



Charter of SERVICES

2020





IL PORTICO
cooperativa sociale



PRESENTATION

Over the course of a quarter of a century of the history of the **Social Cooperative The Portico** has changed and developed in the social context and in our organization: social and health policies, ways of accessing services, rights in transparency and participation. **As private individuals we have grown over the years, improving in quality and skills until we get to be partners of the Regional Health System in the provision of Services.** It is the recognition of a work done with passion and professionalism, made possible by the attention to the person and the direct knowledge of the forms of discomfort taken in charge. A user orientation that has always been alive, made even more evident today with the new **“Charter of Services”**. It is a document that informs and protects, which explains the way in which the service is provided and the way in which it is accessed, which discloses the terms of the pact between those who provide the service and those who use it. In this Charter, everyone will be able to refer to the terms of a relation which aims to improve the quality of the report. Person's life: value and resource to be protected in all circumstances.

The President
Luisa Fungenzi

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THE CHARTER OF SERVICES

The Charter of Services informs people who view it about the services provided by the Portico Social Cooperative Society.

It illustrates and presents the facilities managed by the cooperative, the type of users and activities offered, the ways of access, the persons of reference to contact, the times standards, regulations and complaints arrangements.

It is particularly aimed at people with psychiatric distress, mental disabilities citizens in general on the path to protecting their health; It is also aimed at the operators of public institutions that deal with the Portico of the di health and well-being needs of the community (employees of the social services of local authorities, social welfare and health professionals). For the local community, it represents an instrument of knowledge of the activities carried out in the territory by the social cooperative.

The Charter of Services, as an information reference document about the way the service is delivered, **is the place where the complete indications that underlie the user-cooperative relationship are located, from the conditions of supply to the tools to interact in all circumstances.**

**The Charter of Services is subject to periodic review.
The latest update is May 2020.**

PRINCIPLES AND REFERENCE VALUES OF THE CHARTER OF SERVICES



The fundamental principles on which this Charter of Services is based are those declined by the **Mission** and the **Charter of Values of all Polis Group Cooperatives**. The Charter of Values was approved by members in May 2012 and establishes the values on which the activities of the Group's Cooperatives are based. It is the identity card of the Cooperatives, the document that responds to the need to disclose their principles, the framework of business choices and the rehabilitative and educational proposal. From it we draw the essential contents below:

Person's centrality - It is reflected in the quality of relationships, the quality of environments and the enhancement of talents.

Within this frame, the following values are referenced:

Participation - It means taking responsibility for the development of the cooperative through knowledge of the legal instrument, responsibilities and democratic participation.

Responsibility - It means maintaining constant attention to the environment, honest management of resources, compliance with fiscal and civil rules, fidelity to statutory principles and rules.

Innovation - It means paying attention to new needs, to the constant improvement and expansion of social entrepreneurship initiatives.

Cooperation - It means implementing an internal and external collaborative style, stimulating participation in representative bodies, being willing to create synergies, promoting cooperative culture.

Durability - It means implementing all the necessary behaviours to ensure that the activities and development of the cooperative are guaranteed over time. It is based on the definition of development strategies and in the implementation of the management and organizational choices that follow.



THE COOPERATIVE

PROFILE AND HISTORY

The Portico is a type A social cooperative that began in 1994 from the experience and awareness of the management of the Polis Nova social cooperative and an activity of prolonged volunteering and civil service of some young people who worked in contact with different types of discomfort in the environment of the Association "Fraternity and Service" and civil service of some young people who worked in contact with different types of hardship.

The cooperative's MISSION «is to pay constant attention to people with psychiatric distress, mental disability and in general to the health and well-being needs of the community to bring to life the values of solidarity and the promotion of the centrality of the person».

The Portico welcomes a total of three 70 users in the different residential buildings depending on whether they need a rehabilitative therapeutic pathway or a more educational-welfare path. It also deals with educational services aimed at private citizens for the management of leisure, for the development housing and relational autonomy and offers individual support for private citizens who ask for

specialized educational and rehabilitation interventions for themselves or their families. It contributes to the development of primary care for every citizen by actively participating in the dissemination of the model of Integrate Medicine (today operates 2 services in support of MGI to which about 30,000 users). The Cooperative now manages the following services:

For mental health:

Accredited services

- Therapeutic rehabilitative Protected Community "La Meridiana"
- Protected Apartment Groups "Casa A.M.A."
- Protected Apartment Groups "Casa AMICA".

Private services

- 6 Autonomous Apartment Groups;
- Specialized home support.

For disability:

Accredited services

- Residential Community "Il Biancospino";
- Residential Community "Abitare il tempo";

Private services

- Relief to families
- Leisure
- Housing autonomy
- Dance Ability

For citizenship:

- 2 Services to support

The Portico is part of the Coop Group “Polis Group”, union of four cooperatives in the Padua territory have strongly linked and united by origins, philosophy and objectives. Since 1985, Polis Group has been involved in services to the person, in various areas of social hardship, production activities and business services. The common element is the concept of the centrality of the person life, system aimed in particular at the so-called ‘last ones’, those who find it difficult to enter society. Over the years, the multiplication of the complexity of the answers provided has fostered the emergence of new distinct realities: four cooperative companies specialising in a specific area of intervention.

The Group works in a coordinated and synergistic way, harmonizing in a unitary path a complete and educational rehabilitation and educational chain, oriented to the complexity of the person. From education to rehabilitation; from answers to the housing problem to job placement, Polis Group operates at a local level in an integrated approach with

the person and the territory.

The Cooperative Il Portico is also a member of the Veneto Consortium Insieme, which promotes: collaboration and coordination of associated cooperatives in the relationship with public stakeholders, consulting in management, corporate, administrative, and in the context of Quality Certification and Institutional Accreditation, project services, selection and training of volunteers within the Civil Service.

The Cooperative is one of the founding members of the VIS Consortium (Veneto In Salute) that is involved in the development of primary territorial care through the provision of services to support the aggregations of General Practitioners. The Portico also joins Federsolidarietà which is the organization of political-union representation of social cooperatives and social organizations participating in Confcooperative. It adheres in particular to the networks: Pact for development for a new welfare, Linkedis, Imaginable resources, Connections of the future, Welfare common good.

GRUPPO POLIS

COOPERATIVE	SERVICES	CONSTITUTION
POLIS NOVA	Day centres For people with psychiatric distress and intellectual disabilities	1985
The PORTICO	Residential and individualized support services for people with psychiatric distress and intellectual disabilities Primary Care Services for all afferent citizens to the Integrated Group Medicines	1994
GRUPPO R	Job entry for people with psychiatric distress and intellectual disabilities Day centres and residential placement	2001
SINFONIA	Production and work Communication, marketing and web services	2003



THE SERVICES





IL BIANCOSPINO AND ABITARE IL TEMPO

RESIDENTIAL COMMUNITY FOR PEOPLE WITH DISABILITIES

IL BIANCOSPINO

Via Torino 8 - 35010 Villafranca Padovana (PD)

Tel. 049 9075688 - Fax 049 8909386

ilportico@gruppopolis.it

ABITARE IL TEMPO

Via del Bigolo 100 - 35133, Padova (PD)

Tel. 049 5310366 - Fax 049 8909386

ilportico@gruppopolis.it



DESCRIPTION OF THE SERVICE

The Residential Community is a service that aims to understand and manage daily life, oriented to the protection of the person, to the development of social skills and rehabilitation, or even the realisation of autonomous life experiences. In the housing community, educational-rehabilitation activities are ensured to take into account the personal, social and relational aspect by enhancing and stimulating growth in personal autonomy.

REFERENCE MODELS FOR EDUCATIONAL INTERVENTIONS

As regards the methodology used for observation and interventions in the use of services to people with disabilities, we refer to the cognitive **behavioural model and the indications from the Convention of**

ONU on the rights of people with

disabilities quality of life, social needs and life plan). For people with psychiatric disorders, the **biopsychosocial rehabilitation** model based on the principles of **Psychiatric Rehabilitation and Recovery** is referred to.

USERS

Recipients are adults in distress (mentally disabled, psychophysical and people with mental health problems) without a household or for which it is impossible to stay in the household, both temporarily and permanently.

