Roots and Future: Welcome to Milan

A map to navigate the City’s Reception System.



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Your Coordinates

This path serves to build a map to orient yourself, identify landmarks, and choose who you want to be.



Future: The new horizons and choices in the territory welcoming you. Your direction.

Roots: The places and cultures you come from. Your starting base.

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What Does “Reception” Mean?

To welcome (accogliere) comes from Latin and means to bring inside.
It is not just giving you a place to stay, but a reciprocal exchange.
There is no one culture that is more “right” than another.



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Who is a UASC?

Italy has a dedicated reception system specifically for **Unaccompanied Foreign Minors** (UASC).



Under 18 years old.

Non-EU citizen or stateless.

Alone.
(Without parents or adults responsible for legal representation in in Italy).

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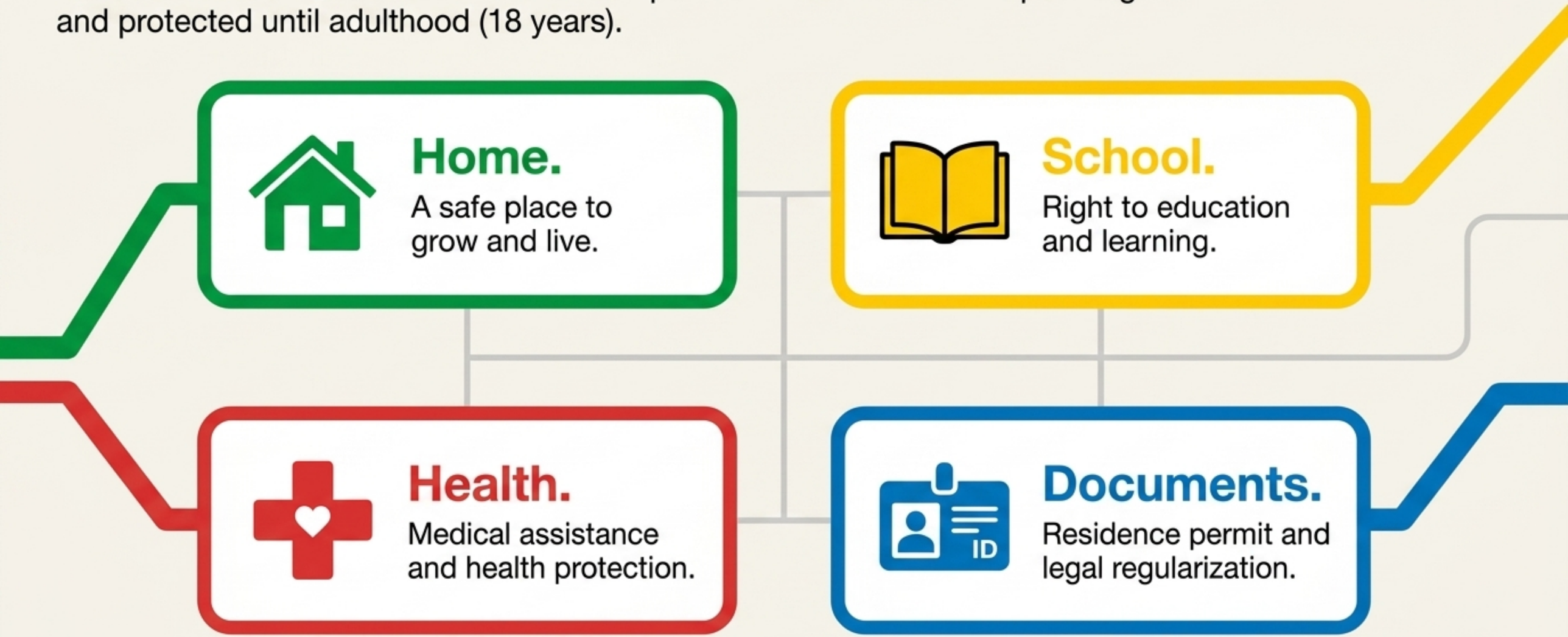
Your Rights Guaranteed by Law

The Italian State establishes that unaccompanied minors must be helped to grow and protected until adulthood (18 years).



