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Translated by Patrizia Bozza

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## **INTRODUCTION**

The aim of this book is to give first information about primary services for foreign citizens just arrived in Italy or in social/economical distress.

First part is about institutions who cares legal position of Third-country nationals in Italy.

In the second part are listed all the desks helping daily life: job, health, free time.

Last part is about first aid services, to help people in temporary distress.

The book is not exhaustive: in the province of Ravenna there a lot of desks and information points that is not possible to completely list.

We wish this book would become an easy instrument to consult for foreign citizens resident in our territory.

# DOCUMENTS

## SINGLE DESK FOR IMMIGRATION C/O PREFETTURA OF RAVENNA

Within 8 working days from the entry in Italy it is needed to go to Single Desk for Immigration (SUI) in “Prefettura” to ask for the permit of residence.

You may ask to the Desk:

- to apply for the authorization to family reunification or to work
- to submit the first contract of residence
- the request of citizenship for residence or marriage
- to convert permit to study or to seasonal job.

You have to send to this desk all contracts of residence submitted after first entry.

<b>Prefettura</b>	
Address	Piazza del Popolo, 26
Telephone	0544 294111
Fax	0544 294666
URP (Bureau for the Public) <b>Open</b>	Mon - Fri 9.00 am – 1.00 pm Tues and Thurs 9.00 am-1.00 pm / 2.30 pm-3.30 pm
Email URP	urp.pref_Ravenna@interno.it
<b>SUI (Single Desk for Immigration) Decreto Flussi</b>	Mon-Ven 9.30 am-12.30 pm
Telephone	0544 294449
Fax	0544 294331
Email SUI	igor.grifo@interno.it

## FOREIGN CITIZENS DESK IN QUESTURA OF RAVENNA

This bureau is competent for the permit of residence, for the digital fingerprinting requirement, for the hospitality communications respecting the conditions imposed by the law.

<b>Questura Foreign Office</b>	
Address	Viale Berlinguer, 20
Telephone	0544 294111 (switchboard)
Fax	0544 294540
Open to the public	Mon 8.30 am-12.00 am Tues 9.00 am-12.00 am (Asylum seeker and subsidiary protection) Tue 3.00 pm - 5.00 pm (only withdrawal of permits) Wed 8.30 am – 12.00 am Thurs 9.00am – 12.00 am (Instances directly submittend to the police station, not to Post Office) Fri 8.30 am – 12.00 am
Email	immig.quest.ra@pecps.poliziadistato.it

## REGISTRY OFFICE

This bureau is competent for birth registration, change of address and the confirmation of usual homesite after the renewal of residence permits.

### RAVENNA

Registry Office in Ravenna	
Address	Viale Berlinguer, 11
Telephone	0544 552224
Open to the public	Mon-Fri 8.00 am – 1.00 pm; Sat 8.30 am – 12.30 am

### CERVIA

Registry Office in Cervia	
Address	Via Ressi, 6
Telephone	0544 979247
Open to the public	<i>Summer timetable:</i> Mon-Sat 8.30 am – 12.30 am <i>Winter timetable:</i> Mon-Fri 8.30 am – 12.30 am Thurs 8.30 am – 12.30 am / 3.00 pm – 5.15 pm

### RUSSI

Comune di Russi (Ra) – Registry Office	
Address	Piazza Farini, 1
Telephone	0544 587600
Open to the public	Mon-Fri 8.30 am – 1.30 pm Sat 8.30 am – 12.00 am Tue 3.00 pm – 6.00 pm

# TO LIVE / TO WORK

## CHOOSING A GENERAL PRACTITIONER DESK - AZIENDA USL

It is the desk responsible for registering to the Servizio Sanitario Nazionale and for choosing a general practitioner.

### RAVENNA

<b>Cmp – Medical and prevention centre in Ravenna</b>	
Address	Via Fiume Abbandonato, 134
Telephone	0544 427213
Open to the public	Mon-Fri 7.00 am – 8.00 pm Sabt 7.00 am – 2.00 pm Exam reservations Mon-Fri 8.00 am – 1.00 pm

### CERVIA

<b>Unic reservation centre - CUP</b>	
Address	Via Ospedale, 17
Telephone	0544 917615
Open to the public	Mon-Fri 7.30 am – 1.00 pm Sat 7.30 am – 12.00 am

### RUSSI

<b>Unic reservation centre (CUP)</b>	
Address	Piazza Farini, 39
Telephone	0544 586416
Open to the public	Mon-Fri 8.00 am – 1.00 pm Sat 8.00 am – 11.30 am

## **TAX CODE AND PARTITA IVA**

### **TAX OFFICE**

This bureau is competent for the issuance of tax code and IVA number, for registration of rental contract and loan for use of property.

