

THE COVID-19 EMERGENCY

Updated to 30th March 2020

WHO CAN I CONTACT IF I DON'T FEEL WELL?

If you have symptoms, such as fever above 37.5° C and/or difficulty breathing, do not go to your doctor or to the ER. Instead, call your family doctor or pediatrician. In order to avoid the risk of infecting others, first-response medical assistance will be provided to you remotely.



IF YOU DO NOT HAVE A FAMILY DOCTOR OR PEDIATRICIAN

Call the free service provided by the Ministry of Health (only in case of emergencies): **1500**

Or call one of the emergency hot-lines: **112 o 118**

Or for further information, call the number provided by the Region where you are located

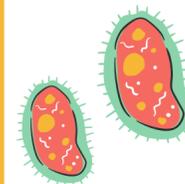
- Basilicata **800 99 66 88**
- Calabria **800 76 76 76**
- Campania **800 90 96 99**
- Emilia-Romagna **800 033 033**
- Friuli-Venezia Giulia **800 500 300**
- Lazio **800 11 88 00**
- Lombardia **800 89 45 45**
- Marche **800 93 66 77**
- Piemonte **800 19 20 20 / 800 333 444**
- Provincia autonoma di Trento **800 86 73 88**
- Puglia **800 713 931**
- Sardegna **800 311 377**
- Sicilia **800 45 87 87**
- Toscana **800 55 60 60**
- Trentino-Alto Adige **800 751 751**
- Umbria **800 63 63 63**
- Val d'Aosta **800 122 121**
- Veneto **800 46 23 40**



A specialized operator will respond and ask you to provide more information about your circumstances, in order to assist you.

Even if you do not have a permit to stay, fiscal code, identity card or other identification document, if you need assistance, health personnel are not allowed to report you!

COVID-19: WHAT IS THE SITUATION IN ITALY?



The new coronavirus, which causes the infectious diseases called COVID-19, is spread through the respiratory droplets produced when a person with COVID-19 coughs, sneezes, speaks or exhales. A person can become infected if they come into contact with the droplets produced by a person with COVID-19. The new coronavirus can infect each one of us, regardless of age, nationality, skin color, sex and religion!

The greatest problem with the coronavirus, is the strain put on the national healthcare system. The regions in the north of Italy, such as Lombardy, Emilia-Romagna, and Piedmont, are the most heavily affected, but the rest of the country is also experiencing this issue. As such, it is extremely important, for the sake of our health, and that of people around us, to comply with the new rules put in place by the Italian Government, which are limiting individuals' movement across the entire nation, for as long as necessary. These new rules, which are unprecedented for everyone in the country, have a time limit and will be changed as soon as the emergency is under control. Keep up to date with the regulations, as these may change frequently. For more information, visit the following website:

<http://www.integrazionemigranti.gov.it/Pagine/default.aspx>

Under the current regulations, you are allowed to move to and from your place of residence for any one of the following reasons:

- Urgent health reasons which cannot be postponed
- Work
- Needs such as buying food, medicines and other essential items



To ensure the respect of these current regulations, law enforcement agents (such as police officers or military officials) can stop those who are outside, and verify the reason for which they are not indoors. This may happen whether a person is on the road, in a square, on foot, in their car or using public transportation.

If you are stopped, you will be asked to make a legal statement about the reason why you are not at home. You will also be asked to fill, and sign, a form to testify your statement. You can also prepare this form before you go outside, and the form is available on the following link:

https://www.interno.gov.it/sites/default/files/allegati/nuovo_modello_autodichiarazione_26.03.2020_editabile.pdf

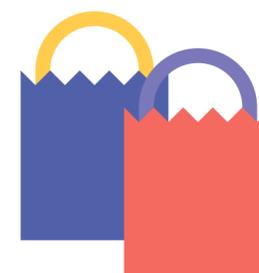
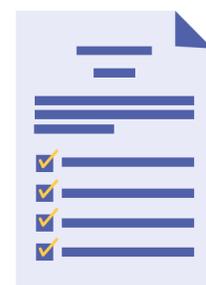
It is extremely important to declare the real reasons that brought you outside. Checks will be carried out, and if you are discovered to have given a false statement, or to have gone outside for reasons other than those stated above, you could be fined € 400 to € 3.000.

Individuals who test positive for the virus must respect the quarantine measures given. Anyone found to break these measures, by leaving their place of quarantine, will face charges of arrest from, 3 to 18 months, and a fine, from 500 to 5000 euro.

If you go outside for reasons related to your work, then you should bring a supporting document produced by your employer.

If you go outside for reasons related to your health, then bring any documentation that can help you prove this.

If you need to buy food, or any other essential items, then go to the closest shops



WHAT CHANGES CAN I EXPECT TO MY DAILY LIFE?

Many public services have been reduced to allow people to work from home.

Immigration offices are currently closed: the release, or renewal, of permits of stay have been suspended; nevertheless, the validity of residence permits expiring between the 31st of January and the 15th of April 2020, is now extended to the 15th of June 2020. Renewal applications must be placed after this date.

It is still possible to request an appointment to present an asylum application. Interviews with the Territorial Commission for the Recognition of International Protection and Court appeals could be suspended, or changed, for as long as the current emergency continues. This also applies for Dublin transfers, citizenship services and family reunification services.

