



DOVE ANDARE PER

la guida di Bologna
per le persone senza dimora

in collaborazione con



XV Edizione - 2026

Avvocato di strada ODV

Dove andare per... XVth Edition - 2026

Partners

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Credits

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Map of drinking fountains, public toilets, and solidarity-friendly places.

"The hardest part is building a home for the heart. A place not only to sleep, but also to dream. A place to raise a family with love; a place not merely to shelter from the cold, but a little corner of our own to watch the seasons change. A place not simply to let time pass, but to find joy for the rest of our lives."

Sergio Bambarén

Creating a place to take care of yourself

This guide, one of a kind in this city, has now reached its fifteenth edition, gathering and offering essential information to facilitate the day-to-day life of unhoused peoples. Here you'll find "where to go for" to eat, sleep, wash, get clothes, receive medical care, and access assistance. Here, you'll find ways to live with dignity and self-care, even without a permanent home. Here, you'll find ways to create a sense of home, even when you don't know where you'll sleep tonight.

This publication is available free of charge at Bologna's central train station, local shelters, community kitchens, and other locations frequently visited by people experiencing homelessness. The titles of the chapter of the guide have been translated in various languages.

This year the guide contains a map indicating public bathrooms, water points, and accommodating spaces of the city to give further aid to those living on the streets. I thank all of the volunteers who have participated in the creation of this guide, the Fondazione Amici di Zac, the Municipality of Bologna and ASP Città di Bologna for the collaboration.

Adv. Antonio Mumolo
President of Avvocato di strada ODV

AVVOCATO DI STRADA ODV

The Avvocato di Strada ODV experience was born in Bologna in December 2000, becoming a volunteer organization in 2007. The objective of the association is to guarantee free and professional legal counsel to people experiencing homelessness and facilitate their return to a common life.

The association counsels approximately 3500 people per year in Italy thanks to the presence of local offices throughout the whole national territory, and thanks to the availability of over 1000 volunteers.

Here is one of the stories of the people we encounter.

“ASIA’S RIGHT TO EXIST”

Asia is a young trans woman. She has been through difficult times, like so many people forced to live at the margins of society, in a system that often renders invisible those who most need protection.

When she first came to us, A. was living on the street and had no registered residence. In the Italian system, this means being unable to access public healthcare, register an employment contract, or regularize one’s documents. For her, it also meant something more: not being able to safely and legally access the hormone therapy necessary for her gender affirmation journey.

Not because she was uncertain about who she was, nor because of any personal fragility. But because a bureaucratic barrier prevented her from fully existing as both a citizen and a person.

In Italy, official residence is far more than an administrative detail. It is the gateway to fundamental rights. Yet for people without a home, obtaining it can become almost impossible. A cruel paradox: without housing, no residence; without residence, no housing, no work, no healthcare. It is a system that excludes, that filters, that leaves people behind.

A. turned to Avvocato di Strada for support. Together, we began the process of obtaining a fictitious residence registration, a legal instrument specifically intended for people experiencing homelessness. It is a process that should be straightforward and guaranteed, but which

is often marked by delays, distrust, and bureaucratic obstacles. We faced that journey together, until she finally obtained the long-awaited residence registration.

Once she had her residence, Asia was able to enroll in the local health service, access appropriate medical care, choose a doctor, and begin rebuilding a life project for herself. Her story is a concrete reminder of how bureaucracy can determine who is allowed to live with dignity — and who is not.

A. is not a victim. She is a determined, capable person, fully aware of her own worth. But she is also a symbol of a system that too often discriminates against those who fall outside “standardized” paths — people who are trans, migrants, poor, or homeless.

This is A.’s story, but it is also the story of many others. And we will continue walking alongside them, so that no one is forced to fight for the right to exist.

Counseling and Support

Ascolto e assistenza

Conseil et assistance

Puntos de acogida y asistencia

مراكز استماع ومساعدة



The Municipality of Bologna (Comune di Bologna)

The Social Services of the Municipality of Bologna are the main point of reference for people living on the streets. They provide listening, guidance, information, and assistance to adults experiencing hardship (men and women between the ages of 18 and 64); dedicated services are available for minors and elderly people.

Access to these services is based on registered residence: those who are officially resident in Bologna can access the Punto Unico degli Sportelli Sociali (Central Social Services Desk).

A specialized social service is instead available for people who are temporarily present in the area but not resident in Bologna; for those with a fictitious residence registration at Via Tuccella or residence within reception centers (night shelters and other facilities for homeless people); as well as for individuals leaving prison or being discharged from hospital facilities.

SOCIAL SERVICES IN BRIEF	
Where the person is resident	Which services they can refer to
1) People residing in the Municipality of Bologna	Social Services of Municipality of Bologna
2) People with residency in other municipalities, people residing in reception centers, people residing in Via Tuccella, people without residence.	Servizio di prossimità InStrada (formerly Help Center) and Servizio sociale a Bassa Soglia (SSBS) Via Albani 2/10, 40129 Bologna, Italy

1) PEOPLE RESIDING IN BOLOGNA

Neighborhood social services

The service is intended for residents of the Municipality of Bologna who are experiencing difficulties, including both Italian citizens and foreign nationals holding a valid residence permit, and who are not currently supported by other local services.

At the Single Access Point for Social Services ("Punto Unico degli

Sportelli Sociali”), individuals can receive information, guidance, and, where appropriate, referral to the Social Services Office (“Sportello Sociale”) in their district of residence.

Social services

> For users who are not under the care of social services, the social help desk is active. Tel.: 051 2197878

MORNING

- Monday to Friday from 9am to 13pm

AFTERNOON

- Monday and Friday 13:30 to 16:00
- Tuesday and Thursday from 13:30 to 17:30

Email: sportellosocialebologna@comune.bologna.it

> For users already under the care of social services, you can directly contact your neighbourhood’s social service desk on Mondays and Fridays from 8:15 to 13:15 or on Tuesdays and Thursdays from 13:30 to 17:30

Quartiere Borgo Panigale - Reno

Via Marco Emilio Lepido 25/3. Bus 22, 23, 54, 79, 80, 87, 179, 576.

Tel.: 051 2197608

Email: serviziosocialeborgopanigalereño@comune.bologna.it

Quartiere Navile

Via di Saliceto 5, Bologna. Bus 11, 21, 25, 27, 34, 35, 97, 98.

Tel.: 051 2197213

Email: serviziosocialenavile@comune.bologna.it

Quartiere Porto - Saragozza

Via della Grada 2/2, Bologna. Bus 19, 23, 32, 35, 36, 38, 39.

Tel.: 051 2197894 - 051 2197899 - 051 2197891

Email: serviziosocialeportosaragozza@comune.bologna.it

Quartiere San Donato - San Vitale

Via Anna Grassetti, 4. Bus 14, 38, 39, 89, 99, 182, 205, 206.

Tel.: 051 2196370

Email: serviziosocialesandonatosanvitale@comune.bologna.it

Quartiere Santo Stefano

Via Santo Stefano 119. Bus 11, 13, 32, 38, 90, 96.

Tel.: 051 2197048

Email: serviziosocialesantostefano@comune.bologna.it

Quartiere Savena

Via Lombardia 36. Bus 11, 27, 36, 90.

Tel.: 051 2197481

Email: serviziosocialesavena@comune.bologna.it

2) PEOPLE RESIDING IN OTHER MUNICIPALITIES, RESIDENTS OF VIA TUCELLA OR IN RECEPTION CENTERS, PEOPLE WITHOUT A REGISTERED RESIDENCE

Bassa Soglia Social Services (SSBS)

Via F. Albani 2/10. Bus 11, 21, 25, 27, 34, 35, 37, 87, 88, 97, 98, 181.

It is a reception and guidance service for people experiencing marginalization or severe social exclusion who are temporarily present in the area and are not officially registered as residents in Bologna. The service is also available to citizens registered at the fictitious address (Via Tuccella) and those living in reception centers.

The service can be accessed directly at the office in Via Albani 2/10 during the following hours: Monday, Tuesday, Thursday, and Friday from 9:30 a.m. to 12:00 p.m. Closed on Wednesdays.

Alternatively, you can send an email to:
serviziosocialebassasoglia@aspbologna.it

or contact the service by phone at 051 219 6350 from Monday to Friday, from 9:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 4:00 p.m.

Who it is for:

- homeless adults (aged 18 to 64) who are not residents of Bologna or who are residents of other municipalities and are temporarily staying within the city area;
- homeless adults (aged 18 to 64) registered at Via M. Tuccella (the Municipality's fictitious address);
- adults without financial resources who are about to be released from the Bologna correctional facility;
- homeless adults being discharged from hospital facilities (Protected Discharge Project – PDS).

What it offers:

- social support services providing information and guidance on the service system available for homeless people;
- case management with the development of short-, medium-, and long-term support plans aimed at helping people overcome conditions of marginalization and hardship;
- management of urgent and essential interventions, also in coordination with hospitals and healthcare services of the Bologna Local Health Authority (AUSL);
- assessment of situations prior to release from the correctional facility and development of individualized social reintegration plans.

PRIS - Pronto Intervento Sociale (Social Emergency Response Service)

What it is – The Social Emergency Response Service is activated in cases of social emergencies and urgent situations, namely sudden and unexpected circumstances arising in everyday life that create immediate and unavoidable needs. These situations require a prompt, timely, and qualified response through a specifically dedicated service.

When it operates – The Social Emergency Response Service is available 24 hours a day, 365 days a year.

Who it is for – The service is intended for families, minors, unaccompanied foreign minors, people with disabilities, elderly people, homeless adults, immigrants, women victims of violence, women victims of trafficking, and, more generally, anyone experiencing urgent and unavoidable social hardship who requires immediate protective intervention in emergency situations.

Who activates the service – Law enforcement authorities (Carabinieri, Police, Railway Police).

How it works – Once the service has been activated, the social worker first consults by phone with the reporting party and then goes to the location where the emergency has arisen in order to carry out a social assessment. The service team (available 24/7) immediately arranges protection measures and/or placement in a safe location for the person in need. The person is then taken into care by the competent social service.

OTHER COUNSELING AND GUIDANCES SERVICES

Centro d'ascolto dell'Antoniano

Via Guinizelli 3. Bus 11, 13, 16, 19, 25, 27, 32, 33, 101, 106.

Opening Hours: Monday to Friday from 8.30 am to 5.30 pm.

Only available by appointment. You can call 0513940226, send an email at centroascolto@antoniano.it or visit in person the help desk "Welcome Antoniano" in Via Guinizelli 3, from Monday to Friday from 12 to 13.30 pm.

Centro di ascolto Caritas diocesana

Piazzetta Prendiparte 4. Bus 11, 14, 15, 19, 20, 25, 27, 28, 30.

A place to meet, welcome, and listen to people in need. The center is only available by appointment, for both Italian citizens and foreigners, from Monday to Friday from 09 to 12.30.

Tel.: 051 221296 - Email: caritasbo.cda@chiesadibologna.it

AICIS Promuovere Comunità empatiche APS ed ETS (Promoting Empathic Communities)

Marsala 45. Bus 11, 27, navetta C, 30, 25, 19, 15, 20.

Guidance and counseling for people experiencing homelessness. Only available by appointment. The service is also provided through telephone consultations.

Tel.: 051 6440848 - Email: info@aicisbologna.it

CASSERO Anti-discrimination Center

Via Don Minzoni 18. Bus lines: 81, 91.

The initial reception service at the social support desk is provided by a professional social worker who is also a member of the LGBTQIA+ community. A peer support worker is also present during reception.

At the desk it is possible to:

- > access individual counselling sessions;
- > receive detailed information about available services and the procedures for accessing the facility;
- > book an appointment for the psychological and legal support services;
- > receive guidance and support in accessing local services and resources;
- > be accompanied and supported in contacting the relevant services for possible case management.

The social support desk is open without appointment.

Opening hours: Monday and Thursday from 3:00 p.m. to 6:00 p.m.; Tuesday, Wednesday, and Friday from 9:30 a.m. to 1:30 p.m.

Opening hours: Monday to Thursday from 9:30 to 18:30; Friday from 9:30 to 23:00, Saturday from 9:30 to 13:13 and from 16:00 to 23:00. Tel. 388 0925933 - Email: spaziocassero@cassero.it

Sportello sociale Eureka, ArciBologna

At Porta Pratello, Via Pietralata 58. Bus lines: 14, 20, 21, 61, 89, 94. The desk is open on Mondays from 10:00 a.m. to 12:00 p.m. and on Wednesdays from 5:00 p.m. to 6:30 p.m., on a walk-in basis. It provides guidance, including socio-legal or psychological support, assistance in accessing local services, and extra-academic support for people in situations of social marginalization or hardship and/or victims of denied rights, discrimination, and violence.

Community Center

Via de' Buttieri 13/b. Bus lines 11, 16, 32, 38, 39, 90.

Via Sebastiano Serlio 25/2. Bus lines 21, 39, 101, 11, 21.

The help desk offers free guidance on local services, support with administrative procedures, and job orientation. It is by appointment only.

Opening hours:

- Office at Via de' Buttieri 13/b: Thursday from 3:00 pm to 7:00 pm; Friday from 9:00 am to 12:00 pm and from 1:30 pm to 3:30 pm.
- Office at Via Sebastiano Serlio 25/2: Tuesday from 3:00 pm to 6:00 pm.

To book an appointment, contact via phone call, WhatsApp, or email: Tel.: 345 3529689

Email: bolognacenter@diaconiavaldese.org

Facebook: Community Center - Diaconia Valdese

Instagram: communitycenterdiaconia

InStrada Call Center

They offer guidance services for people living on the streets and for those in vulnerable situations.

The InStrada phone helpline can be contacted at 373 756 6997 every day (including holidays) from 3:00 pm to 6:00 pm.

Civil Status Authority

Servizi Anagrafici

Autorité de l'état civil

Autoridad del Estado Civil

مصلحة الحالة المدنية



RESIDENCY

Residence registration is necessary to access some fundamental rights. These include:

- the right to healthcare and social assistance
- the right to work
- the right to social security (pension system)
- the right to vote

If, at the time of applying for registration in the municipal population registry, a person is sleeping on the street or in a shelter, they can register their residence at a fictitious address.

The application for registration at a fictitious address is submitted:

- in person at the Central Registry Office (Ufficio Anagrafe Centrale), Piazza Maggiore no. 6, by appointment only (call 051 2193439);
- by sending a certified email (PEC) to: attimigratori@pec.comune.bologna.it

Together with the appropriate form, the following must be provided to the Registry Office:

- information necessary to establish actual presence within the municipal territory;
- information necessary to confirm homelessness status;
- if available, the indication of a "postal domicile" at a private person or organization within the Municipality of Bologna, in order to receive all communications.

IDENTITY CARD

It is an identification document valid for travel within the member states of the European Union and in countries with which specific international agreements exist. For foreign citizens, it is valid only within Italian territory. It has a validity of 10 years.

From 3 August 2026, it will no longer be possible to request the paper identity card.

Residents in Italy can apply for the document by booking an online appointment with the Public Relations Office (URP) of their local district. Those residing in Via Tuccella may go to any URP.

At the appointment, you must bring a passport-sized photo, your tax code, and your expiring/damaged identity card, or a police report in case of theft/loss, or another form of identification. For foreign citizens, it is also necessary to present a valid residence permit or proof of regular stay. The procedure costs 22 euros.

