



VIVIFIRENZE

Practical guide to the city of Florence



Colophon

A cura del Comune di Firenze, Assessorato allo Sport, politiche giovanili, città della notte, terzo settore, immigrazione, lotta alla solitudine

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PRESENTATION

When a beautiful city is mentioned, the first thought goes to that city's monuments, artistic and architectural heritage, as well as its physical beauty. There is, however, another type of intangible beauty that can be attributed to a city, represented by its community, social and voluntary organizations as well as the fundamental services a city provides to its public.

Such is the city of Florence – a city of art and culture, but also of integration, welcoming and inclusion – all of these. A city that promotes and facilitates opportunities while protecting even its most fragile civilians, with particular attention to their rights, health, and general well-being.

Thus the guide “ViviFirenze” (available in numerous languages, in print and online), a project developed by the Sportello Immigrazione (Immigration desk) of the Comune di Firenze (municipality of Florence) – to whom we owe our gratitude – a practical, easy to use tool, outlining a broad overview of the services offered and the ways to access them. An essential aid to orient oneself and learn about what Florence has to offer in areas such as healthcare assistance, fiscal requirements, education, and housing, as well as cultural events, sports, and leisure time.

Our way of welcoming you to Florence

Sara Funaro

Welfare Councillor
Florence City Council

Cosimo Guccione

Immigration Councillor
Florence City Council

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GET TO KNOW THE COMUNE DI FIRENZE

■ The *Comune* and the URP, their services and when you need to go

The *Comune di Firenze* (municipality of Florence), is the largest in the region of Tuscany by population. At its head is the Mayor. It is divided into five *quartieri* (districts); Centro Storico (Quartiere 1); Campo di Marte (Quartiere 2); Gavinana-Galluzzo (Quartiere 3); Isolotto-Legnaia (Quartiere 4); Rifredi (Quartiere 5)-

Each district has a U.R.P. (Office for Public Relations). You can contact them for inquiries, they will direct you to the appropriate office for your specific need.

WHERE THEY ARE LOCATED

■ U.R.P. Quartiere 1

Piazza Santa Croce n. 1 - Tel. 055/2767629 - 055/2767673 - 055/2767674

email: urp.quartiere1@comune.fi.it

■ U.R.P. Quartiere 2

Piazza Alberti 1/a - Tel. 055/2767837 - 055/2767839

email: urp.quartiere2@comune.fi.it

■ U.R.P. Quartiere 3

Via Tagliamento 4 - Tel. 055/2767703 - 055/276 7741 - 055/2767752

email: urp.quartiere3@comune.fi.it

■ U.R.P. Quartiere 4

Via delle Torri 23 - Tel. 055/2767147 - 055/2767120

email: urp.quartiere4@comune.fi.it

■ U.R.P. Quartiere 5

via Baracca 150/p - Tel. 055/2767066 - 055/2767047

email: urp.quartiere5@comune.fi.it

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For more information:



What to do when you arrive in Florence

If you are hosted by a relative or friend you must file a *dichiarazione di ospitalità* (declaration of hospitality) and *cessione di fabbricato* (building transfer) within 48 hours of your arrival, to report your presence to the local authorities. In Florence, your host must go to the nearest police station to file the declaration with your identification card (foreigners will need a valid passport and identity card).

RESIDENCE

To become a resident, you will need a *permesso di soggiorno* (resident's permit), *codice fiscale* (tax identification code) and a valid form of identification (identity card, valid passport, or travel document), and have a rental contract or *dichiarazione di ospitalità* from the tenant or owner. To receive assistance submitting the application, filling out the forms, understanding the documents and/or certificates currently required, you must contact the *Sportello immigrazione* of the *Comune*.

If you are an EU citizen you have the right to stay in Italy for the first 90 days without a particular formality or condition, but you must be in possession of a valid document for foreign travel. After 90 days it is compulsory to register at the Registry Office. For further information you can contact the *Sportello Immigrazione* (immigration desk) of the *Comune*.

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For more information:

UPDATING YOUR *DIMORA ABITUALE*

If you are a non-EU citizen residing in the municipality of Florence, you must file your *titolo di soggiorno* (title to stay) at the *Anagrafe* (Registry Office) of the *Comune*, within 60 days of its issue by the Questura (Police headquarters). You must repeat this each time your permit is renewed.

To apply for a *dichiarazione di Dimora abituale* (declaration stating where you actually reside) you must have an identification document (passport, identity card) and a valid *permesso* or *carta di soggiorno*. For information and assistance, you can contact the Sportello Immigrazione of the *Comune*.

ATTENTION !!!!

If you fail to register or update your *dichiarazione di dimora*, the town Register will proceed to its cancellation from the *Anagrafe* (Registry Office).



THE CODICE FISCALE

The *codice fiscale* (tax identification code) is a personal alphanumeric code issued by the *Agenzia delle Entrate* (revenue agency). It identifies the individual fiscally and is necessary for access to many other services (banking services, booking medical visits, etc.).

The Immigration Office of the Questura (Police Headquarters) gives it to non-EU foreigners when their *permesso di soggiorno* is issued. The *tessera sanitaria* issued by the *Local Azienda Sanitaria* or A.S.L. (local health authority) is also valid as a tax code.

The digital administration

YOUR CREDENTIALS FOR THE COMUNE DI FIRENZE

For access to the "SQL", **On line Services of the Comune**, you must have **personal credentials** which consist of a **username and password**. You can apply for these credentials for free at all URP points of the *Comune* and at the *Sportello Immigrazione*.

The credentials of the *Comune di Firenze* are **required for enrolment of children in nursery school or to request an online registry certificate**.

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➤ All Online Services of the Municipality

WHAT DO YOU NEED TO GET THE CREDENTIALS OF THE *COMUNE DI FIRENZE*?

You will need: **an active personal e-mail address**, a **cell phone number** that you normally use, a **valid form of identification** (Italian identity card, valid passport or driver's license), and your **tessera sanitaria** (healthcare card) with the **codice fiscale**.

At the time of registration, you will automatically receive an email to authenticate you. The the U.R.P. or *Sportello immigrazione* will then give you your credentials to be kept in a safe place.

