



COMUNI
AMBITO n°1

Il fenomeno dell'immigrazione rappresenta lo specchio verso il quale le società avanzate misurano la loro capacità di affrontare le sfide del nostro tempo. Questa sfida riguarda tutti: singoli cittadini ed istituzioni, Pubblica Amministrazione e mondo delle imprese.

Nel territorio di Pesaro abbiamo cercato un linguaggio comune per rivolgerci alle persone immigrate indirizzandole lungo i percorsi dei diritti e dei doveri, degli obblighi e delle opportunità parlando tante lingue per un solo discorso: quello del servizio reso in forma integrata.

Abbiamo la convinzione che lungo la strada tracciata si debbano nel tempo concretizzare altri servizi ed aggregare altre strutture pubbliche e del privato sociale: questo sarà il nostro impegno per rispondere alla richiesta di servizi nel nostro territorio, contribuendo a far crescere un'idea di Stato all'altezza della crescita civile della nostra società.

One of the main challenges of the contemporary societies is represented by the way they face the immigration phenomenon. Everyone is involved in this challenge: citizens, institutions, councils and companies.

In the Pesaro area we tried to speak to non-European citizen in different languages but with only one aim. We tried to inform them with regards to their rights, duties, obligations and opportunities.

We know that there is still lots to do but we are positive that we are on the right road. More public and private services should be developed. This will be our new challenge so we will be able to face the request of services within our territory contributing to the growth of our society.

Le phénomène de l'immigration représente le miroir vers lequel les sociétés développées estiment leur capacité de faire face aux défis des nos temps. Ce défi concerne tous: chaque citoyen et les institutions, l'administration publique et l'ensemble des entreprises.

Dans le territoire de Pesaro nous avons cherché un langage commun pour nous adresser aux personnes immigrées. Nous avons voulu les orienter les long des parcours des droits et des devoirs, des obligations et des opportunités en parlant plusieurs langues pour un même discours: celui du service donné d'une façon intégrée.

Nous sommes convenus que le long de la route tracée nous devons concrétiser avec le temps d'autres services et procéder dans l'agrégation d'autres structures publiques et du privé social: Cet-ci sera notre engagement pour répondre à la demande de services dans notre territoire, en donnant notre contribution pour la croissance d'une idée d'Etat à la hauteur du développement civile de notre société.

El fenomeno de la inmigración representa el espejo mediante la cual la sociedad avanzada mide su capacidad de enfrentar los retos de nuestros tiempos. Este reto envuelve a todos: cada ciudadano, instituciones, administración pública y el mundo de las empresas.

En el territorio de Pesaro hemos buscado un lenguaje comun para dirigirnos a las personas inmigrantes dirigiendolos a travez de un camino de derechos, deveres y obligaciones de las oportuni-dades hablando tantos idiomas para un solo discurso: Como lo es el servicio de informacion integrada.

Tenemos la convicción de que atravez de la ruta trazada se debera en el tiempo concretizar otros servicios y agregar a las estructuras publicas y el sector privado social: Este sera nuestro enpenño para responder a la solecitud de servicios de nuestro territorio, contribuyendo asi al crecimiento de una idea de estrado a la altura del crecimiento civil de nuestra sociedad.

Fenomeni i emigrimit paraqet pasqyren nepermetet te ciles shoqerit e avancuara masin fuqit e tyre per te perballur sfidat e kohes. Kjo sfide u perket te gjithve: qytetar dhe institucione, Administracinin Publik dhe boten e ndermarrjeve.

Ne territorin e Pesaros kemi kerkuar nje gjuhe te perbashket per tju drejtuar personave te emigruar duke i mbikqyrur ne rruget e te drejtave, detyrave, dhe mundesive duke folur shume gjuhe per nje diskutim te vetem:ate te sherbimit vendosur ne forme integruese.

Kemi bindjen qe gjat rruges se ndertuar duhet nderkohe te konkretizojme sherbime te tjera dhe te perfshijme Srukture Publike dhe Private sociale .ky do te jete mundimi yne per tju pergjigjur kerkesave per sherbim te territorit tone , duke kontribuar ne rritjen e nje ideje shteti ne lartesine e rritjes civile te shoqeris sone .

إن ظاهرة الهجرة تعدّ المرأة التي ينضربها للمجتمع، فبواسطتها نقيم المجتمعات الحديثة مدى قدرتها على التحدّي في الوقت الحاضر هذا التحدّي يهم الجميع : سواء كانوا أفراداً من المجتمع أو مؤسسات و هياكل عامة وخاصة .
لقد حاولنا في منطقة " باز لرو " أن نبحث عن مصطلح عام نستطيع من خلاله توجيه المواطنين الأجانب لمعرفة حقوقهم وواجباتهم ، التزاماتهم والفرص الممنوحة لديهم مستعملين في ذلك لغات متعددة من أجل إرساء فكرة : توفير الخدمة من أجل الاندماج .
نحن واثقين وأنه خلال مسيرتنا الطويلة بإمكاننا تجسيد خدمات أخرى وانشاء هياكل عامة أخرى مرافق خاصة تهدف الى خدمة النظام العام: هذا ما سيكون شغلنا الشاغل لنستجيب الى مطالب توفير الخدمات في اقليمنا ، مساهمين في نشأة فكرة وجود الدولة التي تكون في مستوى النهضة الجسارية لمجتمعنا .

INPS - Gregorio Tito - Direttore Regionale Marche

INAIL - Sandro Passamonti - Direttore Regionale Marche

AMBITO TERRITORIALE SOCIALE N.1 - Luca Ceriscioli - Presidente Comitato Sindaci
Giuliano Tacchi - Coordinatore

ASUR Zona Territoriale n.1 - Riccardo Cecchini - Dirigente U.R.P.

Azienda Ospedaliera "Ospedale S.Salvatore" - Eugenio Porfido - Direttore Generale

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□ HEALTH SERVICES OF TOWNS INSIDE THE SOCIAL TERRITORY FIELD N 1 OF PESARO.

■ WHAT IS A TERRITORIAL FIELD ?

- It is defined with the law n. 328/2000 (welfare reform) and with and the "Marche 2000", the regional social plan.
- A territory field is a group of towns that are inside the geographical borders of a Province. This is where the new Welfare politics are discussed. The territorial field is the connection between area corporations (town councils, mountain communities, Province Councils), Regional Council and other public and private corporations of the area.

■ WHICH TOWNS ARE INSIDE THE TERRITORIAL FIELD N.1?

- The following towns are inside the territorial field n.1: Pesaro, Colbordolo, Gabicce Mare, Gradara, Mombarroccio, Monteciccardo, Montelabbate, Sant'Angelo in Lizzola, Tavullia.

