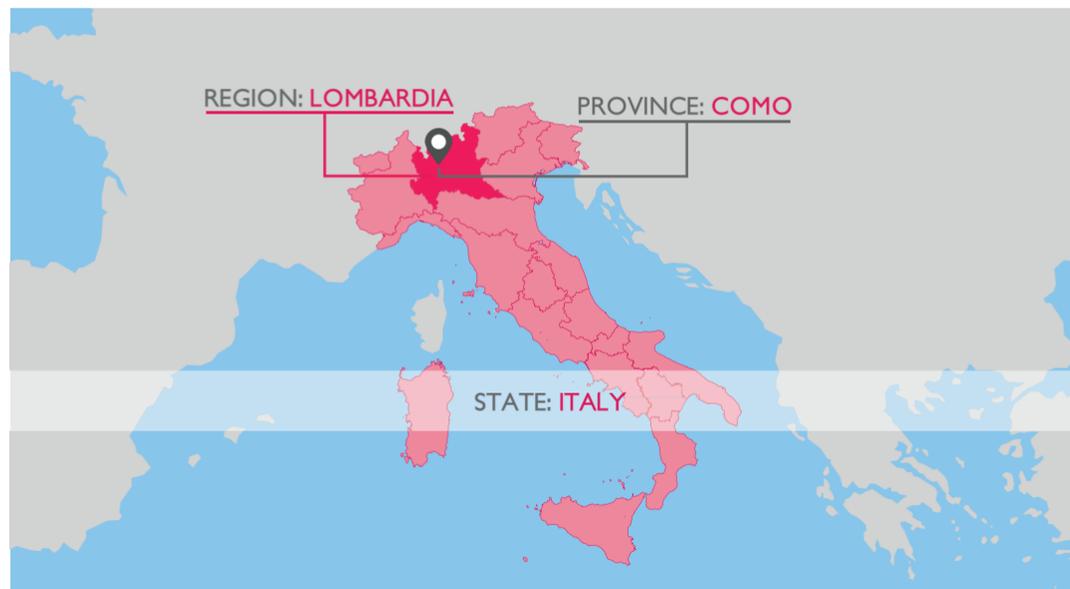


WHERE YOU ARE



INSTITUTIONS

COMMISSIONE TERRITORIALE

Is the organism in charge for recognizing the status of refugee.

PREFETTURA

Administrative organism of local government coordinates the allocation of asylum seekers inside the territory of Como.

QUESTURA

Police's office where the bureaucratic procedures, for asking the status of refugee, are carrying on.

COOPERATIVA SYMPLOKÉ

No-profit organization that manages, under the Prefettura's agreement, the assistance of asylum seekers through allocating them inside different apartments (CAS) and helping them with bureaucratic support. CAS (centro di accoglienza straordinaria) places where you stay until the result from Territory Commission; they managed by cooperative, associations and foundation in according with Prefettura.

ASL

Italian health system that emits the "tessera sanitaria" and assigns a medical doctor for you.

COMUNE

Place where you can get the documents for doing the identity card.

SPRAR

(Sistema di protezione per richiedenti asilo e rifugiati)

Is a system under Italian State's responsibility characterized by different realities. Their aims are assisting and developing social-integration projects for those that have obtained the documents, for a period of six months.

MAIN DOCUMENTS

CEDOLINO

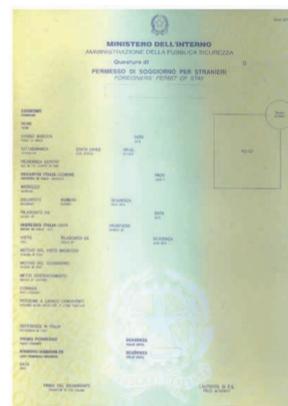
The document that you received, from Questura after the identification and you could also receive it when you renew the "Permesso di soggiorno".



YOU HAVE ALWAYS TO BRING IT WITH YOU

PERMESSO DI SOGGIORNO

Essential document that replaces the "cedolino" and it is necessary for being recognized as asylum seeker inside Italian State. It is given by Questura.



YOU HAVE ALWAYS TO BRING IT WITH YOU

CARTA D'IDENTITÀ

Document reports all your main features as name, surname, birth's data necessary for recognition you as a person settle in Italy.



WHAT ABOUT THE IDENTITY CARD?

The municipality/comune provides the identity, functional just in case you will ask the Italian citizenship, in the long future. Otherwise, IT DOES NOT HAVE VALUE for obtaining the status of refugee. It testifies your residence, where you live during the period in which you are waiting for the interview with the "Commissione territoriale". During that time, you are under the cooperative's responsibility. Therefore, Symplokè replaces your task filling some documents: "isituazione di convivenza":

- The document declares that cooperative accommodates you, inside the different buildings, provisionally.
- The document for each of you, with all your personal details.

