

## Other useful addresses:

### Immigrants' First Reception - City of Bolzano Centro di Accoglienza Migrantes (Reception Centre) CARITAS and ASSB (Azienda Servizi Sociali Bolzano)

85, Via Roma – Bolzano

Tel. 0471 40 23 12 - Fax 0471 40 48 16

E-mail: [migrantes@caritas.bz.it](mailto:migrantes@caritas.bz.it)

From Monday to Friday (except Wednesday): 8.00 - 13.00

Tuesday also open in the afternoon: 14.30 - 17.30

*Reception for non-EU citizens, secretarial and legal support,  
help with job seeking and orientation for finding  
accommodation.*

### Reception Centre for unaccompanied foreign minors (CPA – MSNA)

#### Associazione VOLONTARIUS Onlus

100, Via Roma (red building) Bolzano

Tel. 0471 40 23 38 (contactable 24 hours a day)

Fax 0471 40 49 21

E-mail: [associazione@volontarius.it](mailto:associazione@volontarius.it)

*The CPA is a residential structure equipped to receive  
unaccompanied foreign minors in the City of Bolzano and its  
Province.*

### Asylum seekers and refugees

#### CARITAS - Consulenza Profughi

7, Via Marconi - Bolzano

Tel. 0471 30 43 62 - Fax 0471 30 43 96

E-Mail: [fb@caritas.bz.it](mailto:fb@caritas.bz.it)

Monday and Wednesday: 8.30 - 13.00 / Thursday: 14.00 -  
17.00

*Counselling and welfare, support in job and accommodation  
finding for asylum seekers.*

### Refugee Centre at former Gorio barracks

#### River Equipe Soc. Coop. / Associazione Volontarius

1, Via Renon – Bolzano

Tel. 0471 40 23 38 (contactable 24 hours a day)

Fax 0471 40 49 21

E-mail: [associazione@volontarius.it](mailto:associazione@volontarius.it)

### Reception centre for refugees in transit

#### Associazione VOLONTARIUS Onlus

At Conte F.J. Forni, in 31, Via Renon - Bolzano

Tel. 0471 40 23 38 (contactable 24 hours a day)

Fax 0471 40 49 21

E-mail: [associazione@volontarius.it](mailto:associazione@volontarius.it)

### Women suffering violence

#### Anti-Violence Counselling Centre (Centro d'Ascolto Antiviolenza)

17, Via del Ronco – Bolzano

Tel. 0471 51 33 99 - Fax 0471 51 33 98 (office hours)

**Helpline 800 276 433** - emergency calls 24 hours a day

E-mail: [frau.gea@virgilio.it](mailto:frau.gea@virgilio.it)

## The reference points for all services listed above are:

### for residents of the Don Bosco district:

Distretto Don Bosco

11, Piazza Don Bosco - 39100 Bolzano

**Tel. 0471 50 18 21** - Fax 0471 93 45 20

### for residents of the Centro-Piani-Rencio district:

Distretto Centro-Piani-Rencio

37, Via Renon - 39100 Bolzano

**Tel. 0471 32 42 97** - Fax 0471 32 90 93

### for residents of the Oltrisarco-Aslago district:

Distretto Oltrisarco Aslago

10, Via Pietralba - 39100 Bolzano

**Tel. 0471 40 12 67** - Fax 0471 40 68 48

### for residents of the Europa-Novacella district:

Distretto Europa Novacella

54, Via Palermo - 39100 Bolzano

**Tel. 0471 50 27 50** - Fax 0471 50 27 34

### for residents of the Gries-San Quirino district:

Distretto Gries San Quirino

12, Piazza Wilhelm-Alexander-Loew-

Cadonna - 39100 Bolzano

**Tel. 0471 27 95 92** - Fax 0471 40 47 58

To enrol your child in a public day nursery,  
you may also apply to:

### Ufficio Servizio alla Famiglia

5, Vicolo Gumer - 39100 Bolzano

**Tel. 0471 40 09 44** - Fax 0471 40 09 36

### Opening hours

From Monday to Friday: 9.00 - 12.30

Tuesday afternoon: 15.00 - 16.30

Thursday: 8.30 – 13.00 and 14.00 - 17.30



**ASSB-BSB**

Azienda Servizi Sociali di Bolzano  
Betrieb für Sozialdienste Bozen

# Are you a foreigner in need of help? The answer is here!



Services offered by the Public  
Agency for Social Services (Azienda  
Servizi Sociali-ASSB) in the city of  
Bolzano

Reception and help for foreigners

## Immigrants of fixed residence - Who to turn to?

### Do you need counselling and welfare for families, minors and the elderly?

You can access the service at the headquarters of your district. There, after a first **advisory interview**, a social worker will be at your disposal to analyse your social problem and identify with you the most appropriate solution.

### Do you need to enrol your child in a day nursery or an infant welfare facility? (children of 0-3 years)

To **calculate the rate payable** for enrolment of your child in an infant welfare facility (day nursery, small nurseries, home childcare-Tagesmütter) apply to the headquarters of your district.

☛ For addresses look at the back of this folder!

## Immigrants of fixed residence - Who to turn to?

### Do you need financial support for your fundamental needs?

You can benefit from the service if you are:

- a citizen of an **EU** State or **refugee recognised** according to the Geneva convention and have at least six months' uninterrupted fixed residence in the province of Bolzano;
- a citizen of a **non-EU** State and have at least five years' residence and uninterrupted fixed residence in the province of Bolzano;
- a citizen of a **non-EU** State and have at least six months' residence and uninterrupted fixed residence in the province of Bolzano. In this case financial social support will be limited to two months per year and may be extended only in case of serious need.

☛ For addresses look at the back of this folder!

## Are you a homeless immigrant?

### Are you a refugee/political asylum seeker?

### Are you an unaccompanied foreign minor?

#### Apply to:

#### **SERVIZIO INTEGRAZIONE SOCIALE (SOCIAL INTEGRATION SERVICE) (SIS)**

31, Via Renon (Casa Conte F.J. Forni) – Bolzano

#### Contact details:

**Tel. 0471 32 56 91** - homeless EU and non-EU adults

**Tel. 0471 32 56 90** - refugees/asylum seekers

**Tel. 0471 94 13 54** - unaccompanied foreign minors and homeless families with minors

Here you can get social welfare and help understanding the local area (reception centres and counselling services for general and specific orientation)