■ WHAT SERVICES ARE OFFERED FOR IMMIGRANTS BY THE PESARO COUNCIL?

- THE "CENTRO SERVIZI STRANIERI" (Services for foreigners Centre) works inside the social services area. It helps immigrants integrate into the society and find a job giving them information and guidance. This service can be used by all the foreigners temporarily or permanently in Italy, with a domicile or a residence in Pesaro. The centre carries out social secretariate activities, such as welcome services, support and guidance among other existing services, and connection to initiatives for immigrants. Its most important activities are:
 - > to give information;
 - > to give help with the bureaucracy;
 - > to build individual projects following the immigrants in his joining to the society;
 - > to give the initial helps (food allowances, welcome centres);
 - > network work to promote services and institutions that the immigrants may contact (Questura, Prefettura, Ufficio Provinciale del Lavoro, ASUR, ecc).

■ WHERE CAN I FIND THIS CENTRE?

- Centro Servizi Stranieri - via G. della Rovere, 13 - Social assistants phone number 0721-387712 or 0721-387294.
- Moreover you can find an information office in Pesaro Council. This is part of the "Centro Servizi Stranieri". Two cultural mediators grant welcome, assistance, advice, and give information for the basic needs of foreign citizen.

■ WHERE IS IT AND WHEN IS IT OPEN?

- It is in via G. della Rovere, 13. Telephone number 0721-387290. Timetable: Monday 10-12 ; Tuesday 15.30-17.30; Closed on Wednesday; Thursday 10-17; Friday 10-12

■ WHAT ARE THE OTHER SERVICES?

- There is also the "SERVIZIO POLITICHE EDUCATIVE" (Educational Politics Service). It offers basic Italian lessons for foreign children by qualified teachers (on demand of public schools) and also help for the homework in the school premises by volunteers of "operatori di base". The association offers also game activities for the afternoon.

■ WHO WILL I CALL IF I NEED HELP ?

- I must talk directly with my school or with the "Servizio politiche educative" phone number 0721-387268.
- Moreover the Pesaro Council opened a language intermediation service to grant school education to Arabian speaking children admitted in S. Salvatore hospital in the Ematology department.

■ ARE THERE ACCOMODATION CENTRES FOR NON EUROPEAN CITIZENS?

- There is the "CENTRO DI PRIMA ACCOGLIENZA PER EXTRACOMUNITARI", it is in Strada delle Marche n. 36, Pesaro phone and fax number 0721-33604. It helps non European male citizens. You need a regular "Permesso di soggiorno" (residence permit). You must not be resident in Pesaro and you must never have been in the centre before.

■ HOW CAN I ENTER IN THE CENTRE ?

- I must write a form and give it to the information office in Pesaro Council. This form will be examined by a commission. If I will be accepted I can stay in the centre for two months (renewable). The waiting time is usually 15 days.
- Moreover there is "CASA RUTH". It is in via del Seminario, 10 phone number 0721-33819 This is an accommodation centre only for women ruled by Caritas.
- "CASA DELLA PACE" is in via Alfano, 7 Pesaro phone and fax number 0721-415242. It cares about the integration of immigrants inside the society and attends to the relations with immigrants associations in town. It is always open (also after dinner, during Saturday and Sunday and many red letter days). A way of admission is the word of mouth between people, immigrants and associations or through social services such as council offices or Caritas.

■ WHERE CAN I EAT?

- There is the "MENZA ODA", a canteen that is based in via del Teatro, 26. It is ruled by Pesaro Diocese. It provides luncheon vouchers to immigrants in agreements with the social service office of Pesaro council.

■ IF I AM NOT IN PESARO BUT IN ONE OF THE OTHER TOWNS OF THE TERRITORIAL FIELD N. 1, WHERE WILL I GO?

I can ask everything to the local corporation. Below are all the addresses referring to each town of the territorial field n.1:

- **COMUNE DI COLBORDOLO:** Ufficio Servizi Sociali inside the town council. P.zza del Popolo, 5 - phone n. 0721-496268 Timetable: from Monday to Saturday 8.30-12.30, only with an appointment.
- **COMUNE DI GABICCE MARE:** Ufficio Servizi Sociali inside the town council. Viale Cesare Battisti, 66 phone n. 0541-831584. Timetable: Monday-Friday 10.30-13.45 Tuesday-Thursday 16.30-18
- **COMUNE DI GRADARA:** Ufficio Servizi Sociali inside the town council. Via Mancini,23 - phone n. 0541-823904 Timetable: from Monday to Saturday 9-13
- **COMUNE DI MOMBARROCCIO:** Ufficio Servizi Sociali e Anagrafe inside the town council. P.zza Barocci, 6 - phone n. 0721-471103 Timetable: from Monday to Saturday 8.30-13.00
- **COMUNE DI MONTECICCARDO:** Ufficio Servizi Sociali inside the town council. Via Roma, 33 phone n. 0721-910189/910586. Timetable: Monday-Wednesday-Friday 8.00-14.00
- **COMUNE DI MONTELABBATE:** Ufficio Servizi Sociali inside the town council. Via Roma, 2 phone n. 0721-473215 Timetable: Monday-Thursday-Friday
- **COMUNE DI S.ANGELO IN LIZZOLA:** Ufficio Servizi Sociali inside the town council - Via Pio la Torre, 15/E. Delegazione Comunale di Montecchio. Timetable: everyday 9-13. Phone n. 0721-4897400
- **COMUNE DI TAVULLIA:** Ufficio Servizi Sociali inside the town council - Via Roma, 81 - phone n. 0721-476116. Timetable: Tuesday 8.30-10.30 and Saturday 8.30-12.30 in Tavullia. Tuesday 11.30-13.30 in Padiglione.

□ INAIL

■ INDUSTRIAL ACCIDENT AND WORK-RELATED ILLNESS

■ WHEN CAN YOU ASK "INAIL" TO ACKNOWLEDGE A WORK ACCIDENT OR WORK-RELATED ILLNESS?

- You can ask if you are a subordinate worker, a craftsman, a small independent farmer or a contracted self-employed worker and you work with machines, systems or if you have a heavy duty job.
- The job can be based in Italy or abroad, in any work field and it can be a private or public job.

■ WHAT SHOULD YOU DO IF YOU HAVE A WORK ACCIDENT?

- You must:
 - > Inform your employer immediately;
 - > Show him/her a medical certificate received from the First-Aid. If you are going to be absent for a long period you must also present other medical certificates received during the recovery period from your own GP (General Practitioner).

■ WHAT SHOULD YOU DO IF YOU HAVE A WORK-RELATED ILLNESS?