ENTRY PROCESS

For entries coming in and at the expense of the Aulss 6 Euganea, the process is as follows:

- **The social worker of the Uo-DisA** (Adult Disability Operations Unit) who knows the user and the course carried out as well as the need for community integration, **sends The request for entry to the cooperative.** The application must be motivated by a project, a copy of the UVM (Multi-Dimen-

The Cognitive Behavioural Model

Scientificallly-founded discipline that through the relationship between emotions, thoughts and actions affects on the learning of the person evolutionarily changing the behaviours and facilitating greater well-being, capacity to relationship and social adaptation. The main techniques (reinforcement, modeling, task analysis, shaping...) directing the interventions of the educators in contrast to problematic behaviours and in the encouraging of learning skills needed for construction.

sional Evaluation Unit) and specific information (anam-ion card, autonomy levels, objectives and modes of insertion, reports of other previously fren-zied structures).

- **The request is considered by the Educational Coordinator of the cooperative** who conducts an interview of user knowledge. If you are deemed eligible for entry into the community group, you will be notified by the Social Assistant of the Unea Adults disability unit (UoDisA) that you will provide the cooperative with the authorization of the Directorate of Social Services.
- In order to facilitate insertion, the co-operative chooses to cure one phase called “**pre-entry**” which gradually aims to introduce the user to the service environment and to promote the knowledge with the other guests and the operators.
- Once the user is placed in the community there is a three-month **observation period** where the team of the operators, supervised by

Psychologist and Educational Coordinator, assesses whether the property can meet the needs of the users using specific observation grids. After (and judged positively) the observation period, the insertion is considered definitive: later on, at least annually, a meeting is held to verify the path of insertion with the Territorial Social Assistant in charge.

- In addition annually, the Cooperative team (operators, Operations Unit Manager, Psychologist) also lays out the **Individualized Project**, shared

with the user and, where possible, with family members. It aims to have an intervention plan, with rehabilitative educational objectives aimed at the growth and well-being of the user shared with the same user and the family members.

- **During the stay** of the user in the structure, the family members are involved in periodic meetings of sharing views about the progress of the Individualized Educational Project prepared.



ESSENTIAL INFORMATION

TIMES	Every day 24h/24
CLOSING PERIODS	None
CAPACITY	Residential Community “Il Biancospino” Core 1: 10 places - Core 2: 5 places Accommodation Community “Abitare il Tempo” Nucleo 1: 10 posti - Nucleo 2: 4 posti
TRANSPORT SERVICE	Present for service needs
OPERATING AUTHORIZATION	Present (Il Biancospino: DGRV 347/2017) (Abitare il Tempo DGRV 04/2016)
ACCREDITATION	Present (Il Biancospino: DGRV 15/2020) (Abitare il Tempo : DGRV 15/2020)
DESCRIPTION OF ENVIRONMENTS	<p>RESIDENTIAL COMMUNITY “IL BIANCOSPINO” House arranged on two floors and composed of:</p> <p>Core 1 - Ground floor: kitchen, dining room, living room, two double rooms including one with dedicated bathroom, laundry room, bathroom operators, pantry on the ground floor; First floor: 3 double rooms, one single room for operators, three bathrooms of which one assisted upstairs.</p> <p>Core 2 - kitchen, living room with dining area, 1 double room, 1 assisted bathroom on the ground floor ; a double room, bathroom operators, two single rooms including one for the operator on the first floor. The two cores share a large garden and the ability to use a lift for lifting people with disabilities.</p> <p>RESIDENTIAL COMMUNITY “ABITARE IL TEMPO” The Residential Community is spread over three floors. The three levels are connected by a ladder and a sized elevator for people with disabilities.</p> <p>Common Areas - In the entrance hall there is the reception, the landing that introduces to the premises reserved for activities, a toilet with anti-bathroom, the living room communicating with the dining room. Next to the latter is the kitchen and a washing area. Attached to the kitchen are technical rooms such as the pantry, the staff dressing room, the bathroom and the service bathroom.</p> <p>Core 1 - Floor Ground and First Floor: On the ground floor is 1 double room with 1 bathroom sized for people with disabilities; climbing to the first floor are located: 4 double rooms of more than 18 square meters, 2 single rooms with an area of 12 square meters, 4 bathrooms (two of which are sized for people with disabilities). There is also a room, a room for staff on duty in the night slots, a dressing room for the attendants.</p> <p>Core 2 - Second floor: there are 2 double rooms with an area of more than 18 square meters and a bathroom sized for people with disabilities. In addition, a laundry room and a storage room.</p>

SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACTS
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Educational Coordinator	Dr. Lucia Bordin	Training operators; Inserts/resignations; Educational issues; Relational issues with staff;	Mon/Tue Wed/Fri 09.00-13.00 By appointment	Tel. 0498900506 e-mail: l.bordin@gruppopolis.it
Bid Unit Manager	Residential Community "Il Biancospino" Dr. Stefano Michelon	Contact for projects customised; Organization and asset management with the user; Coordination, OSS Group; Relationship with territory.	IL BIANCOSPINO Morning: Monday, Wednesday, Thursday, Friday: 9.00 - 14.00 Saturday: 8,30-15,10 Afternoon: Tuesday, Wednesday Thursday: 16,30-21,00	Residential Community "Il Biancospino" Tel. 0499075688 Tel. Cooperative "The Portico 0498900906 e-mail: s.michelon@gruppopolis.it
	Residential Community "Abitare il tempo" Dr. Orietta Zanon		ABITARE IL TEMPO Morning : Monday 9.00-13.00 Tuesday 7.30-13.30 Wednesday 9.00-16.00 Thursday 9.00-13.00 Tuesday 7.30-13-30 Friday 8.30 -16.00 Saturday 8.30 -15.10 Afternoon: Monday 16.00-20.00	Comunità Alloggio "Abitare il Tempo" Tel. 0495310366 Tel. Cooperative "The Portico 0498900906 e-mail: o.zanon@gruppopolis.it
Psychologist	Dr. Debora Leardini	Relationships with users, operators and family members for educational and rehabilitative aspects.	Mon: 15.30 -19.00 Wed: 08.30 -16.00 Thu: 13.00 -19.00 Fri: 09.00 -12.00	Tel. 0498900506 e-mail: d.leadini@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00-13.00, 13.30-16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it

STAFF

PROFESSIONAL PROFILE	SKILLS	TIME
Professional educator	Daily tasks with users	Present during business hours
Health and Social Workers	Daily tasks with users	Present during business hours
Auxiliary	Cleaning activities	For "Il Biancospino" Present in extra-time For "Abitare il tempo" Present during business hours

The professionals involved in the structure are indicated by the Veneto Region in Dgr 84 of 16.01.2007 and are as follows:

PROFESSIONAL EDUCATOR

It is an operator who, on the basis of a specific vocational training of technical-practical features, socio-educational and educational services - extracurricular, residential or open cultural, works with people of different ages, by formulating and implementing educational projects that are designed by intentionality and continuity, aimed at promoting and contributing to the full development of the potential for personal growth and social inclusion and participation, in order to achieve these objectives,

on the interpersonal relationship, on group dynamics, on the family system, on the environmental context and on the organization of services in the educational field.

SOCIAL CARE OPERATOR

It is an operator of the social welfare area which, on the basis of a specific training, is responsible, at home level or in protective structures, to carry out a series of integrated activities that qualify as direct assistance to the person, domestic help, simple sanitation complementary implementation to the activities of assistance and protection, via with resource services in order to promote the personal autonomy of the user in his own environment of life in accordance with his self-determination and in order to

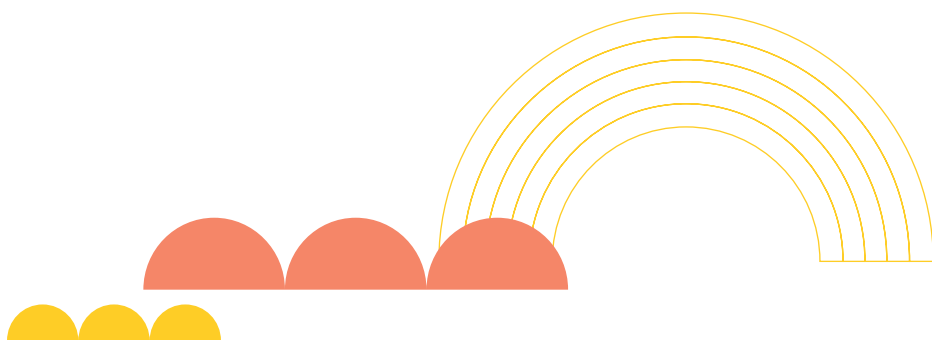
avoid, or other, with the aim of reducing the risks of isolation and marginalization.

