LIVING IN VENETO PRACTICAL GUIDE FOR IMMIGRANT CITIZENS



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The information contained in this guide is taken from official websites and publications edited by prefectures, hospitals, trade unions, advocacy bodies, ministries, the Veneto Region and Veneto Lavoro.



The Veneto Region has been successfully striving for years to channel the European funds that allow it to implement its policies for the integration of foreign citizens residing in Veneto. In particular, within the framework of the Asylum, Migration and Integration Fund (FAMI 2014-2020), it has implemented, in partnership with the seven capital municipalities, the "IMPACT Veneto" project, which includes among its specific objectives the promotion and innovation of the integrated system of territorial services and information about them with a view to greater accessibility and usability.

Specifically, access to housing, work, education, and services in general in the region are essential for the integration of foreign citizens who intend to live permanently in our country to be truly realized.

For this reason and in order to be of help to immigrant citizens at the delicate moment of their first entry into our country, this guide to first reception was created and subsequently updated, with which, on the one hand, we wish to respond to a current and urgent need of immigrant citizens to know the services offered by the territory, and on the other hand, we aim to support them, providing them with the fundamental information, in the different bureaucratic-administrative steps that accompany their stable and regular entry into our territory.

Therefore, this guide is intended to be an easy-to-consult tool to help people navigate their way through accessing the services offered by the area, especially in the first period of their stay in our region.

> Councillor for Migration Flows Cristiano Corazzari

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FIRST ENTRY TO ITALY FOR FAMILY REUNIFICATION OR WORK

WHO MUST MAKE THE FIRST ENTRY INTO ITALY?

The foreign citizen who has obtained a visa (1) for work or family reunification.

(1) The family member or the employer must go to the Single Desk at the Prefecture to take the clearance to be sent to the applicant for entry in order to apply for the visa.



WHY IS IT NECESSARY?

To obtain a **residence permit** (for work or family reasons) and the **health insurance card** entitling to health care.

WHAT TO DO?

Within 48 hours of entry into Italy, the host of the foreigner must go to the Public Security Authority (Questura - police station - if one resides in a provincial capital, Police Station or offices authorized by the Municipality for residents of all the other Municipalities) to communicate the arrival of the worker or family member, using the hospitality communication form received at the Questura or Municipality. **48H**

OUESTUR





Within 8 working days of entry into Italy, the INDICATED ON THE PREFECTURE WEBSITE to go to the SINGLE DESK OF THE PREFECTURE of reference.

WHAT TO BRING?

On the day of the appointment for FIRST ENTRY, the foreign citizen must bring the following documents to the SINGLE DESK OF THE PREFECTURE:







16.00 euro revenue stamp (one for each applicant)



for work, the certificate of suitable accommodation

Please refer to the information provided by individual Prefectures when issuing the clearance and/or found on their websites for any additional documentation required and for the number of copies of originals to be delivered to the offices.



WHERE TO GO...

1. TO THE PREFECTURE AT THE IMMIGRATION DESK (SPORTELLO UNICO)











At the Single Desk of the Prefecture it is mandatory to sign the INTEGRATION AGREEMENT.

A "**compulsory integration path**" is provided that guides the foreign citizen who wishes to live and integrate in Italy to fulfill certain obligations in order not to incur, in the most serious cases, the sanction of expulsion.

The Agreement works with a system of awarding a **maximum** of **30 credits**, which can be achieved through the acquisition of knowledge of the Italian language and civic culture, and the performance of certain activities stipulated within the Agreement.

A **two-year period** is provided to obtain the full credits; if it is not achieved, the agreement can be extended by 1 additional year.

The procedure at the desk ends with the delivery of an envelope containing the following documents:

- certificate of attribution of the tax code;
- form 209 (containing the application for a residence permit complete with the applicant's personal data);
- letterheaded envelope to be mailed to the Questura of residence.



2. AT THE POST OFFICE

AT THE AUTHORIZED POST OFFICE

The foreign citizen must deliver the envelope with the documents received from the Single Desk of the Prefecture to the **"Sportello Amico"**, which is located inside the authorized post offices.



The SPORTELLO AMICO of the Post Office will deliver to the foreign citizen:

- the receipt of the successful envelope mailing;
- the receipt of the bulletin payment;
- the appointment to go to the relevant Police Station for fingerprinting and document control.

3. AT THE POLICE STATION

IMMIGRATION OFFICE

The relevant Police Station, following the appointment, will summon the foreign citizen again to hand over the residence permit.

