

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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SERVICE CHARTER

Revision 2024

For the Extensive Therapeutic Rehabilitation Residential and the 24-hour Socio-rehabilitation Residential facilities

INSIEME di A. Anelli & C. S.a.s.

SERVICE CHARTER

<p style="text-align: center;">INSIEME</p> <p style="text-align: center;"><i>di A. Anelli & C sas</i></p> 	<h2>Carta Dei Servizi</h2>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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Who are we

INSIEME di A. Anelli & C. S.a.s., tax code 01264760594, VAT number 01264760594, Chamber of Commerce Latina, registered under number LT-79854 in the Companies Register of the Court of Latina, with its legal headquarters located in Formia, Via Penitro a Monte snc. Founded in 1986, The INSIEME di A. Anelli & C. S.a.s. has built a strong presence not only in the business sector but also in the social sphere. With a primary focus on supporting vulnerable individuals, particularly psychiatric patients, we provide specialized care through our role as the Reference Unit for Residential Rehabilitation Facilities. Our services include both the Extensive S.R.T.R. and the S.R.S.R., which offer high-intensity socio-healthcare assistance

- with its facilities located:

- S.R.T.R. INSIEME 1 Sole (20 p.l.) - Via Penitro a Monte snc., 04023 Formia (LT)
- S.R.T.R. INSIEME 1 Luna (20 p.l.) - Via Penitro a Monte snc., 04023 Formia (LT)
- S.R.T.R. INSIEME 2 (15 p.l.) – Via Ausente km.2,750, 04020, Santi Cosma e Damiano (LT).
- S.R.T.R. INSIEME Mongolfiera (20 p.l.) – Via Cerri Aprano, 04020, Santi Cosma e Damiano (LT).
- S.R.T.R. INSIEME Arcobaleno (20 p.l.) – Via Cerri Aprano, 04020, Santi Cosma e Damiano (LT).
- S.R.T.R. INSIEME AUSONIA (20 p.l.) - c/da Orfanotrofio loc. Faiano, 03040 Ausonia (FR)
- S.R.S.R. INSIEME (10 p.l.) – Via Silvio Pellico n.7, 04020 Spigno Saturnia (LT).
- S.R.S.R. Alberto Pezzi (9 p.l.) – Via Cerri Aprano, 04020, Santi Cosma e Damiano (LT).
- S.R.S.R. RedzepSestovic (7 p.l.) - Via Cerri Aprano, 04020, Santi Cosma e Damiano (LT).

PREAMBLE:

Recent historical overview of Psychiatric Patient Management in Italy are related to Facilities Managed by INSIEME di A. Anelli & C. S.a.s.

According to Law 180 of 1978, commonly known as the Basaglia Law, there is no explicit reference to the actual codification of Intermediate Psychiatric Structures. Their nature is only vaguely indicated, as it states that these structures are situated outside the hospital setting, in the community, where Basaglia identified the natural environment for the prevention, treatment, and rehabilitation of mental illnesses, within the so-called departmentalization process—specifically, the creation of decentralized local services. A more specific reference can be found in Lazio Region Law No. 49/1983, which clearly outlines the objectives and various professional roles associated with an intermediate structure.

The evolution of territorial organization for psychiatric patient care has led to the current codification in the Lazio Region, articulated in a binding manner, that classifies the types of facilities dedicated to psychiatric patients. Among these are the facilities managed by INSIEME di A. Anelli & C. S.a.s., classified as Extensive Therapeutic Rehabilitation Residential Structures and 24-Hour Socio-Rehabilitation Residential Structures. These Residential Structures meet the healthcare needs of patients who are not in acute or post-acute conditions, for which hospitalization is required in Psychiatric Diagnosis and Care Services or in Intensive territorial psychiatric facilities.

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The facilities managed by INSIEME di A. Anelli & C. S.a.s. are among those to which the Mental Health Department, through the UVMs (Mental Health Units), refers patients, enabling them to process, address, and understand their crises while tackling their existential discontinuity in protected healthcare environments. The Psychiatric Residential Structures of INSIEME di A. Anelli & C. S.a.s. have long been fully recognized as part of the territorial framework aimed at meeting the healthcare needs of psychiatric patients. Currently, the organization has undertaken all necessary initiatives to achieve institutional accreditation, positioning itself to be increasingly available for patients and the National Health Service (SSN). Its goal is to provide services that meet the needs of public departmental structures, thereby enhancing the therapeutic and rehabilitative quality for both.

PURPOSE:

The Extensive Therapeutic Rehabilitation Residential Structures (SRTR) and the 24-Hour Socio-Rehabilitation Residential Structures (SRSR), managed by INSIEME di A. Anelli & C. S.a.s., are dedicated to caring for individuals suffering from mental disorders who require a protected environment outside their family setting to process the reasons for their distress and begin reimagining their lives.

The beneficiaries of these facilities are individuals for whom the Multidisciplinary Evaluation Unit of the Mental Health Department (DSM) deems it necessary to separate them, even for an extended period, from their socio-family environment.

More specifically, the residents of our facilities can be categorized as follows:

- “... patients with disorders in a sub-acute phase, requiring relational, psychotherapeutic, and pharmacological interventions, with a maximum stay in the facility of approximately two years, followed by reintegration into their usual living context or into an independently supported housing situation, or a gradual transition to facilities with less intensive and/or specific socio-rehabilitation or socio-assistance services (L.R. No. 41/03) ...” within the Extensive SRTR facilities;
- “... adult patients with a stabilization process of the condition and disabling aspects that cannot be treated at home or in socio-assistance facilities, who require medium to long-term stays in a community or family housing context that necessitates continuous socio-healthcare protective assistance 24 hours a day...” within the 24-Hour SRSR facilities.

The purpose of the residential healthcare structures of “INSIEME di A. Anelli & C. S.a.s.” is, therefore, to restore, through therapeutic and rehabilitative activities, a condition of psychological balance that allows for either the reintegration of the patient into their original social context or a subsequent path towards more emancipative structures.

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HOW TO REACH US:

The S.R.T.R. INSIEME 1 SOLE facility is located in a building situated in the municipality of Formia (LT), at Via Penitro a Monte, within an urban area. The facility is also accessible by train from the Formia railway station, with a municipal transport service available. Timetables for this service can be obtained from the administrative office. The area where the buildings are located is flat, healthy, with very little traffic, and away from sources of air or noise pollution. The facility is equipped with signage systems for entrances, parking areas, and pedestrian pathways. For further information, please contact us at: **0771/736897 – 331/6228985**



The S.R.T.R. INSIEME 1 LUNA facility is located in a building on an urban area in the municipality of Formia (LT) at Via Penitro a Monte. It is also accessible by train from the Formia railway station via a municipal transport service, with schedules available at the administrative office. The area where the buildings are located is flat, healthy, with minimal traffic, and far from sources of air or noise pollution. The facility is equipped with signage systems for entrances,

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parking, and pedestrian pathways.

For further information, please contact us at: **0771/736897 - 331/6228985**



The S.R.T.R. INSIEME 2 facility is located in a building in the municipality of Santi Cosma e Damiano (LT) at Via Ausente, km 2.750, in an urban area.

The facility is also accessible by train from the Minturno railway station via a municipal transport service, with schedules available at the administrative office.

The area where the buildings are located is flat, healthy, with very little traffic, and far from sources of air or noise pollution.

The facility is equipped with signage systems for entrances, parking, and pedestrian pathways. For further information, please contact us at: **0771/736897 – 320/4653636**

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The **Mongolfiera S.R.T.R INSIEME facility** is located in a building in the municipality of Santi Cosma e Damiano (LT) at Via Cerri Aprano, in an urban area.

The facility is also accessible by train from the Minturno railway station via a municipal transport service, with schedules available at the administrative office.