Neighbourhood Municipal Offices (Uffici Comunali di Prossimità)

They provide civil registry services (certificates, identity cards, residence declarations, etc.), activate SPID credentials, collect signatures for popular legislative initiatives and referendums, issue voter ID cards, receive requests for access to administrative documents, and offer basic guidance services.

Access is by appointment only, which can be booked via the online reservation form (on the Bologna Municipality website) or by calling 051 2193400 (the service is active 24/7, but operators answer only Monday to Friday from 10:00 to 13:00).

The offices are distributed throughout the municipal area:

Piazza Liber Paradisus

- Monday, Wednesday, Friday: 08:00–18:00
- Tuesday, Thursday: 08:00–13:00
- Saturday: 08:00–12:30

This office offers language mediation services:

- Monday 14:00–16:00 in Urdu
- Friday 14:00–17:00 in Arabic

To access the service, an appointment is required by emailing anagrafenavile@comune.bologna.it or calling 051 2196701 (this number is also for service information).

Via 21 Aprile 3 (Porto–Saragozza)

- Monday, Tuesday, Wednesday, Friday: 08:15–13:15
- Thursday: 12:30–17:30

Via dello Scalo 21 (Porto–Saragozza)

- Monday, Tuesday, Wednesday, Friday: 08:15–13:15

- Thursday: 12:30–17:30

Piazza Spadolini 7 (San Donato–San Vitale)

- Monday, Tuesday, Wednesday, Friday: 08:15–13:15
- Thursday: 12:30–17:30

Via Santo Stefano 119 (Santo Stefano)

- Monday, Tuesday, Wednesday, Friday: 08:15–13:15
- Thursday: 12:30–17:30

Via Gorki 10 (Navile)

- Monday, Wednesday, Thursday, Friday: 08:15–13:15
- Tuesday: 12:30–17:30

Via Marco Emilio Lepido 25/2 (Borgo Panigale–Reno)

- Monday, Wednesday, Thursday, Friday: 08:15–13:15
- Tuesday: 12:30–17:30

Via Battindarno 123 (Borgo Panigale–Reno)

- Monday, Wednesday, Thursday, Friday: 08:15–13:15
- Tuesday: 12:30–17:30

Via Arno 26 (Savena)

- Monday, Wednesday, Thursday, Friday: 08:15–13:15
- Tuesday: 12:30–17:30

Piazza Maggiore

- Monday to Friday: 08:15–13:15
- Tuesday also: 14:30–17:30

CODICE FISCALE (TAX CODE)

The *tax code* is a unique alphanumeric code that identifies every person present on Italian territory. It is generated by the Revenue Agency (Agenzia delle Entrate).

The tax code is required to open a bank account, sign a rental contract, register with the National Health Service (Servizio Sanitario Nazionale), etc.

To obtain it, you must go in person to the Territorial Office Bologna 1 (Via Marco Polo 60) or Territorial Office Bologna 2 (Via Larga 35), by appointment only. Appointments must be booked on the Revenue Agency's website.

Specific cases:

- **Newborns**
The tax code is assigned to newborns at the time of their first registration in the registry of the resident population.
- **Foreign nationals with a residence permit**
The tax code for foreign citizens is issued directly by the Immigration One-Stop Office (Sportello Unico Immigrazione) following the application to enter Italy, or by the Police Headquarters (Questura) when the residence permit is issued. For issues with tax code issuance, you may contact any Revenue Agency office.
- **Foreign nationals without a residence permit**
An STP code (Straniero Temporaneamente Presente – Temporarily Present Foreigner) can be requested at the CUP (Single Booking Centre) of the local health authority (AUSL) in your municipality. The STP card must be renewed every 6 months at the CUP.
- **EU citizens without residency**
European citizens without residency and not registered with the National Health Service can request an ENI card (Europeo Non Iscritto – Non-Registered European) at the CUP offices for health registry services in their municipality. The card is valid for 6 months and can be renewed for another 6 months.

Sleeping

Dormire

Sommeil

Dormir

مراكز النوم



SERVICES PROVIDED BY THE MUNICIPALITY OF BOLOGNA

People seeking night-time shelter can find accommodation for short-, medium-, or long-term periods within the Night Reception Centres (Centri di Accoglienza Notturni) of the Municipality of Bologna. Both men and women can access these facilities, provided they have a valid identity document. Italian citizens as well as foreign nationals with a residence permit or proof of having applied for one are eligible.

IMPORTANT: it is not possible to present yourself directly at the facilities. Access to the centres is managed by an ASP Access Unit (Nucleo di Accesso di ASP), which receives requests submitted by referring Social Services.

Admission also takes place through the PRIS (Pronto Intervento Sociale - Social Emergency Intervention) and InStrada. The climate alert plan will guarantee to respond to climate emergency situations through 2 months of winter opening in three facilities h12, 1 month of summer opening 24hrs and 30 days of opening when needed h24.

Instrada Service. The service offers:

- Street outreach unit (Unità di strada), which prevents and reduces risks or harm related to severe social exclusion of people who are habitually homeless and living on the streets. It carries out outreach and harm-reduction interventions and works in close coordination with the Social Services responsible for taking charge of the people encountered on the streets. It operates exclusively through city outreach patrols carried out by staff 7 days a week, at different times of the day, intervening where necessary or in response to reports.
- Telephone helpline (formerly Help Center) for people experiencing homelessness who need guidance on city services. It can be reached at +39 373 756 6997 every day from 3:00 PM to 6:00 PM.
- Free shower service for people living on the streets. Access is direct and without appointment, Monday to Friday from 1:00 PM to 3:00 PM at Via del Lazzaretto 15.

1. EMERGENCY RECEPTION AREAS

It brings together facilities whose aim is to provide an immediate response to the needs expressed by people who live in and/or are present within the city area.

Center for night shelter "Casa Willy"

Currently, the Casa Willy facility is divided between Villetta Mattei (Via Enrico Mattei 20) and the wing of the Beltrame shelter usually designated for winter emergency accommodation (temporary solution). Bus lines 14 and 88. Opening hours: every day from 7:00 PM to 9:00 AM. The maximum stay is 14 days, renewable, with a 28-day interval between stays. The place is forfeited in case of two consecutive absences.

Tel.: +39 337 106 5295

Email: casawilly@societadolce.it

Villa Azzurra

Viale Felsina, 49; Bus 25, 37.

The facility provides 15 places for male users and 10 places for female users. Each guest's stay normally lasts 14 days, but it can be extended.

Tel: +39 331 672 2290 – Email: villa.azzurra@societadolce.it

Shelter Center Rostom

Via Lazzaretto 15. Bus. 35, 18, 184, 185.

Open: every day, 24 hours a day. Accessible through social services request. Rostom is a reception facility for people aged 18 to 64 with urgent and non-deferrable needs (emerging health problems, violence suffered, psycho-physical conditions incompatible with life on the street and in case of particular weather conditions).

Locomotiva

Via del Lazzaretto 15, Bus 18, 30, 35.

The reception facility is open 24 hours a day and provides for 38 bed spaces. Accessible through ASP Città di Bologna services.

Climate Alert Plan

Beds in various facilities.

Il Pallone

Via del Pallone 4; Bus 93, 92, 20, 36, Navetta C.

Accommodation for families.

Tel.: 3473003770

Email: accoglienzapallone@lapiccolacarovana.it

Pronta Accoglienza San Sisto

Via Viadagola 5; Bus 93, 55, 20.

Reception center for families with minors experiencing housing hardship, providing high-intensity educational support.

Tel.: 051 501810

2. TEMPORARY SHARED LIVING AREAS

Reception facilities diversified by intensity of educational support, all characterized by 24 hours reception. They are divided into three groups.

Collective structures

Centro Rifugio notturno

Via del Gomito 22/2. Bus 25 (final stop), 356. Open every day from 5 pm to 9 am, in July 24/7.

This facility also has a dog area, which can be used by both guests of the facility and other people of the GEA network. The Facility requires a monthly contribution of 30 euros for those with a minimum income of 150 euros.

Tel.: 051 324285 - Email: rifugionotturno@opengroup.eu

Centro Beltrame-Sabatucci

Via Don Paolo Serra Zanetti 2. Bus lines: 20, 36, 93, 94. Opening hours: 24/7. Access is arranged through the Access Unit of ASP Città di Bologna, which prepares a specific assessment form and manages inclusion on the waiting list. The facility has a total of 89 available places, plus: 5 places dedicated to the "protected discharge" ("dimissioni protette") project; 4 places dedicated to the Social Emergency Response Service (PRIS); 1 place for outreach support; and 25 additional places during severe weather alerts.

Tel.: +39 335 871 5708 - Email: beltrame@societadolce.it

Housing Led structures

Centro Zaccarelli

Via del Lazzaretto, 15. Bus 18, 35. Open 24/7.

The people hosted must have a source of income linked to an employment contract or an active internship, and are welcomed upon referral by social services. Email: cenrozaccarelli@piazzagrande.it

Condominio Scalo

Via dello Scalo 23. Bus: 19, 23, 36, 576, 87, Linea N7.

The reception facility is managed by a co-project between ASP Città di Bolgona and L'Arcolaio social cooperative. Accessible only through social services.

Email: centroscalo@piazzagrande.it

Centro Fantoni

Via Fantoni 74, Bus: 35, 213.

Shelter "Madre Teresa di Calcutta"

Via Felsina, 68. Bus: 25, 37, 27, 89, 14.

Opening hours: 24/7.

The facility offers 19 places reserved exclusively to women. The hospitality is planned for a personalized time based on a project in agreement with the social services, ASP and the team of the facility, after a first month of observation. The care of the common areas and the garden surrounding the facility is under the care of, on a rotation basis, the guests themselves.

Tel.: 366 5704294 - Email: madreteresadicalcutta@societadolce.it

Housing First

It provides accommodation in apartments, including shared ones; half of the places are planned for temporary housing with low educational intensity, and half of the places with medium and high intensity. Access is via notification of the ASP Access Unit, by the social services taking charge.

PRIVATE SECTOR SERVICES

The services are accessed in the following ways.

Opera Padre Marella

Via del Lavoro 13. Bus: 21, 20, 93, 38, 35, 94.

Service aimed at Italian or foreign adults. Access is via referral from social services or by telephone to make an appointment. For appointments: call from Monday to Friday from 9 am to 3 pm. The interview with the operators to assess the situation will be carried out on site.

Tel.: 051 244345 - 327 1789904

Email: viadellavoro@operapadremarella.it

Capanna di Betlemme

Via Sammarina 50, Castel Maggiore (BO). Bus: 97, 98, 447.

Availability: 16 beds, for men only, with dinner and breakfast included.

To get access one must call to schedule an interview near the railway station of Castel Maggiore. The duration of hospitality amounts to a maximum of 15 days, repeatable with an interval of 30 days.

Telephone: 344 0140777, from Monday to Friday 9am-12pm.

Missionarie della Carità

Via del Terrapieno, 20, 21, 38, 88, 93.

The reception facility is reserved exclusively for women aged between 18 and 75 years old. Accommodation is provided for women in situations of severe social marginalisation, preferably but not necessarily referred by social services. Admission begins with an initial telephone interview, followed by an in-person interview at the facility. Accommodation involves cohabitation among residents, with four women sharing each room. The facility provides full board (breakfast, lunch, and dinner), while cleaning of the rooms is the responsibility of the residents.

The facility is closed (and therefore inaccessible to residents) from 12:00 to 4:00 pm and after 8:30 pm.

Tel.: 051 510208.

Eating

Mangiare

Manger

Comer

وجبات مجانية



Mensa dell'Antoniano

Via Guinizelli 3. Bus 11, 15, 19, 25, 27, 32, 33.

Provides hot meals for lunch.

After the first access to the canteen, a membership card is provided after submitting a request at the "Welcome Antoniano" counter. It is not necessary to have an interview with the Centro di Ascolto for membership.

The canteen is open every day from 12.00 to 1 pm.

Tel.: 051 3940226 - Email: centroascolto@antoniano.it

Mensa della Fraternità

Via Santa Caterina 8. Bus: 11, 20, 21, 30, 38.

Provides hot meals for dinner.

Open everyday of the year during two shifts, from 5 to 5:30 pm and from 6 to 6:40 pm.

In order to access the service, you have to get a membership card to the facility in Via Santa Caterina 8, no need for an appointment.

Opening hours: Tuesdays from 9.30 to 12.00, and from 2:30 pm to 4:30 pm and Thursdays from 2:30 pm to 6:30 pm.

Tel.: 051 6447965 - Email: info@fondazioneasanpetronio.it

Cucine Popolari

The Cucine Polari are aimed at helping people with economic or health difficulties, as well as those with isolation or marginalization problems. It is open to both residents or people living in the neighborhoods where the 4 kitchens are located, and also, to residents in the two neighborhoods without kitchens. The goal is to give people an opportunity to get to know each other.

The Cucine Popolari are accessed through a referral from the local social services or the parishes of the territory.

The four current kitchens are based in:

- Quartiere Navile/Corticella - via del Battiferro 2. Open Monday to Friday from 10.30 am to 13.30 pm. Bus 11, 30.
- Quartiere S. Donato/S.Vitale - Cucina s. Donato c/o Opera padre Marella - via R. Ruggeri, 6. Open Monday to Friday from 11.30 am to 13.00 pm. Bus 20, 21, 38, 39.
- Quartiere Porto/Saragozza - Cucina Saffi via Berti 2/8. Open during lunch time from Monday to Friday from 11.30 am to 13.00 pm. Bus 19, 32, 33, 35, 36, 81, 86, 671, 826.
- Quartiere Savena C/O Centro Sociale Villa Paradiso, Via Emilia Levante 138, open during lunchtime from Monday to Friday. Bus 15, 19, 27A, 27B, 94, 101, 916, 918.

Comunità di S. Egidio

Galleria Acquaderni 3, angolo Via Rizzoli 34. Bus 11, 14, 15, 19, 25, 27. Open access dinner distribution in Piazzale Barozzi, Piazza delle Medaglie d'Oro, Piazza dei Martiri, Via del Porto (only on Tuesdays), Via Marconi, Via Indipendenza and side streets, Via Farini, Via San Vitale, Strada Maggiore, Porta Castiglione, Baraccano, Piazza di Porta Saragozza, Meloncello, Palazzetto dello Sport.

Every Tuesday and Friday from 20.30.

Tel.: 320 4963034 - Email: comunitasantegidio.bologna@gmail.com

Congregazione Sorelle dei Poveri

Via Nosadella 32. Bus: 11, 18, 20, 21, 30 (bus station "Piazza Malpighi"). Open access. Breakfast distribution.

From Tuesday to Friday from 8.15 am to 9.15 am, excluding holidays.

Tel.: 051 330257 - Email: reunis.elisabettab@gmail.com

Associazione Ananda Marga

Via del Porto 3. Bus 19, 20.

Open access. Distribution of hot meals every Thursday evening around 8.45 pm, at the parish courtyard of the Chiesa di San Carlo, Via del Porto 5.

Tel.: 338 3774039 - Email: bologna@anandamargaitalia.it

Missionarie della Carità

Free access. Breakfast distribution every Monday, Wednesday and Saturday from 8.30 am to 10.00 am, at the Chiesa della Misericordia in piazza di Porta Castiglione 4. Bus: 16, 30, 32, 33, 38, 39, A.

