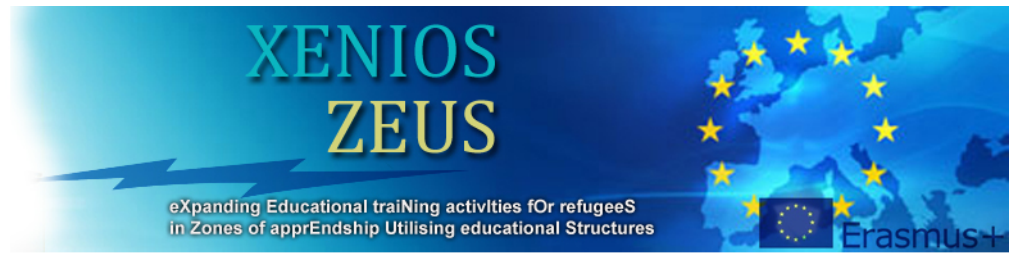




Erasmus+



**WELCOME GUIDE
IN ENGLISH
HRYO**

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Welcome Guide

Managing the refugee and migrant flows through the development of educational and vocational frames for children and adults
(XENIOS ZEUS)



Introduction

This short guide is for all those that for different reasons have moved to or want to move to Italy and, more in general, Europe.

The “Welcome Guide” wants to be a contribution in which you can find information on fundamental rights, on different forms of international protections, on the system of reception in Italy and some contacts useful to ask for help and assistance in the city of Palermo.

Inside the guide we have tried to give space to legal channels of travelling (in Italy stated in the “Decreto flussi” law) and to give a list of rights for those arrived on our coasts in extreme conditions, risking their lives and often being victim of torture.

For this reason a part of our job is focused on unaccompanied minors, in order to highlight the protection rights that defend minor migrants, and to give a general view of all kinds of legal protections that could be applied for.

Finally, we mapped the landmarks for migrants in Palermo, giving contacts useful not only for legal and medical assistance but also giving advices about the offices working with migrants offering a variety of services.

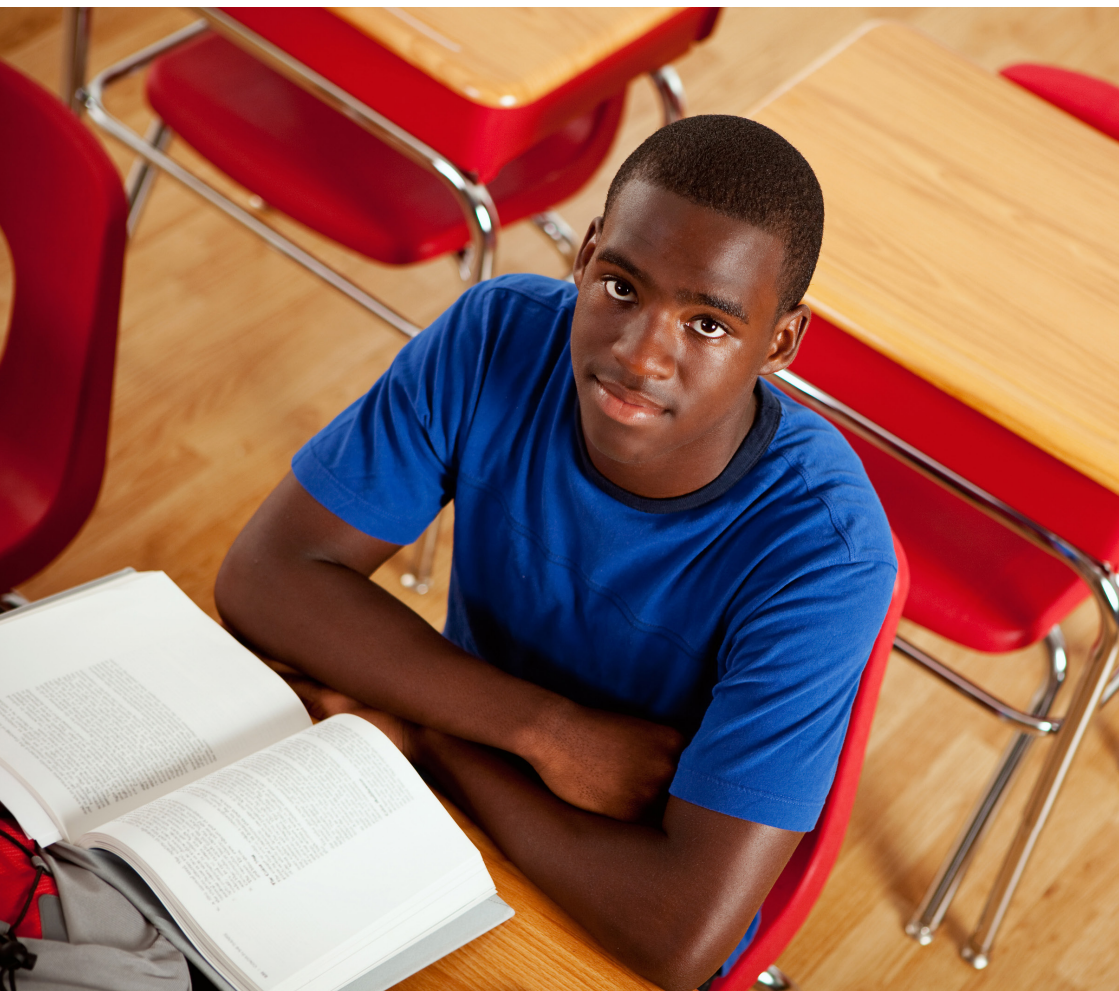
What are your rights?

