

Who we are and what we do

In light of the serious situation that the whole world is experiencing, **l'Associazione Donne di Qua e di Là** and **Scanderbeg** with the **support and collaboration of the Forum Interreligioso di Parma and of the Gruppo Nazionale di Lavoro per la "Stanza del Silenzio e/o dei Culti"**.

We launched the project "**Beyond the Emergency**", an information-guidance desk that operates in a multicultural, multireligious or secular perspective and which aims **to reduce people's disorientation by providing adequate information, translated into different languages, on the possibilities about the management of hospitalization or the end of life** in this emergency context which has distorted the normal practices already loaded with critical issues regarding the possibility of respecting one's own traditions and rituals.

The project **aims to stem the situation of anguish and fear, supporting people** who are suffering and are afraid, for themselves and their loved ones, in solitude. Through our associations it will be possible to involve the communities of diasporas, understood as a context of cultural and emotional proximity and implement,, in addition, the sense of belonging to citizenship

Our proposal opens up to specification of taking charge of people belonging to the different Religious or Spiritual Communities or Immigrants of the city of Parma, foreign people of the reception centers, formal and informal groups linked to varied cultural and religious traditions who find themselves in a state of confusion and impotence.

The help desk offers a public utility service, managed by professionals in helping relationships, and cultural mediators and which operates in the respect and enhancement of cultural and religious diversity

What to do in case of a deceased person.

One of the most painful chapters of the measures that the government has tried to put in place in order to effectively stem the contagions from COVID-19 is that: **funerals are, substantially "prohibited" by decree.**

The rules that have been introduced in Italy are indeed very stringent. The decree establishes that **only a short burial rite can be celebrated at the cemetery**, as required by the ritual for the funeral, but without the celebration of mass or religious or secular rite. During this rite, those present must respect the distance of at least one meter from each other, as required by law. No possibility of a funeral procession on foot, both from the house and towards the cemetery for cases of death due to coronavirus COVID-19. For people who want to remember their loved one with a funeral mass or other religious or secular rite it is not possible to do it at this time.

a short blessing is possible from the minister of worship or lay speaker

IF THE PERSON DIED IN A HOSPITAL, POSITIVE AT THE CORONAVIRUS, HOW SHOULD I DO IT?

You must contact a funeral home agency that will contact the hospital and help you in this difficult and painful moment when unfortunately you will still be forced to follow the indication to stay at home. **In no case, cremation is imposed.** Here you can find the list of funeral companies operating in Parma and its province: [l'elenco delle imprese di onoranze funebri operanti a Parma e provincia](#). On this page you will also find the contacts of the burial chamber of the Parma hospital which in recent days also provides a mobile number 334.5638730.

If you need to get in touch with your community or with your minister of worship or atheist contact us at tel. **376.0135353** email: oltreemergenza@gmail.com

WHAT TO DO IF THE PERSON DIED AT HOME?

In the event of a "suspected death", the family member, having assessed the situation, calls 118 or the General Practitioner or the medical guard.(Guardia Medica)

Distretto di Parma: telefono 0521 292555

Distretto di Fidenza: telefono 0524 515620

Distretto Sud-Est: telefono 0521 857454

Distretto Valli Taro e Ceno: telefono 0525 970353

HOW TO HAVE THE PERSONAL EFFECTS OF A DEAR PERSON DEAD FOR COVID-19 IN THE HOSPITAL?

A group of professionals is taking care of organizing the delivery of the personal belongings of the patients who have died in the hospital: you will be contacted personally to schedule an appointment to be held at the Rasori pavilion. There the personal belongings of your relative, which in the meantime are kept in a protected and safe environment, will be delivered to you,

WHERE CAN I REQUEST THE DEATH CERTIFICATE?

The death certificate must be requested from the Municipality of Parma. Tel 0521 4 0521 e-mail; 052140521@comune.parma.it, or urp@comune.parma.it fax 0521 405214, or to your municipality of residence, in the event of death in your municipality. In all cases, you can contact the registry office of your municipality.

WHAT TO DO IF YOU NEED SPIRITUAL, RELIGIOUS OR ATHEIST COMFORT

If you need to get in touch with your minister of worship or atheist for spiritual comfort contact us on tel. 376.0135353 email: oltreemergenza@gmail.com and we would put you in touch.

WHO TO CONTACT FOR...

WHO CAN YOU CONTACT IF YOU ARE AFRAID OF HAVING THE SYMPTOMS OF CORONAVIRUS?

