

Information for people from Ukraine



RECEPTION

What to do upon arrival 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.

Where to go if one's does not have an autonomous accommodation

If you do not have the possibility to have an autonomous accommodation, you can benefit from the structures of the national reception network Cas-Centri di assistenza straordinaria (Extraordinary Assistance Centers), Sai-Sistema di accoglienza e integrazione (Reception and Integration System), or the structures for widespread reception provided by the Italian State.

The CAS and SAI system

The Integration Reception System (SAI) consists of reception projects activated by local authorities, aimed at providing food, accommodation, and additional services, including information, assistance, support, orientation, and activities aimed at the construction of individual social-economic integration.

Should there be no places available in the SAI, reception is still guaranteed within the CAS, territorial assistance facilities activated by the Prefectures.

The widespread reception network

To complement the network of CAS and SAI, the Italian State has identified other facilities to provide assistance and reception services: in co-housing with families or in houses provided by Third Sector and Social Private entities. The widespread reception measure is aimed at people temporarily housed in hotel facilities and accommodation facilities, identified by the Regions and Autonomous Provinces. This service is also aimed at anyone arriving in Italy from Ukraine and to people who have at first found a temporary accommodation but now need a new reception structure.

TEMPORARY PROTECTION

What it is

It is an exceptional form of protection that provides immediate protection for people fleeing Ukraine from February 24, 2022.

Who can apply for it

The application for temporary protection can be submitted at the Questura-Immigration Offices by:

- Ukrainian citizens and their family members residing in Ukraine as of February 24, 2022;
- stateless persons or persons from a third country and their family members ,who before February 24, 2022, were granted international protection or national protection in Ukraine;
- Stateless persons or persons from a third country, holders of a permanent residence permit in Ukraine as of February 24 2022, who cannot return under safe and stable conditions to their home country.

How long it lasts

The residence permit for temporary protection is valid for one year from March 4, 2022. Upon expiration it can be renewed by the police headquarters every six months for a maximum period of one year.

According to the situation in Ukraine, the residence permit could be further extended. In case the situation in Ukraine allows for safe and stable repatriation, the residence permit will be revoked.

In any case, you will always have the opportunity to apply for recognition of international protection.

What rights it guarantees

With the residence permit for temporary protection you are granted several rights and access to public services during your period of stay in Italy.

If you do not have housing, you can receive an accommodation within the reception network provided by the Italian state.

If you have found independent accommodation at the home of friends, relatives or host families, you are eligible to receive the subsistence allowance: 300 euros per month for a maximum of three months. Also, for each minor under the age of 18 you can receive an additional contribution of 150 euros per month.

At the local health authority (Asl) closest to your home, you can register with the National Health Service, request a doctor for you, a pediatrician for the children under your care, and access all medical services.

You can also access the school and university system, work as an employee or freelance worker, attend a professional training course, do an internship, and access other active job policy measures, under the same terms and conditions as Italian citizens.

Other protection measures

In addition to temporary protection, there are also international protection and special protection measures that guarantee equal rights, but follow a complex process. To learn more, scan the QR code and read the brochure produced by the Central Directorate for Immigration and Border Police in collaboration with the European agency EUAA, the Department for Civil Liberties and Immigration and the National Asylum Commission.



ASSISTANCE

What is the subsistence allowance

The subsistence allowance is a measure of economic assistance recognized by the Italian state in monthly quotas of 300 euros for a maximum of three months from the date indicated on the receipt of the application for the residence permit for temporary protection. The parent of minors under the age of 18 is also recognized a supplement of 150 euros per month for each child.

Who is eligible

People fleeing the conflict in Ukraine who:

- have applied to the Questura-Immigration Office for a residence permit for temporary protection

- have found independent accommodation (not in structures financed by the Italian State) including at the home of relatives, friends or host families for at least ten days over a month.

How to apply

To apply for the subsistence allowance you need:

- the Fiscal Code indicated in the receipt of your application for a residence permit for temporary protection
- a mobile number and an e-mail to receive communications about the progress of the procedure.

If you have not received your Fiscal Code or have lost your receipt, contact the Police Station (Questura).

If you do not have an e-mail or a mobile phone you can enter that of a family member or a friend.

To apply, log in to the Department of Civil Protection's platform via this QR code and follow the indicated procedure.



For more information and to know in detail the necessary requirements, consult the vademecum also available in Ukrainian. Scan the QR code to read the vademecum about the subsistence allowance.