Article 10 of the Italian Constitution recognizes the right of asylum to all those who are forced to flee from countries where fundamental rights are not guaranteed.

- You have the right to remain in Italy and obtain international protection if in the country of origin you are or you may be subjected to discrimination and persecution related to: race, sex, language, citizenship, religion, political or personal opinions.
- Once you are in Italy you have the right to receive basic medical care but also specific assistance in case of physical or mental problems.
- You cannot be expelled if you belong to one of the "vulnerable categories": people with disabilities, pregnant women, victims of physical or psychological violence, victims of trafficking.
- If you have children with you, you have the right to be welcomed in facilities that offer specific services.
- You have the right to the integrity of the family.
- You have the right to speak with a cultural mediator to understand what your rights are and to get information about your status.
- You have the right to inform your family and friends about your conditions (by phone/ internet).
- You have to receive information about the asylum application process and about your rights in your language or in a language you understand
- You have the right to contact a lawyer and obtain legal protection through free legal aid
- You are entitled to a copy of all the documents and to understand what is written before signing.

If you are under 18 year of age:

- You have the right to remain in Italy (you cannot be expelled). If you are alone you have to be hosted in a center that hosts only minors (adults and minors **MUST** be separated).
- You have the right to have a tutor who will make sure your rights are assured and take care about asylum practices.
- You have the right to go to school.
- You have the right to stay with your parents. Inform mediators if you have parents or relatives that you want to reach in Italy or in another country.



Where will they bring you?

Once you get to Italy you will be identified and transferred to an Initial Reception Center.

When the protection is obtained you will be brought to a Second Reception Center (community).

In Italy the reception is divided into **FIRST AND SECOND RECEPTION:**

- You will be transferred to a temporary center (identification can also be carried out during the first reception). The first reception centers in Italy are the CPSA (First Aid Center), CARA (Reception Center for Asylum Seekers), CDA (Reception Center), CAS (Extraordinary Reception Centers);
- Once you have been granted asylum or subsidiary protection you will be transferred to a second reception center SPRAR (Protection System for asylum seekers and refugees).
- If your right to stay in Italy is not recognized you will be transferred to a CIE (Identification and Expulsion Center).



If you are under 18 of age

You will be placed to a Temporary Reception Center (CTA). There you will stay for 30 days and then you will be transferred to a community that hosts only minors.

In the initial reception center you have the right to:

- make telephone calls;
- take a shower;
- receive clean clothes;
- know who your guardian is (If you are less than 18 years);
- Do not run away (you are not in prison);
- Declare that you are a minor;

In the SPRAR or Community (if you are under 18)

- You will get a possibility to learn Italian.
- You will get assistance in obtaining your Italian documents.
- You will receive clothes and food.
- You will receive medical care.
- You have the right to speak with a mediator and a lawyer who will guarantee your rights.
- If you are under than 18 you will have a tutor, you will find people who can help you with documents, to find a job, or to study.
- You will live with other minors.

What types of protection can you obtain?