SPID

(Public System for Digital Identity)

For access to online services provided by all the Italian Public Administration such as the various Ministries, the *Questura*, the ASL, the INPS, the *Agenzia delle entrate*, etc., you must activate the SPID, which always consists of a username and a password.

To activate it you will need the same documents as needed for your *Comune* credentials.

To proceed with registration, you need to choose one of the enabled **Identity providers** and follow the instructions.

See Instructions and list of providers

GO TO LINK



Once the online registration is done, you must pick up the credentials at one of the locations specified by the Identity Provider. For example, for the service offered by the *Poste Italiane* (Italian postal service), after the online registration you must go to a post office to pick up your credentials.



! ATTENTION !!!!

These credentials are private and secret. Find a safe place to store them. Some administrative procedures, such as the request for family reunification or citizens' income provision, can only be done with the SPID.

PEC (CERTIFIED ELECTRONIC MAIL)

To send documents to the *Pubblica amministrazione* or for legal purposes, you can use the **Raccomandata (registered) mail service** or the PEC.

The PEC is an e-mail equivalent to registered mail with return receipt, as established by law (DPR February 11, 2005 n. 68). You can get it online for a fee. The cost depends on the operator you choose.

Getting around Florence

To move around the city, you can use **public transport**, such as buses or the tram. Before getting on board, you must buy a ticket from an authorized vendor where the "ATAF" sign is displayed. The standard ticket costs **1.50 euros and is valid for 90 minutes**. It is valid for both the bus and tram. It must be validated on board in the yellow ticket machines. You risk a fine if it is not validated.

In addition to the standard ticket, there are different types of subscriptions and passes, the cost of which changes based on your ISEE.

For more information, contact the **authorized ATAF Point**, at the Santa Maria Novella central station.

GO TO LINK

For more information:



If you travel by car, you must know that the entire area of the historical center of Florence is **Zona a Traffico Limitato -ZTL (limited traffic zone)** and that you need an authorization from the Municipal Police of Florence to enter and move within the ZTL. Inside the ZTL there are also **pedestrian areas** where you can only circulate on foot or by bike.

Before parking, **check the road signs** that indicate the days and hours of street cleaning, during which you cannot park your car. These differ from area to area. If your vehicle has been removed by the Municipal Police for impeding traffic, you can find the depot in Via Allende 18/20 - behind the fruit and vegetable market of Novoli.

The *Polizia Municipale* of Florence issues the permits to enter the ZTL and **receives the payment of fines**.

GO TO LINK

For more information:



If you use a bicycle or moped, there are assigned parking spaces in Florence. To move around by bike, you can use **Bike Sharing services** available in the city.

On the page of the *Rete Civica* of the *Comune* you can find all the useful information on getting around the city.

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For more information:



Driver's License

To drive a car in Italy you must be at least 18 years old and have a valid driver's license. The license is obtained by first passing a written test followed by a road test.

In some cases, it is possible to convert a foreign driving license into an Italian one if the country where you are licensed to drive has an agreement with Italy. If the license was issued by a country of the European Union, it is advisable to convert it as this will speed up any future requests for renewal or need for a duplicate following loss or theft.

In Italy the license must be renewed every 10 years until the age of 50, every 5 years between 50 and 70 and every 3 years between 70 and 80. The renewal consists of a medical examination and an update of your personal information. There are costs for the license request such as the mandatory *marca da bollo* (revenue stamps), and the medical examination. You can do the

medical examination at the ASL or in a co-pay health clinic. To get a license that allows you to drive mopeds, you can go to the same office located in the Osmannoro area, Via S. Croce n. 8/10 or an authorized driving school. For information call the toll-free number 800232323.

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For more information:



! ATTENTION !!!!

When driving, you must always have your valid driver's license with you.



Internet - Free Florence WiFi

Florence has no shortage of free Wi-Fi zones that you can access. Internet browsing is allowed for a maximum of 500 MB a day per device.

HOW DO I ACCESS WI-FI?

First you must connect to the network called **FirenzeWiFi**. If your browser does not open automatically, go to a browser and type in an "http:" address (for example <http://www.ansa.it> or www.italia.it, but not google). Click on the green "Naviga Libero/Free Internet" button to enable browsing.

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For more information:



TAX REQUIRMENTS AND WORK

📌 **Agenzia delle entrate (revenue agency)**

The government agency that controls the revenue of the State and the citizen, which issues the *Codice Fiscale, partita IVA* (VAT number) and registers rental or purchase contracts, etc.

In Florence, the Agenzia delle Entrate is in Via Santa Caterina d'Alessandria 26. You must book your appointment online..

GO TO LINK

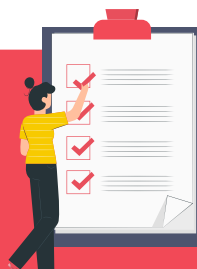
➤ Book Online:



The **Collection Office** of the Agenzia delle Entrate is where all payments that citizens make to the state are verified: fines, taxes, social security, work credits, etc...

! **ATTENTION !!!!**

With SPID credentials you can verify your tax standing and your tax bills.



📌 **The Partiva IVA**

This is a number that identifies you as someone who is self-employed or owns their own business. If you want to work independently, as a freelancer, or you want to start a company, you must request a *partita iva*. It allows you, among other things, to issue invoices.

For more information and support, you can contact the *Patronati* (public work, or the CNA - Confederazione Nazionale dell'Artigianato e della Piccola e Media Impresa, located in Florence in Via Luigi Alamanni, 31



! ATTENTION !!!!

If you are a self-employed or freelance worker, partner or manager of a company, at the time of the renewal of your residence permit you will be issued a *permesso di soggiorno per lavoro autonomo* (residence permit for self-employment).

■ Dichiarazione dei redditi (tax return)

All taxpayers who are residents in Italy must submit, every year, a statement of their income received.

If you are an employee, your employer pays monthly contributions to **the INPS** (National Institute of Social Security) and taxes to the *Agenzie delle Entrate*.

Every year, by March 31st, your employer gives you **the CUD**, *Certificazione Unica Dipendente*, which is obligatory for the tax declaration.

Self-employed workers and freelancers must produce their own certification, based on invoices issued, and pay contributions (pay taxes) independently.

WHAT DOES THE CUD CONTAIN?

