LIVING IN
Siena

USEFUL NUMBERS

You can dial these emergency numbers free of charge from any phone:

112 ▸ Carabinieri

113 ▸ Police

115 ▸ Fire Brigade

116 ▸ Car Rescue Service

118 ▸ Emergency Medical Service

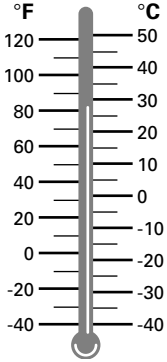
1515 ▸ Forest Police

1530 ▸ Sea Rescue

CONVERSIONS

TEMPERATURE

To convert °F to °C
substract 32
and multiply by 5/9



LENGTH, DISTANCE AND AREA

Centimetres to inches multiply by 0.39
Metres to feet multiply by 3.28
Metres to yards multiply by 1.09
Kilometres to miles multiply by 0.62
Hectares to acres multiply by 2.47
Square metres to square yards multiply by 1.20
Square kilometres to square miles multiply by 0.39

WEIGHT

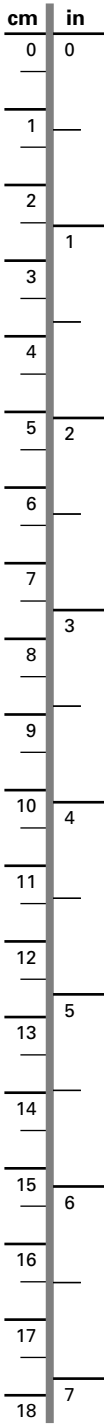
Grams to ounces multiply by 0.035
Kilograms to pounds multiply by 2.20

VOLUME

Litres to cups multiply by 4.23
Litres to British pints multiply by 1.76
Litres to US pints multiply by 2.11
Litres to British gallons multiply by 0.22
Litres to US gallons multiply by 0.26

INTERNATIONAL SIZES

Men	Shirts	(I)	44	46	48	50	52	54
		(USA)	14	14½	15½	16½	17½	18½
		(GB)	14	14½	15½	16½	17½	18½
	Suits/coat	(I)	46	48	50	52	54	56
		(USA)	36	38	40	42	44	46
		(GB)	36	38	40	42	44	46
	Socks	(I)	9	9½	10	10½	11	11½
		(USA)	9	9½	10	10½	11	11½
		(GB)	9	9½	10	10½	11	11½
	Shoes	(I)	40	41	42	43	44	45
		(USA)	7-7½	8	9	10	11	12
		(GB)	6	7	8	9	10	11
Women	Blouses/ knitwear	(I)	38	40	42	44	46	48
		(USA)	32	34	36	38	40	42
		(GB)	6	8	10	12	14	16
	Dresses/ suits	(I)	38	40	42	44	46	48
		(USA)	8	10	12	14	16	17
		(GB)	6	8	10	12	14	16
	Stocking	(I)	8	8½	9	9½	10	10½
		(USA)	8	8½	9	9½	10	10½
		(GB)	8	8½	9	9½	10	10½
	Shoes	(I)	36	37	38	39	40	41
		(USA)	4½	5½	6½	7½	8½	9½
		(GB)	3	4	5	6	7	8



FOREWORD

This *Handbook* is a guide for people of all ages, from all nations and backgrounds, who have moved recently to Italy. It is intended to help them overcome successfully the perplexities of daily life in a new and different culture and environment. The guide provides tips on where to go, what to do, how to do it and where to find things. With this information to hand, we hope all readers not native to Italy will be better equipped to enjoy the beauty and variety of life in Siena and Firenze, no matter how long they might be staying.

Our thanks go to Roberta Bianchi and Maddalena De Napoli from Novartis V&D Human Resources Department, for their special contributions to this edition. Based on their experience, the result of a year's work with a relatively small group of "*impatriates*", who helped highlight the cultural and professional adjustments needed when living in Italy, they were able to identify the main needs of newcomers to the region. Their focus was on emphasising the enjoyable aspects of living in Italy, while at the same time coping with and adjusting to the challenges and changes in both their personal and professional lives.

This handbook is especially dedicated to all our foreign colleagues of the last few years, temporarily relocated or assigned to Italy, pioneers who gave us their input and feedback.

Although we have made every effort to provide correct and up to date information, please be aware that it may be subject to change. We therefore welcome your comments, corrections and any updates which you may have.

Novartis Vaccines and Diagnostics Srl

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WELCOME TO ITALY

GEOGRAPHY

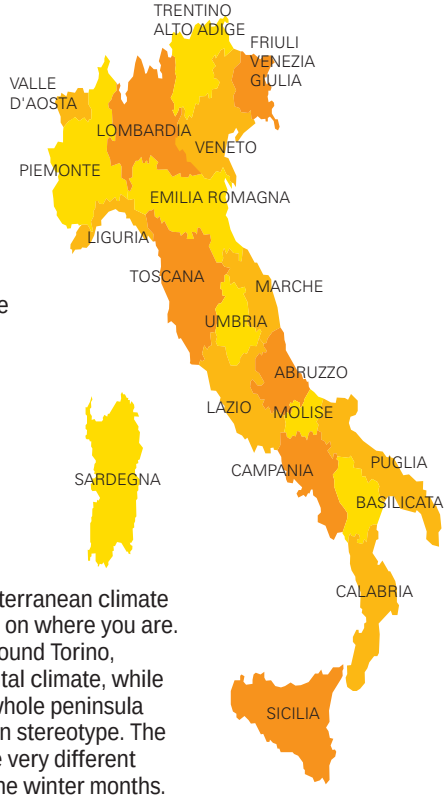
Physical. Italy is a long, boot-shaped peninsula surrounded by the Mar Mediterraneo, which is known by four different names according to the Italian coast it touches: Mar Adriatico in the east, Mar Ionio in the heal of the boot, Mar Tirreno in the West and Mar Ligure along the Ligurian coast from Livorno to the French border. Italy is bounded by France, Switzerland, Austria and Slovenia and its territory consists of 35% mountains, 42% hills and only 23% plains. Along the Northern frontier the Alpi curve round in a vast arc. The

ITALY AT A GLANCE

Area:	301,336 sq km
Population:	59,131,287 *(source: ISTAT - Italian Statistics Office, December 2006)*
Frontiers:	Slovenia *(North-East)*, Switzerland and Austria *(North)*, France *(North-West)*
Sea:	Mar Ligure (North-West), Mar Tirreno *(West)*, Mar Ionio *(South)*, Mar Adriatico *(Est)*
Climate:	Mild Mediterranean
Capital:	Roma
Religion:	Roman Catholic (majority)
Language:	Italian
Government:	Parliamentary Republic
Established:	2 June 1946
Constitution:	1 January 1948
Access to EEC:	25 March 1957 (founding member)
Time Zone:	Italy is on Central European Time (GMT +1) and uses daylight saving time (GMT +2) from the last Sunday in March to the last Sunday in October
Public Holidays:	Main official holidays in Siena and Italy: *January 1st - New Year's Day* - Capodanno *January 6th - Epiphany* - Epifania *Easter Sunday* - Pasqua *Easter Monday* - Lunedì dell'Angelo *April 25th - Liberation Day* - Anniversario della Liberazione *May 1st - Labour Day* - Festa del Lavoro *June 2nd - Anniversary of the Republic* - Anniversario della Repubblica *July 2nd* - Palio di Provenzano *(only for Siena)* *August 15th - Assumption of the Blessed Virgin Mary* - Assunzione/Ferragosto *August 16th* - Palio dell'Assunta *(only for Siena)* *November 1st - All Saints' Day* - Ognissanti *December 1st - St Ansano (patron saint of Siena)* - Santo Patrono *December 8th - Immaculate Conception* - Immacolata *December 25th - Christmas Day* - Natale *December 26th - Boxing Day* - Santo Stefano

WELCOME TO ITALY

highest peaks are Monte Bianco (4,807 m) on the French-Italian border and Monte Rosa (4,635 m) on the Swiss-Italian frontier. The Appennini form the peninsula's backbone and even though they are lower than the Alpi - the highest peak is Monte Corno Grande (2,912 m) in the Gran Sasso d'Italia group - they are nonetheless an obstacle to high speed transportation.
Italy also has many beautiful lakes, especially in the North, such as Lago di Garda, Lago Maggiore and Lago di Como. The latter is well known internationally through the writings of Alessandro Manzoni in his literary masterpiece, "I Promessi Sposi" ("*The Betrothed*").
Italy's main river, the Po, flows from the Alpi on the North-Western border and crosses the pianura lombarda to its delta on the Mar Adriatico.
The Republic of Italy includes several islands, the largest being Sicilia (9,926 sq miles/25,708 sq km) and Sardegna (9,301 sq miles/24,090 sq km).



Even if Italy is considered to be "the land of the sun", its climate is quite variable, ranging from a classic Mediterranean climate to a more continental one, depending on where you are. The inland Northern areas of Italy (around Torino, Milano and Bologna) have a continental climate, while the coastal areas of Liguria and the whole peninsula South of Firenze, fit the Mediterranean stereotype. The coastal areas of the peninsula can be very different from the interior, particularly during the winter months. The higher altitudes are cold, wet, and often snowy. The coastal regions, where most of the large towns are located, have a typical Mediterranean climate with mild winters and hot, generally dry summers. The length and intensity of the summer dry season increase as you go South.

Regioni	Main City
Abruzzo	L'Aquila
Basilicata	Potenza
Calabria	Catanzaro
Campania	Napoli
Emilia-Romagna	Bologna
Friuli Venezia-Giulia	Trieste
Lazio	Roma
Liguria	Genova
Lombardia	Milano
Marche	Ancona
Molise	Campobasso
Piemonte	Torino
Puglia	Bari
Sardegna	Cagliari
Valle d'Aosta	Aosta
Toscana	Firenze
Trentino Alto Adige	Trento
Umbria	Perugia
Sicilia	Palermo
Veneto	Venezia

Political. Italy is divided into 20 regions (*regioni*), which are further divided into 109 provinces (*province*) and 8,101 municipalities (*comuni*).

