

# Q&A for people from Ukraine



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## ► UPON ARRIVAL IN ITALY

### **What should I do once in Italy?**

First, you must regularize your presence in the country. Go to the Questura-Immigration Office of the city where you are located to sign the declaration of presence and, then, you can apply for a residence permit for temporary protection. You will also receive the fiscal code to access public services during your stay in Italy.

Remember that, depending on your situation and personal needs, you can also apply for other types of protection, such as international or special protection.

### **I arrived in Italy and I do not have any accommodation. Where should I go?**

If you do not have accommodation, please contact the municipality of the city where you are located and ask for information on the reception system in Italy.

### **I am a person with a disability/ a family member who has a disability, where can I stay?**

If you or a family member have special housing needs, contact the municipality of the city in which you are located and communicate your needs.

### **I am a guest of a reception center. How long can I stay here?**

If you are under a temporary protection status, you can stay for one year in an accommodation of the network Cas-Centri di assistenza straordinaria (Extraordinary Assistance Centers), Sai-Sistema di accoglienza e integrazione (Reception and Integration System).

### **What is the duration of the residence permit for temporary protection?**

The residence permit for temporary protection can be automatically extended for an additional year at the end of the first year, every six months, unless the European Union Council decides otherwise.

### **I have filled out the application at the Questura in the city where I am located and I am still waiting to receive my residence permit. Can I move to another city before the procedure is completed?**

Yes, you can move to another city but you will still have to collect your residence permit at the Questura-Immigration Office where you have applied for the residence permit.

### **If I apply for temporary protection now, but in a couple of months I will have the opportunity to return to Ukraine, what happens to my status?**

Temporary protection is a status designed specifically for those who are temporarily located only in another country. You can return to Ukraine whenever you want. Bring with you a valid travel and identity document. You will maintain the status of temporary protection upon your return to Italy.

### **I arrived together with minors who are not my children. What procedure should I follow to register (or be appointed) as their legal guardian in Italy?**

You will have to apply to the Public Security Authority, which will contact the Public Prosecutor's Office at the Juvenile Court

and the Social Services of the municipalities for an evaluation of the reception solution and the appointment of a guardian in the best interest of the minor. If you have been appointed guardian in Ukraine or have otherwise been appointed responsible for the minors by an authority in Ukraine you will need to show the related documentation, preferably the original copy.

### **Do I have any benefits for the use of public transport?**

Within five days of your arrival in Italy, you can travel free of charge on intercity, Eurocity, and regional trains, on maritime transport services to the Islands, and on the freeway network to reach the first place of destination or reception.

### **Can I move to another EU country with the temporary protection status I received from the Italian state?**

Yes, with the residence permit for temporary protection you can move to any EU country. If you decide to move to another EU country, you can apply and receive temporary protection in the state where you moved, but you will lose the temporary protection status acquired in Italy.

### **What is the procedure for restoring lost or severely damaged documents?**

Contact the Ukrainian Embassy to communicate your need and obtain an identity document with temporary validity to access public services. Please be sure not to be in danger before you go to the diplomatic or consular authorities of your home country and do not want the authorities of your country to know where you are located. In this case, you can always apply for "international protection."

The Ukrainian Embassy is located in Rome at Via Guido d'Arezzo 9 and receives Monday to Friday from 9:00 AM to 1:00 PM and 2:00 PM to 6:00 PM. You can contact the offices at +39 06 841 2630 - Fax +39 06 854 7539 and email: [emb\\_it@mfa.gov.ua](mailto:emb_it@mfa.gov.ua). You can also go to the consular offices present in different Italian cities:

#### **Rome**

Via Monte Pramaggiore 13 - 00141.

- Phone-Infoline: 06 82003641, Phone-Urgency: +393519886823;
- Fax: +3906823706;
- E-Mail: [gc\\_it@mfa.gov.ua](mailto:gc_it@mfa.gov.ua);
- Hours: 9 AM-1 PM and 2 PM-4 PM on Tuesdays, Wednesdays and Thursdays; 10 AM-2 PM on Saturdays.

#### **Milan**

Via Ludovico di Breme, 11 – 20156.

- Phone-Infoline: +3902801333, Phone-Urgency: +393487254038;
- Fax: +390286984863;
- E-Mail: [gc\\_itm@mfa.gov.ua](mailto:gc_itm@mfa.gov.ua);
- Hours: 09 AM-1 PM; 2 PM-5 PM Monday through Friday; 10 AM-2 PM Saturday.

#### **Naples**

Via G. Porzio 4, Centro Direzionale Isola B3, int. 5-6 – 80143.