In accordance with a precise choice of the cooperative aimed at improving the safety of the intervention, these professional figures are supervised by the Educational Coordinator/Psychologist in terms of educational actions (writing individualized educational projects, scheduling of activities), and by a Unit of Supply Manager, as far as the organizational aspect is concerned. (Both figures depend on the General Coordinator.)

The standards of the necessary personnel are determined by the Contractual Agreements drawn up with ULSS 16 and 15 (currently unified in Ulss 6 Euganea).

Other professionals working with the community include:

- Administrative Secretariat
- Auxiliary
- Trainees: Professional Educators, O.S.S., Psychologists
- Civil Service Volunteers National



DESCRIPTION OF TASKS

The activities that take place within the Residential Communities are mainly educational-rehabilitative and are conducted by all the professional figures involved (Professional Educators, tori Health and Psychologists).

These activities include actions on areas: personal, instrumental, social and related, ie promoting the increase and support of personal autonomy.

Educational and rehabilitative activities can be summarized mainly in two macro groups: residential activities and activities in the territory.

- **Residential activities:** they cover the common actions of daily life and aim to intervene in the recovery of the skills lacking in each of the users. In particular, the interventions are related to the area of self-care (personal hygiene and physical appearance), the cognitive sphere, the care and management of private and community spaces in and abroad (small cleaning, cooking activities, laundry, gardening).

- **Activities in the territory:** inclusively, they aim to ensure that users participate in the life of the local community, by creating social relationships that bring them closer to the possibility of realizing their life plan by exercising the right to have a recognised and satisfactory role. These activities consist of: participation in specific external courses, orientation to self-housing, recreational and cultural outings, commission exits.

Users are also guaranteed support and assistance at check-ups by specialists or during specific medical examinations.





LA MERIDIANA

THERAPEUTIC REHABILITATIVE PROTECTED COMMUNITY

LA MERIDIANA

Via del Bigolo 46 - 35133, Padova (PD)

Tel. 049 8647760 - Fax 049 8909386

ilportico@gruppopolis.it

SERVICE DESCRIPTION

The Therapeutic Rehabilitative Protected Community (CTRP) with a high-intensity care “The Me-ridiana” is a therapeutic wind-in-wind facility – prolonged rehabilitation in the regime of non-hospital residential. The intervention is characterised by the protracted treatment of serious situations for which a medium-term treatment programme is indicated.

The peculiarity of this structure is the mixed management, that is, shared between public and private social. It is carried out by integrated and re-rehabilitation projects, agreed between mental health and social care professionals. (“The Portico Social Cooperative Society”), while still the responsibility of the diagnostic and therapeutic function entrusted to the Mental Health Centre - 2nd Psychiatric Service of the former Ulss 16 (current Ulss 6 Euganea) and resulting in the skills of rehabilitative - welfare shared between public service and contracted bodies.

REFERENCE MODELS FOR EDUCATIONAL INTERVENTIONS

As regards the methodology used for the observation, intervention and evaluation of rehabilitation projects in the field of mental health, refers to the **Biopsychic-cyal Rehabilitation** model based on the principles of **Psychiatric Rehabilitation** and **Recovery**.

USERS

Adults mainly related to the 2nd Psychiatric Service ex Ulss16 (current Ulss 6 Euganea) who are mainly and continuously affected by psychopathology, who have resources that can be activated with appropriate rehabilitative therapeutic interventions where family support is precarious.



Biopsychosocial rehabilitation

The aim of **biop-sycosocial rehabilitation** is to increase the functioning of people with psychiatric disabilities, in so that they are able to take on a valid role with success and satisfaction in the environment of their choice (work, housing, school, social and recreational facilities). Some fundamental principles of rehabilitation are the possibility of experiencing success despite the limitations imposed by the disease, the graduality in approaching high-performance experiences, early insertion and supported by the operator in natural

ENTRY PROCESS

Community integration is agreed to between the user, the treating psychiatrist and the doctor in charge of the Community. During the planning of the insertion, the team of the Mental Health Center involves the municipality of residence and presents the situation of the user to the staff of the Protected Rehabilitation Therapeutic Community.

- The team of the Mental Health Centre and that of the Protected Rehabilitation Therapeutic Community **identify the needs of the subject** by agreeing with the therapeutic-rehabilitation goals and the timing of their achievement. The sharing of rehabilitation project is done through the Agreed Project table.
- **Insertion** of the user in the structure must be within e not over 30 days from the compilation of the instrument.
- **The welcome is** of a residential type that provides for a stay in the community in the 24 hours.
- **Before entry**, the user and family members can make a visit to the

structure prior to the insertion.

- **There is no fee** on the part of the user during the stay in the Community because at the total cost of the Ulss, but there may be needed a contribution to some shared expenses to do extra activities such as the purchase of tickets for exhibitions and cultural events, for the bus, gym activities, climate stays etc., agreed in groups.
- **After 12 months of entry**, the team checks the progress of the rehabilitative project and, depending on the outcome of the verification, opts for discharge or for a possible continuation of the inclusion in the Protected Rehabilitation Therapeutic Community.
- **At the end of the community journey**, the user will be able to access a socio-health structure with less intensity of care and/or return to the family.

ESSENTIAL INFORMATION

TIMES	Every day 24h/24
CLOSING PERIOD	None
CAPACITY	14 places
OPERATING AUTHORIZATION	Present (DGRV 43/2018)
ACCREDITATION	Present (DGRV 522/2020)
DESCRIPTION OF ENVIROMENST	It is a single house, arranged on two floors and composed of: ground floor (entrance, office, TV room, dining room, kitchen, bathroom operators, guest bathroom,) first floor (three double bedrooms, two bathrooms, dressing room, meeting room), second floor (two triple rooms, two double rooms, two bathrooms, single room for nurses). Adjacent to the community is a room where they are located on the ground floor: terra: laundry, double services and a storage room, on the first floor a room for some activities. The house is surrounded by a large garden with football field, vegetable garden and volleyball court.

SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACTS
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Educational Coordinator	Dr. Lucia Bordin	Training operators; Inserts/resignations; Educational problems; Relational issues with staff;	Mon/Tue Wed/Fri 09.00 - 13.00 By appointment	Tel. 0498900506 e-mail: l.bordin@gruppopolis.it
Bid Unit Manager	Dr. Elena Bertorelle	Contact for custom projects; Organization and business management with the user; Coordination of the OSS Group/ Educators; Relations with the territory	Mon: 09.00 - 13.30 Tue: 09.00 - 16.00 Wed: 9.00 - 12.30 Thu: 9.00 - 16.30 Fri: 09.00 - 12.30	Tel. 0498647760 e-mail: e.bertorelle@gruppopolis.it
Psychologist	Dr. Antonio Di Donfrancesco	Relationships with users, operators and family members for educational and rehabilitative aspects. Relationships with territorial educational teams	Tue: 09.00 - 16.00 Thu: 13.30 - 17.00	Tel. 0498647760 e-mail: a.didonfrancesco@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00 - 13.00, 13.30 - 16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it



STAFF

PROFESSIONAL PROFILE	SKILLS	TIME
Psychologist	Conducting rehabilitative groups and individual interviews	See above
Professional Educator	Daily tasks with users	Mon/Fri: 8.30 - 16.30
Health and Social Workers	Daily tasks with users	Mon/Fri 7.30 - 15.30 / 15.30 - 21.30 / 21.30-7.00 Sat./Sun 24 h/24
Auxiliary	Cleaning activities	Mon/Fri 07.00 - 14.00
Psychiatrist Doctor	Therapeutic manager	Two Tuesdays/month 09.00 - 13.00 and two Tuesdays/month 09.00-16.00
Nurses	Health care	Mon/Sun 24h/24
Social Worker	Activities to promote, organize and manage the integrated network of interventions	Tuesday 09.00 - 13.00



The staff of the Protected Rehabilitation Therapeutic Community are part of the public service (Medical Psychiatrist Responsible for The Facility, Co-Ordinator Nursing, Nurses) and of the service offered by the social private (Cooperative general coordinator; Educational Coordinator - Contact, Professional Educator; Health and Auxiliary Worker).

