



## DO YOU NEED RELIEF SUPPLIES?

If you are a guest in one of the **residences contracted by the Lazio Region**, you can apply for relief supplies (e.g., clothes, diapers, personal hygiene products for adults and children, etc.) through the same facility.

If you are not staying at such a residence, you need to turn to the **Municipality of reference**.

For those staying at the facilities of the Municipality of **Roma Capitale**, it is possible to call the toll-free number **800.938.873** (every day, from 8 AM to 8 PM) or write to the following email address: **emergenza.ucraina@comune.roma.it**



## FREE TRANSPORTATION

At the arrival at the hubs across the territory of Lazio, the Region will provide to **transport the people** in need **at the reception centers** through a special transport service provided by regional public transportation companies.

In order to use **public transport** (bus, metro, regional trains), please show your individual regional **STP/ENI** card or any other travel document released by the authorities, according to the type of service needed.

[WWW.REGIONE.LAZIO.IT/HELPUKRAINE](http://WWW.REGIONE.LAZIO.IT/HELPUKRAINE)

The Regional Crisis Unit for the emergency connected to the reception of the Ukrainian population is constituted by:

Regione Lazio • Roma Capitale • Prefettura di Roma • Questura di Roma • ANCI Lazio • Protezione Civile Lazio • ARES 118 • Comitato Tecnico Consultivo del Volontariato di protezione civile della Regione Lazio



# HELP UKRAINE

## INFORMATION AND ASSISTENCE FOR THE PEOPLE FLEEING FROM UKRAINE ARRIVING IN LAZIO



REGIONE  
LAZIO

regione.lazio.it



## TEMPORARY RESIDENCE PERMIT

People fleeing from Ukraine are immediately awarded **temporary protection**, without the need of undergoing a vetting process. The protection shall have a **duration of one year**, extendable every six months for a maximum of an additional year, and assures the **residence, healthcare, and access to housing**, the **labor market**, and **education**.

The release of the certification necessary to ascertain family relationships (applicant's offspring or grandchildren) must be requested to the Ukrainian Consulate in Rome while the temporary protection applications can be submitted to: **Questura di Roma - Ufficio Immigrazione - via Teofilo Patini, 23 - Roma**.

For information, please contact: **+39 06.46863911 - +39 06.45864100** (from Monday to Friday, from 8 AM to 8 PM) or write to the following address: **immigrazione.segreteria.rm@poliziadistato.it**



## DO YOU NEED HEALTHCARE SERVICES?

For free healthcare services, please contact the toll-free number **800.118.800** which is active 24 hours a day, and where you can receive instructions in Ukrainian on how to obtain your **STP/ENI code** (Temporarily Present Foreigner/non-registered European citizen) which gives **access to urgent, essential, and continuing hospital and outpatient care for disease or injury** as well as to the **prescription of medicines** from public and accredited private healthcare facilities.

The list of helpdesks releasing the STP/ENI card is accessible at the address:

**[www.salutelazio.it/informazioni-per-stranieri-rilascio-stp-eni](http://www.salutelazio.it/informazioni-per-stranieri-rilascio-stp-eni)**



## COVID 19 SWAB TEST AND VACCINES

All the people fleeing from Ukraine must take a **molecular or antigen SARS-CoV-2 swab test** within 48 hours from their entry into Italy. In Lazio, this service is available **free of charge** in one of the **drive-in** (by car) or **walk-in** (on foot) facilities listed in the following address: **[www.salutelazio.it/informazioni-per-stranieri-rilascio-stp-eni](http://www.salutelazio.it/informazioni-per-stranieri-rilascio-stp-eni)**

In case the test result is **negative**, in the 5 days following the test, the people tested must observe a period of self-surveillance and monitor the possible **onset of symptoms** traceable to the SARS-CoV-2 infection and mandatorily wear an FFP2 mask, excluding the categories exempted by Italian regulations.

In case the test result is **positive** or Covid symptoms appear, the person concerned **must isolate in a dedicated area** and contact the toll-free number **800.118.800**: a healthcare worker will verify the condition of the patient and indicate how to perform an adequate self-isolation and the appropriate place in which to perform it.

All subjects over 5 years of age who are not vaccinated or are not in possession of a vaccination certificate, will be **provided an anti-SARS-CoV-2 vaccine** in compliance with Italian regulations.



## DO YOU NEED AN ACCOMMODATION FOR YOU AND YOUR FAMILY?

To apply for a temporary accommodation while waiting to be accommodated in the facilities made

- by calling the toll-free number **803555**, active 24 hours a day (+39.06.9950.9292 from abroad), where it is possible to talk with Ukrainian-language operators or
- by filling out the form available at **[www.protezionecivile.regione.lazio.it](http://www.protezionecivile.regione.lazio.it)**