

Guide to useful services in Florence

CODICE FISCALE – FISCAL CODE	p. 2
TESSERA SANITARIA – NATIONAL HEALTH INSURANCE CARD	P. 3
STP CARD	P. 3
REGISTRATION WITH THE S.S.N.	P. 4
HOW TO BOOK MEDICAL VISITS	P. 5
IL CONSULTORIO	P. 6
ISEE	P. 7
RESIDENCE	P. 9
WHERE TO APPLY AND RENEW THE RESIDENCE PERMIT	p. 10
DRIVING LICENSE	P. 12
LIST OF USEFUL CONTACTS	P. 13
USEFUL LINKS	P. 17

CODICE FISCALE – FISCAL CODE – TAX CODE

The Fiscal Code / Tax Code (Codice Fiscale) is a code made up of letters and numbers on the basis of your first name, family name, date and place of birth and it is used by the Public Administration to identify the citizens living in Italy. All those living in Italy need to have their own.

It is useful when you have to interact with public offices (for example to be hired and to work, to pay taxes, to receive a health card and medical assistance or even to enrol children in school), but it also serves to buy a SIM card for mobile phones or to open a bank account or to have a receipt for a private medical examination.

How to apply:

- For Italian citizens, as well as for foreigners residing in Italy with a residence permit, the tax code is issued by the Agenzia delle Entrate.
- For citizens residing abroad, the tax code can be requested from the Italian Embassy/Consulate in the country of residence.
- Non-EU citizens who apply for a residence permit at the Sportello Unico per l'Immigrazione (for subordinate work, family reunification, etc.): they receive their tax code from the Sportello, when they are summoned to the same.
- Foreign citizens without a tax code: they apply for a tax code at a local Revenue Agency (Uffici Locali dell'Agenzia delle Entrate) with a valid identification document and, if non-EU citizens, a residence permit.
- Non-EU citizens without a tax code who apply for the issue/renewal of their residence permit: the tax code is allocated to them by the Questura;
- Minors: in the case of minors, the request must be submitted by the parent, who must show his/her identity document and, if a foreigner, also a residence permit;
- Asylum seekers: the Questura or the Frontier Police, at the moment of the registration of the foreign citizen's application for international protection, request electronically the attribution of a provisional numeric tax code, which is indicated on the receipt certifying the submission of the application for international protection; in case of a favorable decision by the Territorial Commission, the provisional tax code is converted into a definitive alphanumeric tax code and inserted in the notification letter of the recognition of international protection.

In case of theft/loss/damage, a duplicate can also be requested online:

<https://telematici.agenziaentrate.gov.it/RichiestaDuplicatoWeb/ScegliModalita.jsp>.

Citizens who are entitled to health care and are registered with the National Health Service are issued a Tessera Sanitaria (which also contains the codice fiscale). Citizens who are not enrolled in the National Health Service are issued only the Codice fiscale.

Info: Agenzia delle Entrate (Firenze 1) - via S. Caterina D'Alessandria, 23 - tel. 055 47 87 111, toll free number 848 800 444. Requests for assignment of tax code/health card to newborns and in cases of proven urgency can be sent by pec or email: dp.firenze@pce.agenziaentrate.it / dp.firenze@agenziaentrate.it.

Access is only by appointment to be made by telephone on 06 96668907, or online via the website: <https://prenotazioneweb.agenziaentrate.gov.it/PrenotazioneWeb/prenotazione.action>

TESSERA SANITARIA - National Health Insurance Card

After enrolling in the S.S.N. (National Healthcare Service) you will receive a tessera sanitaria. This is an electronic Healthcare Card which entitles you to the medical services provided. The card is regional so healthcare services may vary from one region to another. The tessera sanitaria is free of charge and is valid for the duration of your residence permit, it also allows you to obtain health services in other EU countries.

The tessera sanitaria is necessary when you need to see a doctor or paediatrician, fill a prescription at the pharmacy, book a diagnostic exam, visit a specialist at the hospital or ASL clinic and, iany occasion where you must certify your codice fiscale (tax code).

Citizens holding a valid tax code, in order to receive the Italian Health Insurance Card Health Card must necessarily register to the competent ASL. The Italian Health Insurance Card is sent, by ordinary mail, to the residence address of the citizen registered in the Tax Registry. This address is the one that Municipalities communicate to the Agenzia delle entrate.

ITALIAN HEALTH INSURANCE CARD VADEMECUM (2021):

<https://www.agenziaentrate.gov.it/portale/documents/20143/3655940/Italian+Health+Insurance+Card+%28JUNE+2021%29ultimo.pdf/00f2b64a-717f-f3da-0420-145ddaec5943>

Foreign nationals wishing to apply for a health-card must register with the National Health Service (SSN).

STP CARD

In addition, foreigners who do not have a residence permit can apply for an STP (Straniero Temporaneamente Presente - Temporarily Present Foreigner) card to receive urgent health care at public hospitals. The STP card can be requested at the ASL office in the municipality where you are, or directly at the emergency room if you go for an urgent visit. This card lasts six months, can be renewed when it expires at the ASL office, and allows you to receive various healthcare treatments, including urgent care where life is in danger, maternity and pregnancy care, vaccines that are compulsory under Italian law, care for minors, and care for infectious diseases.

In Florence, it can be requested:

WHERE TO APPLY FOR STP CARD IN FLORENCE:

- Presidio D'Annunzio, Viale D'annunzio n.29. Hours: Tuesday 9.00- 12.30.
- Presidio Santa Rosa, Lungarno Santa Rosa 13/15. Hours: Tuesday 9.00-12.30.
- Presidio e Casa della Salute Morgagni, Viale Morgagni 33. Hours: Tuesday 9.00-12.30.