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Your Support Network

The Reception system of the Municipality of Milan is made up of people by your side.

Social Worker.
Works for the Municipality. Assigned to you and accompanies you throughout the reception period until you are 18.

Educator.
Supports you in daily life and helps you understand the direction of your project.



Legal Guardian.
Appointed by the State. The adult who represents you legally.

Mediator.
Linguistic-cultural bridge. Beyond translating, they help you understand Italian rules.

You will also meet:
Teachers, Psychologists, Lawyers.

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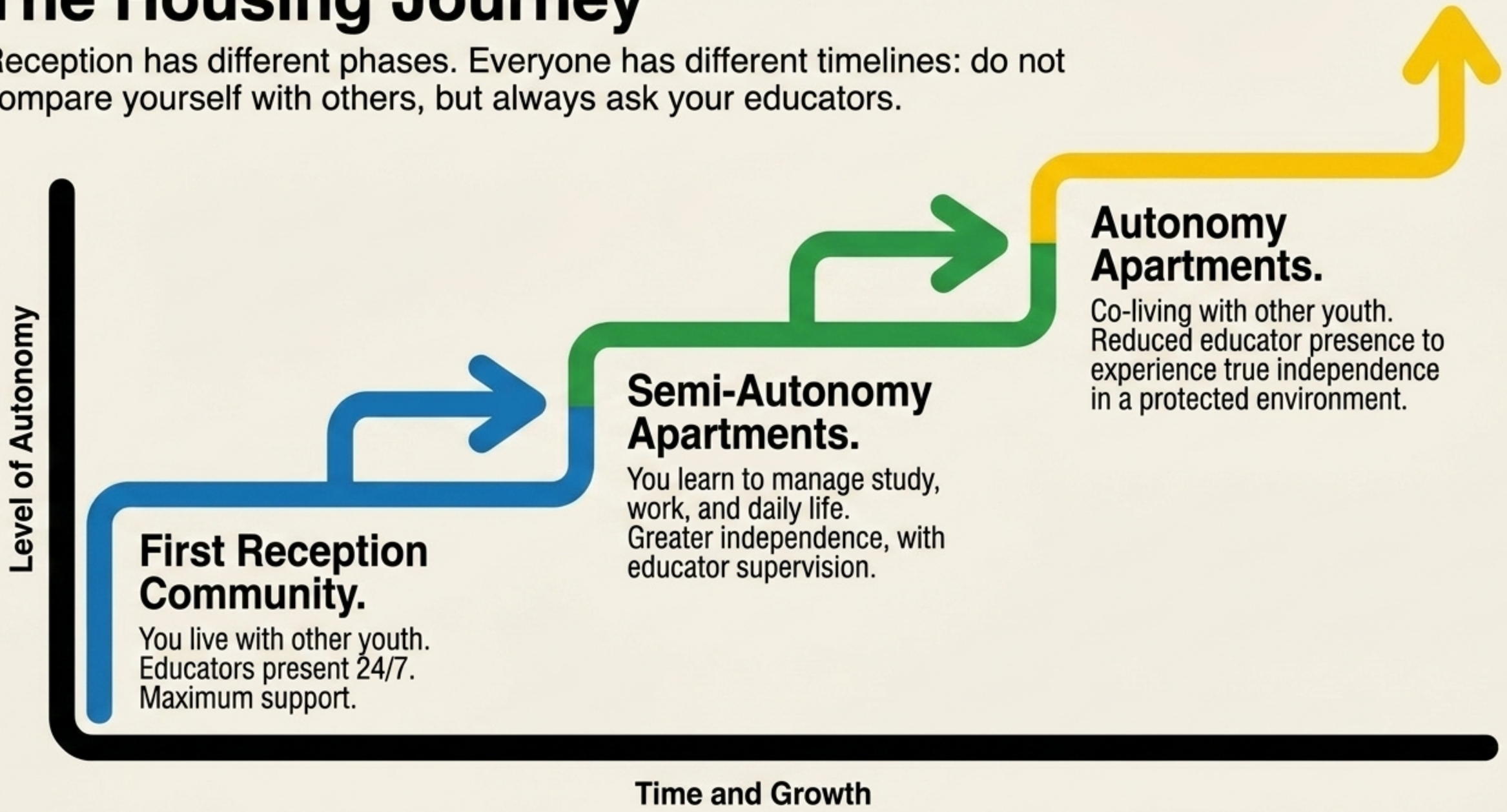
The Housing Journey