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4. AT THE ULSS (LOCAL SOCIAL HEALTH UNIT)

With the receipts obtained at the Post Office and with the certificate of attribution of tax code obtained at the Prefecture, the foreign citizen can go the relevant ULSS to register for the National Health Service.



LOOKING FOR WORK

WHAT TO DO?

Those looking for work or those unemployed are required to register at the **Job Center (CPI - Centro per l'Impiego)**. When you go to the CPI, you must bring:

- Residence permit or receipt
- Tax Code
- Health Insurance Card
- ID Card
- Passport or other identification document

To look for a job, it is important to have a **Curriculum Vitae** (CV); the CV is a document in which personal data, educational/ training and work experiences, language skills, possession of driver's licenses, computer skills, and other abilities should be indicated.

To fill it out, the Europass template can be used (https://europa.eu/europass/it/create-europass-cv).

To find work, you can also contact **employment agencies**. They are authorized agencies that help with job search and/or training courses.

Useful sites

www.regione.veneto.it 1) REG-VENETO ~ Work and training 2)REG-VENETO ~ Work and training accreditation 3)Veneto Lavoro ~ Work and employment centres 4)REG-VENETO ~ Employment Services Network 5)www.cliclavoroveneto.it



...FOR WORK SUBORDINATE WORK

- In Italy, the minimum age to work is 16. It rises to 18 years for particularly hazardous jobs, while it is possible to work at 15 years of age in school-to-work alternation and apprenticeship for qualification and professional diploma.
- Subordinate work (employee) is regulated by the National Collective Agreements, which establish the basic salary and the rules for each sector of work.
- At the time of hiring, the employer is required to give a copy of the employment contract, which must be signed by the employee. The National Contract applied can be found there, together with the salary, the job to be performed, and the working hours.
- Contracts provide for a probationary period, during which the relationship can be terminated by either the employee's or the employer's will; the probationary period must still be paid.
- The employer must give each month a copy of the paycheck and, in April-May, also the CU (Certificazione Unica), that is the document showing the income earned in the previous year.
- All employees are entitled to vacation, thirteenth month's pay, and severance pay (TFR).
- For information on the employment contract, you can contact a trade union.

IMPORTANT

Anti-discrimination laws!

The Italian Constitution and many laws in our country prohibit discrimination against workers on the basis of sex, religion, age, disability, sexual orientation and ethnic origin. In addition, any discrimination referring to the marriage, family or pregnancy status of the working woman is prohibited.

Useful sites

www.lavoro.gov.it www.cliclavoroveneto.it www.ispettorato.gov.it







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Rights and duties of the worker Interregional inspectorates



...FOR WORK

WORKING IN ITALY WITH A FOREIGN PROFESSIONAL QUALIFICATION



PROFESSIONS IN ITALY ARE DIVIDED INTO TWO CATEGORIES:



LEGALLY "REGULATED" PROFESSIONS

These professions can be pursued by the authorized persons according to the specific law for the type of profession, which sets forth the indispensable education qualification and the subsequent requirements (for example, a professional registration).



Those who have a professional title obtained abroad must apply to the Italian Embassy/Consulate in their country of origin for **recognition** in order to legally practice the corresponding profession in Italy.

In some cases it is also necessary to apply in Italy for the**equivalence** of the foreign degree in the corresponding Italian one.

Useful sites www.politicheeuropee.gov.it www.impresainungiorno.gov.it







It means that they can be done **without having a specific qualification** and without the need to be registered with a professional register or order.

Those who intend to pursue a "non-regulated" profession in Italy and have a degree obtained abroad, do **not need** to ask the Italian Embassy/ Consulate in the country of origin for legal or formal recognition of the degree.





WHEN YOU LOSE YOUR JOB



If you are fired or your employment contract is not renewed, you can apply for the New Social Security Employment Insurance (NASpI), also known as "**unemployment**," an income support benefit for people who lose their jobs; there are different types depending on the work you do, your age, and the amount of contributions you pay.

If the worker is the one who terminates the employment relationship, he/she is not entitled to it. Mothers can resign **within the first year of the child's life** without losing their right to unemployment.

To apply for unemployment, you can contact **patronage bodies or through the INPS portal**.

Useful sites www.cliclavoroveneto.it www.inps.it







...FOR HOUSING

HOSPITALITY COMMUNICATION



Within 48 hours from when you live in a home (guest or rented or as a landlord), the homeowner or host must **notify the Police or the Municipality of the guest's presence**. This communication is always mandatory.

