

ESSENTIAL GUIDELINES TO PEOPLE FLEEING UKRAINE: YOUR FIRST STEPS IN ITALY.¹

This document provides essential information to people fleeing Ukraine and arrived in Italy. Information includes how to regularize your presence in Italy, how to access protection, what protection entails, where to stay, numbers to contact in case of emergency. These guidelines are available in Ukrainian, English, Italian, and Russian.

Q1: I'M IN ITALY. WHAT'S THE FIRST THING I SHOULD DO?

Ukrainians are exempted from the requirement to be in possession of a visa to enter the Schengen Area. If you're Ukrainian or a national of a non-EU country exempted for the visa requirement, you have the right to regularly stay in Italy for up to 3 months, starting from the day in which the entry stamp is applied on your passport when you cross the Italian border or in which you declare your presence in Italy. To enjoy this right, you need to declare your presence in Italy.

To regularize promptly your position on the territory in order to receive the assistance you need, within 8 days from the day of entry in Italy, you should go to the **Immigration Office** (Ufficio Immigrazione, in Italian) at the Questura (office for public security). All chief towns have a Questura and an immigration office. To check whether the Questura of the municipality in which you are has an immigration office, you can also check its website.

To regularly reside in Italy for 3 months, you need to show the police officers of the Immigration Office your passport, which will be copied and given back to you. To complete the registration, fingerprints and pictures of you may be taken.

If you are a Ukrainian citizen but don't have your documents with you, please inform the competent Questura. For instance, the Ukrainian Embassy in Rome declared that Ukrainian citizens arrived in Italy without documents will be screened by the Consulates. Passports of Ukrainian citizens will be valid for 5 additional years and data referring to minor children up to 16 years old can be inserted in their parents' passports.

If you come from Ukraine but are national of a non-EU country for which the visa is needed to enter the EU and you are not in possession of it, you should go to the Immigration Office at the Questura. State clearly that you have fled Ukraine and that you need assistance. They will provide you with useful information regarding your stay in Italy, what kind of assistance is provided, and the right to claim asylum.

If you are an **unaccompanied minor**, meaning that you're younger than 18 years old and your parents or family members are not with you, as soon as you reach Italy, you must go to any police station and declare that you're an unaccompanied minor fleeing Ukraine. Within 90 days, you can also ask for special protection. They will immediately contact the competent Tribunal to nominate a tutor, and social services that will take care of you, providing you with food, shelter, safe and child-friendly accommodation, legal assistance and information among others.

¹ Please note that these guidelines are regularly updated. Last update: 12 April 2022.

Police stations and policy officers in Italy look like this:



Q2: WHAT SHOULD I DO NEXT? SHOULD I ASK FOR PROTECTION?

Claiming protection is a fundamental right of each individual. It's your choice to thus enjoy your right or not. Please remember that, if you are a national of a visa-free country, such as Ukraine, you can ask for special protection at the competent Questura within 90 days from your entry in Italy.

Currently, beyond ordinary protection statuses that will be described later, **most people fleeing from Ukraine can apply for TEMPORARY PROTECTION.**

On 28 March 2022, the Italian Government implemented Decision 2022/382 on temporary protection of the Council of the Union by means of a Decree of the President of the Council of Ministers, whose publication in the Official Gazette is currently pending. The beneficiaries of temporary protection are: **Ukrainian nationals residing in Ukraine before the start of the armed conflict; stateless persons and third State nationals who were beneficiaries of international or national protection in Ukraine before 24 February 2022; third State nationals legally residing in Ukraine before 24 February 2022 with a permanent residence permit; family members of the respective categories, i.e. the spouse or the unmarried partner, minor unmarried sons/daughters, adult children and dependent parents of the beneficiary of temporary protection.**

When this protection status is granted, you will obtain a residence permit for 1 year, renewable if insecurity conditions in Ukraine persist. You will have the right to work in Italy, to receive medical and legal assistance, accommodation and access to education for your sons and daughters. You are also entitled to **family reunification**. Reunited family members will also enjoy temporary protection.

To start the procedure for Temporary Protection (it's free of charge!), please refer to the pertinent Questura, that will give you all the information you need regarding the procedure, rights and implications of being a beneficiary of temporary protection. To formalize your claim, you need: 2 passport-size pictures of you; proof of private accommodation, whether applicable; passport with entry stamp; declaration of presence if you don't have an entry stamp on your passport; certificate(s) of family relationship, whether applicable. After the publication of the Decree in the Official Gazette, the Questura will complete the examination of the protection claim by printing and issuing the residence permit. This will be in electronic format and valid until 4 March 2023 at the latest.

Please note that claiming or obtaining the temporary protection status does not refrain you from going back to Ukraine for a short period of time. Indeed, the status of temporary protection may cease when safety and security are restored in Ukraine.

The Italian Civil Protection provides temporary protection-seekers who have found private accommodation with a contribution of 300 euros per month per person and, in the case of minors, an additional monthly contribution of 150 euros for each child under the age of 18. The contribution will be paid for a maximum of three months from the date of entry in Italy. If the beneficiary finds a job in Italy, they will continue to receive the contribution for a maximum period of 60 days.

In order to benefit from the contribution, it is necessary to submit the application by accessing a special computer platform that will soon be made available by the Department of Civil Protection.

Q3. WHAT OTHER PROTECTION STATUSES ARE AVAILABLE IN ITALY FOR PEOPLE FLEEING UKRAINE?