The references for the evaluation of the symptoms of Coronavirus are your family doctor, the medical guard (Guardia Medica) and the phone number 118: the recommendation is not to move from home and to contact one of these services by phone. You can call the **number 1500** of the Ministry or the number of the Department of Public Health of the **Ausl of Parma 0521 396436**. The number is active from Monday to Friday 8.30-13 / 14-18 and Saturday 8.30-13. The Emilia-Romagna Region has made the toll-free number 800.033.033 which is available 7 days a week from 29 February, from 08.30 to 18 for medical information.

Medical Guard (guardia Medica) telephone numbers

Distretto di Parma: telefono 0521 292555

Distretto di Fidenza: telefono 0524 515620

Distretto Sud-Est: telefono 0521 857454

Distretto Valli Taro e Ceno: telefono 0525 970353

IN THE EVENT OF A SICK PERSON WHO WAS GOING TO FIRST AID, WHO TO CONTACT?

If you do not receive information directly from the Emergency Department or from the ward, you can contact the Public Relations Office at the number [0521 703174](tel:0521703174) every day - Saturday and Sunday included - from 8 to 20.00. URP professionals look for your loved one and get in touch with the doctor and they will give you information. These professionals are also able to tell you where your loved one is. In case of urgency it is active 24 hours a day also the telephone service of the Hospital switchboard to the numbers [0521 702111](tel:0521702111) - [0521 703111](tel:0521703111) . When you call, remember to prepare your phone number to be contacted. It is possible that at first they can only tell you where your family member is and where he is on the care Path. Next, the doctor will contact you to provide you with some clinical information about his health. **In no case should you go to the emergency room: the rule, even in this complex and difficult moment, is to stay at home.**

WHO CAN I CONTACT TO KNOW IF A FAMILY MEMBER HAS BEEN RECOVERED?

Once admitted in the hospital, the doctor contacts the family the day after arrival in the ward to provide information on health conditions. The contact usually takes place in the afternoon. If you receive the call, always call the Public Relations Office Urp from 8 to 20, everyday: [0521.703174](tel:0521.703174) or urp@ao.pr.it.

WHO CAN YOU CONTACT IF YOU NEED FOOD AND CAN'T MOVE FROM HOME?

For citizens who are in need of food and cannot move from home to shop and therefore need a shopping / food service, the Municipality of Parma has organized a system, in parallel with that linked to the strengthening of the home care, which guarantees the home delivery of food, drugs and food packages.

The operational available number is active from Monday to Friday from 8.30 to 17.30: tel. 0521.218970 or 339.6859982. Outside these hours it is possible to contact the toll free number of SEIRS CROCE GIALLA 800112822.

WHO CAN YOU CONTACT IF YOU NEED URGENT DRUGS?

For URGENT deliveries (within 24/48 hours) of drugs, which can be purchased at local pharmacies or available at the AUSL pharmaceutical center in the hospital, you can contact the Red Cross at n. 334 7516023. Delivery is free.

WHO CAN I CONTACT FOR SANITARY INFORMATION IN THE PROVINCE OF PARMA?

The number 0521 396436 of the Ausl of Parma is available, also useful for general information on the virus, on the symptoms and on the precautions to combat the spread. The number is active from Monday to Friday 8.30-13 / 14-18 and Saturday 8.30-13. The Emilia-Romagna Region has made the toll-free number 800.033.033 which is available 7 days a week from 29 February, from 08.30 to 18 for health information.

WHO SHOULD YOU CONTACT IF YOU ENTER ITALY?

Whoever enters Italy must communicate this circumstance to the Department of prevention of the local health authority. The Department of Public Health of the Parma Local Health Authority (Ausl Parma) has made **the e-mail address available quarantena_rientri_covid19@ausl.pr.it to which the following information must be**

communicated: name and surname of the citizen, country of origin, means of transport, address where you are resident or domiciled (in the municipalities of Parma and province), an e-mail address and a telephone number at what to be contacted, general health conditions (presence of symptoms related to the infection such as fever, cough, cold, breathing difficulties).

USEFUL SERVICES

IF YOU DON'T HAVE A PLACE WHERE TO EAT AND YOU NEED A READY MEAL YOU CAN GO:

MENSA DELLA FRATERNITÀ, in Parma in via Turchi 10, tel. and fax 0521 570490. Opening hours: Monday to Saturday from 12 to 12.45 and from 18 to 18.30; on Sundays from 12 to 12.45. Reservation at the diocesan Caritas, in Parma, on the first floor of Piazza Duomo 3, from Monday to Friday from 8.30 to 12 and from 15 to 18, on Saturday from 8.30 to 12.

