



UNIVERSITÀ DEGLI STUDI DI TORINO

Direzione Attività Istituzionali, Programmazione, Qualità e Valutazione  
Area Internazionalizzazione - Sezione Mobilità e Didattica Internazionale

## COVID-19 EMERGENCY FAQS FOR EXCHANGE STUDENTS

v02 updated on 16/03/2020

### A. When will classes resume?

the Italian Government has ordered the **closure** of all schools and universities nationwide **until 3<sup>rd</sup> April 2020 and introduced strong limitations to personal movements**. As of now, with other European countries starting to adopt similar measures, we cannot give a precise date when everything is going to go back to normal. In this regard, we do ask for your patience and understanding.

### B. Is it mandatory to end my exchange now?

No, it isn't. If you wish to wait until the 3<sup>rd</sup> April and attend classes online, you can do so. We acknowledge, however, that some of you may feel unsafe or worried about the whole situation and wish to go home, especially if you just came here for the second/spring semester. We, of course, want to do everything that is in our power to help you do so. **Please contact your home university as well and follow their advice.**

On the contrary, if you decide to stay, we want you to be aware of the limitations that are occurring in this moment both in terms of teaching (not all courses can be taught online e.g. laboratories) and of personal movement (cinemas, theatres, museums and other leisure venues are closed and travelling is limited) and this may have an impact on your exchange as you imagined it. In this regard, **please contact your home University as well and try understanding with them what is the best course of action for you.** For example, if you planned to graduate in May, this may affect your schedule.

### C. I've already left Turin. Can I attend classes and take exams online and/or, if necessary, come back to Turin when classes and exams restart regularly?

Yes, you can. The University is currently working on making most of its teachings available online as well as preparing online exam session. You will receive further information on this by the relevant Professor and/or office as soon as it becomes available. Make sure to **contact your home University to understand if they will recognise this kind of activities and credits as part of your exchange.**

### D. I am no longer in Turin but I am attending classes online. Do I have to register the end of my mobility anyway?

It is not necessary **unless your University requires you to do so** (please check with them what the best course of action may be). We will require you, however, to fill in a questionnaire in order to keep track of your mobility in a different way. Check your personal email for further information.

### E. I couldn't take some exams in February/March. Can I take them online?

Vicolo Benevello, 3/a – 10124 – Torino  
Tel. (+39) 011.670.44.25 | Fax (+39) 011.236.10.17  
E-mail: [internationalexchange@unito.it](mailto:internationalexchange@unito.it)



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The University is working towards facilitating online exams for those who could not take them in February due to the sudden closure of the University. You will receive further information on this by the relevant Professor and/or office as soon as it becomes available. Please bear in mind that spring exam session usually takes place in May/June/July.

### F. What do I do if I want to go back home?

Please **let us now and inform your home university as well**. Check your email address where we sent you the self-declaration form for travelling purposes ("*modulo per l'autodichiarazione degli spostamenti*"), necessary to travel to the airport or to the train station.

Due to the situation we are facing, **you are NOT requested to go to INFOPOINT** to interrupt your mobility period. You can do so by:

- Filling in the online form using your [@edu.unito.it](mailto:@edu.unito.it) email
- Filling in the end of mobility form upload. If you cannot print it, you can send it via email without your signature.
- The date of end of your mobility is the last day you are/were in Turin
- If you took exams, please upload the most up-to-date list of courses and exams of your Career Plan ("*Autocertificazione esami per studenti incoming*" available under [www.unito.it](http://www.unito.it) » MyUnito » Carriera » Certificazioni Carriera). For any incomplete or incorrect information, please specify the relevant option.

End of mobility form: <https://forms.gle/P4BumPB2nvwebpwc7>

### G. I ended my mobility before the emergency started. When will I get my Transcript of Records and my certificate of attendance?

We are working on this as well, however, it may take longer than planned. Your home universities have been contacted and are aware of this. For any extreme urgency (such as graduation) please contact us accordingly through your home university as well. Due to the current emergency we ask for your patience and understanding

### H. How does distance learning work?

To be able to access classes online you first need to:

- Make sure your MyUnito account is active (it must show "Current Student". If you still see "Future Student" and you registered your arrival at the Infopoint, please contact us)
- Take note of your MyUnito username and password. You will need them to log in.
- Check your [@edu.unito.it](mailto:@edu.unito.it) email account for messages.

Follow the instruction in the document named "Distance learning"



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### I. I was supposed to start my exchange this semester. When can I come to Turin?

If you haven't left your home country yet, please reschedule your mobility in Turin for next academic year and **inform your home university**. For this semester no new incoming mobilities at the University of Turin will be allowed.

### J. How do I access healthcare in Turin?

**For all emergency (Pronto Soccorso), Covid-19 included, healthcare assistance is guaranteed regardless of any type of medical insurance and with no extra costs.**

**If you feel like you might have suspicious symptoms related to COVID-19 (most commonly fever, dry cough, shortness of breath), please make sure to:**

- **Call the Regional Emergency toll-free number 800.19.20.20:** be ready to answer some questions related to your whereabouts, latest travels, health condition etc... Be specific and follow their guidelines and advice. The service is available **24/7**
- **112 - Common Emergency Telephone Number:** for **emergency** medical services
- **National Information Centre on COVID-19: 1500.** For general information valid nationwide
- **Guardia Medica: 0115747.** non-urgent medical services at night-time (from 8 pm to 8 am) or weekends (from 10 am to 8 am on the closest working date). **The service is free of charge.**

**Do not enter the Pronto Soccorso (hospital emergency room) without signalling your symptoms first and keep the safe distancing measures!**

In all other *non-emergency cases*:

1. If you applied for a health insurance with the **Italian National Health System (Sistema Sanitario Nazionale - SSN)** you can choose a general practitioner ("*medico d base*") in the area where you live without extra costs.

For further information please check the Edisu website:  
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>

2. If you have a **European Health Insurance Card** (in Italian called "TEAM") released from another European country, first contact your doctor or the competent health authorities in your home country to gather information on how to use your card and then take it with you to a general practitioner near you.

For further information please check the Edisu website:  
<https://www.edisu.piemonte.it/en/faq/faq-sale-studio-e-altri-servizi/faq-health-care-information>

3. If you have a private insurance (either European or non-European) please contact your insurance company at first to understand what services are included and so that they can provide you the



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name of a doctor and or clinic/hospital that are affiliated to them. Take your insurance documents with you as well.

### **K. What is the situation now in Italy and Turin? How can I keep updated?**

Please check the following pages for regular updates:

**Unito webpage - Italian version:** <https://www.unito.it/avvisi/coronavirus-aggiornamenti-la-comunita-universitaria>

**Unito webpage - English Version:** <https://en.unito.it/news/coronavirus-covid-19-update-unito-community>

**FAQ curated by the Italian Ministry of Foreign Affairs:**  
[https://www.esteri.it/mae/en/sala\\_stampa/archivionotizie/approfondimenti/farnesina-al-lavoro-per-una-corretta-informazione-all-estero.html](https://www.esteri.it/mae/en/sala_stampa/archivionotizie/approfondimenti/farnesina-al-lavoro-per-una-corretta-informazione-all-estero.html)

**Read the World Health Organization's advice for the public:** <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>