If you are over 18 years of age you can ask:

- International protection (political asylum);
- Subsidiary protection;
- Or you can get a residence permit for humanitarian or work reasons.

Se hai meno di 18 anni hai diritto a 2 tipi di permesso di soggiorno:

- Il permesso per minore età (è diritto del minore essere accolto in Italia)
- La protezione internazionale (asilo politico) e le altre forme previste per i maggiorenni
- **REMEMBER!** If you are under 18 you can ask a residence permit for minor age: minors have the right to be accepted in Italy.

Who can apply for INTERNATIONAL PROTECTION?

Refugee status is granted to a foreigner who has the established fear of persecution for reasons of race, religion, nationality, belonging to a particular social group or political opinion. The applicant remains so until the territorial commissions decide on the application for protection. Once international protection has been obtained, a renewable five-year residence permit is issued without further verification of the conditions.

Who can apply for SUBSIDIARY PROTECTION?

Foreign citizens do not qualify as refugees, but have reasonable grounds to believe that if they returned to their country of origin, they would have an actual risk of serious life threat. After obtaining subsidiary protection, a renewable three-year residence permit shall be issued upon verification of the continued existence of the conditions that have allowed the granting of subsidiary protection.

Who can apply for HUMANITARIAN PROTECTION?

Humanitarian protection can be guaranteed to a foreign citizen who is denied international protection, but have serious humanitarian reasons that impede the return to the country of origin (Article 5, paragraph 6 of Legislative Decree no. 286/1998). After obtaining the protection, a renewable residence permit (6 months to 2 years) will be issued upon verification of the permanence of the conditions that have allowed the recognition of humanitarian reasons.



RESIDENCE PERMIT FOR WORK

You can also get a Resident Permit before you leave your country of origin, granted by the Italian diplomatic-consular authority. For 2017 there are 30.850 inputs for work reasons. There are 17.000 permits for seasonal inputs in the agricultural and tourist-hotel sector. In addition, 500 entries are for non-seasonal subordinate workers who have completed education and training programs in the country of origin.

2400 inputs are provided for SELF-EMPLOYMENT for the following categories:

- Entrepreneurs
- Freelancer
- Renowned and highly-skilled artists
- Foreign citizen interested in creating "innovative start-up companies"

REMEMBER:



Your residence permit (for humanitarian, subsidiary or asylum purposes) may also be converted into a residence permit for work purposes if you are in possession of an identity document (passport or travel document) before the expiry of the residence permit.

Remember that if you work you will have more chance to stay in Italy and get a residence permit.

There are 10.850 units for conversions in residence permits for subordinated or self-employed work, for those who are already in the national territory with residence permits of another title.

Conversion into a residence permit for subordinate work of:

- 5.750 residence permits for seasonal work;
- 4.000 residence permits for study, apprenticeship and / or training;
- 500 residence permits for long-term residents granted to third-country citizen from another EU Member State;
- Conversion into a residence permit for self-employed work of:
- 500 residence permits for study, apprenticeship and / or training;
- 100 residence permits for long-term residents granted to third-country citizen from another EU Member State.

What are your rights when you get protection (SUBSIDIARY, INTERNATIONAL, HUMANITARIAN):

- Right to work;
- Right to health;
- Right to family reunification: if you have a refugee status, your family members will obtain permission for family reunification for the same duration of your residence permit; If you have received subsidiary protection you must have a minimum lodging and income;
- Right to "travel document"; if you have obtained refugee status or if you have received subsidiary protection, you will obtain the right to "travel certificate";
- Right to education;
- If you have obtained refugee status you have the possibility to have Italian citizenship after 5 years of continuous residency or if you have received subsidiary protection after 10 years of permanent residence in Italy;
- Right to social assistance as any Italian citizen: you can apply for a social security allowance, a civil disability pension, a health exemption, a maternity allowance, a family allowance, and other aids and services that you will be informed about.
- For those who have obtained refugee status, it is possible to enlarge the refugee status to children and also to marry in Italy.

USEFUL ADDRESSES

Centro Astalli:

Service offered: Breakfast; Shower; Laundry service; Driving school; Italian courses; Legal advisory center; Doctor; Bazar (clothes distribution); Afterschool support

Opening hours: Monday to Friday: 9.00 – 12.00h / 16.00 – 19.00h
Saturday: 9.00 – 12.00h

Address: Piazza Santi 40 Martiri n.10, Palermo.