- If you still work for the same employer, you must:
 - > Inform your employer within 15 days of the illness starting;
 - > Show the employer the first medical certificate you receive.

■ IF YOU ARE NOT WORKING ANY MORE CAN YOU STILL DECLARE A WORK-RELATED ILLNESS CAUSED FROM A PREVIOUS JOB?

- Yes, you can. You must bring the medical certificate directly to INAIL.

■ IF YOU HAVE BEEN ADMITTED TO HOSPITAL HOW CAN YOU COMMUNICATE THE WORK ACCIDENT OR THE WORK-RELATED ILLNESS?

- The hospital sends a certificate directly to INAIL and to your employer;
- Anyway you must advise your employer.

■ WHAT HAPPENS IF YOU ARE NOT REGISTERED ON THE PAYROLL (I.E. YOU DO NOT PAY TAX) AND A INDUSTRIAL ACCIDENT OR THE WORK-RELATED ILLNESS OCCURS?

- You are still entitled to receive help from INAIL.

■ ALLOWANCE FOR TEMPORARY INCAPACITY FOR WORK

■ WHAT IS THE ALLOWANCE FOR TEMPORARY INCAPACITY FOR WORK?

- It is a payment in place of the salary you can not receive, due to the fact that you are unable to work.

■ WHEN ARE YOU ENTITLED TO IT?

- When the accident or the illness has been caused by the job and due to that reason you are not able to attend work for more than a period of 3 days.

■ WHEN DOES IT START?

- It starts 4 days after the work accident or the work-related illness has occurred.

■ FOR HOW LONG WILL YOU BE PAID?

- You will be paid for the period that you are unable to work for (including holidays). INAIL doctors will assess your recovery, if they feel you are able for work the payment will cease.

■ DIRECT INCOME FOR PERMANENT DISABILITY CAUSED BY A WORK ACCIDENT OR A WORK-RELATED ILLNESS THAT HAS OCCURED BEFORE THE 25/7/2000

■ WHAT IS THE DIRECT INCOME FOR PERMANENT DISABILITY?

- It is a payment you receive because of your reduced working ability.
- It is proportional to your disability percentage acknowledged by INAIL and to the pre-tax salary you received the year before the work accident or the work-related illness.

■ WHEN ARE YOU ENTITLED TO IT?

- When your job is directly responsible for the accident or the illness.
- When your disability percentage is between 11% and 100%.

■ WHEN DOES IT START?

- It starts the day after you have recovered completely.

■ FOR HOW LONG WILL YOU BE PAID?

- For the rest of your life, if medical revision proves that the disability percentage is always higher than 11%,
- Se la rendita, all'ultimo termine revisionale, è compresa tra l'11% e il 15% viene liquidata in capitale non viene liquidata in capitale in occasione dell'ultima visita di revisione ed il grado di inabilità risulti tra l'11% e il 15%

■ IN WHAT CIRCUMSTANCES COULD THE AMOUNT OF MONEY YOU RECEIVE CHANGE?

- If during an examination it is discovered that there is an increase or decrease in your disability percentage. In the case of a full recovery you are not entitled to the allowance any more.
- In the case of a re-evaluation of salaries because of a change in the cost of living.
- When there is a 20th increase of additional amounts for:
 - > spouse (until the death or until a new marriage);
 - > children younger than 18 years old;
 - > children younger than 21 years old if they attend the "scuola media superiore" and people dependant from the recipient;
 - > children younger than 26 years old if they attend the uni-

versity (within the legally duration of courses) and people dependant from the recipient.

■ COMPENSATION FOR PHYSICAL AND PSYCHOLOGICAL INTEGRITY DECREASE AND FOR ITS PATRIMONIAL CONSEQUENCES, FOR EVENTS WHICH HAVE OCCURED AFTER THE 25/7/2000

■ WHAT IS THE COMPENSATION FOR PHYSICAL AND PSYCHOLOGICAL INTEGRITY DECREASE?

- It is an allowance used as a form of compensation for a person that had physical and psychological damage (biological damage). It substitutes the permanent direct income.

■ WHEN ARE YOU ENTITLED TO IT?

- When the accident or the illness has been caused by your job and causes an integrity decrease by a percentage of between 6% and 100%.
- Information on compensations for amputees are reported in "Tabella delle menomazioni" (amputees table), "Tabella indennizzo del danno biologico" and "Tabella dei coefficienti" (coefficients table).

■ PRIVATE INCOME FOR A HOUSEWIFE

■ WHAT IS IT?

- It is a allowance paid every month as a compensation for the decrease of working ability.

■ WHEN ARE YOU ENTITLED TO IT?

- When you are between 18 and 65 years old.
- If you do not have any other job, if you take care of your family and the place where you reside, and
- If you had an accident during your work at home and now your permanent disability percentage is equal or over to 33%, and
- If you do not have any other job that asks you to be registered to any other corporation or provident institution.

■ TEMPORARY PRIVATE INCOME FOR SILICOSIS E ASBESTOSIS

■ WHAT IS THE TEMPORARY PRIVATE INCOME FOR SILICOSIS E ASBESTOSIS?

- It is a allowance paid to the worker which allows him/her to stop working for health reasons which have been caused due to bad working conditions. If the employee was to keep working under these conditions his/her health would deteriorate more.

■ WHEN ARE YOU ENTITLED TO IT?

- When it is recognised that the silicosis or the asbestosis are caused by the specific job you are doing, and
- When your disability percentage is between 11% and 80%.
- And when you finish doing the job that is dangerous for your health.

■ WHEN DOES IT START?

- It starts when you finish working in hazardous condition and you are entitled to it for a year.

■ CAN YOU ASK AGAIN FOR THIS PRIVATE INCOME?

- Yes, you can ask for it again within 10 years from the day you finished earning the first allowance, if you are doing another hazardous job

■ PRIVATE INCOME FOR SURVIVORS

■ WHAT IS THE PRIVATE INCOME FOR SUVIVORS?

- It is an allowance paid every months when the worker died because of work accident or a work-related illness.

■ WHO IS ENTITLED TO IT?

- The spouse for the rest of his/her life or until he/she is remarried.
- The legitimate children, biological, recognised, adopted (until they are 18 years old, 21 years old if they are attending the "scuola media superiore" and they are dependant on the injured party, but not over the legal course duration).
- Disabled children, until their incapacity lasts.
- If a spouse or children do not exist the allowance is inherited by:
 - > The ascendants that were dependant on the injured party (until their death)
 - > Brothers and sisters of the injured person that were dependant on the injured party, with the same conditions of children.

■ WHEN DOES IT START?

- It starts the day after the death has occurred.

■ DEATH GRANT ALLOWANCE

■ WHAT IS THE DEATH GRANT ALLOWANCE?

