



**Comune di Cervia**  
Assessorato  
alle Politiche dell'Immigrazione



**POLITICHE SOCIALI  
CERVIA**



italian · french  
english · rumanian

# orienta. cervia

health

school employment  
housing  
services  
... in Cervia

 **cres.ce**  
centro risorse educative  
e sociali · cervia



# English

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## The "Orienta Cervia" guidebook.

This first issue of the guidebook "Orienta Cervia" includes translations into French, English and Rumanian. A second issue will follow, with translations into Russian, Albanian and Spanish.

These three languages were chosen to be able to communicate with the largest number of foreign people present in our territory. English and French are languages understood worldwide and can therefore reach a large number of people present in our territory, coming from all continents. Rumanian, on the other hand, is the language spoken by the largest community of immigrants in our territory.



a practical guide for Italian and foreign citizens



## introduction

This guide is targeted mainly to foreign people who have recently settled in the territory of Cervia and includes information on the basic services offered by the Municipality to meet essential everyday life needs in terms of health, employment, education.

The information provided is concise and includes addresses and phone numbers of the offices where to look for tailored answers to your questions.

This information is provided mainly to favour social integration by giving support and guidance to newcomers to help them know the territory of Cervia and meet their primary needs.





*“Italy engages in guaranteeing that every person, from the very first moment he/she is within the Italian national territory, enjoys all fundamental rights, independently from gender, ethnic group, religion and social conditions.*

*On the other hand, every person living in Italy must respect the values on which its society is founded, other people’s rights and the solidarity duties provided for by the law”:*

this is what the first article of the “Charter of citizens’ values and integration” states.

The Charter was illustrated by the Ministry for Internal Affairs in April 2007 and is based on the Italian Constitution and European and International Human Rights Charters.

In Cervia, as in the rest of the country, immigration is growing steadily. Our production system needs immigration and immigration is an opportunity for growing through dialogue and by comparing different cultures.

This guidebook, published by the Municipality of Cervia, is targeted both to immigrants, to foster

their awareness and increase their knowledge of their rights and duties, and to Italian citizens, to give them the necessary tools to root out prejudice.

The main objective of the Municipal government is continuous engagement for a united community, with equal opportunities, equal social rights and duties.

Avv. Fabiola Gardelli  
Councillor for  
immigration policies  
Municipality of Cervia



Immigrants who have a regular residence permit may apply for a National Health Care Service card granting them the same medical assistance Italian citizens receive.

■ You can obtain your National Health Care Service card at:

> CUP-Sportello Unico - SAUB  
Ospedale "S.Giorgio",  
via Ospedale, 17  
tel. 0544 917615

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#### WHAT YOU NEED TO GET YOUR HEALTH CARE SERVICE CARD:

- > Valid residence permit or receipt of residence permit application.
- > Passport
- > Documents or self-certification stating why you are living in Cervia.
- > Certificate of residence or self-certification of domicile.

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Foreign citizens who do not have a residence permit are entitled to urgent or essential treatment, also ongoing, at the hospital or at the doctor's surgery in case of illness or accident. Pregnancy and maternity, as well as the health of under-age people are safeguarded, and preventive actions are carried out

to protect individual and collective health.

To use these services, the foreign person without residence permit or not complying with the regulations governing access to the country must have an **STP card** (card declaring that the person is temporarily present within the national territory).

This card remains valid 6 months, it may be renewed and is recognized over the whole national territory.

To have this card, you need your passport and a copy of it.

> You can get the STP card at Consultorio Familiare, "S.Giorgio" hospital via Ospedale, 17 tel. 0544 917634





## CERVIA

- > "S.Giorgio" Hospital  
via Ospedale, 17  
tel. 0544 917650
- > First aid
- > Advisory centre for families
- > Office for immigrant women  
and their children
- > Paediatric surgery
- > Office for young people

### > FIRST AID

Emergency room. It has direct access and is open 24 hours a day.

### > ADVISORY CENTRE FOR FAMILIES

It offers advice and assistance on sexual matters and life as a couple. It supports women during pregnancy and after delivery. It offers gynaecologic examinations.

A midwife is there everyday and a gynaecologist is present some days a week.

### > OFFICE FOR IMMIGRANT WOMEN AND THEIR CHILDREN

It offers assistance and advice to immigrant women and children, also without residence permit. A cultural mediator is always present. It offers all the services granted by the advisory centre for families and the paediatric surgery.