Every Sunday at 9.00 pm, the same association distributes hot meals for take away in front of the Chiesa di San Carlo, via del Porto 5. Bus: 18, 19, 20, 21, 30.

Tel.: 051 510208

Comunità Missionaria di Villaregia

Distributes pop up dinners, one Saturday every fifteen days in: Piazzale Barozzi, Viale Masini in front of the Autostazione di Bologna, Piazza delle Medaglie d'Oro, Piazza dei Martiri, Palazzetto dello Sport, Via del Porto, Via Marconi and neighboring streets, Via Indipendenza and neighboring streets, Via Rizzoli, via Farini and neighboring streets, Via San Vitale, Strada Maggiore, Baraccano, Porta Castiglione, Porta San Mamolo.

Winter hours: from 7.30 pm. Summer hours: from 8:30 pm.

Te.: 371 3719589.

GROCERIES/EXPENDITURE AND DISTRIBUTION OF FOOD

Empori solidali Case Zanardi

Service for families living in Bologna in a state of fragility for the expenses of basic necessities, food and more. Access is available only through social services.

Locations:

- Via Capo di Lucca 37 - Tuesday from 9.30 am to 12.30; Thursday from 2.30 pm to 4.30 pm; Saturday from 9.30 am to 12.30. Bus 19, 20, 25, 28, 36, 37.
- Via Abba 28/C - open two days a month by appointment. Bus: the 11A, 11B, 15, 19, 27A.
- Via Beverara 129 - emporio "Luciano Bassi", open the first 4 Thursdays of the month, from 2.30 pm to 5.30 pm (including clothing distribution). Bus: 17, 18.
- Via Scipione dal Ferro 19/a, open every Wednesday from 9.30 am to 12.00, or from 4.30 pm to 7.00 pm by appointment. Bus: 14, 25, 36, 39, 99.
- Via E. Gnudi 1/G, open every Wednesday from 9.30 to 12.00 and from 2.30 pm to 4.30 pm, only by appointment. Bus: 18, 19, 29, 86.
- Via San Rocco 6B/C, open every Wednesday and Thursday from 9.30 am to 2, or from 2.30 pm to 4.30 pm, only by appointment. Bus: 18, 19, 29, 86.

Email: info@casezanardibologna.it - emporiosolidale.bo@gmail.com

Colonna Solidale Autogestita

Every other Friday,

- From 4.00 pm to 5.30 pm at Circolo Anarchico Berneri in Piazza di Porta Santo Stefano 1, Bologna. Bus 11, 13, 16, 32, 33, 39.
- From 5.00 pm to 6.30 pm at Happy Center in Via Antonio di Vincenzo 26/A, Bologna. Bus: 11, 21, 25, 27, 35.

Redistribution of food. Mutual aid project based on self-management: organized support distributions directly involving the people participating.

Tel.: 375 6427644 - Email: colonnasolidale@esiliati.org

Web: colonnasolidale.org

FB: www.facebook.com/ColonnaSolidale

Chiesa di San Nicolò degli Albari

Via San Nicolò 17. Bus: 11, 15, 19, 25, 27, A, 30.

Every Monday, Wednesday and Friday at 11 am on the basis of the quantity of food that is available.

Personal Hygiene

Lavarsi

Hygiène corporelle

Higiene personal

أماكن للاغتسال



You can find a list of available public toilets in the area on the Comune di Bologna website:
<https://www.comune.bologna.it/servizi-informazioni/bagni-pubblici>

Below are some of the public services of the city:

Parco dei Cedri

Via Cracovia, 31.

Cost: 50 cents. Open 24/7.

Parco dei Giardini - Ca' Bura

Via dell'Arcoveggio, 59/8.

Opening times: always open.

Free of charge.

Cimitero della Certosa

Close to Largo Vittime Lager Nazisti, 10.

Automatic service. Accessible to people with disabilities.

Cost: 50 cents.

The public restrooms are free and open during the opening times of the cemetery. Everyday, from 8 am to 5 pm from November 3rd to February 28th. From 8am to 6 pm from March 1st to November 2nd. Please respect the premises.

In addition, a BookCrossing point has been placed in the waiting room at the main entrance, where books can be freely taken and left.

Giardino Klemlen

Close to Via Azzo Gardino 65.

Cost: 50 cents.

Open 24/7.

Sala Borsa

Piazza del Nettuno 3.

Opening hours: Mondays from 2:30 pm to 7:45 pm; Tuesday to Friday from 10:00 am to 7:45 pm; Saturdays from 10:00 am to 6:45 pm.

Opening hours on Sundays and public holidays are coordinated with the library schedule. Opening hours may vary during special events.

Cost: €0.50, or free with a library card.

A coin exchange machine is available on site.

Via del Pratello

Via del Pratello 80.

Winter schedule (from early October to late April): Sunday to Monday, from 7:00 pm to 10:00 pm.

Summer schedule (from early May to late September): every day, from 7:00 pm to midnight.

Year-round opening hours also include:

- Saturdays from 8:30 am to 12:30 pm
- Public holiday eves from 10:00 am to 1:00 am

Opening hours may vary during special events. Cost: €0.50.

Giardini Margherita

Giardini Margherita 1 – Viale Meliconi.

Automated paid service, accessible. Opening hours: 24 hours a day, every day.

Giardini Margherita 3 - Viale Gino Gamberini.

Accessible service (not accessible for people with disabilities). Opening hours: 24 hours a day, every day.

Parco della Montagnola

Via Irnerio 2/3. Opening hours:

"Winter" (from early October to late April): Sunday to Thursday from 10:00 AM to 5:00 PM, Friday and Saturday from 8:00 AM to 7:00 PM.

"Summer" (from early May to late September): open 24 hours a day; paid access from 9:00 AM to 8:00 PM, free access from 8:00 PM to 6:00 AM.

Accessible bathroom: available year-round from 9:00 AM to 1:00 PM and from 2:00 PM to 6:00 PM; on weekends, the same schedule as the other Montagnola bathrooms.

Opening hours may vary during special events.

Piazza de' Calderini

Near Piazza de' Calderini 1. Opening hours: every day from 10:00 AM to 8:00 PM. Opening hours may vary during special events. Cost: €0.50.

Cimitero di Borgo Panigale

Supervised service, free of charge.

Opening hours: winter from 8:00 AM to 5:00 PM (from November 3 to February 28); summer from 8:00 AM to 6:00 PM (from March 1 to November 2).

Quartiere Porto - Saragozza

Via IV Novembre. Supervised paid service, accessible.

Winter opening hours: from 9:00 AM to 10:00 PM.

Summer opening hours (from May 1 to September 30): from 10:00 AM to 12:00 AM (midnight).

Parcheggio Riva Reno, Via del Rondone

Supervised paid service, accessible.

Opening hours: winter — Sunday to Monday from 10:00 AM to 7:00 PM; summer (from May 1 to September 30) — Sunday to Monday from 10:00 AM to 9:00 PM.

Piazza Aldrovandi

Free of charge. Opening hours: Monday to Thursday during shop hours; Friday and Saturday from 10:30 PM to 2:30 AM.

Autostazione

Paid service. Open 24 hours a day, every day.

SHOWERS

Polo Lazzaretto

Via del Lazzaretto 15. Buses 18, 29, 30, 35, 184, 185. Free service, no reservation required. A shower kit is provided (soap and towel), as well as clothing and footwear depending on availability. The service operates with tokens, with a maximum of 1 token per person. The maximum capacity is limited to 15 people. Phones can be charged during service hours.

Opening hours: Monday to Friday, from 1:00 PM to 3:00 PM.

Email: instrada.docce@consorziolarcolaio.it

Centro S. Petronio Caritas Diocesana

Via S. Caterina 8/A. Bus: 14, 30, 20, 21, 38, D.

Free shower service. A shower kit is provided (soap, shampoo, bathrobe), along with a completely new change of underwear, T-shirt, and socks. Access is by reservation.

To make an appointment: men must go to Via S. Caterina 8/A on Tuesdays and Thursdays in the afternoon from 3:00 PM to 4:30 PM. For women, no appointment is required.

Shower service hours:

- Italian men: Monday from 9:30 AM to 12:15 PM
- Non-Italian men: Wednesday from 9:30 AM to 12:30 PM
- Women: Thursday from 9:30 AM to 12:00 PM

A barber service is also available on Tuesdays from 3:00 PM to 5:00 PM.

Tel. 051 6447965 – Email: info@fondazioneasanpetronio.it

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Buses: 14, 15, 19, 25, 27, 32, 62.

A.I.R. (Autonomy, Inclusion, Resistance): an open space for community health, open Monday to Friday from 2:00 PM to 6:00 PM. Access is by appointment, which must be booked in advance at the reception desk of Vicolo Bolognetti.

It offers a shower service every Saturday from 11:00 AM to 3:00 PM. To access the shower, you must book on Friday at the Vicolo Bolognetti reception.

For appointments or information, you can contact them by phone or WhatsApp at: Tel. +39 351 1226865

Email: laboratoriosalutepopolare@gmail.com

LAUNDRIES

Polo Lazzaretto

Via del lazaretto 15, bus; 11, 18, 30, 35.

Washing machines and dryers can be used once a week.

The service is free but eventual reservations need to be made on site, during the opening hours of the shower service.

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Bus 14, 15, 19, 25, 27.

A.I.R. (autonomy, inclusion, resistance): an open space for social health; opening hours: Monday to Friday from 14.00 to 18.00 pm.

The service can be accessed by appointment, to be booked in advance at the reception in Vicolo Bolognetti.

It offers a laundry service (washing machines and dryers) every Saturday from 11.00 am to 3.00 pm. To access the laundry you must book an appointment in advance on Friday at the reception in Vicolo Bolognetti.

To make appointments or get more information you can call or write on Whatsapp : Tel.: 351 1226865

Email: laboratoriosalutepopolare@gmail.com

Clothing

Vestirsi

Habillement

Vestirse

توزيع الملابس



Associazione Ananda Marga

At San Carlo' church in Via del Porto 3. Bus 19, 20, 25.

The clothing distribution takes place every Thursday evening around 21.00 pm.

Tel: 051 0952549, 338 3774039

Email: bologna@anandamargaitalia.it

Porticina della Provvidenza

Piazza San Domenico n. 5/2, Bologna. Bus 11, 19, 30, 39, 90.

Access by appointment to be requested during the opening hours of the service. Clothing distribution happens every Monday and Thursday from 9 am to 11 am. The service is suspended in August and on public holidays.

Tel: 051 226170

Email: porticinadellaprovvienza@gmail.com Site:

www.porticinadellaprovvienza.it

RE-USE WITH LOVE - Boutique slidable

Distribution of solidarity kits (consisting of clothes, shoes, underwear and more) only upon request via email from the community Social Services or upon request from other private social bodies (associations, anti-violence centres, refugees, asylum seekers, child protection, hospitals, religious bodies, etc. etc.).

Email: info@reusewithlove.org

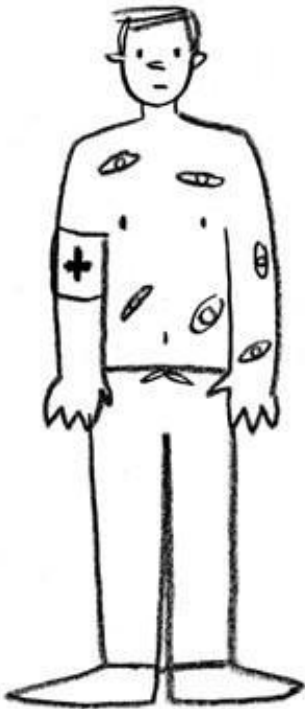
Health care

Curarsi

Soins de santé

Asistencia sanitaria

رعاية طبية مجانية



INFORMATION

For information on health services you can call:

- Regional Toll-free number 800 033 033: for information on the health care system in Regione Emilia-Romagna. The number is active from Monday to Friday from 8.30am to 6pm, Saturday from 8.30am to 1pm.
- Public Relations Office (URP) of the Bologna Local Health Authority (Azienda USL di Bologna): Viale Pepoli 5.

Open from Monday to Friday from 8.30 am to 1 pm.

Tel.: 051 6597144 or 051 6597143.

HEALTH EMERGENCIES

In case of emergency you can:

- call the toll-free number 118 to request the intervention of healthcare personnel right where you are (ambulance);
- physically go to one of the following emergency facilities:

Pronto soccorso Ospedale Maggiore

Largo Nigrisoli 2. Bus 13, 19, 38.

The service is open 24 hours everyday.

Tel.: 051 6478111

Pronto soccorso Ospedale Sant'Orsola-Malpighi

Via Albertoni 15. Bus 14, 15, 19, 27, 36

The service is open 24 hours everyday.

Tel.: 051 2143430

Pronto Soccorso Ortopedico Traumatologico

Inside the Istituto Ortopedico Rizzoli, located in Via G.C.Pupilli 1.

Bus 30 (bus stop: "Ospedale Rizzoli").

Emergency room for traumas, fracture and orthopedic issues. Open every day from 7.30 am to 19.30 pm.

Tel.: 051 6366300

General doctor for homeless people with Italian citizenship

Italian citizens who are homeless and do not have a legal residency can be registered on the list of beneficiaries of the local health system (USL), in order to obtain a General Doctor (Medico di base). To obtain a certification stating that your case meets the registration requirements, you must contact the HELP CENTER (see pag. 19). This certification must then be presented to the local CUPs.

Associazione SOKOS

Via Gorki 12. Bus: 27, 97, 98 (bus stops "Corticella" or "Byron"). Free General medicine, nursing, specialist and diagnostic-instrumental services for Italian and foreign citizens (even without permesso di soggiorno/residency permit) who are not covered by the national health service.

- General medicine clinic (Ambulatori di medicina generale): free access on Mondays, Wednesdays and Fridays from 15.00 to 18.00 pm;
- Specialist, diagnostic, instrumental and nursing visits only by appointment, to be arranged by the Sokos doctor after the general medical visit.

Tel.: 051 0416380, 348 6353294 and 3486353323

Email: info@sokos.it Web: www.sokos.it

Poliambulatorio "Irnerio Biavati" della Confraternita della Misericordia di Bologna

Vicolo Alemagna 1. Bus: 14, 15, 19, 25, 27.

Free medical visits and nursing services (medical treatments, injections.etc.) for Italian and foreign citizens without regular healthcare coverage and people in a state of severe poverty. Doctor's visiting hours: Monday, Tuesday, Friday from 17.00 to 19.00 pm without any appointment, until maximum capacity is reached. Nursing services hours: Monday and Friday from 17 to 19 without appointment.

It is advisable to show up punctually at the opening time of the Ambulatorio (clinic) at the entrance located in Vicolo Alemagna to undergo triage and be registered for the next medical examination.

Tel.: 051 229773

Family counselling and center for the health of immigrant women and their children - Consultorio familiare e centro per la salute delle donne immigrate e dei loro bambini

At Casa della Salute San Vitale San Donato, Via Filippo Beroaldo 4/2. Bus 20, 21, 38.

Service aimed at all women regardless of their condition and position in Italy and at foreign children who do not have a primary care pediatrician (pediatra di libera scelta).

Accessible by appointment which must be booked in advance.

Access to the pediatric clinic can be both direct and by appointment.

