

NEAR

NEwly ARrived in a common home

AMIF NUMBER: 957999

TRAINING PROGRAMMES AND MATERIALS

Work Package 3: Training of Community Agents

Activity 3.2 – 3.3

Deliverable D 3.1

December 2021



Project Information

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Contents

INTRODUCTION	4
FEEDBACK MEETINGS	4
TRAININGS.....	5
Milan	6
Perugia.....	8
Lisbon	11
Nicosia	15
ANNEXES.....	17
Annex 1 – Social media photos from the trainings.....	17
Annex 2 – Training material used in Milan, Perugia, Lisbon and Nicosia	19

INTRODUCTION

NEAR aims foster social orientation of migrants in the initial period of arrival and settlement in the local communities of destination. Diaspora stakeholders are some of the actors that the project empowers to act as Community Agents (CAs) for newly-arrived migrants. WP3 is specifically aimed at providing these actors with the right knowledge and network to convey quick, context-specific and ready-to-use information and support through thematic trainings. This deliverable outlines how trainings were organised and rolled out in the four target cities (Milan, Perugia, Lisbon and Nicosia) and provides the training material that was used to address the knowledge gaps.

FEEDBACK MEETINGS

Partners conducted a number of **feedback meetings** to present the project and analyse the training needs of prospective community agents. The beneficiaries of the training actively participate in the collection of these specific needs, in particular by helping identify the most represented migrant communities and the newly arrived migrants who will be targeted in other project activities. Among other things WP3 aims to build the capacity of community agents to support and cooperate with newly arrived migrants throughout the project.

The following feedback meetings were conducted in the four cities:

- **MILAN:** (3rd July 2021). ISMU organised a single meeting in Milan that involved 13 prospective CAs from South-East Asia, Eastern Africa, the Middle-East and South America. The meeting focused on knowledge needs and training formats that could best empower CAs as actors of integration within their communities. Participants highlighted the need to navigate the intricate legal and administrative framework upon arrival and to build the right social, cultural and economic capital to thrive in the hosting society. They also flagged the relevance of knowing and uphold one's rights vis-à-vis violations or exploitation.
- **PERUGIA:** (3rd, 5th, 11th and 12th November 2021). Tamat decided to organise multiple feedback meetings in order to reach out to the greatest number of prospective CAs and convince different diaspora groups to join the programme. The meetings were mainly focused on getting to know both CAs and their respective communities, their expectations on the project and what kind of involvement they envisioned within it. Meetings were organised to involve people according to their geographical area of origin: Central-West Africa; Afghanistan and Pakistan; India and Bangladesh; South America.

- **LISBON:** (6th August 2021). AIDGLOBAL took a holistic approach to identifying CAs' needs. First, it involved grass-root non-profit organisations working with migrants. Then, it organised a 2-hour meeting with 9 prospective CAs from São Tome and Principe, Brazil and Guinea-Bissau. The main goal of the meeting was to focus on the analysis of the main needs and lack of information that immigrant people felt upon their arrival on the territory. Participants flagged there is a high demand for knowledge and networks on finding the main services in the territory that support the immigrant's community, where they are and what kind of necessities they do support. To have another perspective AIDGLOBAL staff asked what kind of support they would like to have had and did not had as well as what teaching format they would prefer.

- **NICOSIA:** (18th July 2021). The feedback meeting gathered leaders working among, with, and for third-country nationals and newly arrived migrants. People involved were mainly leaders from the Filipino community. The meeting focused on the general needs of migrants, especially newcomers coming to Cyprus. Participants discussed on the subjects they face more commonly were and where they would need knowledge and help. Besides having a clear understanding of the main services provided on the territory, leaders wanted to learn more both on migrant law and migrants' rights, employment contracts and strategies to adjust to employers, salaries and workplace rules.

TRAININGS

Training modules for community agents consists of a multidisciplinary team of experts and local service professionals aiming at transferring knowledges to the community agents in order to become mentors. As per the proposal, the content of the training was to be organised around three modules:

Module 1: immigration law (8 hours in two half days)

Module 2: migration and bureaucratic aspects (residence, health, school and training, job etc.) (8 hours in two half days)

Module 3: orientation to local services (8 hours in two half days) through the co-design of a "CONVENTIONAL MAP" created with the support of experts, service professionals and community agents (trained in the previous module 1-2). This CONVENTIONAL MAP will integrate the NON-CONVENTIONAL MAP of WP2, illustrating the main public and private services of the territory useful for the reception and integration of newly arrived citizens.

Based on the outcome of the preliminary feedback meetings held with CAs, partners adapted the content of each session to the needs mapped. The following tables show the training programmes in the different cities:

Milan

	date	n. of hours
MODULE 1	SATURDAY 2nd OCTOBER 9.00- 18.00	8
MODULE 2 – first part	SATURDAY 16th OCTOBER 9.00- 13.00	4
MODULE 2 – second part	SATURDAY 23th OCTOBER 9.00- 13.00	4
MODULE 3	SATURDAY 6th NOVEMBER 9.00-18.00	8

MODULE 1 - Saturday 2nd October 2021

MORNING SESSION 9.00-13.00

Topics: immigration law (Caritas-SAI - <https://www.caritasambrosiana.it/aree-di-bisogno/stranieri/sai>)

Training on national migration legislation. Difference between entry and stay, types of visas and other permits, visa-free countries, regular stay. Types of regular entry: focus on family reunion and international protection, work-related entry and health-related entry. Conversion of stay permits into other permits (special permits, permit for minor migrant assistance, study/work permits), residence permit card. Participants will receive paper and digital handouts.

AFTERNOON SESSION 14.00-18.00

Topics: the centralisation of migration services conducted by the Municipality of Milan (WEMI INCLUSIONE - <https://wemi.comune.milano.it/inclusione>)

- Family reunion + School counselling
- Italian as a second language + Legal counselling
- Assisted Voluntary Return + Social counselling

MODULE 2 – first part - Saturday 16th October 2021

Topics: education/training/professional counselling (ADULTS)

- Services offered by CPIAs (<https://www.cpia5milanocentrale.edu.it/index.php?idpag=1>)
- Professional training for adults (CFP Municipality of Milan, Fleming - <http://www.formafleming.it/>)
- Recognition of education degrees (Regional Education Office - <https://usr.istruzione.lombardia.gov.it/>)

MODULE 2 – second part – Saturday 23rd October 2021

Topics: health and housing

- **health** with a focus on children and maternal health, services for residents and services for migrants with irregular status (Coop Crinali - <http://www.crinali.org/>)

- **housing** on available solutions and contracts, public/community housing, private housing, social housing. Rules in condos/shared buildings, guidelines for waste sorting, welfare services accessible only with a resident status (SICET - <http://www.sicet.it/>)

MODULE 3 - Saturday 6th November 2021

Topics: overview of the main public and private services at territorial level on reception and integration of newly arrived citizens. Conventional and unconventional venues (Giusti Eventi - <https://www.giustieventi.it/>)

Perugia

	date	n. of hours
MODULE 1	Wednesday 27th October 9.00 – 18.00	8
MODULE 2	Saturday 3rd November 9.00 – 18.00	8
	Monday 13th December 9.00 – 18.00	8
MODULE 3	January 2022 9.00 – 13.00	4

MODULE 1 – Wednesday 27th October 2021

MORNING SESSION 9.00-13.00

Topics: Initial debate on the importance of the cultural and linguistic mediation, the community agents' meeting started with a brainstorming about the importance of communicate with people.

Immigration Law, Tamat ONG <https://tamat.org/> and ASGI <https://www.asgi.it/asilo-e-protezione-internazionale/> , training on national and European legislation on International Protection, special focus on specific forms of protection: Special cases, subsidiary protection, and refugee status. In summary, how the asylum application process works.

AFTERNOON SESSION 14.00-18.00

Topics: How to renew a residence permit in asylum request and/or in one of form of protection. Again, how to convert a residence permit for asylum into a work permit, family or other forms. Services for migrants provided by some associations in the Perugia area like:

- Assisted Voluntary Return
- application for family reunification
- Legal and administrative counselling

MODULE 2 – first part – Wednesday 3rd November 2021

MORNING SESSION 9.00-13.00

Topics: Training and guidance on health and administrative services. Specifically, who to contact and how to apply for residency, the necessary documentation to request it. Professional training for adults for searches a job and offering linguistic service from CPIA <http://www.cpiaperugia.edu.it/ita/default.asp>

AFTERNOON SESSION 14.00-18.00

Topics:

Health: training and guidance on the functioning of the social and health services of the Umbrian territory. In particular:

- How to apply for the health insurance card <https://www.uslumbria1.it/servizi/tessera-sanitaria>

- How to request a family doctor and pediatrician
- which associations to contact when it is not possible to use the public health service.

Housing:

- training on rental contracts, rights and duties of tenants and landlords
- mapping of the main rental brokerage agencies

MODULE 2 – second part – Monday 13th December 2021

MORNING SESSION 9.00-13.00

Topics:

what are the main public and private reception services for newly arrived people and how do they work.

AFTERNOON SESSION 14.00-18.00

workshops on job search services, with the active participation of local companies with open vacancy.

MODULE 3 – To be held in January 2022

Topics: overview of the main public and private services at territorial level on reception and integration of newly arrived citizens. Conventional and unconventional venues (following guidelines given by ISMU).

Lisbon

	date	n. of hours
MODULE 1	11/11/2021 Saturday from 9am-1pm	4h
	23/11/2021 Saturday from 9am-1pm	4h
MODULE 2	27/11/2021 Saturday from 9am-1pm	4h
	04/12/2021 Saturday from 9am-1pm	4h
MODULE 3	11/12/2021 Saturday from 9am-1pm	4h
	18/12/2021 Saturday from 9am-1pm	4h

MODULE 1 – first part – Thursday 11th November 2021 (Legislation – “Act to Include”)

Ice breaker: We have 11 participants (one is online), plus the animator, tutor, investigator and trainer. There is 14 balloons (7 with the same colors) and music playing, when the music stops, participants grab a balloon. Whoever grabbed the balloon of the same color will have to introduce themselves to each other. In the end, we made a big wheel and the person introduces the person they met in the balloon dynamics.

Topics:

- Presentation of training, modules, team and distribution of training materials (backpack, ecological water bottle, pencil, pen, notebook, cover for documents and lanyard).
- Dynamic: each participant had a paper part of the human body and each one wrote what they think a community agent for immigrants is (values, characteristics, duties), in the end each person puts the members of the body together and forms a complete community agent.
- Dynamic: Presentation of each participant, explaining how and why they came to Portugal, as well as what went well and what went wrong, they will later present in 1 minute to the class. This exercise allows participants to get to know the different contexts of immigrants and allows them to see the best and worst ways to solve their needs.
- Systematization:
 - o General Basic Needs of a newly arrived immigrant;
 - o First bureaucracy: "Taxpayer Number", the same as NIF, the document responsible for recording all the tax activity of an individual in Portugal, and therefore, the first that must be provided.
 - o The purpose of the immigration (Visa for medical treatment, study or work)

MODULE 1 – second part – Tuesday 23rd November 2021 (Legislation: “Rights and Duties”)

Ice breaker: All participants and trainers danced to the sound of África Negra 83, selected by one of the participants.

Topics:

- Migration Law (Statutes and your rights):

- Illegal x irregular;
- Forms of regularization: by study, by work, family reunification, European family, special situations and exceptional situations;
- Documents required for Expression of Interest with SEF (Foreigners and Borders Service).

MODULE 2 – first part – Saturday 27th November 2021 (Services: “Being a citizen in Portugal”)

Ice-breaker: Each one presents himself making a playdough with something that represents him/her, in the end he/she explains the reason.

Topics:

- Dynamic: Law of Migration - character distribution where each staff is an immigrant and the trainees are mediators, in the end, they present the solution found to everyone.

- Public services

- NISS - Social Security Identification Number
- Exercise of professional activity
- For whom it is intended: employee (including domestic servant) and self-employed person;
- NHS - National Health Service
- Dynamic: Linking the place with the problem – participants place the post-its, each one with a problem of a newly-arrived immigrant (I need to put my child in school, certificate of address, declaring unemployment, social security, vaccines), and they will have to put that post-it in the right column, that represents the service (Parish Council, Finances, Health Center, etc).

- Social Services:

- Description of each social service and NGO, and the support they provide in the territory.
- Dynamic: trainers create needs and trainees have to know where each problem is solved.

MODULE 2 – second part – Saturday 4th December 2021 (Services: “Geography and functioning of Public Services”)

Topics:

- Field trip with a bus, where we accompanied the beneficiaries, stop at the places previously identified in the sessions (social and public services) and ask each community agent to present the location and its services.
- Map with the visited places

MODULE 3 – first part – Saturday 11th December 2021 (Communication - Field visit)

Ice-breaker 4: The participants got to know each other through their keys. Each one presented their keychain and said a few sentences about what the key represents - the city or neighborhood they live in, the activity it represents, or the person they got the key from.

Topics:

- Review of all the modules, with questions to the trainees and clarification of doubts.
- Creation of Conventional and unconventional venues (following guidelines given by ISMU)

MODULE 3 – second part – Saturday 18th December 2021 (Communication - Community maps)

Ice-breaker 5: In order to develop verbal communication, the participants had to be split into pairs and sit with their backs to each other, where a team member is given a picture of an object or word. Without directly specifying what it is, the other person should describe the image without using words that clearly reveal the image, and the other person should draw that object only with their partner's guidelines.

Topics:

- Continuation of the Conventional and unconventional venues
 - Hang out with friends: Draw an itinerary of Santa Clara Parish for a person that is visiting;
 - Revealing of a secret place in the territory;
 - Connect an emotion to a location, threw emojis on the map;
 - The participants choose a song and associates it to a specific place in the territory.

Nicosia

	date	n. of hours
MODULE 1	Sunday - 21/11/2021 9:00 – 14:00	6
MODULE 2	Sunday - 28/11/2021 9:00 – 14:00	6
MODULE 3 – first part	Sunday - 05/12/2021 9:00 – 14:00	6
MODULE 3 – second part	Sunday - 12/12/2021 9:00 – 14:00	6

MODULE 1 – Sunday 21st November 2021 (Legislation)

Topics: Culture/Political System/Economy & Employment and Labor Relations

Training on Culture that outlines the important elements of the Cyprus culture, customs and traditions. On Political System that refers to the Cyprus political system, processes for civic participation and the benefits of Cyprus accessing the European Union. Economy: It depicts the economy of Cyprus with particular emphasis on the banking and taxation system, in relation to the options available to TCNs. And on Employment and Labor that provides an overview of the

local labor market with reference to the types of employment and to the public agencies responsible for TCNs, employment relations and residency status.

MODULE 2 – Sunday 28th November 2021 (Services)

Topics: Education/ Health care and services / Access to utilities

Training on Education, outline the education system of Cyprus by giving emphasis to the rights of TCNs. Healthcare and Social Insurance Services: It discusses the healthcare system of Cyprus along with rights and obligations of TCNs as well as it refers to issues relevant to Social Insurance Services for TCNs. Access to Utilities: It provides information on how to access a list of utility services, such as water, electricity, telecommunication services, internet, transportation and postal services

MODULE 3 – first part – Sunday 5th December 2021 (Communication)

Topics: What is and what is not your Role as Leaders/ Communication tools / Roleplaying

Training on finding out what is the role of each leader and at the same time find out what is not their role at the community. Get familiar with asking the right questions and know more tools on soft skills.

MODULE 3 – second part – Sunday 12th December 2021 (Unconventional Map)

Topics: the moderator and the co – leader followed the guideline that was given by ISMU.

ANNEXES

Annex 1 – Social media photos from the trainings





Community Agent Training
November 13, 2021
(1st Session)



Community Agent Training | 2nd



CO-FUNDED BY THE EUROPEAN UNION'S ASYLUM,
MIGRATION AND INTEGRATION FUND



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del Sacro Cuore

Annex 2 – Training material used in Milan, Perugia, Lisbon and Nicosia



CO-FUNDED BY THE EUROPEAN UNION'S ASYLUM,
MIGRATION AND INTEGRATION FUND



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TRAINING PROGRAMMES AND MATERIALS

ITALY

Milano, 2 ottobre 2021

CITTADINI EXTRACOMUNITARI E POSSIBILITA' DI REGOLARIZZAZIONE DEL SOGGIORNO IN ITALIA

SAI Caritas Ambrosiana

INGRESSO

Visto d'ingresso

Esenzione da visto

SOGGIORNO

Motivi di famiglia

Coesione familiare

Parenti entro secondo grado italiani

Figlio oltre i 18 anni

Articolo 31 testo unico immigrazione

Motivi di salute

Gravidanza, marito

Cure mediche "con visto"

Cure art 19 co.2 d bis t.u.imm.

Minori Stranieri Non accompagnati

Affido al Tribunale Minorenni

Motivi di lavoro

Motivi di studio

Motivi religiosi

Motivi di giustizia

Richiesta cittadinanza italiana

Richiesta apolidia

Alla Commissione Territoriale per la Protezione Internazionale:

Richiesta protezione internazionale (residenza, lavoro)

Status di rifugiato; Protezione sussidiaria; Permesso per protezione speciale

Al Questore:

Permesso per protezione speciale del Questore

Permesso art. 18 t.u.imm.; Art. 18 bis t.u.immigrazione

Corridoi Umanitari

RICONOSCIMENTO DEI TITOLI DI STUDIO

**«NEAR - NEWLY ARRIVED IN A COMMON HOME»
ISMU**

16 / 10 / 2021

MARIO MAESTRI

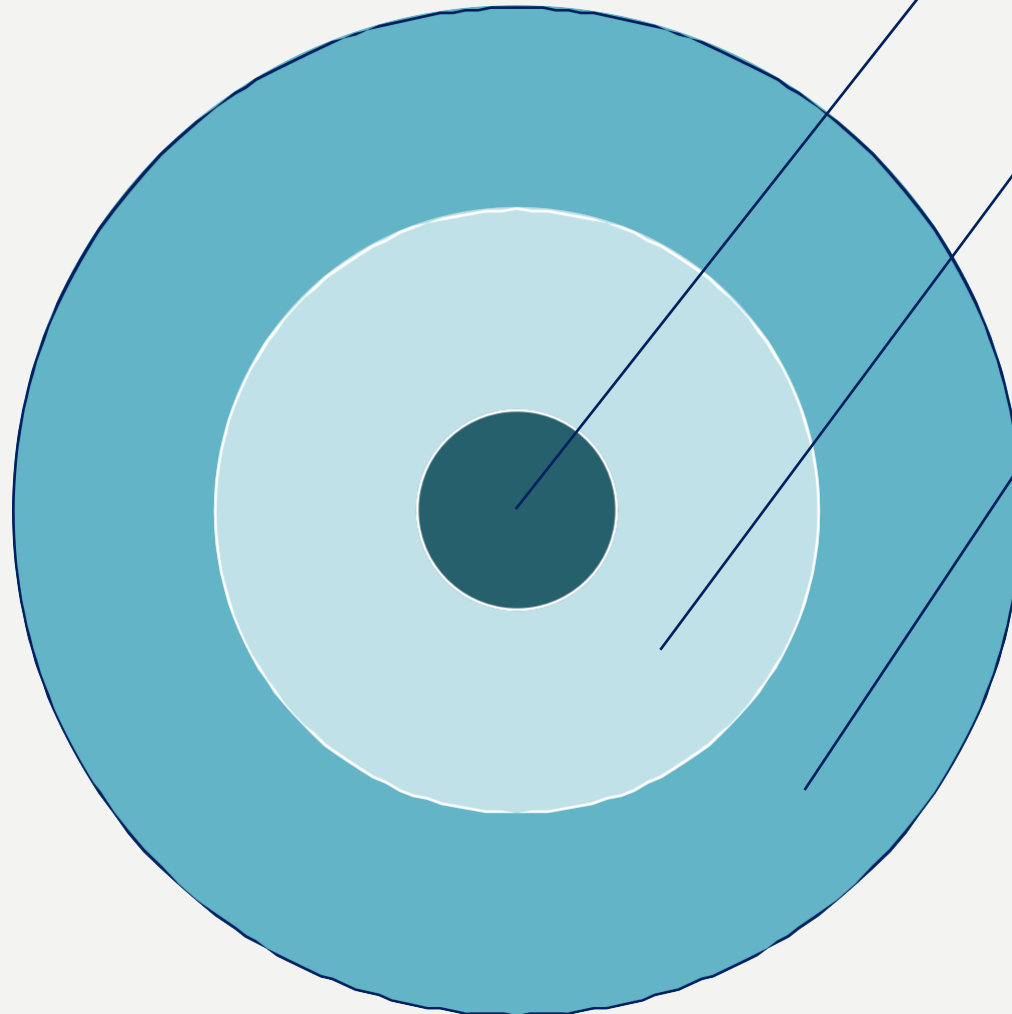
A decorative wavy line in light blue and white, resembling a stylized coastline or a ribbon, runs vertically along the left side of the image.

I TITOLI UNIVERSITARI

[HTTPS://WWW.MIUR.GOV.IT/TITOLI-
ACCADEMICI-ESTERI](https://www.miur.gov.it/titoli-accademici-esteri)

IL SISTEMA UNIVERSITARIO ITALIANO

Decreto 22/10/2004, n. 270



Primo Ciclo

Corso di Laurea
Triennale (L)

Secondo Ciclo

Corso di Laurea Magistrale
(LM)

Corso di Laurea Magistrale
a Ciclo Unico (LM c.u.)

Corso di Master
Universitario di Primo
Livello (MU1)

Terzo Ciclo

Corsi di Dottorato di
Ricerca (DR)

Corsi/Scuole di
Specializzazione (SS)

Corso di Master
Universitario di Secondo
Livello (MU2)

- **GIUDIZIO DI RICONOSCIMENTO FINALIZZATO (EQUIVALENZA)**

Collegato a un caso specifico; accertamento dell'equivalenza di un titolo di studio estero a un titolo di studio italiano, senza però conferire valore legale al titolo (articolo 5 [legge 148 del 2002](#) di ratifica ed esecuzione della Convenzione di Lisbona sul riconoscimento dei titoli di studio dell'insegnamento superiore nella regione europea)

- **DICHIARAZIONE DI RICONOSCIMENTO ACCADEMICO (EQUIPOLLENZA)**

Analisi dettagliata del percorso di studi al cui termine l'atto dichiarativo conferisce valore legale al titolo e riconosce la validità del titolo straniero in Italia, assimilandolo a un titolo italiano e consentendone tutti gli usi ad esso collegabili (articoli 2 e 3 legge 148 del 2002) (premessa: [dichiarazione di valore](#) rilasciata da Ambasciata o Consolato italiano nel paese interessato)

IL RICONOSCIMENTO ACCADEMICO

Procedimento amministrativo

Le autorità accademiche competenti possono:

- riconoscere l'equipollenza a tutti gli effetti del titolo accademico estero con quello rilasciato dall'Ateneo. La procedura di valutazione si conclude entro novanta giorni dalla presentazione dell'istanza;
- riconoscere il titolo ai fini dell'abbreviazione del similare corso di studi cui iscriversi per completare il percorso accademico e ottenere il titolo italiano.

Ricerca università: [Centro Studi Orientamento](#)

Esempio: [Università Statale Milano Bicocca](#)

Riferimento: [CIMEA](#)

(Centro Informazione Mobilità Equivalenze Accademiche)



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I TITOLI SCOLASTICI

[HTTPS://MILANO.ISTRUZIONE.LOMBARDIA.
GOV.IT/EQUIPOLLENZA-DEI-TITOLI-DI-
STUDIO/](https://milano.istruzione.lombardia.gov.it/Equipollenza-dei-Titoli-di-Studio/)

RICONOSCIMENTO TITOLI ESTERI

- I titoli di studio conseguiti all'estero non hanno valore legale in Italia per cui è necessario chiederne il riconoscimento per l'esercizio di una professione, la partecipazione a un concorso o il proseguimento degli studi.
- L'equipollenza è il procedimento con cui un diploma conseguito all'estero viene dichiarato corrispondente ad uno specifico titolo conseguibile in Italia. Questo significa che il diploma è valido ed è riconosciuto sul territorio nazionale
- L'equipollenza è valida per sempre su tutto il territorio nazionale.

Possono fare domanda di riconoscimento dei propri titoli di studio scolastici (non universitari) conseguiti all'estero (Art. 379 del [D.Lgs. 16 aprile 1994, n. 297](#)):

- cittadini italiani che abbiano conseguito il titolo all'estero
- cittadini **italiani per matrimonio** (art. 381 del D.Lgs. 16 aprile 1994, n. 297)
- cittadini **italiani per naturalizzazione** (art. 381 del D.Lgs. 16 aprile 1994, n. 297)
- i cittadini di Stati membri dell'Unione Europea
- i cittadini degli Stati aderenti all'Accordo sullo Spazio Economico Europeo
- i cittadini svizzeri
- i **titolari di status di rifugiato o di protezione sussidiaria** (art. 383 del D.Lgs. 16 aprile 1994, n. 297 e comma 3 dell'art 26 del Decreto Legislativo 251/2007)

ATTENZIONE

- L'equipollenza ad un diploma di 2° grado non può essere rilasciata prima del compimento del 18 anno d'età.
- **Non possono ottenere il rilascio della dichiarazione di equipollenza i cittadini extracomunitari.**
- Non può essere richiesta equipollenza per titoli inerenti arti e professioni ausiliarie sanitarie, per le quali esiste normativa speciale.
- Gli interessati possono presentare domanda di rilascio di dichiarazione di equipollenza all'**Ufficio Scolastico Provinciale** della provincia di residenza se si tratta di Licenza di scuola media, oppure ad un qualsiasi Ufficio Scolastico Provinciale se si tratta di diploma di secondo grado.
- Modulistica e informazioni varie sul [sito dell'UST Milano](#) (Ufficio IX USR Lombardia)

RIFERIMENTI NORMATIVI

D.M. 1 febbraio 1975 e s.m.i.

Decreto legislativo n. 297 del 16 aprile 1994

Circolare ministeriale n. 132 del 28/04/2000

Legge 25 gennaio 2006 n. 29 - art. 13 - (modifica il decreto legislativo 16.4.1994, n. 297)

Decreto Legislativo 19 novembre 2007, n. 251

Nota MIUR 20.04.2011, prot. N. 2787 e relativi allegati

D.M. 2 aprile 1980

Circolare ministeriale n. 17818 del 16/10/2018



I TITOLI PROFESSIONALI

[HTTPS://WWW.GIUSTIZIA.IT/GIUSTIZIA/
IT/MG_2_4_1.WP#](https://www.giustizia.it/giustizia/it/mg_2_4_1.wp#)

RICONOSCIMENTO DEI TITOLI PROFESSIONALI CONSEGUITI ALL'ESTERO

Premessa: le professioni possono essere ([direttiva 2005/36/CE](#)):

- "non-regolamentate" da un ordinamento giuridico
- "regolamentate"

Professioni non-regolamentate: sono quelle che si possono esercitare senza necessità di possedere requisiti specifici: sono aperte indifferentemente ai professionisti sia italiani che esteri.

Chi intende svolgere una professione non-regolamentata (in Italia) non ha necessità di ottenere un riconoscimento formale per potersi inserire nel mercato del lavoro italiano.

SETTORE ISTRUZIONE E FORMAZIONE PROFESSIONALE

Di competenza delle singole Regioni, si articola in:

1. percorsi di istruzione e formazione professionale triennali che rilasciano **qualifiche** professionali (3° liv. [QNQ/EQF](#)) e percorsi quadriennali che rilasciano diplomi professionali (4° liv. QNQ/EQF) definiti con il [Repertorio nazionale delle figure di riferimento per le qualifiche e i diplomi professionali](#).
I percorsi sono uniformati su tutto il territorio nazionale. La procedura di riconoscimento è di competenza delle singole Regioni. Puoi presentare l'istanza di riconoscimento in una delle Regioni presso cui è attivato il percorso formativo di cui chiedi il riconoscimento.
Il provvedimento di riconoscimento del titolo (qualifica triennale o diploma professionale) è valido su tutto il territorio nazionale indipendentemente dalla Regione che l'ha riconosciuto.

2. percorsi di formazione professionale di durata variabile (semestrali, annuali, biennali, triennali) che rilasciano **attestati** e/o titoli attinenti alle figure professionali di riferimento definiti dalle singole Regioni con gli autonomi [Repertori regionali delle qualificazioni](#). La procedura di riconoscimento è di competenza della Regione presso cui è attivato il percorso e di cui si chiede il riconoscimento del titolo finale. Puoi presentare l'istanza di riconoscimento nella Regione presso cui è erogato il percorso formativo di cui chiedi il riconoscimento.

Il provvedimento di riconoscimento del titolo in questo caso è valido solo nell'ambito del territorio della Regione che l'ha riconosciuto.

vedi <https://www.miur.gov.it/web/guest/come-farsi-riconoscere-in-italia-una-qualifica-professionale>

UN CASO PARTICOLARE: LE QUALIFICHE PROFESSIONALI SANITARIE

- [Procedura di riconoscimento](#) titoli professionali sanitari - Regione Lombardia
- Fino al 31/12/2021 è possibile presentare la domanda per il [riconoscimento semplificato](#) delle qualifiche professionali sanitarie conseguite all'estero ai sensi dell'art. 13 del Decreto Legge 17 marzo 2020, n. 18 e s.m.i.
- Procedura tramite [protocollo](#) - possibile per tutti, sia cittadini ue sia cittadini extra ue
 - Presentare la richiesta corredata dalla documentazione:
 - cittadini europei (anche via PEC) - Certificato di iscrizione all'albo del paese di provenienza o autocertificazione sottoscritta con firma autografa o digitale; Fotocopia del documento di identità)
 - cittadini extra UE - produzione in allegato alla domanda dei documenti attestanti il titolo di studio e iscrizione all'albo in copia autentica.
 - In caso di richiesta corredata da documenti in copia non autentica si potrà procedere al riconoscimento solo a seguito dell'attestazione di iscrizione rilasciata dal Rappresentanze diplomatiche all'estero o da quelle estere in Italia o dal Ministero degli Affari Esteri.

A decorative wavy line in light blue and white on the left side of the slide.

