

2021-22

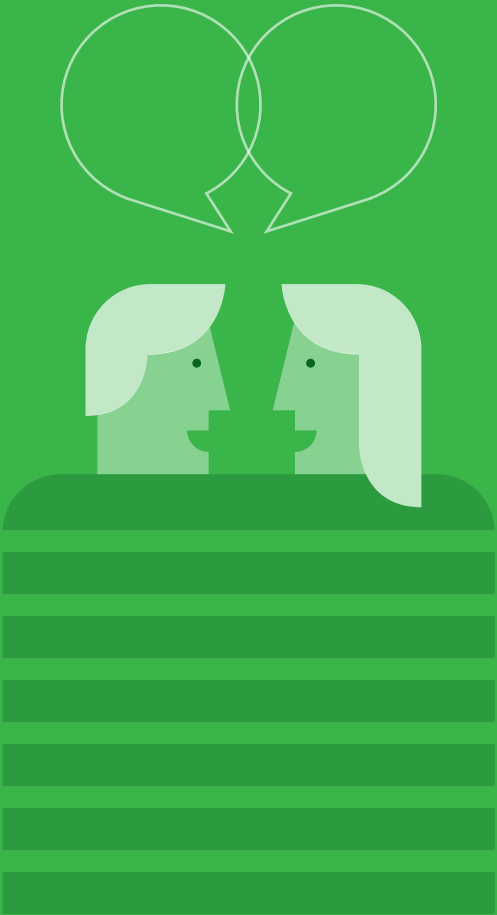
CHARTER OF SERVICES



POLIS NOVA
cooperativa sociale







PRESENTATION

During these 30 years of Polis Nova's history much has changed and developed in the social context and in our organization: **social and health policies, methods of access to services, rights in the field of transparency and participation.** As private subjects we have grown over the years, improving quality and skills until we obtain to be partners of the Regional Social Health System in the provision of Services. It is the recognition of a work carried out with passion and professionalism, made possible by the attention to the person and by the direct knowledge of the forms of discomfort taken care of. A user orientation that has always been alive, made evident also through our **“Charter of Services”**. The document that informs and protects, which explains how to provide and how to access services. That makes known the terms of the pact between those who provide the service and those who benefit from it. Everyone can refer to this Charter in order to find the terms of a report which aims to improve the quality of life of the person, value and resource to be protected in all circumstances.

The President
Mariangela Parise

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THE CHARTER OF SERVICES

The Charter of Services informs people who see it about the services provided by Polis Nova Social Cooperative Society.

It illustrates and presents the structures managed by the cooperative, the type of users and activities offered, the methods of access, the reference persons to contact, the operating hours, the standards guaranteed in the provision, the regulations, the methods of complaint.

It is aimed in particular at people with psychiatric discomfort and intellectual and physical disabilities and their families, but also at operators of public institutions (social services of local authorities, those involved in the social welfare and health sectors).

For the local community it is a tool for knowing the activities carried out in the territory by the social cooperative.

The Charter of Services, as an informative reference document on how the service is provided, it is the place where the complete indications that are the basis of 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 from January 2020.

PRINCIPLES AND VALUES REFERENCE OF THE CHARTER OF SERVICES



The fundamental principles on which this Service Charter is based are those outlined by the **Mission** and the **Charter of Values** of all **Polis Group Cooperatives**. The Charter of Values was approved by members in June 2019 and establishes the values on which the activities of the Group's Cooperatives are based. It's the identity card of the Cooperatives, the document that responds to the need to make known its principles, the framework of business choices and the rehabilitation and educational proposal. From it we take the essential contents set out below:

Centrality of the person - It is based on the quality of relationships, on the quality of environments and on the enhancement of talents.

Within this framework, 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, constant improvement and the extension 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 behaviors to ensure over time the activities and development of the cooperative. It is based on the definition of development strategies and in the implementation of the consequent management and organizational choices.

All these values are clearly interconnected with the principles identified by the Directive of the President of the Council of Ministers of 24/01/1994: "Principles on the provision of public services":

- PRINCIPLE OF EQUALITY
- PRINCIPLE OF IMPARTIALITY
- PRINCIPLE OF CONTINUITY
- PRINCIPLE OF THE RIGHT OF CHOICE
- PRINCIPLE OF PARTICIPATION
- PRINCIPLE OF EFFICIENCY AND EFFECTIVENESS



THE COOPERATIVE

PROFILE AND HISTORY

Polis Nova was founded in 1985 with the aim of offering a response to the need for work and social integration of people in a situation of marginalization for reasons related to their psycho-physical conditions.