STP card in Tuscany:

<https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/784-servizi-vari/assistenza-italiani-all-estero-e-stranieri-in-italia/10114-assistenza-in-italia-a-cittadini-extracomunitari-stranieri-temporaneamente-presenti-stp>

To obtain this card you will need:

- An identification document, or your personal data: name and surname, place and date of birth, sex and nationality.

- A declaration of indigence, i.e. you communicate that you live in precarious economic conditions.

In Florence the outpatient clinics reserved for people with STP cards are:

- Presidio D'Annunzio, via D'Annunzio 29. Orario: martedì ore 9.00-12.30
- Presidio Santa Rosa, lungarno Santa Rosa 13/15. Orario: martedì ore 9.00-12.30
- Presidio e Casa della Salute Morgagni, Viale Morgagni 33. Orario: martedì ore 9.00-12.30

Registration with the National Health Service (S.S.N.)

Registration at the Regional Health Service (SSR) based on the residence permit:

<https://www2.immigrazione.regione.toscana.it/?q=schedemultilingue-areaserviziosanitario-EN>

Guide to Health services (multilingual):

<https://www.uslcentro.toscana.it/index.php/altri-servizi/assistenza-italiani-all'estero-e-stranieri-in-italia/34976-progetto-eulim-modalita-di-accesso-ai-servizi-sanitari>

The Global Health Centre (Centro di Salute Globale,), in collaboration with the Regione Toscana, created 11 **videos** in as many languages to promote knowledge of the **organisation of the Tuscan health system:**

https://www.youtube.com/playlist?list=PL5WpPAVGKvdajqUgn0Vn-kiM68G_PH3C0

Enrolment in the Servizio Sanitario Nazionale – S.S.N. (National Healthcare Service) guarantees all the healthcare provided for by the Italian State.

To enrol to the S.S.N. you must go to the office of your local Azienda sanitaria (health authority) of the Municipality where you reside, with your valid identity document, codice fiscale and valid permesso di soggiorno (if it has expired you must show your receipt for renewal request). Your enrolment with the S.S.N. is valid for the entire period of validity of the permesso di soggiorno and is extended to dependent family members as well. At the time of enrolment, you must choose your family doctor, and if you have children who are minors, your paediatrician.

You can register at the Anagrafe sanitaria office of the Azienda Sanitaria Locale (ASL), where health services are also offered. You must go to the local ASL office in your district of residence:

District 1 and 4:

Presidio Santa Rosa, lungarno Santa Rosa 13/15; oppure Presidio Canova, Via Chiusi 4/2

District 2 and 3:

Presidio d'Annunzio, via Gabriele D'Annunzio 29

District 5:

Presidio e casa della salute Morgagni, viale Morgagni 33

Presidio le Piagge, Via dell'Osteria 18.

You can book an appointment with the Anagrafe sanitaria by calling, monday to friday, the call centre number (CUP): 055 54 54 54.

When you move from one municipality to another, or if you are living in a municipality different from where you are a resident, you must contact the ASL where you are living for information about your access to healthcare services.

The family doctor and paediatrician

When you register with the S.S.N., you will choose your family doctor and paediatrician if you have children under the age of 14. In the event of illness, it is the family doctor or paediatrician who will prescribe

medication, request appointments for specialist consultations, provide you with a medical certificate to justify absence from work or a child's return to school after illness, etc.

Health Registry Desks: <https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/medico-di-famiglia/1432-servizi-medico-di-famiglia-e-pediatria/20568-sportelli-anagrafe-sanitaria>

The list of professionals, with surgery hours and locations, is available online: <https://servizi.estar.toscana.it/adiba/app/medici?azienda=1813960>

You can change doctor or pediatrician at any time:

<https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/medico-di-famiglia/20563-scelta-e-cambio-del-medico-di-famiglia-e-o-del-pediatra>

HOW TO BOOK MEDICAL VISITS

To book specialist medical exams, you must have a prescription from your family doctor.

With the recipe, you can book an appointment:

- online <https://prenota.sanita.toscana.it/>
- by calling the Centro Unico Prenotazioni (CUP) on 055 54 54 54
- by contacting pharmacies and voluntary associations that offer CUP services (<https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/615-diagnosi-e-cura/la-prenotazione-di-visite-ed-esami/10288-prenotare-visite-ed-esami>).
- phone APP Toscana Salute
- phone APP OPEN TOSCANA

If you cannot make the appointment after booking, you must remember to cancel it, or you will have to pay for the service anyway. You can call the CUP to cancel. <https://www.uslcentro.toscana.it/index.php/servizi-online/servizi-e-attivita/diagnosi-e-cura/615-la-prenotazione-e-l-effettuazione-di-visite-ed-esami/10414-disdire-un-appuntamento-cup>

The Ticket is a co-pay fee required to access some medical services, such as blood tests or a specialist visit, but also for some emergency services. You can pay the Ticket directly at the ASL, the bank, the post office or online: https://iris.rete.toscana.it/public/addon/ticket_sanitario/insert.jsf?m=4&idEnte=0

Some people qualify for total or partial fee exemption (disability, chronic and disabling disease, low income and age, etc.). Find out if you are entitled to exemption from the Ticket payment: <https://www.regione.toscana.it/-/domande-frequenti-sull-esenzione-dal-ticket-per-reddito>

The main **hospitals** in the City of Florence are:

- Azienda Ospedaliera Universitaria Careggi, Largo Piero Palagi, 1;
- Azienda Ospedaliera Universitaria Meyer (per i bambini), Viale Pieraccini 24;
- Ospedale S. Giovanni di Dio, Via Torregalli 3, 50143 - Firenze;
- Ospedale Santa Maria Nuova, Piazza di Santa Maria Nuova 1.

