

ROMA



Ukraine emergency

WELCOME TO ROME



Ukrainian citizens arriving

Arriving people can stay freely for **90 days** on Italian territory, starting from the date of the stamp on entry at the border. Beyond this period they can apply for a residence permit valid for one year, and renewable. If they do not have a valid passport, they must contact the **Ukrainian Embassy** or the **Consulate in Rome** as soon as possible, to obtain an identity document with temporary validity, necessary to access all public services.

The Ukrainian Embassy is located in **Via Guido d'Arezzo 9**, contacts: phone **+39 06 841 2630** - Fax **+39 06 854 7539**, email **emb_it@mfa.gov.ua** and receives from Monday to Friday from h. 08,30 to h. 12,30 and from h. 13,30 to h. 17,30. The Ukrainian Consulate telephone is **+39 06 8200 3641**.

If the citizens arriving are guests of relatives or friends, within 48 hours they must go, with a document, to the police station in the area, together with one of the hosts, to make the **Declaration of Presence and Hospitality** (the forms are distributed by the police station). If people are guests in hotels or other accommodation facilities, these will provide all the necessary information.

If you decide to stay, before the expiry of 90 days from the date of entry into Italy, citizens can apply for a residence permit at the Immigration Office of the Rome Police Headquarters, located in **Via Teofilo Patini 23**, and it can be contacted by telephone (Monday to Friday from h. 8,00 to h. 20,00, Saturdays from h. 8,00 to h. 14,00) **+39 06 4686 3911**, **+39 06 4686 4100**, **+39 06 4686 5050** or you can write to the email to **immigrazione.segreteria.rm@poliziadistato.it**



emergenzaucraina.roma.it



For health assistance

To freely use the assistance of the Italian National Health System, the arriving person can request the STP Code (Foreigner Temporarily Resident). For information on how to obtain it, contact the telephone number **800 1188 00** activated by the Lazio Region or connecting to the web address **www.salutelazio.it/informazioni-per-stranieri-rilascio-stp-eni**

Within 48 hours of entering the national territory, all arriving people must carry out a PCR or antigen rapid test for SARS-CoV-2, which is also necessary to access reception facilities. To have these tests, you can go without reservation to one of the vaccination centers in Lazio (the list is available on the website **www.salutelazio.it**) where you can also request the STP Code or get the anti SARS-CoV-2 vaccination. In particular, we point out:

HUB Termini, Piazza dei Cinquecento, every day from h. 8,00 to 20,00.
HUB Roma Ostiense Station, from Monday to Friday from h. 8,00 to 18,00.

For urgent and serious health needs, you can go immediately to the nearest ER department, without the need of documents, or call 112, the Emergency Unique Number.



For accommodation needs

People without the hospitality of friends or relatives can be temporarily welcome by structures made available by the **Regional Civil Protection Agency of Lazio**.

To access the first reception service, you must contact the numbers of the **Regional Operations Room** at **803 555** (always operative) or **+39 06 9950 9292** for calls from abroad, where also operators in Ukrainian can answer.

Transfer services to reception facilities can be requested from the same **Regional Operating Room**, while the STP Code is also useful for free access to public transportation.



For other needs

To have basic necessities if they are not provided by the accommodation facilities, or to access reception and inclusion services such as legal and scholastic guidance, protection of minors, insertion in immigration centers, you can contact the free number **800 938 873**, active every day from h. 8,00 to h. 20,00 or write to **emergenza.ucraina@comune.roma.it**

The toll-free number is also available to provide information on offers and donations to be given to the Ukrainian Community, and to report any reception availability.

For calls from foreign numbers or after the times indicated, you can contact the Operation Room of the **Civil Protection of Roma Capitale**, always operative at the numbers **800 854 854** or **+39 06 6710 9200** and you can also write to **soprotezionecivile@comune.roma.it**

To use all means of public transport free of charge, it will be enough to show the STP code /ENI regional card or other travel documents issued by the operators.

For those who perceive themselves to be in emergency situations or imminent danger, remember not to hesitate to immediately request the intervention of the Police at the same single Emergency **Number 112**, and to avoid relying on unrecognized persons or entities, that are not part of the public reception system or social voluntary service.

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Dipartimento Politiche Sociali e Salute
Assessorato alle Politiche Sociali e alla Salute



Dipartimento Protezione Civile