

# OUT!

EQUIPMENT FOR PEOPLE  
LEAVING THE PRISON

Guide created thanks to the contribution of



FONDAZIONE  
CARIPARMA

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**Redgoblin**

The guide, available in 3 languages, Italian, English, French, is provided to individual prisoners, their families, volunteers and operators who work in favor of people restricted in their freedom.

# OUT!

**EQUIPMENT FOR PEOPLE  
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introduction

# Purpose

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The aim of the guide is to provide useful information to people leaving the prison circuit so as to facilitate their return into the social context.

The guide represents a further tool to back the support and guidance activities carried out within the Prisons of the Municipality of Parma, by various institutional subjects, by the Third Sector and by training institutions.

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# Documents



When you leave prison, remember to ask the prison administration to hand over all your personal documents (even if they have expired).

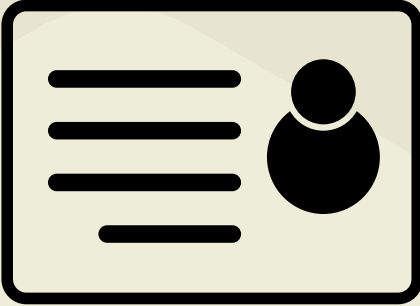
Once out of prison, you may need new documents.

Here is some information on how to obtain or renew: **Identity Card, Tax**

**Identification Number (TIN), Personal Certificates, Passport, Residence Permit.**

# documents

## IDENTITY CARD



To apply for an identity card, registration in the resident population register is required.

To request a new Identity Card, you need to go to the **Registry Office of the Municipality where you are resident**, by making an appointment.

Non-resident citizens in Parma, but domiciled in the Municipality, can still request the issue of an

identity card, which will take place with the authorization of the Municipality of residence.

The Identity Card - issued in electronic format - will be sent directly to the applicant, within 6 days of the request, to the Municipality or to an address indicated by him.

The documents needed to request the issue of the new identity card are:

- **1 passport photo;**
- **expired identity card or other identification document (passport or driving licence);**
- **valid residence permit for non-EU citizens**

## RESIDENCE

The registration in the register of the resident population and the application for change of residence concern all citizens who move or change address in the Municipality of their habitual residence and are carried out by filling in a form or through the telematic channels made available by the Municipality .

For information on application procedures and requirements, visit the relevant Municipality website. For the Municipality of Parma ---> QR CODE



## Tax Identification Number (TIN)



The tax code is used **for fiscal and administrative purposes** to identify citizens in Italy.

Citizens without a tax code can request it from any **Revenue Agency office**, using the appropriate AA4/8 form (downloadable on the Agency's website) and indicating the domicile to which the card must be sent with the indication of the assigned code .

**For foreigners** the tax code is assigned at the **one-stop desks for immigration** (following the application for entry into Italy), or by the police headquarters for foreigners who do not have one and who request the issue or renewal of the residence permit stay.



## PERSONAL CERTIFICATES



Personal Certificates (**Birth, Marital status, Citizenship, Marriage, Certificate of Existence, Residence, AIRE residence, Family status and marital status, Cohabitation residence, AIRE family status, Family status with kinship relationships, Free Status, Registry of Civil Union, Cohabitation Agreement**) can:

- be requested from the Registry Office of the Municipality of residence by presenting a valid identity document.
- be downloaded free of charge by the interested party by accessing the A.N.P.R website with SPID credentials (Digital Public Identity System), CIE (electronic identity card) or with CNS (National Services Card).





## PASSPORT



If you are an Italian citizen, the Passport must be requested from the Police Station closest to your place of residence.

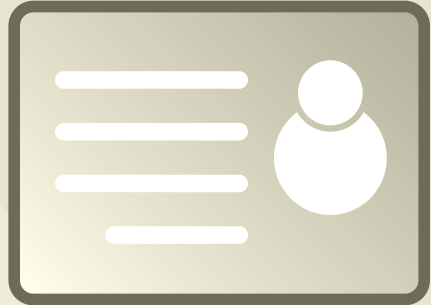
To issue a passport, it is necessary to book online with SPID/CIE on the website:

**[www.passaportonline.poliziadistato.it](http://www.passaportonline.poliziadistato.it)**, or if you do not have this possibility, through the registry offices of the municipalities of residence.

At the qr-code link you will find what you need to request a passport.



