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SOS FAMILY HANDBOOK: for family assistants in Italy



ARTEMIDE
COOPERATIVA
SOCIALE



**AETA**

In Italy there are around 900,000 home helpers and family assistants, a number that is constantly growing thanks to the increasing demand for private assistance.

This handbook you are now reading is thanks to an Erasmus+ project, written especially for Romanians working in Italy and Spain.

It is a synthetic guide for those who have chosen to work in Italy as family caregivers, in order to give you the basic information you will need.

Many Italians will call you “badante”, which in the contract is called “lavoratrice domestica” (domestic worker), in this handbook you will be referred to as “family assistant” because it is you who an Italian family will ask to assist a loved one: often an elderly person, sometimes a person with a disability, and other times a child.

Because you will be assisting a loved one, the family will probably be quite fussy or demanding—the Italian culture carries a strong sense of responsibility for the care of one’s family.

For many Italians, and in particular in certain regions in the south, the culture of taking care of your own dear ones is still very deeply rooted. It is difficult for them to let go of this responsibility and give it to a family assistant, but it is becoming necessary because of the shortage of time or because of geographical distance.

There are many family assistants in Italy: the Observatory of INPS (which in Italy is the National Institute of Social Security) found that in 2017 the total number of domestic workers employed legally was 864,526, of which 73.1% come from outside of Italy, with a significant portion from Romania.

Keep in mind, however, that many family assistants do not have a legal contract and so unfortunately work without insurance or pension guarantees.

We hope you find work with a legal contract, although we know it is not necessarily the norm.

In Italy there is a National Collective Labour Contract (CCNL) for each category of work. This contract is a normative source that sets the rules (rights and duties) between workers and employers: the contract that concerns *you* is the CCNL "Lavoro Domestico" (Home Work), which shows the pay tables according to the tasks, working and rest times, permits and holidays you can ask for, and the rules that you must respect in order to keep your position.

The CCNL also tells you the benefits that the Italian State guarantees in cases of maternity leave, sickness or workplace accidents,

The contract distinguishes family assistants in the following three categories:

- full-time live-in workers , or co-residents with the assisted person (self-sufficient or not self-sufficient);
- part-time live-in workers ;
- non-cohabiting /non live-in workers.

The salary varies depending on the type of contract, the hours worked and the level of assistance (if it is self-sufficient or not self-sufficient assistance). In the case of work done with co-habitation (live-in work) you will be guaranteed food and lodging, as well as remuneration.

If you are a mother you will probably be asking when you can see your children again.

If you work 6 days a week, the contract guarantees you 26 working days of paid annual leave.

If you work on an occasional basis in Italy, the employer should open a position for you with INPS through a FAMILY BOOKLET. This means that you must be paid a minimum of 10 euros per hour, which is a gross total of contributory and insurance amounts, (which means after tax and deductions it will be a net total of 8 euros per hour).

In these cases there are precise rules for the amount of compensation you can receive annually—therefore you cannot work for the same family for a gross total of more than 2,500 euros in one year, and if you work for more than one family you cannot earn more than 5,000 euros (gross) in total from all sources in one year.

If you have to work continuously but for different family and not many hours, yet the total in one year is more than 5,000 euros, you will need to ask for a consultation to open a VAT number in order to work as a freelancer.



You are a Romanian and so a citizen of a European Union member state.

Before signing a contract you need to ask at the tax office for a personal tax code, by showing a valid identification document and the request on a specific form (AA4 / 8) which you can find on the Ministry of Economics and Finance's website – the Revenue Agency – complete with instructions for completion.

www.agenziaentrate.gov.it/wps/content/Nsilib/Nsi/Schede/Istanze/Richiesta+TS_CF/Modello+e+istruzioni+CF+AA4_8/?page=schedeistanze

In order to be hired, you only need your tax code and a valid passport or identity card issued by your State.

Three months after your arrival in Italy you will be required to register with the Municipality where you are living in Italy, in order to obtain the “certificate of stay”.

For registration you will need to present the following documentation.