RELIGION

Roman Catholicism is the principal religion in Italy, but there are historic Protestant and Jewish communities and a growing Muslim immigrant community. The cities are divided into parishes by street address and you are automatically considered a member of a parish once you have moved into a neighbourhood. To find your local church or religious institution in Firenze and Siena, please check the **Useful Links** at the end of this handbook.

CURRENCY

The monetary unit in Italy is the euro (€). Currently bank notes exist in denominations of 5, 10, 20, 50, 100, 200 and 500, and coins in denominations of 1, 2, 5, 10, 20, 50 cents and 1 and 2 €.

ABOUT TOSCANA & SIENA

Toscana (*Tuscany*) is, without a doubt, a land of great art and civilisation, with an extraordinary natural environment and an exquisite gastronomic tradition.

WEATHER & CLIMATE IN TOSCANA

SIENA, ITALY HYSTORICAL MONTHLY CLIMATE AVERAGES

(Source: www.italy-weekly-rentals.com)

month	°C max temperature	°C min temp	mm precipitation
january	8	3	64
february	9	3	61
march	12	5	63
april	16	8	68
may	21	12	61
june	25	15	53
july	28	18	28
august	28	18	38
september	24	15	73
october	18	11	79
november	13	7	112
december	9	4	86

FLORENCE, ITALY HYSTORICAL MONTHLY CLIMATE AVERAGES

(Source: www.italy-weekly-rentals.com)

month	°C max temperature	°C min temp	mm precipitation
january	9,3	1,8	73
february	11,6	2,4	69
march	15,5	4,6	80
april	20,2	7,7	78
may	23,7	11,8	73
june	28,7	14,6	55
july	31,8	17,1	40
august	31,2	16,6	76
september	27,5	14,5	78
october	20,7	10,7	88
november	14,4	5,8	111
december	10,2	2,8	91

In general, the climate in Toscana is very mild, but there are some variations between the provinces. On the coast and in the valleys, the summers are hotter than in the hilly areas where the climate is very continental and rain falls more often. It doesn't usually rain in Toscana in the summer and is very hot, especially in the valleys. Spring (April and May) and autumn (October and November) may be rainy but there are still dry, sunny days. In the winter the days are sunny and mild but at night it often becomes very cold. July is the hottest month with temperatures between 23°C and 30°C. In the valleys, the temperatures are especially high. January, the coldest month, has temperatures of about 7°C on the coast and about 3.5°C to 5.5°C inland.

ART

Toscana is the cradle of Italian art and language. Staying in Toscana is an opportunity to gain a great cultural experience, since the region has preserved intact most of its architectural beauties and offers an incomparable perspective of life as it was in the Middle Ages and during the Romanesque and Etruscan Ages, which gave rise to Italian civilisation.

ABOUT TOSCANA & SIENA

Six Tuscan locations have been nominated UNESCO protected sites:

- the historic centre of Firenze (1982)
- the historic centre of Siena (1995)
- the Piazza del Duomo of Pisa (1987)
- the historic centre of San Gimignano (1990)
- the historic centre of Pienza (1996)
- the Val d'Orcia (2004)

In Toscana you can visit some of the most important artistic cities in Italy:

FIRENZE

PISA

SAN GIMIGNANO

Arezzo has a well preserved medieval centre, with one of the most beautiful Romanesque churches in Italy, the Pieve Santa Maria. However, Arezzo mainly draws its fame from the Piero della Francesca frescos in the Chiesa di San Francesco.

Cortona. This small city, where the Etruscans, Romans, Goths and Tuscan Grand Duchy all left their artistic and architectural mark, has changed little since the Middle Ages. It is be seen comfortably in a couple of hours and is well worth visiting for the sensational views across the Tuscan countryside.

Firenze. With the Arno River flowing through the city centre and surrounded by hills with olive groves and vineyards, Firenze is Toscana's most famous and charming city. It is a wonderful monument to the Renaissance. Painters and sculptors such as Giotto, Cimabue, Michelangelo, Brunelleschi, and Botticelli turned the city into one of the world's greatest artistic capitals, while writers and poets such as Dante, Petrarca and Machiavelli were among the founders of the Italian literary tradition.

Lucca is one of the few towns in Toscana and in Italy that still has its perimeter walls intact. They were built between 1504 and 1645. Today it is possible to visit the Palazzo della Signoria, the Chiesa dei Santi Giovanni e Reparata and Piazza San Martino, where the Duomo is dedicated to San Martino and is the town's most famous religious building.

Pienza. A perfect example of Renaissance urbanisation, this town was designed and built in the mid-15th century by the Florentine architect Bernardo Rossellino.

Pisa. Originally an Etruscan village and then a Roman settlement, Pisa was once an important naval republic rivalling Genova and Venezia. Its most famous monuments are the Torre pendente and the Duomo, but it's also worth seeing the church of Santa Maria della Spina and the old church of San Paolo a Ripa d'Arno, an example of Roman architecture.

San Gimignano is famous all over the world for its 13 towers, built by noble families during the 12th and 13th centuries. Originally, there were 72 towers. Nowadays, only the Torre Grossa is open to the public.

Volterra. This ancient, walled town is important not only for its Etruscan and medieval origins, but also for its thriving alabaster industry. The most famous monuments are the Teatro di Vallebona, the Priori Palace from the 13th century, and the Palazzo Pretorio with the battlement tower called "Porcellino". Volterra is also famous for the "balze", a spectacular series of land erosions to the Western side of the city.

Siena is one of Italy's most enchanting cities. It is a small city (50,000 people) in the heart of Toscana and lies between the Chianti area, the "crete senesi" (an area of rolling clay hills that change colour according to the season), the Mar Tirreno and the Florentine area. Like Firenze, it offers lots to see. At the heart of the city is the Campo, a magnificent shell-shaped square, laid out by the Consiglio dei Nove in the mid-14th century. Here you'll also find the striking Palazzo Pubblico.
Among the important art works on show are Ambrogio Lorenzetti's vibrant secular frescos depicting the *Allegorie del Buono e del Cattivo Governo* and Simone Martini's sublime *Maestà*.
The Palazzo is dominated by the Torre del Mangia, which was Italy's tallest tower, at 335 feet, when it was completed in 1348. Fifteen visitors at a time are allowed to climb its 388 steps; the out-of-breath tourists are rewarded with excellent views of the

ABOUT TOSCANA & SIENA

SIENA – the Campo

SIENA – the Duomo

surrounding countryside. The city's Duomo was consecrated in 1179 and the interior is exceptional.
Opposite the Duomo is the Spedale di Santa Maria della Scala, an 11th century pilgrims' hospital that treated patients until the 1980s.
The most important event in Siena is the Palio, one of the best known folkloric traditions in the world. It takes place twice a year, on 2nd July and 16th August and is a bareback horse race between the city's rival *contrade* (districts).
For further information, see **www.ilpalio.org**. Other major events include the Jazz Festival in late July or early August (**www.sienajazz.it**), and the Film Festival (**www.sienafilmfestival.it**) in late September or early October.

LANGUAGE

The Italian language originated in Toscana and was derived from the ancient vernacular (*volgare*), the language spoken in Firenze and Pisa as an alternative to Latin during the Middle Ages.
This Tuscan dialect or language (*lingua toscana*) evolved without any major influences from other foreign languages. It was the basis for the Italian language, thanks to the influence of the writings of Dante Alighieri, Francesco Petrarca, Giovanni Boccaccio, Niccolò Machiavelli and Francesco Guicciardini.
When the Kingdom of Italy was proclaimed in 1861, a single national language was needed for communicating between the Italian regions, in which people spoke a variety of different dialects or languages. With the support of the writer Alessandro Manzoni, the literary version of the Tuscan dialect was chosen.

See also: **www.regione.toscana.it**; **www.comune.siena.it**; **www.comune.firenze.it**; **www.comune.arezzo.it**; **www.comune.lucca.it**; **www.comune.pisa.it**; **www.comune.volterra.pi.it**; **www.comunedicortona.it**; **www.comune.sangimignano.si.it**; **www.comune.pienza.siena.it**

SIENA
Palazzo Pubblico

NATURE & LANDSCAPE

The Tuscan landscape fascinates the world. Visitors are amazed by the natural relationship between landscape and culture. There is a system of protected natural areas including natural parks, state and sea reserves, wet lands of international importance, regional parks, provincial parks and reserves. The area known as the Maremma incorporates the Parco Naturale della Maremma (Parco dell'Uccellina) and Monte Argentario. It also extends inland to the towns of Sovana, Terme di Saturnia and Pitigliano, famous for their Etruscan remains.

Toscana is not only "land". The Tuscan archipelago offers amazing examples of Mediterranean fauna and flora, as in the six islands, also called "sisters", - Elba, Giglio, Gorgona, Capraia, Montecristo, and Pianosa.

See also: **www.turismo.toscana.it**

FOOD & WINE

In Toscana, much of life revolves around food and wine. One of the best ways for travellers to discover the beauty of the region is through its wines and traditional food products.

The Tuscan gastronomic tradition, made up of simple, natural ingredients, is appreciated all over the world. The cuisine is a typical expression of the Mediterranean diet, considered to be one of the tastiest and healthiest in the world. It is dominated by bread, extra virgin olive oil (produced mainly in Lucca and the surrounding hills)

ABOUT TOSCANA & SIENA

and fresh vegetables, often used in soups together with legumes and cereals.

The wine roads. Also called "the wine trails of Toscana", they run through magnificent wine-growing areas which, apart from the obvious vineyards and wineries, offer an integrated tourist package of cultural, historical and natural attractions. The most widely-known and historic Tuscan wines are Chianti, *Vino Nobile* (noble wine) of Montepulciano and Brunello di Montalcino. However, newer wines, sometimes called the Super Tuscans, and represented by wines such as Ornellaia and Solaia, to name just two, have increasingly made their mark among wine aficionados at an international level and are recognised as among the finest wines in the world.