The area where the buildings are located is flat, healthy, with very little traffic, and far from sources of air or noise pollution.

The facility is equipped with signage systems for entrances, parking, and pedestrian pathways. For further information, please contact us at: **0771/736897 – 328/9266859**

<p style="text-align: center;">INSIEME</p> <p style="text-align: center;"><i>di A. Anelli & C sas</i></p> 	<h2>Carta Dei Servizi</h2>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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The S.R.T.R INSIEME ARCOBALENO facility is located in a building situated in the municipality of Santi Cosma e Damiano (LT) at Via Cerri Aprano, in an urban area. The structure is also accessible by train from the Minturno railway station through a municipal transport service; schedules are available at the administrative office. The area where the buildings stand is flat land, healthy, with very low traffic and is far from sources of atmospheric or acoustic pollution. The facility is equipped with systems for signaling entrances, parking areas, and pedestrian pathways. For further information, please contact us at: **0771/736897 - 328/9266859**

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The S.R.T.R. INSIEME AUSONIA facility is located in a building in the municipality of Ausonia (FR) at c/da Orfanotrofio, within an urban area. The facility is also accessible by train from the Minturno railway station via a municipal transport service, with schedules available at the administrative office. The area surrounding the buildings is flat and healthy, featuring very low traffic and being far removed from sources of air or noise pollution. The facility is equipped with systems to indicate entrances, parking areas, and pedestrian pathways. For further information, please contact us at: **0771/736897 – 331/6228982**

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The S.R.S.R. INSIEME facility is located in a building in the municipality of Spigno Saturnia (LT) at Via Silvio Pellico 7, within an urban area. The facility is also accessible by train from the Minturno railway station via a municipal transport service, with schedules available at the administrative office. The area surrounding the buildings is flat and healthy, with very little traffic and located away from sources of air or noise pollution. The facility is equipped with systems to indicate entrances, parking areas, and pedestrian pathways. For further information, please contact us at: **0771/736897 – 320/2653191**

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The S.R.S.R. Alberto Pezzi facility is located in a building situated in the municipality of Santi Cosma e Damiano (LT), at Via Cerri Aprano, within an urban area. The structure can also be reached by train from the Minturno railway station, with a municipal transport service available. Timetables for the service can be obtained from the administrative office. The facility is located in a flat, healthy area with very little traffic, far from sources of air or noise pollution. It is equipped with signage systems for entrances, parking, and pedestrian paths. For further information, you can contact us at: **0771/736897 – 329/6351081**

The S.R.S.R. Redzep Sestovic facility is located in a building situated in the municipality of Santi Cosma e Damiano (LT), at Via Cerri Aprano, within an urban area. The facility is also accessible by train from the Minturno railway station, with a municipal transport service available. Timetables for the service can be obtained from the administrative office. The building is in a flat, healthy area with very little traffic, far from sources of air or noise pollution. It is equipped with signage systems for entrances, parking, and pedestrian walkways.

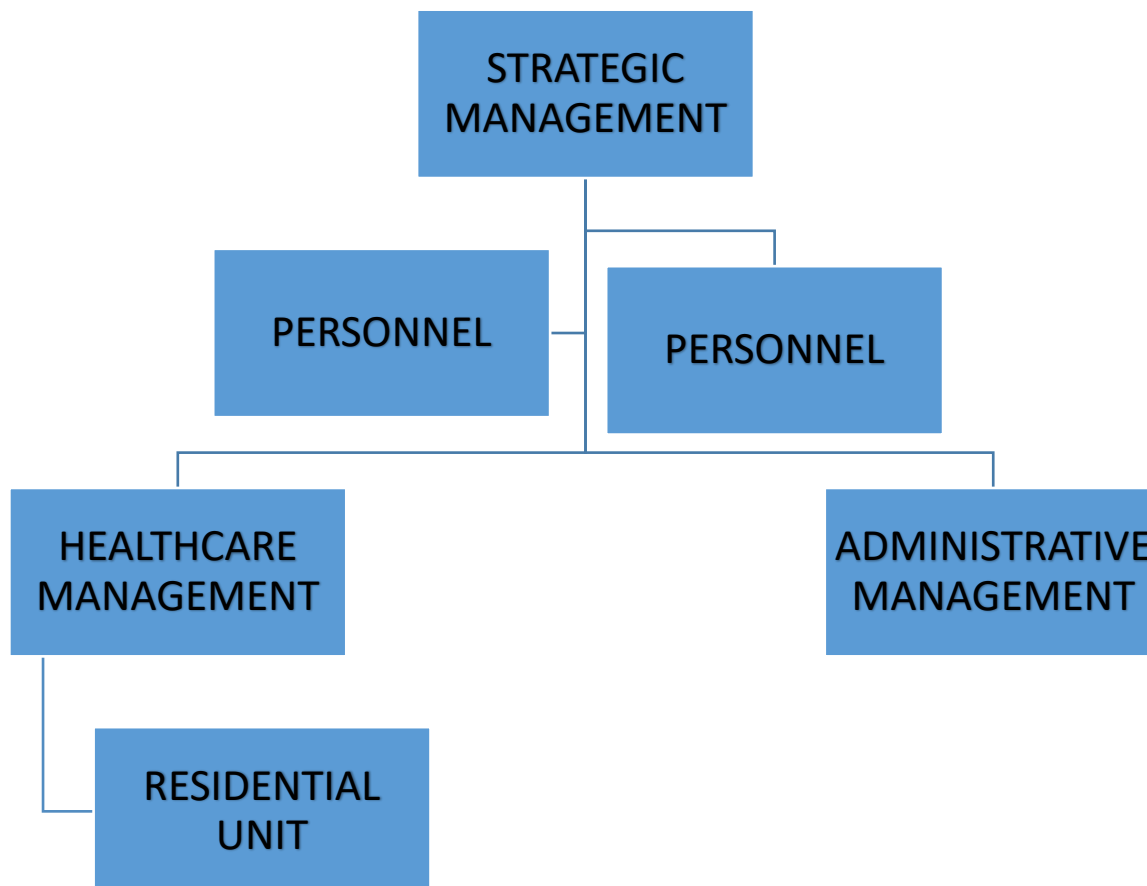
For further informations you can contact us at: 0771/736897 - 329/6351081

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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The General Services of the Extensive S.R.T.R. facilities and the S.R.S.R. facilities with high socio-healthcare assistance are managed, in terms of healthcare and administrative direction, from the building located in the municipality of Santi Cosma e Damiano (LT) at Via Cerri Aprano, while the kitchen services are located in the building situated in the municipality of Ausonia, in the Orfanotrofia district. **INTERNAL ORGANIZATION:**

