

**SIR JAMES HENDERSON
SCHOOL OF MILAN**

WELCOME GROUP

**MILAN SURVIVAL
HANDBOOK**

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INTRODUCTION

Welcome to Milan and to the Sir James Henderson British School of Milan. We have compiled this document in order to assist you with many practical issues that you will need to address during your stay in Italy.

GENERAL INFORMATION

Social Clubs

Benvenuto Club of Milan: An English speaking club for women. Over 400 members from over 40 different countries. The core objective is to welcome women new to Milan by providing orientation programs to help them integrate into the community and offering opportunities to make friends and participate in activities together. For further information contact Benvenuto Newcomers Director on 338 969 1563 or email newcomersbenvenuto@yahoo.com newcomersbenvenuto@yahoo.com.
www.benvenutomilano.net

Milan Accueil: The club represents the French community in Milan. This club is open to all nationalities and offers monthly cultural visits, conferences and activities such as painting, patchwork, cooking, trekking...

The office is open on Thursdays from 9:00 -15:30. Viale Ranzoni, 17 – 20149 Milan (MM De Angeli) Tel/Fax: 02 48712519 www.milanaccueil.com Milan.accueil@tiscali.it b. Newspapers

Easy Milano and Hello Milano: Two free English newspapers full of interesting and practical information about Milan. Both newspapers are available from the school reception

The SJXchange group. (<http://groups.yahoo.com/group/sjxchange/>) You can join the sjxchange group on yahoo. This group has been created by SJHS parents to promote the exchange of information. In order to view the bulletin board you need your own yahoo account. If you do not have/want a yahoo account, you can still sign up to receive messages.

Useful Websites

www.viamichelin.it/viamichelin/gbr/dyn/controller/Tourisme/Italy/Milan

www.easyexpat.com/en/milan/practical/mobile-phone.htm

www.provincia.milano.it/turismo/infoutili

ON ARRIVAL

Documentation Required

Codice Fiscale (Tax Code)

This code is very important in Italy. If you are a non-European citizen it is required before you can get your Foreigners Permit of Stay (Permesso di Soggiorno per Stranieri). For both European and non-European citizens the Fiscal Code is necessary to obtain a land phone connection, open a bank account, buy a car etc. Each family member must have their own code. Each area in Milan has its own agency. In order to find your area, contact www.agenziaentrate.it and click on servizi/codice fiscale. You will be asked to provide: ID for each family member + photocopy Passport + photocopy Sometimes your rental contract

Permesso di Soggiorno di Stranieri (Foreigners Permit to Stay for NON EU citizens only)

This document is necessary in order to get the ASL public health card and many other documents. You need to contact the "Ufficio Anagrafe" of your City Hall. A list of documents will be required. N.B. Since a few months the European community citizens do not need it anymore to be in a legal situation in Italy. They can ask for a "Carta di soggiorno". You can contact the Immigration Office to get more details (see below).

Permesso di Soggiorno for Non European Citizens. Ufficio Immigrazione della Questura, Ufficio Stranieri Via Montebello, 26 Tel: 02 62263400 MM2 Moscova For Monza Residents: Commissario de P.S Monza Via Romagna, 40 20152 Monza You must provide many documents. Further information can be obtained from:

www.portaleimmigrazione.it

www.questure.poliziadistato.it/Milano.nsf

HEALTH

Public System

On arrival in Italy you can get the public health insurance which is managed by "l'Azienda Sanitaria Locale" of your area (ASL). This medical cover will allow you to get most of your medical treatment free or you just pay the cost of a medical ticket.

In order to get your card you will need to provide identification documents including your Codice Fiscale , Permesso di Soggiorno/residence certificate and a copy of your employment contract.

We recommend you contact the ASL of your area (Comune) in order to get a detailed list of the documents required. They can differ from one zone to another. For your nearest ASL office contact:

ASL Citta di Milano Corso Italia, 19 Tel: 02 85781 www.asl.milano.it.

Private System

If your own medical insurance covers your expenses then you will have a wider range of doctors and services available through the private system.

Some addresses (English spoken):

The Milan Medical Center
Via Angelo Mauri 3
(MM1 Conciliazione) 20144 Milano
Tel: 02 43990401 – Fax: 02 43989800

International Health Center Family Healthcare
Galleria Strasburgo, 3
San Babila (MM1 San Babila)
Tel: 02 76340720
www.ihc.it

Osteopath :
Roberto Scognamiglio (speaks English)
Via Amedeo d'Aosta, 5
Tel : 3358181886

Dentists:
Dr. Leonardo Colosi,
Piazzale Udine, 38C
Tel: 02 26413669
(next to MM2 Udine)
English speaking Italian dentist close to the school.