Currently in Toscana there are 14 wine roads recognised by the Tuscan region. To follow one of these itineraries means choosing a trail characterised by the wine production of a particular type of wine and being able to visit the wine-making companies and the cellars that are open to the public.
These 14 wine roads are to be found in the various provinces:

- *provincia di Arezzo*: Strada del Vino Terre di Arezzo
- *provincia di Firenze*: Strada del Vino Chianti Colli Fiorentini, Strada del Vino di Montespertoli, Strada dei Vini Chianti Rufina e Pomino
- *provincia di Grosseto*: Strada del Vino Monteregio di Massa Marittima, Strada del Vino Colli di Maremma, Strada del Vino Montecucco
- *provincia di Livorno*: Strada del Vino Costa degli Etruschi
- *provincia di Lucca*: Strada del Vino Colline Lucchesi e Montecarlo
- *provincia di Massa Carrara*: Strada del Vino Colli di Candia e di Lunigiana
- *provincia di Prato*: Strada Medicea dei Vini di Carmignano
- *provincia di Pisa*: Strada del Vino delle Colline Pisane
- *provincia di Siena*: Strada del Vino Vernaccia di San Gimignano, Strada del Vino Nobile di Montepulciano

SOME OF THE MOST FAMOUS LOCAL DISHES INCLUDE:

acquacotta (cooked water): a fine, vegetable soup with eggs and spinach

bistecca alla fiorentina (Florentine beef steak): a large T-bone steak, about three cm thick, cut from the thick flank of the calf

bruschetta: a toasted slice of bread, spread with various sauces – olive, truffle, tuna, etc. – and served as an appetizer

castagnaccio: a chestnut cake

crostini: minced chicken liver canapés

fettunta: a slab of toasted bread rubbed with garlic and dipped in oil

minestra di farro (barley soup): a typical dish from Garfagnana, exquisite and healthy

panforte (or **panpepato**): panforte is the best known of the Senese spiced cakes, the gastronomic symbol of the city. It is made of various expertly-combined ingredients and flavours and set on a thin wafer base

panzanella: a sumptuous salad dish of stale bread (freshened with water), basil and onions

pappa col pomodoro: a tomato and bread dish, one of the most appetising Tuscan recipes

ribollita (ie re-boiled): a hearty soup with black leaf kale and *cannellini* (Tuscan white beans) and thickened with bread

torta di ceci: a chickpea tart, simply known as *torta* in Pisa and Livorno, or *torta calda* in Massa and Carrara, and *cecina* in Versilia

trippa alla fiorentina (Florentine tripe): tripe, seasoned with tomato sauce and sprinkled with parmesan cheese

See also: **www.terreditoscana.regione.toscana.it/stradedelvino**

USEFUL WORDS

Bread= pane
Cake= torta
Cheese= formaggio
Chicken= pollo
Cipolla= onion
Egg= uovo (pl. uova)
Fish= pesce
Fruit= frutta
Garlic= aglio
Ham= prosciutto (*cooked*= cotto; *uncooked*= crudo)
Hare= lepre (*jugged hare*= lepre in salmì)
Liver= fegato
Meat= carne
Mushrooms= funghi
Oil= olio
Olive= oliva
Parsley= prezzemolo
Soup= minestra
Spice= spezia
Steak= bistecca
Tomato= pomodoro
Truffle= tartufo
Wine= vino
Vegetables= verdura
Vinegar= aceto

ENTRY AND RESIDENCE FOR IMMIGRANTS

EU citizens are allowed to enter without a Visa and to travel freely within Italy for a maximum of 90 days without any formalities. For stays longer than three months, please refer to the "*Handbook on entry into, stay in, and access to employment in Italy for EU and non-EU citizens*" for the requirements and double check with the local HR team.

Entry into the Italian territory for non-EU citizens is granted to persons bearing a valid passport or equivalent document and an entry Visa, unless otherwise prescribed. For detailed information about entry and residence requirements, please refer to the aforementioned handbook.

Embassies and Consulates. Embassies are almost always located in the national capital of the country. Consulates can be thought of as embassy "branch offices." They are located in major cities and geographically distributed for convenience. The number of consulates in a foreign country depends on the need for representation and costs of running a consulate.

Most of the embassies have websites on the Internet to complement their services. To obtain the most up-to-date information for street, Internet or email addresses and telephone or fax numbers, use one or all of the addresses listed below. You can contact your country's consulate and embassy, listed in **www.paginegialle.it** under *Consolati* and/or *Ambasciate*. For the addresses of Italian embassies abroad visit: **www.esteri.it**.

Australia

AMBASCIATA ROMA
Via Alessandria, 215 - 00198 Roma
Tel. 06 852721 - Fax 06 85272300

CONSOLATO ROMA
Corso Trieste, 25 - 00198 Roma
Tel. 06 852721 - Fax 06 85272300

Canada

AMBASCIATA ROMA
Via G.B. de Rossi, 27 - 00161 Roma
Tel. 06 445981 - Fax 06 44598760

CONSOLATO ROMA
Via Zara, 30 - 00198 Roma
Tel. 06 44598421 - Fax 06 4498912

UK

AMBASCIATA ROMA
Via XX Settembre, 80/A - 00187 Roma
Tel. 06 42200001 - Fax 06 42202334

CONSOLATO FIRENZE
Lungarno Corsini, 2 - 50123 Firenze
Tel. 055 284133 - Fax 055 219112

US

AMBASCIATA ROMA
Via Vittorio Veneto, 121
00187 Roma
Tel. 06 46741 - Fax 06 46742356

CONSOLATO FIRENZE
Lungarno Amerigo Vespucci, 38
50123 Firenze
Tel. 055 2398276/7/8/9 - Fax 055 284088

Public Authorities For Registration

Residence. To request a Residence Certificate you have to go to the *Ufficio Anagrafe* of the Town Hall (*Comune*), with an official ID and a Permit to Stay (*permesso di soggiorno*). Non-EU citizens may be required to submit additional documents depending on their nationality.
Ufficio Anagrafe:
Via Salicotto, 6 in Siena
(Tel. 0577 292240)
Via Dei Leoni, 5 in Firenze
(Tel. 055 2768567)

HOW TO REACH SIENA

By air. The nearest airports are Firenze (Aeroporto Amerigo Vespucci) and Pisa (Aeroporto Galileo Galilei).

Firenze Airport (also known as Aeroporto di Peretola) is situated in Peretola, on the North-West outskirts of the city, 84 kilometres from Siena. The SITA/ATAF shuttle bus operates between the airport and the Firenze central railway station (Stazione di Santa Maria Novella, SMN). The Aeroporto di Peretola has flights to many of Europe's major airports; Amsterdam, Barcelona, Brussels, Bucharest, Frankfurt, Geneva, London Gatwick, Madrid, Munich, Paris C. de Gaulle, Timisoara, Tirana, and Vienna. There are also flights to and from the following Italian cities; Bologna, Cagliari, Catania, Milano Malpensa, Olbia, Palermo, Roma Fiumicino, Torino and Verona.

AEROPORTO
AMERIGO VESPUCCI
www.aeroporto.firenze.it

AEROPORTO
GALILEO GALILEI
www.pisa-airport.com

DIRECTIONS FROM FIRENZE AIRPORT TO NOVARTIS SIENA

Total driving time - approximately one hour

1. follow airport exit signs to main intersection
2. turn right, you will be on the A11
3. follow the signs to the A1 (5 km) – take the Roma-Bologna exit
4. about $^1/_4$ mile from the exit is a toll booth
5. at the toll booth take the ticket (push the large red button)
6. follow the signs for Roma
7. approximately 7 km after the toll booth (less than 10 minutes), exit from the A1 at the **Firenze Certosa** exit
8. pay toll (about € 1)
9. after the toll booths, exit to your right towards Siena (this is the beginning of the FI-SI highway)
10. take this highway for approximately 40 minutes and exit at "**Siena Nord**"
11. turn right at the end of the long exit ramp, and at the roundabout follow the signs towards "**Siena Centro**"
12. follow this main road into Siena and after the traffic lights (less than 2 km) and just after "Jolly Restaurant" turn right into Novartis (sign "Novartis Vaccines and Diagnostics")

Pisa Airport (Galilei) is about 100 kilometres from Siena. There are direct flights from the most important European and Italian airports. The airport is linked to Firenze by road and rail. A direct train service runs from the Airport to Firenze central railway station and there is also a TerraVision bus service. The journey time from Siena by car is approximately one and a half hour.

By train. Trains are a reliable and convenient method of transport in Italy. There are several types of trains. Some stop at all stations, such as *regionale* or *interregionale*. Other faster trains, such as the Intercity (IC) or EuroCity (EC), stop only at major cities and you must pay a supplement to the normal fare. There are 1st and 2nd classes on all Italian trains and although a 1st class ticket costs a bit less than double the price of 2nd class, it is much more comfortable. Remember to buy your ticket and register it in the small yellow machines at the head of each platform before you enter the train. Hefty fare

supplements (currently € 50.00) are charged to passengers not in possession of a valid ticket by conductors who come round checking the on all passengers during the course of the journey.

It's possible to reach Siena by the following train lines; Milano-Firenze-Siena or Genova-Pisa-Siena. These two main lines are connected to a series of secondary and scenic local arteries.
The best connections for Siena, from other Italian cities are Firenze, Grosseto and Chiusi.

By bus. Bus connections to cities such as Firenze, Grosseto, Milano and Roma are provided by Train (**www.trainspa.it**), Sita (**www.sitabus.it**), Sena (**www.sena.it**) and Rama (**www.griforama.it**).

By car. Connections to the A1 Milano-Roma-Napoli motorway:
From North: Exit Firenze Certosa, then proceed on the Firenze-Siena highway
From South: Exit Valdarno, then proceed on the 408 Chiantigiana road in the direction Montevarchi-Gaiole-Siena
Exit Valdichiana, then proceed on the Bettolle-Siena highway
Exit Chiusi, then proceed on the SS 146 and take the SR 2
More information may be found at **www.autostrade.it**.