#### **RAVENNA**

<b>Tax Office</b>	
Address	Via Trieste, 74
Telephone	0544 593011 (switchboard) 0544 593003 (secretary)
Fax	0544 593152/48
Open to the public	Mon-Fri 8.45 am – 12.45 am Tues and Thurs 3.00 pm – 5.00 pm
Email	dp.ravenna.utravenna@agenziaentrte.it

## **COMMERCIAL REGISTER**

### **CHAMBER OF COMMERCE, INDUSTRY, CRAFTMANSHIP AND AGRICULTURE DEPARTMENT**

It is the agency for the registration of companies.

#### **RAVENNA**

<b>Cciaa</b>	
Address	Viale Farini, 14
Telephone	0544 481311 Green number Company Registration 800 010955
Fax	0544 481500
Open to the public	Mon-Fri 8.30 am – 12.00 am
E-mail	camera.ravenna@ra.camcom.it



Many of practices for the Chamber of commerce, INPS, INAIL and the Tax Office are now telematic in Common mode, no more paper. The citizen must be registered with the agency of competence or avail oneself of the assistance of associations or consultants for the preparations/delivery practices through the telematic system StarWeb.

For more information visit the web site:

<http://starweb.infocamere.it/starweb/index.jsp>

### TO FIND A JOB

The Job centres are the responsible offices to release information about job offers, agency of work orientation, trainings or training courses:

#### RAVENNA

<b>Job centre</b>	
Address	Via Teodorico, 21
Telephone	0544 608001
Fax	0544 456400
Open to the public	Mon-Fri 8.30 am – 12.30 am Tues 8.30 am – 12.30 am / 2.00 pm – 4.30 pm Thurs 8.30 am – 12.30 am / 1.30 pm – 3.00 pm
E- mail	c.impiego.ravenna@mail.provincia.ra.it

#### CERVIA

<b>Job centre</b>	
Address	Via Ippolito Nievo, 2
Telephone	0544 71690
Fax	0544 972870
Open to the public	Mon, Wed and Fri 8.30 am – 12.30 am

## **INJURIES AND DISEASES**

### **NATIONAL SOCIAL SECURITY INSTITUTE (INPS)**

INPS manages most of the workers social security services. It manages the pension system and many social security welfare-type benefits. It also releases the regular contributions document (DURC).

#### **RAVENNA**

<b>INPS</b>	
Address	Via R. Gessi, 24
Telephone	0544 548111
Open to the public	Mon and Thurs 8.30 am – 3.30 pm Tues, Wed and Fri 8.30 am – 12.30 am
E-mail	direzione.provinciale.ravenna@postacert.inps.gov.it

### **NATIONAL INSTITUTE FOR THE INSURANCE AGAINST ON-THE-JOB INJURIES (INAIL)**

It also releases the regular contributions document (DURC).

#### **RAVENNA**

<b>INAIL</b>	
Address	Viale Farini, 54
Telephone	0544 548551
Fax	0544 548551
Open to the public	Desk company: Mon-Fri 8.30 am – 12.00 am Mon 8.30 am – 12.00 am / 12.30 pm – 4.00 pm  Desk workers: Mon-Fri 8.30 am – 12.00 am Mon 8.30 am – 12.00 am / 2.30 pm – 4.00 pm
E-mail	ravenna@inail.it

## HEALTH SERVICES

### RAVENNA

<b>Hospital S. Maria delle Croci Emergency (Pronto Soccorso)</b>	
Address	Viale Randi, 5
Telephone	Info 0544 285501 Emergency 118
Fax	0544 285503
Open to the public	daily – 24/24h

<b>Consultorio</b>	
Address	Viale Berlinguer, 11
Telephone	0544 286930
Open to the public	Mon-Fri 8.30 am – 12.30 am

<b>Ambulatorio Croce Rossa Italiana (Cri)</b>	
Address	Via Pola, 15
Telephone	0544 427213
Open to the public	Tues 16 am – 18 pm Thurs 3 pm – 17 pm You can also ask for the card (STP Foreigners Temporarily Present) that allows access to essential emergency medical services for undocumented immigrant.