- It is an allowance that is given to the relatives of the deceased person, when the death is caused by a work accident or a work-related illness. It can also be given to anybody that is able to prove that they paid funeral expenses.

■ ALLOWANCE FOR PERMANENT PERSONAL ASSISTENCE

■ WHAT IS THE ALLOWANCE FOR PERMANENT PERSONAL ASSISTENCE?

- It is an allowance paid every month and added to the allowance for permanent disability.

■ WHO IS ENTITLED TO IT?

- A person that has a permanent disability equal to 100%, and
- He/she needs permanent personal assistance owing to illnesses provided for law.

■ PROSTHESES AND PRESIDIO – PROTECTIONS

The aim of this allowance is to rehabilitate the person and make him part of the society again.

■ WHO IS ENTITLED TO IT?

- The person who needs a prosthetic limb after a work accident or a work-related illness.

■ WHERE MUST YOU BRING THE FORM?

- The form must be brought to INAIL in Pesaro – Piazza 1° Maggio – call centre 164-84

■ HOW CAN YOU OBTAIN THE FIRST PROSTHESIS OR A NEW ONE?

- You can go to the "CENTRO PROTESI DI BUDRIO" or to one of its branches;
- You can choose to get your prosthetic limb from one of the companies listed, which also includes the prices.
- You can ask for a prosthesis of a higher price than the one you are entitled to only if you have special requirements.

■ HEALTH SPA ALLOWANCE

This is a health allowance. It consists of the allowance for temporary disability or an integration of the direct private income for having treatments or for two way travel and stay in a specific hotel selected by INAIL.

■ WHO IS ENTITLED TO IT?

- The worker who has a work-related illness, within the temporary disability period.
- Workers who receive an allowance and have not been called for the latest revision..
- Workers who have contracted silicosis e asbestosis, without time limit.

All the forms for the allowances described before must be brought to the INAIL of Pesaro (except for the temporary disabled, the private incomes for dependant of the deceased party that are provided directly by INAIL without any form)

The worker can ask any other information he requires from the following places:

INAIL of Pesaro – Piazza 1° Maggio – call centre 164-84

"La Direzione Regionale Marche" – Via Piave 25 – Ancona – phone number 071-2273111

e-mail: marche-istituzionale@inail.it

□ INPS

■ DISABILITY PENSION

■ WHEN CAN YOU ASK INPS FOR THE DISABILITY PENSION?

- If you are a subordinate worker or a self-employed person and you adhere to all the following requirements:
- You worked and paid the national insurance to INPS for at least 5 years. Of these 5 years, at least 3 years must have been paid during the 5 years before you presented the disability form;
- You have a physical or psychological disease that does not allow you to work at all. The INPS doctors will assess the seriousness of the disease.

■ IS IT POSSIBLE TO RECEIVE THE DISABILITY PENSION AND KEEP WORKING?

- NO, it is not. You can obtain the disability pension only if you are absolutely unable to work (subordinate or self-employed).

■ WHERE SHOULD YOU PRESENT THE FORM?

- You must present it directly at INPS, via Gramsci 6/10 Pesaro – phone n. 0721-358284
- You can apply to a workers' social service
- Sending a recorded delivery (with evidence of a receipt)

■ WHAT DOCUMENT DO YOU NEED?

- The Disability form (inab.1); the form can be obtained at INPS or at a workers' social service;
- SS3 form, to be filled in by your own General Practitioner; you can get the form in INPS;
- Personal data certificates that are indicated in the form, or substitutive statements that can be issued at INPS.

■ ORDINARY INVALIDITY ALLOWANCE

■ WHEN CAN YOU ASK INPS FOR THE ORDINARY INVALIDITY ALLOWANCE?

- If you are a subordinate worker or a self-employed person and you have all the following requirements:
- You have worked and paid the national insurance to INPS for at least 5 years. Of this 5 years, at least 3 years must have been paid during the 5 years before you presented the ordinary inability allowance form;
- You have a physical or psychological disease that reduces your working ability permanently by 2/3. The INPS doctors will assess the seriousness of the illness.

■ HOW LONG CAN THE ORDINARY INVALIDITY ALLOWANCE BE PAID FOR?

- It will be paid for 3 years. When it expires you can renew the request for another 3 years.

■ IS IT POSSIBLE TO RECEIVE THE ORDINARY INVALIDITY ALLOWANCE FORM AND KEEP WORKING?

- YES, it is. The ordinary invalidity allowance is granted also if you are still working. In this case the allowance amount will be reduced on the basis of your salary. Moreover you will have a medical check up annually.

■ WHERE SHOULD YOU PRESENT THE FORM?

- You must present it directly to INPS, via Gramsci 6/10 Pesaro – phone n. 0721-358284
- You can apply to a workers' social service
- Sending a recorded delivery (with evidence of a receipt)

■ WHAT DOCUMENTS DO YOU NEED?

- Ordinary invalidity allowance form (INV. 1); you can obtain the form from INPS or from a workers' social service;
- (SS3) form, to be filled in by your own General Practitioner; you can obtain the form from INPS;
- Personal data certificates that are indicated in the form, or substitutive statements that can be issued at INPS.

■ 80% OLD AGE PENSION

■ WHEN CAN YOU ASK INPS FOR THE PENSION AT 55 YEARS OLD (WOMAN) OR 60 YEARS OLD (MAN) ?

- If you are a worker that has subscribed to the "assicurazione generale obbligatoria dei lavoratori dipendenti".
- If your disability percentage is over 80%.

■ WHERE SHOULD YOU PRESENT THE FORM?

- You must present it directly to INPS, via Gramsci 6/10 Pesaro – phone n. 0721-358284
- You can apply to a workers' social service
- Sending a recorded delivery (with evidence of a receipt)

■ WHAT DOCUMENTS DO YOU NEED?

- 80% pension form (VO1); you can obtain the form from INPS or from a workers' social service;
- (SS3) form, to be filled in by your own General Practitioner; you can obtain the form at INPS.

You present the 80% pension form and the SS3 form.

If you have been assessed as disabled from another organisation, you can also present the disability documentation that will be studied by INPS staff.

■ CASH SICKNESS BENEFIT

■ WHAT SHOULD YOU DO IF YOU ARE SICK?

- A medical certificate should be sent by your doctor to INPS and to your employer:
- you must send INPS the first part of the certificate stating the diagnosis;
- you must send your employer the second part of the certificate, without the diagnosis.

The certificate must be sent within 2 days from the day your own General Practitioner wrote it. If you are late the allowance will be reduced accordingly.

■ IN WHAT CASES MUST YOU SEND THE MEDICAL CERTIFICATE?