Reception has different phases. Everyone has different timelines: do not compare yourself with others, but always ask your educators.



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Navigating the City: Key Locations

Learning to move around with public transport makes you independent. Here are your main destinations:

CPIA

Where you study Italian and continue your school education.

Day Centers

Figino, Bicocca, Civico Zero… spaces to socialize, learn, and receive support.

Welcome Center

The reference point for obtaining useful information as soon as you arrived.

Police Headquarters (Questura)

The official place where your documents are managed and issued.

Zendrini Center

The very first reception facility; interviews with social workers happen here.

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Expectations vs. Reality

The Dream / The Myth



Everything immediately.

The dream often told among youth: getting a definitive document and a job in a very short time, without effort and without waiting.

The Real Journey



Step by step.

Reality requires time, patience, and effort. Laws and bureaucracy take a long time. Things do not happen immediately. Ask lots of questions, do not be frightened if society is different from yours, and trust your reference adults.

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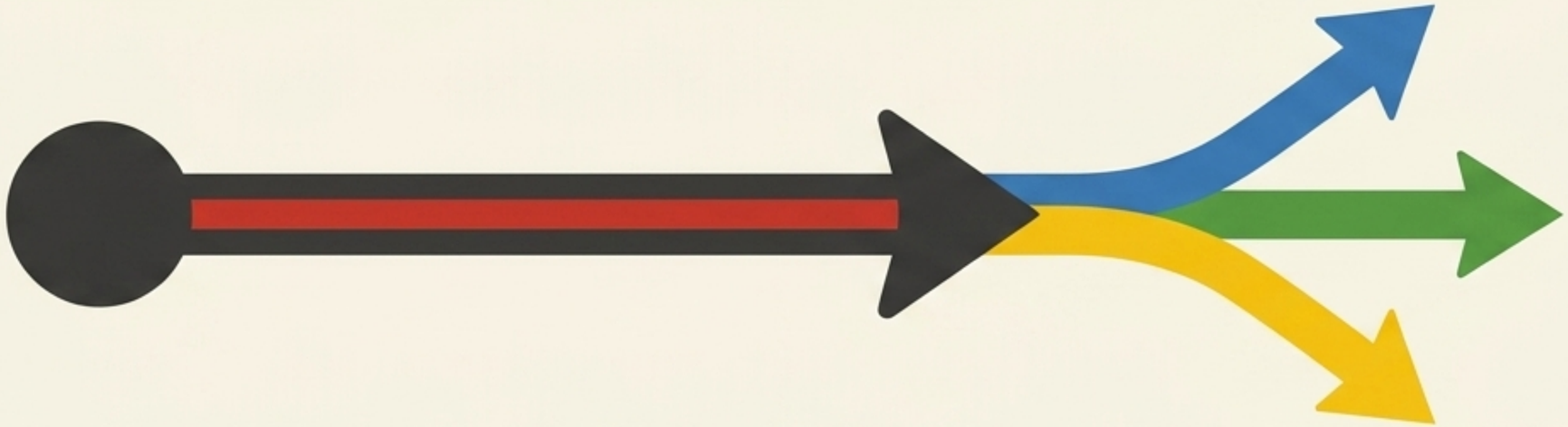
You Are the Protagonist

Milan is complex and full of energy. It can become the place to start a new page of your life, learn, and build your future.



The people in your Network support you and help you read the map. But the journey is yours. The choices and steps forward depend on you.

Listen to yourself. Ask questions. Take your time. Welcome to Milan.

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