### > PAEDIATRIC SURGERY

It offers children's compulsory and optional vaccinations and specialist examinations. It gives advice on children with chronic pathologies, food or school integration problems.

### > OFFICE FOR YOUNG PEOPLE

This free and confidential service is reserved to young people under the age of 21, who wish to have information about sex, contraception, relational problems and the prevention of sexually transmittable diseases.

### ■ For information and reservations:

>tel. 0544 917634



**MOREOVER:**

**> SPECIALIST SURGERIES**

(orthopaedics, ophthalmology, cardiology, dermatology, senile dementia, ears, nose and throat, dentistry, addictions service, vascular surgery).

**> C.U.P - SPORTELLINO UNICO**

(To book specialist examinations or tests and to get the National Health Service card)

**> PREVENTION DEPARTMENT**

(For vaccinations).

**> GENERIC TOURIST MEDICAL ASSISTANCE**

In summer (from June 1st to September 10th) generic tourist medical assistance is provided to Italian and foreign tourists, seasonal workers and Italian and foreign citizens within the territory of Cervia.

For medical examinations you must show to the doctor your Health Care Service or identity card.

You will have to cover part of the expenses, according to the service used.

**SURGERIES:**

- > Cervia, via Ospedale, 17
- > Milano Marittima, v.le Romagna, 17
- > Pinarella, v.le Titano, 53

■ For information:  
tel.0544 917613



All foreign under-age youths, also without residence permit or ID card, may enrol in any Italian school.

The school year starts in September and ends in June, but it is possible to enrol the child whenever during the school year.

According to the law, the child must be enrolled in the grade corresponding to his/her age or one year less. To be enrolled, residence is not necessary.

Schools offer language assistance and cultural mediation activities, if needed, to both children and their families.

Schools respect religious creeds and Catholic religion classes may be replaced with alternative activities (on request). At the canteen, on request, it is possible to eat what the child's religion prescribes.

The schools secretary's offices can give you information and the forms in your language.

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## THE ITALIAN EDUCATION SYSTEM

> From 3 months to 3 years:  
baby day nursery (not compulsory)

> From 3 to 6 years:  
kindergarten  
(not compulsory, but recommended)

> From 6 to 11 years:  
Primary school (compulsory)

> From 11 to 14 years:  
1<sup>st</sup> level secondary school  
(compulsory)

> Until 18 years of age the right-duty to an education applies. The possible alternatives are:  
1) attend a 2<sup>nd</sup> level secondary school (lasting 5 years)  
2) attend professional training courses;  
3) apprentice to a company to have access to the labour market.

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> BABY DAY NURSERIES

Municipal baby day nursery

Via XXII Ottobre, 14  
tel. 0544 977651

Summer baby day nursery "Marameo"

Open from May to August  
Its seat is decided year by year.

■ To enrol

Cervia Informa  
Viale Roma, 33  
tel. 0544 914011

"Il Cavallino a Dondolo"

(Children area – Additional Service  
for small children)

Via delle Gardenie, 5 Cervia  
tel. 0544 974452

Baby day nursery managed by  
Ursuline nuns

The baby day nursery has an  
agreement with the Municipality  
regarding the class for children  
between 12 and 24 months.

Via E. Toti, 2 Milano Marittima  
tel. 0544 991210

> STATE KINDERGARTENS

"E. Alessandrini" v.le dei Mille, 2  
(Cervia)

"Casa dei bimbi 1" via Tacito, 31  
(Cervia-Pinarella)

"Casa dei bimbi 2" via Pinarella, 379  
(Tagliata)

■ To enrol:

2<sup>nd</sup> teaching district secretary's office:  
via Circonvallazione Sacchetti, 109 (on the  
corner with v.le Roma) - tel. 0544 971031

> STATE KINDERGARTENS

"Savio" via Tamigi, 9  
(Savio di Cervia)

"Palazzone" via delle Rose, 34  
(Cervia-Zona Malva)

"Zona Amati" via XXII Ottobre, 14  
(Cervia-Milano Marittima)

"Missiroli" via Salara, 3  
(Castiglione di Cervia)

"XXV Aprile" via Crociarone, 24  
(Pisignano-Cannuzzo)

■ To enrol:

3<sup>rd</sup> teaching district secretary's office  
(Terzo Circolo):  
via J. Gora, 2R - Milano Marittima  
tel. 0544 994090-991835



> PRIVATE KINDERGARTENS

"Papa Giovanni XXIII"

via Papa Giovanni XXIII, 6  
tel. 0544 973620  
(Cervia-Zona Malva)