You must send it if you are

- an industrial worker, craftsman worker, agriculture worker;
- a tertiary industry worker or employee;
- a workman of credit institutions, insurance companies or contracted tax services;
- a working member of a cooperative society;
- a young employee with a training contract or a contracted self employed worker. In this case you must send the certificate only if you have been admitted to the hospital.

■ WHAT SHOULD YOU DO IF THE ILLNESS STARTED IN A NON-EUROPEAN COUNTRY?

- You must send a copy of the certificate within 2 days (a fax is ok). Later on you must send the original copy of the certificate, that must be legalised by the Italian embassy or the Italian consulate based in the foreign country.

■ WHAT SHOULD YOU DO IF YOU WANT TO BE TRANSFERRED OUT OF ITALY DURING THE ILLNESS?

- The transfer during illness must be authorised by the INPS "Centro Medico Legale" or by ASUR. You can obtain more information at the "ufficio prestazioni a sostegno del reddito" at INPS office, Pesaro (via Gramsci 6/10 tel. 0721-358287).

■ HOW LONG IS THE ILLNESS ALLOWANCE PAID FOR?

- It is paid from the 4th day of the illness, for a maximum of 180 days within the solar year.
- You are entitled to the illness allowance also if the illness started within 60 days from the cessation or suspension of a permanent working contract (for example if you are fired).

■ HOW MUCH IS THE ALLOWANCE?

- For the first 20 days it is equal to the 50% of the average daily salary;
- For the following days it is equal to the 66,66%.

■ COULD A DOCTOR CALL UNANNOUNCED TO YOUR HOME DURING YOUR ILLNESS?

- Yes, he could. The INPS doctors can check you from 10 to 12 during the morning and from 17 to 19 during the afternoon (working days and holidays). In case of unjustified absence you will lose the allowance for a number of days which will be evaluated. You can only be out because of an appointment with a specialist that can not be booked during a different time, or you can be out for an urgent examination or for other reason to be carefully evaluated by INPS staff.

■ MATERNITY BENEFIT

■ WHEN CAN YOU ASK INPS FOR THE MATERNITY BENEFIT?

You can ask for it if you are a worker that is in pre or post labour, or if you have had a miscarriage after 180 days of the conception, but at the following conditions:

- If you are a subordinate worker you must have a regular contract and be entitled to pay. In this case you can be absent from your job 2 months before the assumed labour date and for 3 months after the labour;
- If you are a worker in agriculture you must have worked for at least 51 days during the year before the one when you start to be absent from work;
- If you are a self-employed woman you must be listed in the craftsmen (women) or traders book, or in the book of small independent farmers, sharecropper and tenant farmers. You must be listed before the maternity period and you must have paid the relative national insurance;
- If you are a servant you must have paid at least a year of national insurance during the 2 years before your absence for maternity leave or 6 months during the previous year;

- If you are a contracted self-employed worker enrolled in the separate insurance for self-employed workers, you must have paid 3 months national insurance during the 12 months before the 2 months before the labour.

■ HOW MUCH IS THE MATERNITY benefit?

- It is the 80% of the average daily salary.

■ WHO CAN USE THE FLEXIBILITY OF THE statutory maternity leave?

- Only the subordinate workers can use this flexibility. They can still work until the 8th month of pregnancy if the doctor agrees. The month you do not use before the labour can be used after childbirth.

■ WHAT HAPPENS IF YOU ADOPT A CHILD?

- You are entitled to the benefit for the three months after the adoption if the child is younger than 6 years old if he is Italian or if the child is younger than 18 years old if the child is foreign.

■ BENEFIT FOR PARENTAL LEAVE

■ WHEN CAN YOU ASK FOR PARENTAL LEAVE?

- Every parent is entitled to be absent from work until the child is 8 years old; both the parents can not be absent for a total period longer than 11 months.
- Until the child is 3 years old the parents are entitled to an allowance of 6 months maximum. If the parents together exceed the 6 months of absence the allowance will be paid only for special conditions; in particular, the single salary should not exceed 2.5 times the minimum amount of pension.

■ WHERE SHOULD YOU PRESENT THE FORM?

- You should present the form for statutory maternity leave and parental leave at the INPS offices and to your employer. The form and the necessary documentation changes depending on the type of job you are doing.

If you are a subordinate worker you must present:

- One copy to the INPS branch in Pesaro, via Gramsci n 6/10 phone n. 0721-358287;
- One copy to your employer.

If you are a self-employed person you must present a copy at the INPS branch in Pesaro.

■ WHAT IS THE ALLOWANCE PAID FOR THE PARENTAL LEAVE?

- It is the 30% of the average daily salary.

■ WHO PAYS?

- Your employer pays the allowance and then INPS reimburses him/her for the allowance.

■ INPS MATERNITY ALLOWANCE

■ IF YOU ARE AN ITALIAN CITIZEN, EUROPEAN OR NON-EUROPEAN, AND YOU ARE NOT ENTITLED TO THE MATERNITY BENEFIT CAN YOU RECEIVE SOME OTHER BENEFIT?

- YES, you can. You can receive the maternity allowance even if you are a non European citizen. Anyway you need the residence permit (permesso di soggiorno).

■ HOW MUCH IS THE MATERNITY ALLOWANCE?

- The allowance is equal to 1632,58 Euro. It is paid for biological or adopted children or for children that are about to be adopted.
- The full amount of money is paid to people who are not entitled to any other benefits. A lower amount is paid to people that are already entitled to other allowances.

■ WHERE SHOULD YOU PRESENT THE FORM?

- You must present the form to the INPS offices of Pesaro, via Gramsci 6/10 "prestazioni a sostegno del reddito" office.
- You can obtain more information by calling the following phone number 0721-358278. You must present the form within 6 months from the birth, adoption or the pre-adoption of the child.

■ SOCIAL ALLOWANCE

■ WHO IS ENTITLED TO THE SOCIAL ALLOWANCE?

- Italian citizens and equivalent, like citizens from San Marino Republic,
- Political refugees,
- All European citizens,
- Non-European citizens that have a residence permit (carta di soggiorno).

- ARE THERE LIMITATIONS WITH REGARDS TO THE AMOUNT OF MONEY YOU EARN?
 - Yes, your earned income must be lower than the limit established by the law every year. The limit changes even if the pensioner is married or not.
 - You are entitled to this allowance only if you have your residence in Italy. Without it you are not entitled to the allowance.
- WHERE SHOULD YOU PRESENT THE FORM?
 - You must present it to the INPS branch in Pesaro, via Gramsci 6/10 front-office. You can present it yourself or with a workers' social service.
- **SPECIAL LEAVE (for disabled people)**
- WHO IS ENTITLED TO IT?

