal support).
- **EMERGENCY – info point**
Vicolo delle Lucertole, 1E tel: 3421830402
e-mail: healthpointbrescia@emergency.it – from Monday to Friday 9 am – 6 pm

VENEZIA-MESTRE

- **Associazione SOS Diritti** phone 3285548382 email: sosdirittivenezia@gmail.com (support, information about local services);
- **Scuola di Italiano Liberalaparola** (presso Centro Sociale Rivolta) liberalaparola.wordpress.com email: liberalaparola@gmail.com (information and Italian lessons); **Boutique Solidale - Centro Sociale Rivolta** (information, support) facebook: *Boutique Solidale* Via F.lli Bandiera 45-Marghera
- **Aps ComuniCare** phone 3289276156 (support, information about local services);
- **Emergency - Poliambulatorio di Marghera** via Varè 6 (Marghera) phone 0410994114 from Monday to Friday 9 am – 6 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 (Italian lessons, information, political support);
- **Legal Point Vis à Vis** - Via Brigata Padova 5 Padova – telefono: 351 277 8336 – Saturday from 3 to 6 pm (information, legal support)
- **Office against discriminations and racism** Ponte San Leonardo 1 – email: info@arisingafricans.com – Thursday from 6:30 to 8:30 pm (information, support to victims of discriminations)

TRENTO

- **Centro sociale Bruno** Via Lungadige San Nicolò 4 - phone 3289173733 email: csabruno@gmail.com (information, political support, Italian lessons);
- **Centro Astalli** Via alle Laste, 22 Tel. 0461 1238720 email: segreteria.astallitn@vsi.it (information, legal support, cultural mediation, Italian lessons);
- **Antenne Migranti** – phone 3494554670 – email: antennemigranti@gmail.com – facebook: Antenne Migranti (information, support)

BOLZANO/BRENNERO

- **Antenne Migranti** – phone 3738687839 – email: antennemigranti@gmail.com – facebook: Antenne Migranti (information, legal support)

- **Associazione SOS Bozen** – tel. 3339566666 – email: sosbozen@gmail.com – facebook: SOS Bozen (first aid, information and support)
- **Schuetzhuetten/Rifugio** – tel. 3756160432 – email: schutzb1rifugio@gmail.com (temporary reception centre for vulnerable migrants)

VICENZA

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

TORINO

- **Carovane Migranti**: facebook: *carovanemigranti* – website: www.carovanemigranti.org (info, support);
- **Comitato Solidarietà Rifugiti e Migranti - Ex-Moi occupata** Phone 3293384406 email: comitatosolidarietarifugiati@gmail.com facebook: *Exmoi Occupata rifugiati* (information, housing and logistic support, political support, Italian lessons)
- **Csoa Gabrio: sportello di autodifesa “Il-legale” e ambulatorio popolare autogestito** via Millio 42 (Zona San Paolo), email: contact@csogabrio.info facebook: *Csoa Gabrio* (information, political and legal support, health care);
- **ASAI - Associazione dei Animazione Interculturale Via S. Anselmo 27/e** phone 011657114 email: info@asai.it www.asai.it (information, Italian lessons);
- **Associazione Mosaico – Infopoint** Casa del Quartiere di San Salvario, via Morgari 14, 10125, To (Wednesday ore 3 – 6 pm) phone 3203895841 mosaicoar@gmail.com 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 (Specialist medical visits and info about the medical services in the territory);
- **Cammini di salute** Via Lemie, 29 info@camminidisalute.org www.camminidisalute.org (medical and social assistance and support, psychological support, information)
- **Medici Senza Frontiere** (information about local health services) – tel. 3426721045

VERONA

- **Laboratorio Paratodos** Corso Venezia, 51 facebook: *Laboratorio Autogestito Paratodos* (information, political and legal support);
- **Antenne Migranti** – phone 3479870015 – email: antennemigranti@gmail.com – facebook: Antenne Migranti (information, support)

FRIULI VENEZIA GIULIA

- **Rete Accoglienza FVG** : at Associazione-Centro di accoglienza E. Balducci. Piazza della Chiesa 1 Zugliano – Pozzuolo del Friuli (Udine)) 0432560699 website:

www.sconfini.net (information, support)
- **Tenda per la Pace e i Diritti (Peace and Human Rights Tent)** - email: tendapace@gmail.com
www.memoriaeimpegno.org – facebook: Tenda per la Pace e i Diritti (information, first support)

PORDENONE

- **Rete Solidale Pordenone** facebook: [Rete Solidale Pordenone](https://www.facebook.com/ReteSolidalePordenone) Mail: retesolidalepn@gmail.com (information and support);
- **Associazione Immigrati di Pordenone**: email: assomigrapn@gmail.com (information and legal support).