Services offered: reception for social-health problems; linguistic and cultural mediation (Arabic, Chinese, Russian, French, English, Spanish); pediatric visits, health checks, vaccinations; obstetric-gynecological visits (cancer prevention, contraception, pregnancy, voluntary

termination of pregnancy, menopause); project against female genital mutilation; informative interviews on how to access health services and on immigration legislation; health and psychological support for women victims of violence/trafficking.

Opening hours for booking, information and in person visits: Monday and Thursday from 14 to 18 pm; Friday from 9 am to 13.30 pm.

The pediatric clinic is open to the public on Tuesday from 14 to 17.30 pm.

Call centre: 051 6375711- Informations: 051 6375818 -

Bookings: 051 6375271.

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Bus 14, 15, 19, 25, 27

Clinic for the assessment of medical needs: every Friday from 15.30 to 19 pm.

Access is free but it is advisable to call in advance. Access to showers and use of washing machines and dryers is also available on Fridays from 14 to 18 pm and you can book by going directly to the reception to make appointment or get information, contact by calling or writing on Whatsapp and via email

Tel: 351 1226865

Email: laboratoriosalutepopolare@gmail.com

DENTAL CARE

Dental emergency room - Pronto Soccorso Dentistico Beretta

At Ospedale Maggiore, Via Largo Nigrisoli 2. Bus 13, 19, 38.

Urgent dental care visits are carried out for Italian and foreign citizens who haven't got any healthcare coverage, including non-residents.

Access method: a numbered ticket must be collected; tickets get distributed in the morning from Monday to Saturday from 7.30 am until numbers run out. On Sunday and public holidays the dental Emergency room is open from 8 am to 1 pm.

For information, call from Monday to Friday from 12 to 13 pm.

Switchboard Operator: 051 6478111. Information: 051 3172721 from Monday to Friday from 12 to 13 pm.

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Bus 14, 15, 19, 25, 27

The service is free but only reserved to those who have no public sanitary coverage.

Dental clinic for maintenance, check-ups and surgical interventions on Mondays and Fridays from 14 to 18 pm; by appointment only.

To book an appointment or get information, contact by calling or writing on Whatsapp at: 351 1226865

Email: laboratoriosalutepopolare@gmail.com

AIDS and STD (SEXUALLY TRANSMITTED DISEASES)

Telefono Verde (Toll-Free Telephone)

Regione Emilia-Romagna AIDS - HIV e MST

Promoted and funded by the Emilia-Romagna Region, the AIDS Freephone Service (800 856080), managed by the Local Health Authority (AUSL) of Bologna, is free and available 24 hours a day for general information and answers.

From Monday to Friday, 3:00 PM to 6:00 PM (and on Mondays also from 9:00 AM to 12:00 PM), healthcare professionals answer calls and

provide personalized counselling.

By calling 800 856080, it is possible to book — anonymously — an HIV test at all centres in the region.

Centro Malattie Sessualmente Trasmesse (MTS)

At Ospedale Sant'Orsola, Pavilion 29, Via Massarenti 1. Buses: 14, 25. Specialist visits and treatment for sexually transmitted infections (STIs) and genital conditions, as well as information, education, prevention, and counselling.

Diagnostic STI tests are completely free and do not require a doctor's referral.

Foreign citizens must have a TEAM, STP, or ENI card to access services.

Online booking:

Residents of the Emilia-Romagna Region can book STI visits online via the electronic health record system, the booking portal [CUP Web Regionale](#), or the ER-Salute app, with a maximum of 20 bookings per day.

Direct access:

If online slots are full or booking is not possible, direct access is available (up to 7 places per day, 4 on Tuesdays).

Walk-in visit times:

8:00, 8:10, 8:20, 8:30, 8:40 (not on Tuesdays), 8:50 (not on Tuesdays), 9:00 (not on Tuesdays).

Open every weekday morning, Monday to Friday. Tel: 051 2143319.

BLQ Checkpoint (Plus APS)

Via San Carlo 42/c. Buses: 11, 14, 15, 19, 20, 21, 25, 27, 28, 30, 35, 37, 62, 89, 93, 94.

Free HIV, HCV, and syphilis testing, by appointment. Tests are anonymous, free, safe, and rapid; pre-test and post-diagnosis counselling is also provided.

To book a test, call Monday to Friday from 9:00 AM to 1:30 PM, and Monday to Thursday from 6:00 PM to 8:00 PM, or send an email.

Tel: 051 4211857

Email: prenota@blqcheckpoint.it

PSYCHOLOGICAL ASSISTANCE

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Buses: 14, 15, 19, 25, 27, 32, 62.

Clinic for identifying psychological and social needs, open every other Friday from 7:00 PM onwards, no appointment required.

Access is free, but it is recommended to call in advance.

For information, contact via phone or WhatsApp: 351 2367811 Email:

laboratoriosalutepopolare@gmail.com

Associazione Approdi ODV

Vicolo Bolognetti 2 (buses 14, 15, 19, 25, 27, 32, 62) and Via Pietralata 58 (buses 14, 20, 21, 89, 94).

Psychosocial support and psychotherapy service for migrants.

A multidisciplinary team (psychologists, psychotherapists, doctors, psychiatrists, anthropologists) provides support in different languages with the help of linguistic and cultural mediators.

Clinical activities take place on different days of the week depending on the availability of professionals involved.

For information or to request an appointment, email:

approdiaps@gmail.com

Sportello Psicologico CASSERO

The team consists of psychologists and psychotherapists registered with the Emilia-Romagna Psychologists' Association, with years of experience supporting LGBTI+ wellbeing. The service offers a cycle of free psychological counselling sessions for LGBTI+ people experiencing distress or discrimination.

Email: sportellopsicologico@cassero.it

Access is through the social services front desk. Opening hours:

- Monday and Thursday: 3:00 PM – 6:00 PM
- Tuesday, Wednesday, and Friday: 9:30 AM – 1:30 PM

You can go directly during opening hours or call to make an appointment. Mobile: 388 0925933 – Email: spazio@cassero.it

GYNECOLOGY

Centro per la salute delle donne immigrate

Via Filippo Beroaldo (San Donato District). This health centre is a service aimed at all women and offers obstetric and gynaecological visits (prevention of oncological diseases and sexually transmitted infections,

contraception, pregnancy, voluntary termination of pregnancy, menopause, etc.), as well as parenting education.

Outpatient obstetric-gynecological hours:

- Monday and Thursday: 1:00 PM – 6:00 PM
- Friday: 9:00 AM – 1:30 PM

Phone for booking: 051 6375818 (Monday and Thursday 1:00–6:00 PM; Friday 9:00 AM–1:30 PM)

Switchboard: 051 6375711

Associazione SOKOS

Via Gorki 12. Buses: 27, 97, 98, 411, 441, 445, 447, 448, 504 (stops "Corticella" or "Byron").

Gynaecology service by appointment only.

Tel: 051 0416380

Email: info@sokos.it

Laboratorio Salute Popolare (Municipio Sociale Làbas)

Vicolo Bolognetti 2. Buses: 14, 15, 19, 25, 27, 32, 62.

Gynaecological visits, basic ultrasound scans, sexual and reproductive health counselling, and orientation services available two Monday afternoons per month. Access is by appointment only.

For appointments or information, contact via phone, WhatsApp, or email:

Tel: 351 5709027

Email: laboratoriosalutepopolare@gmail.com

EYE-SIGHT

Occhialeria Sociale

Via Saragozza 34/B. Buses: 20, 38, 39, 58, N3, shuttle "D".

An optical service offering eyeglasses at reduced prices following a free examination with an optician. For people with an ISEE (income indicator) below €10,000 or referred by associations, public institutions, or social services, one pair of glasses (including lenses) is provided free of charge after an optician's visit.

This service can be requested a maximum of once per year.

Opening hours: Monday to Saturday, 10:00 AM – 6:30 PM.

Email: bazza@occhialeriasociale.it

Legal Assistance

Assistenza Legale

Assistance juridique

Asistencia legal

مساعدة قانونية



FOR THE HOMELESS PEOPLE

Avvocato di strada ODV

Via Malcontenti 3. Bus: 11, 20, 27, 28, navetta A.

Free legal assistance for homeless people. Professional lawyers receive people who live on the streets for an introductory interview to get to know them and to discuss legal issues in depth.

Homeless people in the association's care are supported both in and out of court, free of charge.

On the first and third Tuesday of the month, in the afternoon, support is provided in filling out the application for civil registration in the municipality (residenza fittizia). To access the service, you must book an appointment by calling or sending an email.

Tel.: 051 227143

Email: bologna@avvocatodistrada.it

FOR EVERYONE

Sportello del cittadino- citizen's Help desk

At URP - Ufficio Relazioni con il Pubblico, Piazza Maggiore

6. Bus 13, 14, 15, 19, 20, 21, 25, 27, 36, 39, 671, 97

The SPORTELLO DEL CITTADINO (citizen's Help desk) is a free information and guidance service provided by the Municipality of Bologna and by the Ordine degli Avvocati; legal assistance and personalised advice are not provided.

Opening hours: Mondays and Wednesdays from 9 to 12.

Tel.: 051 582209

Email: segreteria@ordineavvocatibologna.net

Sportello diritto di famiglia – Family law Help desk

At the Bologna Tribunal in Via Farini 1. Bus 11, 20, 29, 30, 39, 94.

Service provided by the Ordine degli Avvocati di Bologna (Bologna's Bar Association).

The desk provides information on the following matters: separation and divorce; custody and maintenance of children born out of wedlock; personal status actions; support administration; guardianships, curatorships, request for the issuance of authorisations in favour of minors; protection orders; adoption and custody of minors; inheritance.

Hours: Tuesday from 12 to 13. Tel.: 051 582209

Email: segreteria@ordineavvocatibologna.net

State funded Legal aid - Patrocinio a spese dello Stato

At the Ordine degli Avvocati di Bologna, Piazza Tribunali 4, piano ammezzato.

Bus: 11, 20, 30, 39, 94.

Legal aid for people in financial difficulty, with a taxable income not exceeding EUR 13,659.64. State-funded legal aid, also known as free legal aid (gratuito patrocinio), can be requested for criminal, civil, tax and administrative proceedings.

All Italian citizens, stateless persons, foreigners with a regular residence permit, non-profit organizations or associations that do not carry out economic activities are entitled to it.

Opening hours: Mondays - Wednesdays - Fridays from 8.30 to 13

Tel.: 051 6448118

Email: patrocinio@ordineavvocatibologna.net

Community Center

Via de' Buttieri 13/b. Bus 101, 11, 13,14, 15, 16, 25, 27, 39, 90, 94, 101.

Via Sebastiano Serlio 25/2. 11, 21, 35, 38, 39, 61, 68, 88, 180, 182.

The desk offers free legal orientation and support, orientation on territorial services, and support for administrative procedures.

Opening hours:

- desk in Via de' Buttieri 13/b: on Thursdays from 15 to 19 and on Fridays from 9 to 12 and from 13.30 to 15.30;
- desk at Via Sebastiano Serlio 25/2: Tuesdays from 15 to 18;

For appointment contact via call, Whatsapp or email.

Tel.: 345 3529689

Email: bolognacenter@diaconiavaldese.org Facebook:

Community Center - Diaconia Valdese. Instagram:

[communitycenterdiaconia](https://www.instagram.com/communitycenterdiaconia)

Associazione interculturale Universo

Piazza 20 settembre 7 (near Porta Galliera). Bus 11, 15, 20, 25, 27, 30, 33, 35, 36, 39, 61, 62, C.

The Association offers a legal desk for requests on housing suitability, requests for personal residence records (storico residenza), legal advice, guidance to studies and professional courses.

Opening hours: Tuesdays and Fridays from 3 to 5pm by appointment only.

Tel.: 051 8556042

Email: helpdesk@universointerculturale.com

Problems with residence permit

Problemi con il permesso di
soggiorno

Problèmes avec le permis de
sòjour

Problemas con autorizaci3n
de residencia temporal o de trabajo

مساعدة لمشاكل اذن الإقامة



ASP città di Bologna – International Protection Service Access Desk

Via del Pratello 53. Bus: 14, 20, 21, 23.

The Service is an integral part of the metropolitan SAI (Reception and Integration System) project owned by the Municipality of Bologna. It is the first point of access for people who have recently arrived in Italy and need to apply for international protection, as well as for the legal and social care of people who have already been granted international protection. ASP interfaces with Questura (Police Headquarters), Prefecture and Territorial Commission to support people who want to apply for international protection.

Opening hours: Monday, Tuesday, Wednesday and Friday between 8.30 a.m. and 9 a.m. for registration. Tel: 051 6201946 Email:

info.protezioniinternazionali@aspbologna.it

Caritas diocesana - Legal Help Desk

Piazzetta Prendiparte 4. Buses 11, 13, 14, 15, 19, 20, 25, 27, 28, 30, C. Free help desk for support in applying for international protection and residence permits.

Every Wednesday from 9.15 am to 12.30, by appointment only. Tel.: 051 221296

Email: caritasbo.cda@chiesadibologna.it

Centro lavoratori stranieri CGIL- Center for foreign workers

Via del Porto 16/a. Bus 11, 21, 27, 32, 33

The centre-offers help to foreigners present in the area who encounter difficulties with the procedures related to permanence, entry into Italy and citizenship rights.

Free access Monday to Thursday from 9 a.m. to 13. and 14. to 19; Friday from 9 to 13; Saturday from 9 to 12.

Tel: 342 3474777 - Email: bo.inca.migrazione@er.cgil.it

For information and appointments call from Monday to Friday from 9 am to 12.30 pm and from 2.30 pm to 5.30 pm.

Patronato ACLI (Immigrant Help Desk)

Via Lame 118/A. Bus: 11, 18, 19, 21, 23, 29, 32, 33, 38, 39, 61, 83, 86, 29.

The Desk's operators offer foreign nationals legal advice and help with paperwork related to the issuing/renewal of residence permits, family reunification, visa applications and Italian citizenship applications. The service is free of charge.

Contacts and opening hours:

- Bologna – Via Delle Lame 118 – Open for walk-ins on Monday/Wednesday/Thursday from 8am to 12pm and on Tuesday and Friday from 8am to 1pm – For afternoon appointments, write to immigrati.bologna@patronato.acli.it
- Bologna Murri – Via Sigonio 10 – Open for walk-ins on Monday mornings from 8:30am to 12:30pm – For appointments, write to immigrati.bologna@patronato.acli.it
- Casalecchio Di Reno – Via Porrettana 76/3 – By appointment only, to be requested at immigrati.bologna@patronato.acli.it
- Vergato – Piazza Matteotti 5 – By appointment only, to be requested at vergato@patronato.acli.it or bookable independently on the website www.patronato.acli.it
- Porretta Terme – Via Mazzini 71 – By appointment only, to be requested at vergato@patronato.acli.it or bookable independently on the website www.patronato.acli.it
- Castiglione Dei Pepoli – Via A. Moro 13 – By appointment only, to be requested at vergato@patronato.acli.it or bookable independently on the website www.patronato.acli.it

Associazione interculturale Universo

Piazza 20 settembre 7 (near Porta Galliera). Bus Bus 11, 15, 20, 25, 27, 30, 33, 35, 36, 39, 61, 62, C.

Social orientation desk and help desk for immigrants at the beginning of their integration process. The association offers advice on obtaining a residence permit.

The desk is open Monday and Friday from 14 to 18. Tuesday and Thursday from 10 to 14.