## RESIDENCE PERMIT



For a citizen of a non-EU country who needs to apply for or renew a residence permit, there are different procedures depending on the type of permit.

If in possession of the requisites, even during detention, it is possible to submit a request for a residence permit through the Directorate of the Penitentiary Institute to the relevant Police Headquarters.

If the renewal procedure had already been started when you entered the prison, but you cannot find the delivery receipt, you must report the loss to a Carabinieri station or a police station.

Only with that complaint, in fact, can a new renewal procedure be started.

# documents

Depending on the type of residence permit, for the request / renewal it is necessary to contact:

- **authorized post offices**, present in the area, by completing a postal kit and paying a contribution on a special slip. To find out the address of the post offices with Sportello Amico, you can call the toll-free number 803.1601 (free)
- **Immigration Offices of the Police Headquarters**
- For residents/domiciled in the municipalities of the province of Parma to the **Immigration Office-Parma Police Headquarters-State Police** (Via Chiavari 15 - Parma tel 0521/219566). For residents in other municipalities outside the province of Parma, it is necessary to refer to the Questure of the provincial territory

For advice and help in applying for/renewing a residence permit, you can contact:

- **Informastranieri service** in Parma in Via Cecchi 3 for residents or domiciled in the municipali-

ties of Parma, Colorno, Mezzani, Sorbolo, Torrile (0521-031060 • informastranieri@comune.parma.it • foreignparma@gmail.com • at the QR CODE link below



- **Information desks for foreigners usually located at the social desks of the Municipalities of the Province of Parma.**

Addresses and opening times can be found at this link:



- **Immigration office of trade union organisations:**  
**CGIL:** Via Casati Confalonieri, 5/a - Parma - tel. 0521/2979  
**CISL:** Via Lanfranco 21 -Parma tel. 0521/037616  
**UIL:** Via Bernini, 5/A - Parma tel. 0521/994995
- **at the Patronati of the territory**

## REQUIREMENT INFORMATION TO REQUEST A RESIDENCE PERMIT



PORTAL  
IMMIGRATION



ITALIAN  
POST OFFICE



POLICE  
OF STATE

### SPID



The SPID (Digital Identity) is used to access the online services of Public Administrations and private entities that have chosen it as an authentication tool for accessing their services.

The documents needed to activate the SPID:

- valid Italian document (identity card, driving licence, passport);
- health card or tax code card

- email and mobile number
- 
- To proceed with the activation, you need to:
- identify one of the identity managers enabled by registering on its site
- alternatively you can go to one of the public administrations that can carry out the identification procedures free of charge and allow for the subsequent release of SPID.

Consultation link to activate SPID:

<https://www.spid.gov.it/>

# Assistance and help



The support service for people in difficulty (economic, social, family) can be provided, after assessing the situation, by the municipal offices for social policies present in the Municipalities of the national territory.

In case of need, you can contact the social service of your Municipality of residence who can pro-

vide assistance, help, and useful information for accessing the various municipal, regional and national income support measures.

**All Municipalities have offices for Social Policies** and offer assistance and help to their fellow citizens as needed, based on the criterion of residence.

# assistance and help

## SOCIAL SERVICES OF THE MUNICIPALITIES OF THE DISTRICT OF PARMA

Social Service of the Municipality of Parma: there are 4 social service poles to which the citizen can directly refer by contacting the reception desk:

- **Polo Sociale San Leonardo (neighborhoods: Parma Centro-San Leonardo, Cortile San Martino)**  
Parma, Via Verona 36/a  
0521 218589 - [st.sanleonardo@comune.parma.it](mailto:st.sanleonardo@comune.parma.it)
- **Polo Sociale Lubiana (neighborhoods: Lubiana, S.Lazzaro, Cittadella)**  
Parma, Via XXIV Maggio 60/B  
0521 218108 - [st.lubiana@comune.parma.it](mailto:st.lubiana@comune.parma.it)
- **Polo Sociale Pablo (neighborhoods: Pablo, Golese, San Pancrazio, Oltretorrente)**  
Parma Via Bocchi, 1/a  
0521 218300 - [st.pablo@comune.parma.it](mailto:st.pablo@comune.parma.it)
- **Polo Sociale Montanara (neighborhoods: Montanara, Molinetto, Viggatto)**  
Parma Via Carmignani 9/a  
0521 218358 - [st.montanara@comune.parma.it](mailto:st.montanara@comune.parma.it)
- **Sportello Sociale del Comune di Colorno**  
Colorno, Via Benso Camillo Conte di Cavour 9  
0521 313705
- **Sportello Sociale del Comune di Sorbolo Mezzani**  
Sorbolo, Via del Donatore 2  
0521 669617 / 0521 669605
- **Sportello sociale del Comune di Torrile**  
San Polo di Torrile, Pz.le Sandro Pertini 3  
0521 813664 / 0521 813632