- Phone-Infoline: +390817875433, Phone-Urgency: +393277364822;
- Fax: +390816057867;
- E-Mail: [gc\\_itn@mfa.gov.ua](mailto:gc_itn@mfa.gov.ua);
- Hours: by appointment at the Consulate or on the platform <https://online.mfa.gov.ua/application> 9 AM-1 PM; 3 PM-5 PM Monday through Thursday; 9 AM-1 PM on Friday and Saturday.

## **Can I change Ukrainian banknotes into euros?**

Yes. The Bank of Italy (Banca d'Italia) has an agreement with the Ukrainian National Bank to allow people from Ukraine, including minors, to exchange hryvnias for euros.

If you have obtained a residence permit for temporary protection or the recognition of international protection, you can exchange up to 10,000 hryvnias (the equivalent of about 300 euros). Exchange transactions are free of charge and you do not have to open a bank account. For more information, visit the website of [Banca d'Italia - Exchange of Ukrainian banknotes \(hryvnia bills\) for displaced persons from Ukraine](#)

## **► RECEPTION AND ASSISTANCE**

### **Where can I get food and clothing?**

If your host facility does not provide you with food or clothing, you can state your needs to the municipality where you are located, or to a local civil protection association or the nearest church.

### **I have been hosted by an Italian family. Can I receive assistance from the Italian State?**

If you have found independent accommodation at the home of your friends, relatives, or a host family, you can benefit from the subsistence allowance.

To request the subsistence allowance, you first have to submit an application for a residence permit for temporary protection at the Questura-Immigration Office in the city where you are located. Then you will receive the fiscal code to access the dedicated platform to apply for the contribution: <https://contributo-emergenzaucraina.protezionecivile.gov.it/#/>.

You will receive the contribution for a maximum of three months from the date indicated on the receipt of the application for a residence permit for temporary protection.

### **I am in an autonomous accommodation being hosted by a family, but now I would like to move to one of the structures financed by the Italian State. What should I do?**

Go to the municipality of the city where you are located and ask for information on the reception system in Italy.

### **What procedures must the Italian host family comply with?**

Within two days of your arrival, a representative of your host family must go with you to the local police station (Polizia) to fill out the Declaration of Presence and Hospitality. Please be sure to bring an ID with you.

### **What kind of support can my host family receive?**

There is no provision for financial aid for your host family. When you access the subsistence allowance, if you want, you can contribute to the extra living costs of your host family.

### **I have applied for the subsistence allowance. Am I entitled to receive it after the three months?**

Decree No. 881 of March 29, 2022 of the Head of the Civil Protection Department provides that the subsistence allowance can be issued for a maximum of three months, starting from the day of the application for temporary protection. Any updates on the term of payment of the subsistence allowance will be provided for in later provisions.

## **I don't have any money. Who should I contact to make photocard/photocopies?**

If you need a photocard and photocopies to fill out the necessary documentation for your stay in Italy, contact the referent of the facility where you are staying or a local civil protection association.

## **I am a victim of harassment or I am a victim of violence. Who can I contact?**

If you are a victim of gender-based violence or stalking, you can call the toll-free number 1522, which is active 24/7 all over Italy and is also available in Ukrainian. If you find yourself in a dangerous situation, call the NUE-Unified Number for Emergencies (112) and request immediate intervention by the police and, if necessary, medical assistance. If you are in a [Region where the NUE is not yet active](#) call the Police (113) or Carabinieri (112). To receive medical assistance call 118.

## **How do I open a bank account in Italy?**

To open a bank account you only need to go to the bank of your choice with your residence permit and a valid ID.

## **► HEALTH**

### **I need emergency care, where should I go?**

Go to the nearest hospital emergency room or call the emergency numbers 112 or 118. You will be given or explained how to apply for the STP code - Temporarily Present Foreigner - at your first access, unless you had already applied for it through the Local Health Authority (Asl) in your area. The STP code is required to access health care services.

The STP code can also be issued by Hospital Authorities, University Polyclinics, and Institutes of Hospitalization and Scientific Care (Irccs) and is valid all over the country for 6 months.

### **I tested positive for SARS-CoV-2 after my arrival in Italy, what should I do?**

If you received the COVID-19 vaccination boosters, have completed the primary vaccine cycle, or have recovered from COVID-19 for less than 120 days, you must stay in isolation for 7 days from the first positive swab. If you are not vaccinated or have not completed the vaccination cycle, you must stay in isolation for 10 days. You will only be allowed to go out after a negative test at the end of isolation, and only if you have had no symptoms for the past three days. If you continue to test positive, you can stop the isolation at the end of 21 days from the first positive swab.

If you cannot remain in quarantine in your place of reception contact the toll-free number provided by the region where you are staying available at this [link](#).