It contains several important pieces of information: how much you earned the previous year, how many contributions your employer paid, how much tax you paid to the State, how many people you have as dependents, etc.

WHAT IS IT FOR?

This form is used to prove income from employment and work and to complete the *dichiarazione dei redditi* (tax return), called the **modello 730**.

For assistance with your *dichiarazione dei redditi*, you can contact a Caaf (Authorized Tax Assistance Center), Caf (Tax Assistance Center), a *Patronato* or by contacting a private qualified tax consultant, who will send it to the *Agenzia delle entrate* (section follows).

You can also do it yourself **using the SPID**. On the website of the *Agenzie delle entrate* you will find your tax return declaration already pre-compiled. After viewing it you can either confirm its content or modify it before sending it on to the *Agenzie delle entrate*.

Data in the **modello 730** includes information about: your income, medical expenses, tuition payments for children, the interest on the loan for the purchase of your house or the rent paid, etc. It is subject to verification by the *Agenzie delle entrate* that monitors the accuracy of the data reported.

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! ATTENTION !!!!

You will need the **modello CUD**, or alternatively the **modello 730**, to demonstrate that you meet the income requirements if you wish to obtain authorization for family reunification, renew your residence permit for family reasons or apply for Italian citizenship.

Further information:



ISEE (Financial Status Indicator)

If you want to **apply for social benefits or social or welfare services**, such as rent benefits, reduced fees for day care and school meals, discounts on public transportation passes, household utilities, various exemptions, etc., it is mandatory to file an ISEE certificate.

To obtain the ISEE, it is necessary to first fill out the *Dichiarazione Sostitutiva Unica (DSU)*, which contains the personal, income and asset information necessary to describe the economic situation of the applicant's household. For information and assistance, you can contact a CAAF, CAF (fiscal assistance centres), a *patronato* or a private qualified tax consultant.

With your SPID credentials, you can find the DSU already pre-compiled on the INPS website, which you can accept as is or modify before sending in.

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For more information:



■ The Patronato, the Sindacato, the CAAF and the CAF

WHAT IS THE PATRONATO AND WHAT DOES IT DO?

The patronato is an institution recognized by the State, which provides assistance and protection to workers, pensioners and all citizens on the national territory. It deals mainly with social security and pension practices, but also performs many services, free of charge and payment. It is an institute that was started from trade union organizations in general.

WHAT IS THE SINDACATO AND WHAT DOES IT DO?

A *sindacato* is an association that represents and protects the rights of workers. You can turn to them if you have difficulties with your employer, if you have been wronged in some way, or are being fired, etc. These services are often free of charge or if there is a fee it will usually be lower than private agency prices.

WHAT ARE CAFS AND CAAFS AND WHAT DO THEY DO?

The CAF (Fiscal assistance centre) and CAAF (authorized fiscal assistance centre) are agencies recognized by the State and offer tax assistance to workers and pensioners (help filling out your *dichiarazione dei redditi*, modello 730 or *Certificazione Unico*, self-employed individuals, DSU, taxation on your home, declarations of succession, etc.).

The CAF are formed by legally qualified individuals, labour consultants, certified public accountants, and commercial experts, regularly enrolled in their respective professions, who offer assistance both free and for a fee. The amount varies depending on whether you are registered with a trade union. Before you receive any services consult the price list that is mandatorily displayed inside these offices. In Florence you can find many CAF offices or *patronato* of different trade unions.



The employment contract and the Employment Centre

WHAT DOCUMENTS ARE NECESSARY TO SIGN AN **EMPLOYMENT CONTRACT**?

If you are a non-EU citizen, you also need a valid permesso di soggiorno (if expired, you will need the receipt proving request for renewal).

If you are an EU citizen, you will need a valid identity document and your codice fiscale.

The employer must communicate your hiring electronically to the Centro per l'Impiego (Employment Centre) and the Ministero del lavoro (Ministry of Labour). To do this the standard form called "Comunicazione obbligatoria Unificato Lav" or, more simply, "Unilav" is filled out and protocolled, showing the date and time, as well as the identification code or protocol of your employment.

If the employer does not release it to you immediately, you can go to the Centro per l'Impiego to ask for your scheda anagrafica professionale (employment data sheet). On this sheet you will find all your employment contracts, if filed regularly.

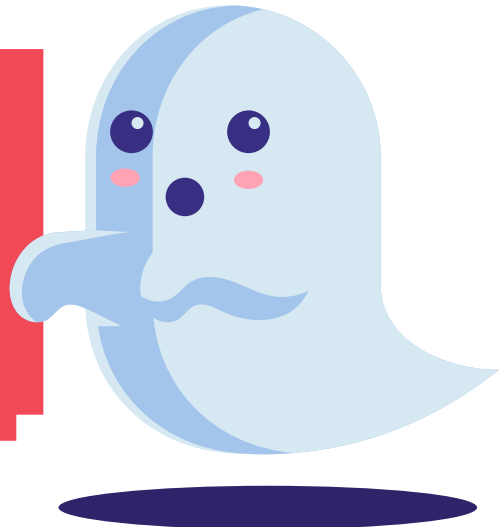
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→ For more information:

ATTENTION !!!!

Working without an employment contract means "working illegally", not paying taxes and losing out on important rights. Above all, illegal employment is punished by law.



■ **The Centro per l'impiego (Employment Center)**

Receives employment communications regarding hiring, firing and modified contracts. The centre offers employment assistance and professional needs, with targeted interviews conducted by employment experts and professionals.

At the *Centro per l'Impiego* you can create or update your curriculum vitae (CV) with the help of an expert, so that your work experience and professional profile is more interesting for the labour market and targeted to specific job opportunities. You will also be able to receive information on professional training useful for job searching.

! **ATTENTION !!!!**

If you lose your job, you must immediately register with the *Centro per l'impiego*.



WHY DO I NEED TO REGISTER WITH THE EMPLOYMENT CENTER?

- **If you are a non-EU citizen**, you will need to register with the *Centro per l'impiego* to renew your *permesso di soggiorno* with the reason being *Attesa Occupazione* (waiting for employment).
- **If you are an EU citizen**, registration at the *Centro per l'impiego* will allow you to maintain your legal right to live in Italy.

