
LA NARA ANTI-VIOLENCE CENTRE

If you are a woman victim of physical, psychological, economic, sexual or stalking violence, you can contact LA NARA Centre where you will receive information, psychological support, legal advice and temporary accommodation in protected structures. The Centre is in Via Giuseppe Verdi, 13 in Prato, and is open from Monday to Friday from 9.00am-13.00pm, 15.00pm-18.00pm. Telephone number: 0574 34472. The answering machine is active 24/7.

ANTI-VIOLENCE NUMBER OF THE TUSCANY REGION

If you are a victim of domestic violence, you can contact the free telephone number 1522. You will be given information on the Anti-violence Center closest to your home and on the counseling centers in the area to which you can contact in case of need. The number is active 24h a day, every day of the year and is free of charge in Italian, English, French, Spanish and Arabic. You will have absolute guarantee of anonymity.

DAFNE NETWORK PROJECT

If you are a victim of crime, regardless of whether you are a man or a woman, young or adult, you can contact the Dafne Network Project which will be able to offer you information, advice and support on legal, therapeutic and accompanying specialist services. To contact them you can call 80077811.

ANTI-TRAFFICKING AND WORK EXPLOITATION DESK

If you are a foreign citizen victim of severe work exploitation, prostitution or trafficking, you can collaborate with the institutions to bring out your situation of exploitation so as to have the possibility to request the issue of a residence permit and to be included in a protection social program.

The desk is in Via Roma 101 in Prato. You can call the free number 800242525 for more information or make an appointment and speak in person with our operators. If you have difficulty with the Italian language, you can ask to speak with the Chinese, Arabic, Urdu, English, French and Albanian language interpreters present at our desk.

"You don't have to be ashamed to ask for a help or to hope for a dignified life. If you can overcome the shame, you can start a journey towards a life that satisfies you. Obviously it will not be an easy way and it will take a lot of effort, but it is not impossible. Once you have seen the bottom, you can only go up".

"If you are in a difficult situation, you should mainly have three places in mind: the Social Services of the Municipality in Via Roma 101, the Caritas in Via del Seminario 36 and at least one parish. If you need to eat or a place to sleep in any parish there will surely be someone who will be able to show you where to go "

"It's hard to trust someone immediately, especially if life has been tough with you, but the sooner you can trust your social worker, the sooner you'll be able to start a journey"

(TESTIMONIALS FROM GUESTS OF THE DAY CENTER AND RESIDENTIAL FACILITY IN VIALE BORGO VALSUGANA, 2 IN PRATO)



Information and support centers for people living on the streets or in conditions of social marginalization

PUA SOCIAL SERVICE OF THE MUNICIPALITY OF PRATO

If you have financial, family or other difficulties you can contact the Access Point (PUA) of the Social Service where you will be welcomed by a specialized operator who will listen to you and book you an appointment with a social worker to take the path that best suits your needs and/or activate personalized social assistance programs.

The Access Point (PUA) to the **Social Service** is in Via Roma 101 in Prato.

Call the **free number 800 922 912** for information or to book an appointment.

SERVIZIO IMMIGRAZIONE DEL COMUNE DI PRATO

If you need advice and information about your documents, residence practices and S.A.I (Reception and Integration System) you can contact the **Immigration Desk of the Municipality** of Prato which is in Via Roma 101. Call the free number **800 242525** for information or to book an appointment.

STREET MEDIATION AND DISTRIBUTION SERVICE FOR BASIC NECESSITIES

On some days of the week, in some areas of the city, especially in the city center, you can meet the street social operators, whom you will easily recognize. You can ask them for help and a first contact. The operators will provide you all the information you need, they will be also able to accompany you to an appointment with the local social and health services and will provide you a kit with basic necessities.

DAY-TIME CENTRE

During the day you can take advantage of a reception area where you will find operators available to help you. There you can take a shower, wash your clothes, have a postal address and if you want, you can be supported and assisted in social reintegration. The day center is located in Viale Borgo Valsugana 2/4 and is open from 9am to 14pm.

NIGHT CENTRE

If you are homeless and you need a bed to sleep you can go to the night centre in Via del Carmine 16/18 in Prato where you can find free hospitality for the night, an evening meal and breakfast. The night centre is managed by the Giorgio La Pira Association, is open every day and is only for adults and men. Always carry an identity document with you. The shower is mandatory for all guests upon access. You can be hosted for a maximum of 15 consecutive days, after which you will have to leave your place for a week, so as to guarantee a minimum of turnover between people.

SOUP KITCHEN "LA PIRA"

If you need a meal you can go to the soup kitchen in Via del Carmine 16/18 (near the church in Piazza Mercatale) in Prato. Free meals are provided daily from 11.30am to 12.45pm. The soup kitchen is managed by the Giorgio La Pira Association. Always carry an identity document with you. The first time you enter the soup kitchen you will be given a numbered and non-transferable card that you will have to carry with you each time to receive the meal.

SOLIDARITY EMPORIUM

If you are in financial difficulty and need food or basic necessities, you can go to the Solidarity Emporium where you can shop for free using an electronic card with a credit that can be activated by contacting Caritas in via del Seminario 36 or your social worker, also through the toll-free number of the Social PUA 800 922 912 if you do not already have a direct contact.

The Emporium is the result of the collaboration between the Municipality of Prato and some associations present in the area and is located in via del Seminario 26.

VESTIARIUM

If you have financial problems and you need clothes, shoes, mattresses, blankets and household linen, you can get them for free at the Emporium Vestiarium managed by the non-profit organization "Prato Viva" in collaboration with the municipality of Prato. To access the Vestiarium service, you must first contact your social worker or the toll-free number of the Social PUA 800 922 912 to activate the expense credit. The Vestiarium emporium is located in via Luigi Giorgioli n. 32.