If you work with a contract you must present:

- Identity document (passport or equivalent document of your country) and tax code;
- Comunicazione Obbligatoria Unificato LAV (ask your employer for a copy of this—they should have already sent one to the Provincial Employment Office)
- Work contract containing the INPS and INAIL identification codes;
- Comunicazione Obbligatoria Lavoro Domestico (ask your employer for a copy of this too—they should have already sent this to the INPS)
- Receipt of payment of INPS contributions (ie a payslip).

If you have occasional work or have a VAT number (ie you are working freelance):

- Identity document (passport or equivalent document of your country) and tax code;
- Receipt of registration with the Chamber of Commerce or the Register of Craft Companies or Professional Register or certificate of the VAT number issued by the Revenue Agency, for professionals for whom registration in the Register is not required;
- contract of collaboration or a "co.co.co", and salary statement for atypical employment relationships;
- lawfully constituted constitutive deed or chamber of the company complete with the names of the members for partnerships or capital companies.
- Proof of financial resources. This requirement can be self-declared but the self-certification must indicate the declared source of income and any other information useful to be able to carry out the verifications (eg bank or postal account number).

Please note: if you request to register a residence where a family is already residing, it is essential to obtain the consent of an adult representative from that address.

If you are looking for a first job you must register at the Employment Centre. This will allow you to stay in Italy while looking for a job for a maximum period of six months.

The S.O.S. project FAMILY ASSISTANCE has also set up a portal where you can register to find a job as a family assistant: <https://familyassistance.eu>

THE WORK CONTRACT

Here is an example of a typical work contract.

There is no obligatory format, however make sure that your contract covers all the points listed here.

ACCORDO DI LAVORO tra

(Datore di lavoro)

Cognome... nome...
nato/a a... il... residente in...
codice fiscale...

e

(Lavoratrice/lavoratore)

Cognome... nome...
nazionalità...
nato/o a... il... residente in...
codice fiscale...

Il presente contratto disciplina il rapporto di lavoro tra... (nome e cognome del datore di lavoro) e... (nome e cognome della lavoratrice). Le condizioni di lavoro, sia sul piano normativo che su quello retributivo, rispettano pienamente quelle previste per i lavoratori del settore dalle leggi e dai contratti collettivi di lavoro. In particolare le parti convengono le seguenti condizioni.

A work contract in Italy must include:

- + starting date of the employment relationship;
- + level of membership and length of service in that category;
- + duration of the trial period;
- + existence or otherwise of cohabitation;
- + residence of the worker, as well as any other possible domicile valid for the employment relationship;
- + duration and distribution of working hours;

Il rapporto di lavoro è a tempo pieno (o a tempo parziale).
Il periodo di prova è pari a giorni...
L'assunzione decorre a far data dal giorno...
La lavoratrice/il lavoratore è inquadrato nella categoria/livello...
Le mansioni sono le seguenti: (descrizione delle mansioni cui sarà adibita la lavoratrice).
L'orario di lavoro settimanale è pari a... ore.
Lo stipendio mensile lordo (inclusi contributi Inps) è pari a €...
La lavoratrice ha diritto a... giorni di ferie e la loro fruizione sarà concordata tra le parti.
(Indicare eventuali altre condizioni contrattuali).
Per tutto quanto non espressamente previsto dal presente contratto si fa riferimento al CCNL di categoria.
Le parti si impegnano reciprocamente a rispettare tale contratto.

Luogo e data

...

Il datore di lavoro
(firma)

La lavoratrice
(firma)

- + any special clothing necessary, which will be provided by the employer;
- + placement of half-day weekly rest in addition to Sunday/one full day;
- + agreed remuneration;
- + place of performance of work tasks as well as the provision of any temporary transfers for holiday or other family reasons;
- + agreed period of annual leave;
- + indication of the adequate space where the worker has the right to store and keep their personal belongings.

THE WORK CONTRACT

SAFETY IN THE WORKPLACE

Your work involves risks. Pay close attention!