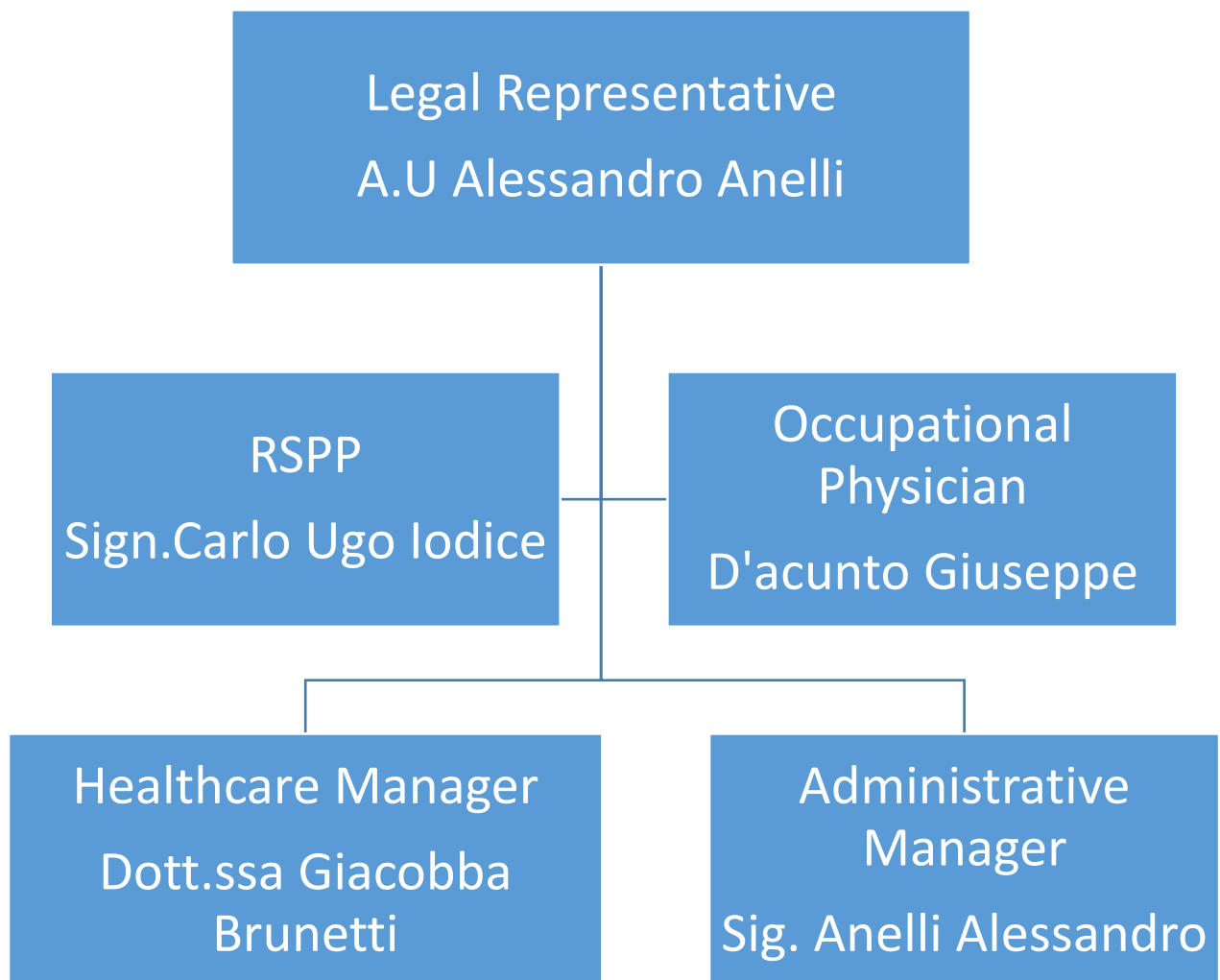
The Company has established a diagram representing the organizational structure by macro-areas, along with the respective hierarchical relationships based on levels of responsibility. This diagram is supplemented by the functions assigned to each macro-area in a separate section.

Typical Organization Chart



<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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SRTR extensive
Insieme 1 Sole

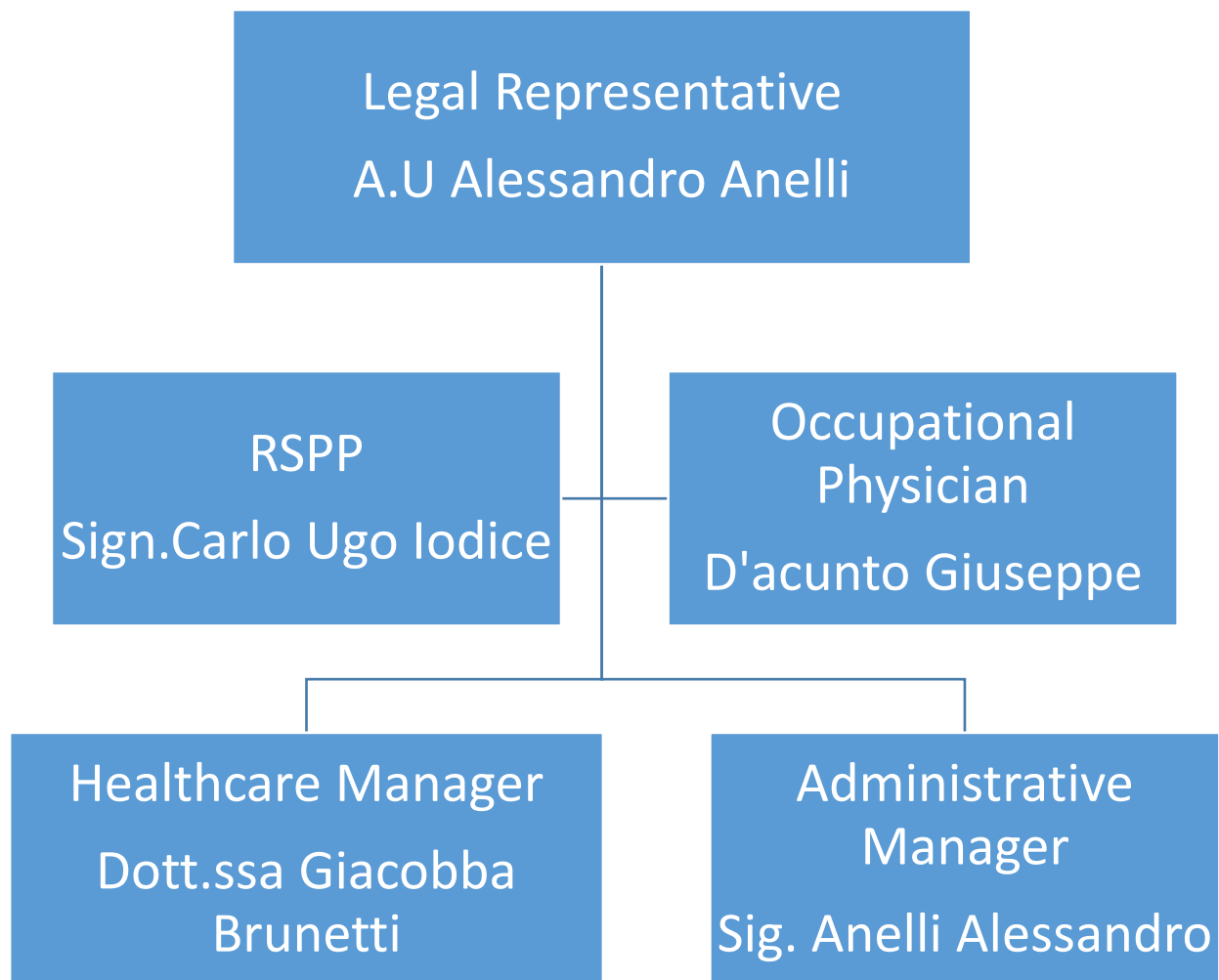


Professional roles:

- N.1 Psychiatrist
- N.3 Psychologists
- N.2 Registered Nurses
- N.4 Professional Educators
- N.6 Social Health workers
- N.1 Social worker (h12)

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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SRTR extensive
Insieme 1 Luna