In the hospital there is a **Pronto Soccorso** (Emergency Room), where you can go independently by ambulance. The emergency phone numbers are 112 or 118. This service is reserved for health emergency situations such as accidents, injuries, life-threatening situations, etc. The order of who will be cared for is regulated by the medical staff who assign a color code to the patient. Priority is given to more critical patients and not according to who arrives first. <https://www.uslcentro.toscana.it/index.php/emergenza-e-urgenza/il-pronto-soccorso/10015-pronto-soccorso>

Ambulatori are outpatient clinics where you can find doctors with different specializations (dermatologist, dentist, gynaecologist, etc.) or services for specific pathologies. They can be found in the public ASL centres or in hospitals. There are also many outpatient services in private medical centres or medical centres that offer some co-pay services for the public.

The Continuity of Care service (former guardia medica) is intended to provide first-level medical assistance to the entire population in situations that have characteristics of non-deferrability, i.e. when the patient cannot wait for the attending physician to return to duty without harming or risking his or her health (at night or on public holidays or public holidays).

<https://www.uslcentro.toscana.it/index.php/emergenza-e-urgenza/la-guardia-medica/10419-guardia-medica>

THE SERVICE IS ACTIVATED BY CALLING THE SINGLE NUMBER 0573-454545

Weekdays: from 8.00 p.m. to 8.00 a.m. the following day

Weekends: from 8.00 a.m. on Saturday until 8.00 a.m. on Monday

Public holidays: from 10 a.m. on public holidays until 8 a.m. on the first working day

In cases of urgency/emergency where life is at immediate risk, the specific 112 emergency service must be activated.

CONSULTORIO

Consultori familiari are multi-professional counseling centres for healthcare, social and psychological assistance and prevention. Their function is to promote the health of women, children and adolescents, and relationships between couples and families. You can go to a consultorio, for example, for information or problems regarding pediatric vaccinations, pregnancy, post-partum assistance, contraception, cancer prevention and psychological distress during difficult life moments (adolescence, pregnancy, etc.).

Family Consultories were established by Law No. 405 of 29 July 1975.

The Consultorio's activities are aimed at:

- ★ assistance with responsible procreation and contraception
- ★ birth and post-partum care
- ★ Voluntary Pregnancy Interruption paths
- ★ oncological screening
- ★ interventions aimed at adolescents 14 - 24 years old
- ★ affective and sexual education
- ★ family mediation
- ★ fostering and adoption
- ★ interventions targeting immigrants
- ★ conscious parenting and support for family responsibility
- ★ prevention and treatment of abuse against women and children
- ★ family social and psychological distress
- ★ menopause

Access to the health advisory centre and its services is free of charge, except for certain specialist services for which a co-pay fee must be paid. Foreigners without residence permits are also entitled to be assisted at the health advisory centre.

Access is direct, i.e. without a doctor's request, but is by appointment. Anonymity, confidentiality and professional secrecy are guaranteed.

The professional figures usually present in a consultorio are: social worker, graduate or specialist in psychology, doctor specialized in obstetrics and gynecology, doctor specialized in paediatrics, obstetrician, health care assistant.

Within the consultori, the '**Spazio Giovani**' service is dedicated to girls and boys (singles, couples or groups) aged 14 to 20. It can be accessed freely, without a family doctor's prescription. The service is free of charge and guarantees respect for privacy.

Territorial distribution of consultori in Italy:

<https://www.salute.gov.it/portale/donna/consultoriDonna.jsp?area=Salute%20donna&id=4524&lingua=italiano&menu=consultori>

Territorial distribution of consultori in Tuscany:

<https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/diagnosi-e-cura/619-il-consultorio/10418-consultori>

Territorial distribution of “Spazio Giovani” in Tuscany:

<https://www.uslcentro.toscana.it/index.php/servizi-e-attivita/diagnosi-e-cura/619-il-consultorio/12953-consultori-giovani>

ISEE (Financial Status Indicator)

ISEE is a document that certifies and measures the economic situation of families. If you want to apply for social benefits or social or welfare services, such as rent benefits, reduced fees for day care and school meals, discounts on public transportation passes, household utilities, various exemptions, etc., it is mandatory to file an ISEE certificate. It **contains**:

- **personal data**, refers to name, surname, date of birth, fiscal code, residential address
- **data of income**, such as income from employment, self-employment and others
- **data of heritage**, such as home property, current account balances and others

There are various **types of ISEE**:

- **standard** or ordinary. The ordinary ISEE is valid from 1.01 to 31.12 of each year and it refers to the assets and income relating to the previous two years (tax return of the previous year). For example, in 2022 the income of 2020 (Declaration of Income Year 2021) and the movable assets (current account balance) and real estate (ownership of real estate) owned at 31.12.2020 will be taken for the calculation.
- **University**, used when applying for tuition fees, canteen, scholarship.
- **socio-sanitary**
- **socio-sanitary residences -RSA**
- **minors**
- **current.**

The ISEE is used to obtain benefits services and facilities provided by law. **ISEE BENEFITS:**

- shopping card
- light, gas, water bonus
- the maternity allowance check
- bonus bebè, bonus asilo nido
- baby bonus, nursery bonus
- rental bonus

- school package (books, school services)
- School support services, canteen and
- transport (exemption or reduction)
- ASL (local health company) exemption from
- ticket payment citizenship / pension income

Where to apply?

- CAF (Tax Assistance Center) ACLI, CGIL, CISL and other
- with your SPID credentials, you can find the DSU already pre-compiled on the **INPS website**, which you can accept as is or modify before sending in:
<https://servizi2.inps.it/servizi/Iseeriforma/home.aspx>
<https://servizi2.inps.it/servizi/ISEEPrecompilato/Home.aspx> (ISEE precompilato)
- private tax assistance (as accountants)

What are the main documents needed to apply for ISEE?