Tel: 051 8556042

Email: tirocinantiuniverso@gmail.com

Help Desk Migrante – Arca di Noé

Via Stalingrado 12 (Bus 21, 25, 38, 39, 61) or via Sebastiano Serlio 25/2 (Parco DLF) Bus 11, 21, 35, 38, 39, 61, 68, 88,

180, 182.

The service provides free legal advice and support for applications, conversions and renewals of residence permits (work, international protection, special protection, study, family reasons, medical care), applications for citizenship, EU long-term resident permits, family reunification, travel documents and passports, thanks to a highly qualified staff with many years of experience in the sector of the relevant legislation and in the legal area of international protection.

Make an appointment via email or access directly on Tuesday from 3pm to 6pm.

Email: legale@arcacoop.com

Sportello legale Mederì - Mederì legal desk

At Circolo Arci Guernelli, Via Gandusio 6. Bus 14, 19, 21, 28, 36, 38, 61.

Legal support and administrative assistance desk for foreign citizens
Free access every Monday from 20.30.

Email: sportellomedicogiuridico@xm24.indivia.net

PLAT – Piattaforma di Intervento Sociale

Via Nicolò dall'Arca 34/b. Bus: 11, 21, 27, 28, 36.

The project was born from the cooperation of several organizations: Laboratorio Crash, Si Cobas, Rent Strike Bologna, Bolognina Boxe and Assemblea per la Salute del Territorio:

- as a physical space in the Bolognina neighbourhood (in Corte 3, Via Nicolò dall'Arca 34/b)

- as a political project to reopen paths of reclamation and conflict around income, wages, housing and beyond.

Among the various services offered, legal assistance desk for immigration matters, open at the following times: every Thursday from 5pm to 7pm at the Via Nicolò dall'Arca 34/b location; every Monday and Wednesday from 11am to 1pm at the Via Natali 3/A location (Pilastro neighbourhood).

Tel: 3516430177 (preferably via WhatsApp) Email: caf.plat@gmail.com

Bank account for asylum seekers - Conto corrente per richiedenti asilo

For applicants of international protection without passport, identity card or driving licence, it is possible to open a current giro account with Poste Italiane as provided by an Internal Circular No. 129 of 2019: 'in order to allow for greater financial inclusion, applicants seeking international protection can request the opening of a Basic

Account by showing only their temporary residence permit, without the obligation to show, their permit and passport together as an identification document'.

For more detailed information and to download useful materials visit <https://www.avvocatodistrada.it/faq-come-open-an-account-current-of-base-per-asylum-seekers/>

Italian Language Schools

Scuole di Italiano

Cours de langue italienne

Cursos de italiano

مدارس لتعليم اللغة الايطالية



Scuola di italiano By Piedi - Italian school by Piede

Via de' Buttieri 13/b. Bus 11, 39, 90, 101

Registration is Thursday afternoon from 16 to 19 only by appointment.

For appointments you can call this number: 342 8594831.

Courses are held every Tuesday at 16 and at 18; Wednesday at 14, at 16 and at 18; Fridays at 10 and at 16; and Saturdays and Sundays at 10. The lessons last an hour and a half.

Further information at www.bypiedi.it.

Tel: 3428594831 - Email: bypiedi@diaconiavaldese.org

Laboratori Migranti Antoniano

Via Guinizelli 3. Bus 11, 13, 19, 25, 27, 32, 33

Course times: Tuesday, Thursday, Friday from 14.30 to 16. Tel.: 328 1226037 - Email: laboratori@antoniano.it

Aprimondo Centro Poggeschi ODV

Free Italian language courses for foreigners, in person at various locations and also online. Administrative office at the Salaborsa Library, second floor, box no. 2, in Piazza del Nettuno 3 (near Piazza Maggiore, in the city centre). For information and registration contact the secretariat at these times: Mondays from 16 to 18, Thursdays from 10 to 12

Tel.: 320 7514063 - Email: segreteria.aprimondo@gmail.com

Centro RiESco, Comune di Bologna

Via Cà Selvatica 7. Bus 11, 30, Navetta D

Multicultural library with books for learning Italian language and illustrated books, including Multilingual ones, for the little ones. Free courses for learning Italian aimed at foreign adults.

The total duration of each module is 20 hours.

A certificate of attendance will be issued at the end.

For more information on the courses: centroriesco@comune.bologna.it or 051 219 6285. Library opening hours: Tuesday and Thursday from 9 to 14 and from 14.30 to 17.30, Wednesdays from 14 to 18.

Municipio Sociale Làbas – Newén Italian school for Migrant

Vicolo Bolognetti, 2 - autobus 14, 15, 19, 25, 27

Free Italian courses for foreigners in mixed or women-only classes. Registration is directly at the class.

Mixed class: Tuesdays and Thursdays from 19 to 21.

Women's only class: Wednesdays and Fridays from 17 to 19. Contact

details:

Telephone: 393534907916

Email: scuolapermigrantinewen@gmail.com Facebook: Scuola d'italiano

Newén Instagram: scuolanewen

Comunità di S. Egidio- Italian language and culture school

Italian language courses are held every Saturday from 15 to 17 at the Chiesa di Santa Maria della Visitazione, in Via delle Lame 50. Email: comunitasantegidio.bologna@gmail.com

Associazione interculturale Universo

Piazza 20 Settembre 7 (under porta Galliera). Bus 11, 15, 25, 27, 30, 36, 39

Italian courses are held every Monday, Tuesday, Thursday and Friday From 10 to 13 and from 15.30 to 18. It is necessary to call to book an appointment.

Tel.: 051 8556042 Monday and Friday from 10 to 14, Tuesday and Thursday from 14 to 18.

Email: tirocinantiuniverso@gmail.com

Email: info@universointerculturale.it

CPIA - Centro per l'istruzione degli adulti Metropolitano di Bologna- Metropolitan Education Center for Adults Bologna

Viale Vicini 19. Bus 13, 14, 19, 20

The courses for Literacy and learning of Italian Language (AALI) - made for adult foreign citizens - are aimed at obtaining a qualification certifying the achievement of at least an A2 level of knowledge of the Italian language.

You can enroll by going to the student secretary's office at Viale Vicini 19 and filling out the paper registration form or online on the website at www.cpiabologna.edu.it (this is only possible during certain periods of the year)

For enrolment in the courses and to use the CPIA's services, an annual fee of €20 must be paid and it is necessary to present a copy of a valid residence permit or other valid documentation issued by competent bodies.

Tel.: 051 2170000 - Email: bomm36300d@istruzione.it

Penny Wirton School for migrants Bologna

Penny Wirton Bologna Migrant School At Salaborsa Library, Piazza del Nettuno (Bus 11, 14, 15, 19, 25, 27, 30, A) and at Salaborsa Lab, Vicolo Bolognetti 2 (Bus 27, 15, 19).

The following small group courses are available:

Monday from 3:30pm to 5pm on the second floor of Salaborsa Library
Friday from 5pm to 7pm on the second floor of Salaborsa Library (BOX3)
Tuesday from 5pm to 7pm and Saturday from 10am to 12pm at Vicolo Bolognetti 2 – first floor.

To enrol, you must go directly to the venues during the times indicated.
Email: pennywirton.bologna1@gmail.com
Tel.: 349 4766738 – 3403532993

SIMBO Italian migrant school Bologna

At the Centro Sociale Fondo Comini, in via Fioravanti 68. Bus: 27, A
Free Italian courses are held:

- For women only, on Monday and Thursdays from 10 to 12 for a pre-A1 level; Tuesday and Friday from 10 to 12 for A1 level
- on Tuesday and Thursday from 18:30 to 20:30 for pre A1 level and A1 level
- on Wednesdays and Fridays from 18:30 to 20:30 level A1+.
- Course for men and women in the morning, on Mondays and Thursdays from 10am to 12pm, at pre-A1 and A1 level.

[Tel:3509423122](tel:3509423122); email:simbolognina@gmail.com

GRAF San Donato APS

At Piazza Giovanni Spadolini 3. Bus; 20,35,88. Italian language course on Tuesdays from 14 to 16 and Thursdays from 14 to 16 in Via andreini 18, at the "Casa di quartiere Frassinetti"
Telephone: 3463234454
Email: info@grafсандonato.it

Albero di Cirene

At Sant'Antonio di Savena Parish in Via Massarenti 59. Bus:14.
Italian language courses on Wednesdays and Fridays from 10 to 11:30, on Tuesdays and Thursdays from 15.30 to 19, also on Tuesdays, Wednesdays and Thursdays from 20:30 to 22:00. Telephone: 051305108, 3711814854.
Email: info@alberodicirene.org

Parrocchia Santa Teresa (Santa Teresa Parish)

Via Fiacchi 6. Bus: 15,19,27,94,101,916. Italian language courses on Monday, Wednesday and Thursday from 15 to 17. Email: info@parrochiasantateresa.it
Tel.: 3398589985

Centro Lavoratori Stranieri CGil

Via del porto 16|A. Bus; 19, 21, 23, 27, 83, 86.

Lessons will be held on Tuesdays and Thursdays from 10 to 12. An entrance test is required for enrollment.

Tel.: 3423474777

Email: bo.inca.migrazione@er.cgil.it

Andenet School- Italian school for foreigners.

Via Pontevecchio 6, Bus 15, 19, 27, 94, 101, 916, 918.

Free access Italian language courses for foreigners, from Monday to Friday from 10am to 12pm.

Istituto.sangiuseppe@coopdomani.com or call 3315474501 on Wednesday and Friday Mornings from 10 to 12.

Casa di quartiere Katia Bertasi

Via Aristotile Fioravanti, 18/3

Offers an Italian language course for foreign mothers, always linked to Cucine Popolari.

Hours: Fridays from 4:30 PM to 6:30 PM in the Ludolibreria, and Saturdays from 10:30 AM to 12:30 PM in Room C. In collaboration with the Adult Education Centre, students are guaranteed the opportunity to attend courses aimed at obtaining the A2 language certification.

Email: lalla.bertocchi@gmail.com for general enquiries Tel: 3886483884

Frida nel Parco

Parco della Montagnola

Free Italian courses for small groups, once a week, starting from May 2026. Day and time still to be confirmed.

For information, contact: Tel.: 351 6780316

Work and Protection of Workers

Lavoro e tutela dei lavoratori
Travail et protection des travailleurs
Trabajo y asesoramiento laboral
para los trabajadores

العمل وحماية العامل



JOB GUIDANCE DESKS

Insieme per il lavoro

Piazza Rossini 3 (you can access through the reception desk in via Zamboni 13). Bus: C, 14, 19, 20, 25, 27, 28, 36, 37.

Project for the job placement of individuals who wish to be supported in their job search, enhancing motivation, providing basic and specific training, and ensuring tailored mentoring within companies. Access by appointment only. To book an appointment call on Wednesdays from 10 to 12:30. Tel.: 051 6598210

Email: info@insiemeperilavoro.it

Web: <https://www.insiemeperilavoro.it>

Informagiovani multitasking

Piazza Maggiore 6 - at Palazzo d' Accursio. Bus A, 11, 14, 18,19, 20, 27,28, 29, 30.

The service is provided by the Bologna Municipality and dedicated to young people under 35.

It provides information and initial guidance on training , work education, employment, volunteering, and opportunities for young people. Personalized counseling is offered through specialized services: the "Finestra sul Mondo" Desk for opportunities abroad; the "PsyinBO" Desk for psychological support;the Tax Consultant Desk for guidance on tax, administrative, and accounting matters; and the Labor Consultant Desk for legal and administrative issues related to employment. Services are available by appointment.

Opening hours are Monday, Wednesday, and Friday from 10 to 13 or Tuesday and Thursday from 15 to 17.Tel.: 051 2194359

Email: informagiovani@comune.bologna.it

Web: <https://www.flashgiovani.it/informagiovani-servizi>

Servizio Orientamento lavoro CGIL

SOL - Via del Porto 16/A. Bus D, 21, 25, 28, 30, 32, 33, 35, 36, 38, 39, 68, 87, 88, 89, 92, 93, 94, 95, 97, 98, 99.

The center supports unemployed individuals in their active job search as well as in training and professional requalification paths. It offers help with the search and selection of job offers, information on the legislation and personalised consultations on resume writing.

The center receives visitors by appointment

Tel.: 051 6087111

Email.: sindacale@bo.cgil.it

<https://cgilbo.it/sindacato/servizio-orientamento-al-lavoro-sol.html>

Centro Lavoratori Stranieri CGIL

Via del Porto, 16/A. Bus A, C, D, 20, 19, 21, 11, 27, 25, 28, 30, 32, 33, 35, 36, 38, 87, 89, 92, 93, 94, 97, 98.

A welcome point that provides guidance on how to navigate and exercise your civil, social, and employment rights. The centre offers consultations and guidance on citizenship, residence permits, entry visas, Italian language courses, asylum requests, family reunification, passport renewals, and CV writing for job seekers.

For information and appointments, call Monday to Friday from 9:00 AM to 12:30 PM and from 2:30 PM to 5:30 PM. Tel. 3423474777

The Centre is open Monday to Thursday from 9:00 AM to 1:00 PM and from 2:00 PM to 5:00 PM; Friday from 9:00 AM to 1:00 PM; Saturday from 9:00 AM to 12:00 PM.

Email: bo.inca.migrazione@er.cgil.it

Web: <https://cgilbo.it/sindacato/centro-lavoratori-stranieri.html>

The Centre is also present in the province at:

- Funo di Argelato, Via Galliera 62 – by appointment on Fridays
- San Giovanni in Persiceto, Via Roma 21 – by appointment on Thursdays
- Vergato, Galleria I° Maggio 18/A – by appointment on Mondays
- Casalecchio di Reno, Via Ronzani 3/2 – by appointment on Thursdays
- San Lazzaro di Savena, Via Emilia 249/b – by appointment on Wednesdays
- Budrio, Via Partengo 15/I – by appointment on the 3rd Wednesday of the month
- Porta Pratello, Via Pietralata 58 (Bologna) – Thursdays and Fridays from 3:00 PM to 6:30 PM

Sportello al lavoro CISL

Via Milazzo 16. Bus C, D, 21, 25, 30, 32, 33, 35, 36, 37, 39.

Help with resume writing, explanation of job and training opportunities available in the city, assistance and advice on how to effectively handle a job interview.

Available by appointment only from Monday to Friday from 9 to 13 and from 14 to 18. Book an appointment at the number 345 6030110 or 3476279107.

Email: sportellolavoro.bologna@cisl.it

Website: <https://cislmetropolitana.bo.it/servizi/sos-lavoro/>

The centre's services are also available by appointment in Imola in via Volta 5 on Tuesday from 14.30 to 18. Book an appointment at the number 345 6030110 or 3476279107

Associazione interculturale Universo

Piazza 20 settembre 7 (under Porta Galliera). Bus A, C, 11, 15, 20, 21, 25, 28, 37, 27, 30, 32, 33, 35, 36, 88, 89, 93, 94, 98, 101, 187.

Social guidance desk and help desk for immigrants at the beginning of their integration process. The association provides counseling for:

- CV preparation
- Job search
- Creation and management of SPID (Public Digital Identity System)
- Navigating services in the Bologna network

The desk is open Monday, Tuesday and Thursday from 10 to 14.

Phone.: 051 8556042, 392 8147532

Email: tirocinantiuniverso@gmail.com

Community Center

Via de' Buttieri 13/b. Bus 101, 11, 39, 90, 27, 30, A, 32, 14, 13, 15, 19.