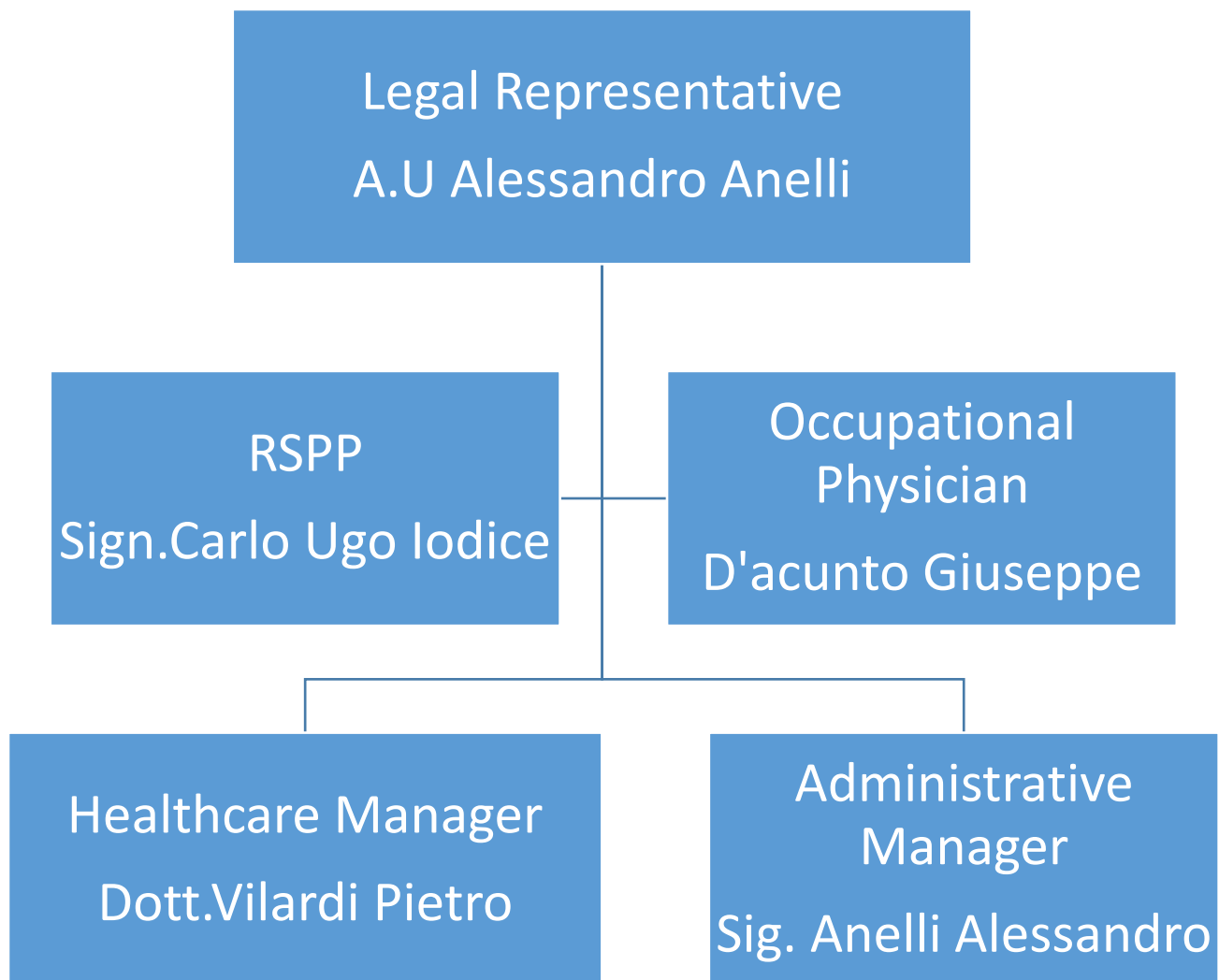


Professional roles:

- N.1 Psychiatrist
- N.4 Psychologists
- N.2 Registered Nurses
- N.3 Professional Educators
- N.6 Social Health workers
- N.1 Social worker (h12)

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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**SRTR extensive
Insieme 2**

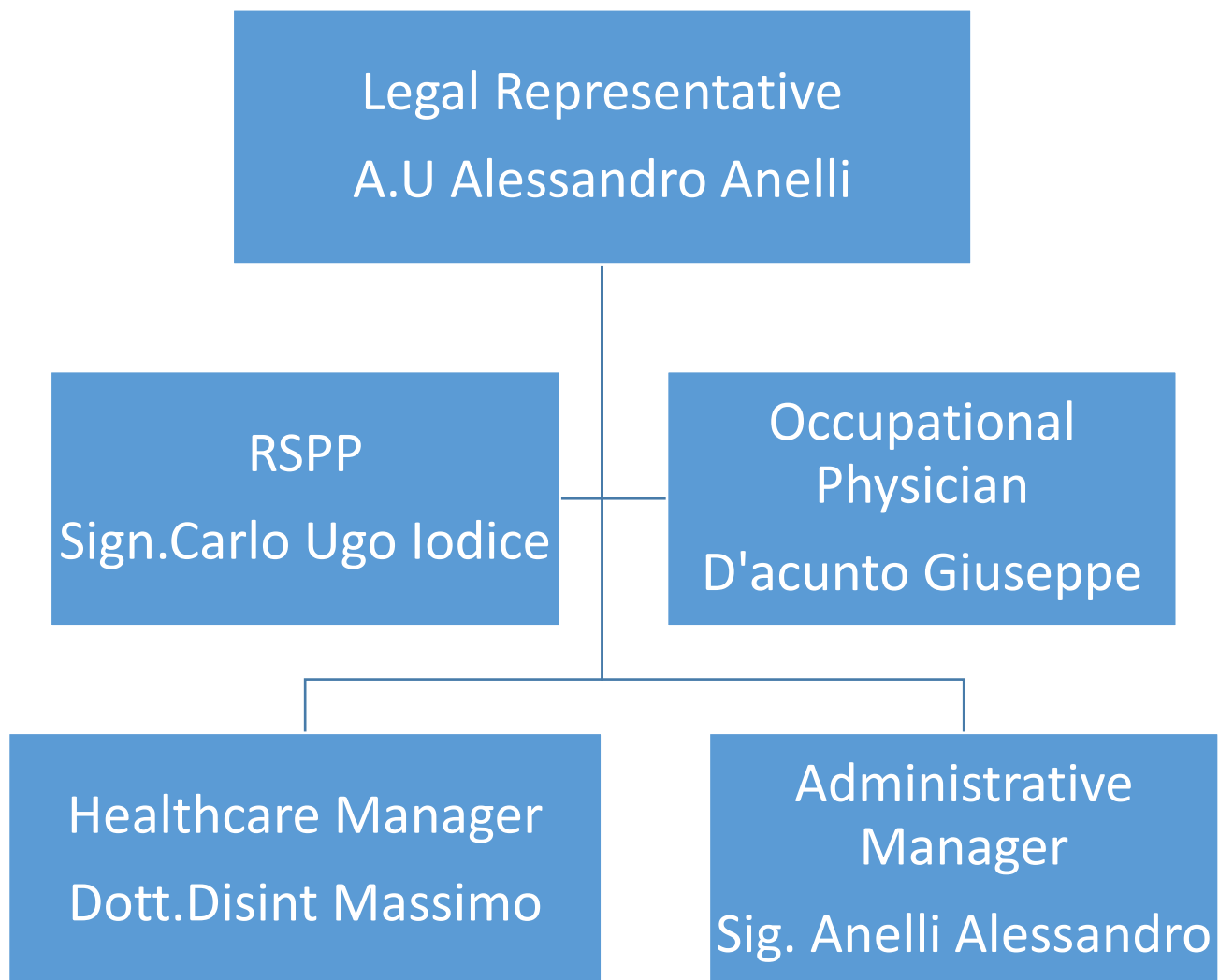


Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists (part-time and full-time)
- N.2 Registered Nurses (part-time and full-time)
- N.4 Professional Educators
- N.5 Social Health workers
- N.1 Social worker (h6)

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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**SRTR extensive
Insieme Mongolfiera**