TRENITALIA
Tel. 892021
www.trenitalia.it

DRIVING IN ITALY

Becoming accustomed to driving in Italy may take some time. In general, people drive fast. The profusion of scooters which weave in and out and often against the flow of traffic (in the city centres) are an annoyance to drivers and pedestrians alike.
The *autostrade* are toll highways. They are modern and well linked, but the tolls add up and make driving long distances expensive.

FOR INFORMATION ON HOW TO OBTAIN OR CONVERT A DRIVING LICENCE AND ANY OTHER MOTORING QUESTIONS CONTACT:

Automobile Club d'Italia
V.le Vittorio Veneto, 47
53100 Siena
Tel. 0577 273211
Fax 0577 49136
www.aci.it

Automobile Club d'Italia
Via G. D'Annunzio, 99
50135 Firenze
Tel. 055 6124101
Fax 055 611231
www.aci.it

Motorizzazione Civile
Via Osmannoro, 8/10
Sesto Fiorentino (FI)
Tel. 055 30681
Fax 055 3068222

Motorizzazione Civile
Via delle Regioni, 7
53100 Siena
Tel. 0577 39941
Fax 0577 594338

Licence Conversion is possible for the following countries:
Algeria, Argentine, Austria, Belgium, Bulgaria, Cyprus, Croatia, Denmark, Estonia, Philippines, Finland, France, Germany, Japan, Great Britain, Greece, Ireland, Iceland, Latvia, Lebanon, Lichtenstein, Lithuania, Luxembourg, Macedonia, Malta, Morocco, Moldova, Norway, Poland, Portugal, Slovakia, Rumania, Saint Marino, Slovenia, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Tunisia, Turkey and Hungary.

Documents. If you plan to drive on a regular basis in Italy, you should obtain an Italian driving licence unless you have one issued by another of the EU countries. You may, however, drive with an international driving licence, which is valid for only one year from the date your residency is granted and is available through the American Automobile Association (AAA) in the US or the Automobile Association (AA) in the UK. They can also be obtained in Italy, from the Automobile Club d'Italia (ACI) or any privately operated driving school, but the process tends to be slower and more expensive.

Insurance. Insurance is compulsory for all vehicles in Italy. If you are driving your own car to Italy, a "green card" (*carta verde*), frontier insurance valid for 15, 30, or 45 days, should be issued to cover your car before your trip to Italy. If you are in Italy for more than 45 days you must have a regular Italian insurance policy. If you are planning to rent a car in Italy you must have an international drivers' licence and valid insurance coverage (which is included in the price for all cars rented through In Italy Online and AutoEurope).
If a temporarily imported vehicle is driven by a person other than the owner, this person must have certified authorization from the owner and cannot be a resident of Italy. It is forbidden to rent, lend, pawn, sell or give away any temporarily imported vehicle.

Rules. In Italy, the minimum driving age is 18. As throughout Continental Europe, people drive on the right-hand side of the road and overtake on the left. The Italian road code follows the Geneva Convention. Unless otherwise indicated, you must give way to cars coming from the right. No u-turns are permitted on motorways, and stopping is permitted only in emergency parking areas or parking bays.

Italy's roads are classified as follows: *autostrade* (highways/motorways) most of which charge tolls; *strade statali* (state roads); *strade provinciali* (provincial roads) and *strade comunali* (local roads).

Speed limits. In 2003, new speed limits were brought in. The limits are: 130 kph on the autostrada, 110 kph on main highways (*superstrade*), 90 kph outside of towns, and 50 kph in towns. Other signs are posted indicating lower limits for bad weather conditions (for instance, fog).

Signs. Italy uses international road signs but the words are in Italian. Here are a few words you should know:

- *entrata* means entrance
- *uscita* means exit
- *tangenziale* means by-pass, usually a ring road around large towns

Remember that direction signs have the town names in Italian.

RECENT ADDITIONS TO THE ROAD LAWS IN ITALY ARE:

- dipped headlights must be turned on while driving on freeways and motorways (autostrade, superstrade, tangenziale, raccordo etc.). The sign "*In Autostrada Anabbaglianti Sempre Accesi*", means "on the autostrada keep your headlights on"
- mobile phones may only be used with either hands-free equipment or headsets
- seatbelts are compulsory in the front and rear of the vehicle
- children are required to be 12 years old if they are to sit in the front passenger seat
- the alcohol level for DUI has dropped from .08 to .05 BAC. This means that if you have a glass of wine and a grappa with dinner and you get stopped, you will be fined
- requirements for your car.
  All new vehicles have to pass an inspection after four years and then every following two years.
  When you are driving in Italy you are required to carry a warning triangle and a reflective jacket in the car

Breakdown Services. In case of breakdown on any Italian road, dial 116 from the nearest telephone. The nearest ACI office will be advised to come to your assistance. On main highways, use the emergency telephones placed every 2 km.

MOVING TO SIENA

DRIVING IN SIENA

Parking. There are various kinds of legal street parking:

- metered zones
- blue zones
- parking garages
- white zones
- parking areas (P)

If you are a resident in the *centro storico* (downtown), contact the Polizia Municipale for information about getting a parking permit for your neighbourhood. If you are not a resident of the city centre, the best place for you to park is in one of the city's official parking areas. In the streets surrounding the city centre, white markings indicate free parking, but you may be limited to the amount of time you can leave your car there. You will also find some spaces on the streets indicated by blue lines. Before leaving the car you need to buy a ticket and to leave it visible on the dashboard. Be careful, as if *"P" residenti (ARU)* is written in white on the blue parking sign, it means that only authorized residents can park there.
For a list of parking lots, see:
www.sienaparcheggi.com and
www.firenzeparcheggi.it.

Motorbikes. One of the most popular forms of transportation in Siena is the *motorino* (scooter). You don't need a licence to drive one if you are over 18 years old, unless it is more than 50cc horsepower. If you want to buy a scooter, check **www.paginegialle.it** under *motocicli e motocarri*.

In order to drive your scooter legally, you need to do four things:

1. get a *targa* (licence plate)
2. buy insurance
3. pay a government tax
4. wear a helmet

RENTAL COMPANIES

WHERE TO RENT A MOTORBIKE
There is no single website for renting a motorbike, so here you will find only a few contacts:

Siena
PEROZZI
Via dei Gazzani, 16
Tel. 0577 288387
www.perozzi.it

Firenze
ALINARI
Via Guelfa, 85/R
Tel. 055 280500
www.alinarirental.com

WHERE TO RENT A BICYCLE
There is no single website for renting a bicycle, so here you will find only a few contacts:

Siena
Trovato Services
Via Ricasoli, 26
Tel. 338 8950100
www.trovato services.com

WHERE TO RENT A CAR
If you want to rent a car, check
www.paginegialle.it
under *noleggio macchine*
or visit the websites:
www.europcar.it;
www.avisautonoleggio.it;
www.hertz.it;
www.maggiore.it

PUBLIC TRANSPORT

Buses. Buses are a swift and reliable way to get around town, especially the small yellowy-orange, cross-town *pollicini* (shuttle-like buses). Siena's bus service, supplied by TRAIN, offers comprehensive coverage of the city, surrounding areas and Firenze. During the summer, TRAIN organizes buses from Siena to the seaside and the port of Piombino (from where you can take the ferry for the island of Elba). Bus tickets are available in most *tabaccherie* (tobacco shops), newspaper shops and the TRAIN Ticket Office. The basic ticket is good for a ride of up to an hour within city limits and you may change buses as many times as you wish during this period. You can buy a carnet with ten fares. The *extraurbana* (outside city limits) ticket costs slightly more. Passengers must validate their tickets on boarding, using the machine located in the front and/or back of the bus.
Another important bus company is Sena which links Siena and the principal stops in the rest of Italy. The Siena-Roma line, with eight daily connections, is particularly useful, as is the Siena-Firenze-Milano, with two daily connections. They also have lines that criss-cross Toscana, as well as to mountain and seaside holiday resorts.

BUSES

Siena
TRAIN
Piazza Gramsci – Information and Ticket Office
Tel. 0577 204246
www.trainspa.it

SENA
Piazza Gramsci – Booking Office
Freephone 800930960
Tel. 0577 283203/ 247934
www.sena.it

Firenze
ATAF
INFOLINE
Freephone 800 424500
from cell phone 199 104245
www.ataf.net

TAXI SERVICE

Siena
COTAS
Viale Europa, 21 - Tel. 0577 49222

Firenze
CO.TA.FI. *Radio Taxi*
Via Dello Steccuto 12 - Tel. 055 4390
www.4390.it

SOCOTA *Radio Taxi*
Via Valdinievole, 44c - Tel. 055 4242/4798
www.socota.it

USEFUL TO KNOW

TAX INCOME RATES

The fiscal year begins on 1st January and ends on 31st December of the same year. Tax declarations can be prepared through one's employer at the end of April or through advisors or by the employee directly at the end of June.

Taxes are paid according to the different tax brackets, ie 23% on income up to € 15,000, 27% on the difference between € 15,000 and € 28,000, and so on (see above chart). There are deductions for family and personal circumstances.

Income tax rates 2007
Tax Schedule (IRE)
for income of a single person:

In euros	Rate
< 15,000	23%
15,000 – 28,000	27%
28,000 – 55,000	38%
55,000 – 75,000	41%
> 75,000	43%

VAT Rates. In Italy, the basic rate for VAT (value added tax) is 20%. There is a reduced rate of 10% on certain foods, public transport and pharmaceuticals and a reduced rate of 4% on basic foodstuffs, books, newspapers, certain housing concessions and airline tickets.

Tax Registration. Your tax code number (*codice fiscale*) can be obtained at any local Revenue Agency Office (*Agenzia delle Entrate*) by providing a copy of your passport and of your entry Visa (where applicable).

Agenzia delle Entrate
V.le Europa – Località Due Ponti in Siena
(Tel. 0577 56121; Fax 0577 561204)
Via Panciatichi, 20 in Firenze
(Tel. 055 447851; Fax 055 4379716)
www.agenziaentrate.it/indirizzi/agenzia/uffici_locali

BANKING

The *banca* (bank) was actually an Italian invention with the first cheque in history being issued in Toscana where the Medici family had been running an international banking operation since the 14th century. Italy's oldest existing bank, Monte dei Paschi di Siena, was founded in Siena in 1472. Non-residents (visitors for less than 6 months) can generally open a bank account provided they have a tax code number (*codice fiscale*). Some banks may also ask for a residence certificate.