FOR INFORMATION AND REGISTRATION YOU CAN CONTACT THE FOLLOWING DISTRICT OFFICES

■ **Centro per l'Impiego Firenze centro:**

Via Cavour 19/r. Tel. 055 2761320 - E-mail: ci.q1@provincia.fi.it; orient.q1@provincia.fi.it

■ **Centro per l'Impiego di Firenze Gavinana:**

Via Gran Bretagna 48. Tel. 055 685521. E-mail: ci.q3@provincia.fi.it

■ **Centro per l'Impiego Firenze Isolotto:**

Via delle Torri 23. Tel. 055 2767142. E-mail: ci.q4@provincia.fi.it

■ **Centro per l'Impiego di Firenze Novoli:**

Viale Guidoni 156. Tel. 055 4476043. E-mail: ci.q5@provincia.fi.it

■ Centro per l'Impiego Firenze Parterre:

Piazza della Libertà 12. Tel. 055 2760120. E-mail: ci.parterre@provincia.fi.it - preselezione@provincia.fi.it - reinsmobilita@provincia.fi.it - tirociniaziede@provincia.fi.it

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➤ For more information:

■ Opening a Bank Account

Opening a bank account in Italy is mandatory to receive your salary or payment for your employment. When you open a bank account you are given an **IBAN (International Bank Account Number)** to receive and make payment transfers.

There are many banks to choose from, from small local banks to large international banks, whose fees (management costs) vary from bank to bank. Although they offer many services at various costs (e.g., prepaid cards, debit cards, etc.), the important thing is that an **IBAN code** is assigned.

! ATTENTION !!!!

To open a bank account, you will be required to complete an application form and present the following valid documents: identity card, *codice fiscale* and *permesso di soggiorno*.



Renting a house

There are several ways to find a house to rent in Florence; by searching dedicated websites, through friends and relatives already in Florence or through private real estate agencies.

Before signing a contract, remember to:

- agree on the price and duration of the rental, and the conditions for contract renewal;
- If you have used a real estate agency, be aware of their percentage fee;
- define the type of rental contract which will specify its duration and the landlord's obligations (in Italy contracts can be **4 years + 4 years**, temporary, student contract, etc);
- be sure to have all the necessary documentation;
- find out about your expenses: condominium, utilities, maintenance (these will vary depending on the property and the area where the house is located);
- visit the property in person (never agree with a landlord on the basis of photos or videos);
- do not release any money (deposit) until you have reached a final agreement.

Once an agreement has been reached, the contract must be drawn up in writing, signed by both parties, and registered with the *Agenzia delle Entrate*.

For information and assistance you can contact **SUNIA**, the *sindacato degli inquilini* (tenants' union) in Florence, in Via delle Porte Nuove 15/a.

! ATTENTION !!!!

The total amount of the deposit may not exceed three months' rent. Each payment must be documented and traceable with a receipt.



Apartment rental and regulations

If you have found an apartment to rent, **the building manager is** the person to refer to if problems arise, such as expense disputes and compliance with the building regulations (for example designated areas for bicycles and mopeds, shared spaces or common areas, shared expenses, etc.).

The building expenses you must pay generally consist of **cleaning and maintenance of shared spaces** such as the stairwells, elevator lift, garden, concierge, lighting, emptying the septic tanks and communal heating.

Management of household utilities

WASTE

The recycling collection of household trash in Florence is managed by the company Alia Servizi Ambientali S.P.A. When you apply for residence or request a change of address in the *Comune di Firenze*, you must also attach the *modulo Tari* form, which defines how much you must pay in taxes for waste disposal. For further information you can contact the Alia office in Via Bibiena 35.

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↘ For more information:

WATER, ELECTRICITY, GAS AND TV EXPENSES

After signing the rental contract, you must also activate the contracts for household utilities or update the name of existing contracts.

It is advisable to research these expenses as there are different types available depending on use and necessity. There is a charge for these services. Costs vary according to your usage, which is measured by a meter. Each utility, water, electricity, and gas, has its own meter.

If you own a television set, you must pay the TV license fee. This tax is included in the electricity bill.

! ATTENTION !!!!

Read the meters periodically, so that you only pay the amount corresponding to your actual use. Ask the owner or the building manager how to do this.

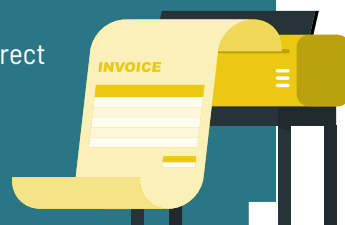


TELEPHONE AND INTERNET

These two utilities are not part of the rental contract and you are not obligated to activate a land-line or internet connection. Before signing a contract with a telephone company, ask for price quotes and choose the best offer.

! ATTENTION !!!!

There are many ways to pay your utility bills: by direct debit from your bank account, by postal or bank transfer, through the service provider's website, etc. Always ask for the invoice and hold on to the documentation.



Public housing and benefits (E.R.P)

The *Comune di Firenze* periodically publishes notices on its official page, *Rete Civica della città di Firenze*, to provide subsidised rental of properties it owns and offer financial assistance to help with rent. To access these benefits, you must meet specific requirements and comply with precise application procedures. For information, you can contact the *Sportello Immigrazione* of the *Comune*.

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➤ Housing Services



Registration with the National Health Service (S.S.N.)

Enrolment in the *Servizio Sanitario Nazionale* – S.S.N. (National Healthcare Service) guarantees all the healthcare provided for by the Italian State.

HOW TO ENROL IN THE S.S.N.?

You must go to the office of your local *Azienda sanitaria* (health authority) of the Municipality where you reside, with your valid identity document, *codice fiscale* and valid *permesso di soggiorno* (if it has expired you must show your receipt for renewal request). Your enrolment with the S.S.N. is valid for the entire period of validity of the *permesso di soggiorno* and is extended to dependent family members as well. At the time of enrolment, you must choose your family doctor, and if you have children who are minors, your pediatrician. If you are a non-EU citizen who falls into the following categories: students, au pairs, religious personnel, holders of a residence permit for elective residence, parents over 65 reunited after 5 November 2008, registration with the *Servizio Sanitario Nazionale* is voluntary.