UDINE

- **Associazione Ospiti in Arrivo** info@ospitinarrivo.org
– facebook: [Ospiti in Arrivo](https://www.facebook.com/OspitiinArrivo) – website: www.ospitinarrivo.org (information, logistic and political support, information about the local services)
- **Circolo Arci Misskappa** Via Bertaldia 38 – email: Misskappa.arci@gmail.com - facebook: Circolo Arci MissKappa (information, support, Italian courses);
- **Associazione Nuovi Cittadini Onlus** Via Micesio 31 Telefono 0432502491- email: info@nuovicittadini.com (attività di informazione, orientamento e accompagnamento)

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

GORIZIA

- **Aps Tenda per la Pace e i Diritti** email:

tendapace@gmail.com (political, legal and logistic support);

- **Insieme con voi Onlus** insiemeconvoi.gorizia@gmail.com facebook: [Insieme con voi](https://www.facebook.com/Insiemeconvoi) (information and first assistance);
- **L'Altra Voce**: facebook: L' ALTRA VOCE (info, support).

GENOVA

- **Casa di Quartiere Ghettup** - Sportello “Sans papier”
- Comunità di San Benedetto al Porto Vico Croce Bianca, 7 (information);
- **Ufficio Migranti ARCI** – Via al Molo Giano (casa 25 aprile) – tuesday and friday 9am – 1pm wednesday 2-6 pm – phone 3484719581 (information)

VENTIMIGLIA

- **Caritas Intermelia**. Via San Secondo 20 Ventimiglia (IM) , tel. 0184 355058, facebook: Caritas Intermelia Organizzazione di Volontariato (information, food, clothes, health care)
- **Eufemia Info and Legal Point**, Via Tenda 8 c, facebook: Eufemia Info&Legal Point, (information, mobile recharge, internet, clothes)
- **Terre des Hommes Italia**, tel. 3337143639 / 3337453952, email: faroventimiglia@tdhitaly.org (information, legal support to minors and families).
- **Oxfam Italia-Diaconia Valdese**, tel.3511181423 / 3493508473, email: ventimigliainclusione@diaconiavaldese.org (information, legal support)
- **Intersos**. (Informazioni, Assistenza legale a minori e famiglie). Mobile road unit and/or inside Caritas and Campo Roja centres
- **Croce Rossa Italiana – Campo Parco Roja**, Località Bevera- Ventimiglia (food, accomodation, clothes, health care, legal support) **IMPORTANT: read before the information about Ventimiglia at page 27**

NGOs, NATIONAL ASSOCIATIONS, INSTITUTIONS

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

HEALTH ASSISTANCE AND HEALTH/SOCIAL ADVICE

- **Emergency: Milano** Via Santa Croce 19, tel 02881881 – email: info@emergency.it; **Roma**: Via dell' Arco del Monte 99 A - tel 06688151 email: roma@emergency.it; **Venezia**: Isola della Giudecca 212 – tel 041877931 - email: infovenice@emergency.it
In addition to those listed above in the individual cities, Emergency is currently present with its projects in

Sicily at the seaports of Pozzallo and Augusta, in two reception centers in Noto and Rosolini, in the province of Latina, in the city of Milan and in the province of Caserta.

