

# GUIDE TO THE CITY SERVICES FOR HELP AND SUPPORT



POMIGLIANO D'ARCO



**This guide is designed  
to help you find your way around the city  
and find places of support and welcome.**



*"No one is born a slave, nor Lord,  
nor to live in misery, but we are  
all born to be brothers".*

**NELSON MANDELA**



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## 1 Useful telephone numbers

**PAGE 04**

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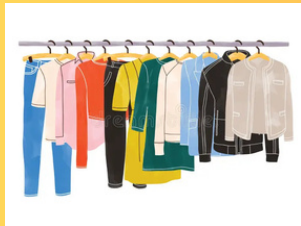


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## 2 How to get food

**PAGES 05-07**

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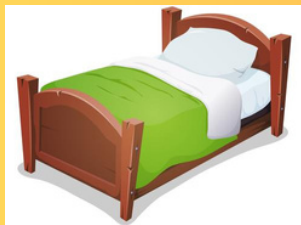


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## 3 Where to find clothes

**PAGE 08**

---



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## 4 Where to sleep

**PAGE 09**

---



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## 5 Medical care

**PAGES 10-14**

---



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## 6 Listening centres/Associations

**PAGES 15-17**

---



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## 7 Work

**PAGE 18**

---

---

## 8 Further useful info for foreigners

**PAGES 19-20**

---



**INDEX**

# USEFUL TELEPHONE NUMBERS

## MUNICIPALITY

Switchboard 081 521 7111

Social services 081 884 4520

Carabinieri Pomigliano 081 803 8787

Employment agency 081 884 1462

## EMERGENCY NUMBERS

Firefighters 115

Carabinieri 112

Police 113

Medical emergencies 118

Telefono Azzurro 19696\*

Telefono Rosa 1522\*\*

\*a 24/7 free service offering listening, support and concrete help to children and adolescents facing situations of hardship and emergencies

\*\*a 24/7 free service offering legal advice, psychological counselling, linguistic-cultural mediation activities, parenting support and informative guidance / training guidance to services and work to Italian and foreign women victims of violence and their minor children

# HOW TO GET FOOD

## FOOD COUPON/DISTRIBUTION

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### ☑ **FOOD DISTRIBUTION - PARISH CHURCH "S. PIETRO APOSTOLO"**

Address: Via S. Giusto, 62 - Pomigliano d'Arco

**Opening time: every 15 days on Friday  
according to the parish calendar  
5-7:00pm**

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### ☑ **FOOD DISTRIBUTION - PARISH CHURCH "S. MARIA DEL SUFFRAGIO"**

Address: Via Nazionale Delle Puglie - Pomigliano d'Arco

**Opening time: every 15 days on Monday and Tuesday  
according to the parish calendar  
2:30-5pm**

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### ☑ **FOOD COUPON - PARISH CHURCH "MARIA SS. DEL ROSARIO"**

Address: Via IV Novembre, 36 - Pomigliano d'Arco

**Opening time: Tuesday and Saturday 10-12am  
Thursday 4:30-7pm**

# HOW TO GET FOOD

## PRODUCTS AND FOOD FOR BABIES AND CHILDREN UP TO 3 YEARS OLD



### ✓ PARISH CHURCH "S. FELICE IN PINCIS"

Address: Via Abate Felice Toscano I - Pomigliano d'Arco

You can find: nappies, baby pasta, milk powder etc.

**Opening time: once a month, usually at the beginning of the month**





# HOW TO GET FOOD

## CANTEEN - HOT MEAL DISTRIBUTION

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### ☑ HOT MEAN DISTRIBUTION - SANCTUARY "MADONNA DELL'ARCO"

Address: Via Madonna dell'Arco, 178, Sant'Anastasia (NA)

**Opening time: On Saturdays 10am-3pm**

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### ☑ CANTEEN - PARISH CHURCH "S. MARIA DELLE GRAZIE"

Address: Via Giannone, Marigliano (NA)

**Opening time:  
from Monday to Saturday 11:45am to 12:45pm**

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# WHERE TO FIND CLOTHES



## ☑ **CLOTHING DISTRIBUTION - PARISH CHURCH "S. PIETRO APOSTOLO"**

Address: Via S. Giusto, 62 - Pomigliano d'Arco

You can find: clothes and shoes for men/women, bed sheets , blankets, bathrobe, towels etc.

**Opening time: every 15 days on Friday  
according to the parish calendar  
4.30-6pm**



## **PARISH CHURCH "S. FELICE IN PINCIS"**

### **CLOTHING AND SHOES DISTRIBUTION FOR BABYS/CHILDREN/TEENAGERS**

Address: Corso Vittorio Emanuele, 299 -Pomigliano d'Arco

**Opening time:**

**on Tuesdays 5pm-7pm**

**on Wednesdays 10am-12am**

**on Saturdays 10am-12am**

### **NEWBORN ACCESSORIES**

Address: Rettoria del Carmine (Via Trieste) - Pomigliano d'Arco

You can find: strollers, high chairs, changing tables etc.