# assistance and help

## SOCIAL SERVICES OF THE MUNICIPALITIES OF THE SOUTH-EAST DISTRICT

- **Azienda Sociale Sud Est Parma (comuni: Calestano, Corniglio, Langhirano, Lesignano de' Bagni, Monchio delle Corti, Neviano degli Arduini, Palanzano, Tizzano Val Parma)**  
Sportello Sociale: Langhirano, Piazza Ferrari 5  
0521 354152 - [sportellosociale@unionemontanaparmaest.it](mailto:sportellosociale@unionemontanaparmaest.it)

In each municipality of the Social Company there is a social counter.  
Info: [www.aspsocialesudest.it](http://www.aspsocialesudest.it)

- **Azienda Pedemontana Sociale (comuni: Collecchio, Sala Baganza, Felino, Traversetolo, Montechiarugolo)**  
Segreteria sociale: Collecchio, Piazza Fraternità 4  
0521 307119 - [segreteria@pedemontanasociale.pr.it](mailto:segreteria@pedemontanasociale.pr.it)

In each member municipality of the Pedemontana Company there is a social counter.  
Info: <https://bit.ly/3V2stFj>

- **Servizi Sociali dei Comuni del Distretto Valli Taro e Ceno (comuni: Borgo Val di Taro, Fornovo di Taro, Albareto, Bardi, Bedonia, Berteto, Bore, Compiano, Medesano, Pellegrino Parmense, Solignano, Terenzo, Tornolo, Valmozzola, Varano de' Melegari, Varsi)**  
Servizio Sociale Ufficio di Piano: Borgo Valli Taro e Ceno,  
Piazza 11 febbraio  
0525 921805 / 0525 921819  
[serviziosociali@unionetaroceno.pr.it](mailto:serviziosociali@unionetaroceno.pr.it)  
[pianodizona@unionetaroceno.pr.it](mailto:pianodizona@unionetaroceno.pr.it)

In each member municipality of the District there is a social counter.  
Info: <https://bit.ly/3UJqMwG>  
<https://bit.ly/3EBzeZr>

continued on p. 19 -->

# The first things to do

KEEP THESE 4 PAGES  
AND TAKE THEM WITH YOU



# I'm about to exit...



## DO NOT FORGET TO:

- **recover all personal documents, even if they have expired (identity card, tax code/health card, pension booklet, ...)**
- **request the health documentation in possession of the prison**
- **check the possibility of renewing/obtaining personal documents (if you do not already have them)**



## WHO TO CONTACT FOR INFORMATION:

- **treatment area staff**
- **office of the municipality inside the prison**
- **volunteers**



# I'm out of jail...

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## THE FIRST THINGS TO DO, APPLY OR RENEW:

- **identity card**
- **tax code/health card**
- **choice of primary care physician**
- **SPID (digital identity)**
- **residence permit**
- **passport**



### PLEASE NOTE

**It is important to continue following one's own judicial history**

## WHO TO CONTACT FOR INFORMATION:

- **Rete Carcere**

# Reference desks

## INSIDE THE PENITENTIARY INSTITUTES

An Information Desk is present at the Penitentiary Institutes and linguistic-cultural mediation of the Municipality of Parma, with the function of accompanying detainees the use of municipal services and guide foreign prisoners in the regularization of their legal position.

## OUTSIDE THE PENITENTIARY INSTITUTES

### **RETE CARCERE Volunteer Association:**

reception and listening point for detainees and their families, aimed at acting as a bridge between "inside" and "outside".