In Italy it is important to meticulously observe the safety regulations imposed in the workplace, especially with reference to the safety devices.

The main risks of your work are those arising from the movement / lifting of assisted persons, and the biological risks (eg contagion of infectious diseases), in addition to risks related to the home environment.

In Italy there is an institution called INAIL (National Institute for Accident Insurance at Work), which protects workers against physical and economic damage resulting from accidents at work. Know, however, that if you do not use the safety devices that will be provided (for example latex gloves to avoid contact with blood and mucous membranes) you may have serious problems in claiming insurance coverage.

There are specific training courses to learn how to perform lifting, moving and assistance manoeuvres, as well as for training in personal hygiene. It is advisable to attend these trainings. The following section outlines the main generic risks identified in your domestic work environment:



WHAT RISKS EXIST IN THE HOME?

A home can hide several dangers that can lead to the occurrence of an accident, an injury or an illness:

- stairs, knives, scissors etc.
- electric current
- dangerous substances (bleach, acids ...)
- hot objects or substances (hot water and oil, pots, gas flames, etc.)
- microbes responsible for infections
- substances that cause allergic reactions
- working conditions that can involve improper efforts or bad postures (moving of the elderly, lifting of weights ...)

An accident is a harmful and sudden event that occurs while working. The cause can be the incorrect use of electrical appliances, the floor conditions (slippery, wet, presence of carpets ...), the type of object used (scale, knives ...) and many other situations.

More frequent examples of accidents: falls (from ladders, stools, chairs ...), cuts (with scissors, knives ...), explosions (from gas ...), burns (from fire, heat ...), electrocution (from electric current), punctures (with infected needles ...).

Often, **foreign workers** are exposed to greater job risks than Italian workers: in many cases they are engaged in particularly strenuous work situations and situations with irregular working conditions, lack **training** and information, and have difficulties with **language comprehension**.

For cleaning in homes, we generally use several different types of products: detergents to wash the floors or remove dust, limescale to remove encrustations from taps and sinks, degreasers to remove grease in the kitchen, detergents to wash clothes, etc...

It is evident that these products can be dangerous when they are not used correctly, and although manufacturers have the obligation to write on the **labels** the dangers of the product, they are not always read and understood by those who use them.

Please note that **products classified as dangerous by law** have an orange frame on the label.

Intoxication by dangerous substances at home can happen because of the ingestion, inhalation or contact with toxic, harmful, corrosive or irritating substances. Often times without knowing it is happening. For example, sometimes "small children, elderly or distracted adults ingest products that have been decanted into containers other than the original ones".

Contact with some products can lead to cases of irritation or allergic reactions.



Examples of typical cleaning products in Italy:
hydrochloric acid; ammonia; bleach;

Here are some simple but important **prevention and protection measures** :

- use the products correctly, according to the instructions on the package;
- do not remove the labels;
- read the labels carefully before use;
- use the right quantities;
- it is not true that large quantities have better effects;
- do not use for purposes other than those indicated on the labels because the products may be ineffective or cause damage;
- minimize the quantity and variety of products used;
- avoid accumulating excessive stocks: storing many chemicals together (especially if incompatible with each other) can be a source of danger;
- keep the products in a safe place, not reachable by children or people who could confuse them with edible products;
- protect hands with waterproof gloves, wash them very well after using chemicals and use a moisturizing / protective cream;
- do not measure products with glasses used for drinking;
- do not transfer the products into other containers;
- do not mix different products together;
- do not eat, drink or smoke when cleaning with chemicals because it could encourage greater absorption of toxic products;
- ventilate the premises where cleaning products are used;
- hermetically close the containers after use and put them in place, avoiding leaving them around the house;
- consult the doctor in case of problems .



This pictogram means one or more of the following:
Acutely toxic (harmful)
Causes skin sensitisation, skin and eye irritation
Respiratory irritant
Narcotic, causes drowsiness or dizziness
Hazardous to the ozone layer



Know that you are handling a chemical that is **acutely toxic** in contact with skin, if inhaled or ingested, which may even be **fatal**.