<b>Farmacia comunale 8 Service for the night all the year</b>	
Address	Via Fiume Abbandonato, 124
Telephone	0544 402514
Fax	0544 407713
Open to nightly public service	Daily 19.30 pm – 8.00 am
E- mail	comunale8@farmacieravenna.com

## **CERVIA**

<b>Consultorio Familiare (for Family)</b>	
Address	Via Ospedale, 17
Telephone	Reservations 0544 286930 Info 0544 917634
Open to the public	Mon, Thurs and Fri 8.30 am – 12.30 am Thurs 2.30 pm – 4.30 pm
<b>Consultorio Pediatrico (for Children)</b>	
Address	Via Ospedale, 17
Telephone	Info 0544 917636/37
Open to the public	Mon 8.30 am – 12.30 am / 2.30 pm – 5.30 pm Mar 8.30-12.30 Mer 8.30-12.30 e ogni 15 giorni 14.30-17.30

## **RUSSI**

<b>Consultorio Pediatrico (for Children)</b>	
Address	Via Farini, 39
Telephone	0544 586433
Open to the public	Mon and Wed 8.30 am – 9.30 am Tues 2.30 am – 5.00 pm on reservation Wed 9.00 am – 12.30 am on reservation

## **INTERCULTURAL SPACES**

### **RAVENNA**

The House of Cultures is an intercultural documentation and information centre.

It includes a Newspaper containing a lot of foreign languages newspapers and magazines.

The centre will organize free courses of Italian language, collaborating with the Permanent Territorial Centre for the education in adulthood.

We also organize after-school and summer camp for children and teens.

<b>Cultures House</b>	
Address	Piazza Medaglie D'oro, 4
Telephone	0544 591876
Fax	0544 423869
Open to the public	Mon-Fri 9.00 am – 1.00 pm
E- mail	casadelleculture@racine.ra.it

<b>Spazio Donna</b>	
Address	Piazza Medaglie D'oro, 4
Telephone	0544 591876
Fax	0544 423869
Open to the public	Mon-Fri 9.00 am – 6.00 pm
E- mail	c.meticcia@racine.ra.it

“Citt@ttiva” is a project of a City of Ravenna which deals with social mediation. In its spaces are held meetings, workshops and exhibitions.

<b>Citt@ttiva</b>	
Address	Via Carducci, 23 Ravenna
Telephone	0544 482052 / 335 1802940
Fax	0544 482052
Open to the public	Mon and Thurs 5.00 pm – 8.00 pm
E- mail	cittattiva@comune.ra.it

The Newspaper Library Classense-Oriani is a space where you can see free newspapers, periodicals and magazines from around the world.

<b>Newspaper Library Classense-Oriani</b>	
Address	Via G. Da Polenta, 4
Telephone	0544 482055
Fax	0544 423869
Open to the public	<i>1 of July to 31 of August:</i> Mon-Fri 08.30 am-1.00 pm / 2.30 pm-7.00 pm Sat 08.30 am – 1.00 pm <i>From 1 of September:</i> Mon-Fri 08.30 am – 10.30 pm Sat 08.30 am – 1.00 pm / 2.30 pm - 7.00 pm Sund 08.30 am – 12.30 am
E- mail	multimediateca@classense.ra.it

The Agorà Centre is a centre of free youth meetings, it provides for pre-adolescents and adolescents: playroom, multimedia room, laboratory activities, teaching of Italian language, trips, sport activities, after school, information and guidance.

<b>Centro Agorà</b>	
Address	Viale Tasso, 1 - Lido Adriano
Telephone	0544 526190
Open to the public	Mon, Wed, Thurs and Fri 3.00 pm – 7.00 pm
E- mail	agoralido@libero.it

## **CERVIA**

Within the intercultural centre are organized courses of Italian language, Balkan music and decoupage.

<b>Intercultural centre</b>	
Address	Via Montenero, 2
Telephone	338 2196514
Open to the public	Mon and Thurs 9.30 am – 12.30 am Tues, Wed and fri 3.00 pm – 6.00 pm

The Woman's Desk is a counter information and guidance aimed at women for legal advice: it also is a documentation centre and an internet point.

<b>Sportello Donna Cervia</b>	
Address	Corso Mazzini, 40
Telephone	0544 955741
Fax	0544 356228
Open to the public	Mon and Wed 3.00 pm – 6.00 pm Fri 9.30 am – 12.30 am
E- mail	sportellodonna@comunecervia.it

Inside the Centro Risorse Cervese (Cervia Resources Centre), also during the summer months are organized courses of Italian language for children and teens, school qualification projects and intercultural education, after school for foreign students.