If you are a guest of the employer, the hospitality communication is not necessary: it is sufficient what is stated in the employment notice to INPS (if a domestic worker) or, if an employee, to the Ministry of Labor or the regional Employment Services portals.

THE RESIDENCE

The residence is the place where you live. To declare it, it is necessary to apply to the registry offices of the Municipality. To verify the residence, the Municipal Police will check **if you really live in the indicated house**.

Residency is required for the issuance of an identity card, to be assigned a general practitioner, to receive social assistance services, to be issued a driver's license and to apply for Italian citizenship, and to take advantage of certain tax benefits.



PUBLIC AND SUBSIDISED HOUSING "CASE POPOLARI"



Those who hold a regular residence permit for at least two years and are working or are registered with the Job Center can access: • assignment of a **Public House** to the Municipality of residence;

- the subsidized credit for the purchase or rental of the first home;
- the social fund (subsidy) for rent;
 - the reduced payment of bills based on income

WHAT YOU NEED TO DO?

The application for a subsidised home, and for social rent subsidy, must be submitted to the Municipality of residence **on the appropriate form** distributed by the Municipality. For information, contact the Social Services of the Municipality of residence.



You will also need the **ISEE form** (Indicator of Equivalent Economic Situation), which allows access to social benefits or public utilities (landline, electricity, gas, etc.) at more favorable economic conditions. To obtain the ISEE form, you can contact a Tax Assistance Center (**CAF** -**Centro di Assistenza Fiscale**).

Useful sites www.regione.veneto.it





...FOR HOME THE LEASE AGREEMENT

- A lease (or rental agreement) is an agreement between the tenant and the landlord that allows the tenant to live for a period of time in their property (house or apartment), paying an amount of money (rent or lease).
- As with any contract or agreement, also with a lease each party has, towards the other party, rights and duties regulated by law.
- The lease must be in writing and must be registered with the Revenue Agency (Agenzia delle Entrate).

Those who are looking for a house for rent can buy at newsstands newspapers and magazines in which these ads appear or visit dedicated websites; one can turn to real estate agencies that offer the service for a fee.



BEFORE SIGNING A LEASE IT IS IMPORTANT TO:



carefully read and understand the terms of the contract (especially the small print);



check the **condition of the apartment** and the utilities (water, electricity, gas, sewage);



check for **additional expenses** such as apartment fees and heating.



The contract must indicate the **date** on which the parties sign it.



Within 30 days of signing, the contract must be registered and the tenant's and landlord's personal information must be included.



It should be indicated where the house is located and **how it is composed** (number of rooms and services), **the use** (residence, office, laboratory, etc.) and the **cost of rent**.



Other **apartment expenses** (those related to the concierge, elevator, insurance, and heating, if centralized) must also be reported in the contract.



In addition, it must be stated **how long** the tenant will be allowed to live in the property and the terms for any termination or renewal.



To connect water, electricity and gas, contracts must be signed with **public** or private utility companies that will send bills to be paid according to consumption.

It should be remembered that to rent a house, one must have a valid residence permit.







...FOR THE FAMILY

FAMILY COUNSELING CENTERS AND CFSES



Family Counseling Centers and CFSEs (Socio-Educational Family Planning Center) are social-health services that can be accessed by all citizens, including immigrants (regular and non-regular), to benefit from **various health and social services**, all free of charge, usually provided without an appointment.

The **professionals** who work in the counseling center are gynecologists, obstetricians, pediatricians, social workers, nurses, and psychologists, who may be joined by other professionals such as a sociologist, child neuropsychiatrist, legal counselor, and linguisticcultural mediator for migrant citizens.



WORKING PARENTS: THEIR RIGHTS

A female worker or employee (including domestic or agricultural workers) is entitled to a range of family support services:

- compulsory maternity leave (5 months);
- mandatory paternity leave (10 days);
- hourly permits;
- parental leave;
- single and universal cheque;
- Kindergarten bonus.

Mothers who have a precarious or seasonal job or are unemployed can apply for the State Maternity allowance paid by INPS.





In addition to the leave and supports mentioned above, there are regional or local forms of support to support families. It is normally accessed on the basis of income, and it is therefore necessary to certify your economic situation through the ISEE model.

WHAT YOU NEED TO DO?

Contact Patronages in order to learn about and activate all available benefits.