ATM Card. *Bancomat* (Automatic Teller Machines or ATM card) is convenient and worth the fee. It can be used to withdraw money, pre-pay your mobile phone and pay for goods and services. There is no charge to use your *Bancomat* for services in Italy, but ask your bank about fees for using it in other countries. You may be charged a fee if you withdraw cash from a machine that does not belong to your bank.

Credit Card. Although Italy is still largely a cash-based consumer economy, most shops and restaurants accept *carte di credito* (credit cards). It is still, however, a good idea to ask before arriving at the cash register. Credit cards are tied to your bank account, meaning that at the end of the month the full amount of expenditure will be deducted from your account, ie paid in full. You can therefore think of your Italian credit card as a short-term loan that falls due in 30 days.
Novartis has an agreement with Deutsche Bank which offers special conditions.

Cheque And Bank Transfer. If you are paid by *assegno* (cheque) and don't have a bank account, cash it at the issuing bank. Cheques drawn on banks other than your own are called *fuori piazza*. Note that *fuori piazza* cheques may take up to 12 business days to clear. Use blue or black ink and write *non trasferibile* (not negotiable) on the cheque. While cheques are mainly for consumer use, most other business is done using a *bonifico bancario* (bank transfer). Employers prefer this payment method, so you will probably be asked for your account number, national routing number (ABI) and branch codes (CAB). Your bank will give you this information when you open an account. For international transfers you need to know the IBAN and SWIFT codes. Just ask your bank for these codes.

Currency Exchange. You can change currency at any bank and post office or you can withdraw cash from *sportelli Bancomat* (ATMs) that have an international circuit. Credit cards are widely used throughout Italy but you will need cash if you are buying at street markets or small shops.

MAIL & POSTAL SYSTEM

You can avoid going to the post office if all you have to do is send a letter because you can buy stamps (*francobolli*) at any *tabaccheria* (tobacco shop) and drop your letter into a red post box. Do not hesitate to ask if you are not sure about postage, as most *tabaccherie* are equipped with scales and postage charts. The website of the National Postal Service, *Poste Italiane* (**www.posteitaliane.it**) provides explanations of the different options for letters and packages. *Posta Prioritaria* (first class mail) is the fastest way to send letters abroad and within Italy. If you need proof of your letter's arrival at its destination, send it *raccomandata* (registered mail). You can also send it *assicurata* (insured mail), although this significantly slows down the arrival of the item. At an Italian post office, you can do much more than post mail, such as paying bills.

TELEPHONE

Public Access Internet Point. There are numerous places in Siena and Firenze where you can connect to the Internet, either for free or in pay-by-the-hour internet points. To find them check **www.paginegialle.it** under *Internet Point*.

Phone Card. Pre-paid international calling cards are a good option for making cheap long-distance calls, especially to other continents. The cards include Europa and Edicard, available at the post office and at some *tabaccheria*. To call from a mobile phone is much more expensive.

Mobile Phones. Although you can sign up for a mobile phone service contract, most people use pre-paid rechargeable plans. You can reload your phone credit at most ATMs or buy a *scheda* (telephone card) at any *tabaccheria*, phone store or bar where you see signs advertising *ricarica* (pre-payment). Check the website **www.paginegialle.it** under *telefoni cellulari*.

USEFUL WORDS

- ***Envelope***= busta
- ***Letter***= lettera
- ***Mobile phone***= telefonino
- ***Parcel***= pacco postale
- ***Postal order***= vaglia postale
- ***Send***= spedire
- ***Stamp***= francobollo
- ***Telegram***= telegramma
- ***Writing paper***= carta da lettera

HEALTH

THE ITALIAN HEALTHCARE SERVICE

Italy's National Healthcare Service (*Servizio Sanitario Nazionale/SSN*) provides free or low-cost health care to all residents and their families, to university students and retirees (including those from other EU countries) and emergency care to visitors, irrespective of their nationality. The SSN is under the control of the regional government and is administered by local health authorities (*Azienda Sanitaria Locale/ASL* often referred to by their former name *Unità Sanitaria Locale/USL*). Those who are registered with the *SSN* are entitled to free or subsidised medicines and to a reduction on the cost of out-patient and after-care treatment. All in-patient treatments, ie treatment requiring hospitalisation, are free under the *SSN*. Many medical expenses can be totally or partially deducted for tax purposes, including the cost of spectacles, hearing aids and visits to medical specialists, so you should retain all medical receipts. All employees with a regular Permit to Stay, resident in Italy are entitled to *SSN* services. If you wish to take advantage of the National Healthcare Service and you are resident in Italy, you must register with the *Servizio Sanitario Nazionale*. When registering, you are required to choose a general practitioner (*medico di famiglia*) with a social security agreement and if you have children under 14 years, also a paediatrician (*pediatra*). Although when the child is over 6, you may choose to change from paediatrician to general practitioner. See also: **www.ministerosalute.it**

ENROLMENT IN THE SSN

For registration you need to have an ID card or passport, residence certificate, work contract and tax code. Non-EU citizens may be required to submit additional documents according to their nationality. When you register with the *SSN* you will be given a *tessera sanitaria* (health care card) detailing your registration number and tax code.

SIENA DISTRICT OFFICES		
Poliambulatorio Pian d'Ovile, 9/11	Monday to Friday	10.00 – 12.00
Acquacalda n° 8 Via Savina Petrilli, 2	Monday to Saturday and Thursday	10.00 – 12.00 15.00 – 17.00
Porta Romana n° 11 Via Val di Montone, 4	Monday to Saturday	10.00 – 12.00
FIRENZE DISTRICT OFFICES		
Via Santa Rosa, 13	Monday to Friday and Wednesday	8.00 – 13.00 14.30 – 18.00
Via D'Annunzio, 29	Monday to Friday and Monday	8.00 – 13.00 14.30 – 18.00
V.le Torgagni, 33	Monday to Friday and Thursday	8.00 – 13.00 14.30 – 18.00
V.le Canova – angolo Via Chiusi	Monday to Friday and Thursday	8.00 – 13.00 14.30 – 18.00
Via Osteria, 8	Monday to Friday and Thursday	8.00 – 13.00 14.30 – 18.00

DOCTORS AND SPECIALISTS

Most general practitioners (*medici di famiglia*) receive patients on a first-come, first-served basis during regular (though not all day) surgery hours. Look for the sign giving surgery hours. Although some doctors also schedule appointments, be prepared to spend some time in the waiting room. If you are used to having long conversations

with your physician, you might be in for a big surprise. GPs usually see many patients in a limited amount of time. They are adept at making quick diagnoses and tend to reduce small talk to a minimum.
Many doctors also schedule regular times when they accept telephone calls from patients for questions about medication or health issues. Ask your GP about this.

Your *medico di famiglia* might refer you to a specialist or order diagnostic tests. You will be sent off with a formal request slip and then it is your responsibility to book the appointment or testing through the CUP - *Centri Unificati di Prenotazione* (Central Reservation Service).

EMERGENCY

If you have a health-related emergency, call 118 for an ambulance or go directly to the emergency department nearest you. When you arrive you will be asked for identification and a description of the problem. As with emergency services anywhere, the wait depends on the gravity of your situation.

CUP- Ospedale Siena
Tel. 0577 585858
CUP- Poliambulatorio Siena
Tel. 0577 382222
CUP in Firenze
Tel. 840003003

Duty Doctors (*Guardia Medica*). A state-run *guardia medica* service providing general medical assistance in your home is available at night (20.00 – 8.00), on Saturdays and Sundays (24 hours a day), the weekday before a public holiday (10.00 – 20.00) and on public holidays (24 hours a day).

Siena
Tel 118 – Toll free
(within Italy only)

Firenze (Bagno a Ripoli)
Tel 118 – Toll free
(within Italy only)

Medical Services For Tourists

Siena
June to September
Continuità Assistenziale
Padiglione ex Ferrus
Via Roma, 56
Opening Hours are Monday to Friday (8.00 – 11.00 and 18.00 – 20.00)
11.00 – 18.00 house calls organized by operational headquarters

Firenze
A fee is charged for these services.
24 Hour Medical Service
Via Lorenzo Il Magnifico, 59
(near Piazza Libertà)
Tel. 055 475411
This Medical Service, which works in conjunction with private insurers, has multilingual doctors who see patients in the surgery or make house calls.
Venerabile Arciconfraternita Misericordia di Firenze
Via Calzaiuoli
(near Piazza Duomo)
Tel. 055 212221
This out-patient department is open from 14.00 to 16.00, Monday to Friday and is staffed by multilingual doctors.