- identity document (declarant and family members)
- fiscal code (declarant and family members)
- staying permit or copy of the staying permit
- application
- tax declaration of the previous year or self-declaration

The required incomes are those referring to the return of 2 previous years (for 2022 you must bring the Income Declaration of the year 2021 concerning the income of 2020). The documents to be submitted are not only those indicated, but many more, for the complete list it is preferable to refer to a Tax Assistance Center – CAF.

To obtain the ISEE, it is necessary to first fill out the **Dichiarazione Sostitutiva Unica (DSU)**, which contains the personal, income and asset information necessary to describe the economic situation of the applicant's household. For information and assistance, you can contact a CAAF, CAF (fiscal assistance centres), a patronato or a private qualified tax consultant.

The DSU requires the entry of certain information, relating to 2 years earlier (information relating to 2021 for the ISEE of 2023) such as:

- the composition of the household;
- the residence;
- the personal data of each household member;
- movable assets: balance and average annual balance of bank and/or postal deposits (if any)
- real estate assets;
- income;
- any allowances received
- ownership of vehicles.

After submitting the DSU you get a receipt of submission but not the calculated ISEE. The CAF sends the ISEE by e-mail a few days after the request is made.

The ISEE certificate can be requested at any time during the year, it expires on 31 December each year and must be requested again for the following year.

ISEE Information booklet:

https://sociale.comune.fi.it/system/files/2022-08/2021_impaginato_ISEE_ENG_web_0.pdf

WHAT IS THE **PATRONATO** AND WHAT DOES IT DO?

The patronato is an institution recognized by the State, which provides assistance and protection to workers, pensioners and all citizens on the national territory. It deals mainly with social security and pension practices, but also performs many services, free of charge and payment. It is an institute that was started from trade union organizations in general.

WHAT IS THE **SINDACATO** AND WHAT DOES IT DO?

A sindacato is an association that represents and protects the rights of workers. You can turn to them if you have difficulties with your employer, if you have been wronged in some way, or are being fired, etc. These services are often free of charge or if there is a fee it will usually be lower than private agency prices.

WHAT ARE **CAFS AND CAAFS** AND WHAT DO THEY DO?

The CAF (Fiscal assistance centre) and CAAF (authorized fiscal assistance centre) are agencies recognized by the State and offer tax assistance to workers and pensioners (help filling out your dichiarazione dei redditi, modello 730 or Certificazione Unico, self-employed individuals, DSU, taxation on your home, declarations of succession, etc.).

The CAF are formed by legally qualified individuals, labour consultants, certified public accountants, and commercial experts, regularly enrolled in their respective professions, who offer assistance both free and for a fee. The amount varies depending on whether you are registered with a trade union. Before you receive any services consult the price list that is mandatorily displayed inside these offices. In Florence you can find many CAF offices or patronato of different trade unions.

RESIDENCE

Residence (in Italian “**residenza**”) is the registration in the Registry of the Municipality in which you live. Registering your residence means communicating the address of the house in which we live to the Municipality. Registering your residence is a right and a duty of all people who live permanently in a house. Residence allows you to have many services, such as having a family doctor, enrolling children in the nursery, etc. Residence is also used to obtain a long-term residence permit and to apply for Italian citizenship. After you have registered your residence, you can also ask for an identity card. In order to have the economic contributions of the state, you usually have to be resident.

Domicile (in Italian “**domicilio**”) is the address of temporary stay.

To find out what it is required to ask for residence, ask the Registry of the Municipality in which you live. Non-EU citizens who want to apply for residence in the Municipality of Florence can ask for information at the Immigration Desk of the Municipality of Florence, [Sportello Immigrazione presso Villa Pallini, in Via Baracca, n. 150/P . https://sportelloimmigrazionefirenze.it/](https://sportelloimmigrazionefirenze.it/)

Lunedì	9,00 – 12,15	Giovedì	9,00 – 12,15 14,00 – 16,45
Martedì	9,00 – 12,15 14,00 – 16,45	Venerdì	9,00 – 12,15
Mercoledì	9,00 – 12,45	Sab e Dom	Chiuso



SPORTELLO
IMMIGRAZIONE
Via F. Baracca 150/P (Villa Pallini) Firenze
Telefono: 055 276 7078 - 055 276 7079
Email: immigr@comune.fi.it
Skype: [immigr.comunefirenze](https://www.skype.com/it/people/immigr.comunefirenze)

Information from the Municipality of Florence:

<https://servizi.comune.fi.it/servizi/scheda-servizio/residenza-cambio-di-residenza-cittadino-straniero-non-comunitario>

The residence can be:

- **Single**
- **Collective**, as in university student housing
- **Fictitious**, at some municipal services or associations

Residence renewal (mandatory after each residence permit renewal):

<https://servizi.comune.fi.it/servizi/scheda-servizio/residenza-dimora-abituale-per-cittadini-non-comunitari-rinnovo-dichiarazione>

WHERE TO APPLY AND RENEW THE RESIDENCE PERMIT:

Name of the permit (in Italian)	Reason	Office	Format	For a fee
Carta di soggiorno permanente per i familiari del cittadino comunitario non aventi la cittadinanza di uno Stato membro (art. 17 D.lgs 30/2007)	Family	Questura	Electronic	Yes
Carta di soggiorno per i familiari del cittadino comunitario non aventi la cittadinanza di uno Stato membro (art.10 D.lgs. 30/2007)	Family	Questura	Electronic	Yes
Cure mediche - Gravidanza (art. 28 D.P.R. 394/99 in Combinato disposto con art. 19 co 2 lett. d D.lgs. 286/1998)	Pregnancy	Questura	Paper	No
Cure mediche (art. 19 co 2 lett. d-bis D.lgs. 286/1998)	Medical care	Questura	Paper	No
Conversione del permesso di soggiorno da Protezione sussidiaria a motivi di lavoro subordinato/autonomo	Work	Questura	Electronic	Yes
Affidamento L.184/83 L.184/1983 modificata con legge n.149/2001, e legge n.173/2015	Custody	Questura	Electronic	No
Riconoscimento apolide	Statelessness	First release: Questura Renewal: Post Office	Electronic	Yes
Richiesta asilo politico	Political Request	Asylum Questura	Paper	No
Asilo politico/protezione sussidiaria	Political	Asylum Questura	Electronic	No