FAMILY PROTECTION

REGIONAL SERVICES

Examples of regional family-friendly interventions include:

- Interventions for fragile families
- Family Factor (Fattore Famiglia)

MUNICIPAL SERVICES

Municipalities provide allowances for large families, that is, financial aid to families with 3 or more children.

WHAT YOU NEED TO DO?

Contact the Social Services of the Municipality of residence, also in this case it will be necessary to have the ISEE. To obtain the ISEE form, you can contact a Tax Assistance Center (**CAF - Centro di Assistenza Fiscale**).

Useful sites

https://www.lavoro.gov.it/ www.regione.veneto.it





ISEE







Women who are victims of violence, including domestic violence, persecution, trafficking and exploitation are entitled to **social protection measures**: if they are foreigners, the Police Station will issue a special residence permit and may place them in social assistance and protection programs, organized by public bodies or voluntary associations and organizations.

A foreign citizen who is **pregnant cannot be expelled** from Italy; in this case she is entitled to a residence permit for medical treatment (pregnancy) which is valid from the moment the state of pregnancy is certified until six months after the birth of the child.

WHAT YOU NEED TO DO?

It is possible to contact the Social Services of the Municipality of residence, the Anti-Violence Centers present in the Veneto region or the shelters. **You can also contact the national anti-violence and stalking number 1522.** To submit requests for information or help for potential trafficking victims, you can contact the **toll-free number 800 290 290**

Useful sites www.regione.veneto.it www.salute.gov.it



General Information



Family Counseling Centers



Anti-violence centers



Shelter Houses



...FOR THE STUDY

FOR MINORS

In Italy there is **compulsory schooling up to age 16** and compulsory education up to age 18 for all children. This means that minors without residence permits also have the **right/duty to attend** Italian compulsory schools and fulfill their educational obligation at public schools of all types and levels.

Minors **are enrolled in school by** their parents or guardians; they must be placed in the corresponding class according to their age unless otherwise decided by the teaching staff; registration can be done at any time of the school year directly at schools of all types and levels.



FOR ADULTS





Adults can attend **Italian language courses** or access the various services offered by **CPIAs** (Provincial Centers for Adult Education), which also organize evening study courses to earn a **middle school diploma** or a technical, vocational and artistic education diploma.

If you meet the requirements, you can access**university courses** on equal terms with Italian students. In order to enroll at the university, however, it is necessary to have a degree recognized in Italy.







The official documents certifying the possession of qualifications in the country of origin **must be legalized** to be considered authentic and valid in Italy.

Legalization has no expiration date.

Along with the legalization of the degree, it is advisable to ask the Italian Embassy/Consulate for a "**Declaration of Value**". The "Declaration of Value" is an official document, written in Italian and with no expiration date, which provides information on a qualification obtained abroad and its value in the country that issued it (officiality or otherwise of the school that issued it, entry requirements for the relevant course of study, duration of the course, etc.).

This declaration is issued by the competent**Italian Embassy/ Consulate** for the area, i.e. closest to the location of the educational institution where the degree was earned, by presenting the necessary documentation.





RECOGNITION OF UNIVERSITY DEGREES OBTAINED ABROAD

In general, university degrees obtained abroad **have no legal** value in Italy.

However, Italian universities may consider whether these foreign degrees are of the same value as Italian ones.

To find out whether the degree can be used in Italy, an application must be submitted to the **University Dean** at which a course of study similar to the one taken abroad is activated. It may be necessary to take **supplementary exams** in order to obtain the corresponding Italian title.



Useful sites www.venetoimmigrazione.it www.istruzioneveneto.it www.miur.gov.it



CPIA CTP



CPIA addresse:



Foreign academic qualifications



Recognition of qualifications



...FOR THE DRIVING LICENCE

TO WORK, IT IS OFTEN NECESSARY TO HAVE A DRIVING LICENCE.





To obtain a driving licence in Italy, you must pass a **theory exam** (in Italian, or, by making a specific request, in French or German) **and a practical**exam.

To prepare for the exams, you must go to a **Driving School** (for a fee), have a residence permit (or application receipt) and residence.

Those who have a driving licence issued by a foreign state can drive in Italy for a maximum of **one year**, starting from the date of residence in Italy but it is mandatory to have the original driving licence with an official translation into Italian (or the original of the International Driving Permit).

After one year from the time of taking up residence, you must still convert your driving licence by contacting the **Motorizzazione Civile** (Traffic Control Authority) (check if your country of origin is among those that have an agreement with Italy to convert your licence) or you will have to take your licence in Italy, otherwise you cannot drive.