Parents, brothers and sisters that must take care of a person with a serious disability are entitled to it.

 - Parents, biological or adoptive, are entitled to it when the disability is officially assessed from 5 years;
 - Parents are not entitled to the special leave together;
 - Brothers and sisters are entitled to it when both the parents are dead and the disability is officially assessed from 5 years.
- IS IT POSSIBLE TO HAVE BOTH THE PARENTAL AND THE SPECIAL LEAVE?
 - No, it is not.
- FOR HOW LONG CAN YOU ASK FOR THE SPECIAL LEAVE?
 - You can ask for it for a few days, weeks or months. The maximum amount of days you are entitled to must never exceed 2 years during the entire working life.
- HOW MUCH IS THE ALLOWANCE?
 - The special leave is paid with an allowance equal to the last salary received. During this period INPS also pays your deemed contributions.
- WHAT HAPPENS IF YOU WORK PART-TIME?
 - If you work vertical part-time, the special leave is not recognised during the days you do not have to work.
- IS EVERYONE ENTITLED TO THE SPECIAL LEAVE?
 - No, servants and workers at home are not entitled to it.
- WHERE SHOULD YOU PRESENT THE FORM?
 - You must present two copies to the INPS branch of Pesaro, "Prestazioni a sostegno del reddito" office: the officer will give you one back as receipt and you must present it to your employer for obtaining the special leave.
- WHAT DOCUMENTS ARE NECESSARY?
 - Model (Mod. Hand 4 for parents and Mod. Hand 5 for brothers and sisters) that you can obtain from INPS;
 - ASUR documentation. This is the document which reports the seriousness of the disability assessed from at least 5 years.
- **PERMITS AND PARENTAL LEAVE (for disabled)**
- WHAT PEOPLE ARE CONSIDERED DISABLED?
 - They are people that have physical, psychological or sensory handicaps that can be stabilised or progressive. It causes learning difficulties, relationship or working integration difficulties.
 - The disability is considered serious when the handicap reduces the personal autonomy so much that the person needs full assistance daily.
- WHAT ARE THE FACILITIES FOR DISABLED WORKERS?
 - The disabled worker is entitled to several hours working permits (2 hours a day) or day working permits (3 days a month). Each month the disabled worker can change the type of permit. He must present a written form to his employer for obtaining the changes.
- WHAT ARE THE FACILITIES FOR DISABLED'S RELATIVES?
 - Parents with a child with a serious disability are entitled to an extension of the parental leave at least until the child is 3 years old. If they do not use the parental leave, the mother or the father are entitled to one or two hours (depending on the working hours) of paid daily permits, until the child is 3 years old.
 - Parents are also entitled to 3 daily paid permits each month which can also be used consecutively. They are entitled to it when the child is between 3 and 18 years old.
- IS THE WORKING PARENT ENTITLED TO DAYS OFF, PERMITS AND PARENTAL LEAVE EVEN WHEN THE OTHER PARENT IS NOT ENTITLED TO?
 - Yes, he/she is.
- IF A PARENT TAKES THE PARENTAL LEAVE, IS THE OTHER PARENT ENTITLED TO MONTHLY PERMITS FOR THE DISABLED CHILD DURING THE SAME PERIOD?
 - Yes, he/she is.
- CAN THE SAME PARENT USE THE PERMITS FOR THE DISABLED CHILD AND THE PARENTAL LEAVE DURING THE SAME DAY?
 - No, he/she can not. He/she can only use one of the two.
- IF YOU ARE AN ADOPTIVE OR A CUSTODIAL PARENT CAN YOU USE THE PERMITS AND THE PARENTAL LEAVE?
 - Yes, you can.
- IF THE DISABLED CHILD THAT LIVES WITH HIS/HER PARENTS IS OLDER THAN 18 YEARS CAN THE PARENTS STILL APPLY FOR PERMITS?
 - Yes, subordinate workers that are parents or relatives of a disabled person older than 18 years can use daily permits also if in the family there are people that do not work and that also could be available for assisting with the child's needs.
- IF THE DISABLED CHILD IS OLDER THAN 18 YEARS AND DOES NOT LIVE WITH HIS/HER PARENTS CAN THE PARENTS ASK FOR PERMITS?
 - Yes, they can. An employee that is a parent of a child older than 18 years can use daily permits only if it is necessary for the child to receive assistance. The assistance must be exclusive and full time.
 - The parent is not entitled to take permits if in the disabled child's family unit there are other unemployed people that are able to give assistance. In this case anyway the parent is entitled to permits if in the family unit, not considering the disabled child, there is only a relative with a serious illness or more than 3 people younger than 18 years or a person older than 70 years.
- WHERE SHOULD YOU PRESENT THE FORM?
 - You must present it to the INPS branch in Pesaro – "Prestazioni a sostegno del reddito" office – and to your employer. You must attach to the form all the documentation that certify the disability.
- WHO WILL PAY FOR IT?
 - Your employer will pay for it and then INPS reimburse him/her.
- **HEALTH SPA SERVICE**
- WHEN CAN YOU ASK INPS FOR THE HEALTH SPA SERVICE?
 - If you are a subordinate worker or a self-employed worker and you have complied to the following requirements:
 - You paid the national insurance to INPS for at least 5 years. 3 years national insurance of these 5 years should be paid during the 5 years before you ask for the Health Spa Service.
 - You have a respiratory disease or a bone disease and your General Practitioner suggest these types of treatment for you.
- WHERE SHOULD YOU PRESENT THE FORM?
 - You should present it to the INPS branch of Pesaro, via Gramsci 6/10 – "Prestazioni a sostegno del reddito" office – phone n. 0721-358297, within the 31st of December of the year before the one where you are going to make use of this service..
- WHAT DOCUMENTATION DO YOU NEED?
 - You must fill in the form "MOD.CT/1". On the opposite side there is a medical certificate to be completed by your General Practitioner.
- **CIVIL DISABILITY**
- WHAT IS THE CIVIL DISABILITY ?
 - It is a welfare allowance.
- WHO IS ENTITLED TO IT?
 - People with total and partial disability, blind or deaf-mute people are entitled to it. They are entitled to it only if they do not have an earned income or if they have a very low earned income. A medical commission based in ASUR (ex ALS) zone 1, will assess your disability.

- ARE THE EARNED INCOMES OF YOUR RELATIVES TAKEN INTO ACCOUNT?
 - No, they are not. Only the applicants earned income is taken into account.
- WHERE SHOULD YOU PRESENT THE FORM?
 - The form, that is released by ASURL, must be presented to: "AUSR" (ex ASL), zone 1, via Nitti, 30 Pesaro. Phone n. 0721-424440 o 424433, open on work days from 10.30 to 12.30.
- WHO WILL PAY?
 - INPS pays the allowance for civil disability monthly.