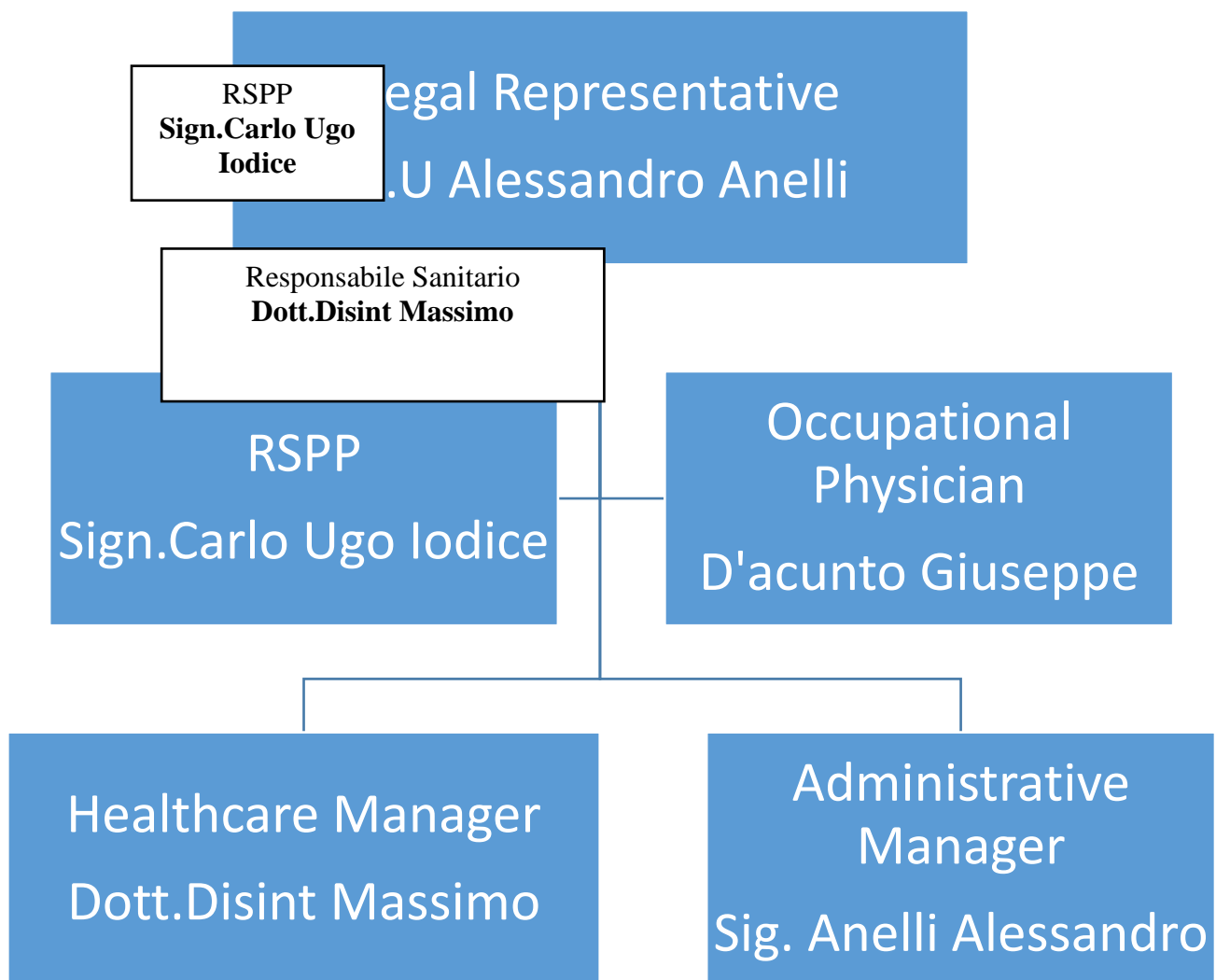


Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists
- N.2 Registered Nurses
- N.5 Professional Educators
- N.6 Social Health workers
- N.1 Social worker (h12)

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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SRTR extensive
Insieme Arcobaleno



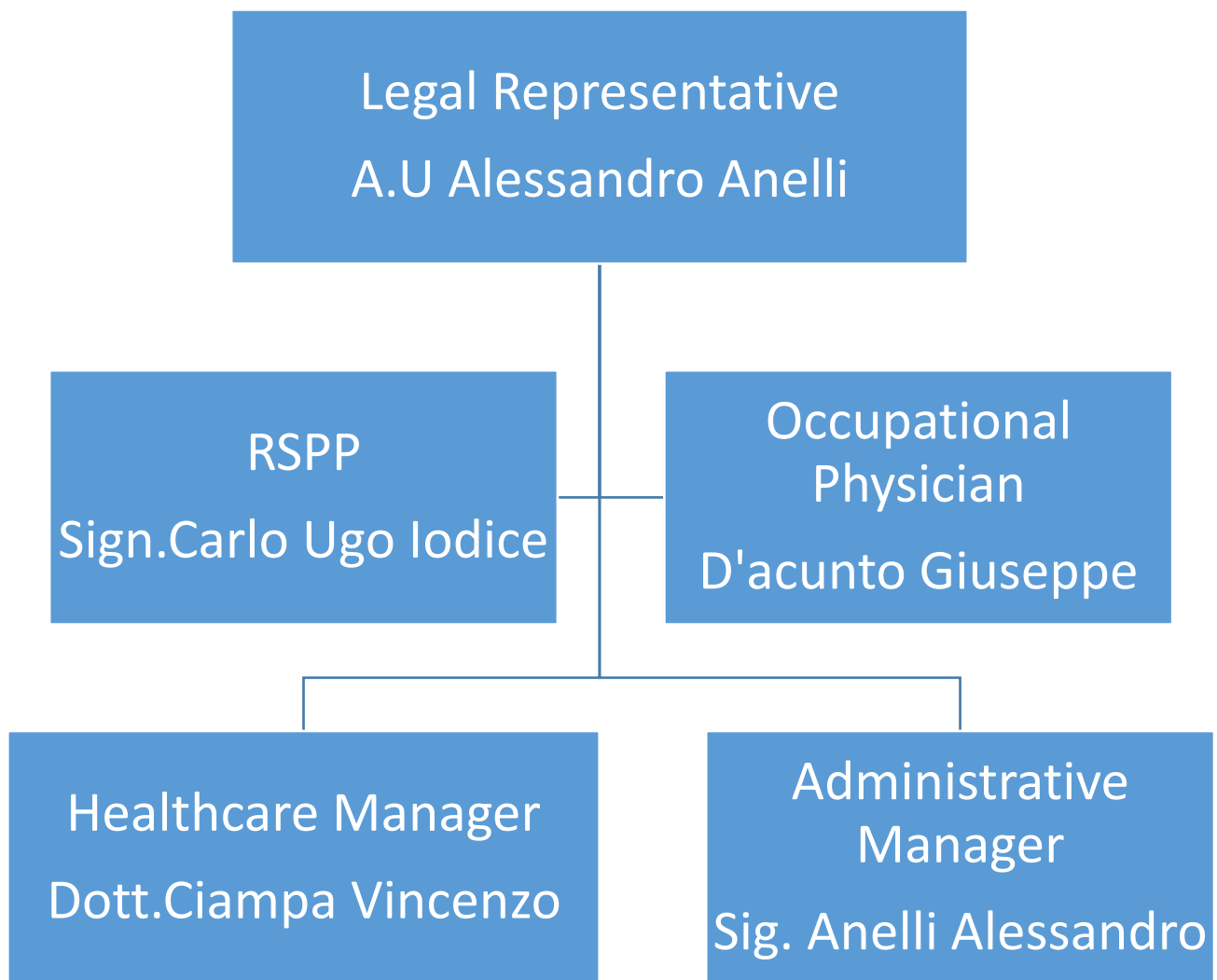
Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists
- N.3 Registered Nurses
- N.4 Professional Educators

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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- N.7 Social Health workers
- N.1 Social worker (h12)