### **Upon arrival in Italy my children tested positive for SARS-CoV-2, can the Italian state place them in a facility separately from me? Who will be responsible for my children during the quarantine?**

No, family separation is not envisaged. If your children test positive for covid-19 you are identified as their close contact. You must then comply with the self-monitoring and wear the FFP2 type respiratory protective mask, indoors or in public gatherings, until the tenth day after the date of the last close contact.

If you show symptoms of possible Sars-Cov-2 infection during the self-monitoring period, you will have to take an antigenic or molecular test for the detection of SARS-CoV-2, which in case of a negative result should be repeated if symptoms are still present on the fifth day following the date of the last contact.

## **I received the Covid-19 vaccination in Ukraine. How can I get the green pass?**

If you have received the anti-Covid-19 vaccination with Pfizer, Moderna, Astrazeneca, Johnson&Johnson, or Novavax vaccines (or equivalent Covishield, R-Covi, Fiocruz), you can go to the nearest Local Health Authority (Asl) and present an ID and documentation proving your vaccination. According to your vaccination status, the Asl will start the procedure for issuing the green pass (EU Digital Covid Certificate).

If you received a different vaccine from those listed above, you can get a temporary green pass with a negative test, which is valid for 72 hours in case of molecular swab and 48 hours in case of antigenic test. The Asl can provide you with a Covid-19 vaccination with vaccines licensed in Italy.

## **I have already received in Ukraine the vaccinations required in Italy but I do not have documentation confirming this, what should I do?**

If you do not have documentation confirming the vaccinations you have received, you can access the vaccinations in Italy by going to the Local Health Authority (Asl) and ask for information.

## **Are there mandatory vaccines for minors in Italy? What to do if the minor has already had vaccinations in Ukraine but the documentation is lost or incomplete?**

In Italy, the mandatory vaccinations for minors between the ages of zero and sixteen and for unaccompanied foreign minors are anti-polio, anti-diphtheria, anti-tetanus, anti-hepatitis B, anti-pertussis, anti-Haemophilus influenzae type b, anti-morbillus, anti-rubella, anti-parotitis, and anti-varicella.

Compliance with vaccination requirements is a necessary condition for admission to kindergarten and preschools. If you are a parent or legal guardian of a child who has already received vaccines in Ukraine, but do not have the necessary documentation with you to prove this, you should go to the local health authority (Asl) for an assessment of the child's vaccination status and receive instruction.

## **How can I apply for a family doctor?**

To apply for a family doctor or pediatrician of free choice, you must first apply for a residence permit for temporary protection at the Questura-Immigration Office in the city you are staying in. With the receipt of the application, or the residence permit for temporary protection, you can register with the National Health Service at the offices of the Azienda Sanitaria Locale (Asl) closest to the domicile you indicated in the application and choose a family doctor and a pediatrician of free choice for minors of whom you are the parent or legal guardian. Until the submission of the application for a residence permit, you will still be guaranteed basic health care by the authorized facilities, through the STP - Temporarily Present Foreigner - code.

## **My son has an autistic spectrum disorder. What procedure should I follow to get a support teacher?**

Contact the nearest Local Health Authority (Asl) to start the procedure to request a support teacher. The Asl will produce a report that you must give to the school where you intend to enroll your child.

## **I am a person with a disability/I have a rare disease. Who should I contact to receive help?**

In Italy, there are several associations focused on people with disabilities. Most are well-known among social services, so check with the offices of the municipality where you are located to find out the activities carried out by these associations for persons with disabilities on the territory.

Some regions have also dedicated services for people with disabilities from Ukraine.

If you are a deaf person and you are in Emilia-Romagna, Lazio, or Campania, you can ask for assistance in the regional branches of the [Ente nazionale sordi](#): a network of operators, volunteers, interpreters, and mediators with deafness will offer you concrete support.

If you have a rare disease, you can request assistance by contacting the toll-free number 800 896949 of the Istituto Superiore di Sanità, which is active from Monday to Friday and is available from both landlines and mobile phones.

Finally, the AISM-Italian Multiple Sclerosis Association has activated the e-mail box [emergenzasmucraina@aism.it](mailto:emergenzasmucraina@aism.it) to collect reports and support patients who need specific assistance.

### **I need to talk to a therapist but I don't know Italian, where can I go?**

The Italian Red Cross has set up a free #ProntoSoccorsoPsicologico telephone service at the toll-free number 800-065510 (active in Italian and English, Monday to Saturday, 8 AM to 8 PM). You can also request information from the municipality where you are staying, to know whether additional psychological assistance services have been activated. If your child needs psychological support and is attending an Italian school, you can ask if the institute where the child is enrolled has activated a psychological assistance service for students who have arrived from Ukraine and their families.