<b>Centro Risorse Cervese</b>	
Address	Via Pinarella,17
Telephone	0544 973444
Fax	0544 973425
Open to the public	<i>Winter timetable:</i> Mon-Fri 9.00 am – 1.00 pm Tues 2.30 pm – 6.00 pm Wed and Thurs 9.00 am – 1.00 pm / 2.30 pm – 6.00 pm <i>Summer timetable:</i> by reservation

# ASSISTANCE / PROTECTION

## DESK FOR FOREIGN CITIZENS

The Desk for foreign citizens provide information on local services, assistance on legislation and administrative procedures governing the entry, residence and exercise of fundamental rights, information and assistance regarding the release and the renewal of residence permits, the request of citizenship, family reunification or other types of legal entry into Italy (for example: work or study).

### RAVENNA

<b>Desks for foreign citizens - City of Ravenna</b>	
Address	Via Alberoni, 16
Telephone	0544 485301/02 Mon-Fri 11.00 am – 12.00 am Tues and Thurs 11.00 am – 12.00 am / 4.00 pm-5.00 pm
Fax	0544 482143
Open to the public	Mon-Fri 9.00 am – 1.00 pm Tues and Thurs 9.00am-1.00pm / 2.00pm-5.15pm
E-mail	centroimmigrati@comune.ra.it

<b>Spazio Donna c/o Cultures House</b>	
Address	Piazza Medaglie D'oro, 4
Telephone	0544 591876
Fax	0544 423869
Open to the public	Mon-Thurs 9.00 am – 6.00 pm
E- mail	c.meticcia@racine.ra.it



<b>Immigrants office Cgil</b>	
Address	Via P. Matteucci, 15
Telephone	Tel 0544 244276
Open to the public	Mon-Fri 8.30 am – 12.30 am Tues and Thurs 8.30am-12.30am / 3.00pm-6.00pm Wed 8.30am-12.30am / 3.00pm-6.00pm by reservation 1° e 3° month's Sat 8.30 am – 12.30 am

<b>Patronage Ital Uil - Immigration</b>	
Address	Via Le Corbusier, 29 - Ravenna
Telephone	0544 292282/65
Open to the public	Mon-Fri 8.30 am-12.30am e 3pm-6.30pm preferably by reservation

<b>Patronage Ital Uil - Immigration</b>	
Address	Via Senna, 44/b - San Pietro in Vincoli
Telephone	0544 553007
Open to the public	Mon, Tues and Fri 8.30am - 12.30am / 3.00pm - 6.30 pm Thurs 8.30 am – 12.30 am

<b>Patronage Ital Uil - Immigration</b>	
Address	Piazza della Libertà, 3 - Castiglione di Ravenna
Telephone	0544 951123
Open to the public	Mon 3.00 pm - 6.30 pm Tues - Thurs 8.30 am – 12.30 am

<b>Patronage Ital Uil - Immigration</b>	
Address	Viale delle Nazioni, 154 - Marina di Ravenna
Telephone	393 9171385
Open to the public	Mon 8.30 am - 12.30 am Wed - Fri 8.30am - 12.30am / 3.00 pm-6.30 pm

<b>Desk for foreign citizens Inas Anolf - Cisl</b>	
Address	Via Vulcano, 78/80
Telephone	0544 261811
Open to the public	<i>Summer timetable (July and August):</i> Mon-Fri <i>Winter timetable:</i> Mon-Sat

<b>Acli – Christian association of Italian workers</b>	
Address	Viale Galilei, 49
Telephone	0544 270152
Fax	0544 272343
Open to the public	Mon, Tues and Fri 8.30am -12.30am / 3.00pm - 6.00pm Wed and Thurs 8.30 am – 12.30 am
E- mail	ravenna@patronato.acli.it

<b>Cna World - Epasa</b>	
Address	Via Cilla, 58
Telephone	0544 460662 348 8813015
Fax	0544 462665
Open to the public	Mon-Fri 8.15 am-1.00 pm
E- mail	cnaworld@ra.cna.it

<b>Inac – National institute Citizen assistance</b>	
Address	Via Faentina, 106
Telephone	0544 460182
Fax	0544 463114
Open to the public	<i>Summer timetable (from June to middle September):</i> Mon-Fri 8.00 am – 2.00 pm <i>Winter timetable (from middle September to May):</i> Mon-Fri 8.30 am – 12.30 am Tues and Thurs 8.30 am - 12.30am / 2.00pm - 6.00pm
E- mail	cia.ravenna@cia.it