(prima richiesta a seguito di decisione positiva della Commissione)	Request			
Asilo politico (rinnovo)	Political Asylum Request	Questura	Electronic	No
Assistenza minori art.2 c.6 d.lgs. 5/2007 e art. 29 c.6 d.lgs. 286/98	Assistance for minors	Questura	Electronic	Yes
Attesa cittadinanza art. 11 D.P.R. 394/99 L. 91/92	Waiting for citizenship	Post Office	Electronic	Yes
Attività Sportiva	Sporting activity	Post Office	Electronic	Yes
Assistenza minori (Art. 31 co 3 D.lgs. 286/1998)	Child care	Questura	Electronic	Yes
Convenzione Dublino L. 523/92	Dublin	Questura	Paper	No
Motivi Familiari	Family reasons	Post Office	Electronic	Yes
Famiglia minore 14/18	Minor family	Post Office	Electronic	No
Protezione speciale	Special protection	Questura	Electronic	No
Integrazione minore art. 32 d.lgs. 286/98	conversion of permit on reaching the age of majority	Questura	Electronic	Yes
Lavoro stagionale	Seasonal work	Post Office	Electronic	Yes
Lavoro di tipo artistico	Artistic work	Post Office	Electronic	Yes
Motivi commerciali lavoro autonomo	Self-employment	Post Office	Electronic	Yes
Attesa occupazione	Waiting for employment	Post Office	Electronic	Yes
Lavoro subordinato	Subordinate work	Post Office	Electronic	Yes
Lavoro stagionale pluriennale D.P.R. 394/99	Multi-year seasonal employment	Post Office	Electronic	Yes
Lavoro casi particolari art. 27 d.lgs. 286/98	Employment in special cases	Post Office	Electronic	Yes
Minore età art. 28 D.P.R. 394/99	Minor age	Questura	Paper	No
Per Missione	Mission	Post Office	Electronic	Yes
Missione volontariato d.lgs. 154/07	Volunteering	Post Office	Electronic	Yes
Permesso di soggiorno UE Lungo soggiornante	EU long-term resident	Post Office	Electronic	Yes
Protezione sussidiaria art. 17 d.lgs. 251/07	Subsidiary protection	Questura	Electronic	No
Protezione temporanea art. 20 d.lgs. 286/98	Temporary protection	Questura	Electronic	No
Motivi religiosi	Religious reasons	Post Office	Electronic	Yes
Residenza elettiva	Elective residence	Post Office	Electronic	Yes
Ricerca scientifica	Scientific research	Post Office	Electronic	Yes
Motivi di Studio	Study	Post Office	Electronic	Yes
Tirocinio	Internship	Post Office	Electronic	Yes

Cure Mediche ingresso art. 36 d.lgs. 286/98	Medical care	Questura	Paper	No
Permesso per calamità art. 20-bis del d.lgs. 286/98, introdotto dal d.l. 113/18.	Natural disasters	Questura	Electronic	No
Casi speciali art. 18 d.lgs. 286/98	Social protection	Questura	Electronic	No
Casi speciali art. 22 co. 12 quater d.lgs. 286/98	Labour exploitation	Questura	Electronic	No
Protezione speciale art. 32, co. 3 d.lgs. n. 25/2008, come modificato dal d.l. 113/18.	Special protection	Questura	Electronic	No
Vacanze lavoro	Working holidays	Questura	Electronic	Yes
PSE Cittadini Britannici, cir. Ministero dell'Interno n°93822 del 30/12/2020	Residence card	Questura	Electronic	Yes

For information on all types of residence permits, from first application to conversion, requirements and necessary documentation: Immigration Desk of the Municipality of Florence: <https://servizi.comune.fi.it/servizi/scheda-servizio/sportello-immigrazione-0>

PaeSI (in Italian): <https://www2.immigrazione.regione.toscana.it/?q=iter>

Opening hours and contact details of the Florence Police Headquarters- Questura (Via Zara, 2 – 50129 Firenze): <https://questure.poliziadistato.it/servizio/orari/5730dc9d198cb674353839>

DRIVING LICENSE

To drive a car in Italy you must be at least 18 years old and have a valid driver's license. When driving, you must always have your valid driver's license with you.

The license is obtained by first passing a written test followed by a road **test**.

In order to obtain a driving licence, it is necessary to apply:

- to the Office of the Civil Motor Vehicle Authority (Ufficio della Motorizzazione civile)
- to a private car practice agency/driving school
- to the A.C.I. (Automobile Club Italia)

In some cases, it is possible to **convert** a foreign driving license into an Italian one if the country where you are licensed to drive has an agreement with Italy. If the license was issued by a country of the European Union, it is advisable to convert it as this will speed up any future requests for renewal or need for a duplicate following loss or theft.

In Italy the license must be **renewed** every 10 years until the age of 50, every 5 years between 50 and 70 and every 3 years between 70 and 80. The renewal consists of a medical examination and an update of your personal information. There are costs for the license request such as the mandatory marca da bollo (revenue stamps), and the medical examination. You can do the medical examination at the ASL or in a co-pay health clinic.