Whenever you use a chemical with this pictogram on it, be aware that it is **corrosive** and can cause **severe skin burns** and **eye damage**. It is also **corrosive to metals**.



A substance or mixture with this pictogram has one or more of the following effects:
Is carcinogenic
Affects fertility and the unborn child
Causes mutations
Is a respiratory sensitiser, may cause **allergy, asthma or breathing difficulties when inhaled**
Is toxic to specific organs
Aspiration hazards, may be **fatal or harmful if swallowed or if it enters airways**



Chemicals with this pictogram mean:
Gas under pressure, may explode when heated
Refrigerated gas, may cause cryogenic burns or injuries
Dissolved gases
Even normally safe gases can be dangerous when pressurised.



Be aware of what these two similar pictograms mean. This one warns against **flammable gases, aerosols, liquids and solids**:
Self-heating substances and mixtures
Pyrophoric liquids and solids, that **may catch fire when in contact with air**
Substances and mixtures which, **in contact with water, emit flammable gases**
Self-reactive substances or organic peroxides that **may cause fire when heated**



If you find this pictogram on the label it means you are dealing with **oxidising gases, solids and liquids**, which can **cause or intensify fire and explosion**.



This pictogram refers to **explosives, self-reactive substances and organic peroxides that may cause explosion when heated**.



This pictogram warns that a substance is **hazardous to the environment** and causes **aquatic toxicity**.

Finally, advice is given in the specific use of certain products:

- **ammonia**: "inhalation of small doses causes irritation of the airways and eyes.

If swallowed, even in small quantities, it causes serious damage. In contact with skin, it can cause serious injury. Do not store bottles of ammonia close to those of hydrochloric acid, especially if they are not well sealed";

- **hydrochloric acid**: it is a very efficient product for the "removal of limestone deposits due to stagnation or water dripping". However, if it is used in "concentrations higher than recommended, it can cause damage to more delicate surfaces". Furthermore "it is corrosive and develops irritating gases; wear gloves during use and avoid breathing vapours".

Two brief tips: *never* mix hydrochloric acid with bleach and *never* pour the water on the acid (the acid is always poured into the water).

The risks that can arise at home are divided into three categories:

- safety risks
- health risks
- transversal risks

Safety risks are risks that may result in an injury due to interaction with structures, machinery, electrical systems, hazardous substances or a fire or explosion.

Health risks are those due to the contact, ingestion or inhalation of chemical and biological agents, which can cause poisonings and illnesses, or from particular physical phenomena.

The risks from chemical agents are linked to the use of toxic, harmful, irritating, corrosive, carcinogenic, mutagenic and environmentally hazardous substances.

The biological risks derive instead from contact with microorganisms.

Physical phenomena that pose a health risk are mainly noise, radiation and vibrations, whose effects are not immediately visible.

Transversal risks are those caused by all those factors concerning the conditions and organization of work, interpersonal relationships and functional deficiencies of the environment and work equipment.

In this category of risks belongs the risk from work related stress, which impacts the emotional aspect of the worker.



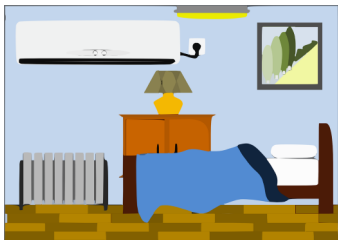
KITCHEN

The kitchen is the home environment with the greatest risk, as shown by the statistics on domestic accidents. The activities that take place in the kitchen involve the use of gas and electric appliances, the use of hazardous materials (boiling liquids, flammable, toxic and caustic substances) and sharp tools, as well as the use of many household appliances in the vicinity or in direct contact with water.



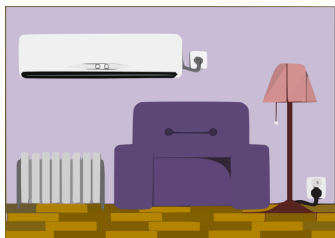
BATHROOM

The bathroom, together with the kitchen, is a high-risk environment due to the proximity between water and electrical equipment. In addition, this space is often small and the floors are slippery, so the risk of falls and sprains is high.