I TITOLI PER L'INSERIMENTO SCOLASTICO

[HTTPS://WWW.CAMERA.IT/TEMIAP/
DOCUMENTAZIONE/TEMI/PDF/11128
86.PDF](https://www.camera.it/temiap/documentazione/temi/pdf/1112886.pdf)

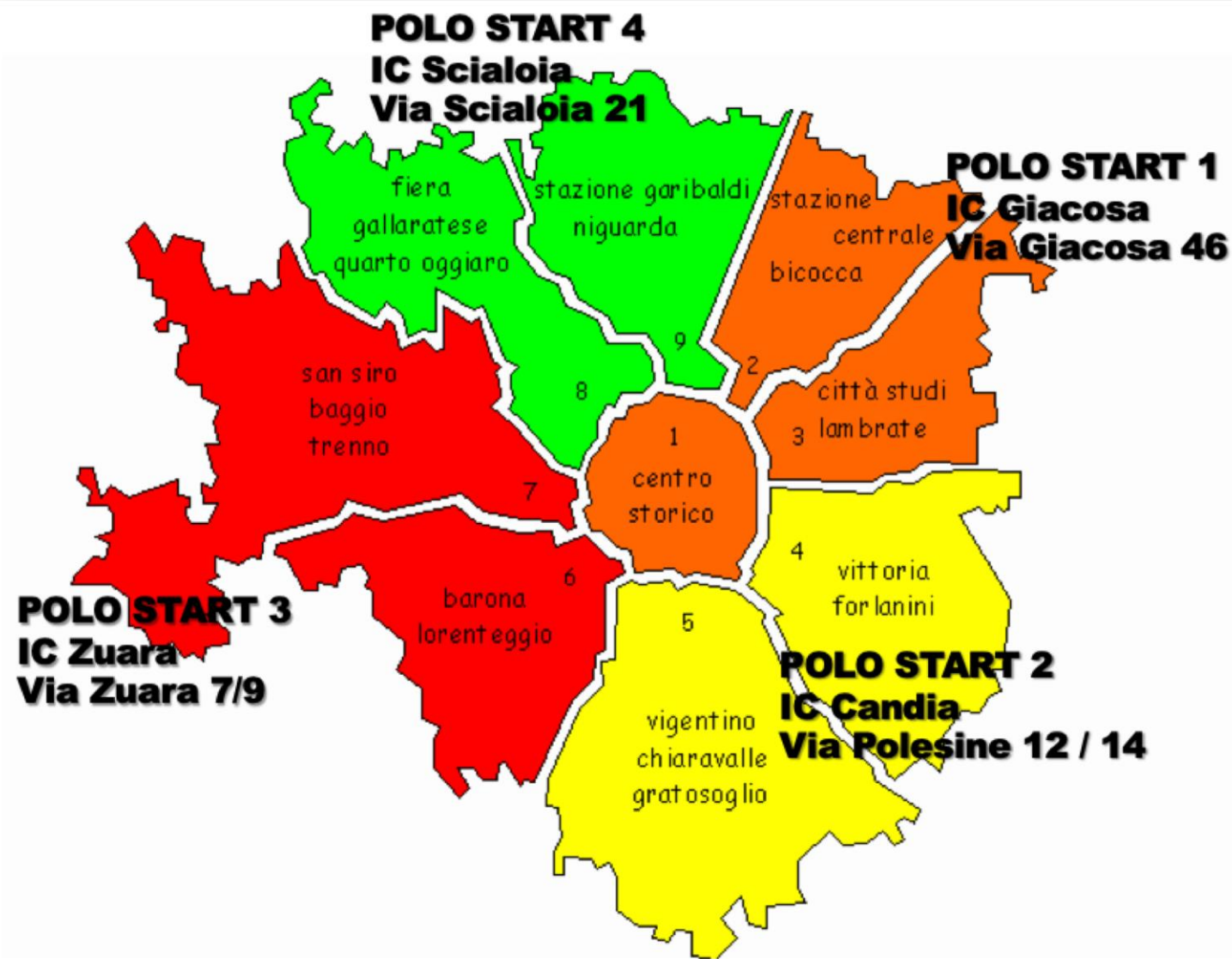
I FONDAMENTALI RIFERIMENTI NORMATIVI

- «Regolamento recante norme di attuazione del testo unico delle disposizioni concernenti la disciplina dell'immigrazione e norme sulla condizione dello straniero» ([DPR 394/1999](#): art. 45): i minori stranieri hanno diritto all'istruzione - **indipendentemente dalla regolarità della propria posizione** -, nelle forme e nei modi previsti per i cittadini italiani. L'iscrizione può essere richiesta in qualunque periodo dell'anno scolastico.
- [«Linee guida per l'accoglienza e l'integrazione degli alunni stranieri»](#) (febbraio 2014)

- Per quanto concerne l'inserimento, i minori sono **iscritti alla classe corrispondente all'età anagrafica**, salvo che il collegio dei docenti deliberi l'iscrizione ad una classe diversa (immediatamente superiore o inferiore) tenendo conto dell'ordinamento degli studi del Paese di provenienza, del corso di studi seguito, del livello di preparazione raggiunto.
- Il collegio dei docenti definisce il necessario adattamento dei programmi di insegnamento, adottando eventualmente **specifici interventi individualizzati o per gruppi di alunni per facilitare l'apprendimento della lingua italiana.**

INDIRIZZI UTILI PER L'INSERIMENTO

- [Cerco offro scuola - Comune di Milano](#) (14 - 21 anni, secondo ciclo)
- Poli StarT (6 - 14 anni, primo ciclo)
 - POLO START 1: Municipi 1,2,3 - Istituto Comprensivo Statale “Giacosa” - via Giacosa, 46 - 20127 Milano - Tel. 02.88441582/65925 polo.start1@gmail.com
 - POLO START 2: Municipi 4, 5 - Istituto Comprensivo Statale “Marcello Candia” - via Polesine 12/14 - 20139 Milano - Tel. 02. 88446512 polostart2info@gmail.com
 - POLO START 3: Municipi 6, 7 - Istituto Comprensivo Statale “Zuara” - via Zuara 7/9 - 20146 Milano - Tel. 02.88444461/2 - fax 02.88444465 polostart3@gmail.com
 - POLO START 4: Municipi 8, 9 - Istituto Comprensivo Statale “Scialoia” - via Scialoia, 21 - 20161 Milano - Tel. 02.88442012 - Fax 02.88446376 polostart4@gmail.com
- [Ufficio Scolastico Territoriale di Milano](#) (per casi «gravi»)
 - Referente: Antonio Ferraro - antonio.ferraro22@posta.istruzione.it





GRAZIE PER L'ATTENZIONE!

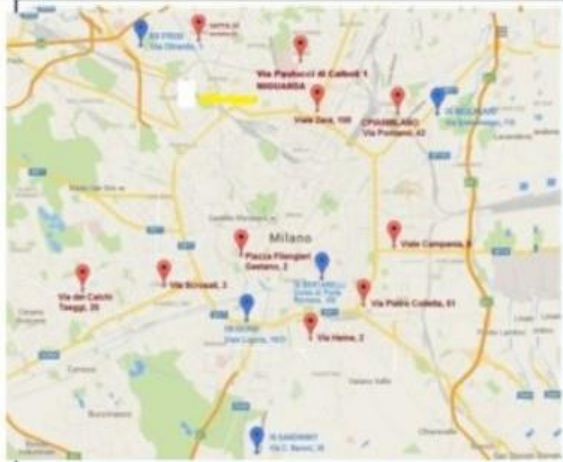
MARIO MAESTRI

ORIENTATI@HOTMAIL.COM



C.P.I.A. 5 MILANO

Centro Provinciale Istruzione Adulti
Via Pontano, 43 - 20127 - MILANO
c.f. 97699020158 cod. mecc. MIMM0CG003
Tel. 0245375400 0245375405
MIMM0CG003@istruzione.it - MIMM0CG003@PEC.istruzione.it - cpia.milano@gmail.com



nove punti di erogazione - cinque IS in rete

NEAR Milano 16/10/2021

~~_____~~ **CPIA5 Milano**

- Cosa è il **CPIA**
- Cosa fa il **CPIA**
- Chi sono gli studenti del **CPIA**
- Chi sono gli insegnanti del **CPIA**
- Quale futuro pensiamo al **CPIA**

Cosa è il **CPIA** ?

- è una **Scuola Statale Pubblica** del **Ministero dell'Istruzione**

settore *IDA– Istruzione Degli Adulti– Longlife Learning*

- sviluppa **percorsi di istruzione** su **diversi livelli** con corsi e progetti formativi;
- IL CPIA lavora anche per il **Ministero dell'Interno- Prefettura** - con **Test A2 e Sessioni di Formazione Civica** .

Gli strumenti Normativi CPIA

- La normativa delle altre Scuole Statali e
- IL DPR 275/99 sull'Autonomia
- Il DPR 263/12 Regolamento CPIA
- Il DM 12/03/2015 Linee Guida CPIA
- **DPR 179/2011** Accordo di Integrazione

Istruzione per Adulti

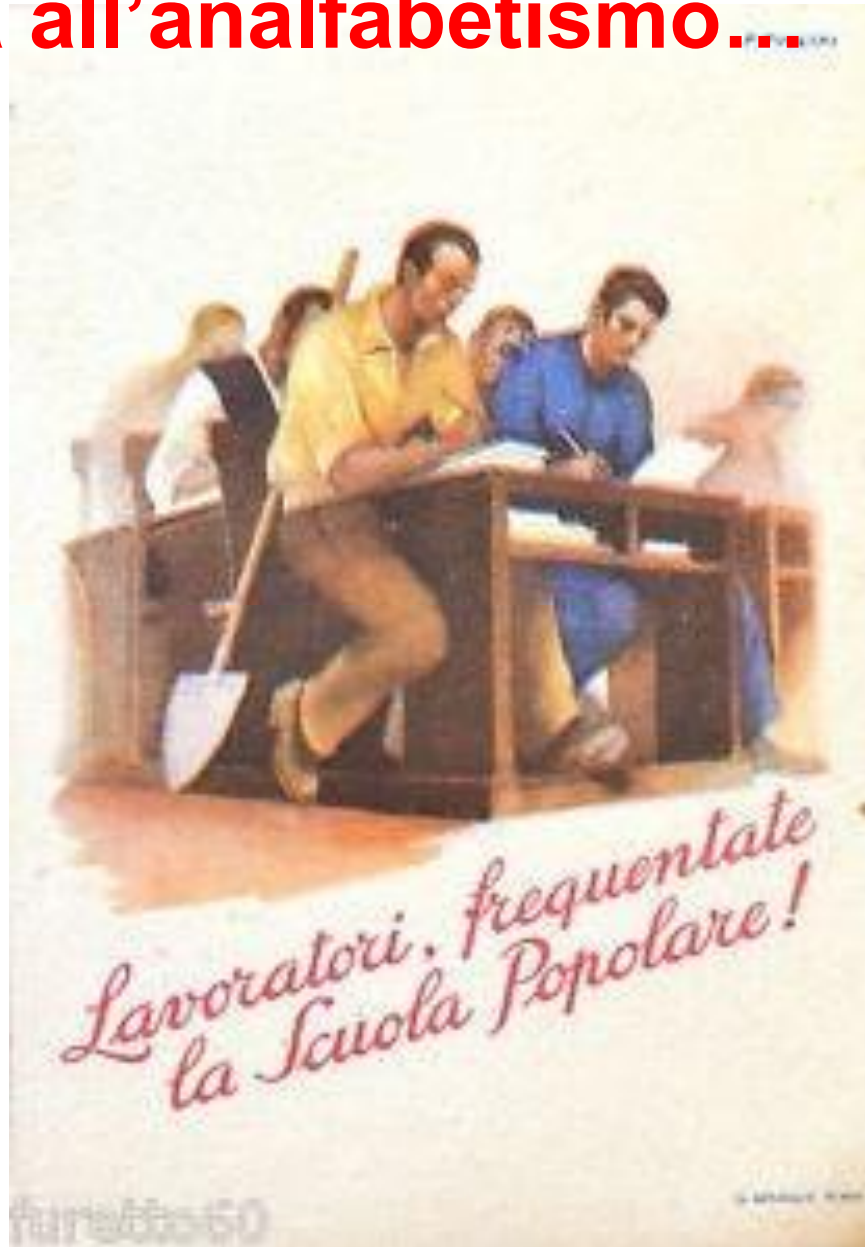
sviluppo – competenze - normativa



Pietro Cavagna
CPIA5 Milano

.....La lotta all'analfabetismo.....

A partire dai primi anni successivi alla conclusione della seconda guerra mondiale il Ministro della Pubblica Istruzione Guido Gonella istituì dal 1946 al 1961 **la Scuola Popolare per la lotta all'analfabetismo**, che nel periodo 1948-1953 permise l'alfabetizzazione di circa due milioni di italiani.



Arriva la Televisione !!! *“Non è mai troppo tardi”*

Corso di istruzione popolare per il recupero dell'adulto analfabeta
una trasmissione televisiva mandata in onda dalla RAI dal lunedì al venerdì negli anni 60' e organizzata con il **sostegno del Ministero della Pubblica Istruzione**.... con il mitico ***Maestro Manzi***

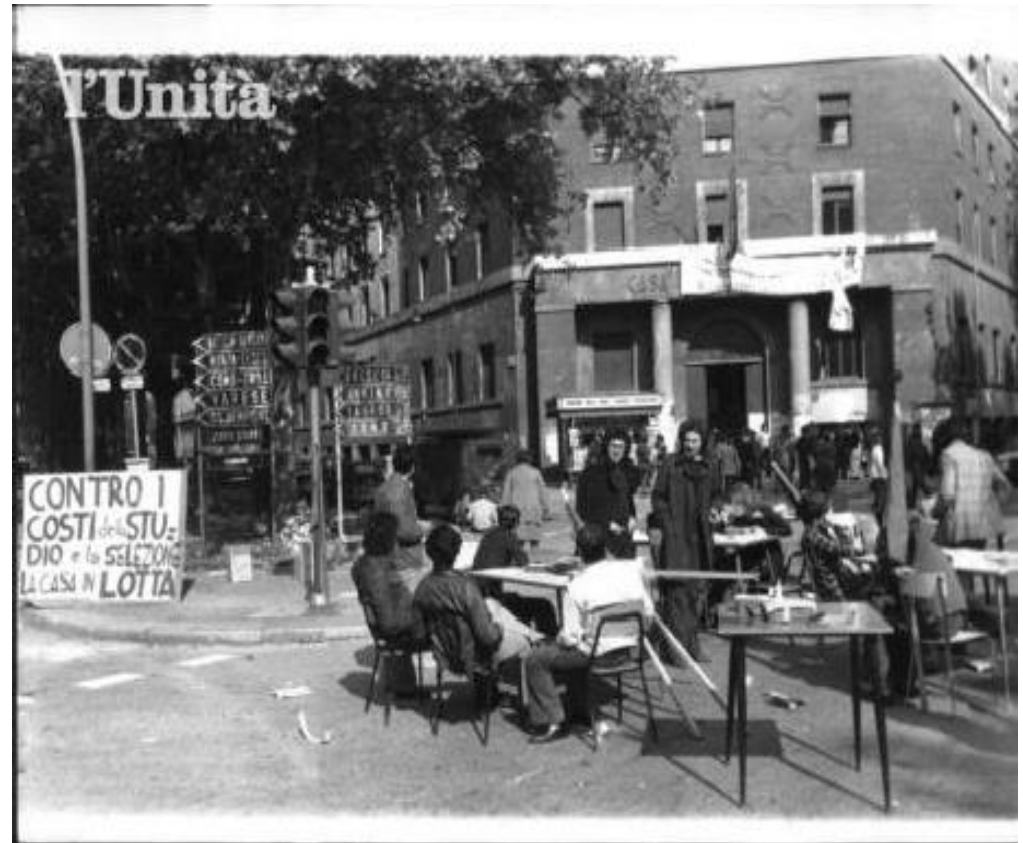


La trasmissione ebbe inizio il 15 novembre 1960 e **venne mandata in onda nella fascia preserale** anche per permettere a chi lavorava di potervi assistere.

Furono realizzate 484 puntate fino al 10 maggio 1968, anno in cui poté essere **sospesa grazie all'aumento della frequenza alla scuola dell'obbligo**.

Arrivano gli anni 70....e lo statuto dei lavoratori !!! art. 10

La prima attuazione del Diritto allo Studio si ebbe nel 1973 con il **contratto collettivo dei metalmeccanici**, che introdusse l'istituto delle **150 ore**, estese poi agli altri contratti nazionali.
...permessi retribuiti per la formazione professionale e culturale non del lavoratore....



In molti comuni italiani esistevano corsi serali di istruzione con la tipica figura dello ***studente-lavoratore***.

In particolare a **Milano** i corsi erano stati istituiti dalle scuole civiche.

conturniche permettevano la frequenza di corsi scolastici, il diritto a permessi per il giorno dell'esame, l'esonero dagli straordinari.

Diritto allo studio per lavoratori art. 10 statuto dei Lavoratori

L.300/1970.....le 150 ore sono recepite nel testo unico della scuola



Le iniziative intraprese per la lotta all'analfabetismo e promuovere un migliore livello di istruzione **per gli adulti** sono state recepite **Dal D.Lgs. N. 297/1994** che nell'art 137 (scuola elementare) ed art 169 (scuola media) si riferiscono a soggetti **analfabeti, scarsamente alfabetizzati ed analfabeti di ritorno .**

Anni 90 ...Arrivano gli stranieri....!!!



Si promulga il **Dlgs 286/98 Testo Unico sulla Immigrazione**
in virtu' del quale (art. 38 "***Educazione interculturale***")

le istituzioni scolastiche provvedono a corsi di **alfabetizzazione** nella scuola elementare e media finalizzati ad un titolo di studio

... accoglienza stranieri adulti, offerta culturale valida, percorsi integrativi, corsi di lingua italiana, corsi di formazione....

**La società si fa complessa e si prova una
risposta: Arrivano i CTP.... !!! O. M.
n. 455/97**



-Educazione in età adulta Istruzione e formazione

ART. 1 -Istituzione dei centri territoriali permanenti

...I centri si configurano come **luoghi di lettura dei bisogni**, di progettazione, di concertazione, di attivazione e di governo delle iniziative di istruzione e formazione in età adulta, nonché di raccolta e diffusione della documentazione

ART. 2 - Obiettivi e coordinamento dei centri

Ogni centro predispone un servizio finalizzato a **coniugare il diritto all'istruzione con il diritto all'orientamento e al riorientamento e alla formazione professionale.**

sono promosse:

alfabetizzazione culturale e funzionale, consolidamento e promozione culturale, rimotivazione e riorientamento, acquisizione e consolidamento di

*conoscenze e competenze specifiche pre-professionalizzazione e/o
riqualificazione professionale*

La dimensione europea dell'IDA



- Il programma **Socrates, Leonardo, Comenius**
- La **STRATEGIA DI LISBONA 2000** con obiettivo espressamente dichiarato di *fare dell'Europa la più competitiva e dinamica economia del mondo attraverso lo sviluppo della conoscenza.* - **2010-- 2020**

RACCOMANDAZIONI DEL CONSIGLIO E PARLAMENTO 2006

per le **competenze chiave di apprendimento permanente**

- **Agenda Europea per l'apprendimento degli adulti 2012-2014**
(Risoluzione Consiglio del 201/12/2011)
- **RACCOMANDAZIONI DEL CONSIGLIO D'EUROPA 2016** sui percorsi di miglioramento delle competenze : **nuove opportunità per gli adulti**

L'apprendimento durante l'arco della vita – *LONG LIFE*

LEARNING

arriva con il DPR 275/99

per l'AUTONOMIA !!!



E' argomento base per la **Comunità Europea** per lo
**sviluppo di competitività a livello umano e di
sistema**

Arrivano i CPIA..... !!! In Lombardia 19 !!!

**DECRETO DEL PRESIDENTE DELLA REPUBBLICA 2012 , n.
263**

Regolamento recante norme generali per la ridefinizione
dell'assetto organizzativo didattico dei Centri d'istruzione
per gli adulti, ivi compresi i corsi serali..

Decreto MIUR 12.03.2015

Linee guida per il passaggio al nuovo ordinamento a
sostegno dell'autonomia organizzativa e didattica dei
Centri provinciali per l'istruzione degli adulti.

P.A.I.DE.I.A.

Piano di Attività per **l'innovazione dell'Istruzione** degli Adulti
finalizzato alla produzione di 18 “strumenti” che dovrebbero
fornire un supporto concreto all'attuazione delle Linee guida
per l'IDA.

IL CPIA nasce con un accordo tra la nostra specifica autonomia scolastica e:

le **cinque scuole superiori** che fanno IDA a Milano per il Ministero di Istruzione:

- *IIS **Bertarelli**, **Molinari**, **Giorgi**, **Frisi**, **Kandinsky***
- Un accordo **obbligatorio**.

Unità Formativa

La U.D. + tutte le istituzioni enti pubblici privati che concorrono al PTOF

CPIA

**Unità
Amministrativa I**
punti erogazione
ex CTP

Unità Didattica

La U.A . + le scuole superiori IIS

CPIA come Rete Territoriale di Servizio

IL CPIA Scuola in Carcere

Oltre ai 7 plessi nella città di Milano

Pontano, Zara, Colletta, Heine, DiCalboli, Satta, Valdagno
e le scuole o enti in accordo

Al CPIA appartengono anche due scuole in Carcere:

- la scuola del **CC San Vittore**
- e quella **dell'IPM C.Beccaria** carcere minorile
con la **rete USSM** *Ufficio di Servizio Sociale per Minorenni*

Cosa fa il

- **Istruzione primo livello, Insegnamento L2**
da livelli base alfa, preA1, A1, A2 B1, B2, C1,
- **Progetti integrati** con enti
(Scuole superiori, CFP, Associazioni..)
- **Progetti FAMI**
- **Progetti PON**
- **Test CILS Università di Siena e tirocini**
DITALS

Cosa fa il

Insegnamento L2 corsi trimestrali e annuali

- **Livelli:** base alfa, preA1, **A1, A2 B1, B2, C1, C2** in riferimento al **Sillabo per i livelli di competenza in italiano L2** e QCER *Quadro Comune Europeo di Riferimento*
- **Test ingresso** e gruppi omogenei
- Unità di apprendimento **UDA**
- **Libro di testo** e **piattaforma G suite** per la DAD
- Corsi con quadro **orario fisso e frequenza minima**
- **Ammissione** al test finale
- **Test ed attestazione**

Cosa fa il

Istruzione primo livello corsi annuali

- **Diploma conclusivo primo ciclo-media** valevole anche per cittadinanza, con due sessioni esame a febbraio e giugno. *400 h*
- **Post Media “Biennio” attestazione obbligo scolastico** in rapporto ad inserimento al secondo livello delle scuole superiori o qualifiche professionali. *825 h*

Istruzione secondo livello

Nelle scuole **IDA superiori** per il diploma e la qualifica professionale. *Più anni.*

Cosa fa il

- **Progetti integrati** con **Scuole superiori**; **FP** come *Galdus Capac Enaip Imm lavoro Afgp..*; **Associazioni**... es *Sheb Sheb, Coop La strada, CRI, No walls ecc...*)
- **Progetti FAMI** anche in **Consolati**
- **Progetti PON** *FESR e FSE*
- **Test CILS** Università di Siena
- **tirocini DITALSes** con **ISMU** e Università

Utenza ai Centri

- adulti “**anche stranieri**” che non hanno **assolto** l'obbligo di istruzione o che non sono in possesso del titolo di studio conclusivo del primo ciclo di istruzione
- **adulti stranieri** in eta' lavorativa, anche in possesso di titoli di studio conseguiti nei Paesi di origine, possono iscriversi ai **percorsi di alfabetizzazione**
- possono iscriversi **anche** coloro che hanno compiuto **il sedicesimo anno di eta' senza titolo di studio** conclusivo del primo ciclo di istruzione
- Possono iscriversi al **primo livello** anche i **quindicenni** con le motivate esigenze riportate nell'accordo USR-Regione, i **MSNA** ed i **minori sottoposti a provvedimenti penali**

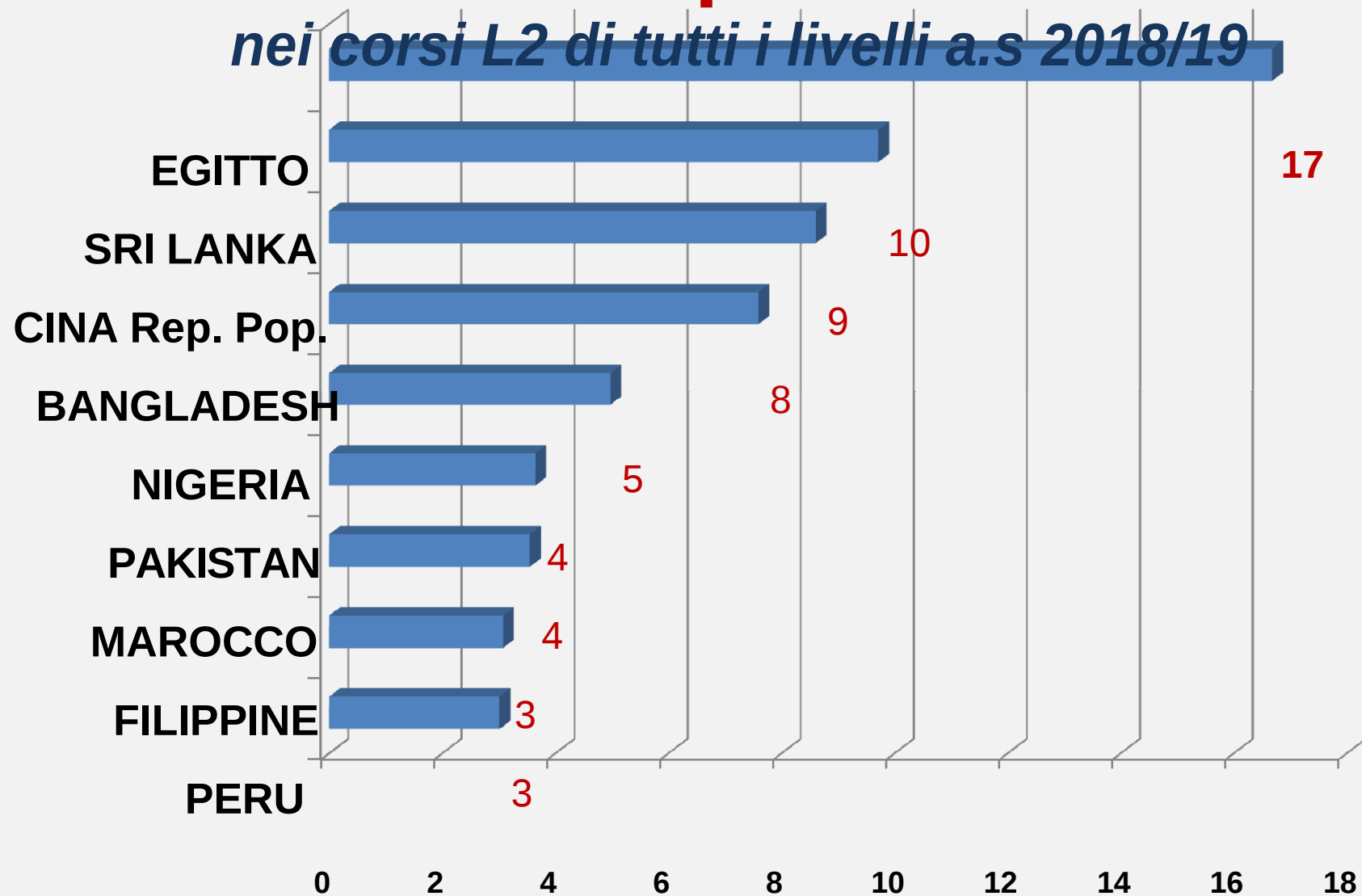
Provenienza degli studenti corsi L2

- **EGITTO** SRILANKA, CINA Rep. Pop., BANGLADESH NIGERIA PAKISTAN MAROCCO FILIPPINE PERU SENEGAL ITALIA BRASILE MALI IRAN GAMBIA SOMALIA GUINEA UCRAINA COSTA D'AVORIO INDIA EL SALVADOR ALBANIA GHANA AFGHANISTAN TURCHIA ERITREA KOSOVO CAMERUN COLOMBIA RUSSA, FEDERAZIONE LIBIA ETIOPIA SIRIA VENEZUELA TUNISIA GEORGIA SIERRA LEONE MOLDAVIA REPUBBLICA DOMINICANA ECUADOR GIAPPONE SUDAN THAILANDIA TOGO COREA, REPUBBLICA (COREA DEL SUD) NEPAL BOLIVIA GUINEA BISSAU ARGENTINA IRAQ ROMANIA SPAGNA ALGERIA BURKINA FASO (EX ALTO VOLTA) AZERBAIGIAN CUBA MESSICO FRANCIA GIORDANIA STATI UNITI D'AMERICA LIBANO MALAYSIA VIETNAM BULGARIA CONGO, REPUBBLICA DEMOCRATICA DEL (EX ZAIRE) GERMANIA IUGOSLAVIA KAZAKHSTAN LIBERIA TANZANIA BAHEREIN BENIN (EX DAHOMEY) EMIRATI ARABI UNITI GRECIA ISRAELE KENYA KUWAIT MAURITIUS NIGER POLONIA SLOVENIA UGANDA ARABIA SAUDITA ARMENIA HONDURAS LETTONIA UNGHERIA YEMEN CANADA CAPO VERDE CILE FINLANDIA MAURITANIA MONTENEGRO PORTOGALLO SERBIA ANGOLA BOSNIA ED ERZEGOVINA CONGO, REPUBBLICA POPOLARE GUATEMALA IRLANDA MACEDONIA, EX REPUBBLICA JUGOSLAVA DI NICARAGUA AUSTRALIA BIELORUSSIA CAMBOGIA CECOSLOVACCHIA (fino al 01/01/1993) CENTRAFRICANA REPUBBLICA ESTONIA GIAMAICA LITUANIA MALTA MONGOLIA REP. POPOLARE PALESTINA (TERRITORI DELL'AUTONOMIA PALESTINESE) REGNO UNITO SLOVACCHIA SVEZIA

107 paesi diversi!!! In ordine di numero di studenti, Notate anche Italia.....

I 10 paesi di provenienza **più frequenti**

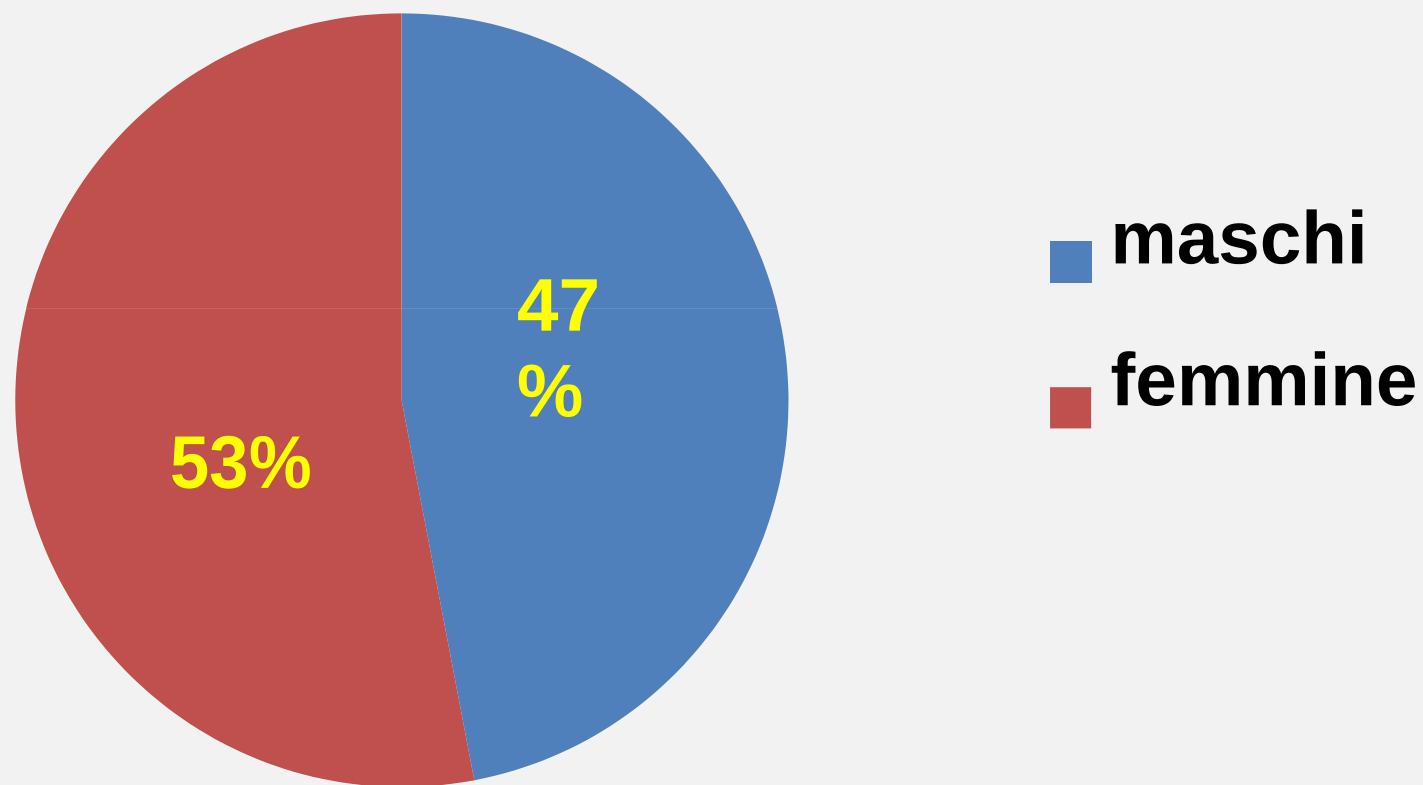
nei corsi L2 di tutti i livelli a.s. 2018/19



% di studenti su **6309** totali

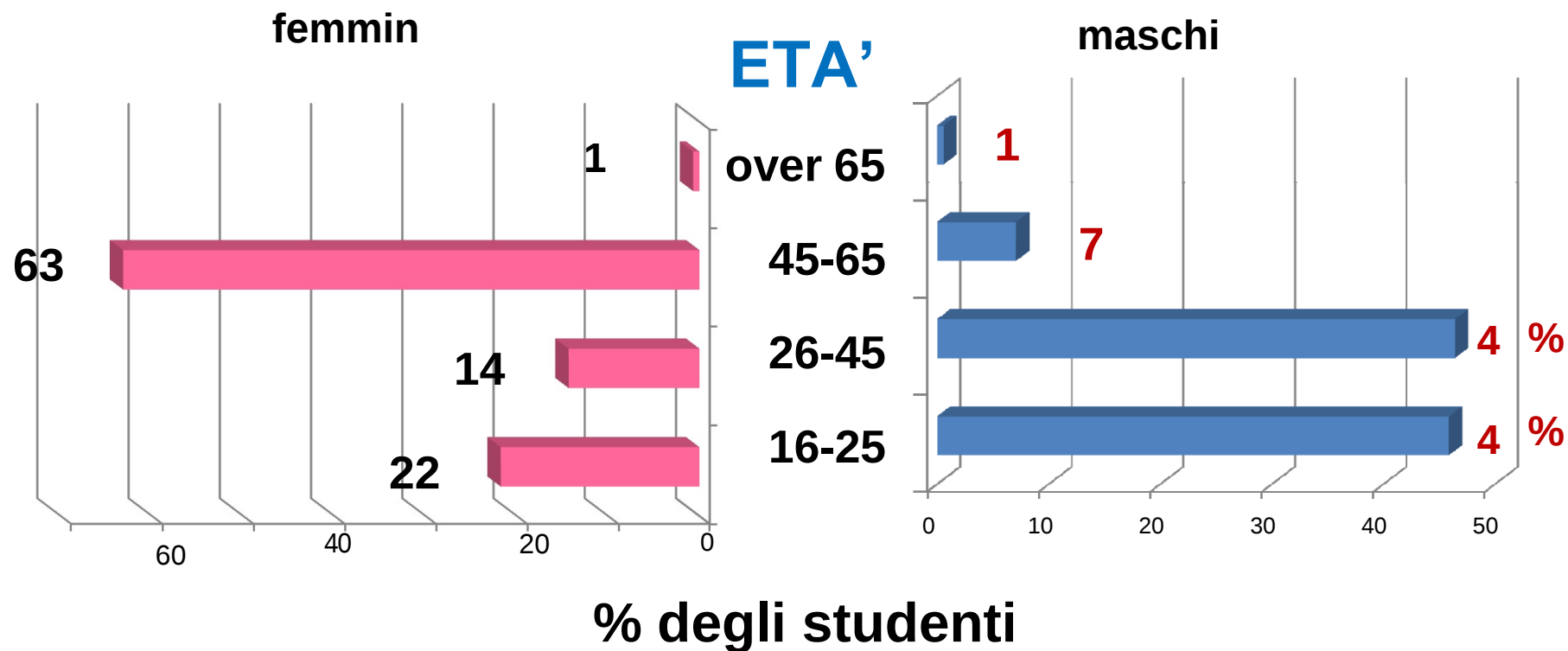
i primi 10 paesi raggiungono il 60 % di studenti sul totale