### **Rete Carcere**

Strada Quarta, 37 - Parma  
[sportelloretecarcere@gmail.com](mailto:sportelloretecarcere@gmail.com)  
mob. 347 7416675



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## assistance and help



- **Servizi sociali dell’Azienda Pubblica dei servizi alla Persona del DISTRICT OF Fidenza (comuni: Busseto, Fidenza, Fontanellato, Fontevivo, Noceto, Roccabianca, Polesine - Zibello, Salsomaggiore Terme, San Secondo Parmense, Sissa-Trecasali, Soragna)**  
Segreteria sociale: Fidenza, Via Berenini, 151  
0524 202711 / 0524 202749 - [info@aspdistrettofidenza.it](mailto:info@aspdistrettofidenza.it)

In each member municipality of the District there is a social counter.  
Info : [www.aspdistrettofidenza.it](http://www.aspdistrettofidenza.it)

## assistance and help

For emergencies and difficulties relating to essential needs (meals, hygiene, overnight shelter, ..) you can contact local organizations and associations that provide facilities and resources, also in collaboration with public services.



**CARITAS DIOCESANA** (offices spread throughout the national territory) Caritas addresses in the Parma area:

**Caritas Diocesana di Parma**

Piazza Duomo 3

0521 235928 / 0521 234765

The Listening Center is open every weekday from 8.30am to 12.30pm and from 3pm to 6pm, Saturdays from 8.30am to 12am

**Caritas Diocesana di Fidenza**

Via Micheli 19

0524 524591 / 327 4586577

The Listening Center is open every weekday from 8.30am to 12.30pm and from 3pm to 6 pm

Through a preliminary interview at the listening center, you can access various services:

- Canteen for lunch and dinner
- Dormitory for temporary night reception
- Showers for personal hygiene
- Distribution of clothing
- Distribution of food bags
- Medical clinic for situations not covered by the regional health service (Caritas Parma)

## assistance and help

- **EMPORI SOLIDALI**

Through their social markets, the Empori make food and consumer goods available to individuals and indigent families - residents in the province of Parma with an ISEE of less than €7,500.00 per year .

To access the service, it is necessary to undergo an interview at the reception desk

**Emporio Solidale Parma**

Parma - Via Veterani dello Sport 3

0521 1992673 - [www.emporioparma.org](http://www.emporioparma.org)

**Emporio Solidale Val Parma**

Pilastro di Langhirano (PR) - Strada di Arola 2a

377 1282050 / 331 1368545 - [www.emporiosolidalevalparma.it](http://www.emporiosolidalevalparma.it)

**Emporio Solidale Val Taro**

Borgo val di Taro (PR) c/o Casa MOLINARI - Via Filippo Corridoni, 65

328 6724506 - [emporiovaltaro@gmail.com](mailto:emporiovaltaro@gmail.com)

Info: [www.emporiovaltaro.it](http://www.emporiovaltaro.it)

- **OTHER ASSOCIATIONS DEALING WITH ESSENTIAL NEEDS**



**VESTIRSI**

**Armadio del povero e della solidarietà**

Parma, at the Santissima Annunziata parish

Entrance from the courtyard of Borgo Fornovo

Clothes distribution: Monday from 9 to 12.