Via Sebastiano Serlio 25/2. Bus 11, 21, 27, 33, 25, 35, 98.

The service desk offers, free of charge, guidance on local services, support with administrative procedures, and employment orientation. Appointments are required.

Opening hours:

Desk at Via de' Buttieri 13/b: Thursdays from 3:00 PM to 7:00 PM, Fridays from 9:00 AM to 12:00 PM and from 1:30 PM to 3:30 PM

Desk at Via Sebastiano Serlio 25/2: Tuesdays from 3:00 PM to 6:00 PM

To book an appointment, contact by phone, WhatsApp, or email. Tel.: 345 3529689 Email: bolognacenter@diaconiavaldese.org Facebook: Community Center - Diaconia Valdese Instagram: communitycenterdiaconia

Employment Centers

Bologna Main Office: Via Todaro 8/A. Bus A, C, 11, 35, 33, 20, 25, 28, 27, 36, 37, 38, 39, 89, 93, 94, 97, 98.

Secondary Office: Via Castiglione 24. Bus A, C, 11, 15, 25, 27, 30, 20, 14, 13.

Targeted Placement Office: Via Finelli 9. Bus A, 21, 32, 33, 20, 30, 37, 11, 98, 27, 97, 36, 27, 89, 94.

The centre offers qualified, free-of-charge employment services for job seekers, employed individuals, and employers. Appointments are required.

Open Monday to Friday from 9:00 AM to 1:00 PM, and also on Tuesdays and Thursdays from 2:30 PM to 4:30 PM.

For information, call between 9:00 AM and 1:00 PM.

Tel: 051 5279337

Email: impiego.bologna@regione.emilia-romagna.it

Web:

<https://www.agenzia lavoro.emr.it/i-centri-per-limpiego/sedi-bologna>

Below are the contact details for employment centres in the province:

- Alto Reno Terme: Via Marconi 2, Porretta Terme. Tel. 0534 521011. Email: impiego.porretta@regione.emilia-romagna.it
- Castiglione dei Pepoli: Piazza della Libertà, Castiglione dei Pepoli. Tel. 0534 521011. Email: impiego.porretta@regione.emilia-romagna.it
- Imola: Via Boccaccio 27. Tel. 0542 655301. Email: impiego.imola@regione.emilia-romagna.it
- Minerbio: Via Savena Inferiore 2. Tel. 051 5279601. Email: impiego.minerbio@regione.emilia-romagna.it
- San Giovanni in Persiceto: Via Modena 66/B. Tel. 051 5279511. Email: impiego.persiceto@regione.emilia-romagna.it
- San Lazzaro di Savena: Via Emilia 107. Tel. 051 5279611. Email: impiego.sanlazzaro@regione.emilia-romagna.it
- Zola Predosa: Piazza della Repubblica 1. Tel. 051 5278929. Email: impiego.zolapredosa@regione.emilia-romagna.it

VOCATIONAL TRAINING INSTITUTIONS

In the Metropolitan City of Bologna, there are various vocational training institutions providing free or very low-cost training courses for unemployed or unoccupied people in order to promote their employment.

Each institution offers specific courses on different topics, such as safety, languages, IT, job search, etc.

To consult the list of vocational training institutions and find out about the services they offer, visit the website:

<https://formazione lavoro.regione.emilia-romagna.it/iefp/approfondimenti/offerta-formativa>

WORKERS' RIGHTS

Unions are organizations that operate both within and outside workplaces to defend and promote workers' rights.

Cgil - Confederazione Generale Italiana del Lavoro

Via Marconi 67/2. Bus A, C, D, 11, 15, 20, 21, 25, 27, 30, 32, 33, 35, 36, 37, 89, 92, 94, 97, 187.

Tel.: 051 6087111

Cisl - Confederazione Italiana Sindacati Lavoratori

Via Milazzo, 16. Bus A, C, D, 11, 15, 20, 21, 25, 27, 30, 32, 33, 35, 36, 37, 89, 92, 94, 97, 187.

Tel.: 051 256611

Email: ustm.bo@cisl.it

Uil - Unione Italiana del Lavoro

Via Serena 2/2. Bus A, 20, 21, 25, 28, 30, 33, 35, 38, 39, 88.

Tel.: tel 051 524231

Email: uremiliaromagna@uil.it or cspbologna@uil.it

Ugl - Unione Generale del Lavoro

Via Santa Margherita 9. Bus A, 11, 15, 19, 21, 25, 27, 30, 38, 20.

Tel.: 051 224227, 349 0054918

Email: bolognaugl@gmail.com

Usb - Unione Sindacale di Base

Via Aurelio Saffi 69. Bus 23, 19, 32, 33, 35, 36, 38, 39, 81, 86, 87, 92, 91, 92.

Tel.: 051 006 5997

Email: emiliaromagna@usb.it

PATRONATI

You can contact a patronato (patronage) if you need protection and assistance in matters related to contributions, social security, and/or health protection. For example, to apply for unemployment benefits, reunification of social security contributions, family allowances, leave, maternity and paternity leave, occupational diseases, accidents and service-related issues, and civil disability.

TAX ASSISTANCE CANTRES

You can contact a CAF if you need assistance with filling out your tax return or 730 form, INPS forms, inheritance procedures, lease contracts, and the self-declaration necessary to obtain the ISEE (Equivalent Economic Situation Indicator).

PLAT – Social Intervention Platform

The project was born from the cooperation of several organisations – Laboratorio Crash, Si Cobas, Rent Strike Bologna, Bolognina Boxe, and Assemblea per la Salute del Territorio – as both a physical space in the Bolognina neighbourhood (at Corte 3, Via Nicolò dall'Arca 34/b) and a political project aimed at reopening pathways of reclamation and conflict around income, wages, housing, and beyond. Among the services provided is a CAF (Tax Assistance Centre), operating on the following schedule: Tuesday to Saturday 10:00 AM – 1:00 PM, and Wednesday & Friday 5:00 PM – 7:00 PM, at the Via Nicolò dall'Arca 34/B location; Tuesday and Thursday 5:00 PM – 7:00 PM, at the Via Natali 3/A location (Pilastro neighbourhood).

Tel.: 3516430177 (WhatsApp)

Email: caf.plat@gmail.com

Support for special needs

Un supporto per bisogni specifici

Aide pour des besoins spécifiques

Apoyo a las necesidades especiales

دعم لمشاكل محددة



WOMEN

Domestic Violence Helpline

Phone: 1522
24/7 availability

Casa delle donne per non subire violenza (women's shelter to avoid violence)

Via Masia 19/A. Bus: 36, 37, 14, 25, 99, 60, 20, 94.

Services offered: Counseling; support; assistance for women victims of trafficking and exploitation; legal and psychological counseling; support for parenting; assistance in interacting with social and territorial services; emergency accommodation for short and long term (through PRIS); orientation and job support for women victims of violence; telephone and video call hotline in Italian Sign Language (LIS) for women experiencing violence; university counter against gender-based violence.

Opening hours: Monday to Friday from 9 to 17, by appointment.

Phone availability: Saturday and Sunday from 10 am to 16. Phone: 051 333173, or (Whatsapp) 388 4017237

Email: infobologna@casadonne.it

Email: accoglienzabologna@casadonne.it

Website: www.casadonne.it

CHIAMA chiAMA

Piazza San Francesco 8. Bus: 20, 23, 19, 21, 30.

Help and support desk for women victims of violence, stalking, trafficking, and facing socioeconomic difficulties. Provides reception and information services, individual consultations (by appointment after initial access), counseling and psychological support, as well as initial legal consultations.

Access can be made via phone or in person on opening days. Opening Hours: Monday to Friday from 9.00 to 18.30.

Phone: 337 1201876

Email: chiamachiama@mondodonna-onlus.it. There are several metropolitan offices in the area that you can refer to. You can contact the number 3316590846 from Monday to Friday from 9.30 to 19.30. or you can write an email to presidi@mondodonna-onlus.it

Aias Anti-Violence help Desk for Women with Disabilities

Address: Piazza della Pace 4/a. Bus: 14, 20, 21, 38, 94.

Provides support and listening to women with disabilities who are

victims of violence. Opening hours: Tuesdays from 14:30 to 18:30.

Phone: 337 1201876 Website:

<https://www.mondodonna-onlus.it/chiama-chiama/>

Email: chiamachiama@mondodonna-onlus.it

Sportello Donna Contro ogni discriminazione di genere (woman's desk against any form of discrimination)

Via Marconi 67/2. Bus: 11, 14, 20, 21, 25, 36, 38, 97.

Offers reception, information, counseling, union and legal assistance aimed at all Italian and foreign women on issues such as gender discrimination, mobbing, sexual harassment in the workplace, maternity protection, child custody, stalking. Email: sportellodonna@er.cgil.it

Frida nel parco

Parco della Montagnola.

A Punto Viola ("Purple Point") where women in difficulty and victims of violence can turn to as a point of reference, from which support and protection pathways can be initiated.

For information, contact: Tel.: 351 6780316

LGBTQIA+

Telefono Amico

Cassero (TAC)

Via Don Minzoni 18. Bus: 19, 25, 33, 35, 87, 94.

The service provides listening and support to LGBTI+ individuals and beyond. Calls are handled by trained volunteers who can recognize needs and guide individuals to utilize the network of services and activities offered by Cassero. If, after the first phone or WhatsApp contact, the social secretariat identifies the need for a more structured intervention, they may direct the person to services within Cassero, accompany them to project partner services, or to social and health services within the Metropolitan City of Bologna. Phone: 051 555661 Cell: 388 0925933 Email: telefonoamicocassero@cassero.it
The number is active from 20 to 22, Monday to Friday.

M.I.T. A.P.S - Movimento Identità Trans (Trans Identity Movement):

Via Polese 22, 40122. Bus: 20, 25, 30, 35, 87, 93, 94, C.

SERVICES:

- MIT Clinic affiliated with the Local Health Authority (ASL). Clinic

for the health of transgender people. Open Monday to Thursday from 10 to 16. Friday from 10 to 14.

- UDS – "VIA LUNA" MIT's Street Unit, harm reduction project for individuals practicing sex work. Cell: 339 7219826
- Legal Desk- Civil and criminal legal advice on antidiscrimination and gender recognition. Free access.
- "LIBER*" Prison Project – Dedicated to transgender inmates, it offers listening services, shipping of clothing or basic necessities upon detainees' request, cultural activities.
- "SARAH HEGAZI" Migrant LGBTIQIAP+ Migrant help Desk – Social secretariat, assistance, counseling service, support and advice during the international protection application process. Open from Monday to Thursday from 10 am to 4 pm, and Friday from 10 to 14. Tel. and fax: 051 271666. Email: sportello.sarahhegazi@mit-italia.it
- STAR Project – in collaboration with the cooperative society CSAPSA and the Women's Justice Center (centro Donna Giustizia). It offers services aimed at transgender, LGBTIQIAP+ and non-binary individuals who have been victims of discrimination and violence.
- Anti-Violence Desk open by appointment from Monday to Thursday from 10 to 16, Friday from 10 to 14. 24/7 availability for emergencies at cell: 375 5728113. Phone: 051 271666.

For individual projects see contact information in the description.
Email: info@mit-italia.it Website: www.mit-italia.it

DISCRIMINATIONS

SPAD - Antidiscrimination Desk Located at Centro

At Centro Interculturale Zonarelli, Via Giovanni Antonio Sacco 14. Bus: 20, 21, 28, 36, 60, 99.

At Porto-Saragozza neighbourhood office, via Pier de Crescenzi 14.

The desk welcomes, listens to, guides, and supports individuals who are victims or direct and indirect witnesses of racial, ethnic, and religious discrimination. It receives reports and provides information. To report discrimination and receive assistance, you can:

- Visit in person on Tuesdays from 9 to 13 and Thursdays from 14.30 to 18.30 in via G. A. Sacco 14.
- Visit in person on Friday from 9 to 13 in via Pier de' Crescenzi 14
- Call 051 219 6329, Monday to Friday from 9 to 13 and

Thursdays from 14.30 to 18.30. Alternatively, you can send a written or audio message via WhatsApp to 331 7567412.

- Send an email to spad@comune.bologna.it.
- Fill out the online google form at www.comune.bologna.it/centrozonarelli/spad-sportello-antidiscriminazioni

Cassero Legal Desk

At Circolo Arcigay "Cassero", Via Don Minzoni 18. Bus: 19, 20, 25, 32, 33, 35.

This desk offers free access to LGBTQI+ individuals every Wednesday from 17 to 19 by appointment or via video call where possible. Anyone wishing to use the service can write to giuridico@cassero.it, preferably providing their personal details and a contact number and outlining the issues to be addressed. Email: giuridico@cassero.it Cassero General Secretariat: Phone number 051 0957212, Monday to Friday from 9:30 to 13 and from 15 to 18.

MIT A.P.S - Trans Identity Movement Legal Desk

Via Polese 22. Bus: 20, 25, 30, 35, 93, 94.

The desk provides support, listening, and legal advice, both for civil and criminal matters, to transgender individuals who are victims of violence and hate or who have experienced episodes of discrimination or rejection of their gender identity recognition. Support is also offered outside cases of violence and discrimination, such as in the context of gender affirmation processes. The service is free and provided by legal experts of the Association. Opening hours: The desk is open on Tuesdays and Thursdays, as well as on request (therefore also outside those days and hours, based on needs). Phone: 051 271666 - Email: legale@mit-italia.it

ADDICTIONS

Unità di Strada - Fuori Binario

Via Carracci 59. Bus: 27, 30, 34, 92, 184, 185, Shuttle A.

Service aimed at individuals with substance abuse and addiction and who mainly live on the streets, even without residency. Access point to services dedicated to addictions (SERD). The service focuses on harm reduction, offering daytime reception, listening, and orientation to substance abuse services, counseling, and information on psychoactive substances. Every day, the operators conduct street outreach on foot and with an equipped van to provide information and guidance, distribute sterile materials for preventive purposes, and collect used medical supplies. Opening hours: Monday to Friday from 10 to 16.30. Tuesday from 10 to 14. Tel.: 051 233192 - 348 2339220 Email: fuoribinario@opengroup.eu

Area 15

Via De' Castagnoli 10. Bus: 14, 19, 20, 25, 27, Shuttle C.

Integrated service on substance use and addiction for young people up to 24 years old. The service promotes a critical and informed approach to substance and digital consumption. It offers an informal meeting space with informational materials on legal and illegal substances, a team of psychologists, educators, and nurses who are available for informative consultations, individual meetings, and thematic group sessions.

Opening hours: Monday - Wednesday - Friday from 14 to 18 Tuesday - Thursday from 15 to 18. Tel.: 345 4520680 Email: info@area15.it Web: www.area15.it. For the adults concerned (family members, caregivers), the toll-free number 800 105 999 is available from Monday to Friday from 15 to 18. In addition to the initial telephone consultation, it is possible to schedule an in-person meeting.

ALCOOL

Alcoholics Anonymous

Self-help support groups.