- **MEDU (Medici per i Diritti Umani)** - Roma Via dei Zeno, 10 phone 0697844892 mobile 3343929765 email: posta@mediciperidirittiumani.org www.mediciperidirittiumani.org

In addition to those listed above in the individual cities, MEDU is currently present with its projects in Sicily at the "Centro Polifunzionale" in Ragusa, the CARA di

Mineo and the CPSA of Pozzallo, in Calabria in the "Piana di Gioia Tauro" area with a mobile unit and in various areas of Rome with "Un camper per i diritti".
- **Croce Rossa Italiana** free number: 800166166
website www.cri.it email: urp@cri.it

INFORMATION AND LEGAL SUPPORT

- **A-DIF (Associazione Diritti e Frontiere)** email: info@a-dif.org facebook: *ADIF* (information, legal support);
- **ASGI (Associazione Studi Giuridici sull'Immigrazione)** email: segreteria@asgi.it, info@asgi.it **Service against discrimination: antidiscriminazione@asgi.it** Phone: 3894988460 / 0114369158 / 0432507115; you can find ASGI lawyers and offices in many Italian cities;
- **Associazione Onlus "Avvocato di strada"**, Headquarters: Via Malcontenti 3, Bologna phone 051 227143 - email: info@avvocatodistrada.it. Their offices are in many Italian cities: Ancona, Bari, Bologna, Bolzano, Catania, Firenze, Genova, Milano, Napoli, Padova, Palermo, Roma, Salerno, Siracusa, Torino, Trieste, Venezia, Verona, Vicenza and others.
- **Campagna LasciateCIEntrare** email: info@lasciatecientrare.it - email for information and support about Dublin cases: yasmina14@hotmail.it

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 C.I.R. offices are also in Catania, Caserta, Salerno, Bologna, Milano, Bergamo, Verona, Gorizia.

SUPPORT TO MINORS

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

OTHER ORGANISATIONS/ASSOCIATIONS THAT PROVIDE SERVICE AND SUPPORT

- **ARCI: Free national number: 800 905 570** - email: numeroverderifugiati@arci.it 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 (information, legal support for asylum application, health assistance, etc.);
- **National hotline against human trafficking: 800290290**

PLACES WHERE YOU CAN EAT AND SLEEP FOR FREE

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

SOUTHERN ITALY

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 - 3687277976
- **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;
- **San Vincenzo De Paoli** Piazza E. Di Nicola, 65 phone 081450690.

where to sleep

- **Centro di Prima Accoglienza Comune di Napoli** Via de Blasis, 10 - phone 0817956987;
- **Centro Astalli Sud** Via Mazzini, 7- Grumo Nevano (NA) Tel. 0815054921.
- **Caritas Diocesana Napoli** Via Pietro Trincherà 7 – telefono 08118997310 – email: immigraticaritasna@libero.it
- **Casa di Tonia – Fondazione In Nome della Vita Onlus**, via S. Maria degli Angeli alle Croci 12 tel: 800814081- email: callcenterdellasedolarieta@innomedellavita.it
- **Suore Missionarie della Carità**, Vico Panettieri 44/a tel: 081440300
- **Centro di accoglienza notturna La Tenda Onlus**, Via Sanità 95 tel: 0815441415 – email: centrolatenda@tim.it

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.

NORTHERN 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 15th to March 31st), phone 0288447649 for winter emergency go to Via Ferrante Aporti 3;
- **Comune di Milano** (all year long) phone 0288445238 / 0288445239; Viale Ortles 6;
- **Caritas Ambrosiana** (for men) 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

COMO

where to sleep (for more info read the detailed sheet about Como at paragraph 4.2)

Porta Aperta, Via Primo Tatti n°18, opening hours: Monday, Wednesday and Friday from 9 to 12 am

where to eat

- lunch: Via Primo Tatti n°7 (access through Porta Aperta)
- dinner: from 7 to 8 pm Via Tomaso Grossi n°20 (free access)

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

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

GENOVA

where to eat

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

where to sleep

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

VENTIMIGLIA

where to eat and to sleep

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

TRIESTE

where to eat

- **Caritas**: Via dell'Istria 73 phone 040361005 (lunch 11:30 – 12:30, 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;

- **Centro solidarietà Giovani**: Viale Ledra 4 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 ; (for women the address is Lungo Dora Agrigento 61)

- **Asili notturni Umberto I** Via Ormea 119 phone
0115660804 www.asilinotturni.org

where to sleep

- **Casa di ospitalità notturna Cooperativa Stranaidea**
Via Carrera 181

- **Casa di ospitalità notturna Coop. Animazione**
Valdocco Via Ghedini 6

CHAPTER 7

TRAVELLING AROUND ITALY AND TO ANOTHER EUROPEAN COUNTRY

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

TRAVELLING IN ITALY – BY TRAIN

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

For schedules and exact prices, go to the website www.trenitalia.it or call the number 892021.