■ A.S.U.R. HEALTH SERVICE Zona Territoriale N. 1 Pesaro (ex ASL)

- If you are a foreigner in conformity to the laws regarding entry and stay in Italy (residence permit) what can you do to enroll in the National Health Service?
 - If you are a subordinate worker or a self-employed worker you need to present:
 - > Valid residence permit (original copy);
 - > Enrolment certificate to the General Registry Office of the municipality you live in; (self-certification is ok);
 - > Employer declaration, if you are a subordinate worker (self-certification is ok);
 - > Enrolment certificate to the Chamber of Commerce (self-certification is ok);
 - If you are enrolled in the unemployment list of "Centro per l'impiego", you need:
 - > copy of self-certification issued by Centro per l'impiego;
 - > valid residence permit (original copy) or receipt of application for the renewal of the permit;
 - > Enrolment certificate to the General Registry Office of the municipality you live in (self-certification is ok);
 - If you are in Italy in charge of relatives still living in Italy, or for political asylum or you have applied for it, you need:
 - > valid residence permit (original copy);
 - > Enrolment certificate to the General Registry Office of the municipality you live in (self-certification is ok);
 - If you are waiting for adoption, or for Italian citizenship, you need:
 - > valid residence permit (original copy);
 - > Enrolment certificate to the General Registry Office of the municipality you live in (self-certification is ok);
 - > Juvenile Court certificate.
- If you are in Italy for religious reasons, as a professional man/woman, as a student, as a foreigner working au pair (just you, but not your relatives), you can apply for enrolment by paying an annual contribution.
- What happens if you are in Italy as a tourist or for a short time, and you need medical care?
 - You have to pay medical care according to settled prices.
- What happens if you are in Italy especially for medical care?
 - In this case you have to pay the assistance first, then apply for the visa and for the residence permit, to the competent diplomatic or consular delegation and to Questura (Police headquarters).
- If you are a foreigner in Italy without residence permit and you have no money, can you receive medical care?
 - Yes you can you're assured only basic medical care.
 - Moreover you are assured assistance for pregnancy, puerperium (at home), pediatric care to the newborn, vaccines, and psychological assistance.
- Where can you ask for health services?
 - For basic health service you can apply to ASUR – Zona Territoriale n. 1
 - > DISTRICT BRANCH OF PESARO VIA XI FEBBRAIO N 36 for health services, specialist doctors and medical-legal services (various authorizations);
 - > DISTRICT BRANCH OF VIA NANTERRE for mother/child services and image diagnostics services (radiology-ecography);
 - > DISTRICT BRANCH OF MONTECCHIO (Municipality of S. Angelo in Lizzola) via PIO LA TORRE for health services, specialist doctors and medical-legal services (various authorizations);

- > DISTRICT BRANCH OF GABICCE MARE – VIA BERLINGUER for health services, specialist doctors and medical-legal services (various authorizations);
- > People living in NOVAFELTRIA and surrounding municipalities, must apply to DISTRICT BRANCH OF P.zza BRAMANTE N 10, for health services, specialist doctors and medical-legal services (various authorizations); For hospital services "OSPEDALE SACRA FAMIGLIA" VIA XXIV MAGGIO, 174.

- WHERE ARE NIGHT AND HOLIDAYS FIRST-AID STATIONS? (welfare continuity service)
 - PESARO - V.le Trento, 300 - phone nr 0721/22405
 - MONTECCHIO - Via Pio La Torre - phone nr 0721/490349
 - GABICCE MARE - Via Berlinguer - phone nr 0541/950355
 - NOVAFELTRIA - P.za Bramante - phone nr 0541/920529
- WHERE ARE TOURIST FIRST-AID STATIONS? (FROM JULY TO AUGUST)
 - PESARO - V.le Trento, 300 - phone nr 0721/21344
 - GABICCE MARE - Via Battisti, 66 - phone nr 0541/830562
- HEALTH – SPA SERVICES
 - For this kind of services you do not need an authorization issued by ASUR, but only the authorization of your General Practitioner, indicating the necessary therapy to undergo at spa operating within the National Health Service.
- TICKET EXEMPTION
 - Who can apply for ticket exemption?
 - > People who suffer from diseased provided for law or with an acknowledged invalidity (in this case ask to your General Practitioner).
 - > In case of ticket exemption for a particular disease you need:
 - Certification of a specialist doctor issued by a public health service or by an institution operating within the National Health Service
 - Health card
 - > In case of ticket exemption for invalidity you need:
 - A copy of acknowledge of invalidity report (civil, for service, for work)
 - Health card
 - Where and when should you apply?

where	office – telephone	info hours
PESARO Via XI Febbraio, 36	Health district doctor tel.0721-424501-14	Working days 7,30 – 12,30
GABICCE MARE Via E.Berlinguer, 14	Health district doctor tel.0541-960344	Working days 8 – 12,30
MONTECCHIO Via Pio La Torre	Health district doctor tel.0721-497594	Working days 8 – 12,30

- CIVIL INVALIDITY
 - What do you need to apply for civil invalidity?
 - > Application form issued by the Health District
 - > Certificate of General Practitioner
 - > Clinical documentation
 - Where and when should you apply?

where	office – telephone	opening hours
PESARO Via Nitti, 30	0721-424410-33	Working days from 10.30 to 12.30 For workers' social services and other institutions: Mondays 12.30-13.30 and Thursdays 9.30-10.30

- DOMICILIARY HEALTH CARE SERVICE
 - What is domiciliary health care service?
 - > It is a service for non self-sufficient people, who need medical care at home
 - How can you apply for it?
 - > domiciliary health care service is activated on suggestion of the General Practitioner or of Nucleo Dimissioni Protette (Protected Discharge Group), in case of hospital discharge).

- Do you have to pay?
 - > This service is free.
 - > You only have to pay medicines in band C.
- Where and when

where	phone	hours
PESARO Via Lombroso, 37 (zona Muraglia)	domiciliary health care service tel.0721-424707 District Assessment Group (Protected discharge) tel.0721-424766	Mondays - Wednesdays - Fridays 9,30 - 11,30

U.R.P. Zona Territoriale n.1 - Pesaro
(Toll-free information number): 800-014433

□ HOSPITAL "OSPEDALE SAN SALVATORE" PESARO - Piazzale Cinelli, 4 Phone number 0721 3611 - Emergency: 118

Foreigners enrolled in the national health service have the same rights and duties as Italian citizens.