Contact: 091 9760128; astallipa@libero.it;
<http://www.centroastallipalermo.it/>

Missione Speranza e Carità

Service offered: Dormitory; Canteen (breakfast, lunch and dinner); Shower; Clothing service

Opening hours: Every day, 0-24h

Address: Via Archirafi n.31, Palermo

Contact: 091 6161887; info@pacepace.org

Opera Pia Santa Lucia

Service offered: Laundry and shower; Legal assistance

Opening hours: Wednesday and Thursday 15.00 – 19.00h;

Address: Via Amari, Palermo

Contact: 091 320824

Service offered: Clothing

Opening hours: Tuesday 15.00 – 17.00h

Address: Via RuggeroSettimo n.12, Palermo

Contact: 091 320824

Santa Chiara

Service offered: Shelter and support for mothers; Kindergarten

Opening hours: Monday 8.00 - 11.00h

Address: Piazza S.Chiera n.11, Palermo

Contact: 091 331141; santa.chiara@yahoo.it

CARITAS Centro Agape

Service offered: Legal advisory desk; Italian language courses; Counseling center for migrants, migrant women and victims of trafficking; Showers service, Reception centers for homeless and vulnerable people "LocandadelSamaritano".

Opening hours:

Centro Agape: Monday to Friday 9.00 -13.30h, Tuesday and Thursday 16.00 - 20.00 h

Locanda del Samaritano: daytime service Monday to Friday 8.00 - 20.00h - Overnight service 20.00 - 8.00h

Address: Piazza S.Chiara n.10, Palermo

Contact: 091327986; immigrati@caritaspalermo.it; ascoltopenitenziario@caritaspalermo.it

Exodos

Service offered: Support for young people in difficulties; Language support; Afterschool support; Excursions;

Contact: 338 118 6228; 327 188 5456; 348 312 1750; comunita.exodos@gmail.com; www.facebook.com/comunitaexodos

Arte Migrante Palermo

Service offered: Musical and intercultural evenings every second Friday evening in month

Contact: artemigrantepa@gmail.com; <https://www.facebook.com/ArteMigrantePalermo/>

Circolo ARCI Porco Rosso

Servizi: Sportello di accoglienza, assistenza e ascolto per la protezione e la tutela dei diritti umani

Orari di apertura: Mercoledì dalle 15.00 alle 17.00

MENSA - Caritas Diocesana di Palermo

Service offered: Canteen service; Dormitory and shower

Opening hours: Every day after 12.00h.

Address: Vicolo S. Carlo, Palermo

LA CLINICA LEGALE PER I DIRITTI UMANI (CLeDU)

Service: Counseling desk and legal advice

Opening hours: Wednesday 15:00 - 18:00h.

Address: Piazza Bologni n.8, Palermo

CENTRO INTERNAZIONALE DELLE CULTURE UBUNTU

Service offered: Kindergarten; Afterschool support

Opening hours: From Monday to Friday 8:00 - 18:00h; Saturday 8:00 - 14:00h

Address: Via Fratelli Cianciolo 14 (Piazza TavolaTonda), Palermo

Contact: 347 9776306

Azienda Ospedaliera Cervello Servizio Sociale

Service: Social services “active welcome”, information desk, counselling and psychosocial support. Guidance to regional services to acquisition of the STP (temporary residing foreigner) code.

Opening hours: Monday to Saturday 8.00 - 14.00h; Tuesday 9.30 - 14.30; Thursday 9.30 - 14.00h

Address: Via Trabucco n.180, Palermo

Contact: 091 6802991; 091 6881802

Azienda Ospedaliera Civico Ambulatorio Medicina della Migrazione

Service: Guidance, information and accompanying in the Hospital Civic; acquisition of the STP (temporary residing foreigner) code.

Opening hours: Monday to Friday 9.00 - 12.00h

Address: Piazza Nicola Leotta n.4, Palermo

Contact: 091 6662211; 091 6664557

EMERGENCY Poliambulatorio Palermo/ EMERGENCY Clinic Palermo

Service: Health care and social services of general medicine, pediatrics, dermatology, dentistry, ophthalmology, otolaryngology, obstetrics, gynecology, cardiology, psychiatry and psychology.