Here you can find some information about the connections among 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 ROMA	BOLOGNA FIRENZE	4 daily trains (same departure times of trains from Rome) to Milan)	from 19 to 37,5
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

TRAVELLING IN ITALY – BY BUS

For schedules and exact prices, contact the following companies:

- **BALTOUR/EUROLINES:** www.baltour.it - phone 0039 (0)861 1991900
email: info@baltour.it (ticket office in Rome at Largo Guido Mazzoni - Biglietteria B)
- **SALEMI** (Sicily): www.autoservizisalemi.it - phone 0039 (0)923-9811020
- **SAIS AUTOLINEE** (Sicily): www.saisautolinee.it toll-free number 800211020 -
from mobile phone 199244141

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

MOVING TO ANOTHER EUROPEAN COUNTRY – BY TRAIN

GENERAL RECOMMENDATIONS FOR TRAIN JOURNEYS TO THE BORDERS

- In the main railway stations of the major cities there is always a Railway Police Station; in these stations travellers are usually subject to daily checks, either in the station areas or before getting to the platform;
- Always have the ticket with you when travelling: ticket inspectors of the State Railways are public officers, they can call the police if there is any irregularity and can ask to check your documents;

- Trains departing from border towns are subject to frequent controls from the departure station along the way up to destination;
- on;
- In every border railway station there is a border police station, which checks the documents and monitors the route.

SWITZERLAND

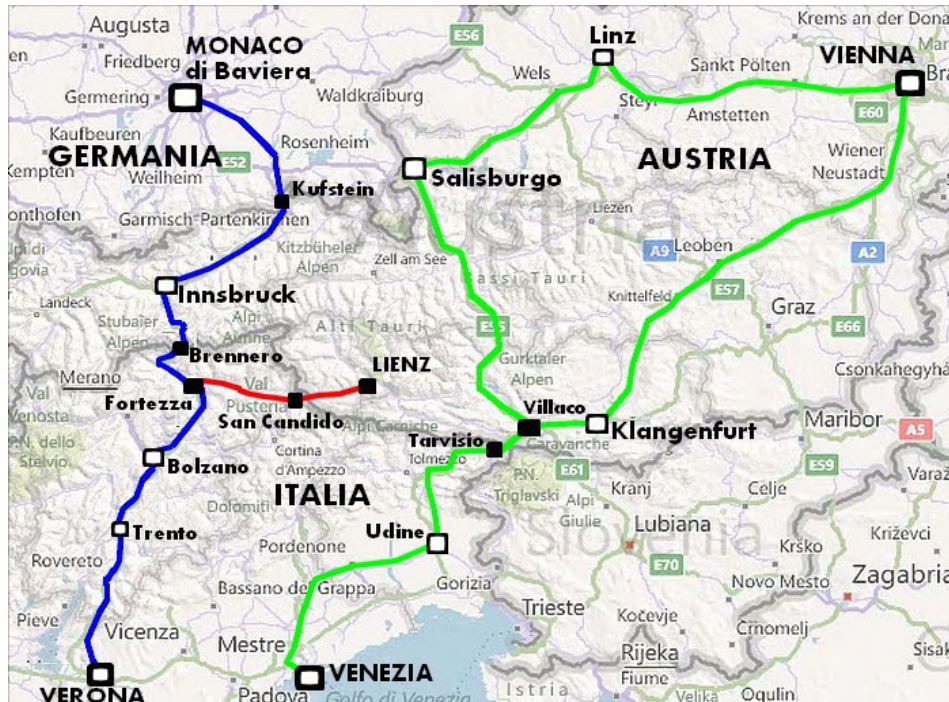


Trains to Switzerland (the first city in Switzerland is Chiasso) leave from Milan Central Station.. From Milan Central to Lugano and Zurich (Switzerland) there are 8 trains a day from 8:25 until 20:25 (from 19 euro). From Milan Central to Bern and Basel there are 3 trains a day (from 29 euro)

For schedules and exact prices contact:

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

AUSTRIA AND GERMANY



Main trains to Austria and Germany: from Verona (Porta Nuova) there are 6 trains to Austria (Innsbruck) and Germany daily (price from 39 euros).