These were years when mental disability and mental illness were a social problem which was not easy to solve. After the adoption of the so-called “Basaglia” law (L.180/78) which abolished asylum institutions, there was an urgent need to provide sound responses in terms of social location and the re-acquisition of the dignity of people long excluded from any constructive relationship with the social environment.

The start of the cooperative is due to a voluntarist experience strongly inspired by the values represented by life and the human person. Placing “the person” at the center of his action, Polis Nova defined as its MISSION that of “pursuing the global improvement of quality of life of people

with mental disabilities and psychiatric disabilities promote a culture of social integration, raising awareness of the values of solidarity and cooperation.”

Through the management of social, health and educational services orientated as a priority to people with psychiatric discomfort and mental disabilities, Polis Nova offers rehabilitation and educational paths orientated to the learning of work processes, to the enhancement of social aspects, to the enhancement of personal resources. Over the years, the increase in the complexity of the responses provided has led to the emergence of new distinct realities: four cooperative enterprises specialized in a specific area of intervention. Today, the cooperatives established since Polis Nova's experience constitute the Polis Group.

The Group operates in a coordinated and synergistic way, harmonizing in a unified path a complete rehabilitation and educational chain orientated to the complexity of the person. From educa-

tion to rehabilitation; From responses to the problem of finding a residential place to job placement, Gruppo Polis operates at local level in an integrated area with the person and the territory.

POLIS GROUP

| COOPERATIVE | SERVICES | CONSTITUTION |
|-------------------|--|--------------|
| POLIS NOVA | Day Centres for people with psychiatric discomfort and intellectual disabilities | 1985 |
| IL PORTICO | Residential and individualized support services for people with psychiatric discomfort and intellectual disability Primary Care Services for all citizens related to Integrated Group Medicines | 1994 |
| GRUPPO R | Job placement for people with psychiatric discomfort and intellectual disabilities Day centres and residential adjustment | 2001 |
| SINFONIA | Production and work communication, marketing and web services | 2003 |

QUALITY AND SAFETY POLICIES

QUALITY POLICY

Approved by the Board of Directors on 01.06.2018

The Copperative Quality Policy is consisting in the following points:

- 1.** Pursuing the achievement of the maximum possible autonomy of the user and its social inclusion
- 2.** Improving the skills and professionalism of staff and the organisation as a whole
- 3.** Promoting the integration of the cooperative reality with the territory
- 4.** Promoting networking
- 5.** Stimulating the active participation of stakeholders
- 6.** To pursue the satisfaction of the needs of the “customer system” (user, family, staff, client)
- 7.** Promote a culture of social inclusion in the territory.
- 8.** Improve the effectiveness of the quality management system..

COMPANY POLICY

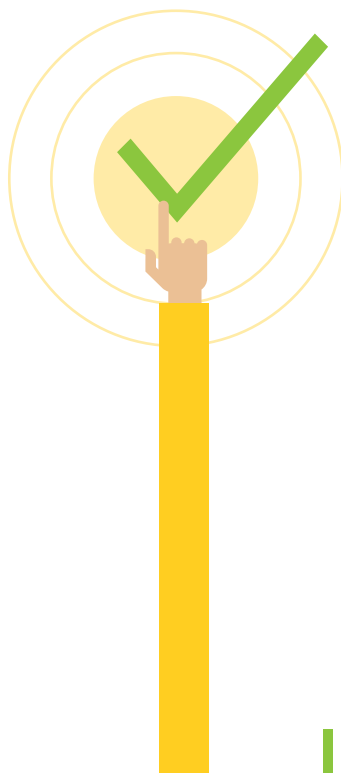
HEALTH AND SAFETY OF WORKERS

Approved by the Board of Directors on 23.09.2019

The **Polis Nova Social Cooperative** considers the promotion and respect of the health and safety of workers and users of its services to be a distinctive element of its work. The Board of Directors is committed to:

- **Promote** a culture of health and safety, and to all workers and users of their services, with particular attention to new workers and to the specific characteristics of users (people with disabilities, people in a state of distress);
- **Comply** with health and safety rules in order to protect workers and the organisation itself;
- **Asses** all risks to the health and safety of workers and to make these risks known to workers through training and information;