Femmine e Maschi nei corsi L2 *su 6309 studenti* a.s. 2018/19



Età e sesso degli studenti ai corsi L2

a.s 2018/19

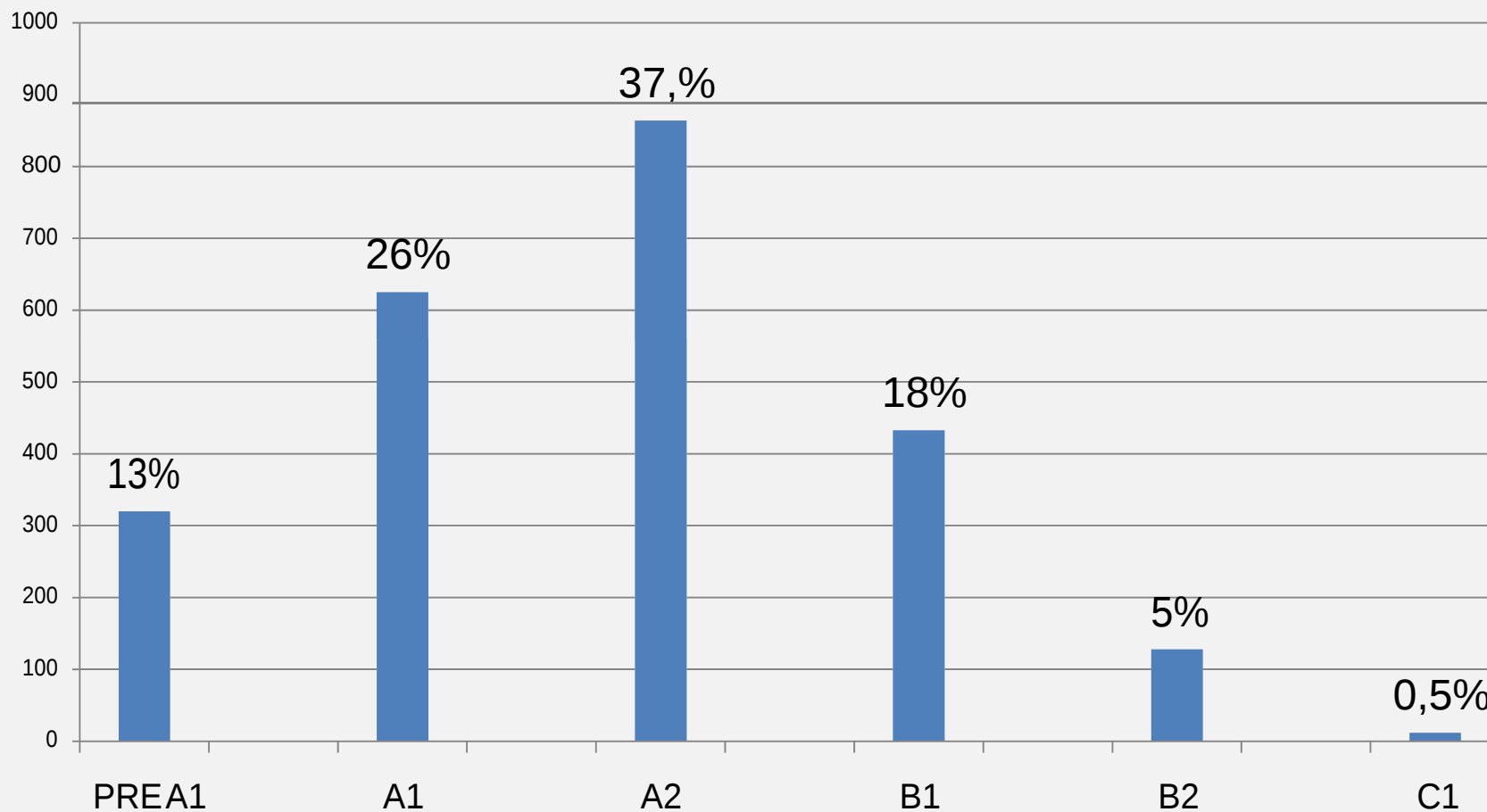


Percentuale di studenti che ottengono una **attestazione L2** a.s 2018/19

	% Attestati /Iscritti	% Attestati /ammessi al test finale
PRE A1	61	87
A1	66	84
A2		
B1	61	84
B2	63	81
C1	63	100

TOTAL LE	64 %	84 %
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Percentuale delle attestazioni di L2 per livello *a.s 2018/19*



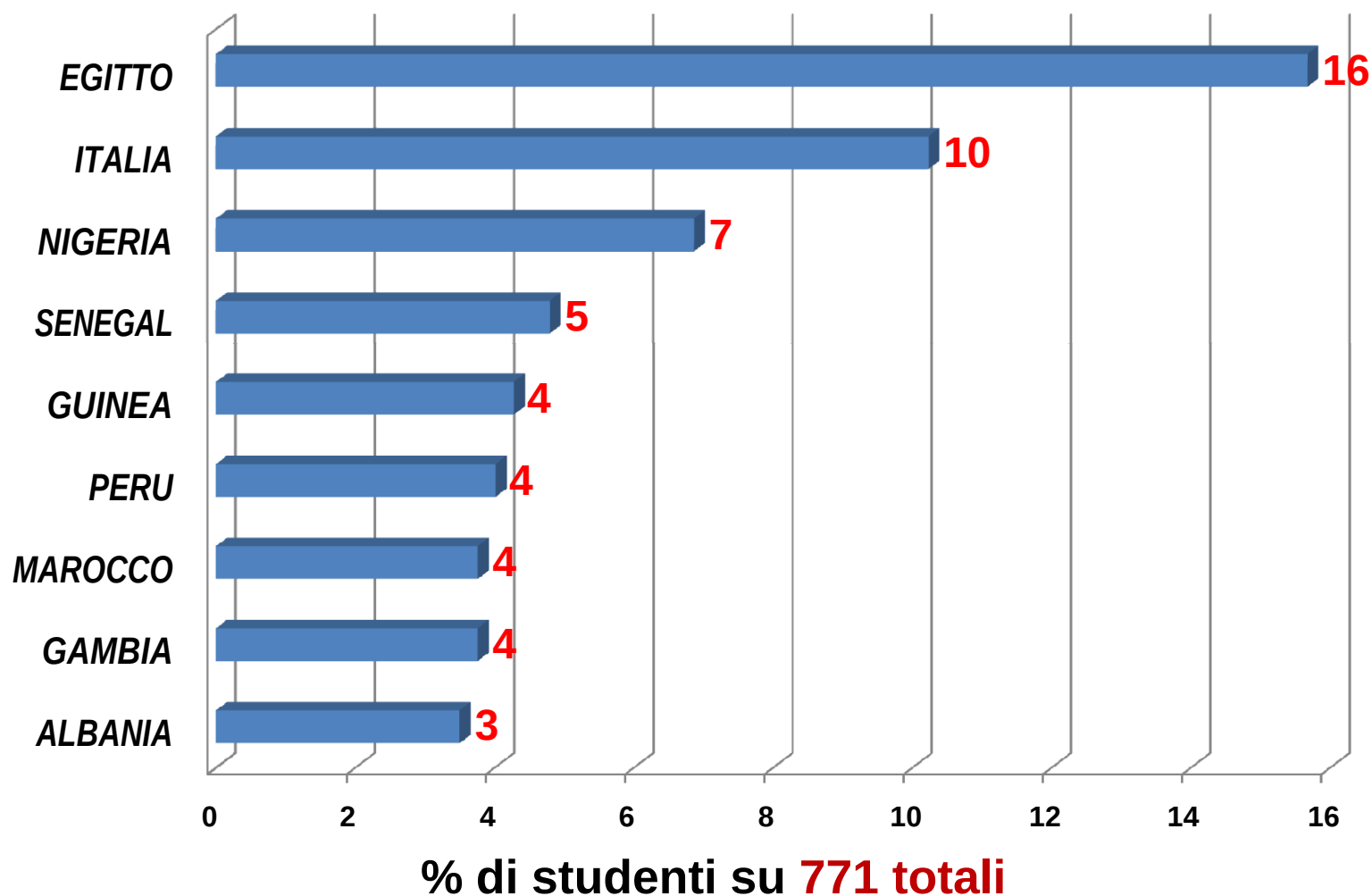
Provenienza degli studenti corsi Primo Livello Media e Biennio

- **Stato nascita** EGITTO ITALIA NIGERIA SENEGAL GUINEA PERU GAMBIA MAROCCO ALBANIA BANGLADESH CAMERUN COSTA D'AVORIO MALI SRI LANKA (EX CEYLON) EL SALVADOR CINA REPUBBLICA POPOLARE FILIPPINE SOMALIA KOSOVO ROMANIA AFGHANISTAN BRASILE PAKISTAN GHANA TOGO UCRAINA ECUADOR TUNISIA BOLIVIA ETIOPIA SIERRA LEONE BURKINA FASO (EX ALTO VOLTA) SIRIA BULGARIA COLOMBIA CONGO, REPUBBLICA DEMOCRATICA DEL (EX ZAIRE) SUDAN BAHAREIN CUBA INDIA IRAQ LIBIA MAURITIUS REPUBBLICA DOMINICANA VENEZUELA ALGERIA ANGOLA ARGENTINA ARMENIA BELGIO BIELORUSSIA CIAD CONGO, REPUBBLICA POPOLARE GEORGIA GIORDANIA GRECIA GUINEA BISSAU IRAN KUWAIT LIBERIA MOLDAVIA NEPAL RUSSA, FEDERAZIONE SUD SUDAN TANZANIA TURCHIA

67 paesi diversi!!! In ordine di numero di studenti,.. Egitto.....

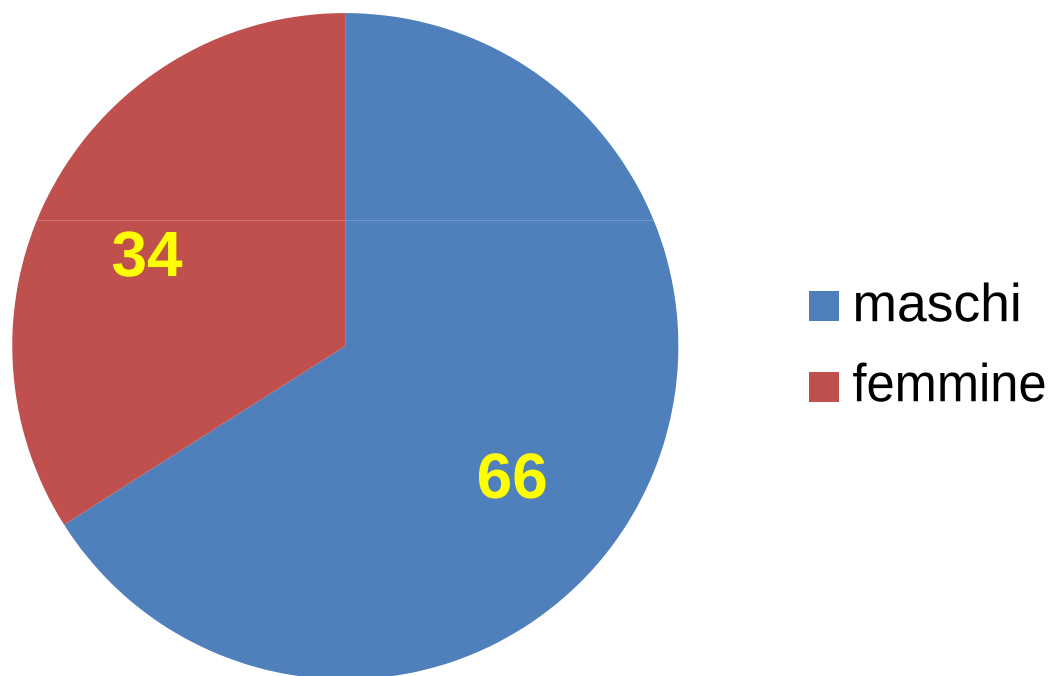
I 10 paesi di provenienza **più frequenti**

nei corsi primo livello media e posta.s 2018_19



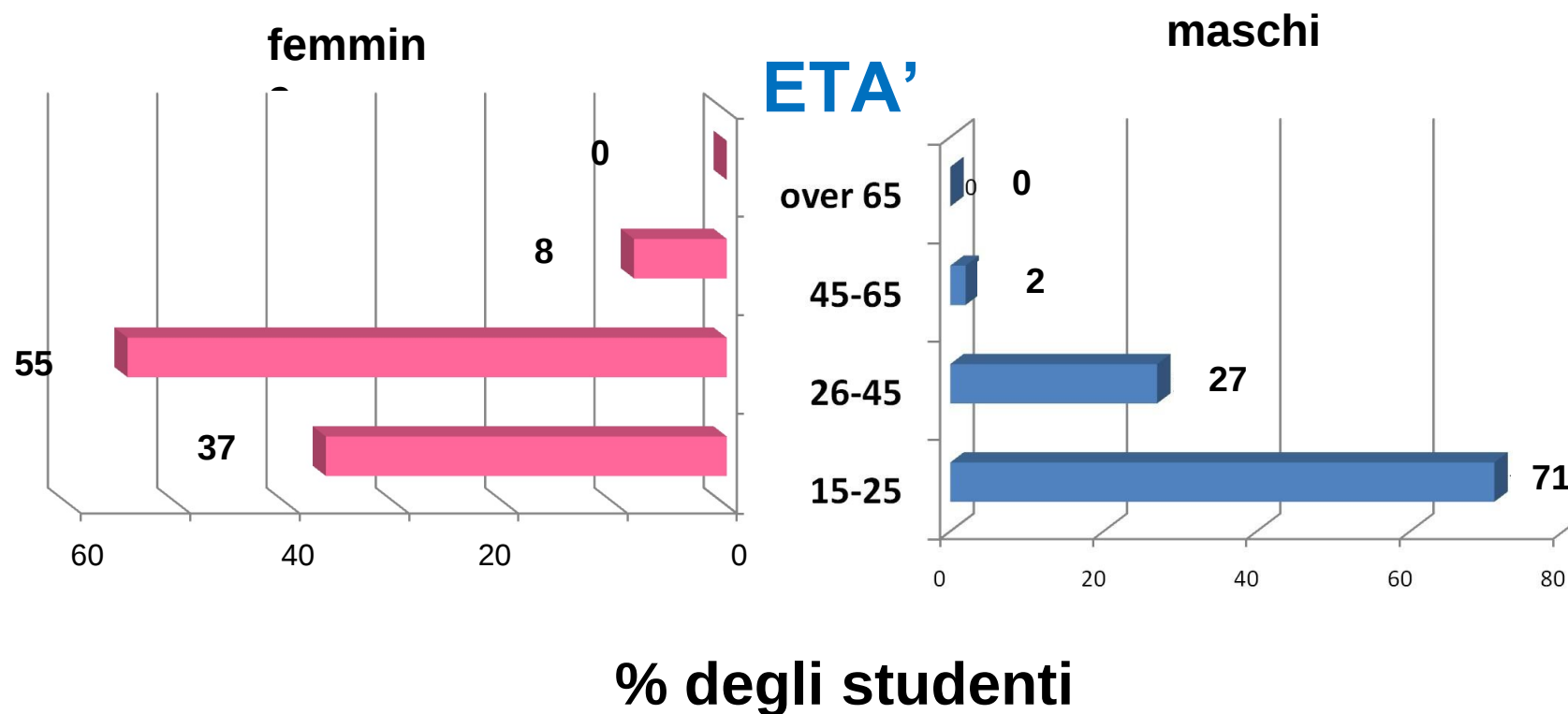
i primi 10 paesi raggiungono il 57 % di studenti sul totale

Femmine e Maschi corsi primo livello *su 771 studenti* a.s. 2018/19



Età e sesso degli studenti ai corsi

Primo livello medie e biennio

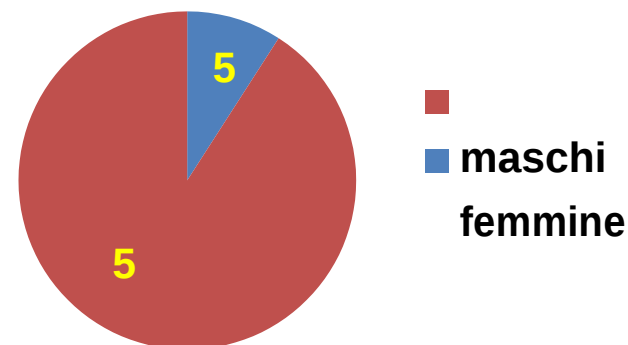


**Percentuale di studenti che
ottengono
il diploma media o
attestazione post
media**

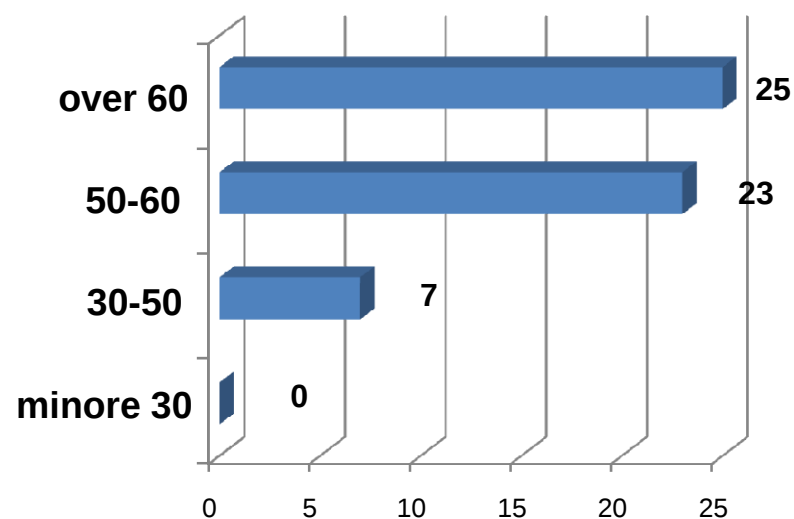
- **Iscritti 771**
- **diplomati / attestati = 551**
- **Ovvero il 65%**

Insegnanti CPIA corsi L2 - tot 55

- *Maschi 5/55 docenti = 9%*
- *Femmine 50/55 = 91%*



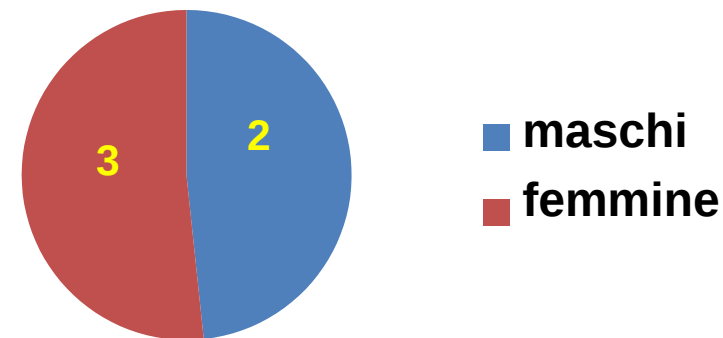
- *Età : meno di 30 = nessuno*
- *Età 30-50 = 7 / 55 = 13%*
- *Età 50-60 = 23 / 55 = 42%*
- *Età over 60 = 25 / 55 = 45%*



Insegnanti CPIA medie e biennio – tot 58 +2 sostegno

Maschi 29/60 docenti = 48%

Femmine 31/60 = 52%

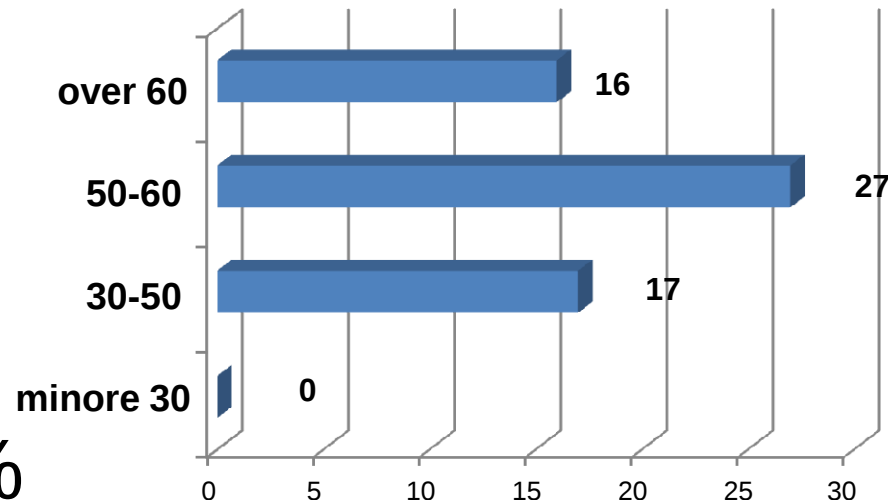


Età : meno di 30 = nessuno

Età 30-50 = 17/60 = 28%

Età 50-60 = 27/60 = 45%

Età over 60 = 16/60 = 27%



**La dimensione pedagogica
del CPIA5 Milano
attuale e dei 7 anni
passati:**

- ***Integrazione***
- ***Inclusione***
- ***valorizzazione delle differenze***

Una didattica per **il futuro** con il CPIA



SUSTAINABLE DEVELOPMENT GOALS





Comune di
Milano

**CENTRO DI FORMAZIONE
VIA FLEMING 15 – 20147 MILANO**

SPORTELLLO LAVORO

Lo Sportello Lavoro del Centro Fleming eroga gratuitamente azioni di politica attiva per l'orientamento e l'avviamento al lavoro. Si occupa di persone disoccupate per facilitare l'inserimento nel mercato del lavoro, infatti negli anni il nostro Servizio si è convenzionato con aziende del territorio milanese e metropolitano che, periodicamente, ci interpellano alla ricerca di personale da inserire nelle loro attività

Si propongono generalmente:

- ✓ la partecipazione a moduli di formazione
- ✓ l'attivazione di tirocini di inserimento lavorativo a scopo assuntivo
- ✓ l'incontro domanda offerta con aziende convenzionate del territorio



Per poter accedere ai nostri Servizi che sono gratuiti, occorre:

- ✓ Essere maggiorenni
- ✓ Essere disoccupati/inoccupati con Dichiarazione di Immediata Disponibilità al Lavoro (DID)
- ✓ Essere residenti o domiciliati in Milano o in uno dei Comuni della Città Metropolitana di Milano_

<https://www.cittametropolitana.mi.it/portale/territorio/comuni/>

- ✓ Non percepire il Reddito di Cittadinanza
- ✓ Se stranieri, avere un permesso di soggiorno in regola e una conoscenza della lingua italiana almeno di livello A2



FORMAZIONE A MODULI

A chi sono rivolti

- Persone che necessitano di riavvicinarsi al mondo del lavoro e che si trovano in condizione di disagio sociale ed economico
- Persone che non hanno completato con successo lo stage
- Persone che non hanno superato i colloqui di selezione per scarsa consapevolezza delle competenze e per difficoltà linguistiche
- Persone che rientrano in progetti specifici

Obiettivo

- Potenziare e fortificare le competenze specifiche del settore e trasversali
- Potenziare e fortificare le competenze linguistiche
- Preparare per facilitare incontro domanda/offerta



Come

Attraverso la metodologia attiva, che si fonda sul principio dell'apprendimento attraverso il fare.

Permette alla persona di apprendere un percorso di crescita e una maggiore consapevolezza delle competenze pratiche e socio lavorative individuali e di gruppo. Vengono sperimentate attività che stimolano la riflessione del singolo e del gruppo in merito alle proprie competenze.

MODULI FORMATIVI (max 30 ore ripetibili)

- MODULO TECNICO DI SETTORE (anche in accordo con aziende)
- MODULO TECNICO DI COMPETENZE TRASVERSALI
- MODULO ITALIANO PER IL LAVORO
- MODULO DI PREPARAZIONE AL COLLOQUIO
- AZIONI DI SUPPORTO PER LA RICERCA DEL LAVORO



OFFERTA FORMATIVA

- ADDETTO ALLA RISTORAZIONE
- CERAMICA
- ELETTRICISTA / MANUTENTORE
- OPERATORE DEL VERDE
- RESTAURO DEL MOBILE (work in progress)
- SARTORIA (work in progress)
- ITALIANO



OFFERTA FORMATIVA

DESTINATARI

Maggiorenni italiani e stranieri con livello di conoscenza della lingua italiana A2 / B1, disoccupati in cerca di nuova occupazione e/o lavoratori che vogliono consolidare le proprie competenze per un cambio di mansioni o posizione.



ACCESSO

Selezione in seguito a colloquio individuale conoscitivo.

Ogni corso prevede la composizione del gruppo classe di 15 utenti, ma a causa del Covid 19 per la sicurezza di utenti ed operatori saranno formati da 6/8 candidati.

Per lo svolgimento delle attività pratiche è obbligatorio indossare un paio di scarpe antinfortunistiche e dove richiesto un camice o un grembiule.

DURATA

Moduli di 50 - 100 - 200 ore.



FREQUENZA

Varia a seconda della tipologia di corso.

- Mono settimanale di 4 ore per i corsi avanzati di Sartoria e Ceramica.
- Bisettimanale per i corsi base di Sartoria e Ceramica.
- 4 / 5 giorni per un totale massimo di 18 ore settimanali dal lunedì al venerdì per Addetto alla Ristorazione, Elettricista Manutentore, Operatore del Verde.

COSTI

- 93,00 € per i moduli di 50 ore
- 177,00 € per moduli da 100 ore
- 354,00 € per i moduli da 200 ore



Le persone in carico a Enti o Associazioni accreditate alla Regione Lombardia possono usufruire della gratuità.

OBIETTIVI

Facilitare l'avviamento al lavoro e fornire competenze di base relative a:

- ❖ tecniche di lavorazione,
- ❖ organizzazione degli spazi e del proprio lavoro,
- ❖ conoscenza di materiali, attrezzi e macchinari specifici della professione,
- ❖ strumenti di comprensione delle principali dinamiche relazionali,
- ❖ potenziamento soft skills,
- ❖ preparazione al colloquio di selezione,
- ❖ il Curriculum Vitae – revisione e/o stesura.



METODOLOGIE DIDATTICHE

- ✓ lezione frontale
- ✓ video lezione
- ✓ lavoro di gruppo
- ✓ esercitazione pratica



CERTIFICAZIONE FINALE

Attestato di frequenza o Attestato di validazione delle competenze



L'accesso alle cure della persona immigrata

ISMU – PROGETTO NEAR

Annamaria Pellizzer, Assistente Sociale Coop. CRINALI

23 ottobre 2021

Il diritto alla Salute

- I servizi per i residenti “regolari”
- I Servizi per “irregolari”
- La salute in ambito materno-infantile

Riferimenti Legislativi

Il diritto alla tutela della salute delle persone (non solo dei cittadini) e di accedere alle cure sanitarie nel nostro Paese è un principio che trova il proprio fondamento in diverse fonti normative.

Costituzione Italiana: “La Repubblica tutela la salute come fondamentale diritto dell’individuo e interesse della collettività e garantisce cure gratuite agli indigenti” 1° comma, art 32

Altri importanti riferimenti

Legge 833/1978 che con **l'istituzione del Servizio Sanitario Nazionale** ha superato le disparità e fa riferimento a principi di:

- universalità: estensione delle prestazioni sanitarie a tutta la popolazione, la salute intesa non solo come bene individuale ma come risorsa della comunità
- uguaglianza: accesso alle prestazioni sanitarie senza nessuna distinzione di condizioni individuali, sociali economiche
- equità: a tutti deve essere garantita parità di accesso in rapporto a uguali bisogni di salute

Legge migrazione e riconoscimento dei diritti alla tutela della salute

Dlvo 25 luglio 1998 n.286 art 34

Accesso alle cure

Una prima “classificazione” nell’accesso alle cure:

- **Comunitari ed Extracomunitari**
- **Regolari e Irregolari**

L'assistenza sanitaria agli immigrati extracomunitari

- Per gli stranieri non comunitari regolarmente soggiornanti vige l'obbligo di iscrizione al servizio sanitario Nazionale (art 34 Dlvo 25 luglio 1998 n.286)
- Riguarda tutti coloro si trovino in queste condizioni:
- Lavoro subordinato, lavoro autonomo, motivi familiari, asilo politico, protezione sussidiaria, protezione sociale, minori stranieri, donne in stato di gravidanza
- Ospiti di centri di accoglienza chi ha presentato domanda di cittadinanza ed è in attesa di completare l'iter, detenuti, chi ha presentato ricorso a provvedimenti di espulsione o mancato rinnovo

-
- In tutti i casi descritti l'iscrizione è estesa ai familiari a carico
 - L'iscrizione viene fatta presso gli uffici di scelta revoca delle ASST dove la persona ha la dimora abituale, non è necessaria la residenza ma un'autocertificazione che attesti il proprio domicilio
 - Per le persone in possesso di altri titoli di soggiorno (per es. studio) è possibile l'iscrizione facoltativa con il pagamento di un contributo annuale
 - I documenti richiesti per l'iscrizione variano secondo la tipologia di permesso

Cittadini Comunitari

La persona proveniente da un Paese dell'Area Schengen ha diritto all'assistenza sanitaria se:

- In possesso di tessera TEAM rilasciata dal Paese di provenienza
- Con tessera sanitaria acquisita in Italia a seguito di residenza, contratto di lavoro, a carico di familiare già titolare del diritto di assistenza

Per chi non è in possesso di tessera sanitaria TEAM o si trovi nella condizione di non potersi iscrivere al SSN è richiesto il pagamento delle prestazioni sanitarie.