SIENA

POLICLINICO S. MARIA ALLE SCOTTE
Viale Bracci, 16, Tel. 0577 585111
www.ao-siena.toscana.it

OSPEDALE DI CAMPO STAGGIA
Loc. Campo Staggia – Poggibonsi, Tel. 0577 9941
www.usl7.toscana.it

OSPEDALE DI NOTTOLA
Loc. Nottola – Montepulciano, Tel. 0578 713111
www.usl7.toscana.it

OSPEDALE DI ABBADIA
Via Trento – Abbadia San Salvatore,
Tel. 0577 7731
www.usl7.toscana.it

FIRENZE

AZIENDA OSPEDALIERA "CAREGGI"
V.le Pieraccini, 17, Tel. 0577 7941111
www.ao-careggi.toscana.it

AZIENDA OSPEDALIERA "MEYER" *(paediatric)*
c/o Villa Ognissanti Viale Pieraccini,
24 – Careggi Tel. 055 5662332
www.meyer.it

SANTA MARIA NUOVA
P.zza S.M. Nuova, 1
Pronto soccorso generale Tel. 055 27581

OSPEDALE S. GIOVANNI DI DIO TORREGALLI
Via Torre Galli, 3
Pronto soccorso generale e ostetrico Tel. 055 71921

OSPEDALE SANTA MARIA ANNUNZIATA PONTE A NICCHERI
Via dell'Antella, 58
Pronto soccorso generale e ostetrico Tel. 055 24961

ISTITUTO ORTOPEDICO TOSCANO
Viale Michelangelo, 41
Pronto soccorso oculistico Tel. 055 65771

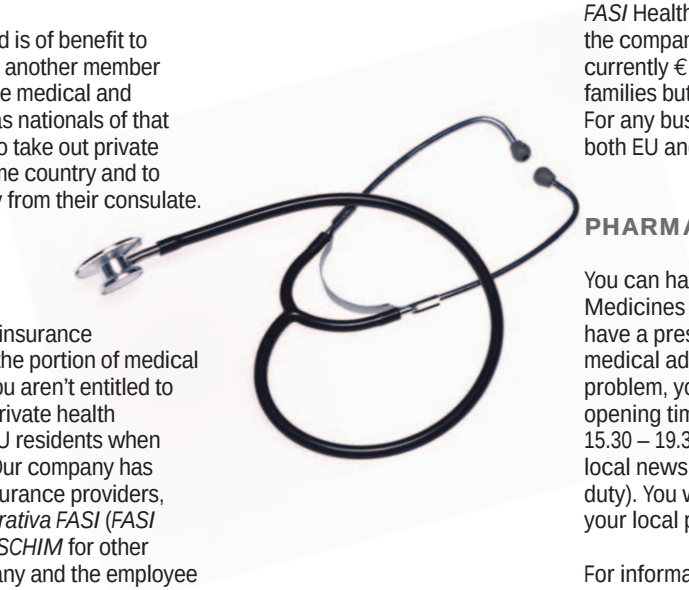
HEALTH

HEALTH INSURANCE

The new European Health Insurance Card is of benefit to European citizens who are temporarily in another member state. The card gives access to immediate medical and related care under the same conditions as nationals of that country. Non-EU citizens are requested to take out private health insurance before leaving their home country and to obtain a declaration of its validity for Italy from their consulate.

PRIVATE HEALTH CARE

Only a few residents have private health insurance (*assicurazione sulla salute*), which pays the portion of medical bills that isn't paid by social security. If you aren't entitled to public health benefits, you should have private health insurance, which is mandatory for non-EU residents when applying for a Visa or residence permit. Our company has made agreements with private health insurance providers, that supplement the SSN. *FASI* and *Integrativa FASI* (*FASI plus*) are available for executives and *FASCHIM* for other employees. *FASI* (paid by both the company and the employee – the employee contribution is currently € 550 per year) covers executives and their families. It's a system that has a reimbursement ceiling for every expense and reimburses all expenses not covered or partially covered by SSN. The company also offers (totally paid by the company) another *FASI* Health Insurance (as above). *FASCHIM* (paid by both the company and employee – the employee contribution is currently € 150 per year) covers managers and their families but the ceilings are lower, compared to *FASI*. For any business travel, Novartis has an insurance for both EU and non-EU countries.



PHARMACIES AND MEDICINES

You can have a prescription filled at any pharmacy. Medicines covered by the SSN are free, but you must have a prescription. Pharmacists often serve as informal medical advisors, so if you have a minor medical problem, you can ask a pharmacist's opinion. The opening times are from Monday to Friday 9.00 – 13.00 and 15.30 – 19.30. During the night and weekends, check in local newspapers to see which pharmacy is *di turno* (on duty). You will also find this information posted outside your local pharmacy whenever it is closed.

For information for Firenze, dial 800420707 (toll free within Italy). For information about Siena and Firenze, you can check on your TV - Raitre Teletext, a state channel that offers local information.

HERBAL MEDICINE

Italian *erboristerie* (herbal medicine shops) are an excellent health resource for people interested in time-honored herbal and natural remedies. These stores carry most herbs in bulk and the herbalist is trained in combining different herbs for specific ailments. Here you will also find natural and specialty foods, gluten-free grocery items, herbal or plant-based tinctures, homeopathic medicines, natural beauty products, essential oils, dyes and bulk items.

USEFUL WORDS

- ***A sore throat***= mal di gola
- ***Chicken pox*** = varicella
- ***Cold***= raffreddore
- ***Dentist***= dentista
- ***Earache***= mal di orecchi
- ***Fever***= febbre
- ***Flu***= influenza
- ***German measles*** = rosolia
- ***Headache***= mal di testa
- ***Measles***= morbillo
- ***Motion sickness***= mal d'auto
- ***Mumps***= orecchioni
- ***Sickness***= malattia
- ***The child is very ill***= il bambino sta molto male
- ***Tonsillitis***= tonsillite
- ***Toothache***= mal di denti
- ***Whooping cough***= pertosse

USEFUL NUMBERS

You can dial these emergency numbers free of charge from any phone:

112
Carabinieri

113
Police

115
Fire Brigade

116
Car Rescue Service

118
Emergency Medical Service

1515
Forest Police

1530
Sea Rescue

See also: **http://tuscany.angloinfo.com/information**

Check **www.paginegialle.it** under *erboristeria*

FAMILY

THE ITALIAN SCHOOL SYSTEM

In Italy, the school year begins between the second and third weeks of September, depending on the region in which you live. Every school has the right to choose its own calendar, independently from other schools. As far as holidays are concerned, Italian schools generally stop for three months in summer (June to September), for about three weeks for Christmas (generally from 22 December to 7 January) and for at least one week at Easter.

There are two main stages of education, primary and secondary. Secondary education is further divided into two stages: *scuole medie*, which correspond to middle school levels, and *scuole superiori*, which correspond to the secondary school level.

Primary school (*scuola elementare*) which children attend from the age of six, can be preceded by three years of early childhood education (*scuola materna*). Primary school lasts five years, and there is no final state exam required to move on to the next level.

Primary Education

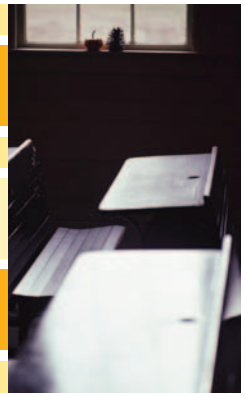
Scuola elementare (Primary school) from 6 to 11 years old (there is no state exam on completion)

Secondary Education

Scuola media (Middle school) from 11 to 14 years old (*Licenza di scuola media*)

Scuola superiore (Secondary school) from 14 to 19 years old (*Licenza di scuola superiore*, former *Maturità*)

University



The lower tier of secondary education corresponds to middle school, lasts three years and involves a state exam at the end of the third year. The *Scuola Superiore* lasts another five years, with major state exams at the end of the final year. Up to middle school level, there is a standard national curriculum, where the subjects studied are the same, except in special schools for the blind, the hearing-impaired, and so forth.

The secondary school situation varies, as there are several types of schools differentiated by subjects and activities. In Italy, choosing a secondary school means deciding early on the educational path your child will follow. Learning programmes vary greatly depending on whether your child selects a *liceo* (high school), an *istituto tecnico* (technical high school) or an *istituto professionale* (professional high school). *Liceo* education involves a broad, specifically academic curriculum and is generally considered necessary for university preparation. You can choose between classic, scientific, artistic and linguistic *liceo*.

See also: **www.istruzione.it**.

DAY CARE (*ASILO NIDO*)

Italy's day care centres are what the name *asilo nido* implies, a safe nest in which babies and small children thrive, in an atmosphere that favours well-balanced physical and emotional development. All the city's public day care centres have the same age group divisions: *piccoli* or *lattanti* (little or nursing), *medi* (medium) and *grandi* (big). Some day care centres offer all three sections, while others cater only for *medi* and *grandi*. Parents who want to place their children in public day care must be residents or have applied for residency at the time of school registration. Registration takes place in April or May. If you recently moved to Siena, go to the Municipality - *Ufficio Istruzione*. The monthly cost of public day care is means tested, which

is declared on a financial statement called *Attestazione ISEE*. This document is prepared at a *Centro Autorizzato Assistenza Fiscale* (CAAF). Your financial position helps to clarify your ability to pay, but also determines your place on the *graduatoria* (ranking), a list prioritising entrance according to need. Low income families, single-parent households, children with disabilities, working parents without other relatives and siblings, are all categories that are eligible for preference on the waiting list.

PRESCHOOL, PRIMARY, MIDDLE AND SECONDARY SCHOOL

Most children In Italy attend *scuola materna* (preschool) before starting elementary school. As with all public early childhood education, parents who want to send their children to preschool must be resident or have applied for residency. Admission to the *scuola materna* is based on where you live and it is very difficult to send your child to a school outside your *quartiere* (district). Registration for elementary school takes places in January, and it is compulsory for children who turn 6 years old by 31 December of any year, to enter first grade. Siena and Firenze are divided into school districts. You will belong to a district by virtue of your residential location and will receive notification of the schools by mail or through the *scuola materna*. If you are interested in schools outside your *comprensivo* and/or district, you must contact that school's *direzione didattica* for information. You can choose between *tempo pieno* (full time), and *modulo* (modular). Full time means that the school day starts at 8.30 and ends at 16.30, Monday-Friday, 40 hours a week. Modular time depends on the module, where the time spent at school varies from 30 to 36 hours per week and the children go to school from 8.30 to 12.30, Monday-Friday, with afternoon classes two or three times a week. Some modular schools also have Saturday morning classes. The exact date of registration for middle school is communicated via your child's elementary school, usually during January. If you've just moved to Italy, go to your local *ufficio scuola* or contact directly the schools in which you are interested. If there are spaces available, it is still possible to enroll your child in middle school after the deadline. There are two timetable options for middle school, *tempo normale* (regular time) in which 30 hours of lessons per week are spread over 6 days or *tempo prolungato* (extended time) which consists of 36 hours of lessons per week.

PRIVATE SCHOOLS

A list of private schools can be found in **www.pagine gialle.it** under *scuole private*.