- **Consider** the health and safety of workers as one of the fundamental factors in the definition of work organisation;
- **Promote** the best possible working conditions, in terms of the health and safety of workers, with particular attention to the quality of places and the psychophysical well-being of workers;
- **Promote** the awareness that health and safety is everyone's responsibility, from the worker to the service manager (in charge), up to the Employer, each for his own part;
- **Train, inform and instruct all** staff, in particular new recruits, to ensure that health and safety is one of the elements of the cooperative's working style;
- **Continuously improve** its performance by analysing incidents, accidents and near-accidents, accepting workers' proposals and the information emerging from the monitoring of the system;
- **Prevent** incidents, accidents, and occupational diseases.



SERVICES





MOSAIC AND MOSAIC NEW TEAM

DAY CENTRES FOR PEOPLE WITH DISABILITIES

Via Due Palazzi 16 - 35136 Padova

Tel. 049 8900507 - Fax 049 8909386

mosaico@gruppopolis.it



DESCRIPTION OF THE SERVICE

The Day Centres for people with disabilities **“Mosaic”** and **“New Team Mosaico”** favor the maintenance and development of skills in the following areas: cognitive, personal autonomy, social autonomy, affective-relational autonomy, occupational autonomy.

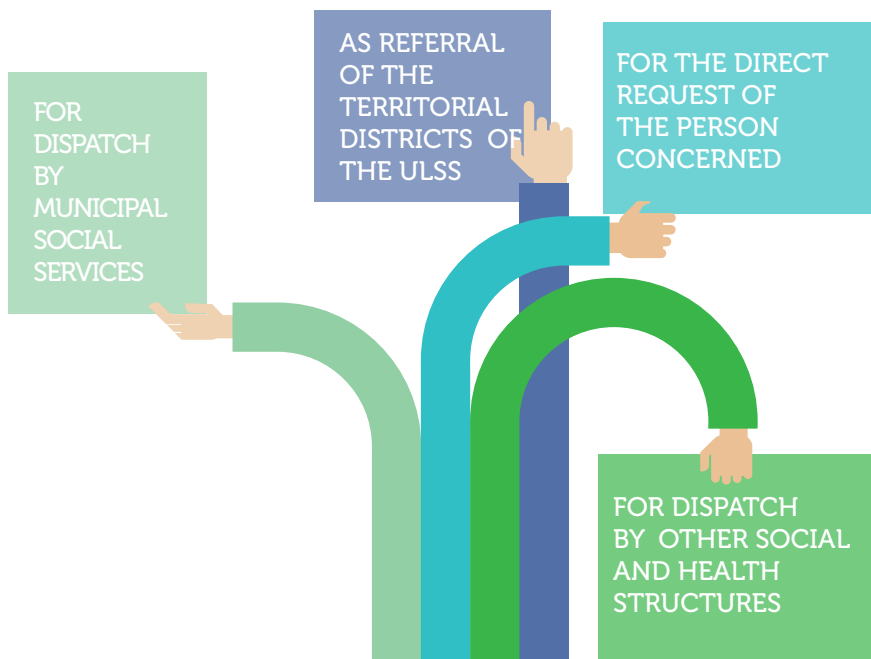
The activities are educational and employment activities, carried out in groups or individually, depending on the type of discomfort that the person presents.

USERS

People with partially self-sufficient intellectual and physical disabilities can be placed in day centres, even with behavioural disorders.

MODALITY OF PLACEMENT

Users can be placed in Day Centres in one of the following ways:



ESSENTIAL INFORMATION

| | |
|---|---|
| TIMES | Monday - Friday: 8.30-15.30 |
| POSSIBLE PERIODS OF CLOSURE | <p>We agree annually the closing periods in agreement with the family assembly. Generally, the Centre closes:</p> <p>January: first week - August: two central weeks - December: last week</p> |
| CAPACITY | <p>58 places</p> <p>The “Mosaic” day centre is authorized to exercise with D.D. no.66 of 07/02/2019 and institutionally accredited with DGRV n.15 of 17/01/2020 for 30 posts</p> <p>The “New Team Mosaic” day centre is authorized to exercise with DGRV no. 76 of 17/03/2014 and institutionally accredited with DGRV no. 655 of 21/05/2019 for 28 posts</p> |
| TRANSPORT TO/ FROM “MOSAIC” AND “NEW MOSAIC” DAY CENTRES | <ul style="list-style-type: none"> • City bus (APS service) n.l.l. Adjacent stop • Transport service with equipped minibuses, with educator on board, for partially self-sufficient users |
| CANTEEN | Internal, free, with catering service |
| DESCRIPTION OF ENVIRONMENTS | <p>INTERIOR</p> <ul style="list-style-type: none"> • Large open space (ca. 1,450 square meters), divided into areas of educational-enabling and instrumental activity • Laboratory equipped for employment activities of various complexity • Dressing room with personal lockers • Bathrooms equipped for people with disabilities • Area equipped with relaxation space • Equipped recreation area • Medical room • Multimedia room • Warehouse: tooling • Indoor canteen • All rooms are air-conditioned <p>EXTERNAL</p> <ul style="list-style-type: none"> • Large open park • Covered recreational equipped area • Ample parking • Reserved ecological area |



SERVICE REFERENS

| ORGANIZATIONAL REFERENT | FIRST AND SURNAME | CONTACT FOR | TIMES | CONTACTS |
|---|---------------------------|---|--|--|
| General Coordinator Polis Nova | Roberto Baldo | <ul style="list-style-type: none"> • Service Manager • To contact for complaints and specific needs | Monday to Friday: 8.30-16.30 | Tel. 049 8900506 e-mail: r.baldo@gruppopolis.it |
| Educational Coordinator | Dott.ssa Lucia Bordin | <ul style="list-style-type: none"> • Placements/ discharge • Educational issues • Relational issues with the personnel involved • Relations with territorial teams | Monday to Friday: 9.00-15.00 Venerdì 9.00-15.00 | Tel. 049 8900506 e-mail: l.bordin@gruppopolis.it |
| Organizational Referent | Ivan Ceccotto | <ul style="list-style-type: none"> • Absence/ attendance communication • Transport communication • Employment activities | Monday to Friday: 8.30-16.30 | Tel. 049 8900507 Mob. 349 9727013 e-mail: i.ceccotto@gruppopolis.it |
| Psychologist | Dott.ssa Stefania Bisagni | <ul style="list-style-type: none"> • Relationships with practitioners and family members for educational aspects • Relationship with the sending entity with respect to the placement project | Monday to Friday: 9.00-15.00 | Tel. 049 8900506 e-mail: s.bisagni@gruppopolis.it |
| Secretary | Noris Piazza | General information | Monday to Friday: 8.30-13.00 13.30-17.00 | Tel. 049 8900506 e-mail: info@gruppopolis.it |

EDUCATIONAL STAFF

| PROFESSIONAL PROFILE | SKILLS | TIMES |
|-------------------------------------|------------------------|-------------------------------|
| Professional educator | Daily tasks with users | Present during business hours |
| Social and health workers | Daily tasks with users | Present during business hours |
| Technical and practical instructors | Daily tasks with users | Present during business hours |

ADMINISTRATIVE STAFF

| OFFICE | SKILLS | TIMES |
|----------------------------|--|---|
| Administration | Accounting, finance and management control | Monday to Friday: 8.30-13, 13.30-17 |
| Personnel Office | Personnel administration | Monday to Thursday: 8.30-13, 13.30-17 |
| Service Office/Secretariat | Maintenance of vehicles and structures | Monday to Friday: 8.30-13.00, 13.30-17 |



DESCRIPTION OF ACTIVITIES

For each person included in the Day Centre, an Individual Educational Project is prepared, curated by the Educational Coordinator and the Psychologist in collaboration with the educational staff and shared with the user's family members. The project is structured from the analysis of personal skills. It sets short- and medium-long-term objectives and consists of different activities:

INDIVIDUAL ENABLING EDUCATIONAL ACTIVITIES

(reading, writing, computer activities, personalized learning programmes) or group enabling educational activities (art-therapy, theatrical activities, motor activities, musical and singing activities, ICT activities, social skills development activities).

EXPRESSIVE ACTIVITIES

(paper, glass painting, mosaic paintings and other techniques, decoration of objects, creative and manipulation activities).

ENABLING EMPLOYMENT ACTIVITIES

(assembly of various materials from the simple to the complex and specialized, gardening, horticulture, support activities in the canteen and tidying of environments).