If you are an EU citizen residing in the Municipality of Florence and pay taxes in Italy, you are entitled to registration with the SSN. If you do not meet these requirements, you can apply for voluntary registration with the SSN.

ATTENTION !!!!

Voluntary registration requires payment of an annual fee, paid to the following bank account: C/C n.289504 made out to: Regione Toscana. Reason for payment (causale): S.S.N. contribution, indicating the current year. Voluntary registration is valid for one calendar year (from 1 January to 31 December, regardless of the date of payment) and can be extended to dependent family members. It must be renewed every year.

WHERE CAN YOU REGISTER WITH THE S.S.N.?

At the *Anagrafe sanitaria* office of the *Azienda Sanitaria Locale* (ASL), where health services are also offered.

You must go to the **local ASL office** in your district of residence::

■ **District 1 and 4:**

Presidio Santa Rosa, lungarno Santa Rosa 13/15; oppure Presidio Canova, Via Chiusi 4/2

■ **District 2 and 3:**

Presidio d'Annunzio, via Gabriele D'Annunzio 29

■ **District 5:**

Presidio e casa della salute Morgagni, viale Morgagni 33

Presidio le Piagge, Via dell'Osteria 18.

You can book an appointment with the *Anagrafe sanitaria* by calling, monday to friday, the call centre number: **055 54 54 54**.

GO TO LINK



Further information:

La Tessera Sanitaria - National Health Insurance Card

WHAT IS THE TESSERA SANITARIA?

After enrolling in the S.S.N. (National Healthcare Service) you will receive a *tessera sanitaria*. This is an electronic Healthcare Card which entitles you to the medical services provided. The card is regional so healthcare services may vary from one region to another. The *tessera sanitaria* is free of charge and is valid for the duration of your residence permit.

WHEN IS THE TESSERA SANITARIA NEEDED?

The *tessera sanitaria* is necessary when you need to see a doctor or paediatrician, fill a prescription at the pharmacy, book a diagnostic exam, visit a specialist at the hospital or ASL clinic and, in any occasion where you must certify your *codice fiscale* (tax code).



The family doctor and paediatrician

When you register with the S.S.N., you will choose your family doctor and paediatrician if you have children under the age of 14. In the event of illness, it is the family doctor or paediatrician who will prescribe medication, request appointments for specialist consultations, provide you with a medical certificate to justify absence from work or a child's return to school after illness, etc.

You can change doctor or paediatrician at any time.

[GO TO LINK](#)



For more information:

ATTENTION !!!!

When you move from one municipality to another, or if you are living in a municipality different from where you are a resident, you must contact the ASL where you are living for information about your access to healthcare services.



Make an appointment

To book specialist medical exams, you must have a prescription from your family doctor. You must then contact the *Centro Unico Prenotazioni (CUP)* at 055 54 54 54 or contact the pharmacies or voluntary associations that offer CUP services.

If you cannot make the appointment after booking, you must remember to cancel it, or you will have to pay for the service anyway. You can call the CUP to cancel.

[GO TO LINK](#)



→ To book or cancel an appointment online

The Ticket

The Ticket is a **co-pay fee** required to access some medical services, such as blood tests or a specialist visit, but also for some emergency services. You can pay the Ticket directly at the ASL, the bank, the post office or online.

[GO TO LINK](#)



→ For more information

Some people qualify for total or partial fee exemption (disability, chronic and disabling disease, low income and age, etc.).

GO TO LINK



Find out if you are entitled to exemption from the Ticket payment

Hospitals, consultation offices and outpatient clinics

The main hospitals in the City of Florence are:

- Azienda Ospedaliera Universitaria Careggi, Largo Piero Palagi, 1;
- Azienda Ospedaliera Universitaria Meyer (per i bambini), Viale Pieraccini 24;
- Ospedale S. Giovanni di Dio, Via Torregalli 3, 50143 - Firenze;
- Ospedale Santa Maria Nuova, Piazza di Santa Maria Nuova 1.

In the hospital there is a **Pronto Soccorso (Emergency Room)**, where you can go independently by ambulance. The emergency phone numbers are **112** or **118**. This service is reserved for health emergency situations such as accidents, injuries, life-threatening situations, etc..



ATTENTION !!!!

The order of who will be cared for is regulated by the medical staff who assign a color code to the patient. Priority is given to more critical patients and not according to who arrives first.



RED

Life threatening
immediate access to care



YELLOW

Critical
rapid access to care



GREEN

Urgent
lower priority access to care



WHITE

non critical,
lowest priority access to care

AMBULATORI AND CONSULTORI

Ambulatori are outpatient clinics where you can find doctors with different specializations (dermatologist, dentist, gynaecologist, etc.) or services for specific pathologies. They can be found in the public ASL centres or in hospitals. There are also many outpatient services in private medical centres or medical centres that offer some co-pay services for the public.

In Florence the outpatient clinics reserved for people with STP or ENI codes are:

- **Presidio D'Annunzio**, via D'Annunzio 29. Orario: martedì ore 9.00-12.30
- **Presidio Santa Rosa**, lungarno Santa Rosa 13/15. Orario: martedì ore 9.00-12.30
- **Presidio e Casa della Salute Morgagni**, Viale Morgagni 33. Orario: martedì ore 9.00-12.30

GO TO LINK



For updated information

Consultori are multi-professional counselling centres for healthcare, social and psychological assistance and prevention. Their function is to promote the health of women, children and adolescents, and relationships between couples and families.

You can go to a *consultorio*, for example, for information or problems regarding pediatric vaccinations, pregnancy, post-partum assistance, contraception, cancer prevention and psychological distress during difficult life moments (adolescence, pregnancy, etc..).

In Florence, there are *Consultori Immigrati* dedicated to foreign women and children whether enrolled in the SSN or not (holders of STP or ENI).

GO TO LINK



Know which *consultorio* is closest to you





STP and ENI cards

Even without legal residence documents, you have the right to outpatient and hospital healthcare services provided by public emergency facilities, but you may not register with a family doctor or paediatrician.

STP, Temporarily Present Foreigner. This is a code issued to foreigners temporarily present in the region who are not in proper legal standing in terms of their entry and stay.