Night trains: from Milan Central - Verona - Trento - Bolzano - Innsbruck (Austria) – Vienna - Munich (Germany) (prices from 59 euros); **from Roma** (station Termini) - Florence - Bologna - Verona - Trento - Bolzano - Innsbruck (Austria) - Munich (Germany) (prices from 59 euros); **from Roma Termini** - Florence - Bologna - Venezia - Tarvisio - Klagenfurt (Austria) - Villach (Austria) - Vienna (Austria) (prices from 59 euros); **from Venezia-Mestre** there are trains to Vienna (Austria) and to Innsbruck (Austria) - Munich (Germany) (prices from 95 euro).

For schedules and exact prices contact:

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

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

FRANCE



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

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

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

From Milano-centrale to Nice and Marseille (France) via Torino, Genova and Ventimiglia (prices from 30 euros).

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

For schedules and exact prices contact:

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

- **SNCF (French railways):** www.sncf.com - phone 0039 (0)2 40326435

MOVING TO ANOTHER EUROPEAN COUNTRY - BY BUS

There are many buses connecting the main Italian cities with Germany, France, Austria and Switzerland. Some of the most frequent routes are: **Rome-Paris, Rome-Munich, Milan-Paris, Milan-Vienna, Milan-Zurich, Venice-Paris, Milan-Basel, Venice-Vienna, Milan-Munich, Venice-Munich, Genoa-Marseilles.**

For schedules and exact prices contact the following transport companies:

- **BALTOUR/EUROLINES:** www.eurolines.it www.baltour.it phone 0039 (0)861 1991900 - email: info@baltour.it (ticket office in Rome at Largo Guido Mazzoni - Biglietteria B)

CHAPTER 8

GLOSSARY

- **ASYLUM SEEKER: (RICHIEDENTE ASILO):** a person who presents an asylum application for the recognition of refugee status, according to the Geneva Convention of 1951. The asylum request can be made by any person and at any time.
- **MINISTRY OF INTERIOR (MINISTERO DELL'INTERNO):** is the central administration of the state which has primary authority on issues of immigration and asylum.
- **PREFECTURE (PREFETTURA):** is the administrative body of the Ministry of Interior, the decentralised Office of Internal Affairs of the province and the Government's territorial Office.
- **POLICE HEADQUARTER (QUESTURA):** is the administrative body that manages and organises the activities of the police in each province. Within each police station, there is a foreign office that deals with the paperwork of immigrants and asylum seekers.
- **TERRITORIAL COMMISSIONS (COMMISSIONE TERRITORIALE) FOR THE RECOGNITION OF INTERNATIONAL PROTECTION :** has the task of evaluating the applications for recognition of international protection status.
- **PERMIT OF STAY (PERMESSO DI SOGGIORNO):** is the document that authorises you to stay legally on Italian territory.
- **UNACCOMPANIED MINOR (MINORE NON ACCOMPAGNATO):** A person who is under eighteen years of age, who is not married and is located in a European country, unaccompanied by a responsible adult who is older than eighteen years..
- **RELATIVE (FAMILIARE):** your husband/wife or your partner (partner is not recognised in every country); your children who are not married and are dependent on you. If you are a minor and you are not married, your father, your mother and the legal “guardian” are also considered members of the family.
- **“CEDOLINO”:** a document in the form of a strip of card with a photo that is given to the applicant who has attended the police station to apply for asylum and to have fingerprints taken. This document details successive appointments with the police.
- **EURODAC:** Database that can be accessed by all European States in which the fingerprints of applicants for asylum and certain categories of irregular migrants are stored.
- **DUBLIN REGULATION (REGOLAMENTO DUBLINO):** European regulation that establishes the state responsible for examining an asylum application.
- **VERBALIZATION (VERBALIZZAZIONE):** phase of the asylum procedure where at the police headquarters the C3 form is filled out (written questions asking for information about the applicant, his/her family and the way you had taken to arrive in Italy).
- **SCHENGEN AREA (SPAZIO SCHENGEN):** free circulation area that includes a group of 26 European countries, including 22 EU Member States. 22 European states of the 28 take part with the exception of Britain and Ireland (opt-out), Cyprus, Croatia, Bulgaria and Romania. In addition: Iceland, Liechtenstein Norway and Switzerland.