PSYCHIATRIST IN CHARGE OF THE FACILITY

The psychiatrist follows the treatment and therapy; is present every Tuesday and Monday morning every fortnight. For individual interviews you should contact the CSM (Mental Health Centre) located in Via dei Colli.

NURSING COORDINATOR

The nursing coordinator coordinates the activities of nursing staff.

NURSES

They are present in 24 hours; care for needs of users, in direct contact with the doctor; participate in group activities, participate in the drafting and implementation of individualized projects.

SOCIAL WORKER

The social worker is present in the structure once a week and collaborates with the team in the implementation of all the tasks related to the social sphere (housing, pension, relations with the S.I.L., etc.).

OFFER UNIT COORDINATOR/ EDUCATOR COORDINATOR OF THE PROTECTED REHABILITATIVE THERAPEUTIC COMMUNITY “THE MERIDIANA” (OF THE COOPERATIVE)

It coordinates the activities of Professional Educators and O.S.S., collaborates with the doctor; is responsible for the structure (maintenance) of the vehicles, manages the cashier; the permits on weekends and leads the organized group with the users.

PSYCHOLOGIST

It conducts together with the Coordinator the organizational group with the users, carries out individual meetings and collaborates in rehabilitation projects with the team.



COOPERATIVE PROFESSIONAL EDUCATOR

Collaborates with the doctor; outlines, organizes and conducts structured activities and together with nurses and O.S.S. drafts and implements individualized projects for each individual user.

COOPERATIVE HEALTH WORKER

He collaborates with the doctor, and also collaborates with the nurse and educator in the management of individualized user projects.

AUXILIARY

It is responsible for the cleaning service and is guaranteed by the Cooperative.

Other professionals working with the community include:

- Trainees: Nurses, O.S.S.,
- Psychologists; National Civil Service volunteers.

The standards of the necessary personnel are determined by the Contractual Agreement drawn with Ulss 16 (current Ulss 6 Euganea), as specified below:

- Professional Educator: 2.55 staff out of 14 users;
- Health Care Member Operator: 5.12 staff out of 14 users;
- Structure and Contact Coordinator: 0.79 staff out of 14 users;
- Psychologist: 0.26 staff out of 14 users.



DESCRIPTION OF TASKS

Activities within the Therapeutic Rehabilitation Protected Community “La Meridiana”, are mainly of educational-rehabilitation character and are designed by all professional figures involved (Professional Educators, Healthcare and Nurses).

All activities are geared towards developing and enhancing the instrumental, cognitive, interpersonal, intrapersonal, social and coping skills of individual users, referring to the method of **biopsychosocial rehabilitation**.

With regard to the therapeutic aspect of the rehabilitative pathway, the competence is the psychiatrist responsible for the structure that specifically leads: a weekly group session with all users of the Therapeutic Rehabilitation Protected Community and also a group with family members once a month (at the C.S.M. 2nd) while the Head of the Rehabilitation Line supervises once a month the working group taking stock of the user's design and conducts a bimonthly meeting with the brothers (at the C.S.M. 2nd).

Educational and rehabilitative activities are divided into three groups:

residential activities, instrumental activities and activities in the territory.

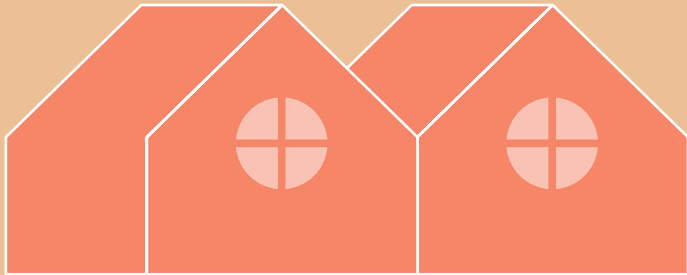
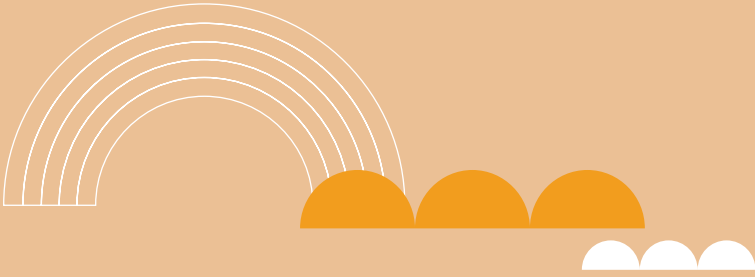
- **Residential activities:** relate to the common actions of daily life and I aim to intervene in the recovery of the intra-personal, interpersonal and instrumental abilities of each one who have lost their meaning as a result of illness and are increasingly dying out. Specifically: self-care (of own personal hygiene and physical appearance), care and management of private and community spaces, washing of dishes, washing your clothes, reordering the bedroom, cleaning and cooking activities.
- **Instrumental activities:** these activities take place every day according to a calendar shared with guests of the community. In this context, the activity takes on a particular rehabilitative value as a vehicle that allows the recovery of intra and interpersonal skills useful for social reintegration. These activities can be summarized as follows:
 - **manual tasks:** artistic activities;
 - **cognitive activities:** cognitive remedy based on the **INT methodology** (Neurocognitive Therapy Integrated in the Treatment of Schizophrenia);
 - **social skills development activities:** **Social Skill Training;**

- **linguistic/informatics activity:** Meridiana News (information bulletin distributed on the territory adjacent to the community), blog Fuori di blog Fuori dallo stigma (fuoridiblog.gruppopolis.it); motor activity in the gym;
- **relational activities:** Community groups;
- **psychoeducation activities:** Disease management Group;
- **attività di psicoeducazione:** Gruppo gestione malattia;
- **food and health education activities:** Wellness Group.
- **Activities in the territory:** are intended to make sure that users gradually re-enter the territory. Creating social relationships that combat the tendency to social withdrawal. These activities consist of: participation in specific external courses, orientation at work, evening outings, "Fuori di Festa", internet workshop, motor activity, door-to-door distribution of the Meridiana News, exits for commissions. And activities that allow the user to experience outside the skills learned along the way in the community: external rehabilitation activities, internships and training in local contexts.

Rehabilitation intervention for guests in the Protected Rehabilitation Therapeutic Community translates into a specific and personalized project to support and contribute to relational and social autonomy. Rehabilitation intervention is documented through the "Cartella Integrata" tool, which makes systematic design and monitoring for each user.

Methodology INT

Cognitive rehabilitation program (non-pharmacological treatment which consists in learning compensatory cognitive strategies to counteract neurological degenerative processes) which involves intellectual stimulation through PC exercises. Cognitive rehabilitation is based on the fact that the brain, if properly stimulated, at any age is able to activate new connections (phenomenon of cerebral plasticity). INT is a specific cognitive enhancement program that connects cognitive remedy techniques with interventions on social skills.





CASA A.M.A. (Self-Help) and CASA AMICA

PROTECTED APARTMENT GROUPS

CASA A.M.A. (Self-Help)

Via A. Da Murano 18 - 35133, Padova (PD)

ilportico@gruppopolis.it

CASA AMICA

Strada Battaglia 57 - 35020, Albignasego (PD)

ilportico@gruppopolis.it

SERVICE DESCRIPTION

The Protected Apartment Group is a residential facility that welcomes people with psychiatric problems in a situation of social or housing distress within a restricted residential environment.