HEALTH CARE

What to do upon arrival in Italy

Apply for a STP - Straniero Temporaneamente Presente (Temporarily Present Foreigner) - code as soon as possible to an authorized hospital or Local Health Authority (Asl). This will provide you access to urgent and essential care immediately after your arrival in Italy: access to the emergency room, vaccinations, prescription of clinical exams, specialist visits and medications. If you do not yet have the STP Code and need urgent medical care, you can go to a hospital emergency room.

Covid-19 Vaccinations

Italy offers free Covid-19 vaccination (from five years old and up), at the local health authority (Asl) nearest to you. Every time you receive a Covid-19 vaccine do a swab, or in case of a certified recovery, you are automatically issued a Covid-19 green certification (green pass).

What are the prevention measures for Covid-19

Always carry a mask with you and wear it in case of gatherings. Keep a safe distance of at least one meter; wash your hands frequently with soap and water or sanitize them with an hydro-alcoholic solution; ventilate the rooms several times during the day; avoid the exchange of bottles and glasses.

What to do in case you test positive for Covid-19

If you test positive for Covid-19 and have been asymptomatic all the time, or have been symptomatic at first but asymptomatic for at least two days, you can end the isolation period after five days from the first positive swab, even without further testing. You may end the isolation even before five days if you have been always asymptomatic and tested negative with an antigenic or molecular test in a health care facility or pharmacy.

If you have always been asymptomatic, you should wear FFP2-type masks at the end of the isolation until the tenth day from symptoms occurrence or the first positive test. These precautions may be interrupted if you test negative on an antigenic or molecular test.

How to register with the National Health Service

After applying for a temporary protection residence permit, go to the Local Health Authority (Asl) closest to the domicile you indicated in your residence permit application and choose your family doctor and free-choice pediatrician if you have minors under your care. This will ensure you access to National Health Service care under the same conditions as Italian citizens.

Your family doctor or pediatrician will guarantee, free of charge, general medical examinations during the established office hours, and the prescription of specialist visits and medicines. Medications and specialist examinations and prescriptions. Medications prescribed by your doctor are provided by pharmacies.

Remember that all women in Italy are granted the right to maternity care. Consult your family doctor for pregnancy care: obstetric examinations, ultrasound scans, checkups and instrumental examinations as well as delivery and postpartum care.

If you are not working, you will not bear any charges for health care services; any co-pay exemption is issued at the time of the assignment of the family doctor and the pediatrician.

EDUCATION

How to enroll children in school?

The enrollment procedure can be done 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. 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 and Merit](#).

Vaccination requirements for school

In Italy the mandatory vaccinations for minors between the ages of zero and sixteen years of age and for unaccompanied foreign minors: anti-polio; anti-diphtheria; anti-tetanus; anti-hepatitis B; anti-pertussis; anti-Haemophilus influenzae type b, measles, anti-rubella, anti-parotitis, anti-varicella. Compliance with vaccination requirements is mandatory for admission to

kindergarten and preschools. For more information on the vaccination plan, go to your local health authority (Azienda Sanitaria Locale (Asl) or consult the dedicated section on the [Ministry of Health](#) website.

How to enroll in 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 or the institutional page of the [Ministry of University and Research](#).

WORK

Where to find an employment

If you have a residence permit for temporary protection, you can work in Italy as provided by Article 2 of the DPCM of March 28, 2022, which expressly allows temporary protection holders access to the labor market.

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.

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.

More information available on the website [Integrazione migranti – Work and live in Italy](#).

Utility numbers

800 840 840 Contact Center of the Civil Protection Department for requests for information on assistance to citizens from Ukraine, open Monday through Saturday from 8 AM to 8 PM

800 905 570 Toll-free number for asylum seekers and refugees from ARCI in cooperation with UNHCR. Active Monday to Friday, 9 AM to 2 PM.

112 Single European Emergency Number. In the Regions where it operates, it is active 24/7

118 For medical emergencies. In Regions where 112 is not available, it is active 24/7.

1520 Public Utility Number of the Italian Red Cross. Active 24/7

1522 Anti-violence and stalking number. Active h 24.

800 896949 Rare diseases toll-free number.

800 290 290 Toll-free anti human trafficking number.

1522 Anti-violence and anti-stalking toll-free number.

800 90 10 10 National Anti-Racial Discrimination Office.

Regional toll-free numbers for the containment of Covid-19, available on the [Ministry of Health website](#).