## **► EDUCATION**

### **What procedure should I follow to enroll in an Italian university?**

If you have a regular residence permit in Italy or another EU country with a title corresponding to the required Italian one, you can access the higher education system, consisting of universities, Non-university higher education institutions (fine arts, music, and dance), and Professional schools you have to submit your matriculation application to the institution of higher education of your choice, according to the procedures, deadlines, and documentation provided by each institution. The university may require you to submit additional documentation to evaluate your foreign degree. For more information, see the procedure set out by the Ministry of University and Research for [Foreign students](#).

Remember that Ukrainian students already staying in Italy, and with the status of refugee or in possession of residence permit for temporary protection can benefit from special conditions, which each university, research institution, higher education institutions of fine arts, music, and dance (AFAM system) can activate independently.

For further information please check the websites of each university or the institutional page of the [Ministry of University and Research](#).

### **I graduated from university in Ukraine. What is the procedure to have it recognized by the Italian state?**

Foreign academic degrees have no legal value in Italy, so you need to ask for their recognition if you want to work, participate in a public competitive examination, or continue your studies.

There are two procedures: if you apply for the recognition to gain access to higher education or to continue your university studies, you have to apply to the Italian universities of your choice, which will examine the course of study and recognize the validity of the degree in Italy. If instead, the recognition is meant to access public competitive examinations or other specific services, you have to apply to the relevant state administration. For more information, check the institutional website of the [Ministry of University and Research](#) and the website of [Sito del CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche](#).

## **My children have the option of attending distance learning classes with their school in Ukraine at the moment, do I have to enroll them in an Italian school anyway?**

Yes, foreign minors between the ages of 6 and 16 living on the Italian territory have the right to education and are subject to mandatory school attendance as provided for Italian citizens.

However, educational institutions can identify educational and ancillary training activities that allow access to online educational materials and activities related to Ukrainian schooling. For more information you can consult the notes of the [Ministry of Education-Department for the Education and Training System AOODPIT No. 381 of March 4, 2022](#) and the [AOODPIT No. 781 of April 14, 2022](#).

## **Where can my children stay while I work (is there a list of kindergartens/after-school centers where children can be accommodated while I am at work)?**

In Italy, there are public services that provide after-school care for younger students, usually children attending kindergartens and elementary school. You can check whether the school where your children are enrolled provides this service, or you can contact the municipality to check if there are Day Care Centers for minors for your children. Finally, the reception structures belonging to the national reception system are also in charge of organizing integration and assistance services and after-school services.

## **What procedure should I follow to enroll my children in school?**

You can enroll them any time during the year by going to the school secretary's office. Regional School Offices, also through the Polo schools identified in the territory, will decide the enrollment and placement procedures at the school to which your children will be assigned. You can consult the Ministry of Education-Department for the Education and Training System [AOOD-PIT n. 781 del 14 aprile 2022](#). Please remember to bring with you your children's ID, the fiscal code, and vaccination certificate, with a statement indicating the school attended in Ukraine. If you do not have these documents with you, a self-certification will be sufficient. To contact the school office in the region where you are located, visit the dedicated section on the website of the [Ministry of Education](#).

## **Where can I find a list of free Italian classes, online and in presence?**

Many associations across Italy are working to organize Italian classes, for both adults and children from Ukraine.

The Dante Alighieri Society organizes free Italian language courses that will be held in person at the headquarters of the school present throughout Italy.

To know about active initiatives on the territory, check the following [website](#) or ask for information to the referent of the facility where you are staying or to the Municipality of the city where you are located.

## **► WORK**

### **Can people with a residence permit for temporary protection work in Italy? And those awaiting the residence permit?**

Yes, Article No. 2 of the March 28, 2022 DPCM specifically provides access to jobs for the beneficiary of temporary protection. This article refers to the provisions of the Civil Protection Ordinance No. 872 of March 4, 2022, according to which "the performance of work activities whether subordinate, seasonal, or self-employed is allowed to people from Ukraine as a result of the current crisis, following on the sole request for a residence permit submitted to the competent Police Headquarters."



Therefore, it is possible to start working immediately after the submission of the application for temporary protection on the sole receipt, even if the residence permit has not been issued yet.

### **Where can I go to find work in Italy?**

It is possible to apply for a job by contacting the Employment Centers (Centri per l'impiego- CPI) and other accredited entities, such as private employment agencies (PLAs) that offer services related to labor supply and demand.

### **I cannot work because of my age, will my Ukrainian pension be recognized in Italy?**

Yes, the territorial offices of Inps-National Social Security Institute can provide pension benefits in favor of Ukrainian citizens who, due to the ongoing conflict, have left their home country to resettle in Italy or in the territory of other states.

For more information read the [Inps message No. 2302 of June 1, 2022](#).