Dr.Giuliana Colla (orthodontist)
Residenza Fontana,
Milano Due, Segrate
Tel: 02 26411332

Dottoresa Papa (general dentist), speaks good English and is an ex-SJH student works in the same surgery as Dr Colla..

Paolo Maltecca – Dentist/ orthodontist
(speaks english and understands French)
Viale Lombardia 30 (metro Piola)
Tel : 022664976

Dermatologist :(speaks English and French)
Enrica Gianni
Via Ampere 9 (metro Piola)
tel : 02 2666634
Consultation privee : 100 euros

Gynecologist
Gianluca Bellafante

Via Pontaccio 12/A (Brera)
Tel : 02875344
Private consultation: : 120 euros

Pharmacy:

Two English speaking pharmacists, close to the school,
Farmacia Santa Chiara,
Via Crescenzago, 36 Tel: 02 2158576

24 hrs pharmacy :

Corso Buenos Aires 4 metro Loreto station (corner Via Pecchio).
Piazza Duomo 21
Central Station: galleria delle Carrozze Stazione Centrale

Birth: Public or Private hospitals

The two most recommended hospitals are:

Mangiagalli Ospedale Maggiore
Via Francesco Sforza, 28-35
Tel: 02 57992252
MM3 Crocetta

Buzzi

Via Castelvetro, 32
Tel: 02 57995363
MM1 Conciliazione and then tram 29

Nearest hospital to school with an Emergency Department
Ospedale San Raffaele,
Via Olgettina, 60
20132 Milano (very close to Milano Due – Segrate)
Tel: 02 26431

Emergency numbers

Carabinieri	112
Police	113 or 02 62261
Firemen	115
Ambulance	118
Street Help	116

Medical Analysis

You can find many laboratories around Milan. Here is one very close to the school:

* Laboratorio Piave Via Rombon, 44 (Monday - Friday from 07:00 to 10:00) Tel: 02 26412846

Medical Certificate – Children and Adults Sports Activities

In order to enrol children/adults in any sporting activities outside the school you will need to obtain an annual medical certificate from your pediatrician or your family doctor (for older children). These certificates are quite expensive (around €40).

GETTING SETTLED

Television

There are three national channels (Rai1, Rai2, Rai3) and three private channels (canale 5, Rete 4, Italia 1).

TV License for national TV: You must pay an annual tax (around 100 euro). You can decide to subscribe to Fastweb in order to get more channels.

For more information you can go on www.antennaclub.it

If you wish to get more Italian, sports and/or movies channels you can subscribe to Sky (Tel: 199 142 148, www.skylife.com).

**During the first semester of 2010 the TV system in the Lombardia region will change from analog to digital, so in order to be able to watch TV in Milano, if you do not have a TV that has a built in decoder like most of the new ones, you will need to have a decoder for the "digitale terrestre" system. All new TV's you buy have that built in. If you already have a TV set you need to check whether it can use a digital signal, otherwise you will have to buy a separate "digitale terrestre" decoder. This is of course not needed if you have a satellite dish. The dish though will have to be reoriented.

Telephone and computer

The two main operators are Telecom Italia (phone 187, www.telecomitalia.it) and Fastweb (phone 192 193, www.fastweb.it).

Some new operators:

*Tele 2: Tel 800 92 1000 www.tele2.it

*Infostrada: www.infostrada.it

Mobile phones

In Italy there are 4 providers: TIM, WIND, 3 and VODAFONE. They all offer pre-paid cards to be recharged, monthly contracts and long term contracts. Each provider has also special offers according to each client situation (family, travelling abroad...). In order to activate a phone SIM card you need to have a proof of residence in Italy, an Italian identity card and a codice fiscale. The SIM card is sold at Mediaworld shops and in the mobile phones shops (around €10).

Satellite dish:

A.A.T SAT di A. Tanzarella: if you need to install or fix your TV system.

Tel : 02 8461842, cell : 368 3423729

Energy

Enel Spa: Electricity and Gas provider.
www.enel.it. On the website you can find a list of the information corners "QuiEnel" in Milan (Wind shops, Enel.si shops, some city halls and some post office).

