

CHARTER OF SERVICES



“La Casa di Giovanna”

“La Casa di Giovanna” Residential Socio-Rehabilitative Microstructure for Severe Disabilities:

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Charter of Services

This Charter of Services defines and outlines the purposes and commitments undertaken by the service and constitutes an agreement between the Residential Rehabilitation Microstructure (hereinafter referred to as MRR) La Casa di Giovanna and its guests, as well as their families and/or caregivers, to guarantee reciprocal rights and duties within an active and dynamic relationship of collaboration and information.

MRR La Casa di Giovanna is committed to offering a system of care, rehabilitation, and healthcare that always places the person with a disability, whether physical, mental or sensory, at the center, supporting their needs and stimulating their potential. In addition to defining the minimum quality standards that it undertakes to guarantee within the Charter of Services, in order to offer a system of services that meets the differentiated needs of its guests, La Casa di Giovanna is committed to equipping itself with tools for monitoring its own operations and activating improvement actions. The monitoring tools that we intend to use are:

- Surveys related to user satisfaction with the services provided
- Evaluations of observations received from users

The improvement actions that we intend to use are:

- Research on healthcare, assistance, and rehabilitation practices
- Attention to the needs of resident guests through monitoring of the Quality of Life

The Charter of Services is available to those who request it, both electronically at the email address herasmus@herasmuscoopsociale.org or on the company website, and in paper format at the MRR headquarters. The Charter of Services is periodically reviewed and updated in line with the perspective of structural, scientific evolution, and continuous improvement pursued in conducting its activities, in accordance with the requirements of the Quality certification (UNI EN ISO 9001:2015 standard) and Regional Accreditation.

“ La Casa di Giovanna” purposes

La Casa di Giovanna Rehabilitation Center is a facility that provides accommodation and healthcare, assistance, educational, and rehabilitative services to individuals with severe or very severe physical, mental, and sensory disabilities, particularly those with Autism Spectrum Disorder. The center is committed to recognizing its guests as individuals with individual, social, and civil rights. It pursues the realization of the right to life and social security for all individuals without exception, and its specific purpose is not only to assist the guests, but also and above all to promote their potential and facilitate the expression of their sense of identity, community, and citizenship.

The MRR offers projects aimed at rehabilitating disabilities with the goal of preserving or enhancing the autonomy of its guests, confidently supporting their residual abilities and stimulating their motivation and self-esteem. These goals are achieved in an environment where the emotional, cognitive, and social dimensions are valued, and where relationships with others, whether they are guests, staff, family members, or external professionals, are always proposed in a collaborative and participatory manner. For this reason, families are encouraged to actively participate in the life of the community.

General Principles and Values Inspiring the Equality Service

La Casa di Giovanna MRR guarantees access to and provision of its services to all eligible applicants, without any discrimination based on sex, race, language, religion, or political opinions. Equality of

treatment and uniformity of services are guaranteed, adapting the service delivery methods to the needs of the users. Impartiality and Respect The behaviors adopted within the MRR towards users are inspired by criteria of objectivity, justice, and impartiality, as well as respect for the person and their dignity.

Continuity The service is provided continuously, regularly, and without interruption. In case of irregular operation or interruptions, measures are in place to ensure minimal discomfort for the guests.

Participation La Casa di Giovanna MRR values and supports the participation of guests, families, and caregivers in the service delivery, both through periodic dialogue and discussion on services and projects, and by ensuring special attention to specific situations such as the moment of welcome or annual events.

Efficiency and Effectiveness Services are provided in a way that ensures an optimal relationship between the resources used and the results obtained.

Transparency La Casa di Giovanna MRR guarantees clear, complete, and timely information regarding procedures, timelines, and criteria for service delivery, as well as the rights and opportunities enjoyed by users.

Confidentiality Guests and their caregivers have the right to privacy regarding the processing of images and other sensitive personal data in accordance with current legislation. All operators are bound to the strictest confidentiality regarding the personal and health data of guests. Data processing is carried out with the utmost confidentiality in accordance with the principles set forth in EU Regulation 2016/679 GDPR, as well as in the strictest respect of professional secrecy that binds all personnel.

Informed Consent In the case of extraordinary diagnostic and/or therapeutic procedures that go beyond basic healthcare, the informed consent of the guest involved in the procedure is required if they are able to provide it; otherwise, the legal representative is involved.

Location and Access to the Facility

La Casa di Giovanna MRR is located at via S. Maria Cerquito (ex enaoli), a highly accessible location. It can accommodate up to 8 guests, primarily with psychological disabilities. Access is allowed, by prior telephone arrangement, every day from 5:00 pm to 7:00 pm. In case of special or emergency situations, access is guaranteed at other times as well, always upon prior telephone contact. For health and organizational information, you can contact the RS or the nurse on duty every day from 10:00 am to 12:00 pm at number 333 7731623. To communicate with the guests, you can call 0771726202 (office) or 333 7731623 (Microstructure) from 9:00 am to 8:00 pm; an interview with the reference educator can be arranged by prior telephone agreement.