<b>Inapa - Confartigianato</b>	
Address	Viale Berlinguer, 8
Telephone	0544 5161119
Fax	0544 407733
Open to the public	Mon-Fri 8.30am-12.45am / 2.30pm-6.00pm <i>July and August Mon-Fri 7.30 am – 1.30 pm</i>

<b>Sicot – Confesercenti</b>	
Address	Piazza Bernini, 7
Telephone	0544 292734 0544 292711
Fax	0544 408188
Open to the public	Wed 10.30 am - 12.30 am
E- mail	provinciale.ravenna@sicot.it

## **CERVIA**

<b>Desk for foreign citizens</b>	
Address	c/o Servizi alla persona V.le Roma , 33 (first floor)
Telephone	0544 979420
Open to the public	<i>Winter timetable:</i> Tues 9.00 am – 1.00 pm Thurs 1.30 pm – 5.15 pm <i>Summer timetable:</i> Tue and Thurs 9.00 am – 1.00 pm

<b>Desk for foreign citizens Cgil</b>	
Address	Via Ospedale, 1
Telephone	0544 973350
Open to the public	Tues 9.00 am – 4.30 pm

<b>Desk for foreign citizens Inas Anolf - Cisl</b>	
Address	Via Ospedale, 8
Telephone	0544 973258
Open to the public	Thurs 9.00 am – 12.30 am

<b>Patronage Ital Uil Immigration</b>	
Address	Piazza della Resistenza, 2
Telephone	0544 71578
Open to the public	Mon-Fri 8.30 am – 12.30 am, 3.00 pm – 6.30 pm

## **RUSSI**

<b>Desk for foreign citizens - City of Russi</b>	
Address	Piazza Farini, 1
Telephone	0544 580076
Fax	0544 582126
Open to the public	Thurs 3.00 pm – 6.00 pm

<b>Patronage Ital Uil Immigration</b>	
Address	Piazza Farini, 32
Telephone	0544 583609
Fax	0544 587077
Open to the public	Mon-Fri 8.30 am – 12.30 am / 3.00 pm - 6.30 pm Tues and Thurs 8.30 am – 12.30 am Wed 3.00 - 6.30

## **ANTIDISCRIMINATION DESKS**

At the desks of the City of Ravenna and Social Services of Cervia have three active listening and reporting incident of discriminations.

## **RAVENNA**

<b>Connecting node of antidiscrimination</b>	
Address	Via Alberoni, 16
Telephone	0544 485314
Fax	0544 482143
Open to the public	Tues 2.00 pm-5.15 pm other days on reservation
E-mail	antidiscriminazione@comune.ra.it

<b>Antidiscrimination desk at the Cultures House</b>	
Address	Piazza Medaglie d'oro, 4
Telephone	0544 591876
Fax	0544 423869
Open to the public	Mon Tues and Thurs 9.00 am-1.00 pm
E-mail	c.meticcia@racine.ra.it

## **CERVIA**

<b>Antidiscrimination desk</b>	
Address	c/o Servizi alla Persona, V.le Roma, 33 (1° piano)
Telephone	0544 979402
Open to the public	<i>Winter timetable:</i> Tues 9.00 am-1.00 pm Thurs 1.30 am-5.15 pm <i>Summer timetable:</i> Tues 9.00 am-1.00 pm Thurs 9.00 am-1.00 pm

## **PATRONAGES**

Patronages are offices that assist citizens to demand of the social allowance and other welfare benefits (disability, incapacity, etc..), requests for unemployment compensation and other benefits and income support (maternity allowance, etc..). For ISEE statements must be referred to the Tax Assistance Centres (CAF) unions or charitable associations.