Come è erogata l'assistenza sanitaria

Strutture/Servizi pubblici

Strutture/Servizi privati convenzionati/accreditati

Strutture Private

Servizi/prestazioni da Associazioni, Organizzazioni del Privato Sociale

Aree di Intervento

- prevenzione (vaccinazioni, screening tumori, campagne informative)
- cura (medico di medicina generale di base e pediatra ma anche consultori, servizi specialistici etc.)
- emergenza/urgenza (pronto soccorso, ospedale)
- riabilitazione (dopo una malattia invalidante, un infortunio, un incidente)

L'incrocio, il sovrapporsi di aspetti sanitari e sociali è costante, non possiamo prescindere dalle ripercussioni che la condizione di salute/malattia ha nella famiglia e nel contesto sociale

La salute in ambito materno-infantile

- La nascita dei due centri, anno 2000 ospedale San Carlo e ospedale San Paolo, ha una storia legata al fenomeno dei flussi migratori che si afferma negli anni 80/90 e vede, dopo una prima consistente presenza maschile, un numero sempre più significativo di donne che, giunte in Italia, accedono ai nostri servizi, ospedali, in particolare nell'area materno-infantile, per le gravidanze, per i bisogni sanitari dei bambini.
- Alla fine degli anni 90 l'incidenza di nascite di bambini da madri provenienti da Paesi altri era del 17% ora si è superato il 40%

I centri di Salute e Ascolto per le Donne Immigrate e i loro Bambini

Un ambito che ha sentito molto questa nuova affluenza con tutta una serie di difficoltà e problemi è stato il pronto soccorso, dove le donne si rivolgevano per ogni problema di salute, quindi anche per una gravidanza. Le operatrici/tori si trovano ad accogliere, comprendere e mettersi in relazione con persone provenienti da paesi diversi, portatrici di lingue e culture molto lontane. Nei confronti dei bambini si presentano concezioni altre rispetto i sistemi di cura, di alimentazione, ma anche le cure e l'attenzione alle donne nei momenti delicati del parto. La frustrazione delle operatrici/tori era di non riuscire ad aiutare efficacemente le donne, da parte delle donne il trovarsi in un contesto sconosciuto fa sentire non accolte, con il rischio di incomprensioni, conflitti e l'esito di una sfiducia nei confronti dei Servizi

I Centri di salute e ascolto per le donne migranti e i loro bambini (Osp. San Paolo e Osp. San Carlo)

Servizio di primo livello, all'interno del Dipartimento Materno Infantile, offre un'assistenza integrata e una presa in carico globale (ostetrica-ginecologica, pediatrica, psicologica, sociale) secondo un approccio transculturale con rispetto delle differenze linguistiche culturali

Aspetti innovativi:

Equipe interamente femminile

Accesso libero

Primo colloquio garantito a tutte le donne

Presenza della mediatrice linguistico-culturale

Cosa offre il Centro

Accoglienza: aspetto fondamentale della cultura del centro, è sempre un'operatrice, assistente sociale, psicologa, ostetrica, con la presenza di una mediatrice linguistico culturale che incontra la donna in libero accesso, si cerca di stabilire un clima di fiducia che permetta alla donna di raccontarsi nel modo in cui si sente e desidera, le operatrici trovano il modo di organizzare una risposta adeguata

Progetto di accompagnamento e/o sostegno: visite ostetriche e ginecologiche o pediatriche, colloqui sociali e psicologici contatti con altri Servizi dell'Ospedale o del territorio

Questa modalità di lavoro mette al centro la persona nella sua interezza piuttosto che il singolo sintomo o problema isolato dal contesto dell'esperienza personale vissuta

Centri di salute e Ascolto donne migranti e i loro bambini

Ospedale San Paolo (piano -2 stanza
15bis

Martedì h. 9-12,30 (araba, bengalese,
latina

Giovedì h.13,30-17 (cingalese,
filippina, cinese, araba)

Venerdì h. 9-12,30 (araba, latina)

Ospedale San Carlo (piano-1
corridoio Cup - ritiro referti)

Lunedì h.9-12,30 (araba, latina)

Martedì h.13,30-17 (araba, latina,
rumena)

Giovedì h.9-12,30 (araba, cinese)

I Servizi Territoriali

- **Consultori Familiari:** si occupano della salute materno infantile, vi possono accedere sia persone regolarmente soggiornanti in Italia, sia non regolari, l'accesso non è legato alla residenza. Presenti ginecologa/o, ostetrica, assistente sociale, psicologa.
- **Ser.D.** servizi per il trattamento e la cura delle dipendenze,
- **C.P.S.** (Centro Psico Sociale) trattamento e cura della malattia mentale
- Sia al Ser.D sia al CPS sono presenti figure sanitarie e psico sociali
- **UONPIA** servizio di neuropsichiatria infantile, neuropsichiatra infantile, psicologa assistente sociale terapisti della riabilitazione

E per chi è “irregolare” o ha perso il diritto a un permesso di soggiorno?

- L'assenza del permesso di soggiorno limita molto i diritti della persona straniera in quanto l'inosservanza della normativa che regola l'ingresso e permanenza in Italia fa sì che la persona non possa svolgere alcuna attività di lavoro o attività autonoma, firmare un contratto di casa, frequentare corsi studio. La mancanza del permesso di soggiorno non preclude però di accedere alle cure nei servizi/presidi pubblici o convenzionali per alcune prestazioni

Quali cure/prestazioni?

- Cure ospedaliere urgenti ed essenziali, anche continuative, comprese quelle erogate in pronto soccorso o in day hospital o in ricovero
- Cure ambulatoriali urgenti ed essenziali, anche continuative, per malattia o infortunio, per programmi di medicina preventiva, di riabilitazione post infortunio, di prevenzione nei comportamenti a rischio e nella tutela della salute mentale
- **URGENTE:** cura che non può essere differita senza pericolo per la vita o danno per la salute della persona
- **ESSENZIALE:** prestazioni diagnostiche., terapeutiche, relative a patologie non pericolose nell'immediato o nel breve termine ma che nel tempo potrebbero determinare danni maggiori alla salute o costituire rischi per la vita(complicazioni, aggravamenti, cronicità)

Altre cure/ prestazioni

- Tutela della gravidanza
- Tutela della salute del minore (emissione codice nar a scadenza annuale)
- Vaccinazioni come previsto nei Piani sanitari
- Profilassi diagnosi e cura delle malattie infettive
- Prestazioni erogate dai servizi per le dipendenze e nei confronti di persone con HIV

CODICE STP

(straniero temporaneamente presente)

- E' attribuito alla persona, non regolare in Italia, al momento della prima prestazione, è un codice personale, riconosciuto in tutto il territorio nazionale, con validità di sei mesi
- Il codice STP può essere rilasciato anche in assenza di documento di riconoscimento, con semplice autodichiarazione da parte della persona delle proprie generalità (norma ora di difficile attuazione)
- L'accesso alle strutture sanitarie dello straniero non in regola con le norme sul soggiorno non può comportare segnalazione all'autorità salvo i casi in cui sia obbligatorio il referto a parità del cittadino italiano.

Emersione 2020

Art.103 DL n.34 del 19 maggio 2020

Le persone che hanno presentato domanda di emersione lavoro neo , anche senza aver ottenuto alcuna risposta ma in possesso dei documenti hanno diritto all'iscrizione al servizio sanitario nazionale.

Devono rivolgersi all'ASST ove risultano dimoranti con la seguente documentazione:

- -Ricevuta versamento quota prevista
- Lettera Ministero di ricevuta della domanda
- Passaporto
- Dichiarazione di ospitalità

Ambulatori per Migranti non in regola con il soggiorno

- Ospedale san Paolo, accesso il venerdì h.13,30 piano -2
- Ospedale Niguarda
- Naga, via Zamenhof 7
- Fratelli San Francesco via Bertone 9
- Opera San Francesco via Antonello da Messina 4
- Emergency (con mezzo presente in giorni diversi in quartieri di Milano)
- In modo diverso queste realtà possono rispondere ad un bisogno sanitario, con specialisti che svolgono attività in regime volontario. In alcuni casi è possibile anche l'accesso ad accertamenti diagnostici, per es. ecografie)

Permessi di soggiorno a motivo di cure mediche

Tre motivazioni

- 1) Cure mediche in gravidanza, art.19 TU 286/98, per cittadine non comunitarie, presenti sul territorio nazionale dispone il divieto di espulsione delle donne in gravidanza e nei sei mesi successivi la nascita del figlio

(rilasciato a tutte le donne prive di permesso, con gravidanza accertata dalla 13^o settimana in struttura pubblica o convenzionata)

L'utilizzo è molto limitato da diritto alle prestazioni con rilascio di tessera sanitaria, diritto a restare in Italia. Ha come possibilità di conversione nel caso vi siano i requisiti per la coesione familiare

2) Cure Mediche

Persone, non comunitarie, presenti sul territorio per altro motivo anche senza titolarità di soggiorno “che versino in una condizione di particolare gravità fisica” (TU 286/98 art 19 comma 2 poi modificato con DL 4.10.2018 e L 1 1 dicembre 2018 n.132)

3) Cure mediche

Persone che hanno fatto ingresso in Italia con visto per cure mediche e per i loro accompagnatori (TU 286/98 art.36). In Questura entro 8 giorni dall'arrivo in Italia)

Permesso di soggiorno per assistenza minori

- Art.31 comma 3° TU 286/98
- Riconosce al Tribunale per i Minorenni il potere di autorizzare il rilascio di un permesso di soggiorno al/ai genitori qualora sussistano particolari esigenze di tutela del minore stesso
- (Problemi psicofisici, cure mediche particolari, etc.)



NEWLY ARRIVED IN A COMMON HOME

UNCONVENTIONAL MAP
WORKSHOP

GOALS

- constructing and defining a map of the territory
- sharing experiences and knowledge
- narration of cultural values
- redefining the view of one's own places of life

APPROACH

Psychogeography is based on an experimental and participatory approach to the subject of the relationship between people and the environment. It is the study of the effects of the environment around us on the emotions and behaviour of individuals. We will build a COMMUNITY MAP, an unconventional map, which will be the tool with which the inhabitants of this place will tell their story about the territory.

The participatory approach for the construction of the map of the neighbourhood or city will stimulate the active participation of communities to tell the cultural, social and creative capital of the territory.

The use of the map as a tool for knowledge and action to generate positive social impacts for the city communities, enhancing the resources of the territory through the active involvement of residents.

FOCUS GROUP

The focus group is a social research technique based on the discussion among a small group of people, invited by one or more moderators to talk among themselves, in depth, about the subject under investigation.

Its main feature consists in the possibility of recreating a situation similar to the ordinary process of opinion formation, allowing participants to express themselves through a usual form of communication, the discussion among peers.

MODERATOR

- Managing group dynamics
- Encouraging discussion
- Managing time and agenda

CO-LEADER

- Taking notes
- Writing reports of the meeting
- Help participants focus on the content



INVITATION FOR COMMUNITY AGENCIES TO PARTICIPATE IN THE FOCUS GROUP

In the call to participants, in addition to the communication of the time and place of the meeting, they are asked to identify and bring with them an object that represents for them the neighbourhood in which they live or the link between them and the territory.

GOAL

To collect content and allow each member to actively participate in the discussion.

What is important to you about this place, what does it mean to you?

What makes it different from other places?

What do you value here?

What do we know, what do we want to know?

How can we share our understandings?

What could we change for the better?

Common ground, places and people, www.commonground.org.uk



Each city
is many cities,
it is plural,
a city for each inhabitant
inhabitant,
infinite windows
to look out of
in the morning.

GUIDE

FOCUS GROUP

ROOM PREPARATION

- Map 140*100 hung on the wall
- Preparation of places for participants
- Provision of paper, pens and post-it for eachone



MEMO

Make a written and detailed report of everything that emerges from the focus group.



FOCUS GROUP WELCOME



Presentation of the leader and co-leader of the focus group

Explanation of the activity of the day: focus group aimed at defining the map of the neighbourhood (useful places, areas, ...) and the beginning of the construction of the unconventional map of the territory.

Description of the modalities and objectives of the meeting.

By the moderator

FOCUS GROUP WARMUP



FIRST ROUND

Presentation of participants (only if necessary):

Who are you? What do you do? What are you doing inside the Near project?

SECOND ROUND

In this city, do you feel at home? Do you feel welcome? Where do you operate in this area? What is your role in this neighbourhood/area? How does this neighbourhood help you on your path?

Placing the pin / post-it with YOUR name on the map of the NEIGHBOURHOOD

GUIDE

TERRITORY MAP

Shared reading of the current map to add (or remove) real points of interest for the project. Based on the division of the points of interest, participants are asked to implement the map through a collective discussion. The activity is short and exploratory.

The leader has to add the points on the map that are listed by the participants.

These points will be completed with the following activities.



15'



MEMO

Optional, host's choice

TERRITORY MAP

UN TOUR CON AMICI



15' + 30'

You have a friend who comes to visit you in the city and he/she has 3 hours to stay with you and visit this area.

It is up to you to take him around!

What are the places he/she absolutely must see? And what are the experiences he/she needs to live and experience? (ex. where would you take him/her to eat, where can you stay to read a good book? Where can you rest and chat quietly after a long walk)?

The community agencies are divided into small groups according to the total number of participants.

Each group is 'given' a hypothetical person to carry around:



YOUNG PERSON 20 YEARS



ADULT 40 YEARS



ELDERLY



PARENT WITH CHILD



FAMILY



GOAL

The objective of this work is to complete the map imagining that it can be useful and indicative for a good orientation in the neighbourhood for a newcomer and to integrate existing pins with new places.

TERRITORY MAP

A SECRET



Unveil a 'secret' place and tell about it.

A place that no one knows about - only you - and that you would like to share because it is particularly fascinating and interesting to you, and maybe it could be for others too.



GOAL

Tell about the emotions, the feelings, the stories behind and inside it.

GUIDE

UNCONVENTIONAL MAP

A PLACE, ONE EMOTION



Participants are asked to associate a space, place or area in the neighbourhood with one of the basic emotions (anger, sadness, fear, happiness, surprise, disgust, contempt).

Each participant will write the emotion on a single post-it and will go and place the post-it in the area of the reference neighbourhood.



MEMO

The co-leader will have to write down the contents that emerged verbally



GOAL

To map possible areas related to common feelings that may emerge during the comparison. The unconventional map will show some emotions linked to the point (ex. a very lively children's playground can generate a lot of joy).

UNCONVENTIONAL MAP

MUSIC FOR THE HEART



Participants are asked to close their eyes and imagine walking through the streets of this neighbourhood.

Which songs could best represent the feelings, noises, emotions of the participants in certain places? When you walk down that street what song would you like to listen to? If you are waiting for the bus what would you like to listen to?...

Each participant must indicate one or more songs with the possibility of listening to the proposed songs



GOAL

If there are several areas in the neighbourhood with different types of music, several playlists can be created, one for each area.

UNCONVENTIONAL MAP

THE SURVEY



The workshop participants are asked to answer simple questions, personal and non-personal curiosities, to give the theme of welcome a curious nuance. At the end of the survey, some answers will be read and discussed together in order to favour the sharing of experiences and to generate other contents than those produced independently. It will be important to note down all additional content.

The survey will be created through Google Form by pointing to the dedicated qr code.



OBIETTIVO

Quotes, curiosities, texts and messages to put on the map as a focus.

UNCONVENTIONAL MAP

A LOCAL MEMORY



Recall and share an episode or a phase of one's personal history that each person feels particularly linked to a place in the neighbourhood and its history. In your first days in the new city, how were you welcomed?

It is necessary to encourage the memory to emerge and define the spatio-temporal coordinates in which it was located (where, when, how much, who, how, etc.).



MEMO

The co-host has to construct the memory card by noting down all the information.



GOAL

To recount some curiosities on the theme of reception based on their own experience (some quotes will be used on the map to help the new arrivals identify with those who have been new arrivals in the past).

EXTRAS UNCONVENTIONAL MAP

A DREAM FOR THE



We focus on the theme of the future. Each participant is asked to try to fantasise and express freely what the potential of the neighbourhood could be, what they would like to see happen, how the area could be better experienced. Try a “fantasy” exercise



MEMO

Post-it notes will be written for each dream and placed on the map.



GOAL

To find quotes, curiosities, texts and messages of hope to put on the map.

EXTRAS

UNCONVENTIONAL MAP

Q&A



What's most important for you in a neighbourhood??

- Get to know your neighbour
- Create new friendships
- Take a walk in the green
- Being connected to the rest of the city
- Feeling safe
- Feeling welcome



MEMO

Give a value from 1 to 5 for each answer - 1 a little - 5 a lot

GUIDE

CONCLUSIONS

SEE YOU NEXT TIME

Show virtuous examples of similar processes of building participatory neighbourhood maps.

The community map will be made following the indications emerged during the workshop and the final result will be similar to these maps.





GRAZIE
THANK YOU
OBRIGADO
EYXAPIΣΤΩ

giustieventi
COMUNICAZIONE

TRAINING PROGRAMMES AND MATERIALS

PORTUGAL



NEWLY ARRIVED IN A COMMON HOME

Agreement Number: 957999 - NEAR - AMIF - 2019 - AG - CALL



CO-FUNDED BY THE EUROPEAN UNION'S ASYLUM,
MIGRATION AND INTEGRATION FUND

Formação Agentes comunitários com foco no acolhimento de migrantes

Por onde começar?

1. Necessidades básicas gerais

→ É importante saber se o migrante veio com algum planejamento mínimo, ex.:

- Se tem onde morar;
- Se possui uma reserva financeira;
- Se trouxe documentos escolares e comprovativos de qualificações, devidamente legalizados;

→ Existem Organizações Sociais que apoiam com essas questões, e os temas serão tratados em aulas posteriores.

Por onde começar?

2. Primeira burocracia: “Número de Contribuinte”

É o mesmo que NIF: número de identificação fiscal. É o documento responsável por registrar toda a atividade tributária de um indivíduo em Portugal, e por isso, o primeiro que deve ser providenciado.

2.1 Não residente fiscal

2.2 O representante fiscal

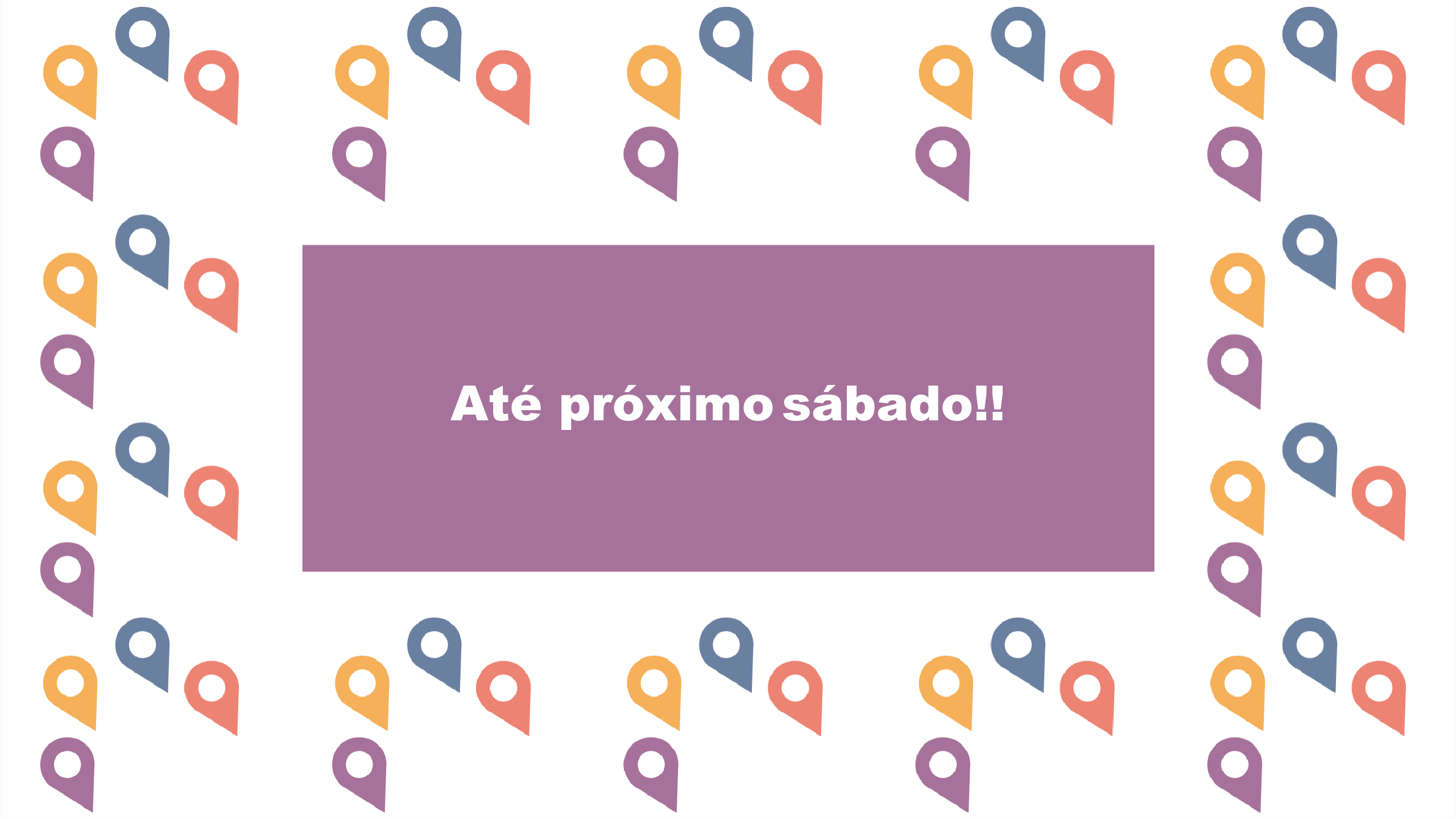
2.3 Meios para solicitar o NIF

2.4 Documentos necessários para fazer o NIF

Por onde começo?

3. Demais passos, de acordo com o objetivo da vinda

- Com visto para tratamento médico
- Estudo
- Trabalho

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape pointing downwards.

Até próximo sábado!!

“Agir para incluir” - Por onde começo?

Ao chegar em Portugal, quais as primeiras providências que o imigrante deverá tomar?

1. Necessidades básicas gerais: moradia, emprego, escola (menores).

→ É importante saber se o migrante veio com algum planeamento mínimo, ex.:

- a. Se tem onde morar;
- b. Se possui uma reserva financeira;
- c. Se trouxe documentos escolares e comprovativos de qualificações, devidamente legalizados;

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2. Primeira burocracia: “Número de Contribuinte”:

→ É o mesmo que NIF: número de identificação fiscal. É o documento responsável por registrar toda a atividade tributária de um indivíduo em Portugal, e por isso, o primeiro que deve ser providenciado.

2.1 Não residente fiscal

→ O estrangeiro que não consegue comprovar a residência regular em Portugal, será inscrito como “não residente fiscal”, perante a Autoridade Tributária (AT), e para isso, precisará de um representante fiscal para obter seu NIF.

→ O migrante que permanecer em Portugal deverá ser orientado a trocar seu status para “residente fiscal” depois que ultrapassar o período de 183 dias, para cumprir requisito legal, ou assim que possível, caso esteja a trabalhar no país, para afastar a incidência de taxas tributárias mais altas.

→ Residente não habitual: regime interessante para quem exerce atividade de “alto valor acrescentado” fora de Portugal.

2.2 O representante fiscal

→ Poderá figurar como representante fiscal, alguém que tenha status de residente fiscal perante as finanças, ou seja, alguém que não tenha representante fiscal (português ou estrangeiro).

→ É importante que haja uma relação de confiança entre o migrante e seu representante, seja uma relação pessoal, ou profissional.

2.3 Meios para solicitar o NIF

→ Presencial: neste caso, o representante fiscal e o requerente devem comparecer a uma Loja das Finanças, mediante marcação prévia (algumas atendem sem marcação, mas não é aconselhado), acompanhados de documentos originais e cópias simples, ou apenas cópias autenticadas para serem entregues.

→ On-line: através do Portal das Finanças do representante (Atendimento e-balcão), hipótese em que os documentos devem estar autenticados, já que serão digitalizados para o Portal.

2.4 Documentos necessários para fazer o NIF:

- a. Documento de identificação do requerente;
- b. Comprovante de morada (fora de Portugal);
- c. Documento de identificação do representante fiscal;
→ Para o pedido on-line (Portal das Finanças), são necessários alguns documentos adicionais:
- d. Procuração do requerente;
- e. Termo de aceitação do representante;

3. Demais passos, de acordo com o objetivo da vinda

a. Com visto para tratamento médico:

→ Quem veio através de um protocolo de saúde, será devidamente atendido no âmbito do seu tratamento (os demais migrantes podem ser atendidos no SNS em caso de urgência, estando sujeitos a diferentes taxas).

→ Prorrogação de permanência: estar atento à duração da estadia, pois, pretendendo permanecer por mais tempo, deverá comparecer ao SEF (mediante agendamento prévio, e portando laudos médicos que atestem a impossibilidade de sair do país, por questões de saúde - continuidade do tratamento).

b. Estudo:

- I. Aquele que veio a Portugal para dar continuidade a seus estudos, mediante um visto de estudante, já terá um agendamento no SEF para fazer o pedido de AR.
- II. Os que vierem sem emissão prévia de um visto com esta finalidade, deverão verificar os editais de candidatura/matrícula do curso que querem fazer, estando atentos para a necessidade de validação de qualificações.

c. Trabalho:

- I. Da mesma forma, aquele que veio a Portugal com um visto de trabalho, já terá um agendamento no SEF para fazer o pedido de AR.
- II. Os que vieram com visto para turismo, ou mesmo para tratamento médico, mas pretendem permanecer, e trabalhar em Portugal, deverão providenciar:
 - NISS: é o Número de inscrição na Segurança Social (SS). Todos os trabalhadores devem ter esse registo.
 - Trabalhador subordinado: pode firmar contrato de trabalho sem ter o NISS, cabendo, neste caso, à entidade empregadora, fazer sua inscrição junto à SS.
 - Trabalhador independente: Após a abertura de atividade nas Finanças, é possível solicitar o NISS.
 - Procura de emprego: O migrante poderá buscar emprego antes ou depois de obter o NISS. Para tanto, poderá contar com a ajuda de GIP's, como será detalhado adiante. É importante que tenha comprovativos de qualificações, e, se possível, das experiências anteriores.



NEWLY ARRIVED IN A COMMON HOME

Agreement Number: 957999 - NEAR - AMIF - 2019 - AG - CALL



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Formação Agentes comunitários com foco no acolhimento de migrantes

Por onde começo?

3. Demais passos, de acordo com o objetivo da vinda

- Com visto para tratamento médico
- Estudo
- Trabalho

Legislação

Diferença: **ILEGAL X IRREGULAR**

→ O/A estrangeiro/a que entrou legalmente em Portugal e ultrapassou o período permitido pelo seu visto, está **IRREGULAR**, e se pretende residir em Portugal, precisa iniciar o seu processo de regularização, por algum dos meios permitidos pela lei.

→ Está ilegal aquela pessoa que não tem registo de entrada no país. O governo não sabe que ela está em território português. Por isso, é tão importante fazer a comunicação de entrada quando se entra em Portugal através de outro país do Espaço Schengen.

Legislação

Formas de regularização

I. Prorrogação de permanência: deve ser pelo mesmo motivo da entrada (mantida a finalidade).

I. Autorização de residência:

Legislação

1.Por Estudo: pode ser pedida por jovem a partir do 7º ano;

1.Por trabalho (em anexo, lista de documentos necessários):

a)Trabalhador/a independente - Atividade aberta nas Finanças

b)Trabalhador/a subordinado - Contrato ou Promessa de contrato de trabalho

3. Reagrupamento familiar:

Direito do detentor de Título de residência, de trazer ou regularizar a permanência dos seguintes familiares:

3.1 Cônjuge ou companheiro/a;

3.2 Filhos;

→ Menores ou incapazes;

→ Maiores solteiros, a cargo dos pais, e que se encontrem a estudar num estabelecimento de ensino em Portugal;

3.3 Enteados: filhos menores ou incapazes do cônjuge ou companheiro/a;

3.4 Pais do residente ou do seu cônjuge, desde que se encontrem a seu cargo (ou sejam maiores de 65 anos);

3.5 Irmãos menores, desde que se encontrem sob tutela do residente.

4. Familiar de europeu: direito regido pela Lei n.º 37/2006, semelhante ao reagrupamento familiar, mas que concede direito de residência nas seguintes situações:

4.1 O cônjuge ou companheiro

4.2 Filho ou enteado menor de 21 anos de idade, ou que esteja a cargo do cidadão da União (ou do seu parceiro);

4.3 Ascendente directo que esteja a cargo do cidadão da União, ou do seu parceiro (ou sejam maiores de 65 anos);

Legislação

5. Situações especiais: art. 122 da Lei da Imigração

5.1 Menores, nascidos em território português, que aqui tenham permanecido e se encontrem a frequentar a educação pré-escolar ou o ensino básico, secundário ou profissional (b), bem como seus pais, desde que sobre eles exerçam efetivamente as responsabilidades parentais, podendo os pedidos ser efetuados em simultâneo (art. 122, 4).

5.2 Maiores, nascidos em território nacional, que daqui não se tenham ausentado ou que aqui tenham permanecido desde idade inferior a 10 anos (d)

5.3 Que sofram de uma doença que requeira assistência médica prolongada que obste ao retorno ao país, a fim de evitar risco para a saúde do próprio (g)

5.4 Que tenham filhos menores residentes em Portugal ou com nacionalidade portuguesa sobre os quais exerçam efetivamente as responsabilidades parentais e a quem assegurem o sustento e a educação (k)

Legislação

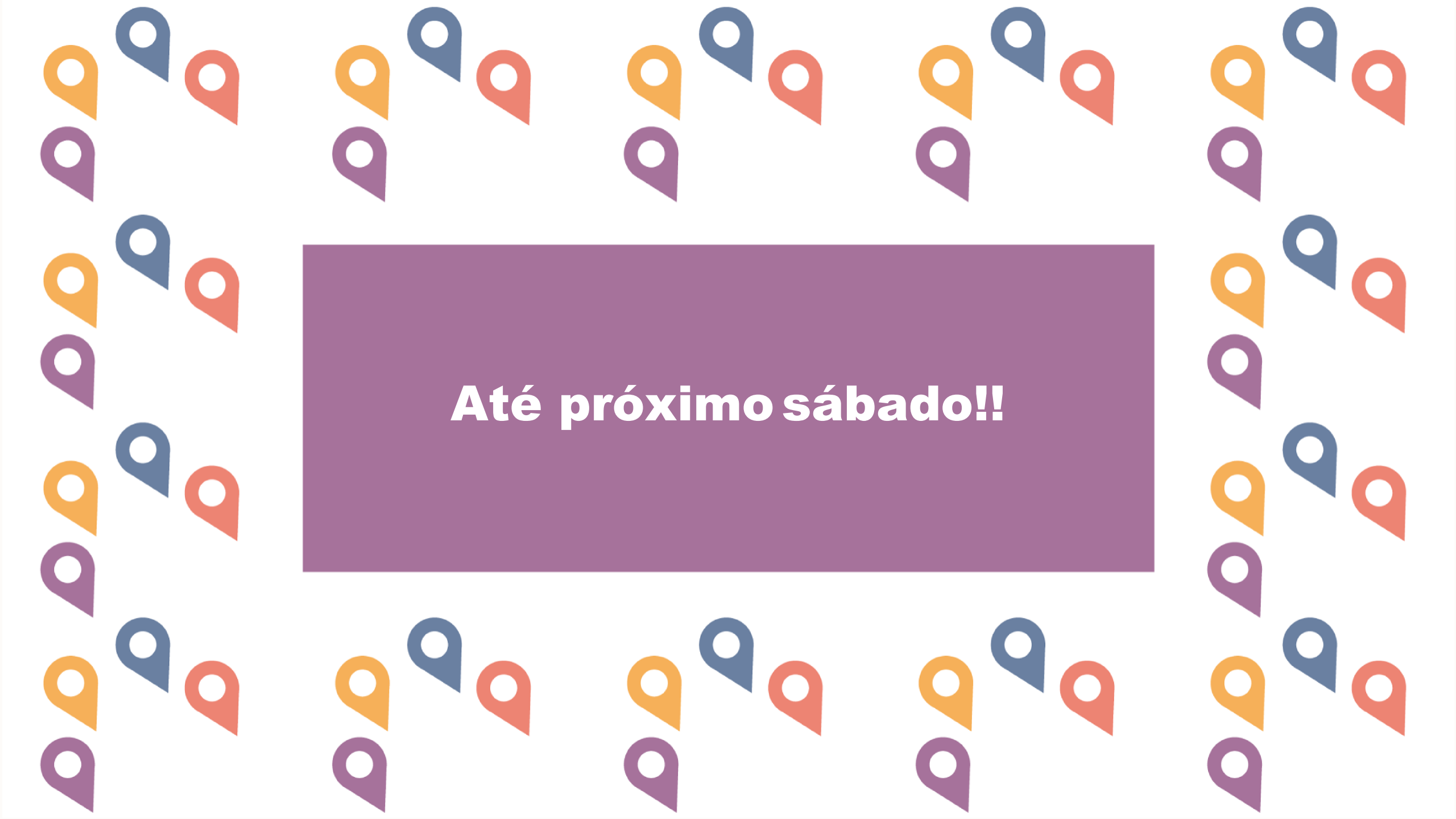
6. Situações excepcionais

“Quando se verificarem situações extraordinárias a que não sejam aplicáveis as disposições previstas no artigo 122.º, bem como nos casos de autorização de residência por razões humanitárias ao abrigo da lei que regula o direito de asilo, pode, a título excecional, ser concedida autorização de residência temporária a cidadãos estrangeiros que não preencham os requisitos exigidos na presente lei”

6.1 Por razões de interesse nacional;

6.2 Por razões humanitárias;

6.3 Por razões de interesse público decorrentes do exercício de uma atividade relevante no domínio científico, cultural, desportivo, económico ou social.

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape pointing downwards.

Até próximo sábado!!



Aula 2 - Legislação

Foco nas formas de regularização da residência mais frequentes entre os imigrantes em Portugal.

Lei n.º 23/2007, de 04 de Julho

Situação de irregularidade - **Diferença: ILEGAL X IRREGULAR**

→ O/A estrangeiro/a que entrou legalmente em Portugal e ultrapassou o período permitido pelo seu visto, está IRREGULAR, e se pretende residir em Portugal, precisa iniciar o seu processo de regularização, por algum dos meios permitidos pela lei.

→ Está ilegal aquela pessoa que não tem registo de entrada no país. O governo não sabe que ela está em território português. Por isso, é tão importante fazer a comunicação de entrada quando se entra em Portugal através de outro país do Espaço Schengen.