**Opening time: every second Wednesday of the month  
11-12am**

**every fourth Saturday of the month 3-4pm**



# WHERE TO SLEEP



## DORMITORY

Address: Via Roma 123, San Giuseppe Vesuviano

**This service helps homeless people, those experiencing housing emergencies as well as serious social marginalization.**

People in housing emergencies and homeless people are welcomed at the first threshold for seven days and after a team assessment process. Subsequently, the aim is to move from simple emergency assistance to a path of personal development.

It provides a bed, meals, shower facilities, and a safe place to sleep. It also offers additional support services: healthcare, job counseling and help with finding permanent housing.

**You cannot access the dormitory directly. You must contact a listening centre, which, after careful assessment, will forward your request to the dormitory.**

**The list of the listening centres of the city are available at page 15-16**

# MEDICAL CARE

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## **LOCAL HEALTH AUTHORITY "NAPOLI 3 SUD"**

Address: Piazza S. Agnese, 2 - Pomigliano d'Arco

**Unique Health Appointments Booking Service**

**Telephone number: 081 3296409**

**Opening time: Monday-Friday 8:30am-4pm**

**Saturday 8:am-11:am**

### **Main services offered:**

- application for income-based ticket exemptions;
- outpatient/home healthcare appointments;
- home visits;
- choice/revocation/change of family doctor/paediatrician;
- registration with the National Health Service (for local residents, for EU citizens, non-EU citizens with residence permits, for foreigners without residence permits)
- issue (also in case of loss)/renewal of health insurance card



**All citizens are guaranteed the booking of specialist visits, diagnostic tests and dialysis.**

To book services covered by the National Health Service, you need a prescription from your doctor and your health insurance card. Before using the booked service, you will need to pay the ticket (unless you are exempt).

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# MEDICAL CARE

## MEDICAL ASSISTANCE WITH STP CARD (TEMPORARILY PRESENT FOREIGNERS)

Address: Piazza S. Agnese, 2 - Pomigliano d'Arco

**Health care for foreigners without a residence permit** is provided through the issuance of a card with an individual regional code STP (Straniero Temporaneamente Presente - Temporarily Present Foreigner). The health system ensures urgent, essential and continuous outpatient and hospital care for illness and injury. It is also possible to have access to programs of preventive medicine (vaccines and infectious illnesses). The STP card:

- is issued by public health structures by requesting it at the indicated dedicated offices of the ASL (Local Health Authorities);
- is issued following a declaration of one's personal data (it is not compulsory to have an identity document);

The STP code allows one to receive essential health assistance services under the same conditions as Italian citizens with regard to participation in expenditure (ticket).

**It is valid throughout the national territory for six months and can be renewed if one is not yet in possession of a residence permit.**

**The person without residence permit who seek for medical treatments will not be reported to the police.**

**Telephone number: 081 3296414**

**Opening time: Monday and Wednesday 8:30am-12:00am**



# MEDICAL CARE

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## **MEDICAL ASSISTANCE WITH ENI CARD (EUROPEAN NON ENROLLED)**

Address: Piazza S. Agnese, 2 - Pomigliano d'Arco

**Health assistance to European Union citizens in conditions of indigence and without health care** is provided through the issuing of a card with an individual regional code ENI (European Non Enrolled).

The health system ensures in public and accredited structures the urgent, essential and continuous medical assistance and hospital care for illness and injury. It is also possible to have access to programs of preventive medicine (vaccines and infectious illnesses). The ENI code is issued following:

- a declaration of one's personal data
- the absence of TEAM (European Health Insurance Card)
- the absence of other forms of right of access to the SSN (National Health Service)

The ENI code allows one to receive essential health assistance on equal terms with the Italian citizen as regards participation in expenditure (ticket).

**It is valid on the regional territory for six months and is renewable.**

If the EU citizen acquires the right to enrol in the SSN (for example with a regular job), the ENI code is cancelled.

**Telephone number: 081 3296414**

**Opening time: Monday and Wednesday 8:30am-12:00am**

# MEDICAL CARE

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## ✓ OUT-OF-HOURS SERVICE DOCTOR

Address: Ex 219 - Via Nilde Iotti 17 - Pomigliano d'Arco

**Opening time: Monday-Friday 8pm-8am**

**Saturday and days before a holiday 10am-8pm**

**Sunday 8am-8pm**

**Telephone number: 081 8841502**

**Email: [ds51.uocp@aslnapoli3sud.it](mailto:ds51.uocp@aslnapoli3sud.it)**

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## ✓ SER.D (Addiction Treatment Service)

Address: Viale Giuseppe Luraghi, 21 - Pomigliano d'Arco

It is a public service that deals with the treatment, prevention and rehabilitation of people with problems of abuse and addiction to drugs, medicines and compulsive behaviour such as ludopathy.