SRTR extensive
Insieme Ausonia



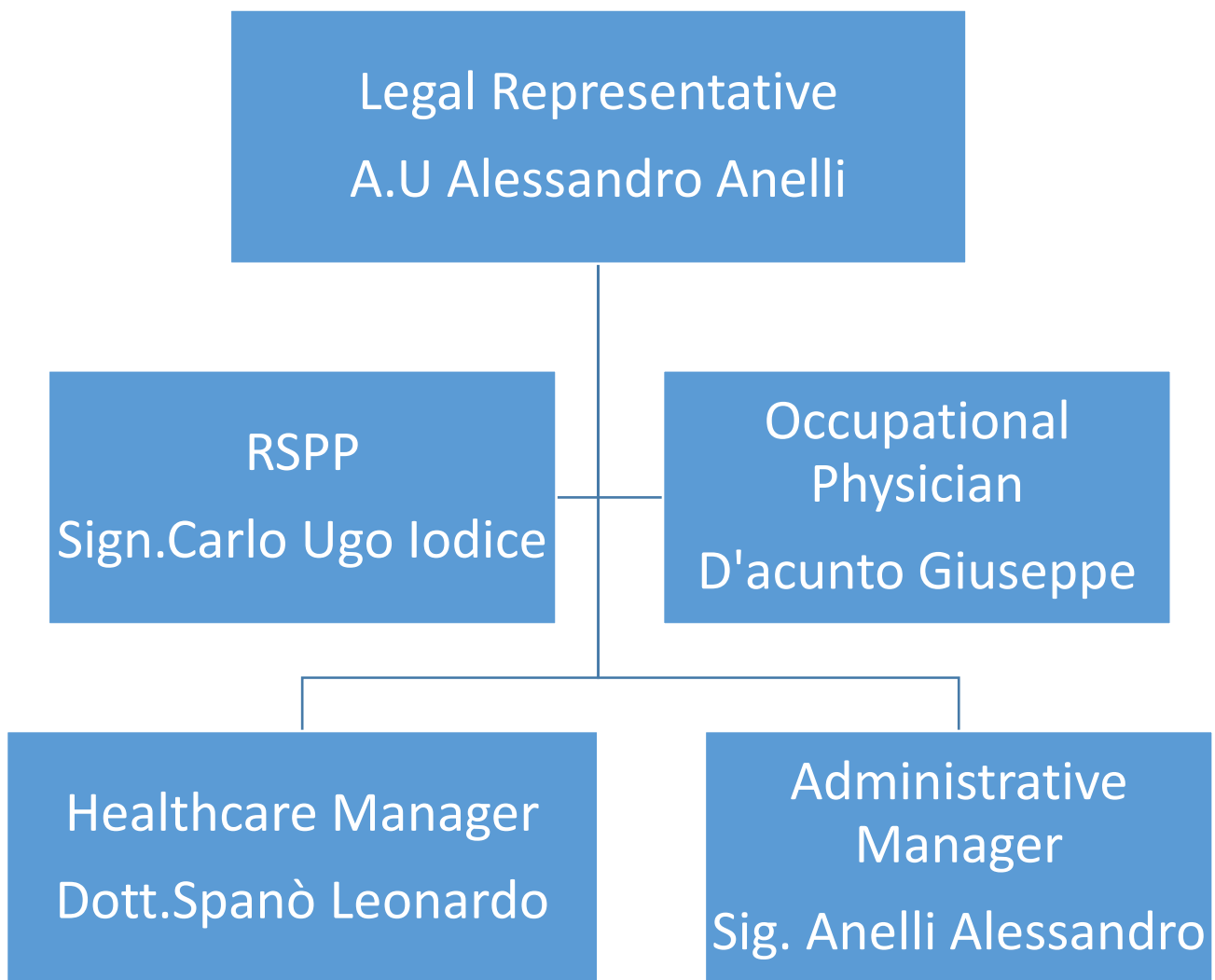
Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists
- N.2 Registered Nurses
- N.5 Professional Educators
- N.6 Social Health workers

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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- N.1 Social worker (h12)

SRSR 24hh
Insieme



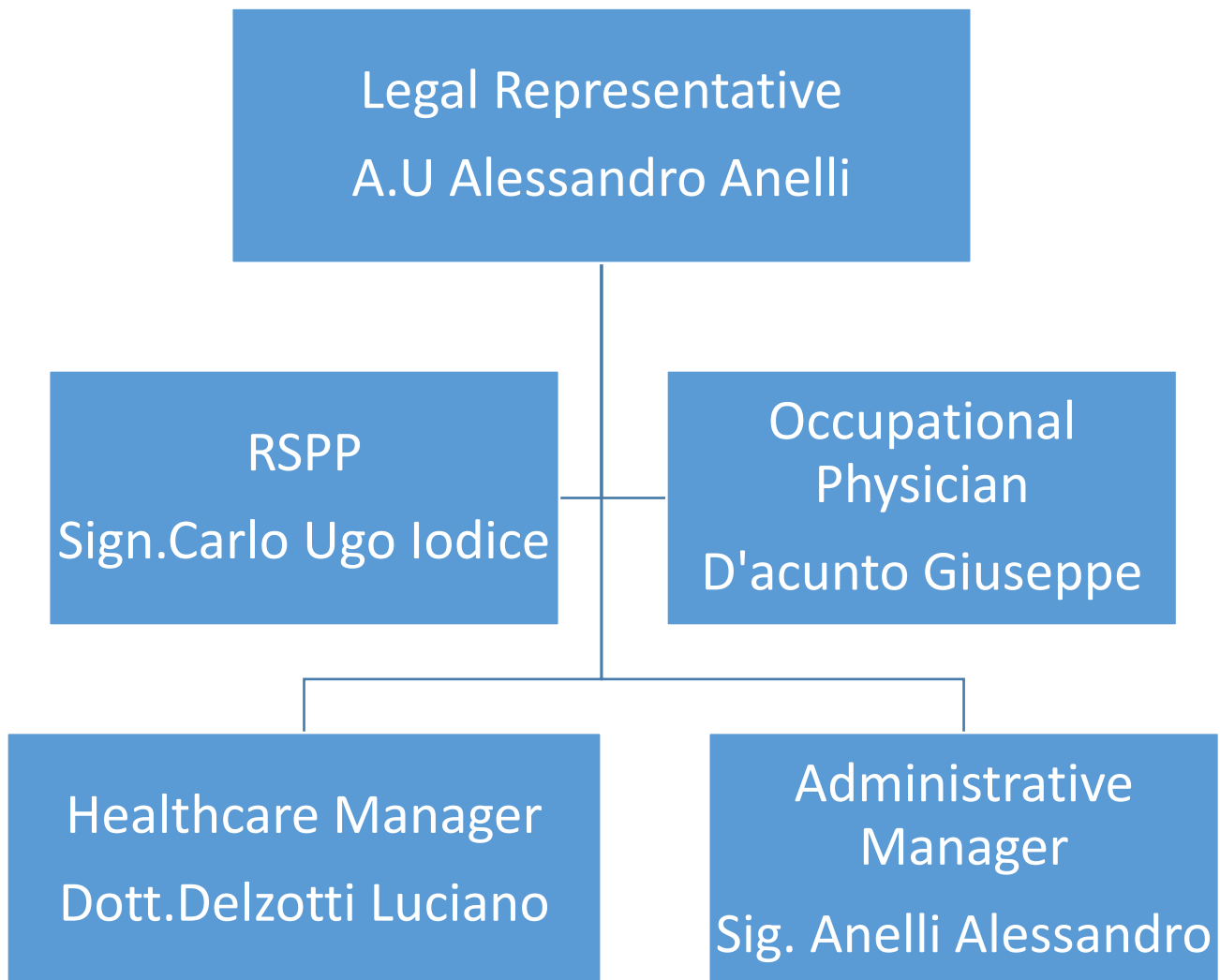
Professional roles:

- N.1 Psychiatrist
- N.1 Psychologists
- N.2 Registered Nurses
- N.4 Social Health workers

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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- N.1 Social worker (h6)

SRSR 24hh
Alberto Pezzi

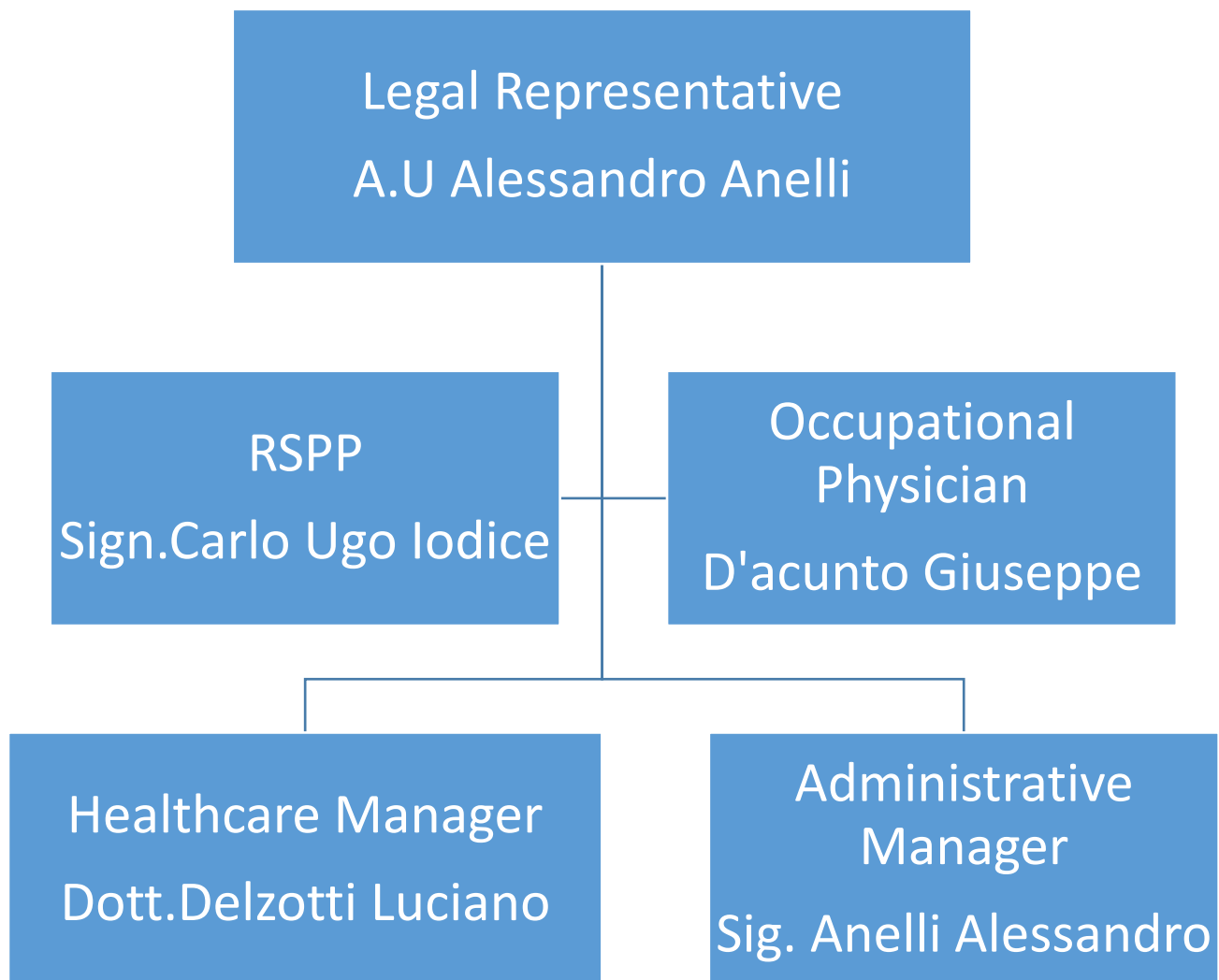


Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists (part time)
- N.3 Registered Nurses (2part time- 1full time)
- N.1 Professional Educator
- N.3 Social Health workers
- N.1 Social worker (h6)

<p>INSIEME</p> <p><i>di A. Anelli & C sas</i></p> 	<p>Carta Dei Servizi</p>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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SRSR 24hh
Redzep Sestovic



Professional roles:

- N.1 Psychiatrist
- N.2 Psychologists (part time)
- N.2 Registered Nurses (part time)
- N.1 Professional Educator

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- N.2 Social Health workers
- N.1 Social worker (h6)

HOW IT WORKS

The Residential Health Facilities of “INSIEME di A. Anelli & C. sas” operate continuously, 24 hours a day, seven days a week, throughout the year. Although the company manages healthcare facilities that meet two different levels of healthcare needs, the typical daily routines in the residences are similar, with the exception only in terms of the "intensity of therapeutic moments."

Typical Day at the Facilities of “INSIEME di A. Anelli & C. sas ”

- Patient awakening
- Breakfast preparation
- Administration of medications
- Personal hygiene
- Clothing selection
- Room tidying
- Individual outings or visits to the internal café

Between 10:00 AM and 1:30 PM

- Structured and/or individual activities
- Group therapy
- Medical assessments
- Preparation of the dining area for lunch
- Tidying up the kitchen and dining area

Between 1:30 PM and 4:00 PM

- Administration of medications
- Afternoon rest
- Room tidying
- Individual outings or visits to the internal café

Between 4:00 PM and 8:00 PM

- Structured and/or individual activities
- Shopping outings
- Medical assessments
- Preparation of the dining area for dinner
- Tidying up the kitchen and dining area

Between 8:00 PM and 11:00 PM

<p style="text-align: center;">INSIEME</p> <p style="text-align: center;"><i>di A. Anelli & C sas</i></p> 	<h2>Carta Dei Servizi</h2>	<p>Tracciabilità Sezione 2C 1.1. Fase 1 a) 3.1 Fase 1 a) 4.1. Fase 2 a) Sezione 1 1.1. Fase 1 a)</p>
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- Administration of medications
- Watching TV
- Organizing board games
- Socializing about the day's events
- Personal hygiene
- Rest

Saturday afternoons and Sundays are reserved for leisure activities or group recreational outings.

Activities Included in the Treatment Program:

- √ Access to public areas (individual and group)
- √ Creative-Artistic Activities
- √ Theater
- √ Ceramics
- √ Decoupage
- √ Color Therapy
- √ Occupational Therapy
- √ Music Therapy
- √ Cooking
- √ Cognitive-Educational Activities
- √ Basic Education
- √ Advanced Education
- √ Computer Skills
- √ Photography Workshop
- √ Physical Activity
- √ Soccer
- √ Volleyball
- √ Athletics
- √ Dance
- √ Swimming
- √ Hippotherapy
- √ Gym
- √ Occupational Activities
- √ Professional Training Courses

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PROFESSIONAL ROLES INVOLVED:

Healthcare Manager: The Healthcare Manager is present at the facility and coordinates the intervention of the therapeutic team across various professional roles. They interact with patients, patients' families, and specialists from Mental Health Centers. The Healthcare Manager evaluates the patient clinically during the preliminary admission phase. They supervise the facility's compliance with hygiene and health standards and ensure the accuracy and effectiveness of the therapeutic plan. The Healthcare Manager is responsible for maintaining the clinical records and handling the patient data for the facility in which they operate. They oversee the application of informed consent for medical treatments and the management of medications used in therapeutic plans.