## **RAVENNA**

<b>Inca Cgil desk</b>	
Address	Via P.Matteucci, 19
Telephone	0544 244211
Open to the public	Mon 8.30 am-1.00 pm / 3.00 pm-6.00 pm Tues 8.30 am-1.00 pm Wed 8.30 am-1.00 pm / 3.00 pm-6.00 pm Thurs and Fri 8.30 am-1.00 pm Sat 8.30 am- 11.30 am

<b>Inca Cgil desk</b>	
Address:	Via Bozzi, 25/27
Telephone	0544 278278
Open to the public	Mon and Fri 8.30 am-12.30 am; Wed 3.00 am – 6.00 pm

<b>Inas Cisl desk</b>	
Address	Via Vulcano, 78/80
Telephone	0544 261980
Open to the public	From Mon to Fri 8.30 am-12.30 am Mon 8.30 am-12.30 am /3.00 pm-5.00 pm Tues and Thurs 8.30 am-12.30 am / 3.00 pm-6.00 pm Sat 09.00 am-11.00 am

<b>Ital Uil</b>	
Address	Via Le Corbusier, 29
Telephon	0544 292230
Open to the public	From Mon to Fri 8.30 am-12.30 am / 3.00 pm-6.30 pm. Tuesday afternoon closed

<b>Acai – Italian Christian Association of Craftsmen</b>	
Address	Via Don Minzoni, 77
Telephone	0544 38414
Fax	0544 38461
Open to the public	From Mon to Fri 8.30 am – 12.30 am Tues and Thurs 2.00 pm – 6.00 pm
E- mail	patronatora_acai@libero.it

<b>Enapa – National Agency Patronage Farmers Assistance</b>	
Address	Via della Lirica, 61
Telephone	0544 506335
Fax	0544 506312
Open to the public	From Mon to Fri 8.00 am – 1.00 pm Thurs 8.00 am – 5.00 pm
E- mail	agiorgioni@upara.it

<b>Enasco – National Agency of Traders Social Assistance</b>	
Address	Via di Roma, 102
Telephone	0544 515616/707
Fax	0544 212796
Open to the public	Mon, Wed and Fri 8.00 am – 2.00 pm Tues and Thurs 8.00 am-13.00 am / 2.00 pm – 5.00 pm
E- mail	enasco.ra@enasco.it

<b>Itaco – Guarantee Institute for Commerce, Tourism and Services (Confesercenti)</b>	
Address:	Piazza Bernini, 7
Telephone	0544 292711
Fax	0544 408188
Open to the public	From Mon to Thurs 8.15-12.45 Fri 8.15-13.15 Tues and Thurs 8.15 am – 12.45 am / 2.30 pm – 6.00 pm
E- mail	ssintini@sicot.it

## **CERVIA**

<b>Inca Cgil desk</b>	
Address:	Via Ospedale, 1
Telephone	0544 973350
Open to the public	From Mon to Fri 8.30 am – 12.30 am Tue 3.00 pm – 6.00 pm Sat 8.30 am – 11.30 am

<b>Inas Cisl desk</b>	
Address:	Via Ospedale, 8
Telephone	0544 973258
Open to the public	Wed 9.00 am – 12.00 am

<b>Ital Uil desk</b>	
Address:	Piazza della Resistenza, 2
Telephone	0544 71578
Open to the public	From Mon to Fri 8.30 am – 12.30 am / 3.00 pm – 6.30 pm. Tuesday afternoon and wednesday morning closed.

## **RUSSI**

<b>Inca Cgil desk</b>	
Address:	Corso Farini, 72
Telephone	0544 580131
Open to the public	Tues and Fri 8.00 am – 12.30 pm Tues 8.00 am – 12.30 am / 3.00 pm – 6.00 pm Sat 8.30 am- 11.30 am

<b>Inas Cisl desk</b>	
Address	Via Trento, 15
Telephone	0544 581200
Open to the public	Fri 9.00 am – 12.00 am

<b>Ital Uil desk</b>	
Address	Piazza Farini, 32
Telephone	0544 583609
Open to the public	Mon-Fri 8.30 am – 12.30 am / 3.00 pm – 6.30 pm. Tuesday afternoon, Wednesday morning and Thursday afternoon closed



## SOCIAL SERVICES

### RAVENNA

The **Centre for Families** conducts family mediation, parenting support, support to health and social services.

<b>Centre for Families in Ravenna</b>	
Address	Via Destra Canale Molinetto, 127
Telephone	0544 471497
Fax	0544 471561
Open to the public	From Mon to Fri 08.00 am – 1.00 pm
E- mail	informafamiglie@servizisociali.ra.it

The **Social Desk** performs social functions of information and orientation, it's open to all citizens (elderly, children, disabled, immigrants and adults) who express a need, works like an “antenna” capable of picking up early signals of needed service, immediately able to provide an adequate response.