They will answer questions and help private clients who have a contract of maximum 30Kw. Free number: 800 900 150

a2a: electricity and gas provider:
Milan Headquarters: Corso di Porta Vittoria, 4 - 20122 MILANO
Telephone 02 77201
Fax 02 77203920
www.a2a.eu/gruppo/cms/a2a/

Clients office:
Via Francesco Sforza, 12 - 20122 MILANO
e-mail: infomi@a2a.eu
Free number 800 199 955 (from Monday to Friday from 8.30 until 17.00)

Many other providers are present in the market:
-Acea: www.aceaelectrable.it/latuacasa, Tel 800 130 330
-Eni: www.eni.it, Tel 800 900 700
-Edison: www.edisoncasa.it/, Tel 800 141 414
-e.on: www.eon.it, Tel 800 999 777
-Sorgenia: www.sorgenia.it, Tel 800 294 333
-Energit: www.energit.it, Tel 800 19 22 22
-Mpe: www.emmepie.it, Tel 800071 775

Home Help

In order to declare a house employee, he/she needs to be registered with the Italian authorities. The main institute dealing with this matter is INPS (Istituto Nazionale Previdenza Sociale): Tel: 80 31 64, www.inps.it

Some associations can help you in order to deal with these complicated matters.

ACLI:

Via della Signora, 3
Via Francesco Sforza, 14
Tel: 02 45470779
(MM3 Crocetta)

Associazione Italiana dei Datori di Lavoro Domestico
Via Ausonio, 6
Tel: 02 89409036

API-COLF

Via Bartolomeo Eustachi, 27
Tel: 02 20249453
MM1 Lima www.api-colf.it

TRANSPORTATION

Car

In order to drive you need the following documents:

- (a) Certificate of ownership
- (b) Circulation card ("libretto di circolazione")
- (c) Driving licence
- (d) "Bollo" ticket showing you have paid the annual tax
- (e) Insurance

In order to obtain (a) and (b) you need to contact the Motorizzazione
Via Cilea, 119
Tel: 02 353791

After you get your document from the Motorizzazione you need to go to the PRA (Ufficio Pubblico Registro Automobilistico) in order to register your car.
Via Durando, 38 Tel: 02 39323185

The car tax ("bollo") is then paid annually thereafter at any post office or bar tabacchi. For the first payment you will have to find your nearest ACI agency.
ACI Via silva, 10
www.aci.it.

Thereafter payments can be made at the post office or online.

Driving licence.

You can convert your own driving licence into an Italian one if you wish.
**NB You must carry your driving licence and car insurance documents with you at all times while driving in Italy. If not you will be fined if stopped by the police.

Public Transport

Children under 10 years of age travel free as long as they have an ID and they are accompanied by an adult.

N.B. 1 adult with a maximum of 2 children under the age of 10 years.

Public transportation operates from 5:00am - 2:00am.

Tickets are valid for 75 minutes and include unlimited tram or bus rides but only 1 metro ride. You must buy the ticket beforehand at any newspaper shop, metro station and some cafes. In order to validate your ticket you must remember to get it stamped at the beginning of your journey.

A ticket ("biglietto") costs 1 euro (within the city limits). You can buy 10 tickets together for 9.20 euros (called a "carnet"). 1 day, 3 days or 2 monthly tickets are also available.

Downtown driving permission (Ecopass)

In order to enter in the downtown area some cars need a special permission. The cars which are Class 4 (gasoline euro 0 or diesel euro 1-2-3) and the ones which are class 3 (gasoline euro 1-2) will need it.

You need to buy the Ecopass from Monday to Friday between 7:30 and 19:30. You do not need it on week ends and celebrations days.

You can buy the Ecopass:

- in the authorized tabaconist, bar and newspapers sellers
- through internet
- using the green number 800.437.437
- at the Intesa San Paolo bank cash points

You can buy:

- daily Ecopass
- multiple entrances Ecopass
- permanent subscription Ecopass for downtown residents

You can find more detailed information in the following website:

www.comune.milano.it/dseserver/ecopass/ingresso_giornaliero.html

Renting bikes. (BikeMi)

Since a few months you can rent bikes downtown Milano. You can find information in the following website: www.bikemi.com/

General information.

If you need to park your car downtown there are several public car parks around the city. Besides these you can park on public spaces along the streets but keep in mind that:

- yellow parking spaces you have to be resident (you need to have a special sticker on the car)
- blue spaces you have to buy and fill a card showing the time you are staying (tabaconists). You can ask also for an electronical card with a specific pre paid total amount of parking hours .
- white spaces are free.

SHOPPING

Commercial Centers/Supermarkets

Sesto San Giovanni Vulcano Mall (Marelli/Sesto San Giovanni exit on Tangenziale Nord A52)

Carosello (Carugate) + Ikea, Decathlon, Castorama (Carugate exit on Tangenziale Est, A51)

Acquario (Vignate, On Via Cassanese after Pioltello)

Toys Center (Cologno Monzese, exit Number 10 on Tangenziale Est)
Auchan (Vimodrone)

Esselunga (via Rubattino close to school or Via Cassanese in Segrate or Via Feltre, Lambrate)

Unes (close to school on Via Crescenzago)

General Useful Places Near School

Post office: Via Durazzo 5.