"Suore Orsoline"

via E. Toti, 2  
tel. 0544 991210 (Milano Marittima)

> PRIMARY SCHOOLS

"G.Pascoli" v.le Roma, 2 (Cervia)

"A.Spallicci" via Pinarella, 17  
(Cervia-Pinarella)

"G.Deledda" via Pinarella, 191  
(Pinarella)

"A.Manzi" via Pinarella, 379 (Tagliata)

"M.Buonarroti" via Farneti, 4  
(Montaletto)

■ To enrol:

2<sup>nd</sup> teaching district secretary's office  
(Secondo Circolo):  
via Circonvallazione Sacchetti, 109  
(on the corner with v.le Roma) -  
Cervia tel. 0544 971031

> PRIMARY SCHOOLS

"G.Mazzini" Via J.Gora, 2R  
(Milano Marittima)

"Martiri Fantini" Via delle Rose, 34  
(Cervia-Zona Malva)

"G.Carducci" Via Salara, 5  
(Castiglione di Cervia)

"E.Fermi" Via Crociarone, 24  
(Pisignano-Cannuzzo)

■ To enrol:

3<sup>rd</sup> teaching district secretary's office  
(Terzo Circolo):  
via J. Gora, 2R - Milano Marittima  
tel. 0544 994090-991835

> 1<sup>st</sup> LEVEL SECONDARY SCHOOLS

"Ressi - Gervasi"

■ To enrol and obtain information:  
Via Caduti per la Libertà, 16 (Cervia)  
tel. 0544 71955

> 2<sup>nd</sup> LEVEL SECONDARY SCHOOLS

I.P.S.S.A.R.

State vocational school  
for hotel and restoration services

■ To enrol and obtain information:

P.zzale Artusi, 7 (Cervia)  
tel. 0544 976498

> VOCATIONAL TRAINING

I.A.L. International Tourist-Hotel  
Campus

V.le Marconi, 6 (Cervia)  
tel. 0544 972637



> ITALIAN COURSES FOR FOREIGN ADULTS

In Cervia, in winter, 1st level courses are organized for people who have difficulties in communicating.

In Ravenna, several courses at different levels are organized.

■ To get information:

> Intercultural Centre

tel. 338 2196514

Via Montenero, 2 Cervia

> CRES.CE

Educational and Social Resources Centre - Cervia

tel. 0544 973444

Via Pinarella, 17 Cervia

> AFTER-SCHOOL EDUCATIONAL ACTIVITIES

Summer camps

In summer, when schools are closed, children up to the age of 14, can be enrolled in a summer camp.

■ To get information:

> Public education office

C.so Mazzini, 37 tel.0544 979254

(From May on)

Italian course for children

A free Italian course is organized the last two weeks of August and the first two weeks of September for foreign children (aged 6 or more) recently arrived in Italy or who still have communication difficulties.

■ To get information:

> CRES.CE

Educational and Social Resources Centre - Cervia

Via Pinarella, 17 - Cervia

tel. 0544 973444

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IN CERVIA:

> For further information on secondary schools and vocational training courses around Cervia, contact:

> Informagiovani

Cervia, Corso Mazzini, 40

tel. 0544 974356

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## Housing

Even though our Constitution does not explicitly recognize the right to a house, this right is reported in many regulations and having a healthy and decorous house is recognized as an essential condition for everyone. The Region Emilia-Romagna and local authorities are implementing housing policies to solve particularly difficult situations and support the families with less financial resources. Regional Act n. 5/2004 "Rules for the social integration of foreign immigrants" enables every foreign citizen, at the same conditions as Italian citizens, to apply for a social house and to receive subsidies to buy, refurbish and build a house to live in.

■ **If you have any housing needs, contact:**

> **Social services office**

(housing emergencies, social houses, lease fund)

- > Cervia viale Roma, 33  
(1<sup>st</sup> floor)  
tel. 0544 979411

> **Private real estate agencies**

(lease or purchasing contracts between private people)

### HOUSE RENTAL AGENCY

This office has recently been Introduced by the municipality. of Cervia in collaboration with ACER. The Agency helps the house demand meet the offer and guarantees that tenants get a controlled rent and that owners have the certainty of cashing it regularly.

■ **For information:**

> **ACER Agenzia Casa per l’Affitto**

- > Viale Farini, 26  
Ravenna  
[www.agenziacasa.ra.it](http://www.agenziacasa.ra.it)

> **Cervia Informa**

- > Cervia every Tuesday  
from 9.00 to 11.00  
Viale Roma, 33  
Ph. 0544 914024



In Italy, freedom and dignity of workers are protected.