Infos: Ufficio della Motorizzazione civile, Via Santa Croce dell'Osmannoro 8/10 (side street of via Lucchese), tel. 055 30 681. Information desks Monday to Friday, 8.30-12.00

Freephone Ministry of Transport: : 800 23 23 23

e-mail: direzione.urpfi@mit.gov.it; umc-firenze@pec.mit.gov.it

Website: https://wwwext.comune.fi.it/soggetti/mctcfi/home_page.htm

LIST OF USEFUL CONTACTS and associations in the Florence area

HEALTHCARE Services

Associazione Anelli Mancanti:

- Health Desk with doctors and volunteers in attendance every Monday and Wednesday from 6.30 p.m. until 8 p.m. Via Palazzuolo, 8.
- Obstetrics counter (by appointment only) for advice on: pregnancy, pregnancy termination, childbirth and early childhood.
- Psychological support desk and paediatric counter (by appointment only)

Info: tel. 055 23 99 533

e-mail: glianellimancanti@yahoo.it

www.anellimancanti.com

Associazione Niccolò Stenone – Ambulatorio

Services:

- General and specialist medicine
- Dentistry
- Nursing service
- Psychological counselling
- Physiotherapy and Osteopathy Service

Opening hours:

Monday to Friday 9.30 - 13.00 and 14.30 - 18.30

Via del Leone 35, 50124 - Firenze

Tel 055 214994

stenone@stenone.it

Medu, Medici per i Diritti Umani

A camper van for rights: a mobile clinic that moves by road to stations, squatters, illegal encampments in the Florentine Metropolitan Area. The clinic is staffed by about 40 volunteers, health and social professionals, and moves at least twice a week in the afternoon/evening. The aim of the project is to set up an initial intervention linked to the sphere of health, aimed at people living in housing emergencies, and at the same time, if possible, to start a path capable of linking people to the public health system.

Psychological support "Health is made (in) the street" - the project envisages the medium/long-term care of migrants suffering from post-traumatic stress disorder as a result of traumatic events suffered in the country of origin or during migration, but also support for people who live in a state of extreme precariousness, present states of depression or anxiety. The MEDU psychotherapist works in a multidisciplinary team with linguistic-cultural mediators, a doctor and social workers.

Info: tel. 335 185 33 61

e-mail: co-firenze@mediciperidirittiumani.org

Website: <https://mediciperidirittiumani.org>

Project in the cities of Florence and Prato:

<https://mediciperidirittiumani.org/un-camper-i-diritti-a-firenze/>

LEGAL Support

A.D.U.C

via Borgo Pinti, 75r, Tuesday 4-6 p.m. and Friday 3-6 p.m. Online by registering at: www.aduc.it

ANOLF – Cisl

via Carlo Del Prete, 135, tel. 055 32 69 029, Monday to Thursday 9 a.m. to 1 p.m. and 2.30 p.m. to 5.30 p.m., Friday 9 a.m. to 1 p.m., by appointment. e-mail: anolf.firenze@gmail.com Sito: www.anolffirenze.it

Arci Toscana

piazza dei Ciompi, 11. tel. 055 26 29 721. Fridays 3-6 p.m. by appointment; e-mail: toscana@arci.it

ASGI (Associazione per gli Studi Giuridici sull'Immigrazione): <https://www.asgi.it/>

Cenac

via E. Rubieri 5r, tel. 055 61 22 035. Access according to calendars posted in the public display cases. e-mail: cenacfirenze@gmail.com

Gli Anelli Mancanti

via Palazzuolo, 8, tel. 055 23 99 533, by appointment, e-mail: glianellimancanti@yahoo.it or text message (sms or whatsapp) al 3349850793

Il Muretto

sede piazza I. Alpi e M. Hrovatin, 2, Monday 18.00-19.30; sede via Liguria, 3, Thursday 17.00-19.00. Tel. 055 37 37 37, e-mail: ilmuretto@libero.it

Nosotras

via Faenza, 103, tel. 055 27 76 326. Monday to Friday from 09.30 to 13.00, by appointment. e-mail donnenosotras@gmail.com; Website: www.nosotras.it

Progetto arcobaleno – Free legal advice desk for foreigners, by appointment, Mondays 18.00-19.30 (except public holidays)

Via del Leone 9, Firenze Tel. 055 28 00 52

e-mail: legale@progettoarcobaleno.it

ZOOM Meeting call address: 314-472-3347.

<http://www.progettoarcobaleno.it>

<http://www.progettoarcobaleno.it/consulenza-legale.html>

L'Altro Diritto

<http://www.adir.unifi.it/odv/chiamo/index.htm>

Criminal mediation office at the Florence Justice of the Peace:

<http://www.adir.unifi.it/odv/adirmediazione/index.htm>

Associations for WOMEN

Artemisia Centro antiviolenza onlus

Anti-Violence Centre, via del Mezzetta, 1/int. tel. 055 60 13 75, Monday to Friday 10.00-17.00 by appointment. e-mail: info@artemisiacentroantiviolenza.it, sito: www.artemisiacentroantiviolenza.it

Nosotras

Intercultural association of women, for women, founded in 1998.

Women's desk locations:

- Firenze - Via Cavour n.43/B - Tel. 057 172 50 62 fri.10.00 - 13.00
- Fucecchio - Via Donateschi 31 - Tel 055 277 63 26, thu. 10.00 – 13.00
- Scandicci - Via Aleardo Aleardi, 1 - Tel.055 736 34 04, tue. 10.00 – 13.00

e-mail: donnenosotras@gmail.com.

<https://nosotras.it/>

Progetto Persefone

Counselling centre for migrant women victims of trafficking, violence, torture.