ENI, non enrolled European. This is a card issued to a foreign EU citizen or equivalent, not resident in the region, who does not meet the requirements for legal enrolment in the *Servizio Sanitario Regionale* (regional public health service) and is not assisted by their country of origin and cannot pay for health service because of indigent status.

STP and ENI have a temporary validity of 6 months and are renewable for another 6 months.



ATTENTION !!!!

Within the public health system, you will not be reported to law enforcement authorities on the basis of your legal status.



WHERE TO APPLY FOR STP AND ENI CARDS?

- **Presidio D'Annunzio**, Viale D'annunzio n.29. Hours: Tuesday 9.00- 12.30.
- **Presidio Santa Rosa**, Lungarno Santa Rosa 13/15. Hours: Tuesday 9.00-12.30.
- **Presidio e Casa della Salute Morgagni**, Viale Morgagni 33. H Tuesday ours: martedì 9.00-12.30.

EDUCATION AND FAMILY

■ The *dichiarazione di nascita*

Within 3 days after the birth of a child, the parents must file a *dichiarazione di nascita* (birth certificate), to be registered at the Anagrafe (registry office).

The *dichiarazione di nascita* is done at the hospital, which then forwards the information to the Ufficio Nascite (Birth Office) of the Comune. Within 60 days, the child is registered at the *Anagrafe* of the Comune with the same residence information as the parents.

For special cases you can contact the offices P.O. Stato Civile - Ufficio Nascite e Cittadinanza, Palazzo Vecchio - Piazza della Signoria.



! ATTENTION !!!!

Remember to bring a copy of the birth certificate to your consulate to report the birth of the child to your country and request the child's passport.

GO TO LINK

For updated information



! ATTENTION !!!!

When a child is registered at the *Anagrafe* (register office), you have to ask for his/her *permesso di soggiorno* (residence permit) from the *Questura* (through KIT) and update your own *permesso di soggiorno*.

Childcare services

Childcare services include *asilo nido*, that is nursery care (0-3 years) and *scuola dell'infanzia* (pre-school, 3-6 years) and are not mandatory. *Asilo nido* is reserved for children at least 3 months of age. The costs depend on the hours, the parent's income and the type of school attended, whether public or private.

The *scuola dell'infanzia* is reserved for children from 3 to 6 years of age. There are various types, *comunali* (local public), *statali* (state public) or accredited or non-accredited private schools. Costs vary according to the hours of attendance and whether transportation and school meal services have been activated. Costs are calculated by the ISEE (income declaration) presented each year to the competent office.

In order to enrol at least one of the parents must be a resident of the *Comune di Firenze* and have credentials. Foreign families residing in Florence can go to the *Sportello Immigrazione* in Villa Pallini, via Francesco Baracca 150/p for assistance in enrolment in these services.

NURSERY SCHOOL

0-3 years

PRE-SCHOOL

3-6 years



! ATTENTION !!!!

To attend these services, the child must have had all the required vaccinations, otherwise he/she will be excluded from the service and readmitted only after presenting the required documentation. For further information, contact your paediatrician or the local ASL. If you do not have your vaccination booklet because you have just moved, remember to get one as soon as possible to show vaccinations carried out in your country of origin.

The reference office of the *Comune di Firenze* is the department for education located in Via Nicolodi 2.

GO TO LINK



To find out more about vaccinations:

The school system

School is mandatory from the age of 6 to 16. It is public and free for all. The Italian school system provides for 3 cycles of education.

1° CYCLE OF EDUCATION:

Scuola Primaria (primary school) duration: 5 years.

Textbooks are provided free of charge for children who are residents in the municipality. Parents must go with their codice fiscale, to a bookseller authorised by the *Comune di Firenze*.



**PRIMARY
SCHOOL**

6-11 years

GO TO LINK

For updated information



**SECONDARY
SCHOOL**

11-13 years

Scuola secondaria di primo grado (middle school) duration: 3 years.

In the last year you must take an exam to get the middle school certificate. Textbooks are not free of charge, but you may ask for a refund when there are regional or municipal public award announcements.

2° CYCLE OF EDUCATION:

Scuola secondaria di secondo grado (Secondary school) duration: 5 years. Generally from ages 13 to 18. These schools are divided into *licei*, technical schools and vocational schools. You must take an exam your last year to receive your diploma, required for access to **higher education**

Istruzione e formazione professionale (FP), (Vocational Education and Training), regional public education. Duration: 3 or 4 years. Every year the *Regione Toscana* organizes FP courses for students 16-18 year olds.



GO TO LINK

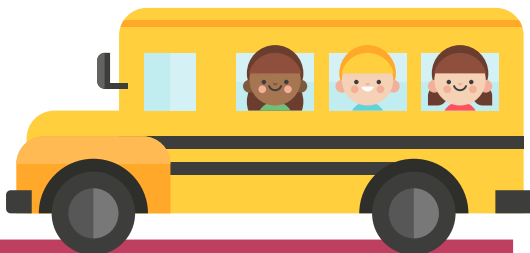
For updated information



School enrolment in the 1° cycle and 2° cycle

The school year begins in September and ends in June. Enrolment begins in January each year and is done online on the Ministero dell'Istruzione website. If you arrive after the school year has already begun, you must contact the school's segreteria didattica (school administration) to register.

For information you can contact the office **Informazioni iscrizioni servizi scolastici** (school services and enrolment information), Via Nicolodi 2, e-mail: iscrizioni.scuolaonline@comune.fi.it



! ATTENTION !!!!

In many schools in the Municipality of Florence you will also find useful services such as school transport, early entry to school and after-school services (when children can be at school before and after school hours) and school meals.

GO TO LINK

➤ All the services of the Comune di Firenze



3° CYCLE OF EDUCATION

Higher education is offered by universities, institutions of higher education in art, music and dance (AFAM) and technical institutes of higher education (ITS). These offer a range of courses, with different durations and degree opportunities.

**HIGHER
EDUCATION**

18-23 anni

GO TO LINK

➤ To help you choose schools in the 2° and 3° cycles



■ The CPIA - Provincial Centre for Adult Education

The CPIA offers education in three areas:

- Literacy and Italian language as L2. At the end of this course, a final test is taken and if passed, an *Attestato di Competenza di lingua italiana* (language competence certificate) is issued for the following level (A1/A2, B1/B2 or C1/C2);
- Courses aimed at the acquisition of a diploma at the end of the first cycle of education (*licenza media*);
- Functional literacy courses (foreign languages and basic computer courses, Ecdl preparation).