Phone number for Bologna and province: 335 8202228 Regional listening center: 335 6997173

Toll-free number: 800 411 406

- Bologna, Via Polese 25 (Bus 20, 25, 36, 94) – Monday 20.30 to 22.30 Tuesday: 20.30 to 22.30 – Friday: 20.30 to 22.30
- Bologna, Via Marco Emilio Lepido, 58 (Bus 23, 87) at Parrocchia Santa Maria Assunta - Thursday: 20.30 to 22.30
- Bologna, Via della Beverara, 86 (Bus 11, 37, 92) at Parrocchia San Bartolomeo - Sunday: 16.30 to 18
- San Lazzaro di Savena, Via Torino, 26 (Bus 15, 19) at Parrocchia S. Francesco - Tuesday: 20.30 to 22.30 – Wednesday: 20.30 to 22.30 – Friday: 20.30 to 22.30
- Imola, Via Poletti, 2 - Tuesday: 20.30 to 22.30 – Friday: 20.30 to 22.30

GAMBLING

FreeGAP

Via Sant'Isaia 90 c/o Casa della salute Quartiere Saragozza.

Bus 14, 20, 21.

Listening space for problem gamblers and their families through therapeutic groups.

For information call 342 1119914.

Email: antonio.lamparelli@opengroup.eu.

Gambling Listening Center (sportello d'ascolto per il gioco d'azzardo)

"Vite in Gioco" Project by Cooperativa Solco Dai Crocicchi Casa della Comunità Navile, Via D.Svampa, 8 - Bologna.

Bus 30, 34, 184, 92, A, S1 A.

The desk is aimed at gamblers, family members, and individuals interested in deepening their understanding of gambling for awareness and prevention purposes. It supports individuals in understanding the

problem and directs them towards the most suitable socio-sanitary intervention services to address it. Access to the desk is free and open: you can visit during opening hours. Opening hours: every Tuesday (15-18) and Friday (16-19).

On the third Tuesday of every month (15-18), a legal orientation and protection of assets desk is available. You can book by calling 370 3732643.

Castello di Serravalle (Unione Reno Lavino Samoggia)

Piazza della Pace, 33 - Castello di Serravalle.

Openings: the 1st and 3rd Thursday of the month (15-18) Phone number for Valsamoggia: 349 7849183. If necessary they are willing to move into different municipalities within the territory.

Vado di Monzuno (Union of the Municipalities of the Bologna Apennines)

At the Casa della Comunità di Vado, Via Val di Seta 4/A - Vado/ Monzuno.

Openings: the 2nd and 3rd Tuesday of the month (h. 10 -13)

Telephone number for Vado: 370 3732643

For information on local desks: www.viteingioco.com

<https://www.facebook.com/viteingioco.bo/>

<https://www.instagram.com/viteingioco/>

OVER-INDEBTEDNESS

Over-Indebtedness Help Desk at the Joint Office for Economic Development, Businesses, Employment, Metropolitan City and Municipality of Bologna

Via Benedetto XIV, 3 – 4th floor, 40125 Bologna (BO) Bus: 11, 13, 14, 15, 19, 25, 27, 30, 62, C, T2.

The Help Desk is the free access point through which over-indebted citizens can receive initial information and prepare the necessary documentation to access the procedures provided for by law. The main objective is to offer a clear and reliable institutional response. This is a free first-reception and document-collection service, useful for initiating over-indebtedness procedures through the Crisis Composition Bodies established at the Order of Chartered Accountants and Accounting Experts of Bologna and the Bologna Bar Association. The Help Desk also supports citizens with further guidance on the availability of alternative tools, in cases where the conditions to access over-indebtedness

procedures are not met.

The desk receives visitors by appointment on Tuesday mornings and afternoons. To book an appointment, please fill out the form at https://www.cittametropolitana.bo.it/imprese/Sportello_sovraindebitamento or write to occ@cittametropolitana.bo.it

Over-Indebtedness, Banking and Financial Services Help Desk

At Cittadinanzattiva Emilia-Romagna, Via Cesare Abba 6/A. Bus: 30, 32, 33, 38, 39.

Free guidance desk for all those who find themselves unable to meet their debt obligations (mortgage instalments, loans, taxes and levies, etc.), in order to assess the possibility of benefiting from the debt crisis composition procedure provided for by Law No. 3 of 2012, or to identify the best solution in light of the individual's situation. Membership of the association is required (€5). The desk operates by appointment only, by calling Monday to Friday from 9:30 am to 1:30 pm at 328 7717770 or 3711750582. Email: sovraindebitamento@cittadinanzattiva-er.it

FONDAZIONE SAN MATTEO APOSTOLO

Via del Monte 5. Bus: 13, 15, 19, 25, 27, 62

Provides advice on over-indebtedness and usury, as well as assistance and support for debt relief procedures. By appointment only. Tel. 0510933431 Email: segreteria@fondazione-sanmatteo.com

Avvocato di Strada

The desk provides advice, guidance and support in gathering the documentation needed to initiate over-indebtedness procedures. The service can be accessed by calling 051 227143 or writing to bologna@avvocatodistrada.it

SELF-HELP GROUPS

Self-Help Groups (A.M.A., Auto Mutuo Aiuto) aim to connect individuals who share the same problem or stage in life, facilitating dialogue, mutual exchange, and discussion.

The Local Health Authority (AUSL) of Bologna has created a network of self-help groups in the territory. The groups involved are currently around 120 and cover various thematic areas. For information, please contact the Facilitating Secretariat (Segreteria Facilitante) at 349 2346598 from Monday to Friday or via email at gruppi.ama@ausl.bologna.it.

Visit the Facebook Page:

<https://www.facebook.com/GruppiAutoMutuoAiutoBologna/#>

At the following link you can find a guide from the Local Health Authority (Azienda USL) to all self-help groups present in Bologna in 2023: <http://www.ausl.bologna.it/cit/cp/qama>

WORKSHOPS

"E-20" Community Workshop

Via Mauro Sarti 20. Bus: 11, 36, 38, 39.

The workshop is intended for adults (18 - 65 years old) experiencing severe social distress, upon referral from local services. The aim is to use the workshop format to impart skills, but above all, to offer a space for qualified social interaction and social integration. The idea behind the Workshop is that the participants, besides needing a path to integration and inclusion, represent a valuable resource for the city. Activities include assistance in house searching, assistance in writing and correcting CVs, gentle exercise, creative recycling workshop, carpentry workshop, active citizenship workshop, micro-cleaning of parks, neighborhood party organization.

Opening hours: Monday to Friday from 10 to 17, Saturdays from 10.30 to 17 (including holidays, except for Sundays). Tel.: 331 6493191 - Email: laboratorioe-20@societadolce.it

"Happy Center" Community Workshop

Via Antonio di Vincenzo 26/A-F Bus: 11, 21, 25, 27, 35, shuttle A.

The workshop is open from Monday from 12 to 17 and Tuesday to Friday from 10 to 17.00 (holidays excluded) and it's aimed towards all citizens, with particular attention to adults (18 - 65 years old) experiencing severe social distress, with free access and upon referral from local services. The workshop is a place to engage and connect with other people to improve one's well-being, interpersonal relationships, and community engagement. Activities include: cooking workshop; film club; composting workshop. Activities may vary from winter to summer seasons.

To check the status and the offer of the activities, please call the number 373 7472077 and 0510567160 during opening hours or send an email to happycenterbolognina@piazzagrande.it

Laboratorio "Belletrame"

Via don Paolo Serra Zanetti 2. Bus 20, 37, 93, 99, 180.

The Activities are free, they are aimed both at people with and without housing and take place every Tuesday and Thursday from 16 to 19.

Activities include training courses, workshops, a community gym and events, as well as the "Sala Musica Ezio Bosso Music Room," an open and free rehearsal room equipped with facilities and instruments. Every Tuesday, during the Campi Aperti market, the Belletrame garden is open to outsiders as part of a collaboration project with the C.A. Association and the neighborhood. The workshop also participates in the co-management of the Lorenzo Giusti gardens together with the associations operating in the San Donato - San Vitale district.

Tel.: 366 5855158. Email: laboratorio.belletrame@societadolce.it

Laboratorio Scalo

Via dello Scalo 23. Bus 23, 19, 33, 83.

Activities aimed at citizens of the Porto - Saragozza neighborhood, with or without a home. Among the various initiatives it is possible to participate in the bicycle workshop at the adjacent Lorusso park. The Laboratory takes place on Fridays from 15 to 17.

Email: condominioscalo@piazzagrande.it.

Portierato di comunità Quartiere Porto Saragozza

Via dello Scalo 2/2. Bus: 19, 23, 33, 35, 87.

Open Monday to Friday from 10.30 to 12.30 and from 16 to 19. The service offers a welcoming space where people can find a listening ear, information about local services, small forms of practical assistance for everyday needs, opportunities for socialising, workshops, and support for vulnerable situations through community care networks.

Tel: 3757907153.

HOME

Public housing, also known as council housing, consists of residential properties provided by the government to meet the housing needs of individuals and families who meet certain criteria. In Bologna, public housing is managed by ACER (Azienda Casa Emilia-Romagna).

To apply for public housing, individuals or families must submit an application within the deadlines specified in the public notice (published on the websites of ACER and the Municipality of Bologna). The allocation of housing is based on a score assigned to each application according to

the municipal regulations. The housing ranking list is managed by ACER, updated every 6 months, and published on their website.

The rent for public housing is calculated based on the applicant's social and economic situation (ISEE). To be eligible to apply, individuals must:

- Not own any property
- Not have been evicted from public housing in the last 5 years
- Not have illegally occupied public housing in the last 5 years
- Have been a resident or employed in Emilia Romagna for at least 3 years
- Have an ISEE (Equivalent Economic Situation Indicator) below €17,428.46.

Acer

Piazza della Resistenza 4. Bus: 14, 19, 20, 33, 36, 61, 556, 576.

Acer is the company that manages public housing in the Municipality of Bologna. For information on housing services and requests for maintenance interventions, call the toll-free number 800 014909 from Monday to Friday from 9 to 13; on Tuesdays and Thursdays until 17.30. Tel.: 051 292111 Email: info@acerbologna.it, urp@acerbologna.it. Access by appointment only.

Accoglienza diffusa "Housing Led" Antoniano

Various locations. Apartments and "housing led" facilities in the municipality and province of Bologna for individuals and families. Access is through referrals from public and private social services or through Antoniano. The service welcomes individuals or family units, Italian or foreign, in situations of socio-housing hardship but in a pre-autonomy phase, for an initial period of six months. Email: housing@antoniano.it

EVICTIION

For eviction issues, you can turn to the housing policy department of the Municipality of Bologna or to trade unions.

Housing policy department of Comune di Bologna. Those who have been evicted because they cannot afford the rent due to loss or significant reduction of family income can request to be included in the anti-eviction protocol of the Municipality of Bologna. The Municipality can provide a non-repayable contribution to cover overdue rents and avoid eviction. For information and requests, make an appointment by calling 051 21933511 or 051 2193478 from Monday to Friday from 9 to 13 and on Tuesday and Thursday also from 14.30 to 16.30.
Email: politicheabitative@comune.bologna.it

Trade unions:

Trade unions of tenants and assignees provide free information and assistance in filling out applications for public housing, in issues related to allocation, and in cases of eviction. Usually, to receive assistance regarding eviction procedures, you need to register and pay an annual fee.

They receive by phone reservation.

S.I.C.E.T. - CISL

Via Milazzo 16, Bologna. Bus 11, 20, 25, 27, 28, 30, 97, 671.

Tel.: 051 256734, 391 7604593

Email: bologna@sicet.it

Other locations in Bologna and the province where appointments are available:

- Via Arno 38C; bus: 39, 90, 55, 27; tel.: 051455482;
- Via Pirandello 16; bus: 14, 35, 20; tel.: 051503512;
- Via Ramenghi 5B; bus: 14,61,38; tel.: 0510195422;
- Via Bentini 69; bus: 95, 97, 98, 411, 447, 448; tel.: 051328144;
- Via Volta 5 - Imola; tel.: 0542691611;
- Via della Repubblica 16 a/b San Lazzaro di Savena; bus: 19, 94; tel. 051452490;
- Via XX settembre 38 - San Pietro in Casale; bus: 97, 433, 455; tel. 051817203;
- Piazza Garibaldi 11 - Bazzano; bus: 94, 651, 656, 657, 658, 671, 672; tel. 051 833236
- Via Sant'Apollinare 8 - San Giovanni in Persiceto; bus: 533, 534, 536, 537, 538, 556, 576; tel. 051 825314.

S.U.N.I.A. - CGIL

Via del Porto 12, Bologna. Bus: 21, 27, navetta A-C-D.

Tel.: 051 6087100 - Email: sunia.bologna@sunia.it

Opening hours: from monday to friday from 9 am to 1 pm and on monday and on wednesday from 3 to 6 pm as well.

U.N.I.A.T. - UIL

Via Serena 2/2, Bologna. Bus 28, 31, 35, 39.

Tel.: 051 522298 - Email: uniatsfrattibologna@gmail.com

Opening hours: from monday to thursday from 9 to 12 am and from 1 to 5 pm, only by appointment.

Unione inquilini

Via San Donato 149, Bologna.

Tel.: 370 361 5743 (whatsapp available)

Opening hours: every thursday from 2 to 5 pm.

PLAT- Piattaforma di Intervento Sociale

The project is the result of a collaboration between various organizations - Laboratorio Crash, Si Cobas, Rent Strike Bologna, Bolognina Boxe and the territorial Assembly for healthcare - as a physical space existing inside the Bolognina neighborhood (in Corte 3, via Nicolò Dall'Arca 34/B) and as a political project aimed at re-opening paths of reclaiming and conflict over income, wages, and housing etc. Between the services offered there's also a service counter dedicated to housing issues, who follows this schedule: tuesday from 5 to 7 pm at the headquarters of via Nicolò dell'Arca; monday and wednesday from 11 am to 1 pm at the headquarters in via Natali, 3/A (Pilastro neighborhood).

Tel: 3516430177 (Whatsapp contact).

Email: caf.plat@gmail.com.

TRANSPORT

Homeless indigent people under the care of social services and part of a social inclusion program can obtain a free six-month subscription ("Mi muovo insieme") for the use of local public transportation (Tper buses). The subscription's request must be submitted by the social services and the social workers issue the subscription to eligible users. To access the subscription the person needs to address her/his own social service, that is, the one in their municipality of residence or domicile, or in their neighborhood—or, alternatively, the low-threshold social services office.

AREAS AFFECTED BY TRAM CONSTRUCTION WORK:

At the moment the areas mostly affected are: Central train station, historical center, Bolognina, Navile neighborhood, Corticella, San Donato, via Emilia Ponte/ Ospedale Maggiore's area, Fiera.

In these areas bus' trajectories may experience deviations. Therefore, in this guide:

- The references to bus are only approximate;
- The area or the neighborhood in which the service is located are specified;
- In case of doubt we advise to ask information to the bus drivers, at the bus stops or directly at the Tper headquarters.

Tper's site (in order to verify deviations):

<https://www.tper.it/content/principali-deviazioni>.

CONSUMER PROTECTION

Consumer associations are organisations that defend and promote the rights of consumers.