Foreign students may attend public schools (elementary, middle and high school) as long as their parents have a valid permit to stay. The registration process is greatly facilitated if you bring documentation of your child's prior education, preferably translated into Italian and authorized by the Italian Consulate in your own country. Once your child is in the system, you will receive regular notification when the time comes to move from one school to the next.

UNIVERSITY

Some of the world's oldest universities are located in Italy. Most universities are supported by state funding so that students do not have to pay much for tuition. The University of Siena (*Università degli Studi di Siena*) is divided into 9 faculties and is one of the oldest universities in Italy having been founded in the13th century. It currently has around 20,000 enrolled students and is renowned for its Schools of Law and Medicine. The University of Firenze (*Università degli Studi di Firenze*) is divided into 13 faculties. It traces its origins to the *Studium Generale*, which was established by the Florentine Republic in 1321. The Museum of Natural History, University of Firenze, was founded in 1775 by Grand Duke Peter

INTERNATIONAL SCHOOLS

There are two International Schools in Firenze (the French School and American School). In conjunction with the Province of Siena, we are evaluating the possibility of opening in 2008 a branch of the American School of Firenze, close to the Novartis site in Siena.
See also:
www.isfitaly.org;
http://ecole.florence.free.fr

LEARNING ITALIAN

If you want to learn Italian, there are a number of relevant language schools in Siena and Firenze. For private lessons ask directly at the schools.
Alternatively, you could find a teacher in Novartis.
Check **www.pagine gialle.it** under *scuole di lingua*

Leopold, although the Botanical Gardens date back to 1545. With its eight million specimens, it is the most important natural museum in Italy and one of the greatest in the world. One of the University of Firenze's most important faculties is Architecture.
See also: **www.unisi.it**; **www.unistrasi.it**; **www.unifi.it**.

CHILDREN

Babysitting. While word-of-mouth is the best way to find a babysitter, notice boards at schools, supermarkets and shops are usually full of announcements.

Summertime. Summer can be difficult for working parents, because school holidays last three months over the summer. However, there are a number of *campi estivi* (summer holiday programmes) for children available on a full-day or half-day basis and there are also sleep-over camps for older children. Families have to pay for most of them and some of them are really quite expensive. The *Ufficio Istruzione* sends the programmes to your home address in April/May.

Scouts. The scouts are organized by the Catholic Church (**www.agesci.toscana.it**). CNGEI (Corpo Nazionale Giovani Esploratori) has an inter-denominational approach (**www.cngei.it**).

Sports. Most of the swimming pools, sports clubs and many of the gyms offer special classes for kids.
Check under *leisure*.

BABYSITTING

There is no single website for babysitters, so here you will find only a few contacts:

Siena

GIOCO LE NUVOLE
Strada di Monastero, 2 – Costalpino, Tel. 0577 391006

ARTEMISIA
Viale Europa, 39, Tel. 0577 223024

QUESTA TATA - BABY PARK
Strada Massetana Romana, 50 A, Tel. 0577 227745
www.questatata.it

Firenze

AGENZIA TATE NANNY
Tel. 328 2191304

HELP SERVIZI VARI
Via Bolognese, 4A/R – Ponte Rosso, Tel.055 470333

LA PULCE *(newspaper)*
www.lapulce.it

ANIMALS

In order for your pet to enter Italy you must have a current Health Certificate for it (in both Italian and English) issued by a registered veterinarian. The Health Certificate should not be older than six days at the time of entry. An additional four-language Health Certificate will also be required. An original Rabies Certificate must accompany the Health Certificate. It should show proof that the vaccination was administered at least 30 days, but not more than 180 days, prior to entry. Rabies vaccinations have to be given yearly and a logbook will be provided by the vet for record purposes. Please also note that routine immunizations must be current for all cats and dogs. If your pet is being shipped via air cargo, it will need to undergo a health inspection on arrival. If your pet is arriving as "accompanied baggage", the health certificates must be provided at the customs/baggage claim.

Veterinary care. Veterinary care is not offered through USL, so you must find a private veterinarian for your pet. Most vets give you a personal emergency contact number to call for after-hours care. Pets (dogs, cats and ferrets) must be registered at the city's *Anagrafe Canina* (Pet Vital Statistics Office). At the time of registration, your pet will be given a microchip and inscription number. If you wish to travel with your pet outside Italy, you will need to visit the ASL's *Servizio Veterinario* (Veterinary Service) to obtain a pet passport. When out with your dog, it must wear a leash and you must pick up its faeces.

A list of veterinarians, kennels for pets and grooming facilities can be found at **www.paginegialle.it** under *Veterinario*, *pensioni cani* e *gatti and toilette*.

For emergencies, you can call **118** to find out what animal care centre is open. Additionally, each animal care centre provides a mobile phone number for Saturdays, Sundays and public holidays.

For Firenze only, you can dial **800 029449** (toll free within Italy).

HOUSING

APARTMENTS AND HOUSES

The Tuscan countryside is full of 19th century farmhouses, especially around Firenze and Siena. Many of these buildings have been restored and have all comforts. There is great demand for this kind of property and therefore it can take some time to find an adequate solution.

Siena. The medieval centre of the city is mostly occupied by offices, though some beautiful residential apartments are available for rent inside buildings of great historical importance. They aren't always easy to reach by car. In recompense, it's a great privilege to live in surroundings of such architectural beauty and with an artistic patrimony of inestimable value. You must also remember that apartments with a garden or an elevator and enough parking space are not so easy to find. Do not forget that Siena is the town of the Palio and that it is quite normal to hear drums beating and people singing in the streets at any time of the day or night during the summer. For the rest of the year, you can enjoy absolute tranquillity.

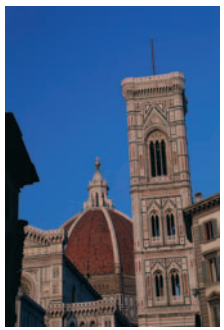
Suburbs. Outside the city walls are the immediate suburbs which date back to the early 1900s. These areas have certain characteristics:

- apartment buildings are easily reachable by car
- the old city is within walking distance
- apartments are of a more comfortable size
- on a less positive note, there are no apartments/houses with a garden.

One kilometre away from the city walls are various residential areas built in the 1950s and 1960s. Novartis is located in one of these areas.
Even if these areas are not close to the city centre, they offer several advantages:

- less traffic
- more chance of finding apartments with a garden
- easy parking.

Within a 10 km radius of Siena there is a series of small towns built in the 1980s. These all have apartments available at lower prices.

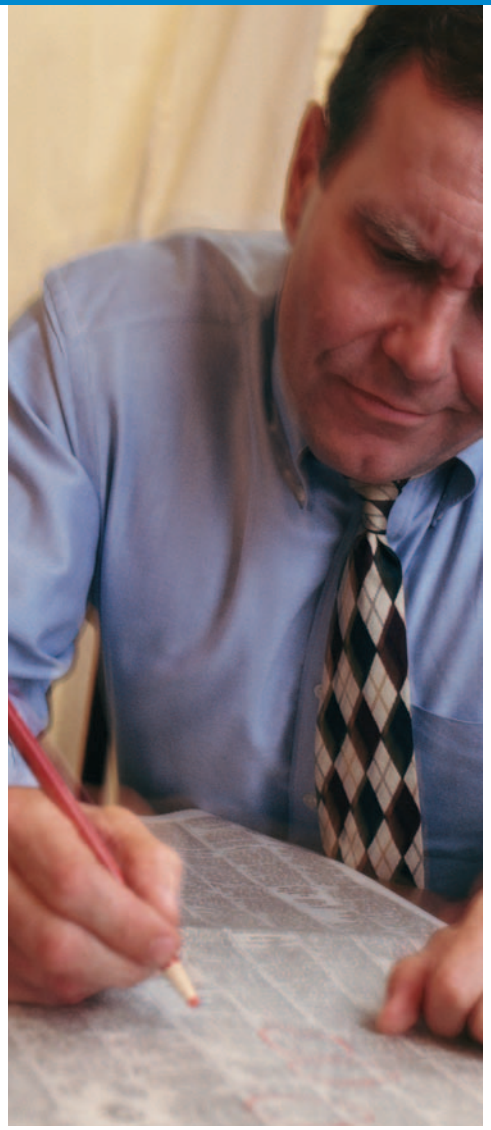


Firenze. Firenze is just 45 minutes from Siena by car. It is a big city with traffic and smog, but also with some advantages such as proximity to the airport and foreign schools. Another positive aspect is having direct access to the A1 motorway which leads to Roma and Milano. Being on the main railway lines, it is easily accessible from most major cities within Italy and abroad.
Firenze has a population of around half a million inhabitants and spreads out on the banks of the River Arno; it is situated half-way between the Mar Adriatico and Mar Tirreno, almost in the middle of the Italian peninsula. It is a city which bustles with industry and craft, commerce and culture, art and science.
Offices occupy most historical buildings, but there are also marvellous apartments where it is possible to feel the Florentine history. You must remember, that is very difficult to reach these apartments by car and they normally don't have a balcony or garden or elevator. Around the historic centre there are beautiful hills and it is considered a great privilege to live in the ancient houses surrounded by such a charming landscape in all seasons. Just outside Firenze, on the eastern outskirts, it is easy to find characteristic features of the Tuscan countryside. The two main valleys are those of the River Arno and the River Sieve, a tributary. The few patches of truly flat land are occupied by small towns which developed along the railway lines linking Firenze to Arezzo and the Mugello. It is thanks to the existence of these valleys that the urban sprawl to the East of Firenze came to a halt. Lying on the plain to the West, the towns of Prato and Pistoia together with Firenze, in complete contrast, make up an enormous

urban area that is almost completely invaded by houses, factories, roads and motorways. With your back to the rivers, the rolling hills will be just in front of you. The hillsides facing south are covered with farmland, those facing North with oak woods. The network of peasant housing is dense and at regular intervals you can spot impressive villas, often on the top of a hillock overlooking the valley below. The wheat fields of the past have given way to vineyards and today it is not unusual for the rural houses to be inhabited by rich entrepreneurs, dealers or professional people.
The hills become higher and higher, apparently reaching the surrounding mountains. Here the most vivid traces of our rural past can be found in the buildings, in the crops and in the people, a true outdoor museum made up of landscapes, traditions and people strongly attached to their history and culture.