BEDROOM

Even in the bedroom you can find a series of dangers such as furniture, the floor or other structural elements present. Furthermore, the environment may be particularly at risk of fire if some basic safety rules are not respected (for example, if you smoke in bed or place clothes on lighted lamps).



LIVING ROOM

There are many sources of danger in the living room or lounge area as this environment is where many different elements of furniture are often present: wooden or crystal tables, lamps, chairs, curtains, rugs, shelves, book-cases, ornamental plants and more.

In the Italian legal system domestic work is a special employment relationship whose main characteristics are found in the fact that it is lent internally and in favour of a family or various cohabitations, and is removed from the restrictive discipline of dismissals.

Furthermore, the place of performance of the contracted benefit is the "domicile of the person receiving the service provided, a characteristic which cannot but affect the notion of the work environment and the specialty of the risks related to it".

It should be noted that **Legislative Decree 81/2008**, on the one hand protects "in a more meaningful and incisive way the non-standard work and the work at home, on the other hand does not equally incisively contemplate in the subjective field those who perform services of home care and domestic workers, in general".

Given that domestic work is to be classified as medium-heavy, injuries are:

"usually caused by wounds, burns, minor electric shocks, bruises due to shocks or falls, muscle strains in the efforts of moving non-self-sufficient people, furniture, etc".

As we have seen, the causes can be different.

In addition, domestic activities often involve uncomfortable positions that can cause alterations to the spine (for example, for ironing, making beds, dusting etc).

However, **stress** is also a relevant component, caused in particular by the continuous production-consumption cycle.

For carers in particular the stress factor "can play a decisive role for health if the organization of shifts, environments and equipment (for example, the bed) do not alleviate the worker's activity".

Recently, emphasis was given to the phenomenon of **burn out**: "the operator suffering from burn out is considered unsuitable, unable to do his job".

In domestic work there are also "**microclimate problems**" (think of the solution of the kitchen-living room environment, incorrect in terms of both safety and hygiene), or the effect of external activities (noise) that together contribute to the sick building syndrome".

These are all risks that, in the employment of migrant workers, are amplified by **language difficulties**, incomprehensibility of labels, and ignorance of rules of behaviours that are taken for granted.

In these situations, the training and informative process of workers must be evaluated in all its importance and with the further specific purpose of bridging the linguistic, behavioural and cultural limits of these subjects, which now contribute significantly, if not exclusively, to the carrying out of activities of high social importance.

This is why workers who offer service within the home need **training or their own safety**. Training for family assistants is very important. It is a very delicate job that requires patience, dedication, competence and a lot of attention.

The details of the training concern the management of the risks, in particular the risk of a fall when supporting the elderly or the person to be accompanied, but also risks of infection especially when working with sick people.

To reduce the risk of infection a solution can be vaccination, but to fight infections and viruses you can also try the prevention route, through the use of gloves, masks and good hygiene practices such as washing your hands often and using dedicated work clothes .

To prevent the chemical risks, however, it is good to know the labels of detergents and to recognize the symbols of danger.

Training for carers also covers first aid in case of chemical contamination.

Article 27 paragraph 2 of the CCNL colf and carers provides that "the employer informs the worker about any risks in the work environment related to the use of equipment and exposure to particular chemical, physical and biological agents".

This informative prescribes some rules that the collaborator must follow in order to safely carry out his / her duties, in order to prevent possible accidents or injuries, and must be delivered to the domestic worker together with the letter of assumption. It can also be delivered to workers already hired.

By signing this document on the part of the worker it is presumed that he / she has read the rules to be followed in the performance of domestic work and any risks associated with them, avoiding claims for compensation to domestic employers in case of incidents and accidents.

If you are assisting an elderly or disabled person, their family may also ask you to take care of the sanitary / personal hygiene elements. It is important that you know certain personal hygiene procedures.