The service is intended as the primary purpose, the prevention of institutionalisation (the use of more intensive forms of care) by supporting the autonomous management of daily life and personal care, through community life, work support and integration with the local community.

REFERENCE MODELS FOR EDUCATIONAL INTERVENTIONS

In the case of the methodology used for the observation, intervention and evaluation of rehabilitation projects in the mental health area, refers to the Biopsychosocial Rehabilitation model based on the principles of Psychiatric Rehabilitation and **Recovery**.

USERS

The Protected Apartment Group is a service for adults with psychiatric problems who have already taken a rehabilitative path in residential facilities with a higher level of protection, reaching a good level of self-driving, able to perform autonomously or with minimal support the functions of daily life and able to conduct employment and work activities.

ENTRY PROCESS

Admission to the Protected Apartment Group is established at the UVMD (Multi-Dimensional Evaluation Unit) on the proposal of the Social Assistant responsible for the structure.

The inclusion must be communicated to the Social Services Directorate and must be supplemented by the following documentation:

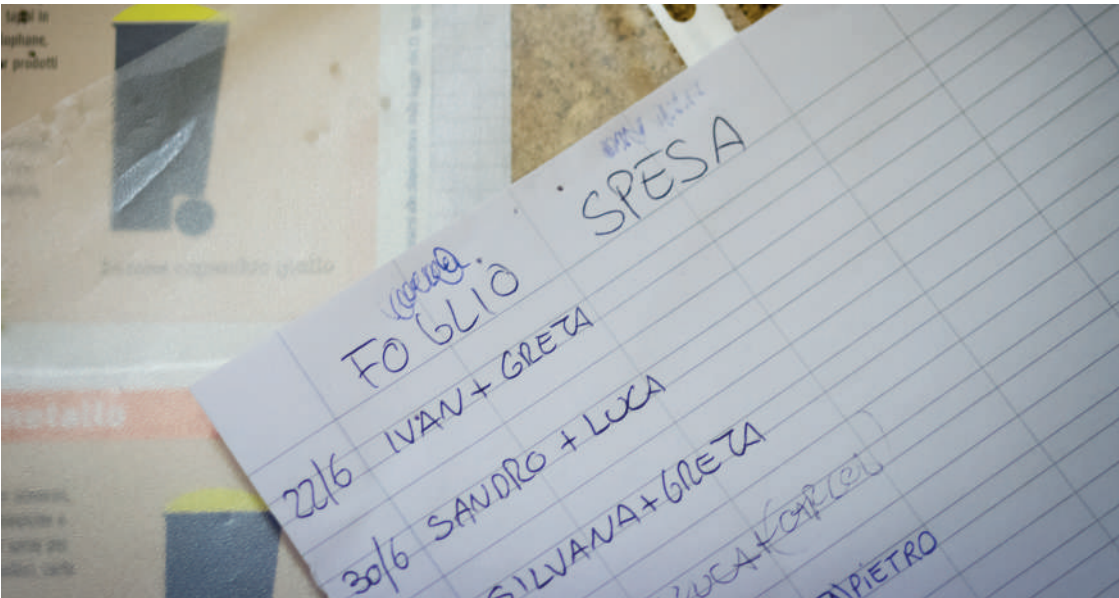
- **copy of the minutes** of the Multi Dimensional Evaluation Unit;
- **rehabilitative plan for the individual** identified;
- in the case of the economic involvement of the Municipal Administration

of Residence, **copy of the local authority's letter of commitment.**

The user must be entered as soon as possible and no later than 15 days from the date of the multi-dimensional Evaluation Unit or from the communication of commitment by the Municipal Administration.

Recovery

Recovery for a person with mental illness means learning to cope with everyday events and maintaining acceptable levels of social functioning using appropriate support and acknowledging the existence of their own deficits. It does not necessarily mean the disappearance of symptoms but, even in the presence of these, the achievement of significant goals for one's life. Recovery is the establishment of new behaviours to lead a productive and satisfying life even in the presence of the limitations caused by mental illness.



ESSENTIAL INFORMATION

TIMES	Every day 24h/24
PERIODI DI CHIUSURA	None
CAPACITY	Casa A.M.A. Core 1: 4 places- Core 2: 2 places Casa Amica 3 places
OPERATING AUTHORIZATION	Present (Casa Auto Mutuo Aiuto: Core 1 DGRV 146/2016 Core 2 DGRV 01/2016) (Casa Amica DGRV 136/2016)
ACCREDITATION	present (Casa A.M.A.: Core 1 DGRV 522/2020, Core 2 DGRV 522/2020) Casa Amica DGRV 522/2020)
DESCRIPTION OF ENVIRONMENTS	CASA A.M.A. The house is spread over three levels, each of which is about 80 square meters wide. The composition of the main floors is thus divided: the first is located an entrance, a double room, a bathroom, a kitchen and a living room, in the second there are two double rooms, a single room and two bathrooms. The basement includes a meeting room, two bathrooms, the laundry room and the garage. The house also has a large garden. CASA AMICA The house is spread over one level and is located on the first floor of a building of 4 units, about 70 square meters wide. The composition of the house is as follows: an entrance, a kitchen and a living room, a living room, a double room, a single room, a bathroom. The house also has a large garden and a local garage.

REFERENTI DEL SERVIZIO

RUOLO	NOME E COGNOME	CONTATTARE PER	ORARIO	CONTATTI
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Educational Coordinator	Dr: Lucia Bordin	Training operators; Inserts/resignations; Educational problems; Relationship issues with the staff;	Mon/Tue Wed/Fri 09.00 - 13.00 By appointment	Tel. 0498900506 e-mail: l.bordin@gruppopolis.it
Bid Unit Manager	Dr: Elena Bertorelle	Contact for custom projects; Organization and business management with the user; Coordination of the Educators and OSS group; Relations with the territory;	By appointment	Tel. 0498647760 e.bertorelle@gruppopolis.it Gap Casa Ama Tel. 0498648448 Gap Casa Amica Tel. 0498808697
Psychologist	Dr: Di Donfrancesco	Relationships with users, operators and family members for educational and rehabilitative aspects. Relationships with territorial educational teams.	Tue: 9.00-16.00 Thu: 13.30-17.00	Tel. 0498647760 e-mail: a.didonfrancesco@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00-13.00, 13.30-16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it

STAFF

PROFESSIONAL PROFILE	SKILLS	TIME
Educator with coordination functions	Coordination activities Daily tasks with users	Present in business hours
Professional educator	Daily tasks with users	Present in business hours
Social worker	Activities to promote, organize and manage the integrated network of interventions	Present in group activity hours

The staff of the Protected Apartment Group is made up of operators of The Portico Social Cooperative Company: Professional Educators in possession of the requirements of the current legislation, which ensure the management of the structure and support for the implementation of individualized projects. Among the educators working in the apartment group is identified a Manager with experience at the least three years in the field of mental health protection services.

Other professionals working with the community include:

- Trainees: Professional Educators;
- Volunteers of the National Civil Service.

In addition, the 2nd and 3rd Psychiatric Service of Ulss 6 Euganea, territorial referral services of the facilities, guarantee a systematic connection with the relevant teams identifying, on the appointment of the Director of Service, a Social Assistant responsible for the technical responsibility of the facility. Once a month, a group activity is planned with the support of a professional psychologist of the Cooperative The Portico.



DESCRIPTION OF TASKS

The structured activities within the Protected Apartment Group have the aim of enhancing the skills/capacity of users, mainly in relation to home skills and leisure management. Through these activities users have the opportunity to acquire intrapersonal, interpersonal and instrumental skills useful for their rehabilitation.

The involvement of guests in activities is gradual and responds to the needs of each through the structuring of personalised interventions. The instrumental activities of caring and managing the home life carried out by the guests are characterized, together with those of personal care and their own health, to be a vehicle for learning social and interpersonal skills useful for the social integration of each one. The rehabilitative intervention for guests included in the Protected Apartment Group results in a specific and personalized project of support and accompaniment to the mainly residential as well as relational, social and work. The origin of guests from other facilities making part of the residential rehabilitation line ensures that in the Protected Apartment Group

there is an upgrade of the residential autonomy project already started in the previous structures and documented among the "La Cartella Integrata" tool. This tool systematically makes custom design and monitoring for each user.