Unfurnished Accommodation. There is a variety of standards of unfurnished housing available. Many foreign nationals are surprised, when they first arrive in their new home, to find that some of the more common amenities are not included. For example, a new resident may be confronted with exposed wiring hanging from the ceiling or walls where lighting fixtures have been. Most unfurnished dwellings do not include major appliances, carpets or curtain rods and in addition, older buildings rarely include closet space, kitchen cupboards or bathroom storage. It is always a good idea to ask the vacating tenant if they are willing to sell you any of their furnishings and/or fittings. This will spare you the time and expense of purchasing and installing new items. When interviewing the former tenant or a prospective neighbour, check out the approximate cost of utilities for the property and the landlord's past efficiency in handling major or minor problems with the property.

Furnished Accommodation. You may wish to conduct a similar interview with neighbours and tenants when looking for a furnished apartment. You will also want to clarify with the landlord what, if any, accessories come with the



property. Furnished housing can include kitchen utensils and dishes, but may not include bedding, towels or cutlery. Be sure that you ask for an itemised list of what is included in the furnished dwelling, before accepting the space. Having an inventory will not only protect you by being able to identify any missing items, but it will also let you know exactly what belongings you will need to bring with you.

THE SEARCH

Some of the most convenient ways of finding housing are:
- word-of-mouth
- advertisements
- signs fixed on the entrances to buildings
- estate agents.

One of the best ways to find an apartment or house is through word-of-mouth. Colleagues or associates may have a friend who is planning to vacate a property or let his/her apartment. Once you have spread the word that you are searching for a home, someone may be able to point you in the direction of certain properties or communities that best suit you and your family's needs. When local people learn that you are interested in becoming a part of the community, you are likely to be provided for in many ways.

In addition to asking around, you can also look for housing in the classified advertisements of local newspapers and magazines. To complement the search, you should explore different sections of the town or city in search of signs placed in windows or on apartment buildings. Many very nice properties may not to be advertised, so take note of specific buildings that interest you and speak to a tenant about contacting the landlord or property manager. You should be able to set up an appointment to view an available property relatively quickly.

Real Estate Agencies. One way to find an apartment is to browse the various free newspapers and magazines with

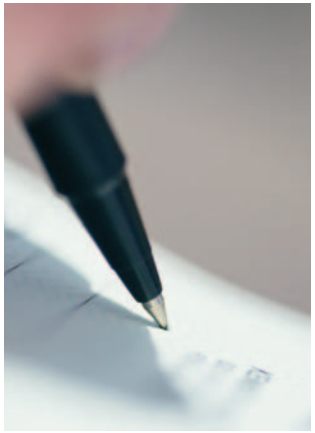
listings by *agenzie immobiliari* (real estate agencies). Another method is to visit the agencies in your neighbourhood of choice. Once an agency has found you a place, they may also assist you with some of the initial negotiations with your landlord. If you use a real estate agency, expect to pay a finder's fee. Always ask in advance.

RENTAL & LIVING EXPENSES

In addition to your monthly rent, you will usually be asked to pay a *deposito* (security deposit) of between one and four months rent, when you first move into an apartment. When you move out, the landlord will inspect the apartment for damage. Other costs to budget for are *spese condominiali* (condominium fees). As most apartments in Italy are individually owned, the apartment buildings and related finances are managed either by an elected or an external *amministratore* (administrator). Remember to ask if the condominium fees are included in your rent or not and clarify how much they will cost per month. Agencies frequently advertise the rent without including condominium expenses.

CONTRACTS

All rental agreements must be formalized by a legal contract between owner and tenant. The fee for officially registering the contract is divided equally between the owner and the tenant. This fee is determined by the amount the landlord declares on the legal contract governing rental of the property. A standard lease is for four years, with automatic renewal for a further four years. In this case, the tenant is able to cancel the contract at any time by giving six months notice. The landlord cannot cancel within the first four years and only then for serious reasons.
The most important articles in an Apartment Rental Lease are: Lease Length; Rent; Security Deposit; Utilities; Revenue Stamp Duty and Lease Registration Expenses; Payment, Resolution and Consideration of Late Charges; Use of Premises; Lessee Withdrawal; Lessor Maintenance Responsibilities, Tenants' Upkeep; Instalments; Access; Commission of Settlement; Miscellaneous.



TEMPORARY RENTALS

It is possible to rent an apartment in a *residence* close to the company or to take a room in a hotel, as temporary accommodation.
Check **www.paginegialle.it** under *residence* and/or *hotel*; **www.terresiena.it** and **www.firenzeturismo.it**.

UTILITIES

Telephone. Now that the state telephone company Telecom Italia no longer enjoys a monopoly, the choice of telephone and Internet services can be overwhelming. However, Telecom Italia still has a stronghold over the *telefono fisso* (landline). If you need to get a telephone line, call 187.

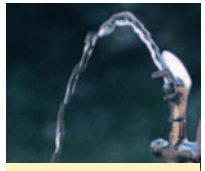
Internet. If you want ISDN, ADSL, fiber optic broadband or wireless service, you will need to sign a contract for a monthly plan with a telephone/internet provider and pay to have the connection installed.

Television. There are three state-controlled television channels in Italy (RAI 1, RAI 2 and RAI 3), all run by the RAI Group. Mediaset, a private group, controls most of the nation's private national television channels. Everyone who owns a television has to pay an annual tax, called the *canone RAI*, in January, to support the state-run television system (**www.abbonamenti.rai.it**).

Water. Acquedotto del Fiora and Publiacqua are the water authorities in Siena and Firenze.

INTERNET

A selection of service providers is listed below:
www.alice.it
www.infostrada.it
www.tele2.it
www.fastweb.it
www.tiscali.it



WATER

To set up new services, a contract or to ask questions about your existing contract.

ACQUEDOTTO DEL FIORA
Viale Toselli, 9/A - Siena
Tel. 800 887755
www.fiora.it

PUBLIACQUA SPA
Via Villamagna, 90/C - Firenze
Tel. 800 238238
www.publiacqua.it

HOUSING

Gas. Intesa and Toscana Energia are the gas authorities in Siena and Firenze.

Electricity. The voltage in Italy is 220 volts, 50 Hz, with two pin round-pronged plugs.
The Italian electric company is ENEL.

Heating. Be sure to ask what kind of system is used to heat the accommodation. *Riscaldamento autonomo* (individually controlled heating) means that you decide when to turn the heat on and off. Therefore, you only pay for what you consume individually. With *riscaldamento centralizzato* (central heating), the cost of heating the building is divided among all the apartments and the condominium owners decide, on the basis of local and national laws, the temperature settings, the dates when the heat is turned on and off and the number of hours a day the heat is on.

Hot water. The type of heating system installed in an apartment can also effect the supply of hot water. Most apartments are equipped with an individual *caldaia* (boiler) and there is no limit to the amount of hot water consumption. In apartments with central heating however, beware of an electric hot water heater. These hold a limited amount of water, so if two people in the building have a shower at the same time, one of the two risks getting a frosty rinse-off. In addition, these electric water heaters can send the electricity bill soaring. The worst possible option is a seasonal setup in which your hot water availability is linked to the central heating system, as you pay a premium for hot water during the summer months when the heating system is not running. Sometimes hot water is not part of the deal at all. When looking at prospective apartments, you need to take into account which type of system is installed.

Garbage & Recycling. In Siena and Firenze, Sienambiente and Quadrifoglio respectively provide garbage and recycling services. Put your regular household trash in the dumpsters located everywhere. Once you become a resident, go to the *Ufficio Tassa Rifiuti Urbani* (Urban Waste Rates Office) to put yourself on the garbage tax list. You'll need to know the exact size of your apartment in square meters as well as any other space you occupy, such as garage or basement.

SEZIONE TRIBUTI DIVERSI E CONTENZIOSO
Via del Casato di Sotto, 23
Siena
Tel. 0577 292200
www.comune.siena.it

DIREZIONE RISORSE FINANZIARIE
Via Pietrapiana, 53, Firenze
Tel. 055 2769.905
Call Center 800 055055
www.comune.firenze.it

In most neighbourhoods there are colourful recycling receptacles known as *campane* (bells). There are also special smaller containers for used batteries and expired or used pharmaceutical items. When you need to dispose of furniture or other large items, call Sienambiente and Quadrifoglio and they will give you a specific time and date to leave the items outside for pick up. Near the *campane*, you will sometimes also find donation receptacles for used clothing.

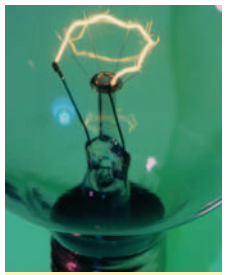
Technicians, Private Contacts. A list of technicians can be found in **www.paginegialle.it** under *imbianchino* (painter), *idraulico* (plumber), *elettricista* (electrician).

GAS

To set up new services, a contract or to ask questions about your existing contract.

INTESA SPA
Viale Toselli 9/A
Siena
Tel. 0577 264511
www.intesa.siena.it

TOSCANA ENERGIA
Via dei Neri, 25
Firenze
Tel. 800 509124
(freephone)
www.toscana energia.it



ELECTRICITY

ENEL
Tel. 800 900800
(freephone)
www.enel.it

GARBAGE

SIENAMBIENTE
St. Massetana Romana, 58/D
Siena
Tel. 0577 248011
www.sien ambiente.it

QUADRIFOGLIO
Via Baccio da Montelupo 52,
Firenze
Tel. 800 330011
www.quadri foglio.org

USEFUL WORDS

Balcony= balcone
Bathroom= bagno
Bathroom with/without window= bagno con/senza finestra (cf or sf)
Bedroom= stanza da letto
Building floor= piano
Dining room= sala da pranzo
Garden= giardino
Kitchen/diner= cucina (abitabile)
Living room= salotto
One-roomed flat= monolocale
Terrace= terrazzo
Terrace-houses= villette a schiera
Two-roomed flat= bilocale