Useful sites www.mit.gov.it





PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF BELLUNO http://www.prefettura.it/belluno/contenuti/Sportello_unico_per_l_ immigrazione_attivita_informativa-76542.htm IMMIGRATION DESK (SPORTELLO UNICO)

Piazza Duomo 38 - 32100 Belluno (First Floor)

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF PADUA http://www.prefettura.it/padova/contenuti/Immigrazione-13228.htm

IMMIGRATION DESK (SPORTELLO UNICO) Piazza Antenore 3 - 35121 Padua

TERRITORIAL COMMISSION FOR THE RECOGNITION OF INTERNATIONAL PROTECTION

Piazza Antenore 3 - 35121 Padua

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF ROVIGO http://www.prefettura.it/rovigo/contenuti/Immigrazione-13472.htm

IMMIGRATION DESK (SPORTELLO UNICO) Branch Office - Via Oberdan 22 - 45100 Rovigo

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF TREVISO http://www.prefettura.it/treviso/contenuti/Sportello_unico_per_l_ immigrazione_a_treviso-8404.htm

IMMIGRATION DESK (SPORTELLO UNICO) Piazza dei Signori 22 - 31100 Treviso

TERRITORIAL COMMISSION FOR THE RECOGNITION OF INTERNATIONAL PROTECTION via Marchesan 11/A - 31100 Treviso











USEFUL CONTACT NUMBERS

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF VENICE

http://www.prefettura.it/venezia/contenuti/Sportello_unico_per_l_ immigrazione-3663.htm

IMMIGRATION DESK (SPORTELLO UNICO)

Sestiere di San Marco 2661 - 30124 Venice

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF VERONA

http://www.prefettura.it/verona/contenuti/Immigrazione-13680.htm

IMMIGRATION DESK (SPORTELLO UNICO)

Procedures related to flows, emersion and conversions Via Pontida 22 - 37121 Verona

Family reunifications (all procedures) Corso S.Anastasia 12 - 37121 Verona Transmission of written correspondence

Via S.Maria Antica 1 - 37121 Verona

TERRITORIAL COMMISSION FOR THE RECOGNITION OF INTERNATIONAL PROTECTION

Via Pontida 22 - 37123 Verona

PREFECTURE - TERRITORIAL OFFICE OF THE GOVERNMENT OF VICENZA

http://www.prefettura.it/vicenza/contenuti/Immigrazione-13389.htm

IMMIGRATION DESK (SPORTELLO UNICO)

Contrà Gazzolle 10 - 36100 Vicenza (Ground Floor)

TERRITORIAL COMMISSION FOR THE RECOGNITION OF INTERNATIONAL PROTECTION

Contrà S. Maria Nova 4 - 36100 Vicenza









POLICE STATION OF BELLUNO Via Volontari della Libertà 13 - 32100 Belluno

IMMIGRATION OFFICE Via Lungardo 76 - 32100 Belluno http://questure.poliziadistato.it/it/Belluno

POLICE STATION OF ROVIGO Piazzale Guido Consigli 1 - 45100 Rovigo https://questure.poliziadistato.it/it/Rovigo

POLICE STATION OF VENICE Sestiere di Santa Croce 500 - 30100 Venice

IMMIGRATION OFFICE Via Nicolodi 21 - 30175 Marghera (VE) https://questure.poliziadistato.it/it/Venezia

POLICE STATION OF VERONA

Lungadige Antonio Galtarossa 11 - 37133 Verona https://questure.poliziadistato.it/it/Verona

POLICE STATION OF PADUA Piazzetta G. Palatucci 5 - 35123 Padua

IMMIGRATION OFFICE Piazza G. Zanellato 7 - 35123 Padua http://questure.poliziadistato.it/padova

POLICE STATION OF TREVISO

Piazza delle Istituzioni 1 Building A - 31100 Treviso https://questure.poliziadistato.it/it/Treviso

POLICE STATION OF VICENZA Viale Mazzini 213 - 36100 Vicenza https://questure.poliziadistato.it/it/Vicenza



NUMBERS TO USE IN CASE OF EMERGENCY

112 CARABINIERI

113 POLIZIA DI STATO - Italian National Police

- 114 CHILDREN'S EMERGENCIES
- 115 VIGILI DEL FUOCO National Fire and

Rescue Service

116 ROADSIDE ASSISTANCE

- 117 GUARDIA DI FINANZA Tax Police
- 118 FIRST AID FOR MEDICAL EMERGENCIES