Info: Consultorio Persefone: c/o Presidio Palagi, 2th floor. Viale Michelangiolo 41, 50122 Firenze. E- mail: consultorio.persefone@uslcentro.toscana.it

SPORTELLO DONNA FIRENZE

Via Faenza, 103 - Tel. 055 2776326

Monday to Friday 9.30 – 13.00

SPORTELLO DONNA SCANDICCI

Via Aleardo Aleardi, 1 - Tel.055.7363404

Tuesday 15.00 – 17.00

ITALIAN LANGUAGE courses for foreigners

The CPIA - Provincial Centre for Adult Education

<https://www.cpia1firenze.edu.it/index.php>

The CPIA is a structure of the Ministry of Education that provides training for adults who do not have a final qualification from the first cycle of education or who have not completed compulsory education.

The CPIA offers education in three areas:

- Literacy and Italian language as L2. At the end of this course, a final test is taken and if passed, an Attestato di Competenza di lingua italiana (language competence certificate) is issued for the following level (A1/A2, B1/B2 or C1/C2);
- Courses aimed at the acquisition of a diploma at the end of the first cycle of education (licenza media);
- Functional literacy courses (foreign languages and basic computer courses, Ecdl preparation).

The Attestati di Competenza di lingua italiana issued by the CPIA are recognised by the Questura and Prefettura: level A2 for the EU Long-Term Permesso di soggiorno and level B1 for Italian citizenship.

Courses from October to May (mornings, afternoons and evenings), various levels.

Tel: 055 751708

Email: didattica.cpiafirenze@gmail.com

CPIA locations:

CPIA1 - <https://www.cpia1firenze.edu.it/index.php?page=sedi.php>

- **Firenze – Novoli** - Via San Donato 48/50, 50127 Firenze Tel:055 352768
- **Firenze – Centro** - Via Nicolodi, 2, 50131 Firenze Tel: 055 751708

- **Empoli – Fucecchio** - Via Fratelli Rosselli, 40, 50053 Empoli (Firenze) Tel: 0571 1591290
- **Campi Bisenzio** - Via Giuseppe Verdi 12, 50013 Campi Bisenzio (FI) Tel: 055 7762413
- **Scandicci – Lastra a Signa** - Via Pantin 8, 50018 Scandicci (FI) Tel: 055 751708
- **NCP Sollicciano** - Via Minervini 2r, 50142 Firenze

CPIA 2 - <https://cpia2firenze.it/>

- **Pontassieve** - SMS Maria Maltoni, via di Rosano 16 – 50065 Pontassieve (FI) Tel. 334/7525741
- **Borgo San Lorenzo** - Istituto di istruzione superiore “Chino Chini” Via Caiani, 68 50032 Borgo San Lorenzo (FI) Tel. 055/8459268; 055/8459040
- **Bagno a Ripoli** - I.C. Caponnetto Scuola Secondaria di I Grado “Francesco Redi” via Di Belmonte 40, 50012 Bagno a Ripoli (FI) Tel. 055/6465087

The certification “**CILS**” (certificate of Italian as a Foreign Language) is useful for all those who need to assess their Italian language skills.

<https://cils.unistrasi.it/home.asp>

<https://www.cpia1firenze.edu.it/index.php?page=corsi-cils.php>

Free access Schools from voluntary associations, organizations and trade unions (a minimum contribution may be required for registration or tuition):

Direct access

- **Acisjf**: via Valfonda 1, tel. 055 294635. Morning and afternoon courses (those interested should contact by phone or go directly). Email: helpcenter.firenze@gmail.com
- **Anolf-Cisl**: via C. Del Prete 135, tel. 055 3269030. Afternoon courses contribution 20 €, free for Cisl members. E-mail: anolf.firenze@gmail.com
- **Arci**- Comitato Territoriale Firenze: piazza de' Ciompi 11, tel. 055 26297210. Level A1, A2, Monday 11.00- 13.00. E-mail: firenze@arci.it
- **BiblioteCanovalototto: (Comune di Firenze)** via Chiusi 4/3 A, tel. 055 710834. Courses on three different levels, from October to May, Tues. and Fri. 10.00-12.00 e 19.00- 21.00. E-mail: bibliomondo@comune.fi.it , bibliotecanovalototto@comune.fi.it
- **Casa del Popolo Galluzzo - Arci**: via S.Francesco D’Assisi 1, tel. 055 2049505. Thursday 21.00-22.30.
- **Cenac**: via Rubieri 5r, tel. 055 667604. Three-level courses from October to June, Monday to Friday mornings and afternoons; Via Pratesi 11, tel. 055 6122035. Beginner courses. E-mail: scuolacenac@gmail.com, cenacfirenze@gmail.com
- **Centro Internazionale Studenti G.La Pira**: via De’ Pescioni 3, tel. 055 213557. Courses of various levels, mornings, afternoons, evenings; possibility of language certification. E-mail: segreteria@cislapira.it, italianinflorance@cislapira.it
- **Centro Sociale G. Barberi**: Borgo Pinti 74, tel. 055 2480067. Afternoon courses from October to May, Mon to Thu. E-mail: ass.barberi@libero.it
- **Circolo Vie Nuove – Arci**: viale D. Giannotti 13, tel. 055 683388. Level A1-A2, Tuesday, Wednesday and Thursday 14.30- 16.30. E-mail: vienuove@vienuove.it
- **Diaconia Valdese** Fiorentina Consorzio M.L. King: Centro Metropolis Le Piagge, via Liguria 4, tel. 055 9755283 e 393 883 9538. Course at various levels, mornings for juniors and afternoons for adults. E-mail: centropolivalente.metropolis@gmail.com
- **Gli Anelli Mancanti** Centro interculturale regionale - Via Palazzuolo 8, tel 055 2399533. Afternoon courses at various levels from Mon to Thu 16.30- 21.00. E-mail: glianellimancanti@yahoo.it, info@anellimancanti.org
- **Centro Sociale Il Pozzo - Associazione Il Muretto**: piazza I. Alpi e M. Hrovatin 2, Le Piagge, tel. 055 373737. Courses of various levels from September to July, Mon and Thu 17.00- 19.00.