Facility Activities

The facility provides medical, assistance, educational, and rehabilitative services through the development of individualized rehabilitation projects (hereinafter: IPRs) developed by a multidisciplinary team, which are modulated according to the needs of the guests to guarantee an overall state of psychophysical well-being and the best possible quality of life. The activities carried out in the structure are of a multiple nature and can be distinguished into macro-areas:

- **Healthcare, assistance, and rehabilitation sector:**
 - Medical and health activities (monitoring the health of guests, organizing routine

- visits, managing emergency clinical situations)
- Care and assistance activities for guests - Rehabilitative activities carried out both inside and outside the facility (physiotherapy, psychological support, music therapy, pet therapy, swimming, cognitive activities)
- Educational and occupational activities (woodworking workshops, ceramics, music production, graphic-painting, cinema, support for basic and instrumental activities of daily living, trips with knowledge of the territory)
- Support for the daily activities of guests
- Facilitation of the relationship with families
- **Administrative and organizational sector:**
 - Activities for the organizational management of the structure as a whole
 - Planning and management of human, instrumental, technological, economic, and patrimonial resources
 - Management of the Quality System according to the UNI EN ISO 9001:2015 standard.

The facility has an internal kitchen at the Microstructure for the preparation of meals in compliance with the dietary needs of the guests and in compliance with the Self-Monitoring Plan for Food Hygiene (HACCP). Meals are then distributed in the Microstructure, always in compliance with the law. The internal laundry service is also guaranteed for both flat and personal linen of the guests.

The following illustrates how a typical day is structured within La Casa di Giovanna MRR. The structure of the day is to be understood as a general indication, as it is always subject to the needs of the guests and the organization of the facility.

7:00 - 8:00 Guests wake up and start activities related to personal hygiene and basic assistance. 8:00 - 9:00 Breakfast and occupational activities related to personal basic autonomy and the domestic context. 9:00 - 13:00 Basic assistance and health activities. Rehabilitative, educational, and laboratory activities as per IPR. 11:00 - 11:30 Snack and change of incontinent guests. 13:00 Start of the lunch service, which can be fully assisted or only supported/supervised according to the needs of each guest, respecting the times of personal autonomy. Personalized diets are provided. 14:30 - 16:30 Afternoon rest or relaxation activities (TV, music, reading) and changes for incontinent guests. 16:30 - 19:00 Basic assistance and health activities. Snack. Rehabilitative, educational, and laboratory activities as per IPR. 19:00 - 20:00 Showers and changing of incontinent guests. 20:00 Start of the dinner service, which can be fully assisted or only supported/supervised according to the needs of each guest, respecting the times of personal autonomy. Personalized diets are provided. From 20:30 Basic assistance and health activities. Relaxation activities (TV, music, reading). Start of preparation for the night's rest with individualized flexibility. During the night's rest, the on-duty operator monitors the well-being of the guests and ensures all necessary interventions. If necessary, the on-call nurse is available in the facility.

Admission Criteria

Admission to La Casa di Giovanna MRR is intended for residents of the Lazio Region and is managed by the Medical Director and the Nursing Director in agreement with the Directorate of Primary Care of the ASL LT5 and the competent Territorial Services. The request for admission is generally made in writing by the Territorial Disability Assistance Service of the ASL LT5; in some cases, especially if urgent and for guests already known to the facility, there may be direct contact between the caregivers of the potential guest and the management of the facility, but in any case, admission is subject to approval by the competent ASL. The

request for admission is in any case evaluated by the health and administrative management of the facility, which, based on the availability of places in the facility, verifies the possibility of admission for the guest. The service is aimed primarily at people with Autism Spectrum Disorder and guests with physical and mental disabilities, even significant ones. Age can vary between 18 and 64 years. An interview with the user and caregivers is planned to verify the compatibility of the admission with the current situation in the facility, both with respect to the other guests and with respect to the services offered. Once the guest is admitted, a period of observation and evaluation of abilities, disabilities, level of functioning, residual resources, and clinical and care needs is planned in order to draw up an IPR calibrated on the guest, which is subsequently shared with the caregivers and re-evaluated annually based on the changing needs of the guest. The costs of the service are mostly borne by the ASL LT5, either for the entire quota or at least for 70%, the guest may contribute up to 30% according to the applicable regulations.