When the documents are done, you can go to "Municipality" with: 5, 42 euro; two pictures/ three pictures; your document. Every time your Permesso di Soggiorno is renovated you HAVE

TO GO to the municipality for also renewing the Identity card.

TESSERA SANITARIA

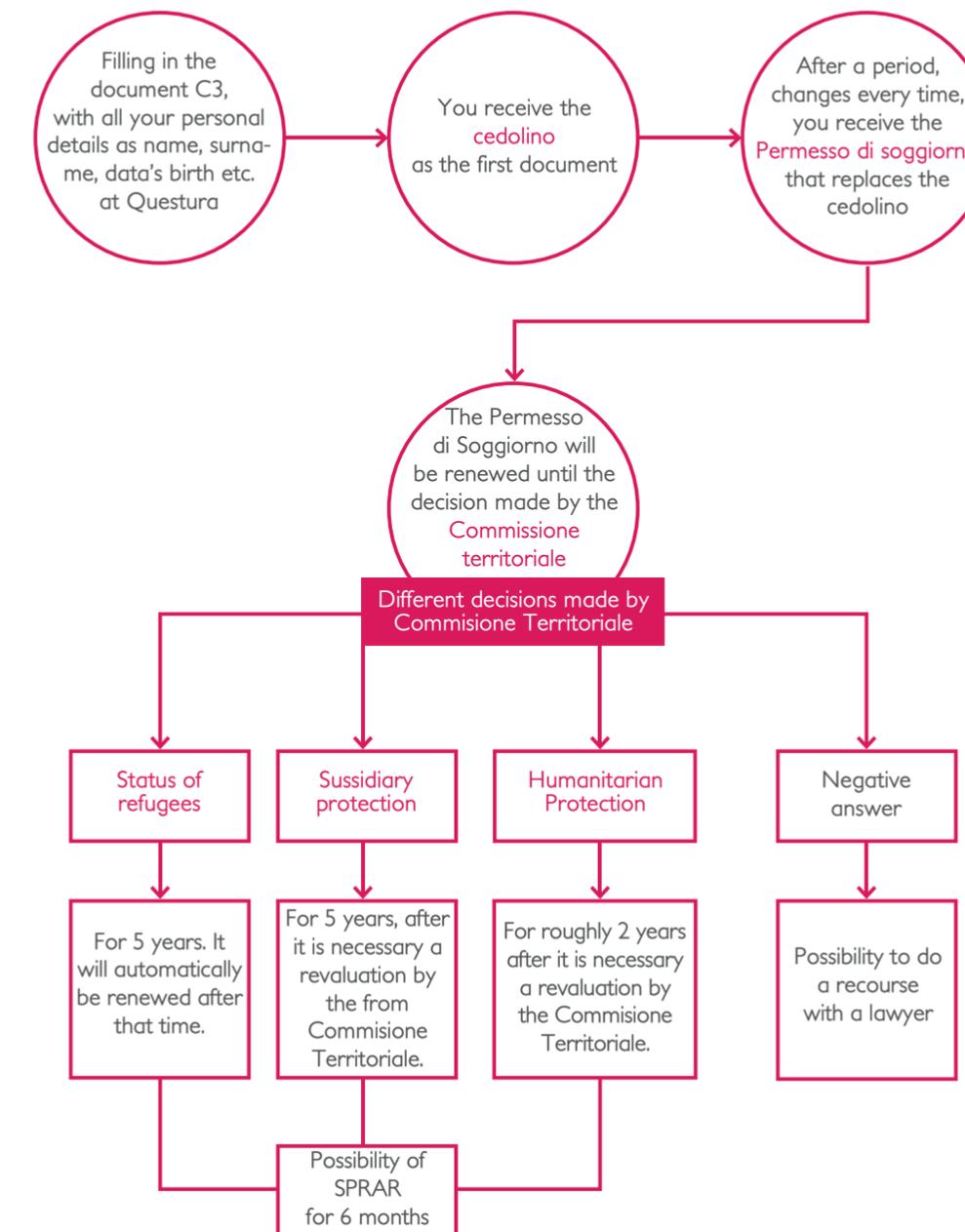
The necessary document for accessing to the Italian health system and it is given by ASL. It includes the personal "codice fiscale" based on numbers or letters. The paper "tessera" has the same value as the plastic one, without chip.



WHO IS RESPONSIBLE FOR THE "TESSERA SANITARIA"?