- **Progetto Arcobaleno:** via del Leone 9, tel 055 280052. Afternoon courses Mon-Fri 15.30-17.00, October/June. Offer 20 € for teaching materials. E-mail: scuola@progettoarcobaleno.it. Sito web: <http://www.progettoarcobaleno.it/media-download/news/178-riapre-la-scuola-di-italiano.html>
- **Progetto S. Agostino:** c/o Dimora creativa via dei Serragli 102-104, tel. 055 294093. Literacy course. E-mail: progettosantagostino@gmail.com
- **Quartiere 5 Comune di Firenze** (with Associazione Il Colle): via R. Giuliani 115/m, tel. 348 2324 967. Four-month courses Tue, Wed and Thu 10.00- 11.30. E-mail: scuolaq5@comune.fi.it
- **SMS Riforma- Arci:** via Vittorio Emanuele 303, tel. 055 4220504. Courses of various levels from September to June, Mon. and Wed. 18.00- 20.00.
- **SMS Peretola- Arci:** via Pratese 48, tel. 055 317131. Courses from September to May Wed. and Thu. 09.30- 11.00.

Other municipalities - Province of Florence

- **Sesto Fiorentino** - Centro di Ascolto: via Imbriani 55, tel 055 4490999. Multi-level courses, Tue and Thu 18.00-19.30. E-mail: centroascoltosesto@gmail.com
- **Scandicci** - Associazione A.R.C.O.: School E. Fermi, via Leoncavallo 2, tel. 055 751991 e 338 6508343. Courses at various levels at *la fabbrica dei saperi*, Piazza Matteotti, Tue and Thu. 10.00 - 12.00. Possibility of certification. E-mail: arcocultura@libero.it, sito: arcoassociazione.it
- **Greve in Chianti** – Arci Casa del Popolo: via Luca Cini 5, tel. 055 853284. Courses on Mondays, Wednesdays and Thursdays.
- **Mercatale Val di Pesa** - Arci casa del Popolo: via Sonnino 64, tel. 055 821422. Courses at various levels on Wednesdays 16.30-18.00 and Thursdays 10:00- 11:30, 17.30- 19.00.
- **San Casciano Val di Pesa** - Arci Circolo Ricreativo: via dei Fossi 32, tel 055 820779. Courses at various levels, Mondays 17.30-19.00 and Thursdays 17.00- 18.30.

Private schools offering free scholarships (a minimum contribution may be required for enrolment or tuition):

Access on the recommendation of the Municipality of Florence - Immigration Desk (Comune di Firenze, Sportello Immigrazione)

- **Lorenzo De' Medici Institute:** via Faenza 43. Tel 055 287 360
- **Il David:** via Vecchietti 1. Tel 055 216 110 (with fee)
- **Centro Linguistico Dante Alighieri:** piazza della Repubblica 5. Tel 055 211 211
- **Langues Services:** via F. Crispi 14. Tel 055 4684 344

Useful links:

Comune di Firenze: <https://www.comune.fi.it/>

Online services of the Municipality of Florence: <https://servizi.comune.fi.it/servizi/elenco-servizionline>

Immigration desks: <https://www2.immigrazione.regione.toscana.it/?q=sportellimmigrazione>

Regione Toscana: <https://www.regione.toscana.it/>, <https://accoglienza.toscana.it/>

PAeSI, Pubblica amministrazione e Stranieri Immigrati of the Regione Toscana and Prefettura di Firenze: <https://www.regione.toscana.it/paes-pubblica-amministrazione-e-stranieri-immigrati>

Vivifirenze, Practical guide to the city of Florence:

https://servizi.comune.fi.it/sites/www.comune.fi.it/files/vivifirenze_inglese.pdf

Florence Free Wifi:

https://servizi.comune.fi.it/sites/www.comune.fi.it/files/-_instructions_firezewifi_-_public-en.pdf

The house in Italy, guide (in English):

https://sociale.comune.fi.it/system/files/2022-02/lacasainitalia_inglese_feb2022.pdf

UNHCR Help Italy:

<https://help.unhcr.org/italy/>

PRACTICAL GUIDE FOR ASYLUM SEEKERS IN ITALY

In English: https://www.interno.gov.it/sites/default/files/allegati/la_guida_in_inglese.pdf

Other languages: <https://www.interno.gov.it/it/temi/immigrazione-e-asilo/protezione-internazionale/guida-pratica-richiedenti-protezione-internazionale-italia>

ASGI Anti-Discrimination Handbook:

https://www.asgi.it/wp-content/uploads/2022/09/Vademecum_eng_rev.pdf

- Basic income (RdC)
- All-inclusive family allowance (AUU)
- Family allowance (ANF)
- Basic maternity allowance
- Nursery bonus
- Opening a current bank account
- Access to housing
- Access to Employment

Juma Map – Services for refugees in Italy:

<https://www.jumamap.it/en/>

VADEMECUM IN ITALIAN:**Vademecum Migranti 2022 (in Italian):**

https://servizi.comune.fi.it/sites/www.comune.fi.it/files/vademecum_migranti_2022.pdf

Guida ai servizi dell’Agenzia delle entrate (in Italian):

https://www.agenziaentrate.gov.it/portale/documents/20143/233439/Guida_Servizi_agili+_20062022.pdf/f812c424-6b86-7fdf-2bb6-1916031a6378

Vademecum per l’orientamento professionale (in Italian):

https://www.datocms-assets.com/30196/1671028084-ita_vademecum-per-l-orientamento-professionale.pdf

Vademecum contro lo sfruttamento legale (in Italian):

<https://www.progettodiritti.it/contro-lo-sfruttamento-vademecum-legale/>