Opening hours: Monday to Friday 9.00 - 18.00

Address: Via La Loggia n. 5/a, Palermo

Contact: 091 6529498; ambulatorio.palermo@emergency.it

Policlinico “P. Giaccone”

Service: Social and healthcare assistance; Department of Medicine of Migration; Ambulatory of Gynecology, Obstetrics and Mammography for migrant women

Address: Via del Vespro 41, Palermo

Contact: 091 6552862; 091 6552981

Guardia medica Palermo

Opening hours: Monday to Friday 20.00 - 8.00 h; Holidays 10.00 - 8.00h

Address: Piazza degli Aragonesi, Palermo

USEFUL NUMBERS:

Arci (legal assistance and service orientation)

800 905 570

Italian Council for Refugees (CIR) (legal assistance)

06 692 00114

Italian Red Cross (CRI) (legal assistance, family reunification and minors)

800 166 666

Doctors without borders (MSF) (health)

389 848 6933 - 391 454 0014

Doctor for human rights (MEDU) (health)

366 239 1554

#OPENEUROPE (legal assistance, service orientation)

366 333 9076 - 351 298 3146

Save The Children (legal assistance, family reunification and minors)

800 141 016 - 351 220 2016

112 Carabinieri

113 Police

114 Childhood Emergency

118 Health Emergency

800 290 290 Toll-free Human Trafficking

800 90 10 10 Toll-free Racial Discrimination

803 001 key 2, Immigration Friend Line

800 905 570 Asylum and protection claims

848 855 888 Immigration Portal



GLOSSARY

Mother - Madre

Father - Padre

Grandfather - Nonno

Grandmother - Nonna

Aunt - Zia

Uncle - Zio

Sister - Sorella

Brother - Fratello

Son - Figlio

Daughter - Figlia

Boat - Barca

Ship - Nave

Train - Treno

Bus - Pullman

Airplane - Aereo

0 - Zero

1 - Uno

2 - Due

3 - Tre

4 - Quattro

5 - Cinque

6 - Sei

7 - Sette

8 - Otto

9 - Nove

10 - Dieci

Yes - Sì

No - No

Voglio chiedere asilo

I want to apply for asylum

Ho bisogno di aiuto

I need help

Voglio un avvocato / mediatore / tutore

I want a lawyer / mediator / guardian

Voglio chiamare... i miei parenti/ genitori/amici

I want to call... my relatives/ parents/friends

Dove sono i miei parenti/genitori/ amici?

Where are my relatives/ parents/friends?

Ho fame

I am hungry

Devo andare in bagno

I need to use the toilet

Sto male, ho bisogno di un dottore

I am ill, I need a doctor

Ho bisogno delle mie medicine

I need my medicines



The HRYO - Human Rights Youth Organization is non-profit, non-governmental organisation founded in Palermo in 2009 with the aim to strengthen the Human Rights at a local and global level.

Vision:

The Human Rights Youth Organization believes in a world governed by peace and mutual understanding. We see education as an essential aspect towards creating a reality that promotes and protects human dignity, all aspects of equality and sustainability.

As an organization we see the importance in supporting local action and developing the potential of a single human being, for small changes lead to big process.

Mission:

Our mission is to facilitate, through various means, the fulfilment of Human Rights and establish an international network of organisations and individuals who are actively contributing to their local context.

We seek to actively work towards a culture of peace by promoting and taking part in non-violent action towards the liberation from oppression in any form. While taking action we promote, encourage and celebrate the value of diversity of people in society.

Goals

1. To restore Human dignity by using non-formal educational projects that respond to the needs of society and the individual;
2. To break down prejudice by connecting different realities and facilitate an intercultural dialogue;
3. To raise awareness of oppression and suffering and the issues surrounding them;
4. To establish a network that supports local movements in conflict zones;
5. To create, facilitate and communicate a pathway towards a culture of peace, respect and sustainability;
6. To be of influence in the change of law, rules and policies that protect the Human Rights;
7. To establish a local Human Rights Centre that educates about and promotes the integration of Human Rights with daily life;
8. To promote culture as a tool in the acceptance and understanding of diversity;
9. To use a holistic approach in the achievement of tolerance amongst the new generation;
10. To promote peaceful action towards liberation from the influence of mafia and organized crime;
11. To be a leading example in all of the above.



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