- What happens if you're in Italy as a tourist or for a short stay (with a regular residence permit or another valid document) and I need medical care?
 - If you come from a non EU (European Union) country, you must pay medical assistance according to fixed prices.
 - If you come from EU countries, you have the same rights and duties as Italian citizens, by filling in the proper forms (E 111, E, 112, etc) at the territory health field of Pesaro.
 - If you come from countries with which Italy has signed a bilateral agreement, (Argentina, Australia, Brazil, Capoverde, Croazia, Principate di Monaco, San Marino, Swiss, Slovenia, Turkey, Uruguay), you must apply to the Ufficio Convenzioni (Agreements Office) of the territory health field of Pesaro, that will supply the documentation necessary to enjoy free medical services.
- If you are an irregular foreigner ("clandestine"), and do not have money, can I benefit of health care?
 - Yes, you can have the basic medical services for free, if I declare not to have enough money
 - You are especially assured care for: pregnancy, delivery, paediatrics, abortion.

The hospital where I am treated does not have to report me to the police, except for the cases in which the medical report is compulsory, as for Italian citizens.

■ USEFUL INFORMATION FOR FREE HOSPITALIZATION

Hospitalization can take place in the following ways:

- FIRST AID /EMERGENCY ADMISSION is always assured to patients who arrive at First Aid in serious conditions.
- SCHEDULED HOSPITALIZATION, for patients whose conditions do not require an emergency admission. It is suggested by the general practitioner or by a specialist. The patient is visited by a hospital doctor, who decides if the admission is urgent or if it is possible to schedule it for another day.
- DAY HOSPITAL ADMISSION for which it not necessary to spend the night in the hospital. It is suggested:
 - > For tests that can last all day;
 - > After a scheduled hospitalization, to undergo planned cycles of therapy.
- ONE-DAY SURGERY
 - > It's a kind of admission for surgical operations, diagnostic/therapeutic invasive or semi-invasive procedures in which the patient is discharged within 24 hrs.

- For information on admissions, you can ask the Public Relations Office - Phone number 0721 362204 - every weekday from 8.30 to 12.30 (on Thursdays until 5.00 p.m.) or call directly the switchboard - phone number 0721 3611 - that will connect you to the right Service/Ward.

■ FIRST AID AND EMERGENCY

- First Aid answers 24 hrs to patients who arrive in state of emergency. At first aid urgency cases have the priority over the others.
- 118 HEADQUARTER (emergency phone number).
 - You can call 118 headquarter 24 hrs in case of accident, serious injury, serious diseases transportation or transfer of patients, etc., from any telephone of the provincial area.
 - By phone, from everywhere, just dial 118 without any code number.
 - The call is free from any phone and cell-phone.
 - If you do not need aid, but you just need information about the headquarter, you can call 0721 4281.

■ OUTPATIENT SERVICE

- To book examinations with a specialist and/or diagnostic tests, you must call the CENTRO UNICO DI PRENOTAZIONI - RESERVATION CENTRE (phone number 0721/362290 from 8.00 a.m. to 1 p.m.).
- You can also book examinations and tests by going directly to the hospital entrance pavilion: Mon - Fri: 8.00 a.m. - 1.00 p.m. and 2.00 p.m. - 7.00 p.m. Sat: 8.00 a.m. - 1.00 p.m.

■ For any other information:

PUBLIC RELATIONS OFFICE

Hospital building of P.le Cinelli, 4 - entrance pavilion
Mon - Sat 8,30 - 12,30 (Thursdays until 5.00 p.m.)
telephone 0721 362204
fax. 0721 362464
E mail: urp@ospedalesansalvatore.it

■ CHI SONO I PATRONATI?

I Patronati sono organismi riconosciuti dalla legge che assistono gratuitamente i cittadini fornendo loro aiuto e informazioni nel fare richieste ai diversi enti.

■ WHAT ARE PATRONATI (WORKERS' SOCIAL SERVICES)?

Patronati institutions recognized by law, that give information and help citizens for free with public institutions.

■ QUI SONT-ELLES LES ORGANISATIONS DE PATRONAGE?

Les organisations de patronages sont des organismes reconnus par la loi qui assistent gratuitement les citoyens en leur aidant et en leurs informant pour faire des demandes aux différentes institutions et organismes.

■ ¿QUE SON LOS PATRONATOS?

Los Patronatos son organismos reconocidos por la ley que dan asistencia en forma gratuita a los ciudadanos brindandoles toda la información para poder elaborar las solicitudes ante los diversos entes.

■ KUSH JANE PATRONAZHET?

Patronazhet jane organizma te njohura nga ligji qe ndihmojne falas qytetaret duke iu afruar ndihme dhe informacine per te bere kerkese ne ente te ndryshme.

من هم النقابات؟

النقابة هي كتلة عضوية معترف بها قانونيا تساعد المواطنين مجانا بمنحهم المعلومات اللازمة لتقديم طلباتهم الى مختلف الهيئات.
عناوين للنقابات

PATRONATO ACAI	VIA MASSIMO D'AZEGLIO, 3 -61100 PESARO TEL 0721-34481
PATRONATO ACLI	VIA BELVEDERE,54 - 61100 PESARO TEL 0721-33688
PATRONATO CLAAI	VIA TOMASSONI, 17/b - 61032 FANO
PATRONATO ENAPA	PIAZZALE MATTEOTTI, 28 -61100 PESARO TEL.0721-33168
PATRONATO ENAS	VIA GIUSTI, 10 - 61100 PESARO TEL 0721-67829
PATRONATO ENASCO	STRADA DELLE MARCHE, 58 -61100 PESARO TEL.0721-698225/7
PATRONATO EPACA	PIAZZALE MATTEOTTI, 28 - 61100 PESARO TEL.0721-37271 o 372700
PATRONATO EPASA	VIA MAMELI, 92 - 61100 PESARO TEL 0721-4260
PATRONATO EASA	VIA S. LAZZARO, 2/D -61032 FANO TEL 0721-83361
PATRONATO INAC	PIAZZA MATTEOTTI, 28 - 61100 PESARO TEL 0721-34221 o 22837
PATRONATO INCA	VIA GAGARIN, 179 -61100 PESARO TEL.0721-420233
PATRONATO INAPA	PIAZZALE COLLENUCCIO, 5 -61100 PESARO TEL 0721-30139
PATRONATO INAS	VIA PORTA RIMINI, 8 - 61100 PESARO TEL 0721-32794 o35523
PATRONATO ITACO	VIA SALVO D'ACQUISTO, 7 -61100 PESARO TEL 0721-40671
PATRONATO ITAL	VIA TOSCHI MOSCA, 7 -61100 PESARO TEL 0721-33128
PATRONATO SIAS	PIAZZA MATTEOTTI, 2 -61100 PESARO TEL 0721-65103