Formas de regularização

- I. Prorrogação de permanência: deve ser pelo mesmo motivo da entrada (mantida a finalidade).
- II. Autorização de residência
 1. Por Estudo: pode ser pedida por jovem a partir do 7º ano;
 2. Por trabalho (em anexo, lista de documentos necessários):
 - a) Trabalhador/a independente - Atividade aberta nas Finanças
 - b) Trabalhador/a subordinado - Contrato ou Promessa de contrato de trabalho
 3. Reagrupamento familiar: Direito do detentor de Título de residência, de trazer ou regularizar a permanência dos seguintes familiares:
 - 3.1 Cônjuge ou companheiro/a;



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- Companheiro/a deve comprovar união de facto, nos termos da lei portuguesa;

3.2 Filhos (biológicos ou legalmente adotados):

→ Menores ou incapazes;

→ Maiores solteiros, a cargo dos pais, e que se encontrem a estudar num estabelecimento de ensino em Portugal;

3.3 Enteados: filhos menores ou incapazes do cônjuge ou companheiro/a;

3.4 Pais do residente ou do seu cônjuge, desde que se encontrem a seu cargo (ou sejam maiores de 65 anos);

3.5 Irmãos menores, desde que se encontrem sob tutela do residente.

Observação: Para o titular de autorização de residência para estudo, estágio profissional não remunerado ou voluntariado, o direito ao reagrupamento é apenas para cônjuge (ou companheiro) e filhos menores.

4. Familiar de europeu: direito regido pela Lei n.º 37/2006, semelhante ao reagrupamento familiar, mas que concede direito de residência nas seguintes situações:

4.1 O cônjuge ou companheiro

4.2 Filho ou enteado menor de 21 anos de idade ou que esteja a cargo do cidadão da União (ou do seu parceiro);

4.3 Ascendente directo que esteja a cargo do cidadão da União, ou do seu parceiro (ou sejam maiores de 65 anos);

5. Situações especiais: Art. 122. Abaixo, as mais ocorrentes dentre o nosso público:

5.1 Menores, nascidos em território português, que aqui tenham permanecido e se encontrem a frequentar a educação pré-escolar ou o ensino básico, secundário ou profissional (b), bem como seus

país, desde que sobre eles exerçam efetivamente as responsabilidades parentais, podendo os pedidos ser efetuados em simultâneo (art. 122, 4).

5.2 Maiores, nascidos em território nacional, que daqui não se tenham ausentado ou que aqui tenham permanecido desde idade inferior a 10 anos (d)

5.3 Que sofram de uma doença que requeira assistência médica prolongada que obste ao retorno ao país, a fim de evitar risco para a saúde do próprio (g)

5.4 Que tenham filhos menores residentes em Portugal ou com nacionalidade portuguesa sobre os quais exerçam efetivamente as responsabilidades parentais e a quem assegurem o sustento e a educação (k)

6. Situações excepcionais

“Quando se verificarem situações extraordinárias a que não sejam aplicáveis as disposições previstas no artigo 122.º, bem como nos casos de autorização de residência por razões humanitárias ao abrigo da lei que regula o direito de asilo, pode, a título excecional, ser concedida autorização de residência temporária a cidadãos estrangeiros que não preencham os requisitos exigidos na presente lei”

a) Por razões de interesse nacional;

b) Por razões humanitárias;

c) Por razões de interesse público decorrentes do exercício de uma atividade relevante no domínio científico, cultural, desportivo, económico ou social.



Documentos necessários para Manifestação de Interesse junto ao SEF:

Gerais:

1. Passaporte válido;
2. Posse de visto válido, ou carimbo de entrada em território português;
3. Certificado de registo criminal do país de origem e do país em que resida há mais de um ano (quando não seja Portugal, se for o caso);
4. Atestado de morada;
5. Comprovativo de inscrição e situação regularizada perante a Segurança Social (exceto em caso de promessa de trabalho);
6. NIF;

Para empregado (Trabalho subordinado):

8. Comprovativo dos meios de subsistência: recibos de vencimento e extratos bancários
9. Contrato ou Promessa de contrato de trabalho;

Para Trabalhador independente:

8. Comprovativo dos meios de subsistência: recibos verdes e extratos bancários
9. Documento de abertura de Atividade nas Finanças;
10. Habilitação para o exercício uma atividade profissional independente (quando aplicável)



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Aula 3 – “Ser cidadão em Portugal”

Parte 1: Acesso a serviços públicos

NISS - Número de Identificação na Segurança Social

» Lei n.º 4/2007, de 16 de janeiro

Art.º 99º n.º 1 “Estão sujeitas a identificação no sistema de informação as pessoas singulares e coletivas que se relacionem com o sistema de segurança social.”

1. Relacionamento com a Segurança Social:

1.1 Exercício de atividade profissional

- I. A quem se destina: trabalhador por conta de outrem (inclusive empregado doméstico) e trabalhador independente;
- II. Documentos necessários:
 - a) TCO: trabalhador por conta de outrem:
 - » Formulários RV 1009/2018-DGSS e RV 1006/2018-DGSS
 - » Documento de identificação válido (cópia autenticada do mesmo caso seja a entidade empregadora ou o seu representante legal a requerer)
 - » Cópia do NIF
 - » Contrato de trabalho
 - » Documentos específicos do regime do Serviço Doméstico:
 - Acordo de pagamento das contribuições (quando não constar do contrato)
 - Atestado médico de capacidade para a atividade
 - Cópia do documento de identificação do empregador
 - b) TI: Trabalhador Independente
 - » Formulários RV 1000/2019-DGSS e RV 1006/2018-DGSS
 - » Documento de identificação válido (cópia autenticada do mesmo caso seja o representante legal a requerer)
 - » Declaração de início de atividade independente emitida pela Autoridade Tributária e Aduaneira



III. NISS na hora: Com a implementação do NISS na hora, desde Janeiro de 2020, os trabalhadores passaram a solicitar o NISS nos Serviços locais de atendimento (bem como nas sedes dos Distritos), munidos da documentação necessária, e saíam de lá já com o documento comprovativo da emissão.

IV. Procedimento desde o início da pandemia:

» NISS na hora através de marcação

» A entidade empregadora solicita a inscrição na SS através da Segurança Social Direta, e o trabalhador solicita através do e-mail: iss-pedido-niss@seg-social.pt

1.2 Acesso a Prestações no âmbito do sistema previdencial

1.3 Cidadania



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SNS - Serviço Nacional de Saúde

1. Quem possui visto para tratamento médico: Terá acesso às unidades do SNS, sendo essencial a apresentação do atestado de direito válido à data da prestação dos cuidados de saúde.
2. Quem não possui visto para tratamento médico:
 - 2.1 Sem acordo entre Portugal e o país de origem: atendimento com cobrança do valor total dos serviços prestados
 - 2.2 Com acordo entre Portugal e o país de origem: atendimento com cobrança das mesmas taxas cobradas ao cidadão português (atualmente):
 - a) Andorra
 - b) Brasil
 - c) Cabo Verde
 - d) Québec
 - e) Marrocos
 - f) Tunísia
3. Quem possui Título de residência: Inscrição definitiva (atribuição de NNU - Número nacional de utente, com possibilidade de atribuição de médico de família).
4. COVID-19
 - » Inscrição provisória para fins de registo de ocorrência e de vacinação;
 - » Inscrição definitiva para pessoas com processos pendentes junto ao SEF, conforme Despacho 3863-B/2020.



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Aula 3 – “Ser cidadão em Portugal”

Parte 2: Serviços sociais locais, onde estão?

» ALCC - A Associação Lusofonia, Cultura e Cidadania

Endereço: R. Varela Silva lote 10 Loja B, 1750-403 Lisboa

Telefone: 21 803 1921; 96 880 0346 E-mail: secretariado@gmail.com

- Projeto MIL – Migração, Integração e Língua Portuguesa - melhoria das habilidades da Língua Portuguesa das populações migrantes, refugiados ou beneficiários de proteção internacional em Portugal e nacionais de países terceiros (NPTs), através de Formação em Alfabetização e Iniciação ou Aperfeiçoamento na Língua Portuguesa, tendo como referência uma metodologia baseada nas experiências de Paulo Freire e demais métodos de Educação Popular.
- CLAIM - Centro Local de Apoio à Integração de Migrantes, que atua com ligação ao ACM, e tem como missão: acolher, integrar, apoiar e acompanhar os cidadãos migrantes, através de disponibilização de informações e auxílio em procedimentos necessários à emissão de documentos e garantia de direitos, nomeadamente no que concerne à regularização da situação migratória, nacionalidade portuguesa, finanças, segurança social, retorno voluntário ao país de origem, acesso à saúde, educação, entre outros.
- GIP - Gabinete de Inserção Profissional, que trabalha em estreita ligação com o IEFP e Alto Comissariado para as Migrações, pertencendo à rede GIP Imigrante, e visa a (re)integração de pessoas migrantes ou não, no mercado de trabalho, bem como faz encaminhamentos para formação.
- GEI: Gabinete de Empreendedorismo e Inovação: Através deste Gabinete, é oferecido suporte a novos empreendedores, que além de tirarem dúvidas e terem acesso a formações, passam a fazer parte de uma rede conectada, através da qual são realizadas ações conjuntas, com o objetivo de trocar experiências entre eles, bem como promover cada negócio e estimular a cultura da sustentabilidade, visando o desenvolvimento socioeconómico.
- GAEM - Gabinete de Apoio Especializado ao Migrante que trabalha como um espaço informativo, estruturado e descentralizado, buscando fomentar a intervenção social e comunitária através de um trabalho de proximidade com a comunidade. Fazem parte dos apoios sociais presentes a doação de apoio alimentar, vestuário, mobiliário, apoio à habitação, encaminhamento e acompanhamento a apoios externos junto a entidades privadas e públicas.



» **Centro Pedro Arrupe**

Morada: Rua Fernanda Alvez 10, 1750-393, Lisboa. Telefone: 217530624

Proporciona um acompanhamento individualizado a cada residente, colocando ao seu dispor uma equipa técnica multidisciplinar. A metodologia assenta essencialmente na participação dos residentes, dos quais é esperado que definam os seus objetivos e os concretizem.

» **Agedi - Associação Grupo Esperança Direitos Iguais**

Morada: Rua Fernando Gusmão, nº 2, loja

Telefone: 217572780 E-mail: gedi.amx@gmail.com

Tem como fim: promover a melhoria da qualidade de vida de todos os cidadãos, com particular enfoque na melhoria das condições de vida das pessoas com deficiência e/ou mobilidade reduzida. A sua metodologia de intervenção, é a capacitação; Incentivar os associados, principalmente aqueles cuja família tem um, ou mais elementos com deficiência e/ou mobilidade reduzida, a ter uma participação ativa na vida da sua comunidade; Criar estruturas de apoio e colaboração entre os associados com e sem deficiência e/ou mobilidade reduzida; Demonstrar através de iniciativas e atividades a capacidade empreendedora.

» **Associação emergência social**

Endereço: R. Maria do Carmo Torres 1 Lj 1 B, 1750-314 Lisboa

Telefone: 21 757 4645

Atendimento materno-infantil, promovendo uma rede solidária de apoio, assessoria e ajuda a mulheres no sentido de superar conflitos surgidos diante de uma gravidez, imprevista ou não;

Assistência legal em casos de acidentes de trabalho, salários abusivamente em atraso ou não pagos, crianças não perfilhadas ou sem pensão de alimentos ou subtraídas ao poder paternal, maus tratos dos companheiros;

Ajuda em questões relacionadas com a Segurança Social e regularização de estrangeiros.

Orientação e formação na procura de emprego, fomentando a confiança nas capacidades laborais, procura por trabalhos compatíveis para grávidas e mães de crianças pequenas, formação em artes domésticas.



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Acompanhamento de crianças e jovens em atividades lúdicas, de tempos livres e em períodos de férias, como forma de prevenção de comportamentos de risco.

» **CDCA - Centro de Desenvolvimento Comunitário Ameixoeira**

Endereço: R. Fernando Gusmão 4, 1750-428 Lisboa

Telefone: 21 755 2780

Procura encontrar alternativas para a inserção na vida ativa, quer seja através da melhoria das condições de empregabilidade, da criação do auto emprego ou do apoio à criação de negócios, que contribuem para melhorar a geração de rendimentos das pessoas que se encontram em situação de grandes fragilidade socioeconómico nesse território de intervenção, (Ameixoeira). A Santa Casa da Misericórdia procurou, com os seus parceiros, responder os desafios suscitados pelas realidades multidimensionais da Ameixoeira. As atividades desenvolvidas consistem no seguinte: Formação e Certificação em TIC (inicial e avançada); Reforço das competências e aprendizagem, entre elas, alfabetização de adultos, competências escolares básicas, competências para a vida ativa, empreendedorismo e empregabilidade.

» **JRS Portugal - Serviço Jesuíta aos Refugiados**

Endereço: R. Rogério de Moura 59, 1750-342 Lisboa

Telefone: 21 755 2790

Ao abrigo de um protocolo com a Câmara Municipal de Lisboa, tem a seu cargo, um conjunto de habitações com vista a acolher refugiados no âmbito dos programas de acolhimento em vigor. Constitui função do JRS, além de preparar convenientemente as habitações para receber os refugiados condignamente, acompanhar os mesmos durante o período de acolhimento e desenvolver as ações necessárias para, findo esse período, encaminhá-los para outras habitações de forma a libertar estas para novos processos de alojamento. o JRS tem a responsabilidade de rececionar, encaminhar, acolher e acompanhar os refugiados desde a sua chegada ao aeroporto, colaborar com a CML na gestão da capacidade do centro, elaborar o plano individual de intervenção, assim como prestar acompanhamento individualizado, orientação, atividades de integração, apoio jurídico, acompanhamento a serviços, apoio psicossocial e diagnóstico e avaliar e acompanhar individualmente cada refugiado, após a sua saída do CATR, com periodicidade mensal ou trimestral.



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del Sacro Cuore



» **Culturface**

Endereço: R. Raul de Carvalho 6, 1750-167 Lisboa

Telefone: 211540066

Além da realização de atividades pontuais, a CulturFACE tem sido convidada a participar em atividades que permitem a sensibilização artística e cultural de interesse a fim de ajudar na aproximação cada vez mais de vários grupos imigrantes residentes em Odivelas e nas zonas limítrofes da Região de Lisboa.

Um dos projetos é o Laboratório Crioulo, de partilha de conhecimento intergeracionais sobre os derivados da língua portuguesa (crioulos lusófonos). Na iniciativa com o caráter lúdico, juntam-se músicos, compositores, contadores de histórias, antropólogos, linguistas, sociólogos interessados e disponíveis ao espaço de partilha de conhecimento prático dos crioulos lusófonos.

» **Prosaudesc - Associação de Promotores de Saúde, Ambiente e Desenvolvimento Sócio-Cultural**

Endereço: R. Arnaldo Assis Pacheco 1, 1600-567 Lisboa Telefone: 214074867

Tem como objetivo educar, formar e esclarecer as populações, na promoção e prevenção da saúde em termos preventivos. Uma das áreas da Prosaudesc, consiste em criar condições para minorar o sofrimento dos carenciados e marginalizados. Dos carenciados, estão em primeiro lugar os doentes de junta médica e os seus acompanhantes. Neste sentido, tem apoiado sempre que possível com materiais diversos e financeiramente para compra de medicamentos.

» **Centro Social e Paroquial da Ameixoeira - CSPA**

Endereço: Estr. da Ameixoeira 118, 1750-017 Lisboa Telefone: 21 192 7469

Orienta a sua ação socioeducativa caritativa à luz da Doutrina Social da Igreja e tem como missão o bem público eclesial na sua área de intervenção de acordo com as normas da Igreja Católica, promovendo a caridade cristã, a cultura, educação e integração comunitária e social na perspetiva dos valores do Evangelho.

Tem ajuda do Banco alimentar uma vez por mês, tem Serviço de Apoio Domiciliário (Idosos), Centro de Convívio, Centro de Dia e uma Jardim de Infância.

» **Associação Raízes**



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aidglobal



CARDET



ISMU



tamat



UNIVERSIA
CATOLICA
LISBOA



Endereço: R. Jaime Lopes Dias nº 2 F, 1750-124 Lisboa Telefone: 21 164 3615

- Projeto Mira Jovem: tem por objetivo diminuir o insucesso escolar através da valorização pessoal, familiar, social e escolar. O foco é o desporto como promotor das competências pessoais e sociais, contribuindo para o sucesso escolar, crescimento pessoal e profissional.

- Projeto Alto Impacto: tem como ideia central a criação de uma produtora audiovisual juvenil para produção de curtas-metragens, documentários, videoclips, reportagens entre outros conteúdos multi-média. Uma visão integradora com inclusão social pela arte.

- Passaporte: tem como missão a inclusão social pela música e novas formas de sociabilidade na comunidade e na escola. Tem como principal objetivo envolver as crianças e os jovens com atividades que promovem a capacitação e a participação cívica positiva.

» **Refood Santa Clara**

Aberto das 18h00 às 23h00 (segunda e terça-feira estão fechados)

Endereço: R. Tito de Morais 35 a, 1750-454 Lisboa Telefone: 21 757 0183

Seus voluntários recolhem, diariamente, comida em perfeitas condições, de restaurantes, cafés, pastelarias e estabelecimentos similares, e distribuem-na por quem mais necessita, no bairro onde atua.

» **Centro Social da Musgueira**

Telefone: 21 759 1775 E-mail: geral@csmusgueira.pt



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Formação Agentes comunitários com foco no acolhimento de migrantes

NISS - Número de Identificação na Segurança Social

» Lei n.º 4/2007, de 16 de janeiro

Art.º 99º n.º 1 “Estão sujeitas a identificação no sistema de informação as pessoas singulares e coletivas que se relacionem com o sistema de segurança social.”

1. Relacionamento com a Segurança Social:

1.1 Exercício de atividade profissional

1.2 Acesso a Prestações no âmbito do sistema previdencial

1.3 Cidadania

Ser cidadão em Portugal - Acesso a serviços públicos

Exercício de atividade profissional

A quem se destina: trabalhador por conta de outrem (inclusive empregado doméstico) e trabalhador independente;

Documentos necessários:

TCO: trabalhador por conta de outrem:

- » Formulários RV 1009/2018-DGSS e RV 1006/2018-DGSS
- » Documento de identificação válido (cópia autenticada do mesmo caso seja a entidade empregadora ou o seu representante legal a requerer)
- » Cópia do NIF
- » Contrato de trabalho
- * Documentos específicos do regime do Serviço Doméstico:
 - » Acordo de pagamento das contribuições (quando não constar do contrato)
 - » Atestado médico de capacidade para a atividade
 - » Cópia do documento de identificação do empregador

TI: Trabalhador Independente

- » Formulários RV 1000/2019-DGSS e RV 1006/2018-DGSS
- » Documento de identificação válido (cópia autenticada do mesmo caso seja o representante legal a requerer)
- » Declaração de início de atividade independente emitida pela Autoridade Tributária e Aduaneira

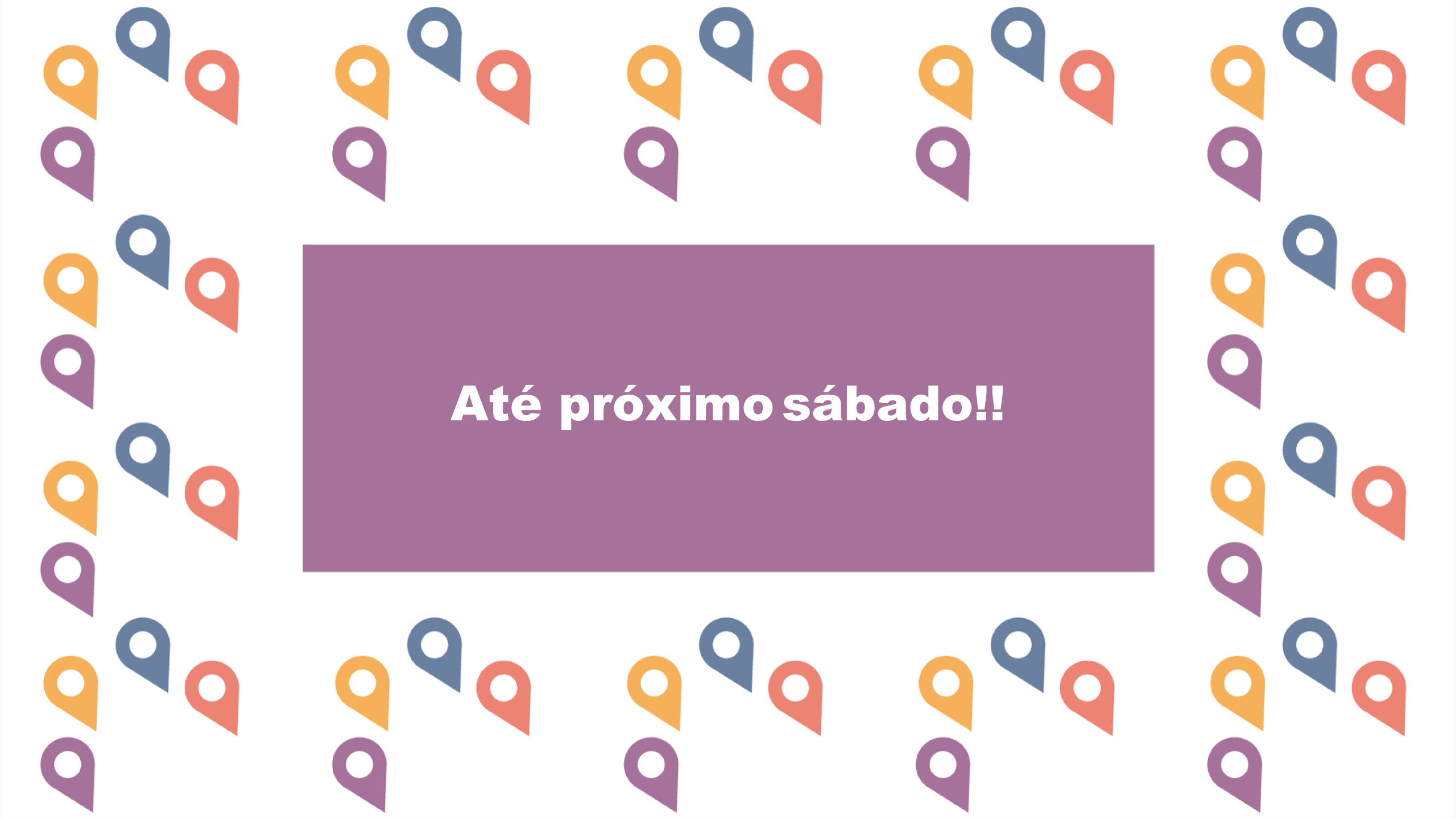
Procedimentos

- I. NISS na hora: Com a implementação do NISS na hora, desde Janeiro de 2020, os trabalhadores passaram a solicitar o NISS nos Serviços locais de atendimento (bem como nas sedes dos Distritos), munidos da documentação necessária, e saíam de lá já com o documento comprovativo da emissão.

- I. Procedimento desde o início da pandemia:
 - » NISS na hora através de marcação
 - » A entidade empregadora solicita a inscrição na SS através da Segurança Social Direta, e o trabalhador solicita através do e-mail: iss-pedido-niss@seg-social.pt

SNS - Serviço Nacional de Saúde

1. Quem possui visto para tratamento médico: Terá acesso às unidades do SNS, sendo essencial a apresentação do atestado de direito válido à data da prestação dos cuidados de saúde.
2. Quem não possui visto para tratamento médico: Inscrição provisória
 - 2.1 Sem acordo entre Portugal e o país de origem: atendimento com cobrança do valor total dos serviços prestados
 - 2.2 Com acordo entre Portugal e o país de origem: atendimento com cobrança das mesmas taxas cobradas ao cidadão português:
Andorra, Brasil, Cabo Verde, Québec, Marrocos e Tunísia
3. Quem possui Título de residência: Inscrição definitiva (atribuição de NNU - Número nacional de utente, com possibilidade de atribuição de médico de família).
4. Situações especiais pós Covid-19

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape pointing downwards.

Até próximo sábado!!



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Bem-vindo/a!

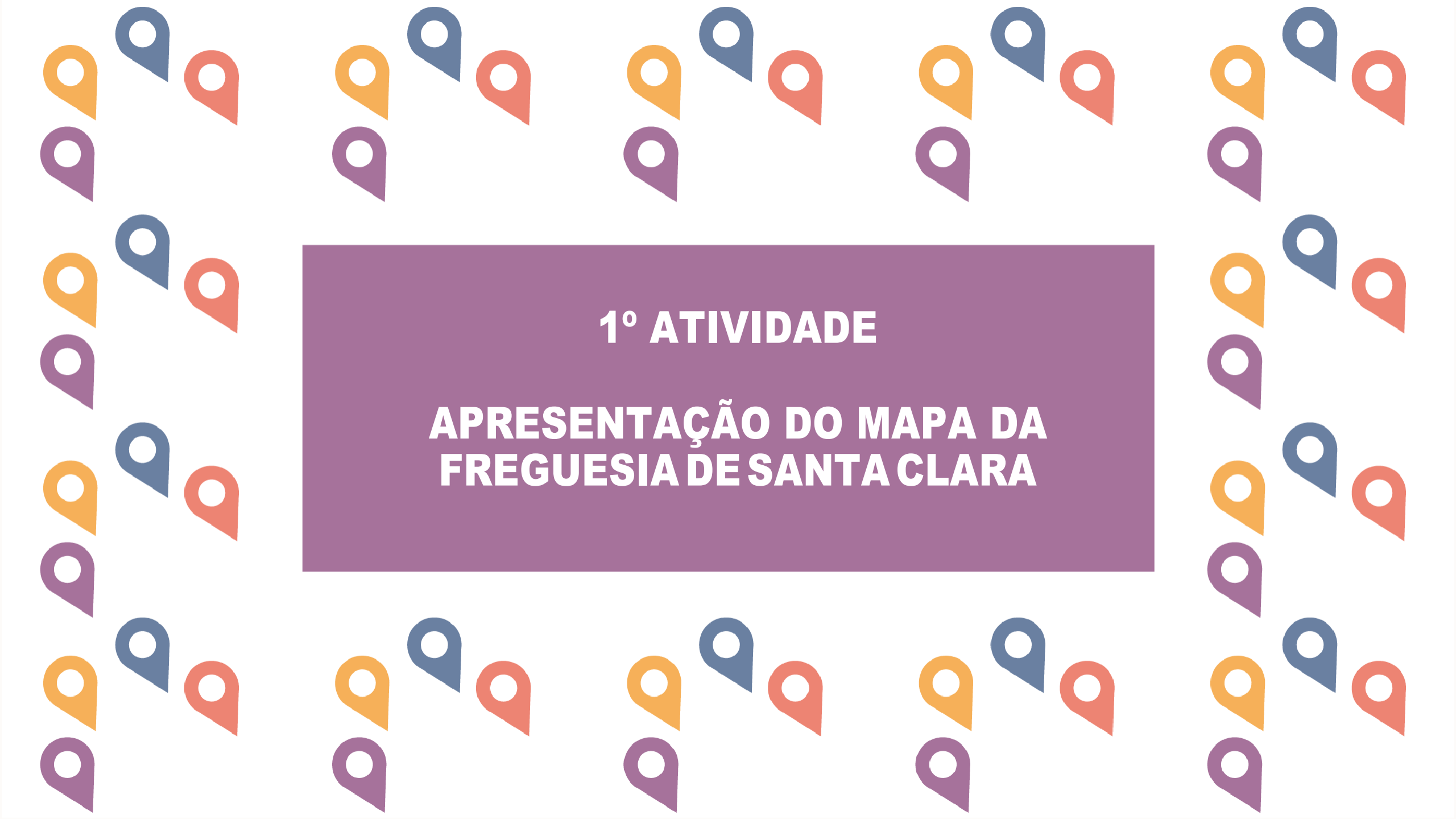
CONSTRUÇÃO DO MAPA DA COMUNIDADE

MAPA DA COMUNIDADE

Construir um mapa não convencional, isto é, um mapa de comunidade, onde as pessoas residentes no local representado pelo mapa, possam contar a sua história.

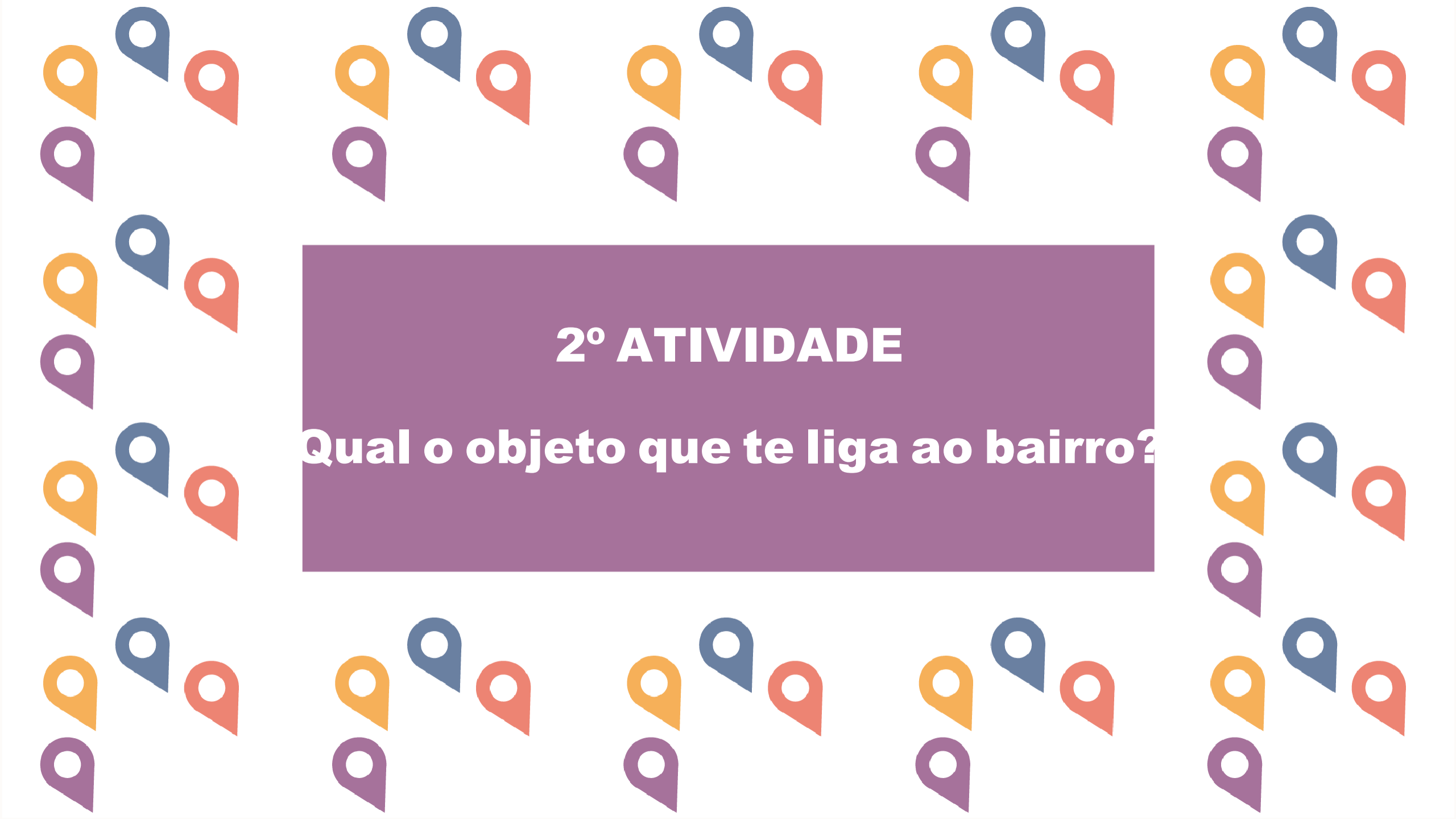
OBJETIVOS

- **Construir e definir um mapa do território**
- **Partilhar experiências e conhecimento**
- **Dar a conhecer valores culturais**
- **Redefinir como as pessoas vêm os lugares onde vivem**

A decorative border surrounds the central text box, composed of repeating groups of three stylized location pins in orange, blue, and purple colors.