The Region and Provinces favour the integration into the labour market of immigrants, at the same conditions as Italian citizens, both as employees and self-employed workers.

Equal opportunities are recognized also to start entrepreneurial initiatives or cooperatives.

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#### IN CERVIA TO:

> obtain information on the world of labour and training

> get information on how to set up a self-employed activity

> draw up a resume (CV) and look for a job

> Sportello di accompagnamento al lavoro (Employment support office) – Cervia Social Services

Viale Roma, 33  
(1<sup>st</sup> floor)

tel. 0544 979420-979411

> Employment Office

Via Nievo, 1 tel. 0544 71690



## Employment

> Informagiovani-Sportello Donna (Young people services – Women office)

Corso Mazzini, 40  
tel. 0544 974356  
tel. 0544 955741

> C.G.I.L. - Cervia Italian General Labour Confederation (Trade Union)

Via dell'Ospedale, 1  
tel. 0544 973350

> C.I.S.L. - Cervia Italian Confederation of Workers' Trade Unions

Via dell'Ospedale, 8  
tel. 0544 973350

> U.I.L. - Cervia Italian Labour Union (Trade Union)

Piazza Della Resistenza, 2  
tel. 0544 71578





## MUNICIPALITY OF CERVIA SOCIAL POLICIES SERVICE

You can contact this office to have the following information and/or services:

- > **Talk to a social worker**  
receive social, psychological, economic help or guidance;
- > **Career paths**  
and help to find a job;
- > **Housing emergencies office**

### ■ Social services office

- > Cervia viale Roma, 33  
(1<sup>st</sup> floor)  
tel. 0544 979411

**Open to the public**  
(in summer and winter):

every morning from Monday to Saturday, from 9.00 to 12.30 a.m.

Thursday afternoon from 1.30 to 5.15 p.m.

## MUNICIPALITY OF CERVIA GUIDANCE SERVICE FOR NON E.U. CITIZENS

This guidance and advice office is targeted especially to non E.U. citizens to help them find a job or a house, obtain or renew their residence permit, apply for citizenship and family reunion. It provides information on health, school and social services within the territory.

At this office you will find all necessary forms and all regulations governing the above.

At the office there are cultural and linguistic mediators.

Access is free and free of charge.

The office is open on Tuesday morning from 9.00 a.m. to 1.00 p.m. and on Thursday afternoon from 1.30 to 5.15 p.m.

### ■ To get information and fix an appointment:

Social services office

- > Cervia viale Roma, 33  
(1<sup>st</sup> floor)  
tel. 0544 979411



### INTERCULTURAL CENTRE

The Intercultural Centre, set up in January 2007, is a meeting place for Italian and foreign citizens and its main objective is getting to know different cultures and favouring cultural exchange in an place that is always open to dialogue and comparison.

At the centre, it is possible to read foreign magazines, drink tea and talk, watch satellite TV, tapes or DVDs and listen to music.

It is also possible to organize meetings and parties for adults and children. There is also a small play area for children. Courses of Italian, computer training for beginners, music workshops, conferences, reading of poetry in different languages, training courses are organized. Moreover, different projects to favour integration are realized.

The Centre is willing to accept proposals and ideas coming from the different charities present within the territory and is always ready to collaborate with them.

#### > The Intercultural Centre is open in winter:

> from Monday to Friday from 3.00 to 6.00 p.m.

#### > in summer:

> Tuesday to Thursday  
3.00 to 6.00 p.m.



Municipality of Cervia

#### ■ For information:

##### > Intercultural Centre

> Cervia via Montenero, 2  
tel. 338 2196514

##### > Social services office

> Cervia viale Roma, 33  
(1<sup>st</sup> floor)  
tel. 0544 979411

### CERVIA INFORMA SERVICE

Cervia Informa is a service of the Municipality of Cervia set up in February 2007.

It is the Municipality's front office, a reference point where to find information on all municipal activities and prepared personnel who will collect the applications and, according to the type of procedure to be followed, take care of the whole bureaucratic path until the requested documents are issued.

#### You can access this service to:

- enrol you children in a baby day nursery;
- apply for maternity allowance;
- apply for lease subsidies;
- ask for information.

>>>>

## a practical guide for Italian and foreign citizens



Municipality of Cervia

> Open to the public  
in winter:

Monday to Friday  
from 9.00 to 12.00 a.m.  
Tuesdays and Thursdays  
from 3.00 to 5.15 p.m.