MENSA PADRE LINO, in Parma in via Imbriani 6/a Opening hours: every day at 12. Reservation at the diocesan Caritas, in Parma, on the first floor of Piazza Duomo 3, from Monday to Friday from 8.30 to 12 and from 15 to 18, on Saturday from 8.30 to 12.

MENSA COMUNITÀ ISLAMICA PARMA, During the month of Ramadan the canteen service will also be active at the Islamic Community of Parma and Province in Via P. Campanini, 6, Tel. 0521 786778 e-mail: islam.parma@gmail.com

YOU CAN ALSO TURN ON.

Il Centro d'ascolto della Caritas diocesana you find it in Parma in Piazza Duomo 3 and is open every weekday from 8.30 to 12.30 and from 15 to 18.

Through the preliminary interview you can access the following services:

- distribution of food bags;
- entrance to the male or female municipal dormitory;
- Caritas dormitory entrance;
- emergency interventions;
- Italian school enrollment for foreigners.

IF YOU NEED THE SHOWER SERVICE.

Centro Caritas, in Parma in via Turchi 10. Everything necessary for the shower and for changing underwear is delivered.

Men: Monday to Saturday **from 8 to 9.**

Women: Monday to Saturday **from 9.15 to 10.**

IF YOU NEED MEDICAL CARE AND DO NOT HAVE A DOCTOR WHERE TO GO.

Those who need medical treatment can contact the Spazio Immigrati Ausl Parma, in Parma, via XXII luglio 27 , 3 floor, tel. 0521 393431, **Tuesday** from 11 to 17, **Wednesday** only by appointment, **Thursday** from 8.30 to 11.30 **and Friday** from 9 to 12. The service is **also aimed at people without a residence permit or with an expired residence permit.**

Those who need a dentist, but only for emergencies, **can contact Polo Sanitario Basetti**, in Parma, Viale Basetti 8 **from Monday to Saturday** from 7.30 to 9.30. Only the first 6 patients are visited; the number must be collected.

IF YOU NEED CLOTHING PLEASE CONTACT:

Those who need to get dressed can turn to Caritas or to the Armadio del Povero e della Solidarietà:

Caritas diocesana, in Parma in Piazza Duomo, 3 - internal courtyard

Card issue: at Caritas - 1st floor.

Distribution of clothes from Monday to Friday from 8.30 to 12.30 and from 15 to 18, Saturday from 8.30 to 12. In the event that, For extraordinary reasons, the warehouse should be closed, contact Caritas.a Parma in Piazza Duomo, 3 - internal courtyard

L'armadio del povero e della solidarietà, in Parma at the Santissima Annunziata parish, with entrance from the courtyard of Borgo Fornovo on the left side of the parish itself. Clothes distribution: Monday from 9 to 12

FOR INFORMATION ON RESIDENCE PERMIT AND PRACTICES PLEASE CONTACT:

Informa stranieri del Comune di Parma

OPENING TIME:

Monday, Wednesday, Thursday and Friday 8.30 - 12/14 - 17.30 Tuesday 8.30 - 12;

Saturday 8.30– 13 CONTACTS: tel. 0521-031060 (reception hours of the public)

mail: informastranieri@comune.parma.it

THE SERVICE IS DEDICATED TO RESIDENT OR DOMICILIATED CITIZENS IN THE FOLLOWING MUNICIPALITIES: PARMA, COLORNO, MEZZANI, SORBOLO AND TORRILE

TO BE LISTENED

AUSL PARMA

Coronavirus: the free psychological support services to face the emergency of Ausl Parma at this link

https://www.ausl.pr.it/comunicazione_stampa/archivio_3/coronavirus.aspx

TELEFONO AMICO PARMA

From 17 to 23 every day on the telephone number 0521 284344

L'ASOCIAZIONE OTTAVO COLORE LGBT NON VI LASCIA SOL*

When?

On Tuesday you can call Federico 3454139554

On Thursday you can call Valeria 3475703226

On Friday you can call Valentina 3293283534

email ottavocolore@gmail.com

Associazione Manos Sin Fronteras

- 1) WINDOWS OF SERENITY / friendly phone: the volunteers of Manos answer every day the number listed below, teaching people a simple practice of breathing and meditation that helps to overcome states of anxiety and stress. Facebook:
- 2) 5 MINUTES I MEDITATE: every evening at 9.00 pm live on Facebook, a volunteer of the Association conducts meditation for all those who will connect. Meditation is suitable for all ages and is also a great help for those who have never tried it. Some evenings are also dedicated to children, through meditations OF children FOR children. <https://www.facebook.com/5minutiimedito>

responsible for Parma: Marialuisa - 3389712455

PSYCHOLOGICAL AID

Human and professional support can play a role of enormous significance in the **management of pain and isolation**. Through these interviews, comfort is offered by helping people to develop the painful experience by trying to bring out the **fundamental personal resources** to face daily life.