**SLEEP**

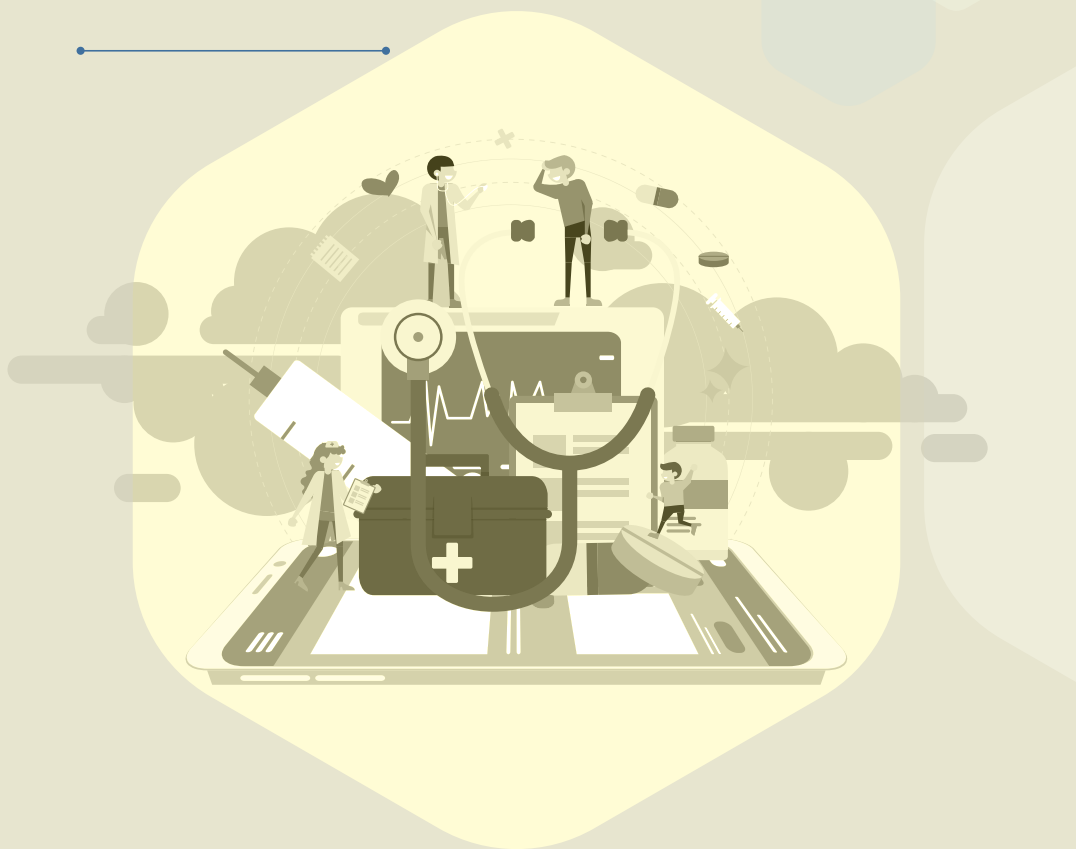
**Associazione San Cristoforo**, Str. Quarta 37, Parma

0521 499156 - 338 9956527

**Fрати della Annunziata**, Str. Imbriani 4, Parma

0521 285433 / 0521 234449

# Health



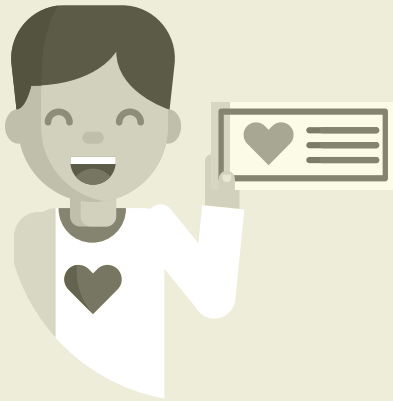
Before leaving the Penitentiary Institutes, remember to ask the internal doctor for the letter of discharge, with any diagnosis, prescribed therapies and attached health reports which will then be submitted to the attention of your

own doctor. It is possible to request directly from the health personnel of the II.PP. information on the territorial health services system and on the relative methods of access.

# health

Once out of prison, to be able to benefit from medical assistance it is necessary:

- be registered in the national health service
- have a health card
- choose a general practitioner.



## NATIONAL HEALTH SERVICE REGISTRATION AND HEALTH CARD

Registration with the National Health Service is free and must be carried out by the person concerned at the One-Stop Shops/Cup (Single Reservation Center) of the ASL of residence. For the request it is necessary to have:

- an identification document
- for foreigners, a residence permit or a document certifying the request for its release or renewal
- Tax Identification Number (TIN)

- self-certification of residence and/or domicile.

## People enrolled in the National Health Service are issued a health card in order to access assistance.

The health card is sent, by ordinary mail, to the address of the citizen registered in the Tax Registry.

Foreigners, temporarily present in the territory and not in compliance with the rules relating to stay, are issued a **STP** (Temporarily Present Foreigner) registration card recognized throughout the national territory, with a temporary duration of 6 months, renewable.

## The STP guarantees access to urgent or essential outpatient and hospital care, for illness and injury and preventive medicine activities to safeguard individual and collective health.

The procedure for issuing the STP Card is initiated by the doctor who carries out the first visit following the occurrence of health problems.

Citizens with STP who submit a declaration of poverty can take advantage of health services guaran-

teed by the National Health Service against the possible payment of the ticket on equal terms with citizens in compliance with the regulations relating to the stay.

Individuals without a declaration of poverty are required to pay the amount envisaged for the entire benefit.

Registration with the National Health Service at the qr-code link:



Addresses and opening hours of the one-stop shops in the province of Parma at the qr-code link:



## **CHOICE OF BASIC DOCTOR**

**Italian and foreign citizens legally present in the area and enrolled in the National Health Service have the right to be assigned a doctor** who they can choose from the list of contracted doctors available in the territory of residence, by contacting the Sportello Unico - CUP (Single Reservation Center) of the AUSL of residence.