! ATTENTION !!!!

The *Attestato di Competenza di lingua italiana* issued by the CPIA are recognised by the *Questura* and *Prefettura*: level A2 for the EU Long-Term Permesso di soggiorno and level B1 for Italian citizenship.

The CPIA of Florence:

- Novoli, Via San Donato 48/50, e-mail: beatoangelico.cpiafirenze@gmail.com;
- Firenze centro: Via Masaccio 8, e-mail: pestalozzi.cpiafirenze@gmail.com

GO TO LINK



➤ For information and online registration

The educational and education support services of the Comune di Firenze

Pacchetto scuola (school benefits). Supports the right to study with the provision of economic contributions to support the expenses necessary for school attendance (schoolbooks, school materials and school services).

The application must be submitted exclusively through the On-Line Service of the *Rete Civica* of the Comune di Firenze. The maximum contribution is set at 300 euros per student for any class of enrolment.

The student must: be enrolled at school, be a resident in the Municipality of Florence, be no more than 20 years old and present the ISEE of his/her family.

[GO TO LINK](#)



↘ For further information

The ScuolaMobile App

With the ScuolaMobile app, if you have children in a nursery, primary or secondary school served by the Municipality of Florence, you can receive and give information on all the school services provided by the Municipality, such as school meals, school bus service and before and after school care.

[GO TO LINK](#)



↘ For information and to download the App:

Early-entry and After-school: this service is offered to children attending primary school and allows for them to be in school before and after the regular hours.

[GO TO LINK](#)



↘ For further information

After-school care. This is a study and homework support service for children. Payment for this service is based on their ISEE.

[GO TO LINK](#)



↘ For information and registration

School integration office: support services to schools and families, to encourage integration of children who live in difficult situations (disability, little knowledge of the Italian language, etc.).

Ludoteche (activity centres): these are play spaces dedicated to children and their families to socialise and play together with other families; **ages 0 to 10 years**, registration is free.

Baby-sitters. Help finding a qualified babysitter close to home.

GO TO LINK



↳ For information and contacts:

The Sportello InformaGiovani di Firenze. It is a free service of the *Comune di Firenze*, dedicated to young people between 18 and 35 years of age. The service provides information and guidance on issues of interest to young people and aims to provide institutional responses to individual needs.

The office is in Piazza delle Murate, Telephone: **055 218 310**

GO TO LINK



↳ For information and registration:

Learn Italian:

There are Learn Italian: foreign cultural associations and public schools in Florence that organise Italian language classes. Through the *Comune* there are some Italian language programs free of charge or with minor cost. For further information, contact the *Sportello Immigrazione* of the *Comune di Firenze*, with your identity document and valid *permesso di soggiorno*.

GO TO LINK



↳ List of Italian language schools

The certification “Cils” (certificate of Italian as a Foreign Language) is useful for all those who are in daily contact with Italy either for work or study, or simply for those who wish to assess their Italian language skills.

GO TO LINK



↳ For further information

Doing a sport

In Florence, there are many opportunities to practise sports, privately or for free, outdoors or indoors, alone or with friends. Many sports facilities are managed by the *Comune* and you can practice a sport at low cost.

GO TO LINK



For information:



! ATTENTION !!!!

To practise a sport through an association and take part in courses, you must present a *certificate medico* (medical certificate) to practice the sport. You can ask the sports association you have chosen for information or directly from the *Istituto di Medicina dello Sport* in Florence, Via del Ferrone, 5, telephone 055 332379.

Free access sports facilities

In Florence, in every district of the city there are public and private sports facilities, or school gyms that can be used free of charge or for a fee. In addition, in the public gardens of the neighbourhoods you will find equipment and information signs for practising sport in the open air for free. To find out which gardens in your neighbourhood are equipped for sports activities, consult the *Comune* website.

GO TO LINK



For further information:

Public gardens and walks

Public gardens are free and open to the public but may have opening hours. Many public gardens have areas reserved for dogs

ATTENTION !!!!

Dogs must always be kept on a lead if they are outside the dog area. It is compulsory to collect waste and dispose of it in the bins provided.



Firenze the Walking City. There are 97 kilometres on 18 routes along the river and in the hills, each with its own history and features.

GO TO LINK



All routes



CULTURE E PARTICIPATION

Discover the Museums of Florence

The Civic Museums are managed by the **Comune di Firenze** and offer numerous exhibitions and activities. On the first Sunday of each month, residents of the Metropolitan City of Florence have free admission to the *Musei Civici fiorentini*. On the Monday before la *Domenica Metropolitana*, the program is published by the *Associazione MUS.E*, with free guided tours and activities. You must book your visit.

For information call the following numbers: 055 2768224, 055 2768558

GO TO LINK

For information:



The "Card del Fiorentino"

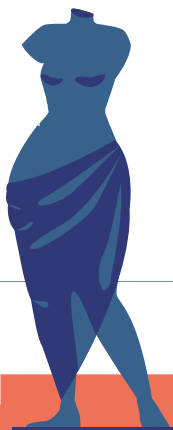
A personal card (cost 10 euros) reserved for residents of Florence and the municipalities of the Metropolitan City. It is valid for 365 days from the moment of collection at the ticket office and allows access to the Civic Museums and places of culture of the *Comune di Firenze* and includes three guided tours by appointment..

GO TO LINK

For information:



To visit museums, you must pay an entrance fee which varies depending on the museum. You can buy tickets either in person at the museum ticket office or online. If you are a member of certain organisations and associations (Unicoop and Arci), if you are under 18 or over 65, you can get discounts on the entrance fee.



Florence is famous all over the world for its wealth of art and culture and important historical sites. To learn about Florence's history and tourism, visit the official Florence tourism website.

GO TO LINK

For Information



ATTENTION !!!!

If you are a resident of the Comune di Firenze, you can have free access to some tourist attractions, such as the Boboli Gardens (entrance from Via Romana on presentation of your identity card).

Public Libraries

Access to public libraries is free of charge. You can consult books or magazines and find a space to study.