Staff and Healthcare

The staff employed at La Casa di Giovanna MRR is coordinated by the Head of the Facility, assisted by the Medical Director. It is composed of healthcare professionals (doctors, nurses, psychologists, physiotherapists, psychiatric rehabilitation technicians, professional educators, nursing assistants) and non-healthcare professionals (clerk, cooks, auxiliaries). All staff members possess the academic qualifications and/or qualifications required for the position held. The entire team participates in training actions programmed annually and focused on training and updating on issues of relevance to their profession contextualized to the work environment. Supervision meetings with the supervising psychologist or experts in the field are also planned. Staff selection takes place according to the human resources management procedures of the cooperatives involved in the management of the service. The presence of staff is guaranteed 24 hours a day, 365 days a year. In particular:

- The Medical Director is present for 6 hours per week and on call in case of emergencies 24/24h
- The Nursing Director is present 38 hours per week and on call in case of emergencies 24/24h
- Nurses are present 365 days a year, on active duty for 14 hours a day and on call service that can be activated for clinical needs from 11:00 pm to 7:00 am
- The psychologist is present for 9 hours per week
- The rehabilitation figures provided for by the minimum staffing requirements (Therapists, Professional Educators, Physiotherapist) are present on a regular basis every day during daytime hours; there are also some additional rehabilitation figures (Music therapist, Pet Therapist) always during daytime hours, 1 or 2 times a week depending on the organization of the activity program which may vary according to the IPRs of individual guests
- The Nursing Assistants are present in the facility 24/24 h for 365 days a year with shifts that comply with current regulatory indications and provisions on night work and worker protection. In any case, one Nursing Assistant is provided for each module during the night shifts, with the possible support of the nurse on call in the facility.

Customer Participation, Appraisals, and Complaints

Active customer participation in improving the service is considered an important value; for this reason, an annual collective meeting with families and at least one individual meeting are planned to share project objectives, and availability is offered for meetings whenever the family requests it. A Customer Satisfaction questionnaire is also distributed to families to

investigate the perception that guests and family members have regarding the services offered. There are two ways in which caregivers can offer suggestions or submit complaints about the service:

- Directly to the Medical Director or Nursing Director, verbally providing their observations which will be formalized by the management;
- In a mediated form by delivering a written document either by hand or by placing it in the mailbox, or by traditional or digital mail. Reports must always include: date, subject, general information and contact details of the sender; anonymous reports, unless clearly founded, are not taken into consideration. Caregivers can submit requests, complaints, and observations regarding all aspects related to administrative procedures, the rehabilitation project, the organization, and the operation of the service. The management undertakes to carry out any possible investigation into the report, to respond within 30 days in writing through its own manager or official, providing reasons for the possibility or otherwise of taking the suggested actions, or providing explanations of the situations or reasons for any actions subject to complaint. The management undertakes to intervene promptly if the complaint highlights an actual failure to comply with the commitments made.

Product Standards

The MRR is constantly committed to guaranteeing its guests high standards regarding the services provided, in order to offer a transparent and tangible level of quality that is constantly improving. The first element of recognition of the product standard is the possession of the requirements provided for by the UNI EN ISO 9001:2015 standard, which are regularly audited by certification bodies. The following are the requirements divided by area with the corresponding quality indicators:

REQUIREMENT 1: PERSONNEL Indicators: - Staff is organized in shifts that respect the rights of workers as provided for by the National Collective Agreement for Social Cooperatives - Staff possess the necessary qualifications to carry out the tasks for which they are responsible, and in case of absence of the titular staff, a pool of substitutes with equally adequate qualifications and training is provided.

REQUIREMENT 2: TEAMWORK Indicators: - The management plans, promotes, and implements a schedule of regular team meetings with different levels of participation depending on the different work sectors (general teams for each structure; plenary teams; mini teams; rehabilitation team; organizational team). Overall, about one meeting per week is scheduled. - The support of a supervising psychologist is provided for all staff, with the aim of reducing work-related stress.

REQUIREMENT 3: ATTENTION TO LIFESPANS AND GUEST NEEDS Indicators: - Flexibility in wake-up and bedtime hours, as well as the possibility of choosing how to spend the post-lunch rest time - Individualized activity programming

REQUIREMENT 4: MAINTENANCE OF SIGNIFICANT FAMILY, FRIENDLY, AND TERRITORIAL TIES Indicators: - The continuity of the relationship between guests and their caregivers is guaranteed by a regular visiting schedule both during the week and on weekends. Furthermore, in cases of visitor needs, it is possible to access even outside the scheduled hours, upon prior contact with the facility for appropriate organization. - Families are involved in some activities organized by the facility during the year (picnics, gatherings on holidays) - Collaborations with institutional bodies, recreational-sports or volunteer associations present in the territory are encouraged - Customer satisfaction is evaluated annually through the administration of the Customer Satisfaction questionnaire to collect indicators of perceived

quality - Product standards are periodically shared with families, Social Services, and, if present, with the referents of the DSS to which they belong. REQUIREMENT 5: VEHICLES AND PERSONALIZATION OF ROOMS Indicators: - The MRR has two vehicles at its disposal, one of which is equipped for mobility aids, which are used to organize both external activities (daily outings, trips, stays) and healthcare activities (visits, outpatient checks) - Rooms are personalized by posting nameplates and personal furnishings.

REQUIREMENT 6: USABILITY, ACCESSIBILITY, AND PLEASURE OF COMMON AGGREGATION AREAS Indicators: - Presence of an external space equipped with a gazebo that makes it usable even in the summer months and for outdoor visits - Air-conditioned environments in compliance with regulations.

Emissione: 30/12/2024

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