We offer a FREE psychological interview service

Our staff of psychologists and counselors answers directly from their mobile number:

Dott.ssa Ilaria De Amicis, Psicologa, Monday from 16 to 18 cell. 328 3066844

Dott.ssa Maria Angela Gelati, Tanatologa, Death Educator e Facilitatrice di Gruppi e Laboratori di Sostegno al Lutto Friday from 15 to 16, cell. 335 6140819

Dott. Enrico Rossi Psicologo, Mercoledì from 8,30 to 10,30, cell. 347 888 5548

Valeria Savazzi, Counsuelor Umanistico specializzato in lutto, per supporto emotivo, Martedì from 16 to 18, cell.347 5703226

Dott.ssa Ursula Zambelli, Psicologo, Friday from 11 to 13 cell. 340 2525639

RELIGIOUS, SPIRITUAL AND ATHEIST COMFORT AND CARE

Spiritual comfort and care is part of people's essential goods. This is especially true in times of emergency, such as the current one. And it is especially true for the most vulnerable people, such as the elderly, the sick, the disabled, lonely people and the various types of social exiles. In questa situazione la preghiera può essere di grande conforto.

If you need a meeting with the chaplain, the priest, the Imam, the Pastor, or other religious or atheist representatives, we can help you get in touch with one of these figures.

In order to make an appointment, contact us

Call the number 376.0135353 or write us oltreemergenza@gmail.com

USEFUL LINKS

USEFUL NUMBERS

Ministero della Salute: Tel. 1500 (MINISTRY OF HEALTH)

Dipartimento di Sanità Pubblica dell'Ausl di Parma: Tel. 0521 396436. The number is active from Monday to Friday 8.30-13 / 14-18 and Saturday 8.30-13.

Freephone number of the Regione Emilia-Romagna: 800.033.033 active 7 days a week, from 08.30 to 18 for health information.

In case of emergencies, of course, 118 is always active.

USEFUL SITES

In case of doubts, consult only reliable sources such as:

Governo:

<http://www.governo.i> / <http://www.governo.it/it/approfondimento/coronavirus/13968>

Ministero della Salute:

<http://www.salute.gov.it> / <http://www.salute.gov.it/nuovocoronavirus>

Istituto Superiore di Sanità: www.iss.it / <https://www.epicentro.iss.it/coronavirus/>

AUSL di Parma:

www.ausl.pr.it / https://www.ausl.pr.it/comunicazione_stampa/archivio_3/nuovo_coronavirus_tutto_quello_sapere.aspx

Comune di Parma:

www.comune.parma.it

Regione Emilia Romagna:

<http://www.regione.emilia-romagna.it/coronavirus>

Gazzetta Ufficiale:

<https://www.gazzettaufficiale.it/dettaglioArea/12>

Informa stranieri Parma:

https://www.comune.parma.it/informastranieri/Pages/entry_informastranieri.aspx

COLLABORATIONS

The project is carried out in collaboration with numerous realities, to allow the vast number of people to be adequately represented and comforted.

They are the **Forum Interreligioso di Parma**, and the following religious or spiritual communities or associations:

- Associazione Albanese Scanderbeg
- Assemblea Spirituale Locale Baha'i
- Ass. The Ahmadiyya Muslim Jama'at Italia Parma
- Associazione Gurdwara Singh Sabha Comunità Sikh
- Associazione Medico Ebraica
- Associazione Oltre Il Ponte
- Unione Induista Italiana, Polesine Parma
- Chiesa Cristiana avventista del settimo giorno Parma
- Chiesa Evangelica Metodista di Parma,
- Circolo Uaar di Parma,
- Comunità Islamica di Parma
- Soul Winning Evangelical Mission di Parma
- Zoe Pentecostal Mission di Parma
- Parrocchia Greco Ortodossa di San Nectario
- Parrocchia Ortodossa Rumena dei SS.Elisabetta e Zaccaria

With the precious collaboration of the Cultural Linguistic Mediator Dr. Kristen Xiaowei Xu
for the Chinese language

Associazione Armonia, Ndoj Agency

We would like to thank all the offices of Azienda Unità Sanitaria Locale of Parma