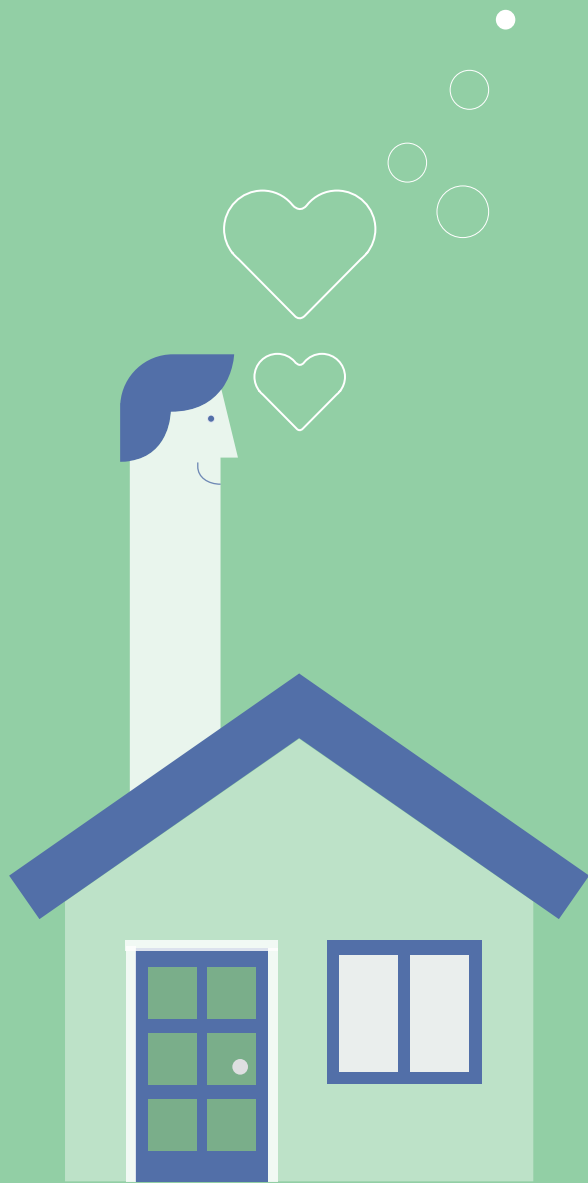
USER PARTICIPATION IN EXPENSES

The participation in the costs borne by the users, residing in the territory of the Ulss 6 Euganea, will be carried out in the manner established by the Company Ulss 6 Euganea, according to the provisions indicated in the following: DGR 1749 of the 03.10.2013 - Regulations for social participation in mental health area DDG 353 del 2014.

They are also fully paid for by users included the expenses for food and laundry;

The staff of the Management Authority are responsible, in accordance with the social worker responsible for the Protected Apartment Group, the management of the relevant cash fund, supporting the users in the management of the Common Fund.







CASA FIESOLE, CASA S. GREGORIO, CASA AMICA 2, CASA PONTE, CASA S.BELLINO CASA S.CARLO

AUTONOMOUS APARTMENT GROUPS

CASA FIESOLE

Via M. Da Fiesole 5 - 35134 Padova

ilportico@gruppopolis.it

CASA S. GREGORIO

Via Moretto da Brescia 8 - 35134 Padova

ilportico@gruppopolis.it

CASA AMICA 2

Strada Battaglia, 57 - 35020 Albignasego (PD)

ilportico@gruppopolis.it

CASA PONTE

Via Pontevigodarzere, 84 - 35133 Padova

ilportico@gruppopolis.it

CASA S.BELLINO

Via M. Zoppo, 19 - 35134 Padova

ilportico@gruppopolis.it

CASA S.CARLO

Via C.Callegari, 21 - 35134 Padova

ilportico@gruppopolis.it

SERVICE DESCRIPTION

Autonomous residential solutions that, by promoting a stable housing situation to people who have reached the degree of autonomy expected in the implementation of a residential rehabilitation path, aim to promote the maximum possible independence of people, promoting progressive emancipation from the health care system, or the benefit of progressive integration into the fabric of interpersonal and social relations/adjustments and in favour of a re-acquisition of citizens' status.

USERS

People who have conducted rehabilitation in residential health and socio-health facilities for mental health, achieving a level of autonomy in the management of personal and social life that allows to conduct independently, or with the limited support of an operator; the daily commitments, relationships with cohabitants and people belonging to the social contexts attended, the activities of job placement or occupational and which therefore need a limited relational accompaniment in time.

ENTRY PROCESS

As this service is not subject to agreement with the public body, the entry takes place at the request of the people who wish to use it. The request, addressed to the cooperative as a service manager, screened by the core General Coordinator and the Education Coordinator, is accepted or not on the basis of the site of the rehabilitative path up to that time conducted by the applicant.

In the case of insertion, each resident is required to pay a fixed fee to the cooperative which includes the costs arising from the management of the structure and those relating to the related support activities provided by the management body.



ESSENTIAL INFORMATION

TIMES	Every day 24h/24
CLOSING PERIODS	None
CAPACITY	Casa Fiesole: 3 places Casa San Gregorio: 3 places Casa Ponte: 3 places Casa Amica 2: 3 places Casa S. Bellino: 3places Casa S. Carlo: 3 places

SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACTS
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Educational Coordinator	Dr. Lucia Bordin	Training operators; Rehabilitation issues; Relationship issues with the staff;	Mon/Tue Mer/Fri 09.00 -13.00 By appointment	Tel. 0498900506 e-mail: l.bordin@gruppopolis.it
Bid Unit Manager	Dr. Elena Bertorelle	Support, Monitoring and Supervision of daily activities	By appointment	Tel. 0498647760 e.bertorelle@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00-13.00, 13.30-16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it

STAFF

PROFESSIONAL PROFILE	SKILLS	TIME
Professional educator	See above	Present 4h/weekly









INTEGRATED GROUP MEDICINE

PRIMARY CARE SERVICES

“LIVE IN HEALTH”
INTEGRATED GROUP MEDICINE

P.zza Mariutto, 8
Villanova di Camposampiero (PD)
ilportico@gruppopolis.it

INTEGRATED GROUP
MEDICINE OF LIMENA

Via Verdi, 73 Limena (PD)
ilportico@gruppopolis.it

SERVICE DESCRIPTION

This is the aggregation of multiple GPs in a territory that, in addition to the activity carried out at its clinic, They offer the same service at a central surgery that guarantees openness and performance continuously for 12 hours a day (to cope with any urgencies and white codes). A basic nursing service is also provided at the central clinic also for the monitoring of chronic diseases. The service aims to ensure a wider and integrated medical service for the public to protect the health of patients, reducing the need to turn to the Medical Guard service or the A&E and encouraging screening and prevention activities for some of the most common chronic pathologies.

Integrated Group Medicine therefore aims to ensure a high quality of primary care, based mainly on initiative medicine, thus shifting the focus to prevention and no longer to the disease.

USERS

The Service is aimed at all the assistants of the General Practitioners gathered in the Medicine of Integrated Group of the territory of reference (Villanova of Camposampiero and Limena).

ACCESS PROCESS

By appointment requested by the patient or by invitation from their treating physician or nursing staff.



ESSENTIAL INFORMATION

TIMES	Mon/Fri 8 a.m. to 8 p.m.; Sat and pre-festive from 8 a.m. to 10 a.m.
CLOSING PERIODS	Public holidays

SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACT
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Bid Unit Manager	Dr. Annamaria Bonollo	Organizing and managing service activities; Coordination of nurses and study assistants; Relations with the territory.	By appointment	Tel. 0498900506 a.bonollo@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00-13.00, 13.30-16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it

STUFF

PROFESSIONAL PROFILE	COMPETENZE	ORARIO
Professional nurse	Activities of education, prevention and monitoring of chronic diseases;	Present from Mon to Fri h.08.00-20.00
Study assistant	Front office management and appointment agenda; Welcome patient orientation.	Present from Mon to Fri h.08.00-20.00





"SMARTCARE"

PRIVATE SUPPORT INTERVENTIONS

SOSTARE - LEISURE

SOSTARE – FAMILY RELIEF

SOSTARE – AUTONOMIES LABORATORY

SERVICE DESCRIPTION

“SmartCare” offers:

- Leisure (“SoStare Leisure”);
- Family relief (“SoStare Family Relief”);
- experiential laboratory for the acquisition of habit-related autonomy using cognitive-behavioural methodology (“SoStare Autonomy Lab”);
- “Specialised Home Support” methodology of psychiatric rehabilitation.