- You can contact the service directly, by phone or in person
- No medical prescription is required, nor is it necessary to refer to a family doctor
- The services offered are **free of charge** and confidentiality and anonymity are always guaranteed prior to the request.

**Opening time: Monday-Friday 8:15am-15:30pm**

**Medicine distribution time: 8:15am-12:45pm**

**Telephone number: 081 8842569**

**E-Mail: [sert.pomigliano@aslnapoli3sud.it](mailto:sert.pomigliano@aslnapoli3sud.it)**

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# MEDICAL CARE

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## ☑ **FIRST-LEVEL PSYCHOLOGICAL SUPPORT SERVICE**

Address: Piazza S. Agnese, 2 - Pomigliano d'Arco

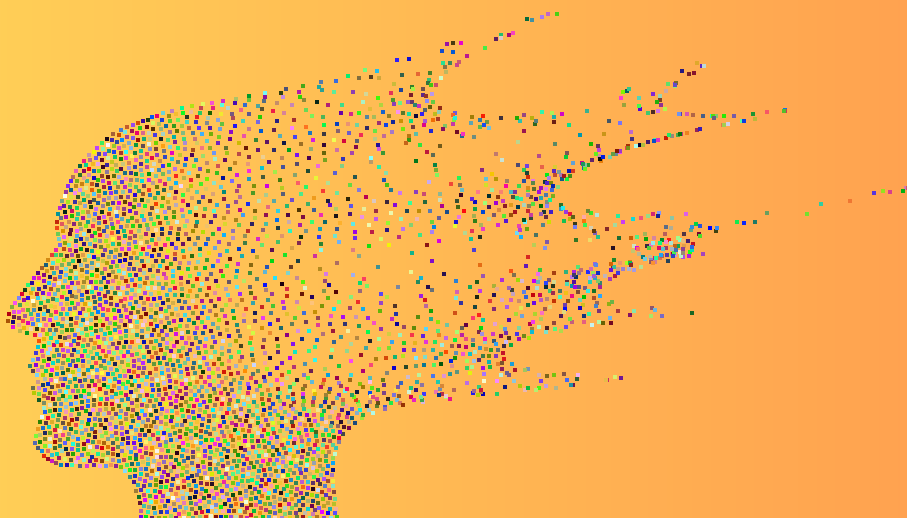
**Free of charge service** aimed at providing accessible mental health assistance to **people of all ages.**

To access the service:

- 1) Request the form at the Information Office in Piazza S. Agnese, 2
- 2) Contact your family doctor or pediatrician to fill in the form
- 3) Deliver the form to the Local Health Authority (ASL) of the municipality of residence
- 4) The psychologist will contact you for appointments

**Opening time: everyday 09:00am-15:00pm**  
**3rd floor**

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# LISTENING CENTRE



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## What is a listening centre?

**Purpose:** To listen to, understand, and welcome people's difficulties and problems.

**Services:** Offers advice, counseling, and a point of contact for those in need.

**Role:** Helps direct people to the appropriate services and supports them in navigating those processes.

**Accessibility:** Open to everyone, regardless of religion, nationality, or race.

### ☑ **LISTENING CENTRE - "MADRE TERESA DI CALCUTTA"**

Address: Via Abate Felice Toscano, 4 - Pomigliano d'Arco

**Opening time: Monday morning by appointment**

**Friday 4:30pm-6:30pm**

**Telephone number: 3773220490**

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### ☑ **PARISH CHURCH "S. MARIA DEL SUFFRAGIO"**

Indirizzo: Via Nazionale delle Puglie, - Pomigliano d'Arco

**Opening time: Tuesday 4:30pm-6pm**

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### ☑ **PARISH CHURCH "MARIA SS. DEL ROSARIO"**

Adress: Via IV Novembre, 36 - Pomigliano d'Arco

**Opening time: Tuesday and Saturday 10-12am**

**Thursday 4:30-7pm**

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# ASSOCIATIONS

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## ✓ **GENDER-BASED ANTI-VIOLENCE CENTRE "ESTIA"**

Address: Via Locatelli, 27/29 - Pomigliano d'Arco

### **FREE OF CHARGE SERVICES OFFERED:**

- psychological counselling
- legal advice
- help and protection for children of women experiencing violence
- career guidance