To use library services and borrow books, you must be registered. Registration is free of charge on presentation of a valid identity document. The card is valid for the 13 municipal libraries and other decentralised lending points.

In some libraries there are also computer literacy courses, language courses and cultural events (public readings, meetings with authors, conferences, etc.).

GO TO LINK

To find the nearest library, the services offered and all the instructions for taking out books

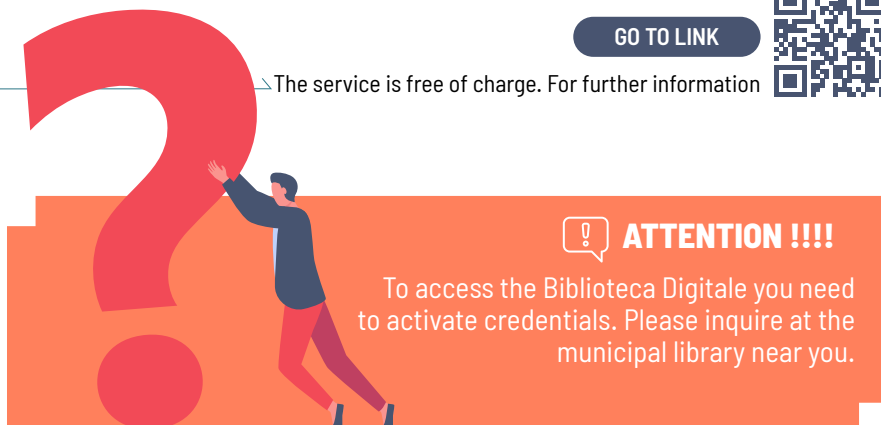


By registering with the *Biblioteche comunali di Firenze* you can access the *Biblioteca Digitale*, DigiToscana MediaLibraryOnline. This is the digital library of the *Regione Toscana*, which provides free access, via the internet, to newspapers, magazines, e-books, music, databases, films, images, audio books, distance learning courses, etc. It not only offers consultation resources, but also manages the digital lending service.

GO TO LINK



↳ The service is free of charge. For further information



ATTENTION !!!!

To access the Biblioteca Digitale you need to activate credentials. Please inquire at the municipal library near you.

Cultural events

The City of Florence promotes cultural events (concerts, theatre and more) through a series of programming. Every year, for example, the city promotes the EstateFiorentina, with the scheduling of outdoor festivals, concerts and more.

GO TO LINK



↳ To stay updated on the events in the city

Cultural Associations and Volunteering

In Florence you can find many cultural and voluntary associations that are dedicated to promoting social activities, support people in difficulty, or initiate cultural activities to make share artistic and cultural experiences.

You can participate in the social and cultural life of the city by becoming a volunteer of an association that interests you. In every district of Florence, there are Solidarity Networks that together with volunteers, associations and social services, offer help and support to people in need.

GO TO LINK



↳ For information and contacts

To know the associations of the foreign communities in Florence and surroundings, you can ask the *Sportello Immigrazione del Comune di Firenze*, which periodically updates the list.



ATTENTION !!!!

Volunteers have neither salary
nor work contracts

The *Servizio civile regionale* is an opportunity to participate in projects for local support in educational, social or welfare services. It offers you training in areas of your interest.

The service has a duration of 8 or 12 months and provides for the recognition of a monthly contribution for young people of 433.80 euros. If you are between 18 and 29 years old and you are legally residing in Tuscany, you can participate in the *Bando* (public announcement) published on the *GiovaniSi* website

GO TO LINK



For information

SPORTELLO IMMIGRAZIONE

Informazione • Integrazione • Orientamento • Mediazione

RICONGIUNGIMENTO
FAMILIARE



INFO ANAGRAFE



IDONEITÀ
ALLOGGIATIVA

INFO POINT



SUPPORTO
TELEMATICO



CONSULENZA



PERMESSO
DI SOGGIORNO

Informazione • Integrazione • Orientamento • Mediazione

Lunedì	9,00 – 12,15	Giovedì	9,00 – 12,15 14,00 – 16,45
Martedì	9,00 – 12,15 14,00 – 16,45	Venerdì	9,00 – 12,15
Mercoledì	9,00 – 12,45	Sab e Dom	Chiuso

**SPORTELLO
IMMIGRAZIONE**

Via F. Baracca 150/P (Villa Pallini) Firenze

Telefono: 055 276 7078 - 055 276 7079

Email: immigr@comune.fi.it

Skype: [immigr.comunefirenze](https://www.skype.com/people/immigr.comunefirenze)

USEFUL AND EMERGENCY NUMBERS

- For all emergency assistance such as medical, police, firefighters, etc 112
- Emergency Room:..... 118
- Phone line Comune: 055.055
- Violence against women and stalking: 1522
- Human Trafficking Hotline: 800.186.086
- Aci road assistance: 803.116
- Taxi: 4390 or 4242
- Municipal Police Immediate intervention:..... 055.328.3333
- Emergencies 24 hours a day- 055.3285

Farmacies open during the night hours 24.00-8.00:

- Farmacia Comunale 13 - inside the Station Santa Maria Novella
- Farmacia Comunale 5 in Piazza dell'Isolotto.
-

Public holidays when offices will be closed

- 01 January - **New Year's Day**
- 06 January- **Epiphany**
- 25 April - **Anniversary of the Liberation of Italy**
- 01 May - **Labour Day**
- 02 June - **Republic Day**
- 24 June - **Saint John the Baptist, Patron Saint of Florence**
- 15 August - **Ferragosto**
- 01 November - **All Saints**
- 08 December - **Immaculate conception**
- 25 December - **Christmas**
- 26 December- **Saint Stephen**

WEBSITES OF INTEREST

■ The official site for the Comune di Firenze

GO TO LINK



■ La Rete Civica: the portal of services

GO TO LINK



■ Lo Sportello Immigrazione

GO TO LINK



■ P.A.eS.I, Pubblica amministrazione e Stranieri Immigrati of the Regione Toscana and Prefettura di Firenze

GO TO LINK



■ The official site of the Città Metropolitana di Firenze

GO TO LINK



■ The official site of the Regione Toscana

GO TO LINK



■ showcase for the apps of Florence

GO TO LINK