> in summer:

Monday to Saturday  
from 9.00 to 12.00 a.m.

■ For information

tel. 0544 979411

> European Union citizens'  
residence:

Wednesdays and Fridays  
from 9.00 to 12.00 a.m.

> Lease office:

Tuesdays from  
9.00 to 12.00 a.m.

### MUNICIPALITY OF CERVIA DEMOGRAPHIC SERVICES OFFICE

You can contact this office to have  
the following information and/or  
services:

- > ID card and passport
- > Residency
- > Legalization of documents
- > Marriage
- > Registration of birth
- > Birth certificate
- > Registration of death
- > Death certificate
- > Cremation
- > Information on Italian citizenship

> Registry Office

- > Via Ressi, 6 Cervia  
tel. 0544 979247

Open in summer and winter:  
from Monday to Friday from 8.30 to  
12.30 a.m.

> Other information and services  
also at:

- > Cervia Informa  
Viale Roma, 33 Cervia  
tel. 0544 914011



## MUNICIPALITY OF CERVIA CULTURAL INSTITUTES

- > **Municipal library**  
Via Circonvallazione Sacchetti, 111  
tel. 0544 979384
- > **Children's library**  
Via Circonvallazione Sacchetti, 111  
tel. 0544 979386
- > **Municipal Theatre**  
Via XX Settembre, 125  
tel. 0544 975166
- > **"Sala Sarti" Cinema**  
Via XX Settembre, 98/a  
tel. 0544 71964
- > **Charities, cultural and social promotion associations**
  - **For information: Charities and Associations Unit**  
Cultural and Sports Institutes  
Corso Mazzini, 37 (1<sup>st</sup> floor)  
tel. 0544 979235
- > **Sports associations**
  - **For information**  
Municipality of Cervia – Sports office  
Corso Mazzini, 37 (1<sup>st</sup> floor)  
tel. 0544 979235



## Municipality of Cervia

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## MUNICIPALITY OF CERVIA

### FOR FURTHER INFORMATION ON MUNICIPAL SERVICES AND CERVIA:

- > **Cervia Informa**
    - > Viale Roma, 33  
tel. 0544 914011
  - > **Informagiovani**
    - > Corso Mazzini, 40  
tel. 0544 974356
  - > **Women Office**
    - > Corso Mazzini, 40  
tel. 0544 955741
  - > **CRES.CE**  
Educational and social resources centre
    - > Via Pinarella, 17  
tel. 0544 973444
-

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## Useful numbers

### > CERVIA TOWN HALL

P.zza Garibaldi, 1 Cervia  
tel. 0544 979111  
[www.comunecervia.it](http://www.comunecervia.it)

### > MUNICIPAL POLICE

P.zza Garibaldi, 21 Cervia  
tel. 0544 979251

### > FINANCIAL POLICE

Via Isonzo, 15 Cervia  
tel. 0544 972123

### > CARABINIERI

Circ. Sacchetti, 11 Cervia  
tel. 0544 973232  
V.le Matteotti, 169 Milano  
Marittima  
tel. 0544 997000

### > POLICE

Office in summer  
Via Val di Non - Pinarella  
tel. 0544 980812

### > RAILWAY STATION

Viale Stazione, 36 Cervia  
Information on trains: tel. 892021

### > RADIO TAXI

Viale Stazione, 36 A Cervia  
tel. 0544 973737 fax 0544 916294

### > HEALTH EMERGENCIES

tel. 118

### > DOCTOR ON DUTY for residents

Toll free number 800 244244

### > GENERIC TOURIST MEDICAL ASSISTANCE

(June-September)  
tel. 0544 917613

### > POST OFFICES

- Via Giordano Bruno, 2 Cervia  
tel. 0544 915501

- Viale Ravenna, 11/13/15  
Milano Marittima  
tel. 0544 991401

- Piazza Unità, 42/44 Pinarella  
tel. 0544 988838

### > CHEMIST'S SHOPS

- Municipal chemist's  
Via delle Mimose, 32 Cervia  
tel. 0544 977650

- Municipal chemist's  
Viale Tritone, 13/A Pinarella  
tel. 0544 987105

- Municipal chemist's  
P.zza Gemelli, 3 Tagliata  
tel. 0544 988066

### ■ Information on other chemist's shops at

> [www.comunecervia.it/turismo](http://www.comunecervia.it/turismo)