<b>Social desk in Ravenna</b>	
Address	Via Maggiore, 122
Telephone	0544 500266
Open to the public	Mon and Wed 9.00-11.00 Thurs 3.00 pm – 5.00 pm

<b>Social desk in Ravenna</b>	
Address	Viale Berlinguer, 11
Telephone	0544 286911
Open to the public	Mon and Wed 9.00 am – 11.00 am Thurs 3.00 pm – 5.00 pm

<b>Social desk in Ravenna</b>	
Address	Via Aquileia, 13
Telephone	0544 591310
Open to the public	Mon and Wed 9.00 am – 11.00 am Thurs 3.00 pm – 5.00 pm

<b>Social desk in Piangipane (Ra)</b>	
Address	Piazza XXII Giugno, 6 Piangipane (Ra)
Telephone	0544 418084
Open to the public	Mon 9.00 am – 11.00 am

<b>Social desk in Mezzano (Ra)</b>	
Address	Piazza della Repubblica, 10 Mezzano (Ra)
Telephone	0544 410917
Open to the public	Wed 9.00 am – 11.00 am

<b>Social desk in S. Alberto (Ra)</b>	
Address	Via Cavedone, 37
Telephone	0544 528010
Open to the public	Tues 9.00 am – 11.00 am

<b>Social desk in Marina di Ravenna (Ra)</b>	
Address	Via A. Vecchi, 111
Telephone	0544 285036
Open to the public	Mon and Wed 9.00 am – 11.00 am

<b>Social desk in Lido Adriano (Ra)</b>	
Address	Viale Petrarca, 432
Telephone	0544 493932
Open to the public	Wed 9.00 am- 11.00 am

<b>Social desk in S. P. in Vincoli, (Ra)</b>	
Address	Via Pistocchi 41/a
Telephone	0544 557518
Open to the public	Mon and Wed 9.00 am - 11.00 am

<b>Social desk in Roncalceci, (Ra)</b>	
Address	Via S. Babini, 184
Telephone	0544 552140
Open to the public	Tue 9.00 am – 11.00 am

<b>Social desk in Castiglione, (Ra)</b>	
Address	Via Vittorio Veneto, 21
Telephone	0544 950146
Open to the public	Wed 9.00 am – 11.00 am

## **CERVIA**

<b>Social Services</b>	
Address	Via di Roma, 33 (first floor)
Telephone	0544 979411
Fax	0544 977574
Open to the public	<i>Winter timetable:</i> Mon-Fri 9.00 am – 12.30 am Tue 9.00 am – 1.00 pm Thurs 9.00 am- 12.30 am / 1.30 pm – 5.15 pm <i>Summer timetable:</i> Mon-Sat 9.00 am – 12.30 am

## **RUSSI**

<b>Social Services</b>	
Address	Via Trieste, 1
Telephone	0544 586829
Fax	0544 586668
Open to the public	Wed 9.00 am – 11.00 am Thurs 3.00 pm - 5.00 pm

## FIRST SHELTER FOR THOSE IN NEED

In the Ravenna's district there are some structures where you can go if you need a place to sleep, eat or use the shower for free.

Please note the hours and access requirements.

### RAVENNA

Il Re dei Girgenti	
Address	Via Manganina, 61
Open to the public	<p><b>Dorm:</b> access <u>permission</u> from 17.30 The service is provided <u>daily</u> for a maximum of 23 people (18 men, 3 women).</p> <p><b>Shower service:</b> (also without overnight stay ) The service is provided <u>daily</u>, from 17:30 to 18:30.</p> <p><b>Delivering of a full meal packed to anyone present:</b> Service provided <u>daily</u> from 18.00 to 19.00</p> <p><b>Distribution of emergency food supplies to anyone present with the letter of social workers</b> Service provided on Tuesday <u>and Friday</u> from 12.30 to 14.30</p>

Il Buon Samaritano- San Rocco Parish	
Address	Via Castel San Pietro, 26
Telephone	0544 37102 for info
Open to the public	<p><b>Dorm:</b> access <u>permission</u> from 17.30 to 19.00. The service is offered on <u>Monday and Thursday</u>.</p> <p><i>The service stops on August.</i></p>

<b>San Biagio Parish</b>	
Address	Via Chiesa, 7
Telephone	0544 212605
Open to the public	<b>Distribution of food supplies and clothing</b> , after the interview and presentation of the person compiling the volunteer board of the parish. Service offered <u>Tuesday and Friday</u> from 9.30 am to 11.30 am. <i>The service stops in August.</i>