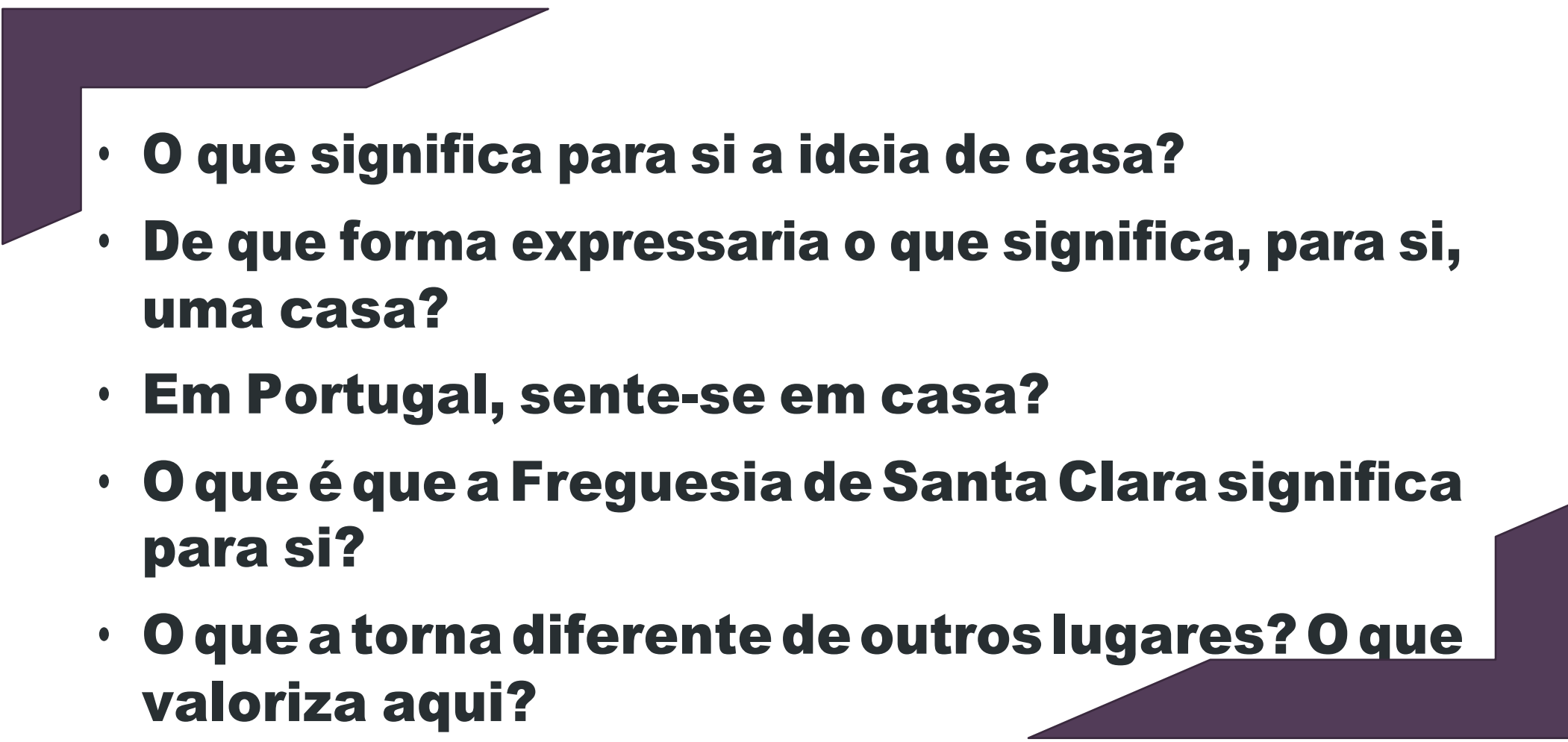
1º ATIVIDADE

APRESENTAÇÃO DO MAPA DA FREGUESIA DE SANTA CLARA

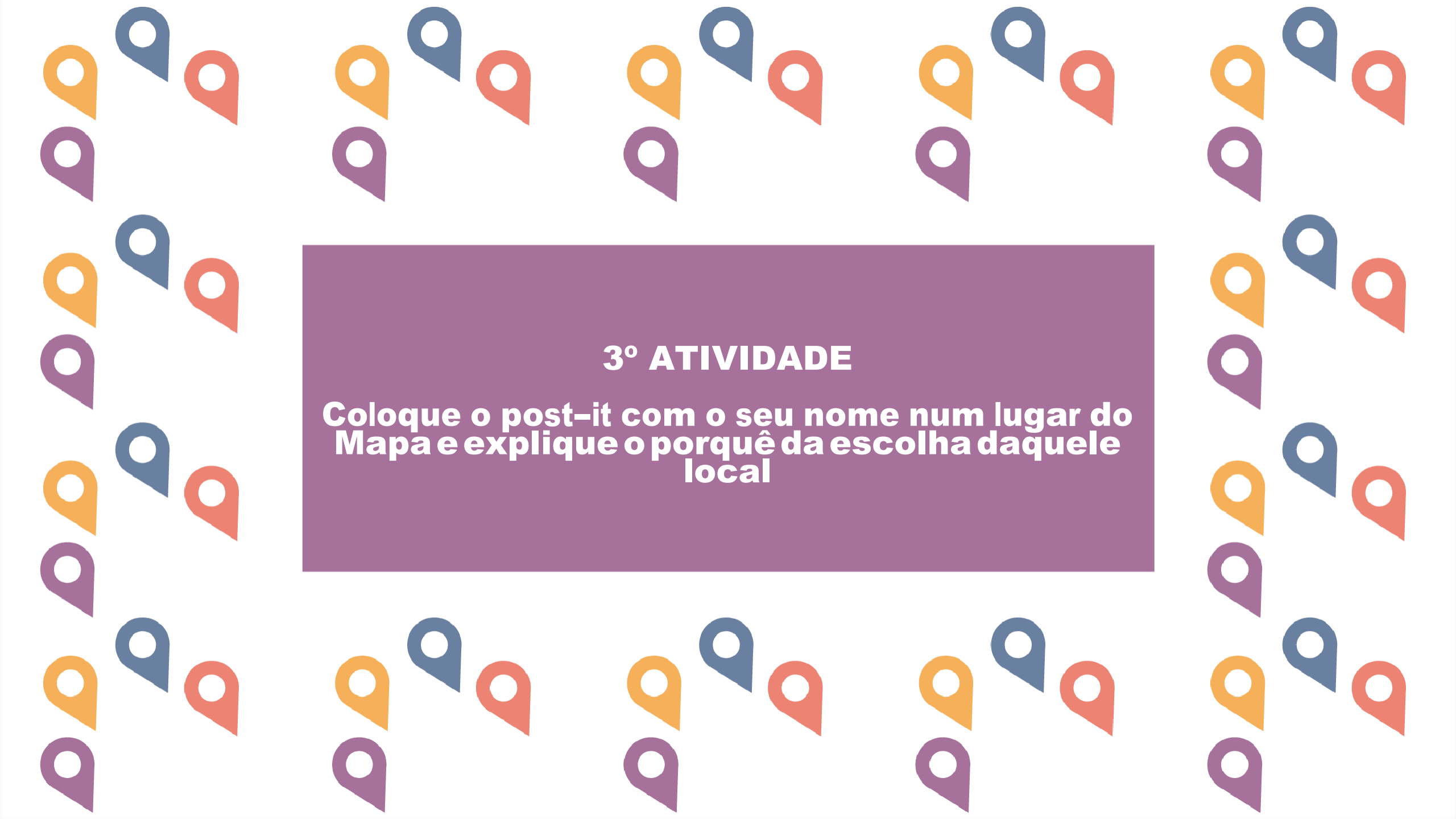
A decorative border surrounds the central text box, composed of repeating groups of three stylized location pins in orange, blue, and purple colors.

2º ATIVIDADE

Qual o objeto que te liga ao bairro?

- 
- **O que significa para si a ideia de casa?**
 - **De que forma expressaria o que significa, para si, uma casa?**
 - **Em Portugal, sente-se em casa?**
 - **O que é que a Freguesia de Santa Clara significa para si?**
 - **O que a torna diferente de outros lugares? O que valoriza aqui?**
 - **O que podemos mudar em Santa Clara para a**

tornar numa Freguesia melhor?

A decorative border surrounds the central text box, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape.

3º ATIVIDADE

Coloque o post-it com o seu nome num lugar do Mapa e explique o porquê da escolha daquele local

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape.

4º ATIVIDADE

SAIR COM OS AMIGOS

Tem um amigo que o/a vem visitar na cidade e ele/ela tem 3 horas para ficar consigo e visitar Santa Clara.

- Quais são os lugares que ele/ela não podem perder?**
- Onde o levaria a comer?**
- Que lugar recomendaria para conversar/descansar?**
- Onde o levaria a dançar?**
- Onde o levaria a dar uma caminhada?**
- Onde o levaria às compras?**

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape.

5º ATIVIDADE

UM LUGAR SECRETO

Revela-nos um lugar secreto em Santa Clara, explicando a sua história, memórias ou características que fazem desse um lugar especial.



A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape pointing towards the bottom right.

6º ATIVIDADE

UM LUGAR, UMA EMOÇÃO

Através de *emojis*, associe uma emoção a um local:

Raiva

Tristeza

Medo

Felicidade

Desprezo

Surpresa

Repulsa



The background features a large, solid purple rectangle in the center. Surrounding this rectangle are several colorful location pin icons in orange, blue, and purple, arranged in a grid-like pattern. The text "7º ATIVIDADE" is centered within the purple rectangle in a white, bold, sans-serif font.

7º ATIVIDADE

MÚSICA

Escolham uma música e associem-na a uma rua ou a um local específico em Santa Clara!

Que sons melhor representariam os sentimentos, os ruídos, as emoções e as experiências que os participantes tiveram em determinados locais?





OBRIGADA!



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Formação Agentes comunitários com foco no acolhimento de migrantes

Comunicação

A comunicação é um elemento fundamental das nossas vidas, capaz de nos conectar ao nosso semelhante. Assim, um agente comunitário precisa saber se comunicar bem, e ajudar o migrante a se comunicar com as pessoas no país de acolhimento.

Como estabelecer uma boa comunicação (em resumo):

- Preparar-se para dizer aquilo que quer comunicar, pois assim estará mais seguro durante a fala e conseguirá fazer com que o seu pensamento flua melhor;
- Colocar-se no lugar do outro, para conseguir identificar suas dúvidas e dificuldades de compreensão;
- Adequar o seu discurso ao seu receptor;
- Falar de forma simples e objetiva (ser “curto e grosso”). Ao conseguir dizer o que pretende no menor tempo possível, de forma pausada e clara, irá fazer com que o seu interlocutor consiga focar na mensagem essencial;
- Permitir a interrupção e, concluído um assunto ou etapa, verificar se o interlocutor está a compreender o que está a ser dito. Pode, inclusive, pedir-lhe para resumir por palavras suas aquilo que disse, ou repetir as etapas de uma determinada orientação;

Siglas importantes:

SEF	Serviço de Estrangeiros e Fronteiras
AR	Autorização de Residência
TR	Título de Residência
MI	Manifestação de Interesse
AT	Autoridade Tributária (Finanças)
NIF	Número de Identificação Fiscal (N.º de Contribuinte)
SS	Segurança Social
NISS	Número de Identificação da Segurança Social
SNS	Serviço Nacional de Saúde
NNU	Número Nacional de Utente (Inscrição no SNS)
ACM	Alto Comissariado para as Migrações
CNAIM	Centro Nacional de Apoio à Integração de Migrantes
CLAIM	Centro Local de Apoio à Integração de Migrantes
GIP	Gabinete de Inserção Profissional

Revisão

Assuntos que posso tratar no/na...

Finanças (Autoridade tributária):	Número de contribuinte, Atividade, recibos Verdes, Declaração de rendimentos
SEF:	Declaração de entrada, Prorrogação de permanência, autorização de residência
Segurança Social:	NISS, abonos, subsídios, certidão de não dívida
Centro de Saúde:	NNU, Vacinação, consulta médica, atendimento de urgência
Junta de Freguesia:	Atestado de morada, Registo de união de facto, serviços sociais
CNAIM/CLAIM:	Apoio à regularização e documentação em geral, informações sobre Finanças, Segurança Social, Nacionalidade Portuguesa
GIP:	Apoio à elaboração de CV, à procura de emprego, formação, validação de qualificações

Alguns Serviços Sociais - Junta de Freguesia de Santa Clara

SERVIÇOS	DESTINATÁRIOS Residentes na Freguesia	PREÇO (Euros)	Horário
Consultas Médicas Clínica Geral	Jovens e adultos	2,00€	5ª 14h às 17h
Consultas Psicologia	Crianças, jovens e adultos	2,00€	Por Marcação
Consultas Terapia da Fala	Crianças e jovens	2,00€	Por Marcação
Enfermagem	Todas as idades	1,00 a 2,50€	2ª a 6ª 10h às 12h
Apoio ao Estudo (Português e Matemática)	Crianças e Jovens Dos 1º, 2º e 3º ciclos	7,50€ / mês	2ª a 6ª 17h30m às 19h
Iniciação Musical	Crianças e Jovens	5€ / mês	Sábado 10h às 11h 11h às 12h

Junta de Freguesia de Santa Clara • R. Tito Morais nº21B 1750-317 Lisboa
Telf: 21 7530780 / 9 1 5339606 • geral@jf-santaclara.pt • www.jf-santaclara.pt

Algumas Associações no Território

» **ALCC - A Associação Lusofonia, Cultura e Cidadania**

Dispõe de um CLAIM, um GIP Imigrante, um Gabinete de Apoio Social, um Gabinete de Apoio ao Empreendedorismo Imigrante, um Atelier de Costura e um projeto de aperfeiçoamento da Língua Portuguesa.

» **Agedi - Associação Grupo Esperança Direitos Iguais**

Tem como fim promover a melhoria da qualidade de vida de todos os cidadãos, com particular enfoque na melhoria das condições de vida das pessoas com deficiência e/ou mobilidade reduzida, através da capacitação;

» **Associação emergência social**

Atendimento materno-infantil, com: assistência legal em situações específicas; Ajuda em questões relacionadas com a Segurança Social e regularização de estrangeiros, apoio na procura de emprego, acompanhamento de crianças e jovens em atividades lúdicas, de tempos livres e em períodos de férias.

Algumas Associações no Território

» **CDCA - Centro de Desenvolvimento Comunitário Ameixoeira**

Formação e Certificação em TIC (inicial e avançada); Reforço das competências e aprendizagem, entre elas, alfabetização de adultos, competências escolares básicas, competências para a vida ativa, empreendedorismo e empregabilidade.

» **JRS Portugal - Serviço Jesuíta aos Refugiados**

Dispõe de habitações para acolhimento de refugiados no âmbito dos programas de acolhimento em vigor (através do **Centro Pedro Arrupe**). Dispõe de outros serviços sociais voltados a esse público, a exemplo do CLAIM.

» **Culturface**

Atuação na área artística e cultural com a finalidade de integrar os vários grupos imigrantes residentes em Odivelas e nas zonas limítrofes da Região de Lisboa.

Algumas Associações no Território

» **Prosaudesc - Associação de Promotores de Saúde, Ambiente e Desenvolvimento Sócio-Cultural**

Promoção e prevenção da saúde. Apoio com materiais diversos e financeiramente para compra de medicamentos.

» **Centro Social e Paroquial da Ameixoeira - CSPA**

Busca promover a caridade cristã, a cultura, educação e integração comunitária e social na perspetiva dos valores do Evangelho.

» **Associação Raízes**

Projetos na área educacional, que visam combater o insucesso de jovens estudantes e promover a cultura.

» **Refood Santa Clara**

Recolha de comida em perfeitas condições, de restaurantes, cafés, pastelarias e estabelecimentos similares, e distribuição para quem mais necessita.

Autorização de Residência

- 1. Por estudo**
- 2. Por trabalho**
- 3. Reagrupamento familiar**
- 4. Familiar de Europeu**
- 5. Situações especiais**
- 6. Situações excepcionais**

Aula 5 - “Comunica5ão”

A comunica5ao é um elemento fundamental das nossas vidas, capaz de nos conectar ao nosso semelhante. Assim, um agente comunitário precisa saber se comunicar bem, e ajudar o migrante a se comunicar com as pessoas no pals de acolhimento. Como estabelecer uma boa comunica5ao (em resumo):

- Preparar-se para dizer aquilo que quer comunicar, pois assim estará mais seguro durante a fala e conseguirá fazer com que o seu pensamento flua melhor;
- Colocar-se no lugar do outro, para conseguir identificar suas ddvidas e dificuldades de compreens5ao;
- Adequar o seu discurso ao seu receptor;
- Falar de forma simples e objetiva (ser “curto e grosso”). Ao conseguir dizer o que pretende no menor tempo possfvel, de forma pausada e clara, ir5a fazer com que o seu interlocutor consiga focar na mensagem essencial;
- Permitir a interrup5ao e, conclufdo um assunto ou etapa, verificar se o interlocutor est5a a compreender o que est5a a ser dito. Pode, inclusive, pedir-lhe para resumir por palavras suas aquilo que disse, ou repetir as etapas de uma determinada orientas5ao;

Siglas importantes:

- SEF - _____
- AR - _____
- TR - _____
- MI - _____
- AT - _____
- NIF - _____
- SS - _____
- NISS - _____
- SNS - _____
- NNU - _____
- ACM - _____
- CNAIM - _____
- CLAIM - _____
- GIP - _____



Contactos dteis:

» SEF - Serviço de Estrangeiros e Fronteiras
217115000 (rede fixa) e 965937700 (rede móvel)

» Autoridade Tributária e Aduaneira (Finanças):
217206707

» Seguran5a Social:
210545400 e 300502502

» ACT - Autoridade para as Condições do Trabalho
300069300

» CNAIM Lisboa: cnaim.lisboa@acm.gov.pt
Linha de Apoio a Migrantes: 808 257 257 (a partir da rede fixa) e 21 810 61 91 (a partir de rede móvel e para quem efetua a ligação do estrangeiro) inclui o Serviço de Tradução Telefónica (STT)

» CLAIM Ameixoeira (ALCC): claim.alcc@gmail.com
21 803 1921, 21 820 3155 e 91 733 2440

» GIP Imigrante ALCC: gip.alcc@gmail.com
21 803 1921, 21 820 3155 e 91 733 2440

SERVIÇOS NACIONAIS DE URGENCIA			
112	Número de Emergência Nacional	1414	SOS Droga
808 24 24 24	Saúde 24	213 952 143	SOS Grávida
808 250 123	Linha de Emergência de Intoxicações	800 202 669	Centro SOS, Voz Amiga
117	SOS Incêndios	800 203 531	Linha do Cidadão Idoso
800 202 148	Mulheres Vítimas de Violência	808 200 204	Linha SOS, Estudante
808 222 002	Linha Sexualidade	800 202 013	Narcóticos Anónimos
800 266 666	Linha Sida	217 162 969	Alcoólicos Anónimos
213 433 333	Criança Maltratada	214 401 919	Centro de Busca e Salvamento Marítimo
217 931 617	SOS Criança	1 18	Serviço de Informações



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Aula 5 - Revisão

Mais uma oportunidade de tirar dúvidas, e de fazer também uma auto avaliação do que aprendeu.

Assuntos que posso tratar no/na...

SEF: _____

Finanças (Autoridade tributária): _____

Segurança Social: _____

Centro de Saúde: _____

Junta de Freguesia: _____

CLAIM - _____

GIP - _____



Algumas associações no Território, e seus serviços:

Formas de obtenção de autorização de residência de que me lembro:



FINANCIADO PELO COMITADO EUROPEU DE ASSUNTOS DE MIGRAÇÃO E ASILUM
MIGRATION AND INTEGRATION FUND



TRAINING PROGRAMMES AND MATERIALS

CYPRUS



NEWLY ARRIVED IN A COMMON HOME

Agreement Number: 957999 - NEAR - AMIF - 2019 - AG - CALL

NEAR NEwly ARrived in a common home

WP3 - COMMUNITY AGENTS
Training for Community Agents
Legislation

21/11/2021



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At today's Training we will talk about:

- Culture.
- Political System.
- Economy.
- Employment and labor Relations.

A decorative graphic featuring a central purple rectangle with the word "Culture" in white. The rectangle is surrounded by a border of colorful location pins in orange, blue, red, and purple, arranged in a repeating pattern.

Culture

Culture

Cyprus is an island rich in cultural heritage. Museums, libraries, art galleries, and theatres exhibit wonderful collections of original Cypriot art. In the following slides, you will see samples of Cyprus cultural heritage and traditions, including museums and monuments.

Museums

Cyprus Archaeological Museum

The Cyprus Archaeological Museum of Nicosia is the oldest and largest archaeological museum on the island. A visit through the unique collections of the museum offers an opportunity to experience the history of Cyprus dating from the Neolithic Age (7000-3900 BC) to the Byzantine Period (330- 1191 AD).

Leventeio Municipal Museum of Nicosia

The Leventeio Municipal Museum is the only museum of the capital city which presents the social and historical development of life in Nicosia, from the Chalcolithic Age (3900 BC) to present day.

Rota Children's Museum

The Rota Museum is an interactive museum for children, which organises activities that help educate the mind and stimulate imagination.



Historical Monuments

Famagusta Gate

Famagusta Gate, built in the 16th century, is one of the three most important and impressive gates of the walls serving travellers entering and leaving the old city of Nicosia. The Gate led to Famagusta, the most important port of the island. Today, it operates as the Nicosia Municipal Cultural Centre.

Kourion Archaeological Site

Kourion was an important city - state in antiquity. It consists of private villas with beautiful mosaic floors and the magnificent Greco-Roman theatre built in the 12th century. Today, the theatre has been completely restored and is used for musical and theatrical performances. It is located west of Limassol, on the road to Paphos.

Choirokoitia Neolithic Settlement

Choirokoitia Neolithic settlement, which dates back to 7000 BC, is one of the best preserved archaeological sites on the island dating from the Neolithic Age. It is included in the UNESCO World Cultural Heritage list since 1988. It is located 32 km from Larnaca, on the Nicosia – Limassol motorway.

Kato Paphos Archaeological Park

Kato Paphos Archaeological Park includes monuments from prehistoric times to Middle Ages. The mosaic floors of four Roman villas as well as other monuments are of remarkable importance. The complex includes monuments such as the Asklepieion, the Odeion, the Agora, the “Saranta Kolones” (Forty Columns) Fortress, the ruins of early Christian Basilica “Limeniotissa” and the Tombs of the Kings.

Folk Music

Cypriot traditional music is directly connected to the music traditions of Ancient Greece, the Byzantine Period, and the Greek islands. Although it developed its own characteristics, Cypriot music has been influenced by the island's conquerors including the Turks, British, Franks, and Venetians. Some of the traditional musical instruments are the violin, the lute, the Cyprus flute and the "tamboutsia".

Music Today

Several music concerts staged by both local and foreign artists take place in Cyprus every year. Many cultural services of the Ministry of Education and Culture take part at the International Music Exhibition MIDEM.

Dance

Traditional Dances

Many social events, such as weddings, festivals, and fairs used to be accompanied by traditional dances. Cypriot dances are mainly performed by a pair that dances face-to-face, invariably two men or two women. The basic traditional dance is called “kartchilamas”, meaning face-to-face, performed by a pair of dancers. A characteristic feature of Cypriot dances is that the men’s solo dances performed with a hand - held object, either a sickle, knife, sieve, or even glasses on their heads, showing virtuosity and strength. The presence of women in these dances reflects their role in the traditional society. With their eyes facing down, women’s movements are slow and demonstrate their everyday life activities at the time, such as needle work. Traditional dances are still taught and performed by cultural groups.

Dancing Today

Several types of dances, both international and local, are taught today by dancing schools. Some of these dances include Latin - American, Oriental, Flamenco, hip-hop, jazz, ballet and modern dance. Cyprus hosts many dancing events performed by artists of international reputation. One of the most important dancing events held on the island is the European Dancing Festival, a panorama of dances demonstrating the new trends in the field.



Cyprus Customs

Christmas (25 December)

Few days before Christmas, every house decorates a Christmas tree and prepares traditional Christmas sweets. On Christmas Eve, children go from door to door and sing Christmas carols called “Kalanda”. On Christmas day, people go to church to celebrate the birth of Jesus.

New Year’s Day (1 January)

On New Year’s Eve, people gather with relatives and friends for dinner to celebrate the upcoming year. After the clock strikes midnight, the host cuts the traditional cake, called “vasilopitta”, which has a hidden coin. The person that finds the coin is considered to be the luckiest member of the family for that year.

Feast of Theophany (6 January)

Theophany or Epiphany, celebrated on January 6th, is the Christian feast day that commemorates the baptism of Jesus in the Jordan River. On Epiphany Day (also called the Day of the Lights), a celebration takes place at all coastal towns. After the Epiphania Mass, the priest throws the holy cross into the sea. Many volunteers dive into the water to retrieve the cross. According to tradition, the person that finds the holy cross will be blessed.

Easter Customs

During Easter, Christians commemorate the Resurrection of Jesus Christ. The last week before Easter Sunday is called the Holy Week, during which the locals bake “flaounes” (Easter pastries made with cheese) and dye red eggs. On Holy Saturday evening, the Orthodox followers gather in church to commemorate the Resurrection of Jesus Christ. On Easter Sunday, people gather for lunch and eat the traditional souvla (lamb barbecue). In some areas, people gather at the village square and play traditional games.

Traditional Cypriot Flavours

The traditional Cypriot cuisine is based on the Mediterranean diet with olive oil being the basic ingredient. The Cypriot cuisine could be characterised as “mixed” cuisine, since it combines Middle Eastern, Mediterranean and Western European flavours. Some of the most popular Cypriot traditional dishes include:

Local dishes

Halloumi: Traditional Cypriot cheese, made of a mixture of goat and sheep milk. Halloumi is internationally known and is exported to several countries around the world.

Cypriot oven baked pasta (makaronia touournou): The dish consists of pasta, mince meat and bechamel cream with grated cheese.

Souvla: It consists of large pieces of lamb, pork or chicken, sprinkled with spices, and herbs, such as oregano, cooked on a long skewer over a charcoal barbecue.

Local sweets

Soujoukos (grape juice roll): A traditional sweet whose basic ingredients are grape juice mixed with flour and nuts.

Sweets: Simmered fruits or vegetables in thick syrup.

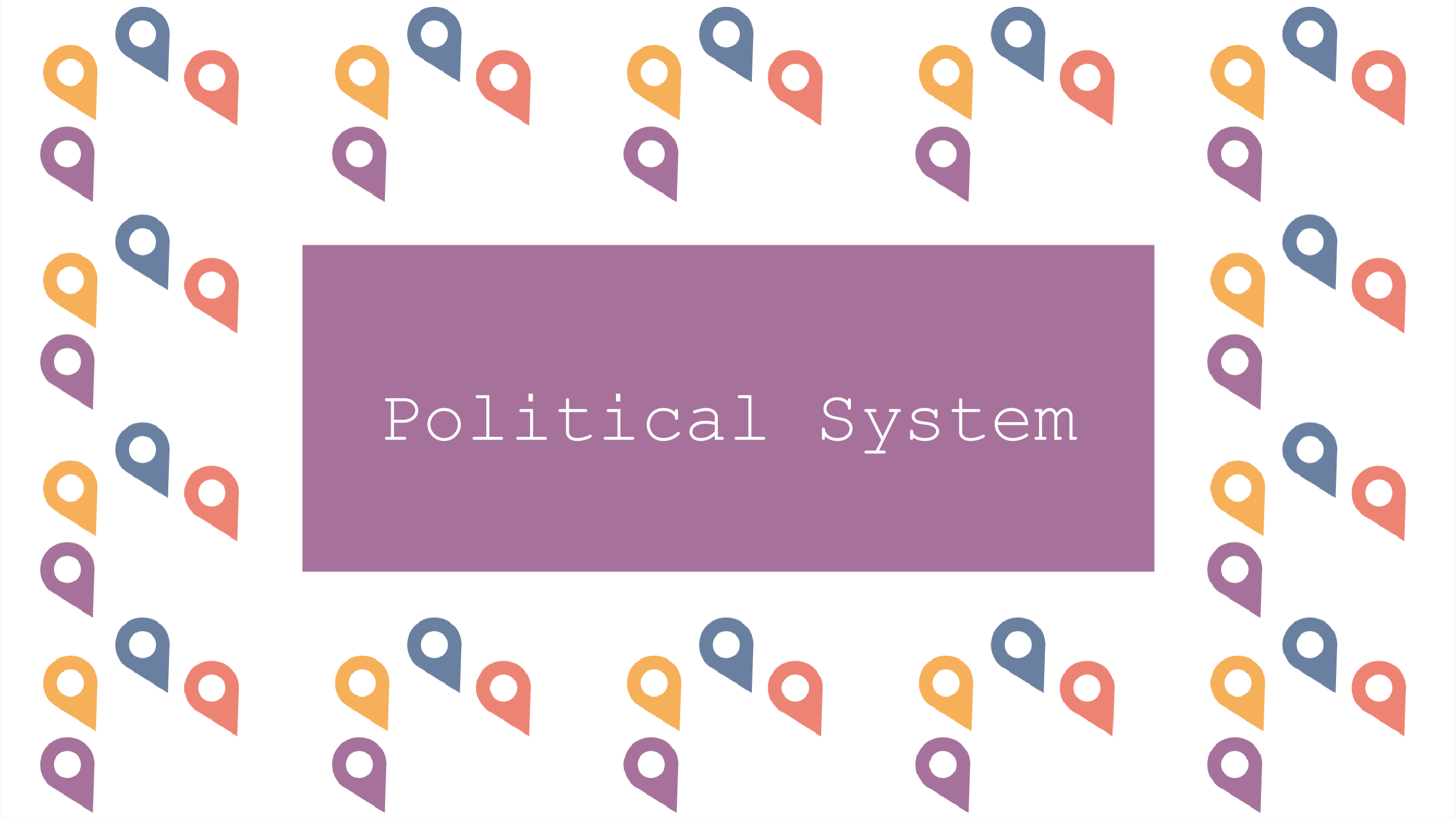
Loukoumades: Pastries made of deep fried dough soaked in syrup (the Greek version of donuts)

Local drinks

Zivania: is an alcoholic drink of high alcohol content and is characterised by a light grape taste and aroma.

Local Wines: have been enjoyed since the days of antiquity. Cyprus wines have been of great importance to local life through the ages. Today, a vast variety of excellent quality wines is produced in wineries in Cyprus.

Commandaria: is a sweet aperitif wine made by dried grapes. Commandaria is acknowledged to be the oldest wine in the world, maintaining its name for almost eight centuries.

A decorative border surrounds the central text, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape.

Political System

Political System

Since 1960, Cyprus is an independent republic with a presidential government system. The Head of State is the President who is elected by universal, direct and secret votes. Only Cypriot citizens have the right to vote. The presidential term of office is five years.

The state governance system of the Republic of Cyprus is based on the division of powers.

The State powers are structured as follows:

- **Executive power:** responsible for the application of the law
- **Legislative power:** responsible for the enactment of law
- **Judicial power:** responsible for solving differences that come up by the application of the law

Executive power

Executive power is exercised by the President of the Republic and the Council of Ministers, which is appointed by the President. The members of the Council of Ministers manage the eleven Ministries of Cyprus:

- Ministry of Foreign Affairs
- Ministry of Interior
- Ministry of Defence
- Ministry of Finance
- Ministry of Justice and Public Order
- Ministry of Education and Culture
- Ministry of Labour, Welfare and Social Insurance
- Ministry of Agriculture, Rural Development and Environment
- Ministry of Communications and Works
- Ministry of Commerce, Energy, Industry and Tourism
- Ministry of Health

Legislative power/ Judicial power

Legislative power

Legislative power is exercised by the House of Representatives. Its members are elected by universal, direct and secret vote and their term of service lasts for five years. The electoral system applied is a simple proportional system: the number of seats allocated to each party is proportional to the total percentage of votes the party obtained on a national level and not on the basis of electoral districts. All citizens of the Republic of Cyprus above the age of 18 have the right to vote.

Judicial power

Constitution of the Republic of Cyprus and is exercised by:

- The Supreme Court
- First Instance Courts

TCNs have the right to address both courts and the relevant Ministries of the Republic of Cyprus in order to deal with issues that concern them.

Becoming a Cypriot Citizen

In order to acquire Cypriot Citizenship a TCN must be over the age of 18 and legally residing in Cyprus. Before applying for citizenship, one must be a legal resident of Cyprus for at least 7 years, have no criminal record, and must have entered and stay legally in Cyprus. When a TCN acquires Cypriot Citizenship, his/her children under the age of 18 automatically acquire the same rights, while his/her spouse acquires these rights after 3 years, given that they have clear criminal record. Moreover, people married with Cypriot citizens can acquire Cypriot citizenship following the completion of 3 years of marriage and two years of residence in the Republic prior to the day of application; they need to have clear criminal record, they have entered and stay legally in the Republic of Cyprus. The spouse of a Cypriot citizen who entered the country illegally can be allowed to acquire Cypriot citizenship, only by the Minister of Interior's decision.

Becoming a Cypriot Citizen

A number of documents need to be submitted at the Civil Registry and Migration Department, the District Administration Offices and the diplomatic missions of the Republic (embassies and consulates) along with the application:

- Birth certificate of applicant.
- Certificate of clear criminal record of the applicant.
- Marriage Certificate of the applicant's parents.
- Photocopy of the applicant's and the applicant's parents'

passports, in which the dates of arrival and/or departure are clearly illustrated.

- Detailed statement list of arrivals and departures completed by each applicant.
- Copies of newspaper advertisements in two consecutive posts, in which there is a notification that the claimant filed an application for naturalisation.
- Photocopy of receipt that the application fees were paid (500€ for acquiring Cyprus Citizenship through Naturalisation).
- Statement of harmonious cohabitation signed in the presence of an Officer of the District Administration Office or the diplomatic authority.

Equal Treatment and Protection of TCNs

The Republic of Cyprus secures equal treatment between foreign workers and local personnel through its Constitution, which guarantees the protection of human rights regardless race, religion or ethnic origin. More specifically Article 28(2) of the Constitution provides that:

“Every person shall enjoy all the rights and liberties provided for in this Constitution, without any direct or indirect discrimination against any person on the ground of his community, race, religion, language, sex, political or other convictions, national or social descent, birth, colour, wealth, social class or any other ground whatsoever”.