“SoStare” is an experimental project to start **autonomy** paths for people with mild disabilities. In fact, there is an increasing need to identify and implement autonomous life paths for people with disabilities who do not have access to accredited facilities such as those with higher welfare ratios.

The goal is to provide an answer to the desire to live independently. Thanks to the empowerment of the individual and his family, a process of growth based on a sense of self-efficiency

and self-determination can be triggered. In this way, with initial psychological and educational support, people with mild disabilities can achieve their own stability and autonomy of housing, employment and social. The goal is to start a self-contained apartment group.

To achieve this goal, it is initially planned to create moments of awareness with the possible beneficiaries of the project and their families, to understand their needs and propose the design of a path that leads to an autonomous residential. Subsequently, workshops are activated **on the autonomy** of housing oriented to the enhancement of the social and relational skills essential for the continuation of the project. There are also times of training and experiential meetings on the typical themes of **managing a house** (kitchen, order, internal rules, condominium rules) and the organisation of **free time**.

Volunteers, neighbourhoods, associations and parishes play a key role in carrying out project activities and ensuring future sustainability as a reference point for the user when it enters the social setting. After the start-up and training phase, it is planned to carry out **the housing process**. In a first phase, users are joined by an educational-welfare staff to

help them in the first decisive moment of autonomy. The aid is then gradually reduced to allow for real social autonomy. The role of the operators is therefore reduced only at moments of verification of the trend and the help of volunteers is intensified, in particular through the **solidarity neighbourhood**.

USERS

For “SOSTARE”:

people with a mild disability,

For “SPECIALIZED HOME SUPPORT”:

people with psychiatric disabilities and their families.

ENTRY PROCESS

As it is a service that is not subject to agreement with the public body, it is entered at the request of the persons wishing to use it. The request, addressed to the cooperative as a service manager, screened by the Educational Coordinator and the project coordinator is accepted or not on the basis of an accurate assessment. In the event of the receipt of the request, each resident is required to pay the cooperative an hourly fee that includes the costs arising from the management of the structure and those related to the relational support activities provided by the management body.

PROCESS OF ACTIVATION OF THE SERVICE

- Direct Contact with the SMARTCARE project representative;
- Cognitive meeting on the need for the user/family
- How intervention/activity is delivered through the drafting of a contract between the parties.

ESSENTIAL INFORMATION AND OPERATING TIMES

“SOSTARE” (LEISURE)

Saturdays and Sundays afternoons from 2 p.m. to 9 p.m. (including transport);

“FAMILY RELIEF”

Community access accommodation from 4.30pm to 8.30pm according to the agreements made with the customer and depending on the organizational availability of the community;

“SOSTARE AUTONOMIES LABORATORY”

4 afternoons per month from 4 p.m. to 9 p.m. on Tuesdays and Thursdays;

“SPECIALIZED HOME SUPPORT”:

according to the customer.



SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACTS
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Educational Coordinator	Dr. Lucia Bordin	Training operators; Rehabilitation issues; Problems	Mon - Tue Wed - Fri 09.00/13.00	Tel. 0498900506 e-mail: l.bordin@gruppopolis.it
Professional Educator	Stefano Michelon	Daily Activity Support, Monitoring, and Supervision	Monday/ Wednesday/ Thursday/Friday from 9.00	Tel. 0498900506 e-mail s.michelon@gruppopolis.it
Secretariat	Noris Piazza	General information	Mon/Fri 8.00-13.00, 13.30-16.30	Tel. 0498900506 Fax 049 8909386 e-mail: ilportico@gruppopolis.it

STUFF

PROFESSIONAL PROFILE	SKILLS	TIME
Professional Educator	Stefano Michelon	Monday/Wednesday/Thursday/Friday from 9 a.m. to 1:30 p.m.





"DANCEABILITY"

INTEGRATIVE ACTIVITIES

SERVICE DESCRIPTION

The Danceability founded by American choreographer Alito Alessi, it is a discipline that involves people with and without disabilities offering opportunities for encounter and exchange in dance through the technique of improvisation.

The goals of the Danceability Course are:

- give **opportunity** for individual and artistic expression to all
- people, offering a meeting place that promotes an inclusive community;
- promote the **eradication of prejudices and the contrast to bullying** through an expressive channel that promotes well-being and encounter between people;
- make people who are able and or with disabilities participate to the **cultural life of the community** and the realisation of artistic events in the territory;
- promote the **enhancement of differences**, not as limits but as resources and a starting point for a common creative path.

USERS

It involves people with and without disabilities or psychic discomfort offering opportunities for encounter and exchange in dance through the technique of improvisation. It is aimed at the citizens of the territory, with the patronage of the municipalities, and the Primary and Secondary School (people with disabilities) and the Faculty of Motor Sciences at the University of Padua.

ENTRY PROCESS

The inclusion in the projects takes place at the request of the people or entities that are wishing to use them. In the case of entry, each resident or applicant is responsible for paying the cooperative a fee set for each edition of the course.



ESSENTIAL INFORMATION

CAPACITY	Maximum number 25 members/participants
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SERVICE REFERENTS

ROLE	NAME AND SURNAME	CONTACT FOR	TIME	CONTACT
General Coordinator The Portico	Luisa Fungenzi	Responsible for the service. Contact for complaints and specific needs.	By appointment	Tel. 0498900506 e-mail: l.fungenzi@gruppopolis.it
Teacher Enabled and Certified Danceability Method	Alessandra Lunardelli	Course manager. Contact for complaints and specific needs.	By appointment	Tel. 342.0716758 e-mail a.lunardelli@gruppopolis.it

STUFF

PROFESSIONAL PROFILE	SKILLS
Certified Teacher Enabled at Danceability Method	Support, monitoring, and business management

DESCRIPTION OF TASKS

The Danceability workshop takes place in the following way:

- warming up, waking and listening of the body parts and breath, you work with attention to the sensations of movement;
- gradual meeting with each other through some improvisation of dance exercises with a focus on the relationship: initially contactless and then arrive, if the situation allows, to use physical surface contact, weight or counter balances. The focus is always on promoting free choices of movement in each participant;
- you work on some variables like time, speed, the quality of the movement;
- the whole thing is inserted into a drawing therefore paying attention to create and improvise in space;
- the path taken will finally be shared with the community through a final performance open to the territory.





LEGISLATION AND QUALITY



REGULATORY REFERENCES

L. 381/91

“Discipline of social cooperatives”

It defines at national level social cooperatives, their purpose, the type of members, obligations and prohibitions, the disadvantaged people, the tax regime.

L.R. 22/02

“Authorization and accreditation of health, social and social care facilities.”

It defines at the regional level the services subject to authorization for the implementation and operation, the services that can be accredited, the requirements required, the procedures for requesting and verifying.

L.R. 23/06

“Policies for the promotion and development of the social cooperation”.

It defines social cooperatives at a regional level by adopting national and EU legislation. It introduces new categories of disadvantaged people, the new Regional Register, the role of social cooperation in regional service planning, ways of entrusting services. It introduces the Regional Commission for

Social Cooperation and the modalities of regional intervention.

DGRV 2501/04

It defines the implementation of L.R. 22/02 on the authorization and accreditation of health, social and social facilities and the adoption of the Procedure Manual.

DGRV 84/07

“Authorization and accreditation of health, social and social care facilities”.

Approval of the requirements and standards, the indicators of activity and results, the burdens for accreditation and the timing of application, for the socio-health and social structures of authorization for the operation and institutional accreditation of social services and some social health services in the Veneto region.

DGRV 1303/12

“Authorization and accreditation of health, social and social care facilities”.