ENGLISH – ITALIAN DICTIONARY AND PHRASEBOOK

Introduce yourself - Presentarti		
<i>Buongiorno</i>	Good morning	<i>Ciao/Salve</i>
<i>Arrivederci</i>	Good bye	<i>Buonasera</i>
<i>Per favore</i>	Please	<i>Scusa</i>
<i>Prego</i>	You are welcome	<i>Grazie</i>
<i>Il mio cognome è...</i>	My surname is...	<i>Il mio nome è...</i>
<i>Vengo da...</i>	I'm from...	<i>Ho anni</i>
Family - Famiglia		
<i>Sorella</i>	Sister	<i>Fratello</i>
<i>Madre</i>	Mother	<i>Padre</i>
<i>Figlia</i>	Daughter	<i>Figlio</i>
<i>Moglie</i>	Wife	<i>Marito</i>
<i>Nonna</i>	Grandmother	<i>Nonno</i>
<i>Zia</i>	Aunt	<i>Zio</i>
<i>Cugina</i>	Cousin (female)	<i>Cugino</i>
<i>voglio chiamare mio/a..</i>	I would like to call my...	<i>Mio/a... vive a ...</i>
Asking for and giving information - Chiedere e dare informazioni		
<i>C'è un traduttore?</i>	Is there a translator?	<i>Dove mi trovo?</i>
<i>Non capisco</i>	I don't understand	<i>C'è un avvocato?</i>
<i>Parli ?</i>	Do you speak ... ?	<i>Puoi scrivermelo?</i>
<i>Ho bisogno di ...</i>	I need to ...	<i>Non parlo italiano</i>
<i>Voglio la traduzione di questo documento</i>	I want the translation of this document	<i>Quanto tempo starò in questo posto?</i>
<i>Non ho soldi</i>	I have no money	<i>Non lo so</i>
<i>Dove posso dormire?</i>	Where can I sleep?	<i>Dove posso mangiare?</i>
<i>Dov'è il bagno?</i>	Where is the bathroom?	<i>Avete acqua?</i>
<i>Dov'è la stazione degli autobus?</i>	Where is the bus station?	<i>Dov'è la stazione dei treni?</i>
<i>Quanto costa il biglietto?</i>	How much is the ticket?	<i>Dove posso comprare il biglietto?</i>
<i>Dove posso chiedere aiuto e informazioni?</i>	Where can I get help and information?	<i>Dove posso fare una doccia?</i>
<i>Dove posso comprare una scheda telefonica?</i>	Where can I buy a phone card?	<i>Posso fare una telefonata?</i>
Health - Salute		
<i>Devo andare in ospedale</i>	I need to go to the hospital	<i>Ho bisogno di un medico</i>
<i>Sono ferito</i>	I'm hurt	<i>Mi serve una medicina</i>
<i>Il dolore è forte</i>	The pain is bad	<i>Mi fa male qui</i>
<i>Ho la febbre</i>	I have a fever	<i>Sono malato</i>