Additionally, the Republic of Cyprus as a member state of the European Union has to comply with the European Union's laws, international agreements and treaties ratified by the Republic of Cyprus. For instance, the EU Directive 2011/95/EU aims at protecting the TCNs since it provides standards for the qualification of TCNs or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted. Moreover, the Cyprus Government has accepted Article 19 of the Revised European Social Charter (i.e. the right of the migrant workers and their families to protection and assistance). These instruments provide, inter alia, for no less favourable treatment for migrant workers than that of nationals.

Obligations of TCNs

The obligations of TCNs in Cyprus are stated in the Aliens and Immigration Law, and relevant regulations referring to TCNs living, studying, or working in Cyprus. Basic obligations of TCNs as residents of Cyprus are:

- To abide by, and respect the laws and regulations of the Republic of Cyprus.
- To respect public and private property.
- To go through medical checks on their arrival in Cyprus.
- To inform the Cyprus Police for any possible change of their home address in Cyprus.
- To secure the renewal of their resident permit one month prior to its expiration, in case they wish to extend their stay in Cyprus.

The image features a central purple rectangle with the word "Economy" in white. This rectangle is surrounded by a decorative border of colorful location pin icons in orange, blue, red, and purple, arranged in a repeating pattern.

Economy

Banking Information for TCNs

In Cyprus, a large number of organisations offer bank and money transaction services:

- Banks
- Cooperative credit institutions
- Specific companies for transferring money abroad

A description of the procedures to access services provided by financial institutions in Cyprus follows. These services include:

- Opening and managing a bank account
- Acquisition of card to withdraw money
- Bank transfers
- Loans
- Utility payments and other services (e.g. electricity, water, telephone)

Opening and managing a bank account

TCNs can apply for any bank account at any bank or cooperative credit institution of their choice. The most common documents and certificates that TCNs need to present are the following:

- Residence and employment permit that is valid for at least one year.
- Alien book (Issued by the Aliens and Immigration Unit of the Cyprus Police).
- A signed rental property agreement issued to the TCN's name; if the individual does not rent a property and his/her residence is actually owned by a Cypriot citizen, then their signature as a guarantor is required.
- Copy of the applicant's passport.
- If the applicant is a student, a student enrolment verification certificate issued by the applicant's university or college is needed. A similar procedure has to be followed in case a TCN wants to open an electronic bank account.

Money transfers

All financial institutions as well as money transfer companies (e.g. Western Union and MoneyGram) offer money transfer services abroad. Banks and Cooperative credit institutions transfer money electronically to either bank accounts in Cyprus or overseas. Money transfers always carry a fee that depends on the financial institution's policies. Banks and money transfer companies require certain documentation for transferring money (i.e. recipient's personal and bank details)

The main documents / certificates that need to be submitted by TCNs to transfer money are:

- Residence and employment permission
- Work contract
- Evidence of money they wish to send from the specific financial institution

There are limitations as to how much money an individual can transfer abroad. The specific maximum amount is defined by the laws of the Republic of Cyprus, and by each financial institution's internal policies and procedures



Lets Have A Break!



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A decorative border surrounds the central text box, composed of repeating groups of three stylized location pins in orange, blue, and purple. Each pin has a white circular center and a teardrop shape pointing downwards.

Employment and Labour Relations

Employment and Labour Relations

General Introduction

The Constitution of the Republic of Cyprus secures equal treatment of all workers (foreigners and Cypriots) and guarantees the protection of human rights regardless of race, sex, nationality, religion, or ethnic origin. The Republic of Cyprus also ratified several international and European Union (EU) directives, which relate to employment and labour rights. Cyprus has a well-developed industrial relations system, which defines the rights and obligations of both employees and employers, the relationship between them and the terms and conditions of employment.

The terms and conditions of employees' employment are governed by labour law and collective agreements between employers and employees. The collective agreements are divided in industrial and business agreements. The former applies to the entire industry (such as contracts in construction and hotel sector), while the latter applies to the specific company that provides the employment. The collective agreements apply only to workers employed in companies in which labour unions have been active.

The labour legislation applies to every single employee and primarily regulates their working conditions. The health and safety conditions at work, the obligation to participate in social security plans, the working time and the minimum duration of annual leave for workers are regulated by relevant legislations. Issues that refer to the percentages of annual increases in salaries and other benefits for employees, such as the cost of living allowance (COLA), provident fund or medical care are regulated by collective agreements.

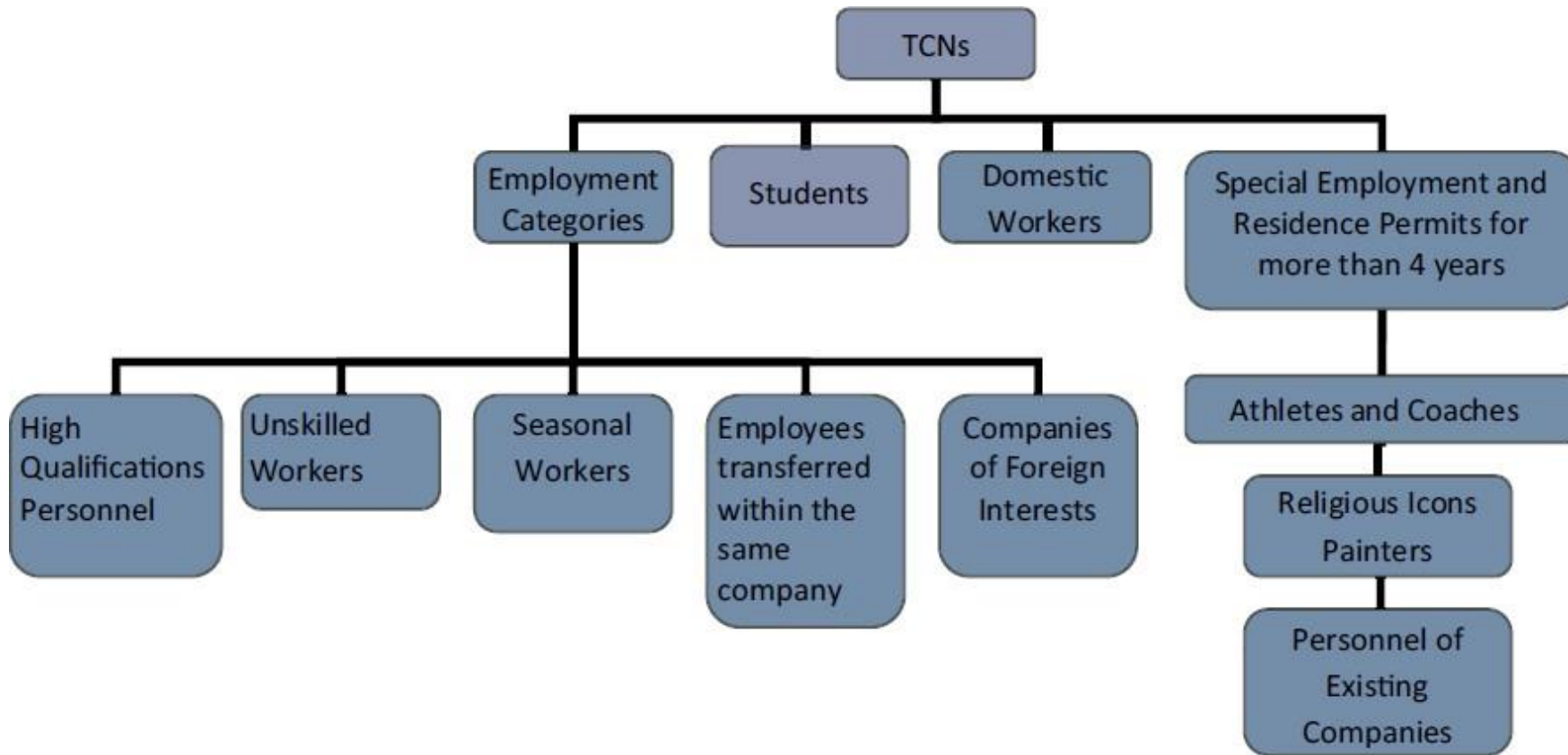
Employment and Labour Relations

According to the Cyprus National Strategy for the Employment of Alien Manpower (2008) and the general immigration policy, the categories of

TCNs workers are:

- Workforce (high qualified, untrained /semi-skilled workers, Seasonal workers, Companies/ business of Foreign interests)
- TCN Students
- Domestic Workers
- Specific categories with work permit longer than 4 years

The following diagram illustrates the professions of TCNs for each category



Employment and Labour Relations

Employment Categories for TCNs

TCNs contracts in the following categories expire with the completion of one (1) year (an exemption being the sectors of agriculture and livestock where contracts can have duration of two (2) years). Contracts can be renewed on an annual basis, while the maximum length time (time staying in Cyprus) cannot exceed four (4) years. Asylum seekers are not entitled to work during the first nine months from the date of submission of the asylum application. After the 9-month period, the employment of the asylum seekers is allowed in the following sectors of economic activity:

- Agriculture (Agriculture Labourers, Animal Husbandry and fishery Labourers)
- Manufacture (Forage Production Labourers)
- Waste Management (Drainage and Waste Processing Labourers)
- Wholesale Trade-Repairs (Gas Station and Car Wash Labourers)
- Other fields (Building and outdoor Cleaners, Distributors of Advertising and Informative Material, Food Delivery)

Note 1: A company/employer willing to recruit an asylum seeker must be authorized to employ foreigners and a contract of employment must be stamped by the district Labour Office.

Note 2: In accordance to the amendment to Article 19 of the Refugee Law, beneficiaries of subsidiary protection have, as in the case of recognized refugees, immediate access to employment upon the date they are granted the aforesaid status. In particular there are no restrictions regarding their employment in specific sectors or occupations of the labour market. It is not also necessary for the Labour Department to approve and stamp a contract of employment between an employer and a person with subsidiary protection status.

Note 3: Section 21B of the Cyprus Refugee Law provides that the person who is recognized as a refugee receives equal treatment as the citizens of the Republic as regards wage-earning employment. In other words, refugees have the same rights as Cypriot citizens to employment, hence there are no restrictions to any particular sector and there is no need for the Labour Department to approve and stamp a contract of employment between an employer and a recognized refugee.

Employment Categories for TCNs

Highly Qualified Personnel

Individuals who:

- Are highly qualified and/or trained
- Have signed a contract of minimum €35,000 on an annual basis

Conditions - Criteria

- Labour market search for the possibility of filling the vacancy from local and/or European Labour Market is not needed
- The principle approvals granted are rated for up to two years with possibility of extension

Core required documents

Ministry of Labour, Welfare and Social Insurance

- Academic titles
- Evidences of professional experience/life-long training
- Passport photocopy
- Signed work contract, which is stamped by the District Labour Offices and in which the annual employee income is well defined as well as the employment period among others.

Employment Categories for TCNs

Semi-skilled Personnel

Description

The approval is granted on the condition that the employer / company will provide training for their staff, so that the future manpower's needs of this kind will be confined to the minimum level

Conditions - Criteria

Submission of information/documents from the employer side for any actions taken to locate appropriate personnel from the local and/or the European market.

Core required documents

Ministry of Labour, Welfare and Social Insurance

- Copy of passport
- Signed work contract, which is stamped by the District Labour Offices and in which the annual employee income is well defined as well as the employment period among others.

Ministry of Interior

Following the initial approval of the Ministry of Labour, Welfare and Social Insurance the employer has to submit the following documents:

- Copy of passport
- Signed work contract, which is stamped by the District Labour
- Offices and in which the annual employee income is well defined as well as the employment period among others
- Banking bond statement for TCN repatriation expenses. (The bank bond guarantee must be valid for a period of 6 months after the contract is terminated).
- Medical certificate of TCN's good health
- Certificate of no criminal record in Greek or English
- Certificate that the employer has an appropriate place for TCN's residence
- Evidence of administration fees payment

Employment Categories for TCNs

Seasonal Workers

Description

- It includes the work in the agricultural sector and a limited number of occupations in the tourism sector (e.g. cooks of international cuisine)
- The initial permission and residence permit is issued for a period of 4 months with the possibility of extension for further 4 months (final - non renewable)

Tourism Industry:

- In some cases, a limited number of applications is approved (as the sector's needs are satisfied in general with staff from local and/or European labour market) e.g. cooks of international cuisine
- In tourist/resort zones in which high seasonality is observed, the duration of work permit is limited to cover the operational period of the enterprise (May to November)
- If hotel and restaurant companies remain in operation throughout the year, they can obtain a work permit for a longer period

Agricultural Sector:

- Restriction applies in the countries of origin to ensure effective return of foreigners to their countries
- Seasonal work involves collecting various crops (e.g. citrus fruits, potatoes, grapes, strawberries, etc.)
- For the collection of grapes and citrus fruits permission is granted to "groups" for the period from October to the following June
- Employment and residence permits to TCN employees for the potato uprooting and collection of crops are issued by sealing contracts directly without going through the process of securing an initial permission

Employment Categories for TCNs

Domestic Workers

Description

TCNs coming to Cyprus as Domestic Workers are under a special employment agreement with the Aliens and Immigration Law (Chapter 10 of the Law). The scheme is ensured through predefined contracts signed by the employer and the employee.

Conditions -Criteria (Domestic Worker's Employers):

- Families with a child under the age of 12 when both parents work and contribute to the Social Insurance Fund.
- Families with no children when both husband and wife work, and their annual declared taxable income is more than €52,000.
- Single parent families granted the custody of a child under the age of 12, provided that the parent works and contributes to the Social Insurance Fund.
- In cases where one of the two parents works, the annual declared taxable income should be at least €86,000.
- Single working persons provided that their annual declared taxable income is more than €52,000 and that they are contributing to the Social Insurance Fund.
- Couples with more than three children provided that both parents work and contribute to the Social Insurance Fund and at least one of the children is under the age of 12.

Employment Categories for TCNs

Entrance permission (Visas)

To enter the Republic of Cyprus, Third Country Nationals (TCNs) have to hold a valid visa. There are different types of visas, according to the duration and the purpose of entry in the Republic of Cyprus.

Short Stay Visas

- Short-stay or travel visas: multiple-entry visas
- Airport Transit Visa (ATV)
- Group Visas

Long Stay Visas

- Employment
- Study
- Business

Entrance permission (Visas)

Short Stay Visas

Required Documents for all types of short stay Visas

The applications for visas must be submitted in person (if distance is less than 300 Km) to Embassies or Consulates of Cyprus and by Honorary Consulates of the Republic of Cyprus abroad. If the distance from the closest Cyprus Embassy or Consulate is longer, special delivery process may apply:

- Passport, valid for at least three months after the date of expiration of the visa applied for.
- The visa for the return country must be valid for at least three months after the period of the intended stay.
- Provisional booking (or the Itinerary of travel arrangements)
- Evidence for the purpose of visit (i.e. invitation)
- Solid evidence that there are sufficient funds to cover the cost of the intended stay in Cyprus.

The Consulate may also ask for a copy of a bank guarantee letter from the host, throughout a visitor's stay in Cyprus, so as to cover the possible cost of repatriation.

Entrance permission

Legal Points of Entry

Travellers entering the Republic of Cyprus via the illegal/closed airports and ports (i.e. all the airports and ports in the areas occupied by Turkey) are in breach of national law of the Republic of Cyprus. Therefore, TCNs are urged to travel via the recognised points of entry, so as to avoid any problems (provided that a visa has been granted). The legal ports of entry into the Republic of Cyprus are the airports of Larnaca and Paphos and the ports of Larnaca, Limassol, Latsi and Paphos, which are situated in the area under the effective control of the Government of the Republic of Cyprus. For certain TCNs categories, visas or residence permit are not obliged (e.g. diplomats).

Employment and Working Relations for TCNs

Labour rights for TCNs

The industrial relations that govern TCNs, employers, government and trade unions, are secured by the Constitution of the Republic of Cyprus and other relevant national and international conventions. The TCNs have equal rights with the Cypriot workers. The main parameters of working relations are outlined below.

TCNs have the following working rights:

- **Employment Terms and Conditions:** Employment Terms and Conditions: The terms and conditions of employment are included in the contract of employment. The contract is signed by both the employer and the Third Country National (TCN) when they arrive in Cyprus. The Ministry of Labour, Welfare and Social Insurance checks and ensures that the contract is in line with the relevant Collective Agreements. The contract of employment includes information on working hours, salary, national holidays, annual leave, sick leave, duration of employment, as well as other relevant information. These terms and conditions vary according to employment status and contract.
- **Salary:** TCNs salary is based on the signed contract between them and their employer, labour laws, international conventions, and collective agreements. International conventions or labour laws provide the legal framework of which both employees and employers must be aware with respect to employment. In cases a collective agreement does not exist, the salary is agreed between the employer and the employee.
- **Contribution to Social Insurance Fund:** TCNs contribution to social insurance services is calculated as a percentage (since 2014 this is 7,8%) on their gross salary and is deducted from their monthly salary. The employer pays an equal amount as part of his contribution to the social insurance fund and the State pays an amount equal to the 4,6% of the employee's salary. Each insured person can be credited with insurable earnings from the Social Insurance Fund for any period they receive sick payment, maternity, injury or retirement (in special cases) following the completion of the relevant form.
- **Transportation expenses:** In specific sectors and professions, transportation expenses from and to the work location are paid by the employer.

Employment and Working Relations for TCNs

Labour rights for TCNs

- Accommodation and food: Depending on the case, the employer is obligated to offer to TCN suitable accommodation and they can deduct up to 10% from the TCN's salary to cover relevant expenses. In the case the employer also provides to TCN food, they are allowed to deduct up to 15% from salaries.
- Membership Subscription in Labour Union: As a worker, TCN has the right to register with a labour union, in which case the membership fees are deducted from their salary.
- Insurance fees: TCNs who work in Cyprus are required to have a health insurance plan. The cost for this insurance plan is paid once a year for each year of contractual employment and is shared equally between the employee and the employer.
- National and Religious Holidays: TCNs have the right not to work on certain National & Religious Holidays. There are 9 (nine) paid official national and religious holidays. Christmas and Easter holidays are included.
- Working hours (and resting time): The working hours are defined in contract, which is approved by the Ministry of Labour, Welfare and Social Insurance. The maximum working hours on a weekly basis, including any overtimes cannot exceed 48 hours. Every employee has the right to rest for 11 hours per day (24 hours) and 24 continuous hours per week (or under specific conditions 2 days or 48 hours every two weeks).
- Overtime: Overtime work over and above the normal working hours is paid at a rate of 1:1½ of the standard rate during weekdays. Overtime on Saturday and Sunday, in cases that these days are not part of the standard working days based on your contract, is paid at a rate of 1:2.
- Sick Leave: Upon presentation of doctor's written diagnosis of health problem to the Social Insurance Services. The duration of the sick leave is determined by the labour conventions and a person's contract.

Employment and Working Relations for TCNs

Labour rights for TCNs

- Change of employer (in the same sector): TCNs can change employer, in cases where the employment agreement has been violated, and only after a 6-month period of working with the current employer. They can also change employer 6 months before the expiration of the residence and employment permit, provided that a new employer has the necessary permit issued by the Department of Labour, and that the employee obtained a release paper from their present employer. In any of the above cases, the TCN can only change employers provided that they will be exercising the same profession for which they have been granted a work permit. However, change of employer is not allowed during the first 3 months of employment and no more than 2 changes of employer are allowed during the 4-year employment of domestic workers (except in case of death/repatriation/transfer of the employer in a nursing home, criminal offense by the employer against the TCN or after a decision of the Labour Disputes Committee in favour of the TCN).
- Salary increase: Increase is obliged to be given to an employee if it is written in the signed contract or if it is agreed by the collective agreement.

Employment and Working Relations for TCNs

Seeking a job

- TCNs do not have access to the public services for seeking a job according to their work permit
- Private employment agencies are also available in Cyprus and can mediate to find a job for TCNs.
- According to the Cypriot and EU law it is prohibited to charge employees job placement fees.
- Any job placement fees have to be charged solely to the employer.
- TCNs do not have the right-opportunity to change employer, without getting previously permission from the Civil Registry and Immigration Department. Any such permission is granted as long as a violation of working and/or human rights of the employee can be verified.

Employment and Working Relations for TCNs

Social Insurance

All individuals legally employed in Cyprus are covered by the Social Insurance Fund of the Republic of Cyprus. Contributions to the Social Insurance Fund are proportional to the individual's income and are defined as percentage of their total earnings (salary), otherwise known as "insurable earnings". The amount of the contribution is equally shared by the employee and the employer.

TCNs have the right to receive benefits such as compensation to wages lost due to a worker's absence from work for reasons such as maternity or injury. The benefits covered by Social Insurance, depending on employment status, include:

- Maternity, sickness, and unemployment benefits
- Marriage, maternity, and funeral grants
- Old age, widow's, invalidity pensions, and orphan's benefit
- Employment injury benefits, i.e. injury benefit, disability benefit, and death benefit

Social Insurance covers part of a worker's salary for a certain period of time. The amount of benefits varies, depending on each case. Special provisions apply to TCNs with regard to pension benefits. In order for TCNs to receive any kind of benefits, a completed application form needs to be submitted along with all supporting documents. There is a predetermined period of time, within which applicants can submit their request in order to receive any kind of benefit from the Social Insurance Fund.

Employment and Labour

Public Services and Organisations related to the employment of TCNs

Labour Department:

- It is a department of Ministry of Labour and Social Insurance.
- It is responsible to review and provide a preliminary verdict on the request of employers to employ TCNs in specific jobs.

Civil Registry and Migration Department:

- It is a department of Ministry of Interior.
- It is responsible for issues relating to the granting of entry and residence permits of TCNs for employment purposes.
- It is also responsible for the examination of applications granting the Cyprus nationality to aliens. Furthermore, it provides certificates for European citizens and residence cards for members of their families who are not Europeans.

Employment and Labour

Public Services and Organisations related to the employment of TCNs

Aliens and Immigration Unit:

- It is a Police Unit
- Monitors and controls immigrants' entrance and residence in the territory of the Republic of Cyprus.
- Effectively control aliens at entry and exit points (airports & ports) of the Republic of Cyprus.
- Combat illegal immigration and illegal employment of aliens
- Locate and apprehend illegal or wanted aliens and bring them before Justice.
- Prevent illegal immigration to the territory of the Republic of Cyprus.
- Control aliens who reside in Cyprus under any kind of permit.
- Combat illegal immigration flow to Cyprus as well as to other E.U. member states, using Cyprus as a transit country.
- Deals with issues regarding the authenticity of civil marriages between Cypriots and foreigners and the reporting of foreigners to the Director of the Civil Registry and Migration Department, if needed.

Employment and Labour

Public Services and Organisations related to the employment of TCNs

Department of Labour Relations:

- It is a department of Ministry of Labour and Social Insurance
- It aims to the promotion of collective bargaining as the basic method for determining terms and conditions of employment, the encouragement for the creation and maintenance of strong employers' and workers' organisations and the achievement of balanced power in the economy.
- It also points to the prevention and settlement of industrial disputes, including the provision of assistance to enterprises for the development and effective functioning of mechanisms for collective bargaining, mutual agreements, and the settlement of personal complaints.
- It is responsible for the protection of vulnerable groups of workers (with emphasis on non-unionised employees), mainly due to their weak bargaining power, through the determination by Law of minimum terms and conditions of employment.
- It is the department to which TCNs can submit complains about violations of their rights or employment agreements.



THANKS FOR YOUR PARTICIPATION!

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NEWLY ARRIVED IN A COMMON HOME

Agreement Number: 957999 - NEAR - AMIF - 2019 - AG - CALL

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WP3 - COMMUNITY AGENTS
Training for Community Agents
Services

28/11/2021



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MIGRATION AND INTEGRATION FUND

Table of Content

- Education
- Health care and services
- Access to Utilities

A decorative graphic featuring a central purple rectangle with the word "Education" in white. The rectangle is surrounded by a border of colorful location pins in orange, blue, red, and purple, arranged in a repeating pattern.

Education

Education

Fundamental Rights of Students / Access to Education

- The right for education is ensured by the constitution of the Republic of Cyprus and covers both Cypriot and foreign students. Students have the right to study in public educational institutions irrespective of their residence status (Cypriot citizens, TCNs, etc.), their nationality, and their parents' origin. By law, parents are obligated to register their children at a school within their education district, independently of whether they legally reside in Cyprus or not. The policies and regulations of schools apply equally to all students. Public primary and secondary education is free for all students and the language of instruction is Greek.
- The Ministry of Education and Culture gives priority to Education and Culture as it considers these two areas the best investment for the Social, financial, spiritual and cultural development of Cyprus.
- To this effect, MOEC adopts the main purpose of inter-cultural education which aims at enriching the knowledge of all students about other cultures and at exploring global values as well as rejecting stereotypes and prejudices. These principles will create the conditions for a peaceful co-existence and prosperity not only in Cyprus but also in multicultural Europe and in the whole world in general. Constant pursuit is to protect the freedom and rights of all members of the Cypriot society, from any racial discrimination and social exclusion trends.

Education

- The policy that refers to the education of immigrant children aims at their active integration into the education system of Cyprus. The aim of education is the creation of a democratically organised school system which highlights the individuality and the multicultural nature of our society as an element or composition, celebration and creativity as well as an opportunity for mutual understanding and mutual respect.
- Minor asylum seekers and minor children of applicants have the right to access public education under the same conditions as the citizen children of the Republic of Cyprus. As far as it concerns subsidiary protection, the Reception Regulations stipulate that all asylum seeking children have access to education under the same conditions that apply to Cypriot citizens, immediately after applying for asylum and no later than 3 months from the date of submission.
- However, due to the fact that Greek is the language of instruction in public schools, extra free Greek language courses are offered after school hours in some educational institutions in order to assist the integration of students whose native language is not Greek in the school system.



Education

General Rights

- The school respects students' right to freedom of thought, conscience, and religion.
- Schools are responsible for the hygiene and safety of all students.
- Schools provide programmes and services to support the physical and psychological health of the students.
- Students have the right and obligation to participate in all school events, such as excursions and celebrations.
- Students have the right to participate in elections for school councils, either as voters or as candidates.
- Students have to comply with the school's policies, provided that their fundamental rights are respected and protected as contained in the Convention on the Rights of the Child.
- Students have the right to submit suggestions, demands, or complaints to the relevant education authorities.

Education

Integration of TCN Students in the Education System

In all levels of education, there are certain courses and training programmes for foreign students to support and ensure their smooth integration in the education system and the society. Actions to support the integration of TCN students in Cyprus public schools include orientation activities for students, intensive Greek language courses, as well as meetings with and support to parents in order to develop good communication and relationship with the school. At the same time, there are special classes for teaching the Greek language to students from third countries during afternoons and/or evenings.

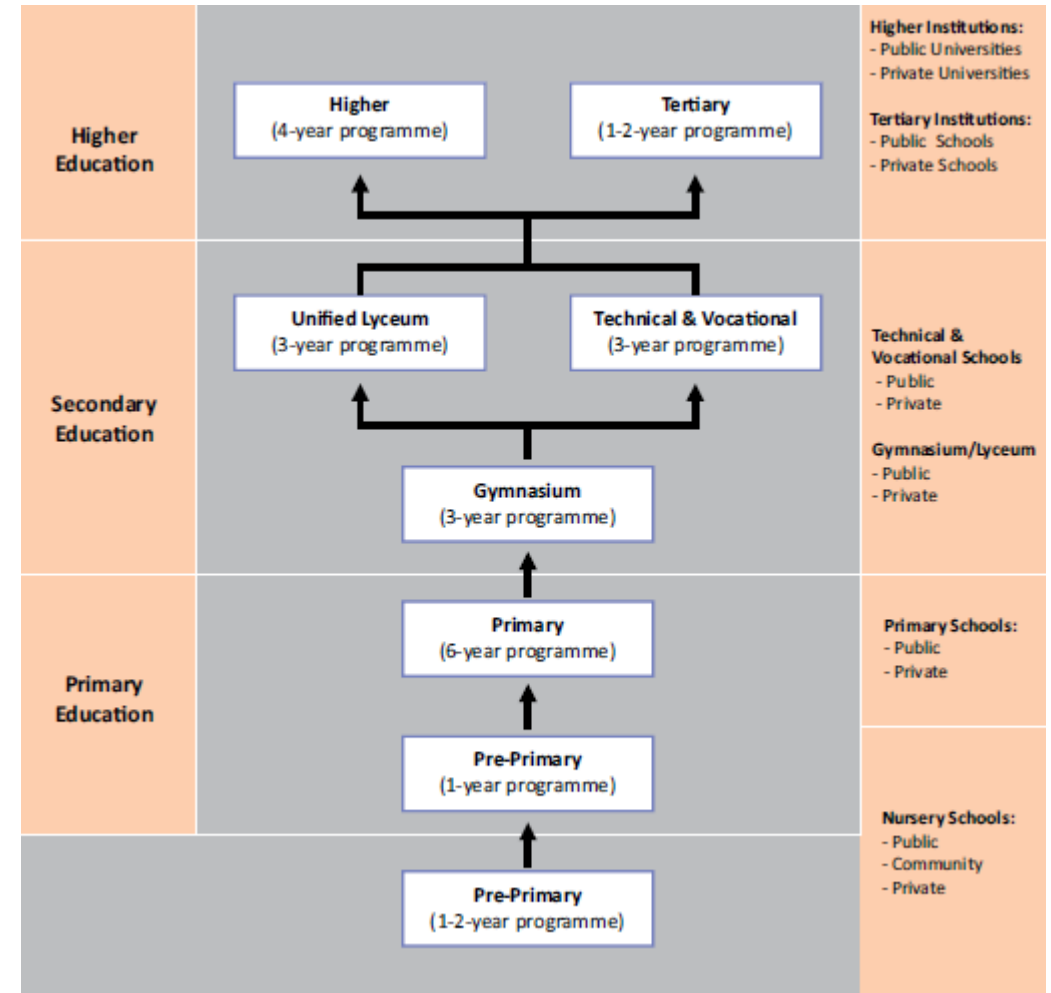


The Structure of the Education System

The Cyprus Educational System comprises of three levels:

- Primary (Pre-primary and Primary School)
- Secondary (Gymnasium, Lyceum, Technical & Vocational)
- Higher (Universities – Tertiary Institutions - Colleges)

Education is compulsory and free at public schools and lasts for a period of ten school years. Children begin school when they are over 4 years and 8 months of age (nursery) until the age of 15 (last grade of Gymnasium).



The Structure of the Education System

Pre-Primary education

Pre-primary education is available in three types of schools: public, community, and private nursery schools. Children who reside permanently or temporarily in Cyprus, independent of their country of origin or nationality, have the right for registration in a public nursery school. By law, it is compulsory for children to attend nursery school for one year before their admission to primary school. Children can register in a nursery school if they have reached the age of 4 years and 8 months by September 1 of the academic year during which they will study. Children who study at public schools do not pay any fees.

Primary Education

Primary education lasts for six years and addresses students aged between 6 to 12. Primary education is compulsory for all children who reach the age of 5 years and 8 months by September 1st of the academic year during which they will study. Registration of students takes place in January at the school in which students will study within dates determined by the Cyprus Ministry of Education and Culture. Classes commence sometime during the first two weeks of September and finish between the third and the fourth week of June.

Secondary Education

Secondary education (Gymnasium and Lyceum) lasts for six years, addresses to students aged between 12 and 18 and it is free. Education in the Gymnasium (lower secondary school) is compulsory, until the student completes the 3-year Gymnasium cycle or until the student reaches the age of 15, whichever of the two comes first. Education in the Lyceum is not compulsory and lasts for three years for students aged between 15 and 18. Education at the upper secondary school is formed by two main streams: the Lyceum and the Technical and Vocational School.

Types of Primary schools

Public Schools: Public primary education is free for all children. The duration of the studies is 6 years and children move up a class at the end of each year. The school timetable is from 7:45 - 13:05. The principal and the staff of each school are responsible for the safety of the children during their presence at school. Children must wear a school uniform, the type of which is determined by the teaching staff in collaboration with the Parents' association.

All-day schools: The institution of All-Day School in Primary Education was introduced on a voluntary basis during the school year 1999 - 2000 and, since then, it has been gradually growing. All-day school operates in a selection of public primary schools with four additional afternoon teaching periods until 4:00pm. In all-day schools, children can stay voluntarily after 1:05pm, when regular school finishes and have their lunch break at school. Parents undertake the expenses of feeding their children. In some cases, the Cyprus Ministry of Education and Culture subsidises the feeding of students in need. The afternoon programme includes teaching periods for completing assigned homework, reinforcing learning, and offering selected courses of interest to students.

Private Primary Schools: In private primary schools students have to pay tuition. Private primary schools are divided into 3 categories:

- **Same Type of School:** These are the private schools that follow the same National Curriculum followed by public schools.
- **Similar Type of School:** In these schools, the main subjects taught are the same as those taught in public schools (at least by 2/3 of the content material and teaching time) in combination with additional subjects determined by the school.
- **Different Type of School:** These are the schools that do not fall into any of the above categories and their educational programmes are completely different from those of the public schools.