<b>S. Paolo Parish</b>	
Address	Viale Berlinguer, 20
Telephone	0544 400711
Open to the public	Distribution of <b>food supplies and clothing</b> only to those who have the letter of the social <u>workers or Caritas.</u> Service provided on <u>Tuesday</u> 3:30 pm-5:30pm. <i>Service stops in August.</i>

<b>Santa Maria del Torrione Parish</b>	
Address	Via Umberto Majoli, 10
Telephone	0544 271710
Open to the public	Distribution of <b>food supplies and clothing</b> , after job interview so see if the person concerned is resident in the area of the parish. Required <u>letter of social workers or Caritas.</u> Service provided on <u>Tuesday</u> 9:00 am – 12:00 am Distribution of a <b>full meal</b> to anyone present. Service provided <u>every 15 days, on Tuesday</u> from 11.30 am to 1.30 pm <i>Both services stop in August.</i>

<b>Mensa di Fraternità- San Rocco Parish</b>	
Address	Via Renato Serra, 33
Telephone	0544 37102
Open to the public	<b>Distribution of a full meal to anyone present.</b> Service provided <u>daily</u> from 11.30 am to 1.00 pm and from 5.00 pm to 6.00 pm. <i>Service stops in August.</i>

<b>Opera Santa Teresa</b>	
Address	Via Santa Teresa, 8
Telephone	0544 38548
Open to the public	<b>Distribution of packed food</b> (2 sandwiches, 1 bottle of water, 1 fruit) to anyone present. Service provided <u>ONLY in the month of August, daily</u> 12.00 am to 1.00 pm an 6.00 pm to 7.00 pm.

<b>San Pier Damiano Parish</b>	
Address	Via Capodistria, 7
Telephone	0544 422025
Open to the public	<b>Distribution of food supplies</b> <u>only</u> to those who submit the letter from social workers. Service provided the days <u>01, 02, 15, 16</u> of every month. <i>The service stops during the months of June, July and August.</i>

<b>San Giovanni Battista Parish</b>	
Address	Via Girolamo Rossi, 45
Open to the public	<b>Distribution of a full meal to anyone present.</b> Service provided <u>every firth month's sunday</u> from 11.30 am 1.30 pm.  <b>Distribution of bread to anyone present.</b> Service provided <u>every Thursday</u> from 11.00 am to 12.00 am and from 15.30 pm while stocks last.

<b>Caritas</b>	
Address	Piazza Duomo, 1
Open to the public	<b>Distribution of food supplies to anyone who comes up</b> <u>with a letter from social workers.</u> Service provided <u>ONLY in August</u> from 11.15 am to 12.15 am.

<b>Ai Cappuccini</b>	
Address	Via Felicia Rasponi, 1
Telephone	0544 213362
Open to the public	<b>Distribution of clothes</b> <u>to €1.00 per piece to anyone present.</u> Service provided on <u>Tuesday</u> from 2.00 pm to 4.00 pm. <i>Service stops in August.</i>

<b>Croce Rossa Italiana</b>	
Address	Via Guaccimanni, 19
Telephone	0544 33307
Open to the public	<b>Distribution of baby milk powder</b> <u>only to residents who show proof of identity and possession of the letter from social workers.</u> Service provided on <u>Tuesday</u> from 12.30 am to 2.30 pm.

<b>Association Stella Stellina</b>	
Address	Via Molo Romano 45
Telephone	331 3731309
Open to the public	<b>Distribution of baby items (accessories and clothes).</b> Call to arrange a meeting

<b>Una Carrozzina per Due</b>	
Address	Via Grado, 30
Telephone	0544 421069 / 392 0774603
Open to the public	<b>Distribution of baby items (accessories and clothes).</b> Service provided on <u>Wednesday and Friday</u> from 1.30 pm to 6.30 pm.

## **CERVIA**

<b>Mensa Amica</b>	
Address	Via Mantellini 5/a - near the railway afterwork rooms.
Open to the public	<b>Distribution of meal, clothing e possibility to have a shower.</b> Daily from 12 am excluding Sunday.

## **RUSSI**

<b>Open house Beate Margherita e Gentile Russi Parish</b>	
Address	Via Cavour, 13
Open at the public	You can enjoy free use of the following services <ul style="list-style-type: none"> <li>- shower</li> <li>- washer, dryer</li> <li>- quick meal</li> <li>- distribution of basic necessities (food and clothing)</li> <li>- listening centre.</li> </ul> Tues 7.00 pm – 8.30 am Sat 10.00 am – 12.30 am