INTERNATIONAL PROTECTION (refugee status and subsidiary protection status) provides protection, among others, to people compelled to leave their country or origin or habitual residence in case of statelessness because of armed conflicts or persecution on account of nationality, race, political opinion, religion, membership of a particular social group.

When you're at the Questura, you can already express your intention to claim asylum in Italy. It is sufficient for you to clearly express your wish with an oral statement. Fingerprint and pictures of you may be taken by the police officers to formalize your claim.

You can ask the legal assistance service providers to explain the procedure and what asylum entails. Here is a practical guide edited by the Italian Ministry of Interior for additional information: https://www.interno.gov.it/sites/default/files/allegati/la_guida_in_inglese.pdf

If you're an **unaccompanied minor**, you can either ask for international protection or for temporary protection. In any case, you will be issued with a residence permit for minors to regularly remain in Italy until you'll turn 18.

Q4: WHERE COULD I STAY?

If you have parents or friends you trust in Italy who can provide you with accommodation, food and shelter, you can register in the Questura of the city where your hosts live and declare that they will host you. Your hosts will then need to formalize this declaration at the Questura within 2 days. The Reception and Integration System managed by the Local Authorities and the Extraordinary Reception Centres managed by the Prefectures have been reinforced with additional places. Access to these structures is also allowed to those who have not requested international protection. Other forms of widespread reception are planned with the cooperation of the Third Sector.

Q5: WHO CAN I CONTACT IN CASE OF EMERGENCY?

The single European emergency number is **112**. Depending on the emergency, it will put you in touch with the relevant police force or organisation (police, firemen, 118, etc.).

Helpline against violence and stalking: call 1522

Q6: WHAT ARE THE COVID-19 SAFETY MEASURES CURRENTLY IN PLACE IN ITALY?

All people coming from Ukraine have to comply with the following rules:

- Until 31st March 2022, you are required to take a SARS COVID-19 antigenic swab or a molecular test within 48 hours from the entry on the national territory.
- Within 5 days following the swab test you are required to observe a self-monitoring period with the obligation to wear a FFP2 mask.
- If tested negative to COVID-19, you will receive a Green-pass certificate that you need to show when entering restaurants, bars, offices and public transports with the obligation to wear a FFP2 mask on board.
- For information on the validity of your sanitary documentation and for any healthcare related queries, you can call the toll-free number 800 - 55606

For further information click here: https://www.interno.gov.it/sites/default/files/2022-03/benvenuto_eng.pdf?fbclid=IwAR3HSeWtpdl_Jc0Riw7KVollq9FqHMxxIhwqQa8qAHI00_y4O1c0t_vN7D
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MORE INFORMATION (on education, job, transportation...)

- **Migrant Integration Portal, Ukraine Emergency. Useful information for refugees, standards and data. Constantly updated focus:** <https://www.integrazionemigranti.gov.it/Dettaglio-approfondimento/id/44/Emergenza-Ucraina>
- **Access to work.** People from Ukraine can work, as self-employed or as subordinate workers, following only a request to the Questura for a residence permit, as an exception to the maximum quotas defined by the annual programme. There is an exception to the rules on recognition of health professional qualifications for Ukrainian doctors, nurses and OSS who were resident in Ukraine before 24 February. More information at: <https://www.integrazionemigranti.gov.it/Dettaglio-approfondimento/id/44/Emergenza-Ucraina>
- **video message in sign language** addressed to all Ukrainian women leaving Ukraine and who are at the border, by Mikhail Akimov: <https://www.jumamap.it/it/2022/03/09/messaggio-segni/>
- **USEFUL INFO FOR UKRAINIAN CITIZENS ARRIVING IN ITALY**, available in 12 languages, Jumamap, <https://www.jumamap.it/it/emergenza-ucraina/>
- Jumamap, FAQ - **Request for International Protection**, available in Italian, English, Russian, Ukrainian: <https://www.jumamap.it/it/2022/02/28/faq-protezione-internazionale/>
- **Passports and identification of Ukrainian citizens.** Notes from the Embassy of Ukraine in Italy on passports and identification of Ukrainian citizens arriving in Italy without documents. The



Embassy informs that identification is provided at the Consulate. The passports of Ukrainian citizens are valid for a further 5 years and, in addition, the passports may include the data of children under 16 years of age: <https://dait.interno.gov.it/servizi-demografici/circolari/circolare-dait-n23-del-10-marzo-2022>

- **Free transportation for Ukrainian citizens in Italy.** Ukrainian citizens can travel free of charge within 5 days after their arrival in Italy to their first place of destination or reception. The measure includes free travel on Trenitalia (FS Group) trains operating Intercity, Eurocity and Regional services, on maritime services and on the motorway network. People arriving in Italy with their Ukrainian-registered cars and without insurance cover are issued with free temporary third-party liability policies valid for 30 days: <https://www.integrazionemigranti.gov.it/it-it/Ricerca-news/Dettaglio-news/id/2436/Polizze-temporanee-gratuite-per-le-auto-dei-profughi-dallUcraina>
- **The school reception of Ukrainian minors:** The government provides psychological and linguistic support and financial resources. https://www.miur.gov.it/documents/20182/6740601/m_pi.AOODPIT.REGISTRO+UFFICIALE%28U%29.0000381.04-03-2022.pdf/7e8cc387-b753-1ca7-f466-2d3f15ede33b?version=1.0&t=1646642414348