Street Markets: Mondays mornings on Via Pisani Dossi next to school.
There are many markets around Milan such as the one in Piazza San Marco on Monday and Thursday mornings. You can find more information in Hello Milano and Easy Milano (available from school reception).

Internet café: Via Crescenzago No. 39, 20134, Milano (In front of the church near to the school).

International phone cards, from the same place above

Phone cards: EDI Global cards available from any tabaccheria (cigarettes shop). The cost range is 10 - 50 euros.

Nuns Convent: on Via Feltre. For home help.

Tonic Sport Club : Via Mestre (near school). Big sport club with swimming pool, gym, large variety of lessons, yoga, pilates...

Sporting Club of Milano Due: sports club with swimming pool, tennis courts...

Swimming pool Segrate: Via Roma,37. tel: 02 2133075

Tennis Club Ambrosiano: Via Feltre, 33. Tel: 02 2154894

Tennis Club Marconi: Via Pacinotti, 9. Tel: 02 2135877

Rugby School: Amatori rugby Milano Junior, centro sportivo Saini,
Via Corelli, 136.

Tel: 347 0635245 (mini rugby),

335 8411305 (giovanili)

www.amatorirugbymilanojunior.it

City Centre

Music Shops (Instruments and Instrumental Music Books)

Mitarotonda: Via Filippo Corridoni, 37 , 17. Tel: 02 76002858/02 76003820

Bosoni: Corso Monforte, 50. Tel: 02 780362 or Piazza Tricolore, 2. Tel: 02 76023048

Ricordi: Galleria Vittorio Emmanuelle (near the Duomo)

Language lessons : There are many language schools in Milano and its suburbs.
Here are interesting websites where to get information:

www.comune.milano.it/educazione

www.lingueincomune.it

Tel : 02 88465558

English Bookstores

Melting Pot: Via Caravaggio, 14. Tel: 02 4818334

American Book Store: Via Camperio, 16. Tel: 02 72020030

English Book Shop: Via Mascheroni, 12: Tel: 02 4694468

Fnac: Via Torino (close to Piazza Duomo)

Feltrinelli: many stores in Milan.

At Feltrinelli International in Piazza Cavour you will get a 10% discount for the book lists needed in upper school.

Mondadori: Many stores around Milan

Books Clubs in Benvenuto Club and Milan Accueil

Shiatsu

Marta. Tel: 338 1928384

Corso Monforte/ Piazza del Tricolore

Cooking School:

Scuola della Cucina Italiana

Cooking lessons for adults and children (4 - 12 years old)

Piazza Aspromonte 15

Tel : 02 70642242

Price : 30 euros

Useful websites: www.play.com www.amazon.com www.bbc.com/schools

SCHOOL GENERAL INFORMATION

PE Kits/Uniforms

Both Upper and Lower school uniforms and PE kits will only be on sale on the school website: www.sjhschool.com Click on UNIFORM SHOP on the home page and follow the instructions. Only parents can access the online shop using the e-mail address that the school has in its database. Once ordered, items will be delivered to the address indicated by the parents at the bottom of the order form.

Upper School Books

The book lists for each year group are available from the school and can also be downloaded from the upper school section of the school website www.sjhschool.com/upper.asp.

Books may be ordered at La Feltrinelli International Bookstore at Piazza Cavour, 1 in Milan. The main English speaking contact for SJHS orders is Sig. Luca Colombetti and the store has a full understanding of students' requirements by year group and study programme. The store may be contacted by telephone (02 659 5644) or by e mail (Milano.international@lafeltrinelli.it) or in person.

Orders should take from 6-10 days and will be made on receipt of a deposit and SJHS parents receive a 10% discount on orders with la Feltrinelli.

DISCLAIMER

This document is intended purely as a guide to help you with the necessary daily issues that arise when living in a foreign country. The services listed are suggestions and recommendations from other parents at the school and as such are by no means exhaustive. See Hello Milan, Easy Milano and The English Yellow Pages for further information.

For any further information feel free to contact us through the school:

Catherine Clini	339 3600257	catherine@fastwebnet.it
Muriel Bourgat	346 6815591	murielbourgat@fastwebnet.it
Celia Dillow	+447592569841	celiadillow@aol.co.uk
Snigdha Gupta	347 2196195	snigdha29@hotmail.com
Patty Renwick	340 2134418	pattyrenwick@hotmail.com

HELP US TO IMPROVE THIS HANDBOOK We would appreciate your feedback on this handbook. Please let us know of any comments or additional information that you would have found useful and is currently missing.

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