Types of Primary schools

Parents' Association

In pre-primary, primary and Special Education schools parents' associations are formed. Only parents of the children studying in that specific school are allowed to participate in these associations.

All members have the right to elect and be elected. At the beginning of each school year, the General Assembly of the Parents' Association elects the Board of Governors. The Parents' Association works closely with all stakeholders for the smooth and efficient operation of the school.

Visits of parents and others to school: Parents and guardians can visit school at determined periods. Other visits can be arranged after permission obtained by the school Principal. Visit to school is not allowed to any person who has no direct relation with the operation or the promotion of school work without the authorisation of the Director of Primary Education. No entry is allowed for publicity purposes, sale of products or offering of services that have no relation to school operation

Secondary Education

Gymnasium (12-15 years old)

The main education stream followed at the Gymnasium is the general humanistic education, preparing them at the same time to attend the Unified Lyceum or Technical & Vocational Education.

Evening Gymnasiums

Foreign students, who attend evening classes, have an opportunity to attend the intensive Greek language courses at SEI (State Educational Institutes), in the afternoon, before the beginning of their evening classes. The most suitable time for the intensive courses is considered the period between 3:00pm and 5:00pm for four afternoons, according to the working hours of SEI (Monday, Tuesday, Thursday and Friday).

Division into skill levels

For the division of students in two skill levels - beginners and non-beginners – students take Greek level assessment tests in the beginning of September. For beginners the duration of intensive courses is two (2) school years, while for non-beginners one (1) year. The decision on the need for a second year of intensive learning is taken after the assessment at the end of the first school year.

Special Education and Training

According to The Education and Training of Children with Special Needs Law 13(1)/1999, a child with special needs (serious or special learning disabilities, functional or adaptive difficulty, due to bodily, sensory nerves included, mental or psychical deficiencies) has the right to the provision of necessary assistance aiming at their complete development in all fields (particularly the psychological, social and learning ones) and to the provision of pre- professional and professional training in schools, where this is possible, during all levels of education (pre-primary, primary, secondary, tertiary and post-graduate). The State proceeds with timely recognition of children with special needs from the age of three years old, evaluates their needs by a multi-skilled evaluation team and provides all essential means, facilities, exemptions and special assistance in educational or supporting personnel for their unhindered education in normal schools. In cases where it is considered necessary, children with special needs can study in special schools.

Secondary Education

Unified Lyceum (15-18 years old)

It is not compulsory to attend the Lyceum, however, it is necessary for those students who wish to take the entrance exams in order to attend one of the public universities in Cyprus and Greece. In the Lyceum students can choose from six strands of compulsory and optional subjects based on their interests and aptitude. The Lyceum offers 'Course Selection Directions' focusing on six particular thematic areas: Humanities and Classical Studies, Foreign Languages and European Studies, Science and Information Technology, Economics, Human Services, and Arts.

Since 2006 the Ministry of Education and Culture introduced Music Lyceums and Sport Lyceums where parallel to their studies students with inclinations to sports and music can cultivate their talents. As of September 2015 MOEC extended Music and Sports Lyceums to all towns in Cyprus and extended them to Gymnasium schools.

Evening Classes

Evening classes fall under secondary education and operate in the afternoon and evening. Students who have reached the age of 18 or the age of 15 and work to support themselves can register in evening classes. Students who graduate from evening classes are awarded a School Leaving Certificate.

Secondary Education

Secondary Technical and Vocational Education (TVE)

Secondary Technical and Vocational Education offers programmes related to fields of Technical and Vocational Education, Apprenticeship Scheme, and Lifelong Education. Students who have successfully completed Gymnasium are eligible to attend TVE. TVE is offered in two streams: Theoretical and Practical. The duration of each of the two streams is three years and, upon completion of the programme, students are awarded a School Leaving Certificate, which is recognised as equivalent to a School Leaving Certificate of a public six-grade secondary school. The TVE Graduates can continue their studies in any Higher or Tertiary Educational Institution.

Useful Information

Registration

Students are registered by their parents or guardians at the schools of their corresponding educational region during June (or September for those students that have completed their exams by then). Under certain conditions, students can transfer from one school to another.

Transfers to Primary School

Transfer to a public primary school from a non-public primary school or from a school that is not situated in the Republic of Cyprus requires the submission of the student's birth and education certificates. The student is then placed in the class corresponding to their age level. If their grades in Modern Greek and Mathematics are lower than those expected for the specific grade, then they are placed in the immediately preceding class, provided that their age allows them to complete the primary school in accordance with the Law. Transfer from a private primary school to another one is permitted, as long as the student meets the entrance criteria of the specific school. For updated information on transfers, TCNs should contact the relevant authorities.

Useful Information

Transfers to Secondary School

The following apply in the case that a student is transferred to a secondary school in Cyprus from a school abroad:

- If a student holds a report with grades or comments about their progress, they take a level assessment exam in Modern Greek and History and, if they pass, they register in the immediately upper class.
- If a student's report indicates low grades in some subjects, they take a level assessment exam in these specific courses along with a level assessment exam in Modern Greek and History.
- If a student has a report, but fails on the level assessment exams, then they are required to repeat the subjects of the same class.
- If a student only has a simple confirmation of education without details about their marks and progress, then they are placed in the upper class following a level assessment exam in all courses except religious studies, gymnastics, music, art, home economics, and design & technology.
- In the case that a student fails on the level assessment exam, then the Teachers' association decides the class in which the student should be placed.

Useful Information

Beginning and end of the school season

School activities start on September 1st and end on June 30th. Classes begin within the first ten days of September and finish during the first week of June for the Gymnasium and during the last ten days of May for the Lyceum.

Each school year is split in two semesters as follows:

- A' semester: Beginning of classes in September until January
- B' semester: January until the end of classes (May/June)

School holidays

- **Public holidays:** October 1st (Independence day of the Republic of Cyprus), October 28th, Green Monday, March 25th, April 1st, and May 1st
- **Christmas holidays** Pre-primary and Primary: from December 23rd until January 6th, (both dates included) High Schools: from December 24th until January 6th (both dates included).
- **Easter holidays** (from Good Monday until the Sunday of Saint Thomas – the one following Easter Sunday).
- **Other Religious Holidays:** Name day of the present Archbishop, The Three Hierarch Day (January 30th), Monday of the Holy Spirit, Feast of Apostle Varnavas (June 11th)
- **Summer holidays:** Pre-primary and Primary: On Saturday after the penultimate Friday of June until Sunday before the second Monday in September. High Schools: July 1st until August 31st

Higher and Tertiary Education in Cyprus

Higher Education

In Cyprus there are several public and private colleges and universities which offer diplomas, certificates, as well as Bachelor's, Master's and Doctoral Degrees.

State Universities

- The University of Cyprus (www.ucy.ac.cy)

The University of Cyprus admitted its first students in 1992. Nowadays it offers programmes of study in three levels: Bachelor's degree, Master's degree and Doctorate.

- The Open University of Cyprus (www.ouc.ac.cy)

The Open University of Cyprus admitted its first students in September 2006. It offers programs through open and distance learning.

- The Cyprus University of Technology (www.cut.ac.cy)

The Cyprus University of Technology admitted its first students in September 2007. It offers programmes of study orientated mainly towards the applied sciences.

Private Universities

The private universities operating in Cyprus are:

- Frederick University (www.frederick.ac.cy)
- European University Cyprus (www.euc.ac.cy)
- University of Nicosia (www.unic.ac.cy)
- Neapolis University (www.nap.ac.cy)
- University of Central Lancashire – Cyprus - UCLan Cyprus (www.uclancyprus.ac.cy)
- Kes College (<https://www.kes.ac.cy/>)

Vocational Education and Training Services for TCNs)

General Information

The aim of vocational education and training programmes is to provide opportunities to TCNs to advance their knowledge and skills, as well as facilitate their integration in the labour market and Cypriot society. Training opportunities offered to TCNs by public and private organisations are presented below. Each organisation has its own policies and procedures (hours, cost, duration, application, etc.), for which reason each organisation should be contacted individually in order to obtain relevant information and details.

Training Centres

Training centres are located in all cities and offer opportunities for lifelong learning to all citizens. Training centres offer training opportunities on low tuition to thousands of individuals of 15 years of age and above. Training centres provide TCNs with the opportunity to take Greek language courses. Classes begin around the end of October and finish at the end of May. More information can be found on the website of the Cyprus Ministry of Education and Culture (www.moec.gov.cy).

Composition of Foundation for Lifelong Learning and Training

- The Ministry of Education and Culture, by decision of the Council of Ministers (2012), promotes the development of institution, based on the Associations and Foundations Law, which will take over the employment of persons to be employed in the State Educational Institutes, in Adult Education Centres, in All Day Schools, in the Afternoon and Evening Classes of Technical Schools and in Music and Sports Schools.
- The above decision is part of the efforts of the Ministry of Education and Culture to develop specific institutional framework for the employment of persons in the above programs as well as to implement transparency, merit and objective criteria for the selection and recruitment of people employed in them, which, based on the Report by the General Accountant, did not exist until today.

Public services

In addition to the Department of Labour and the Civil Registry and Migration Department presented in the previous section, below are some other public services that provide or support vocational education and training programmes for TCNs.

Ministry of Education and Culture (www.moec.gov.cy)

The Ministry of Education and Culture provides training programmes in the Greek language as well as in other subjects/areas at:

- **Adult Learning Centres:** Classes are open to everyone over the age of 15 without any entry requirements; there are some annual fees related to the training offered, which are very low. The subjects currently taught at the Centres cover a broad spectrum of areas, including professional skills and languages. People who successfully participate in such training programmes receive a certificate of attendance.
- **State Institutes for Further Education:** Courses are provided to students and adults. The courses offered include, among others, foreign languages, computer skills, and accounting. Greek language courses are also offered to non-Greek speakers who live and work in Cyprus.

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Health care services

Health Care Services

All TCNs who come to Cyprus have access to health services in Cyprus, while the overall commensurate cost is related to the services provided. Health Services in Cyprus are provided both in the public and the private sector. TCNs can access the services they prefer in both sectors, whereas they should take under consideration any differences in the structure, expertise and costs between them.

TCNs are expected to pay the full cost of health services at public and private hospitals. The cost in public hospitals is defined by the state, while in the private sector the cost is determined by the doctors and/or the medical centres themselves. All TCNs must have private health insurance, which covers most of the cost of healthcare services, depending on the terms of the specific insurance plan. Accident and Emergency Departments both at public and private hospitals offer their services with charges. If a TCN is insured by private health insurance, some of the costs may be paid by the insurance company, depending on the terms of the insurance coverage package.

TCNs can be informed for their rights regarding access to health services in The following services.

- Ministry of Health
- Citizen Service Centre
- Civil Registry and Migration Department
- Hospitals

Health Care Services

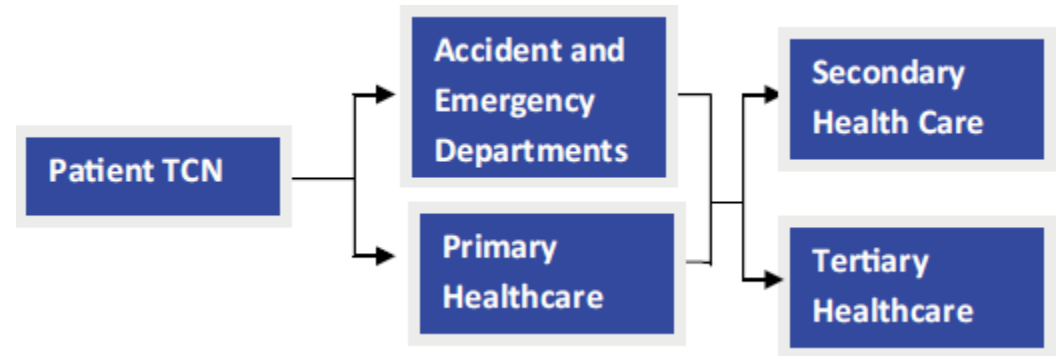
- Asylum seekers immediately after the submission of their application are required to undergo some medical tests, as a necessary process of their request for asylum. Asylum seekers receive a medical card, which ensures free medical care in public hospitals in case of not being able to cover the expenses.
- As far as it concerns subsidiary protection, the beneficiaries of International protection have the right of access to public healthcare. For more information on receiving a medical card and the requirements by the Ministry of Health.

Public Health Services

The structure of the Public Healthcare Sector is based on the three pillars of primary, secondary, and tertiary treatment.

Emergency treatment is provided by the Accident and Emergency Departments, as presented in the diagram below.

Below a detailed description of the services provided at each stage of treatment follows.



Health Care Services

Primary Healthcare

It is the first point of contact that people have with the healthcare system in order to receive care for most of their everyday health needs. It is provided by doctors and nurses and includes prevention, diagnosis, treatment, and follow-up of various health conditions. It also includes referrals to specialists and diagnostic services. Location of primary healthcare:

- Outpatient Clinics of Urban and Regional Hospitals
- Community Health Centres

The first or basic health care is part of the primary care based in the community. Healthcare is done through general practitioners in the various municipal or regional health centres and outpatient clinics of general hospitals. Patients may visit a general practitioner in one of the health centres in different districts or to the outpatient clinic of the General Hospital of Nicosia, Limassol, Larnaca and Paphos, Famagusta as well as to the hospitals of Kyperounta and Polis. TCNs only need to submit their passport to be registered in the list of patients to be seen by a doctor.

The operating hours of health centres are during the morning hours and during one working afternoon each week (07:30 – 14:30 daily and 15:00 – 18:00 on Wednesday afternoon except July and August).

The health centres also provide pharmaceutical, dental, and other services; these services may vary from centre to centre regarding the hours and days of operation of certain specialisations. Medical exams by specialists take place on specific days in each centre or outpatient clinics of general hospitals, following an appointment and referral.

Primary care is available in both private hospitals and physicians as well as in trade unions clinics. In the private sector, the primary care is provided by private hospitals, private clinics and private doctors, usually following an appointment. Finally, primary care is also provided by the trade union clinics, in case a TCN is a member.

Health Care Services

Secondary Healthcare

Secondary healthcare is provided by specialised medical or paramedical staff in hospitals. It involves diagnostic procedures and therapeutic interventions, inpatient care, and surgery of patients with different conditions. Access to secondary healthcare follows a referral from primary healthcare professionals or through the Accident and Emergency Departments.

Tertiary Healthcare

Tertiary Healthcare involves provision of specialised healthcare and use of advanced medical technology at specialised treatment centres. It involves specialised forms of treatment/interventions, such as open heart surgery, bone marrow transplants, etc.

Accident and Emergency Departments

In case of medical emergencies, all general hospitals house Accident and Emergency Departments, offer emergency services and operate on a 24-hour basis. In the case that a patient needs to be admitted to the hospital, they have to cover the full cost of the healthcare services that they receive.

Health Insurance Coverage

All TCNs coming to Cyprus in order to work or study are obliged by law to have private health insurance, which covers part of the cost for inpatient and outpatient treatment, as well as pharmaceutical costs. TCN workers must be covered by two types of health insurance:

- Work-related health insurance, the cost of which is fully paid by the employer (employer's liability).
- Health insurance for sickness or accidents outside the workplace, the cost of which is equally shared between the employer and the employee.

TCN students cover the full cost of their private health insurances plan. The choice of insurance company is determined by the university/college to which the student is registered. The cost of the insurance plan differs from company to company. There are also differences with respect to the insurance package offered, i.e. the terms and conditions specifying the circumstances under which the insurance company will reimburse medical expenses.

The majority of insurance companies request a written reimbursement claim to be submitted within a predetermined period of time following the consultation or treatment. The claim of the insured should also include all supporting documents concerning the event, such as the doctor's report and receipt of payment.

Pharmacies

There are numerous private and public pharmacies in Cyprus. The cost of all medicines must be covered by the patient. If a medicine is prescribed by the doctor to a TCN patient, part of the cost may be covered by the patient's insurance company.

Public

Pharmacies can be found in public hospitals. Their operating hours are the same as those of the public medical and out-patient centres.

Private

There are private pharmacies in each city, some of which operate on a 24-hour basis, including weekends. The contact details of overnight pharmacies are published in the daily press, posted on the front windows of all pharmacies, and are also available over the phone, online or through the Teletext services available on local TV channels.

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Access to Utilities

Access to Utilities

The purpose of this chapter is to provide TCNs with useful information on how to set up utility accounts (electricity/power, water, internet, phone) while living in Cyprus. The chapter also provides information on direct services such as transportation and postal services.

Power/Electricity

The electricity supply in Cyprus is 230 volts, a.c. 50 Hz. Sockets are usually 13 amp, square pin in most buildings. More than one low current rating appliance may be operated from the same supply point by using an adaptor (i.e. radios, electric clocks etc). The use of adaptors for operating high current rating appliances is not recommended (i.e. electric heaters, toasters, irons etc.). Many hotels provide adaptors upon request from the reception. Adaptors can be purchased from electricians, supermarkets, grocery shops, etc.

The Electricity Authority of Cyprus (EAC) is the only provider of power services in Cyprus. It has offices throughout the island and customers can visit one of these locations for any services or support related to EAC.

In order to receive services at one's house or company, the following documents are required to set up the account:

Documents Needed	Security Deposit	Notes
Person		
a) Rental or sales agreement	The cost is determined based on whether the premise is owned or rented.	TCNs who own a house or apartment, must pay a €75 security deposit.
b) Passport		TCNs who rent their residence, must pay a €350 security deposit.
Company		
a) Company registration	The cost is determined based on the size of the company.	TCNs who own a small business and need to connect it to the national power grid (regardless if they own the building or not) must pay a €600 security deposit. The security deposit for medium companies is €800 and for large companies is €900.
b) Certificate of company shareholders and directors		
c) Company seal		
d) Signature by a legal representative of the company authorised to sign on behalf of the company		
e) A sign guarantee provided by an individual who will commit to pay all money owed by the company, in case the company defaults on its payments. This is not applicable to public or offshore companies.		
f) Facility rental agreement or ownership certificate		

Water Supply

Water is safe to drink in Cyprus. Water pollution is negligible and every home has fresh running drinking water. Tap water in hotels, restaurants, public premises etc. is also safe to drink. The Regional Water Boards are responsible for water supply to all legal premises in the Republic of Cyprus.

There are offices throughout the island and customers need to visit the regional office nearest to their residence/premise for any services or support related to water supply. The following is a list of documents needed to set up an account:

Type of Customer	Necessary Documents	Cost
Property owners	Sales agreement/Certificate of ownership, last water metre reading	Security deposit depends on the type of property (house, business, industrial). The security deposit for house owners is €60.00, for tenants is €125.00 and for companies is €250,00."
Tenants of rented property	Completed & Signed water service transfer form/Rental agreement, last water metre reading	

Telephone and Internet Service

Fixed Line, Mobile Line and Internet Services

There are several telecommunication companies operating in Cyprus that provide both fixed line and mobile line services. Customers need to contact one of these companies or visit one of their several shops that are located in most of the commercial/retail areas of major cities. TCNs who would like to receive fixed line or mobile line services need to present the following documents:

- Passport /ARC/ID
- Any utility bill or rental agreement or sales agreement of the property on which the address appears for verification reasons

The main providers of fixed line telephony service (with coverage across the island) in Cyprus are:

- Cyprus Telecommunication Authorities (CYTA)
- PrimeTel
- Cablenet
- Epic

Access to Utilities

Emergency Phone Number – 112

In Cyprus, like in all European Union member states, the emergency phone number is 112 though 199 works alongside 112. It is possible to call the emergency numbers and reach either the hospital, the fire department or the police from any type of phone (fixed line, phone booth, mobile phone even without a SIM card). Emergency calls are answered on average within 16 seconds. In Cyprus, the calls are answered not only in Greek, but also in English.

Cyprus Post

The Cyprus Postal Services provide traditional postal services along with other special services. Customers can receive relevant services at post offices located throughout the country and at airports. Small packages and letters with the appropriate postage can be deposited in the yellow mailboxes that can be seen on main streets throughout major cities. Stamps may be purchased from all post offices, postal agencies, as well as from many hotels, news-stands, and kiosks.

Transportation

Buses

There are four types of buses in Cyprus that can help you move around:

- Intercity buses that link all towns on a daily basis and with frequent routes.
- Rural buses that link almost all villages with the nearest city.
- Urban buses that link different areas within the cities and operate frequently during daytime. In certain tourist areas, during summer period, their routes are extended until late in the evening.
- Buses and shuttles for airport transfers.

Taxi

There are three types of taxi services available throughout the entire island:

- Intercity service offers the opportunity to share a taxi with 4-7 other passengers. It provides connections between all major cities in Cyprus, every half an hour, from Monday to Friday starting at 6:00am until 9:00pm. On Saturdays and Sundays this service is available until 7:30pm. Reservations can be made by phone or online from the relevant companies.
- Rural service operates in village areas and can only be hired from and to their base station. These taxi cabs are not equipped with taximeters and charging is based on kilometre/tariff rate.
- Urban service is a 24-hour service provided in all cities. Taxi cabs can be booked or hired on the street. Urban taxi cabs are obligated to be equipped with a taximeter and charging commences when a passenger enters the taxi.

Transportation

Driving in Cyprus

- Minimum driving age is 18
- Driving on the left side of the road
- TCN visitors may drive with the driving license of their country of origin for 30 days, or drive with an international driving license for a maximum period of six months. In particular:
- TCNs from Norway, Iceland, Lichtenstein, Australia, Switzerland, Zimbabwe, USA, Japan, Canada, New Zealand, South Africa, Russia, Georgia, Ukraine, Serbia, South Korea, United Arab Emirates and Qatar may drive with the driving license of their country of origin for 6 months. After the 6 month-period, they have to apply for a Cyprus driving license without taking a driving test. TCNs not belonging to any of the above categories, can acquire a Cyprus driving license after 6 months of living in Cyprus and after successfully passing the relevant theoretical and practical driving tests.
- The use of hand-held mobile phones while driving is prohibited
- It is prohibited to drive if the level of alcohol in the blood or breath is above the minimum acceptable level, i.e. 22 micrograms of alcohol per 100 millilitres of breath or 50 milligrams of alcohol per 100 millilitres of blood. The limit for various groups of drivers is 22 mg (i.e. Learner drivers, drivers who possess their driving licence for less than three years, motorbike drivers, taxi drivers, bus and truck drivers, drivers carrying dangerous cargo).
- Seatbelts are obligatory both in the front and the back seats of a motor vehicle.
- It is obligatory to be covered by a third party accident insurance. It is also highly recommended to be covered by a relevant insurance for injury or damage.

Citizen Service Centres

In order to better serve the public, the government has established the Citizen Service Centres in Nicosia, Limassol, Larnaca, Deryneia, Pelendri, Polis Chrysochous and Paphos. These centres are also known as one-stopshops and they aim to provide multiple services from one point of contact. The ultimate goal is to have a citizen-centric public service which does not engage its citizens in long-winded, time-consuming and frustrating procedures, but is in a position to effectively provide high quality services. The centres provide services from 6 different departments, including the Road Transport Department, the Department of Social Insurance, the Grants and Allowances Service of the Ministry of Finance, the Civil Registry and Migration, the Ministry of Health, and the Land and Surveys Department.

Official Government Website (www.cyprus.gov.cy)

This is the official website of the Republic of Cyprus, on which general information regarding all governmental services, including information about living in Cyprus, can be found. This website can be useful to anyone who is interested in this type of information. Furthermore, there are several Citizen Service Centres in all major cities which can provide general information and services to the public.



THANKS FOR YOUR PARTICIPATION!

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NEWLY ARRIVED IN A COMMON HOME

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NEAR NEwly ARrived in a common home

WP3 - COMMUNITY AGENTS

[Communication_ Soft Skills]



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Effective communication techniques

Determine
your role

- What is your role as leaders?
- Where is NOT your role?

Gainsome
useful tools

- Asking the right questions
- Effective communication tools

Apply the
knowledge

- Real life examples and...some plays 😊

Intentions for this workshop

On your notebook write 3 intentions for today:

1. I am

2. I have

3. I do

Defining your role:

What is your role as a leader?

Therapist

Consultant

Facilitator

Coach

Friend

Mentor

What is not your role

Let's see together where should you draw the line to your support services?

employment?

Psychological?

legal

financial

mothership

hosting

Asking the right questions

"Quality questions create a quality life. Successful people ask better questions and as a result they get better answers"

Anthony Robbins

Goal

- What do you want? What is your aim for this discussion/session?

Reality

- What is happening at the moment?

Options

- What could you do?

Will

- What will you do?

Role play

It's show-time time!

All participants can be divided in couples and practice a conversation based on GROW model

At the end of the discussion:

- What was different from the conversations that you usually have?



More tools!

Let's put some more ingredients in the conversation

Active
Listening

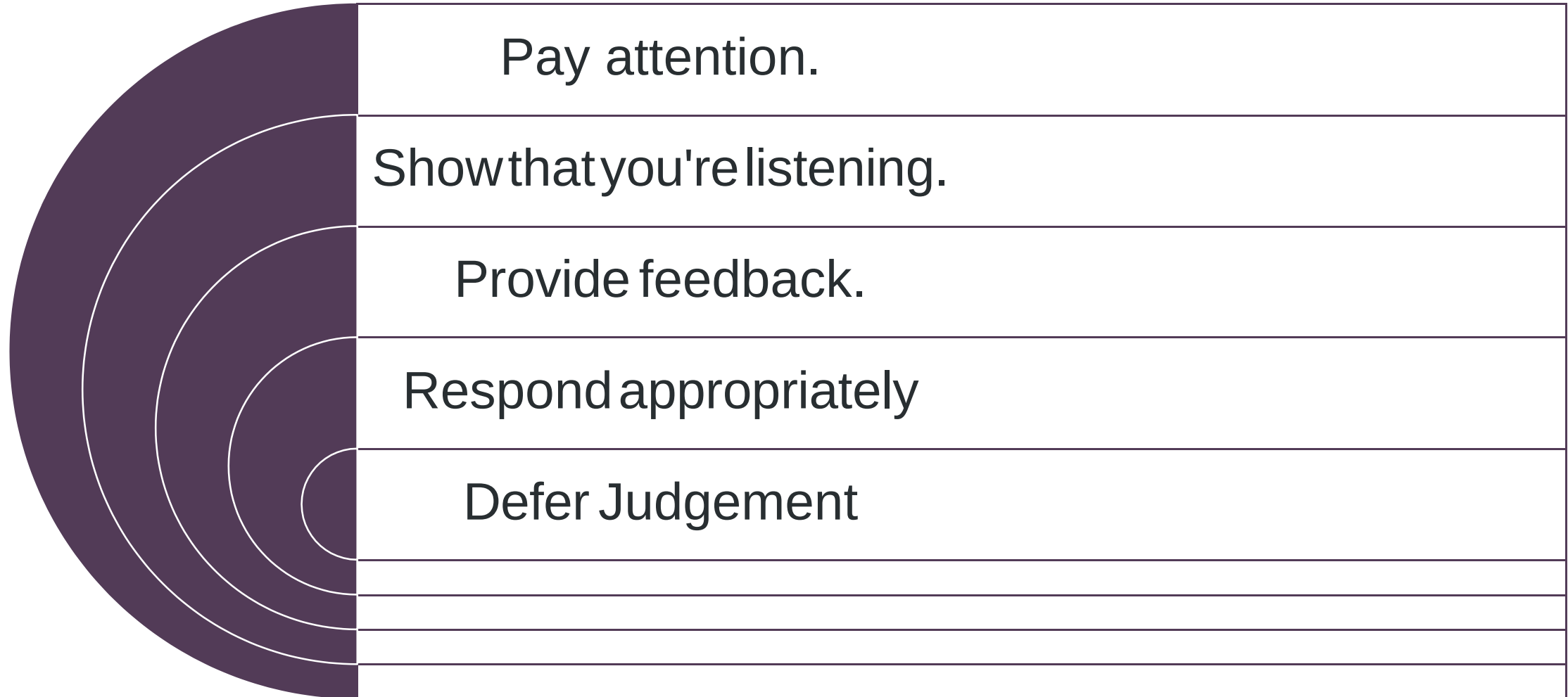
Reflecting

Validating

Accountability

Planting the
seed

Active Listening



Reflecting

"When we use the skill of reflection, we are looking to match the tone, the feeling of the words, and the client's facial expression or body language as they spoke".

→ **It's like you are holding up a mirror**

They will
think about
their ideas
more
clearly

They will
hear their
thoughts
back

They will
feel that
someone
can listen
and
understand
them

Validating

Validate their
emotions not their
thoughts

Using the right verbal cues and wording is essential for successful validation in therapy examples include the following (modified from Validating statements, .):

You are not alone.

I'm sorry to hear that.

I hear what you are saying.

I believe you.

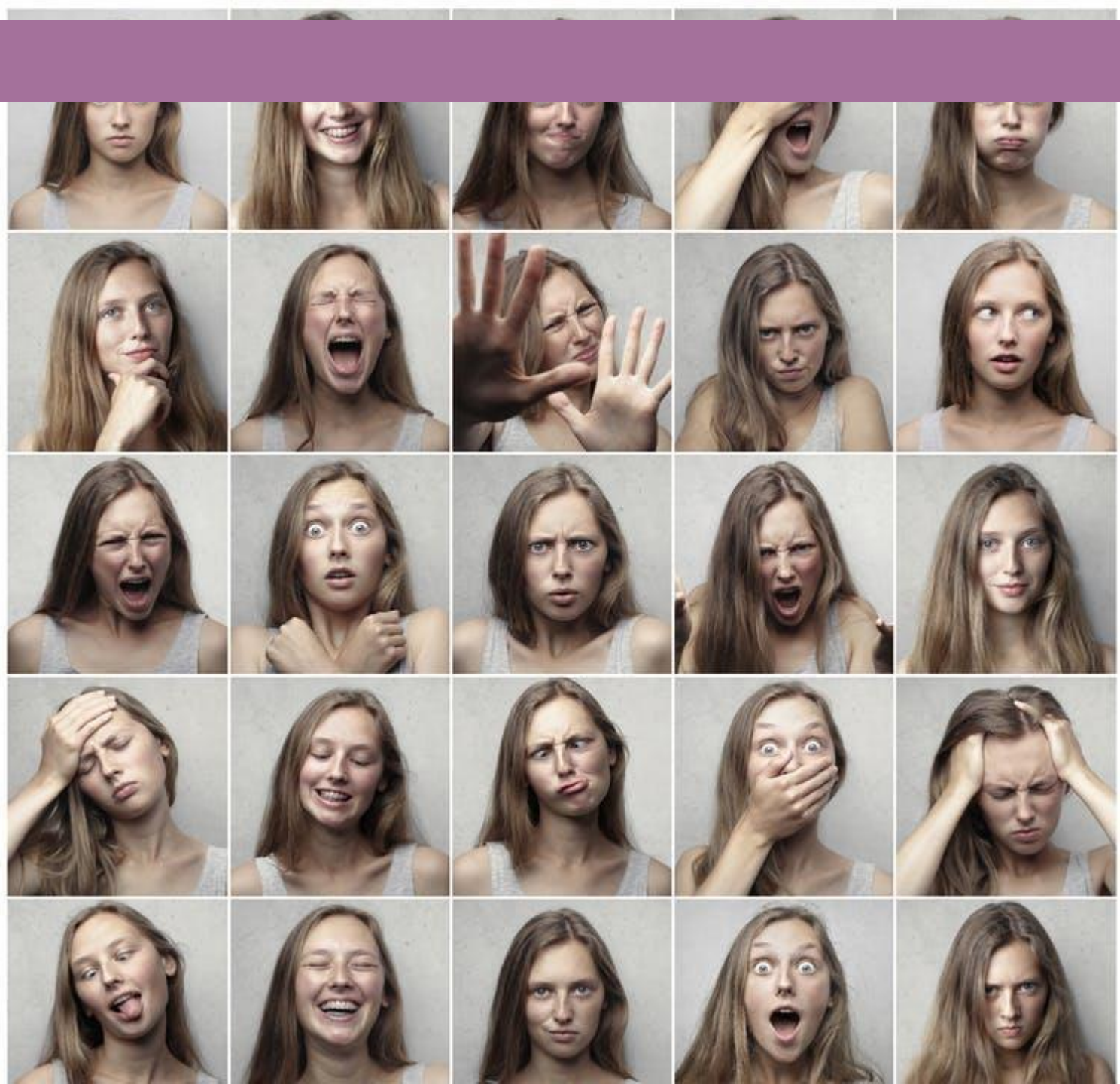
I understand.

I hear you.

It sounds like you did your best.

Most people would have reacted in that way.

Source: <https://positivepsychology.com/validation-in-therapy/>



Accountability

Keep them committed to change their life

Be careful how will you say it (remember your role)

- **It's good to ask about: method, time, and, specific action)**



Case studies

How would you use this practices ?

In pairs create a case study that you could use these skills



Planting the seed

When you see that the person is not ready to follow or make a change you can always say the following:

- **I am sure that you will find the answer**
- **I believe in your strength**
- **On a later stage you will be so happy**



Reflection time





THANKS FOR YOUR PARTICIPATION!

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