**Non-residents can request the temporary assignment of a general practitioner.** The stay in the municipality where they are temporarily domiciled must be more than three months and due to work, study, health, family reasons, forced



residence or temporary freedom, unemployment.

## **ELECTRONIC HEALTH FILE (FSE)**

It collects personal data and digital health and social-health documents (prescriptions, reservations, results and reports of visits and tests, hospitalizations,...).

The FSE is free and available to citizens enrolled in the National Health Service.

The FSE also allows you to carry out some operations online:

- pay health fees
- book, move or cancel visits or specialist exams
- have reports in real time
- consult the vaccination certificate
- enter other paper health documents - such as visit reports or examinations carried out in private facilities
- revoke and change the children's family doctor or pediatrician
- consult the waiting times for specialist visits
- self-certify age and income exemptions. The personal FSE is accessed from a PC or mobile device, with SPID (Digital

Public Identity System) and CIE (electronic identity card) credentials

[www.fascicolo-sanitario.it](http://www.fascicolo-sanitario.it)

## **IMMIGRANT HEALTH AREA**

We note the presence in the territory of the province of Parma of the Spazio Salute Immigrants, which carries out activities of prevention, diagnosis, treatment and orientation to the network of health services for legal and non-regular foreign citizens present in the territory

There are two local offices:

**Parma**, Via XXII Luglio, 27  
[spaziosaluteimmigrati@ausl.pr.it](mailto:spaziosaluteimmigrati@ausl.pr.it)

The desk can be accessed from Tuesday to Friday from 8.30 to 11.30 by appointment (by calling the telephone number 0521 393431 from 11.30 to 13.00).

**Fornovo**, Via Solferino 37  
0525 300412  
[spaziosaluteimmigrati@ausl.pr.it](mailto:spaziosaluteimmigrati@ausl.pr.it)  
open to public:

Tuesday 8.30-12.30

## **SERVICES FOR PATHOLOGICAL ADDICTION (SerDP)**

People with problems of addiction and abuse of substances, medicines, alcohol or gambling can find help at the local Pathological Addiction Services (SerDP).

These are public services offered by the National Health System and intended for the prevention, treatment and rehabilitation of people with problems related to the use or abuse of substances.

All citizens, Italians or legally residing foreigners, can access it. Non-regular foreign citizens in possession of the STP card can request urgent interventions.

**The services are free.**

**Access to the SerDPs is free by telephone contact or by going directly to the clinics during the opening hours of the Services.**

Each A.S.L. (health district) of the national territory has at least one SerDP.



Here below are the addresses of the SerDPs in the province of Parma:

- **DISTRICT OF PARMA**  
**SerDP Parma**  
Via dei Mercati 15/b  
0521 393136  
  
**Ambulatorio Colorno**  
Via Suor Maria 3  
0521 316726
- **DISTRICT OF FIDENZA**  
**SerDP Fidenza**  
Via Berenini 153  
0524 515651 (call center)  
0524 515652 (ambulatory)
- **SOUTH EAST DISTRICT**  
**SerDP Langhirano**  
Via Roma 42/1  
0521 865113

- **DISTRICT OF VALLI TARO E CENO**

**Ambulatorio Dipendenze Patologiche Borgo Val di Taro**  
Via Benefattori 12  
0525 970330

**Ambulatorio Dipendenze Patologiche Fornovo**

Via Solferino 37  
0525 300402

## DROP-IN

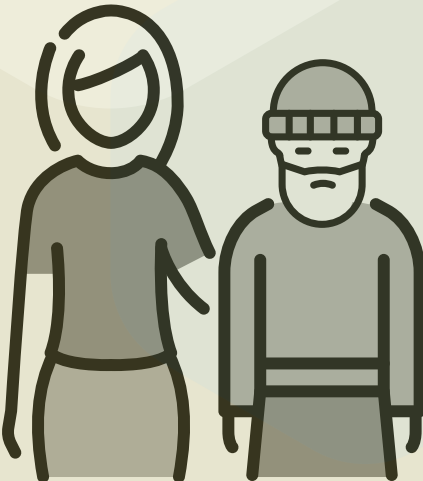
In the province of Parma there is the **Drop In day center** which welcomes the adult population addicted to drugs or alcohol for the purpose of health protection and

response to some basic needs.  
Location and contact details:  
Street of Markets n°7  
0521 992667 / 331 6449753  
open from Monday to Friday 8.30-13.00

The services offered:

- information, assistance and advice
- distribution of prophylactic material
- breakfasts, luggage storage
- Dispatch for clothing, meals, personal hygiene (showers and laundry), night reception with dormitory
- orientation and referral/accompaniment to social and health services

Access to the service is free and direct or by sending street workers, SerD, Therapeutic Communities and Social Services.