The National Health Service (in Italy it is the SSN) guarantees every citizen the assistance of a general practitioner in his / her own territory. The elderly call them their primary care physician, as they were called in the past, or family doctor, because of the fact that the whole family usually refers to the same one doctor and therefore the doctor has the medical records for multiple generations of the same family, thus allowing actions to prevent any hereditary illnesses or conditions.

For children, the SSN guarantees assistance by a paediatrician in the area.

The general practitioner and the paediatrician have set working hours which are posted outside their medical offices. When the doctor's office is closed you can contact the Medical Guard (who is a doctor present at night and Sunday in all territories) or, in more serious cases, contact the emergency services directly by calling 118.

118 is the emergency number to make an immediate first aid request.

In Italy the National Health Service (in the acronym SSN) guarantees the Essential Assistance Levels (in the acronym LEA), ie activities, health services and medical services provided to citizens for free or with the payment of a "ticket" that varies according to income. This "ticket" is like a personal discount card for the healthcare system—the State pays for some and you pay the rest. This "ticket" is the way in which Italians contribute to the cost of the Healthcare System.

There are some specific health conditions for which the State will pay the “ticket” in full, so you do not have to contribute. However, to take advantage of this exemption you must go through a specific process with the Local Health Authority (in the acronym ASL).

The services for which you do **not** have to pay a part of the “ticket” are:

1. emergency medical services in an emergency situation (ie at the Accident and Emergency ward at hospital);
2. instrumental and laboratory diagnostic examinations and other specialist assistance services included in organized early diagnosis and collective prevention programs promoted or formally authorized by the Region (for example, mammography for the early detection of breast cancer, PAP test for cervical cancer, the search for occult blood in the stool for colorectal cancer);
3. vaccines—those vaccinations included in the national vaccination prevention plan for those identified as recipients.
4. all the examinations for maternity protection;
5. instrumental and laboratory diagnostic tests and other specialist assistance services necessary for the protection of collective health, mandatory by law or arranged locally in the event of an epidemic situation (for example, examinations on those entering or entering contact with people with infectious and contagious diseases);
6. the services of the general practitioner and of the paediatrician of your choice;

7. the treatments provided during a hospitalization, (scheduled admissions or day surgeries), including admissions in rehabilitation and long-term care departments and facilities; and exams strictly and directly connected to the planned hospitalization, previously provided by the same structure (the visit to the anaesthetist, the chest X-ray, the electrocardiogram, the removal of stitches, etc.).
8. foods for particular categories (eg gluten-free foods for people with celiac disease) and medical devices for people with diabetes (needles, test strips, EpiPens, blood sugar meters, etc.);
9. prostheses, orthoses and technological aids for people with disabilities.

For further information on this topic, you can refer to the web page of the Ministry of Health

www.salute.gov.it/portale/esenzioni/homeEsenzioni.jsp

BOOKING MEDICAL APPOINTMENTS

In Italy you can book a medical visit through the CUP, that is, the “Centro Unico Prenotazione” (Unique Booking Centre).

It is a system that centralizes outpatient reservations at public or private affiliated structures of an ASL, city, province or region, directing the citizen to the structure with the soonest available appointment; it allows the citizen to directly book the visit to the structure that is most convenient or that is able to provide the service in the shortest time, thanks to the fact that all the facilities are connected to the network.

To book a visit through the CUP you can call the dedicated phone number (which varies depending on the city and which you can easily find on the internet), or you can go in person to the counter in CUP centres, or you can go to one of the pharmacies that offer this service; in some Regions the CUP is also available online.

In some regions of Italy waiting times for specialist medical visits are long, but the CUP also allows you to identify possible hospital health centres in cities or neighbouring regions with shorter waiting times.

In Italy, in order to carry out a specialist medical examination, it is necessary to go through the general practitioner or specialist physician with a public or private accredited structure, in order to take advantage of the National Health Service which allows the visit to be carried out free of charge or with payment of the “ticket”.

WHAT SHALL WE EAT TODAY?

Working as a family assistant you will hear this phrase many many times!