Psychiatrist: The psychiatrist is present at the facility and coordinates the intervention of the therapeutic team across various professional roles. They interact with users, patients' families, and specialists from Mental Health Centers. The psychiatrist clinically evaluates the patient during the preliminary admission phase.

Psychologist: The psychologist conducts individual psychotherapy with patients, participates in family counseling, coordinates activities, and consults clinical records alongside professional educators, nurses, and social workers.

Nurse: One of the main responsibilities of this professional role is the preparation, administration and monitoring of medications. They interact with the General Practitioner for health assessments and blood tests analysis. They also coordinate with territorial healthcare facilities (laboratories, specialized centers) and accompany patients to the aforementioned facilities.

Professional Educator: The professional educator contributes to maintaining the clinical records, conducts internal and external activities with patients, guides and supports the resident in managing daily life. They assist the psychologist in individual interviews and collective activities (both internal and external).

Social Health Worker: The social health worker promotes the patient's autonomy, collaborates with them and their families for daily life management, takes care of cleaning and sanitizing furniture and equipment, contributes to recreational activities to encourage socialization, and facilitates their transportation.

Social Worker: The social worker engages in supportive relationships, addresses the patient's welfare aspects, housing arrangements (social network), handles the legal aspects for patients with judicial provisions, and manages the patients' financial resources.

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CORPORATE VALUES:

The residential facilities of the organization have adopted and implemented the Patient's Service Chart of Rights internally. These rights encapsulate the corporate values that underpin the organization's policies. Given the vulnerability of the residents, the organization specifically directs its policies towards:

- Protection and promotion of human dignity;
- Consistent focus, both subjectively and objectively, on the well-being and quality of life of patients, their families, and staff;
- Respect and involvement of users;
- Empowerment and professional development of staff;
- Quality assessment and continuous improvement.

The team at the residential facilities promotes the following values in relation to the residents:

- The right to fully express their autonomy and to reside in a clean and well-maintained environment;
- The right to social integration.

The team pays attention to the aesthetic values expressed by the residents, enhancing their image through personal grooming (personal hygiene, hairdressing, beauty treatments) and careful selection of clothing.

POSSIBLE AND DIFFERENT AIMS OF TREATMENT:

SHORT TERM: Recovery of a condition of psychological compensation that enables the reintegration of the patient into their original social context.

MEDIUM TERM: Recovery from a crisis situation affecting the person's living environment, closely related to their psychopathological state, necessitating an intervention that facilitates change and, consequently, reintegration into their life context.

LONG TERM: Admission of patients who, due to their psychopathological state, cannot sustain any form of social integration, with the aim of achieving a condition of stability that is compatible with an environment characterized by lower levels of healthcare support.

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GLOBAL INTERVENTION TYPES:

- **Healthcare** (psychiatric and nursing)
- **Psychological**
- **Rehabilitation**

The organization is based on the work of the team through the following phases:

1. Assessment of the case and definition of an individual therapeutic project;
2. Selection of appropriate tools;
3. Ongoing analysis and verification of the situation.

INTERVENTION METHODS AND TOOLS USED:

- Medical assessment of the pharmacological therapy
- Psychodiagnostics and psychological evaluation of the individual and the type of therapeutic intervention;
- Psychological support for the patient;
- Psychological support for the family;
- Therapeutic group activities (e.g., Hippotherapy, Art Therapy, Music Therapy, Drama - Therapy);
- Support in individual and group psychosocial rehabilitation activities;
- Coordination and networking interventions with local services and other entities involved in the individual's care.

ACCESS TO THE FACILITY:

The commissioning parties for admissions to the extensive SRTR and the 24-hour SRSR are the Mental Health Departments, via the UVM (Mental Health Unit).

Family members may independently contact the facility; however, such contact will still be referred to the evaluation by the appropriate DSM (Mental Health Department) of the area.

During this initial contact, the referring facility is requested to submit a clinical and anamnesis report presenting the patient. The patient will be placed on a public waiting list as soon as they receive the UVM's certification of suitability.

ADMISSION:

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When a bed space becomes available, the healthcare team will be identified and will take charge of the patient. Upon admission to the facility, the patient must present the following personal health and social documentation:

- A valid identity document;
- Regional health booklet;
- Revocation of the choice of General Practitioner (only if the patient resides outside the Lazio region);
- Ticket exemption card;
- Recent clinical analyses;
- A copy of the Civil Disability Certificate, if applicable;
- Individual Therapeutic Treatment Plan from the Mental Health Center (if necessary);
- Copies of previous clinical records, if available.

All data related to the patient is collected and processed in the file containing the patient's health and social documentation, which is prepared and updated by healthcare staff. At this stage, a personalized therapeutic-rehabilitation project is also developed based on the individual therapeutic-rehabilitation plan, along with the completion of all administrative documentation related to the admission.

PATIENT'S DISCHARGE:

The discharge of patients generally occurs at the end of the therapeutic-rehabilitation process or when the referring DSM (Department of Mental Health) identifies other accessible resources for the patient.

FILE ARCHIVING:

The file containing the patient's health and social documentation is closed and archived in an appropriate location, inaccessible to third parties, following the patient's discharge. Upon request, certified copies of the file, including the health and social documentation, will be provided to authorized individuals.

PROVIDED SERVICES:

- meals and lodging;
- personal management of each patient's money and cigarettes;
- personal management of individual patient needs such as purchases and other necessities (hairdresser, beautician, dentist, etc.);
- individual care planning;

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- patient’s personal care assistance provided by qualified staff;
- management of relationships with the general practitioner and relevant healthcare facilities;
- relations with the patient's family;
- relations with other services the patient attends;
- patient’s social network relationships;
- organization of socialization and recreational activities;
- organization of networking activities with local organizations.

FUNDAMENTAL PRINCIPLES:

The “Service Charter” is widely recognized as a system that guarantees the quality of service, implemented through the participation and oversight of citizens and users. The SRTR (Extended Rehabilitation Therapeutic Structures) and SRSR (24-hour Social and Health Rehabilitation Services) of "**Insieme di A. Anelli & C. sas**" have, therefore, presented in this document the operational and quality standards that they ensure in delivering the service. These standards are interpreted dynamically, meaning they are subject to ongoing evaluation, improvement, and updates.

The fundamental principles that have inspired the Service Charter are as follows:

Equality and impartiality: No discrimination is made based on gender, race, language, religion, or political opinions.

Respect: Patients are assisted and treated with care, courtesy, and attention, with full respect for their person and dignity.

Continuity: The service is provided continuously, regularly, and without interruptions, in compliance with operational procedures.

Right of choice: Patients have the right to make decisions freely, as far as their psychological condition allows, regarding the treatments proposed by healthcare professionals.

Participation: Citizen’s participation is ensured through access to health information, the opportunity to submit complaints or suggestions, and periodic assessments of the quality of the services received. Our Healthcare Management, assisted by the Legal Department of "**INSIEME di A. Anelli & C. sas**," is specifically tasked with mediating relationships between the healthcare team, the patients, the family members, and Territorial Services.

Key tools for evaluating the quality of services provided in our operations include the **USER SATISFACTION QUESTIONNAIRE** and the **FAMILY SATISFACTION QUESTIONNAIRE** (or by the authorized representative), which provide information on users’ outcomes.

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Efficiency and effectiveness: The service is provided in such a way as to ensure the efficiency and effectiveness of the actions undertaken, aimed at delivering therapeutic and rehabilitative services that are constantly updated from a technical and scientific perspective. To confirm this principle, the company has adopted a management approach based on "processing the system."

User Feedback and Complaint

The facility provides satisfaction questionnaires for guests and their family members along with this Service Charter. These questionnaires, when signed and submitted, are treated as feedback reports and used to assess the quality of services. The Healthcare Manager will respond to the person who submitted the complaint, if necessary, it may also be provided in written form, within 10 days of receiving the complaints.

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