# Work

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**Once you have been released from prison to look for work, you must first register on the unemployment lists at the Employment**

**Centers** or contact the local Temporary Agencies where you can find job and training opportunities.

# work

## EMPLOYMENT CENTERS

Anyone who has no work and declares their immediate availability for work (DID) can enroll in the employment centres. In fact, registration on the unemployment lists allows you to receive job and training offers.

These are the mandatory steps:

- **declaration of immediate availability for work (DID):** the DID can only be issued online and to do so you must be registered on the Lavoro per te portal (in Emilia-Romagna, you must have SPID to be enabled on the Portal)
- **after sending the DID, the unemployed person must go - by making an appointment - to the Employment Center in their area to sign the Personalized Service Agreement** which defines the individual path towards entering the world of work.

Sites to consult for DID and Service Agreement for domiciled or resident in Emilia Romagna:  
[www.agenzialavoro.emr.it](http://www.agenzialavoro.emr.it)  
[www.agenzialavoro.emr.it/lavoro-per-te](http://www.agenzialavoro.emr.it/lavoro-per-te)

The National Agency for Active Labor Policies has developed a single national page that guides the registration in the unemployment lists:  
[www.anpal.gov.it/lavoro](http://www.anpal.gov.it/lavoro)

To request information regarding registration, you can also contact the toll-free number **800.000.039 from Monday to Friday from 9am to 6pm.**

## ADDRESSES OF CENTERS FOR THE EMPLOYMENT OF THE PROVINCE OF PARMA

- **Centro per l'impiego di Parma**  
Via Bixio, 161/a  
0521 531311  
[impiego.parma@regione.emilia-romagna.it](mailto:impiego.parma@regione.emilia-romagna.it)
- **Targeted employment office for people with disabilities (46% or more) or belonging to protected categories**  
Via Nervesa, 1  
0521 938711  
[collocamentomiratopr@regione.emilia-romagna.it](mailto:collocamentomiratopr@regione.emilia-romagna.it)

## work

- **Centro per l'impiego di Borgo Val di Taro**  
Via Alberto Zanré, 2/a  
0525 930011  
[impiego.borgotaro@regione.emilia-romagna.it](mailto:impiego.borgotaro@regione.emilia-romagna.it)
- **Centro per l'impiego di Fidenza**  
Piazza Repubblica, 20  
0524 207911  
[impiego.fidenza@regione.emilia-romagna.it](mailto:impiego.fidenza@regione.emilia-romagna.it)
- **Ufficio decentrato di Fornovo di Taro**  
Via Solferino, 48/a  
0525/930011  
[impiego.fornovo@regione.emilia-romagna.it](mailto:impiego.fornovo@regione.emilia-romagna.it)
- **Centro per l'impiego di Langhirano**  
Via Del Popolo, 17  
0521/531350  
[impiego.langhirano@regione.emilia-romagna.it](mailto:impiego.langhirano@regione.emilia-romagna.it)

Links for further information



For assistance and help in online practices (SPID, electronic health record, placement registration, ...) you can contact the **Patronati of your area of residence** and for citizens of the Municipality of Parma also at the **Community Hospital Point** and, if foreigners also at the **Foreign Information Service of the Municipality of Parma** mentioned above.

The Hospital Community Point is located at the entrance on Via Abbeveratoia of the Parma Hospital, in pavilion no. 23 c/o the Citadel of Hospitality.

Clinics from Monday to Friday from 9.00 to 12.00

320 0856284  
[puntocomunitaospedale@gmail.com](mailto:puntocomunitaospedale@gmail.com)  
<https://bit.ly/3hKmlmM>



This guide was created in collaboration with  
DIREZIONE ISTITUTI PENITENZIARI di Parma  
COMUNE di Parma  
AUSL di Parma



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