Adiconsum

Via Milazzo 16. Bus 11, 20, 25, 27, 28, 30, 97, 101, 671, 686, 826.
Tel.: 051 256733, 391 7604593. Email: ambo@adiconsum.it

Other locations in Bologna and the province where appointments are available:

- Via Arno 38C; bus: 39, 90, 55, 27; tel.: 051455482;
- Via Pirandello 16; bus: 14, 35, 20; tel.: 051503512;
- Via Ramenghi 5B; bus: 14,61,38; tel.: 0510195422;
- Via Bentini 69; bus: 95, 97, 98, 411, 447, 448; tel.: 051328144;

- Via Volta 5 - Imola; tel.: 0542691611;
- Via della Repubblica 16 a/b San Lazzaro di Savena; bus: 19, 94; tel.: 051452490;
- Via XX settembre 38 - San Pietro in Casale; bus: 97, 433, 455; tel.: 051817203;
- Piazza Garibaldi 11 - Bazzano; bus: 94, 651, 656, 657, 658, 671, 672; tel.: 051 833236
- Via Sant'Apollinare 8 - San Giovanni in Persiceto; bus: 533, 534, 536, 537, 538, 556, 576; tel.: 051 825314.

Adoc

Via Serena 2/2. Bus 28, 31, 35, 39.

Tel.: 051 550726. Email: adocbologna@adocnazionale.it.

Opening hours: monday, tuesday, wednesday and thursday from 9.30 to 12.30 am and from 14.30 to 16.30 pm.

Cittadinanzattiva

Via Cesare Abba 20/A

Tel.: 328 7717770 - 3711750582

Email: consumatori@cittadinanzattiva-er.it

Assistance is available by appointment only by calling from Monday to Friday from 9.30 am to 1.30 pm the location in via Cesare Abba 6.

Federconsumatori

Via Marconi 67/2. Monday to Friday, 9-12 and 14-17

Tel.: 051 255810. Email: bo.info@federconsumatori.emr.it

Legal Consumatori

Via Bentini 18/a. Bus 27A, 27B.

Tel.: 051 6325990. Email: bologna@legaconsumatori.it

Opening hours: Monday to Friday from 9 am to 1 pm.

Unione Nazionale Consumatori

Viale XII Giugno 15. Bus 16, 32, 33, 39, 90.

Tel.: 051 331087. Email: info@consumatori-emiliaromagna.it

VICTIMS OF CRIME

Associazione Eccetera- Rete Dafne Italia

Via Guerrazzi 14/D. Bus: C, 11, 25, 27, 14, 15, 19, 62, 90, 96.

Via Scipione dal ferro 19/A. Bus: 14, 25, 36, 37, 38, 60, 61, 94, 180, 182. General service dedicated to those who have experienced any type of crime (regardless of the fact that they filed a complaint or not) or calamity and their families/cohabitants. The service offers welcoming and listening, psychological support, information about their rights and service orientation. The service is accessible by appointment, to book by phone or mail. The phone number is active from monday to friday from 9 am to 7 pm.

Tel.: 351 6338146.

Email: apseccetera@gmail.com.

Site: www.retedafne.it/sede/bologna/

Facebook: <http://www.facebook.com/AssociazioneEccetera>.

PRISON

DETAINED PEOPLE / PRISON-RELATED SUPPORT

U.V.a.P.Ass.A (Il Villaggio del Fanciullo)

At Il Villaggio del Fanciullo, Via Scipione del Ferro 5/2. Buses: 14, 19, 25, 36, 37, 101.

A cultural association that carries out recreational and educational activities for unaccompanied minors hosted in the "Il Villaggio del Fanciullo" community and in the juvenile detention institution in Bologna. It also provides support and accompaniment for minors hosted in these facilities.

Tel: +39 320 1166009

Email: info.uvapassa@gmail.com

Progetto carcere LIBER* (M.I.T. APS)

A project dedicated to transgender people in detention. It offers listening/support services, shipping of clothing upon request from detainees or basic necessities, and cultural activities.

Email: info@mit-italia.it

Progetto Crescere Nonostante (Gruppo CEIS)

A project dedicated to minor children of incarcerated parents. It operates in the Province of Modena and the Metropolitan City of Bologna, promoting procedures for identifying and supporting minors whose parents are in prison, in collaboration with local institutions. It also offers targeted educational activities aimed at supporting children's personal development and well-being, including: sports activities, academic support, enrolment in youth centres, recreational activities, art therapy workshops, tutoring and school support, and help with daily routines (school, free time, etc.).

The approach is based on the individual needs and interests of each child, coordinated with referring services and case managers. The project also promotes parenting support to foster positive relationships between incarcerated parents and their children through: parenting groups inside prisons; facilitating visits and contact with incarcerated parents; and supporting foster families, parents, and relatives caring for the children.

Email: d.nora@gruppocois.org

FOR RELEASED PEOPLE AND FORMERLY DETAINED

A.Vo.C. (Associazione Volontari Carcere)

The aim of the association is to improve the quality of life of prisoners and support their social reintegration. It provides moral and material assistance to prisoners and former prisoners (it no longer manages housing, which is now handled by the "Territories for Reintegration" project run by the Municipality of Bologna in cooperation with ASP) and organizes cultural events and support meetings.

More information: <https://www.avoc-bologna.it/>

Email: info@avoc-bologna.it

SPORT

TPO

Address: Via Camillo Casarini 17/5. Buses: 29, 35, 36, shuttle C.

Active courses:

Boxing under 18: Monday (5:00–6:30 PM); Thursday (8:00–9:30 PM)

Adult boxing: Monday (6:30–8:00 PM); Thursday (8:00–9:30 PM)

Pilates: Monday (8:00–9:00 PM); Tuesday (5:30–6:30 PM); Thursday

(5:00–6:00 PM)

Yoga: Wednesday (6:45–7:45 PM)

Afro dance: Tuesday (6:30–8:00 PM); Friday (8:00–9:30 PM)

Breakdance: Friday (5:00–6:00 PM)

The gym has changing rooms and showers.

You can show up directly at class times.

Contacts: boxe.tpo.bologna@gmail.com

Instagram: @palestra_tpo

Facebook: Palestra Popolare Boxe TPO

Palestra Gino Milli

Address: Via Antonio Gandusio 6. Buses: 21, 28, 36, 37, 38.

The gym has changing rooms and showers.

Active courses:

Boxing

Tuesday (6:00–7:30 PM); Friday (7:00–9:00 PM)

Contact: antifaluporosso@gmail.com

Muay Thai

Tuesday (9:30–11:00 PM)

Thursday (7:00–8:30 PM)

Contacts: 328 601 9914, 370 310 0207, 349 305 2071

Adult football school

Monday (8:30–10:30 PM)

Contact: 320 649 0521

Hyanas

Monday (10:30–11:30 PM)

Volleyball

Tuesday (7:30–9:30 PM)

Jutaijutsu

Wednesday (1:00–2:30 PM; 5:00–7:00 PM)

Boxe-Thai

Wednesday (8:15–10:30 PM)

Pre-boxing training (youth)

Friday (5:00–6:30 PM)

Karate

Wednesday (7:00–8:00 PM)

Contact: 329 265 1792

Yoga

Tuesday (6:45–9:00 PM)

Thursday (6:45–9:00 PM)

Saletta Circolo Guernelli Contact: 347 370 1360

Basketball

Thursday (8:30–10:30 PM)

Contact: 348 864 2054

“I campioni del pallone” (Football champions)

Small-sided football and team games for people with disabilities

Tuesday (3:30–5:00 PM).

Contact: 328 915 7164

Lottadanza

Movement, play, and contact for children aged 6–11

Thursday (5:00–7:00 PM)

Contact: 338 214 4712

Giocasport

Monday (5:00–7:00 PM)

Contact: 348 626 7514

Palestrina

Offers courses in:

Muay Thai

Monday, Wednesday, Friday (7:00–8:15 PM)

Tuesday, Thursday (5:30–7:00 PM)

Yoga

Monday, Wednesday, Friday (5:30–6:30 PM)

Pregnancy fitness (booking required by phone)

Wednesday (11:30 AM–12:30 PM)

Thursday (7:30–8:30 PM)

Address: Via Paolo Fabbri 110, entrance from Dormitorio Beltrame (Via Sabatucci 2)

Contact: 334 766 5121

DISTRIBUTION

This guide is distributed free of charge at the offices of Avvocato di Strada ODV, Via Malcontenti 3, and in all services and places in Bologna frequented by homeless people. Copies of the guide can be requested by emailing bologna@avvocatodistrada.it or by calling 051 227143.

Avvocato di strada ODV

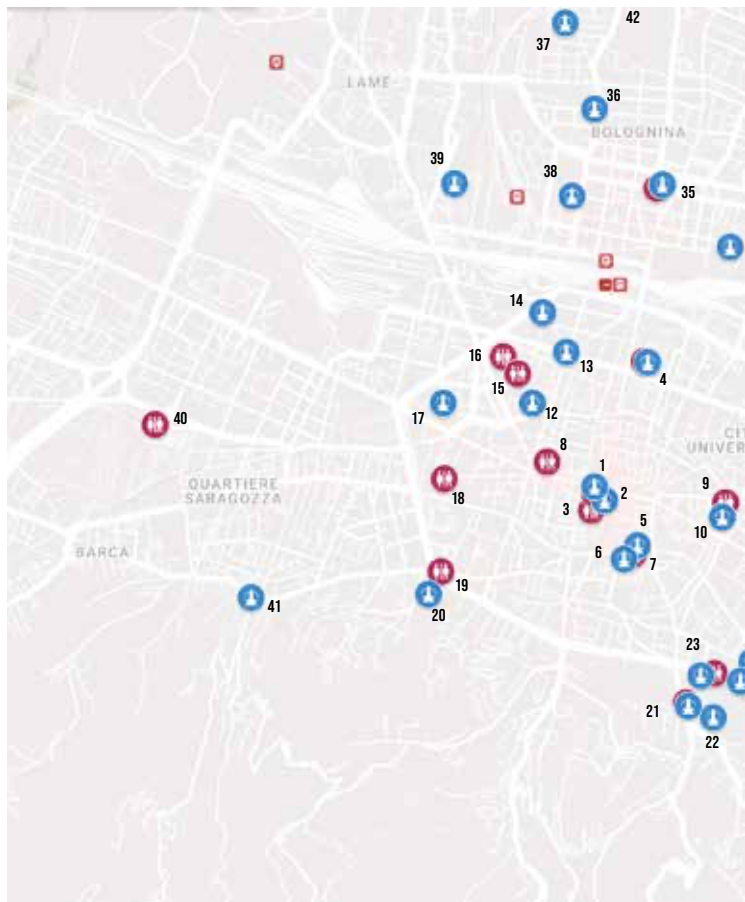
Tel. 051 227143

Via Malcontenti 3, 40121, Bologna

Mail: bologna@avvocatodistrada.it

Sito web: www.avvocatodistrada.it

DOVE ANDARE PER...



BAGNI, FONTANE E LOCALI SOLIDALI



DOVE ANDARE PER...

BAGNI

03. PALAZZO COMUNALE

DI FRONTE A VIA IV NOVEMBRE 12

03. SALA BORSA

PIAZZA DEL NETTUNO 3

(NECESSARIA TESSERA BIBLIOTECA)

03. PIAZZA DE' CALDERINI

04. PARCO DELLA MONTAGNOLA

VIA IRNERIO 2/3

08. MERCATO DELLE ERBE

VIA BELVEDERE 6

09. PIAZZA ALDROVANDI

15. PARCO 11 SETTEMBRE

VIA AZZO GARDINO 38

16. GIARDINO KLEMLÉN

VIA AZZO GARDINO 65

18. VIA DEL PRATELLO 80

19. PIAZZA DI PORTA SARAGOZZA

21. SERRE DEI GIARDINI MARGHERITA

INGRESSO DI PORTA CASTIGLIONE

23. GIARDINI MARGHERITA

INGRESSO DI PIAZZA DI PORTA CASTIGLIONE

29. PARCO DEI CEDRI

VIA CRACOVIA, 31

35. PIAZZA DELL'UNITÀ

40. CIMITERO DELLA CERTOSA

LARGO VITTIME LAGER NAZISTI, 10

42. PARCO DEI GIARDINI - CA' BURA

VIA DELL'ARCOVEGGIO, 59/8

FONTANELLE

01. VIA UGO BASSI

02. FONTANA DEL NETTUNO

PIAZZA DEL NETTUNO

04. PARCO DELLA MONTAGNOLA

VIA IRNERIO 2/3

05. PIAZZA MINGHETTI

06. PIAZZA CAVOUR

10. PIAZZA ALDROVANDI

11. GIARDINI SAN LEONARDO

VIA DI SAN LEONARDO

12. PARCO XI SETTEMBRE

VIA AZZO GARDINO/VIA RIVA DI RENO

13. PIAZZA DEI MARTIRI

14. GIARDINO GRAZIELLA FAVA

VIA MILAZZO, 24

17. GIARDINI DI PIAZZA DELLA RESISTENZA

20. GIARDINO DI VILLA CASSARINI

VIALE ALDINI

21. SERRE DEI GIARDINI MARGHERITA

ENTRATA DA PORTA CASTIGLIONE

22/23/25. GIARDINI MARGHERITA

ENTRATA DA PORTA CASTIGLIONE/
PORTA SANTO STEFANO

25. GIARDINO SANTA TERESA VERZERI

PIAZZA DEL BARACCANO

26. GIARDINO LAVINIA FONTANA

VIA DEL PIOMBO, 5

28. VIA JACOPO DELLA LANA 11

29. VIA LAURA BASSI

30. PARCO LUNETTA GAMBERINI
VIA DEGLI ORTI, 60

31. GIARDINO PADRE GIOVANNI BREVI
VIA SANTE VINCENZI

32. PARCO WALTER TOBAGI
VIALE ZAGABRIA/VIA SAN DONATO

33. GIARDINO PARKER-LENNON
VIA DEL LAVORO

34. PARCO DOPOLAVORO FERROVIARIO
VIA SEBASTIANO SERLIO, 25/2

35. PIAZZA DELL'UNITÀ

36. GIARDINO DONATORI DEL SANGUE
VIA FIORAVANTI, 68

37. PARCO VILLA GROSSO

38. PIAZZA LUCIO DALLA
VIA FIORAVANTI, 37/C VIA PIETRO GOBETTI

39. VILLA ANGELETTI
VIA DE' CARRACCI, 65

41. VILLA SPADA
ACCESSO DA VIA CASAGLIA, 7

42. GIARDINO ANNAMARIA MANZOLINI
VIA LODOVICO BECCADELLI

LOCALI SOLIDALI

PIAZZA GRANDE LAVORA DA ANNI PER COSTRUIRE
UNA CITTÀ A MISURA DI PERSONA.

UN'IMPRESA CHE PUÒ RIUSCIRE
SOLO COINVOLGENDO TUTTA LA COMUNITÀ,
E METTENDO INSIEME PICCOLI E GRANDI GESTI.

PER QUESTO ANCHE LE ATTIVITÀ COMMERCIALI
DI BOLOGNA FANNO LA LORO PARTE.

RETE "SPAZI ACCOGLIENTI" DI PIAZZA GRANDE
SE VEDI QUESTO ADESIVO SULLA VETRINA
DI UN LOCALE O DI UN NEGOZIO,
PUOI SENTIRTI LIBERO O LIBERA DI ENTRARE
E, SECONDO LE DISPONIBILITÀ
E LE CARATTERISTICHE DELLO SPAZIO,
DI USARE IL BAGNO, CARICARE IL TELEFONO,
BERE UN BICCHIERE D'ACQUA.

INQUADRA IL QR CODE PER VEDERE
LA MAPPA COSTANTEMENTE AGGIORNATA.





Avvocato di strada ODV
DOVE ANDARE PER... BOLOGNA
XV Edizione - 2026