Italy is known for the different culinary characteristics of each region, because each region has its own traditions and typical dishes.

For us Italians, food is of extraordinary importance.

For us Italians, every meal is the evocation of a memory.

For us Italians eating is a ritual: the smells, the secrets exchanged near the stove, setting the table always asking the same questions (How many we are? How many children? Who drinks wine?), waiting at the table, eating bread, taralli or breadsticks.

It is around a table that Italians tell their stories of everyday life, the stories from the past and their dreams for the future.

For an old person, everything has a highly significant value; for an elderly person every food is a memory.

For an elderly person in difficulty, every smell, every taste and every ritual represents the possibility of keeping a memory alive.

Because of all this you will be asked to prepare traditional Italian meals. It is not because Italians devalue or dislike the Romanian cuisine, but because for Italians, and especially for the elderly, being able to smell an odour like fried onion, celery and carrot represents the opportunity to feel truly themselves again.

For Italians, meal preparation is an important part of taking care of someone.

If you are not able to cook typical Italian dishes we suggest you learn by attending training courses on Italian cuisine or experimenting with the typical dishes of each region by searching for recipes on dedicated websites.

Knowing how to cook traditional foods will facilitate your work and especially your relationship with the assisted person.

Around the table you can have the pleasure of listening to the stories that every lunch brings with it and you can, if you want, tell your stories, your worries, the dreams that brought you here to Italy. And that's how even for you, lunch will be part of your life; for you too the smell of that cooked dish will become an evocative memory of your experience as a home care assistant.



EMERGENCY NUMBERS

In case of emergency it is important that you know the relevant emergency phone numbers used in all of Italy.

! 118 Emergency medical services

Call this number in situations where there is a life at risk or the safety of a person is at risk, for example;

- difficulty breathing or have stopped breathing
- chest pains
- loss of consciousness (the person is not talking and not responding)
- trauma and wounds with evident bleeding
- accident (domestic, road, sports, agricultural, industrial)
- difficulty speaking or difficulty / inability to use one or both of the limbs on the same side
- signs of suffocation, poisoning, drowning or burning.

It is important that you can give clear answers to the following questions that the operator will ask you over the phone:

- * Who are you
- * Where are you calling from
- * What happened
- * Where it happened
- * How many people are involved
- * In what condition(s) is the wounded person(s)

- ! **112 Emergency assistance (Carabinieri) and 113 Public emergency assistance (State Police)** (N.B. in some territories these numbers have been unified and so use only 112)

Call this number to ask for help in situations that require immediate intervention (eg a robbery, theft, kidnapping etc).

- ! **115 Fire—First response**

Call this number in case of fire, flood or natural disaster.

All emergency numbers are free to call and are active 24 hours a day.

*Some women, fellow Romanians, while performing their home care duties have found themselves receiving sexual proposals from a relative of the assisted person or from the assisted person themselves. **If this happens, don't panic—you are not alone. In Italy there are a number of public services for women victims of violence.***

The phone number is 1522 and is the phone number for the Ministry of Equal Opportunities. By contacting 1522 you will be shown the Antiviolence Centre closest to you, where you can ask to tell your story and for protection. In emergency situations you will be guaranteed shelter at a refuge for women victims of violence. It is a free service that guarantees privacy and protection.



If you are in the province of Brindisi you can call Antiviolence Centre “la LuNA”. An operator from social cooperative Artemide will answer your call, They are partners in this project which has created this handbook for you.

CENTRO ANTIVIOLENZA “la LuNA” - +39 0831 729246

You have read this handbook from cover to cover.

You are probably thinking of leaving now to go to Italy, or are already here and working!

In any case, we hope that this little handbook has been and will continue to be useful to you.

It is in pocket format so you can easily take it with you.

If you are still looking for work and want to be even more proactive, go ahead and register yourself on the website www.familyassistance.eu

You can also contact the associations that have started as a result of this same project and talk to an intercultural mediator to ask for support and information.

Contact:

A.I.M. (Association of Intercultural Mediators)

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