Art. 17 commissions 3 and 5: Approval of contractual agreement scheme for accredited social and social care facilities.

Art. 17 commi 3 e 5: approvazione schema accordo contrattuale per le strutture socio sanitarie e sociali accreditate.

DGRV 1616/08
“Approval of requirements and standards for mental health offering units”

Approval of requirements and standards, of indicators of activity and outcome, charges for accreditation and application time, for the health and social facilities of the authorization and institutional accreditation of social and socio-health services for mental health in the Veneto region.

DIRECTIVE OF PRESIDENT OF THE COUNCIL OF MINISTERS OF 24/01/1994

“Principles on the delivery of public services”

It has the principles to which, in general, the provision of public services must be unified to protect the needs of citizens who can enjoy them and in accordance with the requirements of efficiency and impartiality to which the provision must be uniform. Public exercises aimed at ensuring the enjoyment of the rights of the person, constitutionally protected, their health, social security and care, education and freedom of communication, freedom and security of the person, freedom of movement.

EU EUROPEAN REGULATION 2016/679 – GDPR (and the following changes) “EU Regulation on the Protection of Individuals with regard to treatment and free circulation of personal data”

It ensures that the processing of personal data is carried out in accordance with fundamental rights and freedoms, as well as the dignity of the person concerned, with particular reference to confidentiality, personal identity and the right to protection of personal data.





QUALITY STANDARDS FOR SERVICES TO PEOPLE WITH DISABILITY AND FOR MENTAL HEALTH

Quality standards are understood as the “minimum” performance guaranteed by the service, meaning as “minimum” not so much an idea of “just sufficient”, but as a level of performance considered satisfactory for

the quality of life of the person. In situations that require it, these standards can be increased.

<p>SERVICE DELIVERY</p>	<p>Personalised Project:</p> <ul style="list-style-type: none"> • Drafting of the Personalised Project within the first month of the year • Fulfillment of health needs, through the constant relationship with the MMG, booking of specialist visits and therapies, accompaniment and constant support. • Nursing service when needed <p>Meetings with family members:</p> <ul style="list-style-type: none"> • Chance to meet at all times (by appointment) the Head of Bid Unit: waiting time max 8 days <p>Meeting scheduled periodically with family members or on request in case of specific need</p> <p>Implementation of all scheduled activities on time.</p>
<p>ORGANIZATIONAL PROCESS</p>	<p>Meal delivery:</p> <ul style="list-style-type: none"> • Operator assistance when taking the meal • Higiene practices and education • Possibility of special diets • Possibility of choice among more options for deciding the weekly menu • Careful and accurate assessment of the supplier in case of packaged meals <p>Transport Service:</p> <ul style="list-style-type: none"> • 100%of properly maintained transport in the established ways and times • Guaranteed accompaniment to need • Ability to move or go out during the day for specific needs Present means equipped according to the needs of user aids <p>HACCP System:</p> <ul style="list-style-type: none"> • Advice from a specialist technician • Checking the adequacy of the self control plan once a year • Monthly collection and analysis of Detection Cards • Bacterial analysis for the annual water potability check • Constant/systematic staffing and training

<p>ORGANIZATIONAL PROCESS</p>	<p>Security:</p> <ul style="list-style-type: none"> • Annual Meeting Employer for the Security with Competent Physician ,Head of the Prevention and Protection Service and the Workers' Representative for Security • Constant Presidio on Risk Assessment • Training of workers at the time of recruitment • Constant systematic staffing and training • Presence of constantly updated fire wards
<p>MONITORING AND IMPROVEMENT</p>	<ul style="list-style-type: none"> • Annual user satisfaction survey • Resolving all logged non conformances in the terms and modalities • Annual satisfaction of the service offered submitted by family members
<p>EDUCATION AND TRAINING (human resources management)</p>	<p>For residential facilities:</p> <ul style="list-style-type: none"> • Guaranteed at least 65 hours of training to oprator during the year • External supervisor intervention for at least 20 hours a year • Periodic meeting cycles over the working group' climate • Checking for overall absence of stress symptoms compared to the possible risk of burnout, in order to maintain good health, an appropriate balance and a right motivation/satisfaction <p>For Group Medicine:</p> <ul style="list-style-type: none"> • Training path in modules for a total of 120 hours for Study Assistants distributed over several solar years organised by the Veneto Consortium in Health • Form Training in modules for a total of 120 hours for nurses spread over several years organised by the Veneto Consortium in Health • Cycles of periodic meeting on the working groups' Climate • Autonomous participation of nurses to refresher courses with ECM • Check for overall absence of stress symproms compared to the possible risk of burnout, In order to maintain good health, a proper balance and a right motivation/satisfaction

PROCESS FOR PERIODIC EVALUATION OF SERVICES PROVIDED

PERIODIC SERVICE QUALITY CHECKS

All residential facilities managed by the cooperative are currently authorised to work and accredited according to the regional legislation (L.R. 22/2002, la DGR 84/07 e la DGR 1616/08). The cooperative is subject to periodic checks according to the service delivery processes, complying with applicable regulations to standards declared and required by law.

PROCEDURES FOR SERVICE EVALUATION

Users (and their family members) of the services provided can express their assessment of the service through the following ways:

- Periodic interviews with the Psychologist and the Responsible competence

of the structure: these talks, proposed annually to share the educational/rehabilitation project, they are an opportunity to face the cooperative's contact on rehabilitation and education directly;

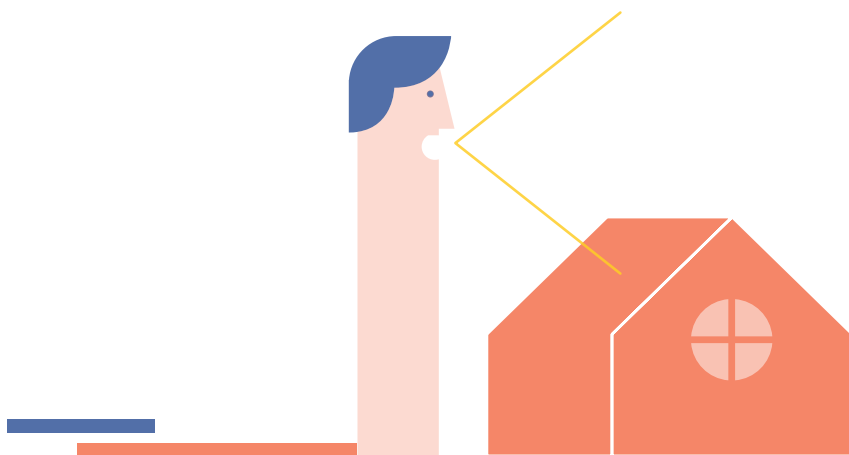
- Questionnaires of appreciation and customer satisfaction family member and user proposed by the service psychologist;
- In written form via fax (n.049.8909386 to the attention of the General Coordinator) or via Email (ilportico@gruppopolis.it) clearly asking the question and indicating their details in order to be contacted;
- By phone: to n. 049.8900506 (reference: Luisa Fungenzi), at the times indicated above

RESPONSE TIMES

The cooperative ensures response times to specific questions guaranteed within the 10-day deadline from the date of arrival of the application, presented through one of the above methods.

The questions may relate exclusively to the features of the service set out in this Charter of Services.

PROCESS FOR FORWARDING OF SUGGESTIONS AND/OR COMPLAINTS



REPORT/SUGGESTIONS/COMPLAINTS FORM

For the attention of Social Cooperative "The Portico"
for the courteous attention of the Directors

Surname
 Name
 Street N.
 Town
 Tel.
 E-mail

As a:

- Person receiving the service
 Family member (or who's in the care of them) of the person
 Who receives the service client
 Other (specify)

I intend to advance

- REPORTING SUGGESTION COMPLAINT

Object

I subscribed I consent to the processing
 of the above personal data for the purposes strictly necessary for activities related to
 the subject of this report/suggestion/complaint.

Date Signature

Downloadable form from the site www.gruppopolis.it



To get more information
or book a visit to our facilities and write to us

ilportico@gruppopolis.it

or call us

Tel. 049 8900506



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cooperativa sociale

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