<i>Mi gira la testa</i>	My head is spinning	<i>Sono allergico a...</i>
<i>Ho mal di testa</i>	I have a headache	<i>Sono stato picchiato</i>
<i>Non respiro bene</i>	I have problems breathing	<i>Ho mal di gola</i>
<i>Ho mal di denti</i>	I have toothache	<i>Ho problemi alla pelle</i>
<i>Soffro di bronchite</i>	I suffer from bronchitis	<i>Soffro di asma</i>
<i>Ho perdite di sangue</i>	I have heavy bleeding	<i>Potrei essere incinta</i>
<i>Ho la tubercolosi</i>	I have tuberculosis	<i>Ho subito violenza sessuale</i>
<i>Ho la scabbia</i>	I have scabies	<i>Ho la malaria</i>
Clothes and other things - Vestiti e altri oggetti		
<i>Maglione</i>	Sweater	<i>Scarpe</i>
<i>Pantaloni</i>	Pants	<i>Maglietta</i>
<i>Mutande</i>	Underwear	<i>Calze</i>
<i>Cappello</i>	Hat	<i>Giubbotto</i>
<i>Sciarpa</i>	Scarf	<i>Guanti</i>
<i>Sacco a pelo</i>	Sleeping bag	<i>Letto</i>
<i>Cuscino</i>	Pillow	<i>Coperte</i>
<i>Batteria</i>	Battery	<i>Cellulare</i>
<i>Connessione internet</i>	Internet connection	<i>Computer</i>
<i>Sapone</i>	Soap	<i>Torcia</i>
<i>Dentifricio</i>	Toothpaste	<i>Spazzolino</i>
Adjectives - Aggettivi		
<i>scomodo</i>	uncomfortable	<i>stanco</i>
<i>vicino</i>	near	<i>lontano</i>
<i>piccolo</i>	small	<i>grande</i>
<i>costoso</i>	expensive	<i>economico</i>
<i>pulito</i>	clean	<i>sporco</i>
<i>freddo</i>	cold	<i>caldo</i>
<i>vecchio</i>	old	<i>nuovo</i>
Directions, places and transportation - Indicazioni, luoghi e trasporti		
<i>Sud</i>	South	<i>Nord</i>
<i>Est</i>	Est	<i>Ovest</i>
<i>Destra</i>	Right	<i>Sinistra</i>
<i>Fuori</i>	Outside	<i>Dentro</i>
<i>Indietro</i>	Back	<i>Avanti</i>
<i>Ufficio Postale</i>	Post Office	<i>Ospedale</i>
<i>Prefettura</i>	Prefecture	<i>Questura</i>
<i>Aeroporto</i>	Airport	<i>Porto</i>

<i>Treno</i>	Train	<i>Autobus</i>
<i>Taxi</i>	Taxi	<i>Nave</i>
Documents and political asylum - Documenti e asilo politico		
<i>Non ho un documento</i>	I don't have a document	<i>Ho un documento</i>
<i>Mi hanno rubato il mio documento</i>	They stole my document	<i>Ho perso il mio documento</i>
<i>Permesso di soggiorno</i>	Permit of stay	<i>Passaporto</i>
<i>avvocato</i>	Lawyer	<i>Attestato/certificato</i>
<i>Ricorso/appello</i>	Appeal	<i>Richiesta d'asilo</i>
<i>Non voglio contattare la mia ambasciata</i>	I don't want to contact my embassy	<i>Voglio chiedere asilo politico</i>
<i>Arresto</i>	Arrest	<i>Espulsione</i>
<i>Violenze</i>	Violence	<i>Persecuzione</i>
<i>Crimini</i>	Crimes	<i>Guerra</i>
<i>Torture</i>	Torture	<i>Minacce</i>
<i>Conflitti tribali/etnici</i>	Tribal/ethnic conflicts	<i>Arruolamento forzato</i>
<i>Polizia di frontiera</i>	Border police	<i>Gruppi militari</i>
<i>Leggi</i>	Laws	<i>Diritti Umani</i>
<i>Libertà</i>	Liberty	<i>Vita</i>
<i>Nel Paese da cui provengo sono in pericolo</i>	In the country I come from I would be in danger	<i>Non posso tornare al mio Paese</i>
<i>Perchè sono di un gruppo etnico o sociale</i>	Because I am in an ethnic or social group	<i>Sono stato/a vittima di discriminazioni...</i>
<i>Per la mia religione</i>	Because of my religion	<i>Per il colore della mia pelle</i>
<i>Per il mio orientamento sessuale</i>	Because of my sexual orientation	<i>Per le mie opinioni politiche</i>