For making the "tessera", it is necessary going to ASL with the "dichiarazione di ospitalità", the document testifies where you live; You receive the paper tessera; The plastic one without chip will be sent from the office in Rome to your place/Symplokè's office; Symplokè is not responsible for the time needed for obtaining the plastic one. During the time you are guested by Symplokè; the operator will be in charge to do it, otherwise you will carry on the procedure by yourself.

BUREAUCRATIC PROCEDURE FOR ASKING INTERNATIONAL PROTECTION

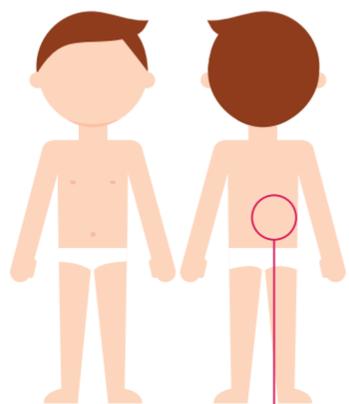




HEALTH SYSTEM

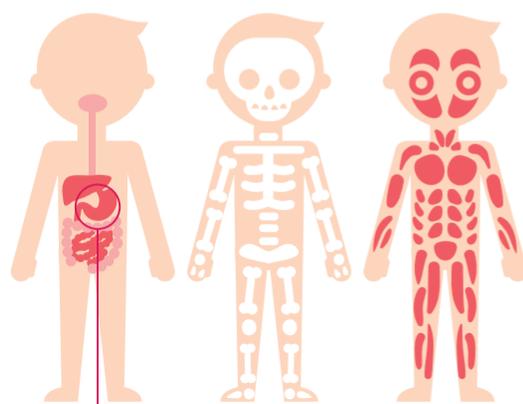
DO YOU FEEL PAIN?
Calling the ambulance is not the first option.
Trying to find by yourself a solution.

WHERE ?



BACK
Suggestions for winter

You have to put at least one jumper under the jacket;

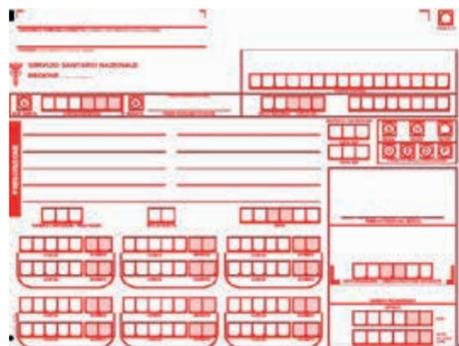


STOMACH

Do you eat healthy
(a lots of fruits and vegetables)?

IF YOU CAN'T OVERCOME THE PROBLEM BY YOURSELF

1) "MEDICO DI BASE "



"Medico di base" is general doctor that you can call to fix an appointment.
He could give to you: **IMPEGNATIVA**

- for buying medicine at the pharmacy
- for reserving a specific visit at the hospital

2) HOW DO YOU BOOK A VISIT AT THE HOSPITAL ?

- Going to "CUP" (centro unico prenotazioni).
- Finding out the screen.



A • Touching "servizi cassa cup"



C • You receive a number's ticket
• You wait until you see your number on the screen



B • You have to touch "pagamento ticket, prenotazioni"



D • When it is your turn asking for making reservation (YOU MIGHT HAVE THE TESSERA SANITARIA with you).

In case you have the normal "codice fiscale" and you speak Italian very well, you can book the visit calling the green number: 02 99 95 99



- E** **The day of the visit:**
- Going to the reception. It is necessary to do the acceptance before the visit
 - Taking the number from the screen and waiting until your turn
 - At your turn you might have with you
 - Reservation's document
 - Tessera sanitaria

ADDRESS HOSPITALS

COMO

- Azienda Ospedaliera S. Anna
Via Napoleona 60
- Ospedale Classificato Valduce
Via Dante Alighieri 11
- Istituto Clinico Villa Aprica
Via Castel Carnesino 10

SAN FERMO DELLA BATTAGLIA

- Azienda Ospedaliera S. Anna
Via Ravona 20

OLGIATE COMASCO

- San Carlo S.a.s
Via Roma 12



WELCOME

GUIDELINE ASYLUM SEEKERS

STATUS OF

Defined, according to the Geneva Convention of 1951 as: "A person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it."

THE SUBSIDIARY PROTECTION

Another type of international security. It is a way to help those that do not receive the status of refugees. For obtaining this type of permission, it is necessary to demonstrate the risks, as death penalty or execution; or torture or inhuman or degrading treatment or punishment of an applicant in the country of origin; or serious and individual threat to a civilian's life or person by reasons of indiscriminate violence in situations of international or internal armed conflict.

HUMANITARIAN PROTECTION

It is given when the commissione territoriale recognizes that you might suffer a serious damage if you go back to your country.