All schools of every type, and level, are currently closed: children and students will remain home until these services reopen. Educational services have activated online learning systems, in order to allow for students to continue their studies, homework and other learning activities.

Many shops and businesses are closed. Those that provide essential services will remain opened, with reduced working hours (Sundays included).

OPEN BUSINESS AND SERVICES:

Food Stores and Supermarkets
Pharmacies
Tobacco Shops
Newsstands
Laundry Services
Transportation and Fuel Services
Banks and Insurance Companies
Agricultural and Agri-food services



Don't worry, food, drugs and other essential items, will always be available. There is no need to stock up.

CLOSED BUSINESS AND SERVICES:

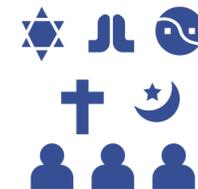
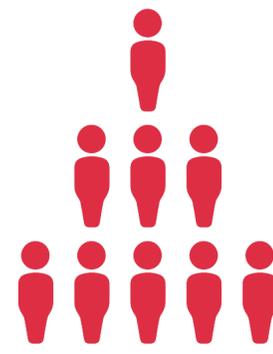
Schools and Universities
Open markets
Bars and Pubs
Restaurants, Ice-cream shops and Bakeries
Hairdressers, Barbers and Beauticians
Parks and Public Gardens

Stores that remain open will often have a queue of people waiting to enter, and/or pay. This may also happen in front of hospitals, health districts services, and ASL clinics. Be sure to always follow the instructions of the staff at the entrance and ask for information if you have any doubts.

When standing in line, remember to stand at least 1 meter away from the person in front of you.

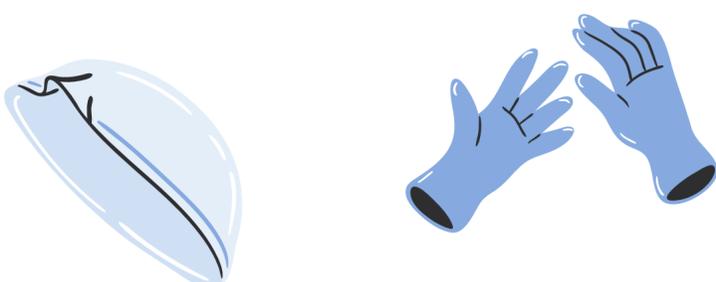
Travel to and from other countries is undergoing restrictions, limitations and cancellations due to the current emergency. These changes are being made by consular Authorities, as well as travel companies.

Participation in religious services is not possible, for the time being. You can call your religious leader to ask for information as to how you can best fulfill the dictates of your religion.



AT HOME

Clean surfaces and objects in your home often, using alcohol and chlorine-based disinfectants. Make sure to wash your hands often. To date, there is no evidence that a dog, cat, or any pet, can transmit COVID-19.



AT WORK

If your job has not been suspended, make sure you're keeping the recommended distance, of at least 1 meter, from others while working. In certain cases, the use of gloves, and a mask, may be recommended. Ask for information from your employer, or call the numbers listed above for your specific region.

**WHAT CAN YOU DO TO HELP?
FOLLOW THE RECOMMENDATIONS AND SHARE THIS INFORMATION
WITH FAMILY AND FRIENDS!**

Coronavirus: what can you do to manage with this situation?

The COVID-19 emergency is causing sudden and significant changes to our lives. Under these conditions, it is normal to feel fear, stress, confused, sad and angry. In challenging times like these, it is important that we do our best to take care of ourselves, and others. We can do this by making choices, both big and small, that help us move forward in the best way possible. Below are some top tips for what to focus on:

- Get informed using reliable sources and stay updated. Reflect on your personal circumstances and get organized, taking necessary steps to stay safe. In case you might need help, have a plan for what to do and who to contact.
- Keep in touch with people you care for, and trust. Also make sure to get rest and find relief. Sleep, take breaks, and do things that you enjoy.
- Avoid giving your constant attention to the news and limit your exposure to media and social-media. Once you have the basic information necessary, check for updates using reliable sources, such as those provided by the Ministry of Health (<http://www.salute.gov.it/portale/home.html>), or the National Institute of Health (<https://www.iss.it/>).
- Take care of your body and surroundings. Eat well, keep clean and stay active. If you must stay at home, organize your space and make arrangements for spaces you share with others.
- Use IT tools and spend some of your free time with your friends. Use creativity at home and start to plan what you want to do as soon as this situation will be over.
- Remember the ways that have helped you get through difficult times in the past and use them. Ask for help when you need it and give help when you can.



Suggestions for children:

Your children will need extra love and attention during this time. Make sure you listen and speak kindly to them. Give your children information about what is happening and what they need to do, in ways that they can understand and that are reassuring. Try using simple and fun ways to help your children adapt.

Pay attention to your children's reactions, and be an example for them. Help your children feel safe, by keeping a regular daily routine, making sure to include time for playing. If you must stay indoors, create a sense of normality through structured time for study, rest and fun. Also, be careful about how much media, social media, or other outside information, your children are in contact with, and how this might be affecting them.

It is best not to separate children from their parents, or primary caregivers, in emergency circumstances. If separation is necessary, make sure there is regular contact and reassurance.