**Telephone number: 800894593 / 3278751149**

**Opening time: from Monday to Wednesday 09am-12am**

**Thursday 09am-12am/3pm-6pm,**

**Friday 09am-12am/2pm-5pm**

## ✓ **ANTI-DISCRIMINATION LGBT CENTRE "CAD"**

Address: Via Trieste, 117 - Pomigliano d'Arco

### **FREE OF CHARGE SERVICES OFFERED:**

- job counseling
- psychological support
- legal advice
- 24-hour switchboard

**Telephone number: 3248373348 / 3248605549**

**Opening time: Tuesday and Wednesday 09:30am-1:30pm**

**Thursday 1:30pm-5:30pm**



# ASSOCIATIONS

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## **SOCIAL AND HEALTHCARE VOLUNTEER ASSOCIATION "PETER PAN" "**

Address: Via Virnicchi, 13 - Casalnuovo di Napoli

### **FREE OF CHARGE SERVICES:**

- supply of medical and healthcare equipment (wheelchairs, orthopaedic beds, nappies, etc.)
- assistance to disabled and elderly people living alone, for:
  - 1) physical assistance
  - 2) material assistance (for medicines and food)
  - 3) administrative assistance (dealing with paperwork, accompanying them to post offices and healthcare facilities for medical appointments)
  - 4) socio-cultural assistance (during festivals and pilgrimages, volunteers accompany and assist them for the entire duration of the event);

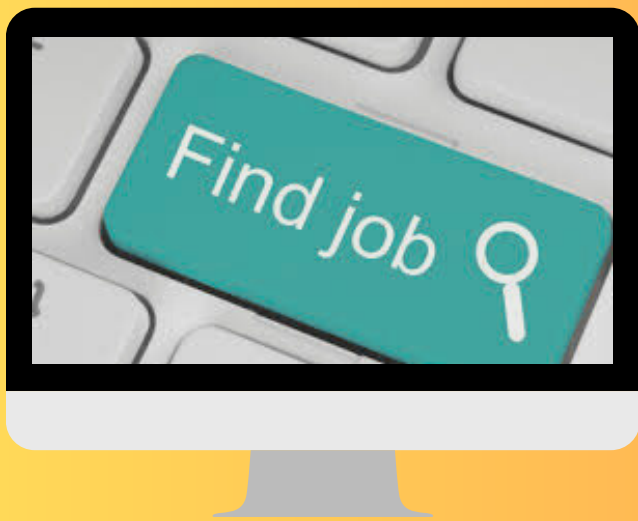
**Telephone number: 081 5226063**

**E-mail: [asspeterpan96@gmail.com](mailto:asspeterpan96@gmail.com)**

**Opening time: from Monday to Friday 09:30am-12:30pm**

**Wednesday 4:30pm-06:00pm**

*★ it's OK to ★*  
**ASK for HELP**



# WORK



## EMPLOYMENT OFFICE

Address: Via Fiume, 73 - Pomigliano d'Arco

**Opening time: from Monday to Friday 8:30am-12:30pm**

**Telephone number: 081 8449157**



## JOB AGENCIES



**ADECCO** Address: Via Locatelli, 23 - Pomigliano d'Arco

**Opening time: Monday-Friday 9am-1pm/2pm-6pm**

**Saturday/Sunday CLOSED**

**Telephone number: 0818842181**

**Email [pomigliano.locatelli@adecco.it](mailto:pomigliano.locatelli@adecco.it)**



**GI GROUP** Address: Via Mascagni , 1 - Pomigliano d'Arco

**Opening time: Monday-Friday 9am-1pm/2pm-6pm**

**Saturday-Sunday CLOSED**

**Telephone number: 081 884 42 24**

# FURTHER USEFUL INFO FOR FOREIGNERS

At the following website you can find useful information on what to do before/after your arrival in Italy (requirements, documents etc):

**<https://www.poliziadistato.it/articolo/10617>**

🏠	English	Foreign Nationals
→	Contact Us	
→	News	
→	About us	
↓	Foreign Nationals	



Foreign Nationals
Entry visa
Entering Italy
European Blue Card
<b>Foreign nationals</b>
European Union citizens
Requirements for immigrants leaving Italy temporarily
EC residence permit for long-term residents
Application for political asylum

→	Contact Us
→	News
→	About us
↓	Foreign Nationals
↓	Residence permit



Residence permit
How and where a foreign national can obtain a residence permit in Italy
<b>Residence permit</b>
Employment of foreign nationals
Self-employed foreign nationals
Residence permit for medical treatment or study
Residence permit for family reunification

# FURTHER USEFUL INFO FOR FOREIGNERS

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## **IMMIGRATION CENTRE “YA BASTA”**

Address: Via Torre - Scisciano - Inside Scisciano's train station

### **Helpdesk for:**

- RESIDENCE PERMIT
- ASYLUM APPLICATION
- RESIDENCE
- PERSONAL ISSUES
- HEALTH ISSUES
- HEALTHCARE INSURANCE CARD
- TAX CODE

**Opening time: Wednesday 03:00pm-07:00pm**

**Helpdesk telephone number: 3791724040**