The activities of the Day Centres are organised in "learning modules", and access to the various activities is based on a weekly calendar tailored to each user of the service, which is updated/modified each year according to the educational project, verified and planned. This promotes the acquisition of skills, attitudes and skills of the various people attending the day centres.



ADDITIONAL ACTIVITIES

In addition to the activities envisaged and offered within the standards laid down in the regulation relating to the type of service provided, Polis Nova offers its users optional additional activities, which supplement the offer and provide users and family members with the possibility of greater involvement in the educational and enabling path.

These activities can be modified, with a view to improvement and also in relation to available resources. On a continuing basis, the additional activities currently proposed are as follows:

PROJECT “SPETTACOLIAMO”

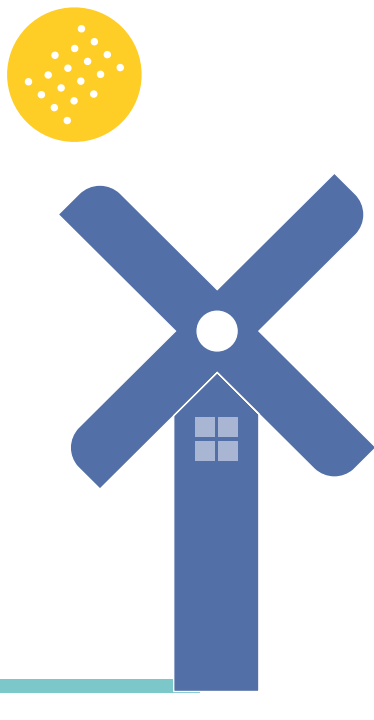
performances of dance theatre by users and operators technically prepared for the diffusion of social issues and the involvement of citizens.

“HOLIDAYS” PROJECT

initiative reserved for users of the Day Centre in the summer and open to local volunteers.

PROJECT “FABULOUS ANIMATED”

meetings at schools representing a fairy tale by workers and users and group work with pupils, for the prevention and fight against the stigma of disability.





METHODOLOGY ADOPTED

Methodological guidelines: the methodological reference for enabling educational interventions is the cognitive model with particular reference to the indications deriving from the UN Charter for the Rights of People with Disabilities, in line with the domains of quality of life (Brown, Renwick, Verdugo).

The cognitive behavioral model

Scientifically based discipline that through the relationship between emotions, thoughts and actions affects the learning of the person by modifying their behaviours in an evolutionary sense and favoring greater well-being, relationship skills and social adaptation. The main techniques (reinforcement, modeling, task analysis, shaping...) direct the interventions of educators in countering problematic behaviours and in facilitating the learning of the skills necessary to build higher levels of autonomy.

QUALITY OF THE SERVICE

The services provided within the Day Centre are certified according to UNI EN ISO 9001 regulations. The cooperative is subjected to periodic checks on the processes of service provision, compliance with current regulations and maintenance of the standards declared and required by law. For the implementation, realisation and monitoring of its Quality Management System, the Cooperative refers to an integrated system proposed by the Consorzio Veneto Insieme (to which the Polis Nova cooperative adheres): "Q.Re.S. Network – Qualità consorzziata". The network originating from this union aims to improve the management of the SGQs of the members through the sharing of an integrated system.



ACTIVELY 1 ACTIVELY 2

DAY CARE CENTRES FOR MENTAL HEALTH

Via Pontevigodarzere 50 - 35133 Padova

Tel. 049 5206969

Fax 049 8909386

attivamente@gruppopolis.it



DESCRIPTION OF THE SERVICE

USERS

The Day Centres Mental Health Actively 1 and Actively 2 are aimed at users with social, relational and work disabilities resulting from or related to the mental illness with medium-serious psychiatric pathologies, who need a flexible rehabilitation path. Within the Centre, aimed at fighting social isolation and guiding the management of mental disorders, users undertake a rehabilitation path through group and individual activities aimed at the development of deficit skills in order to regain a valid social role and recovery according to the principles of **recovery**. The Day Care Mental Health Centre encourages users to maintain and/or develop personal autonomy interpersonal, social, cultural and work relationships, in relation to their individual potential and aptitudes. It also promotes external pathways for internships and work placements in protected environment and company contexts in the path of approach to the world of work. It also contributes to advancing a culture of promoting the rights of people with psychological disabilities by implementing, in synergy with all territorial agencies, actions aimed at fighting the stigma towards those with a mental disorder

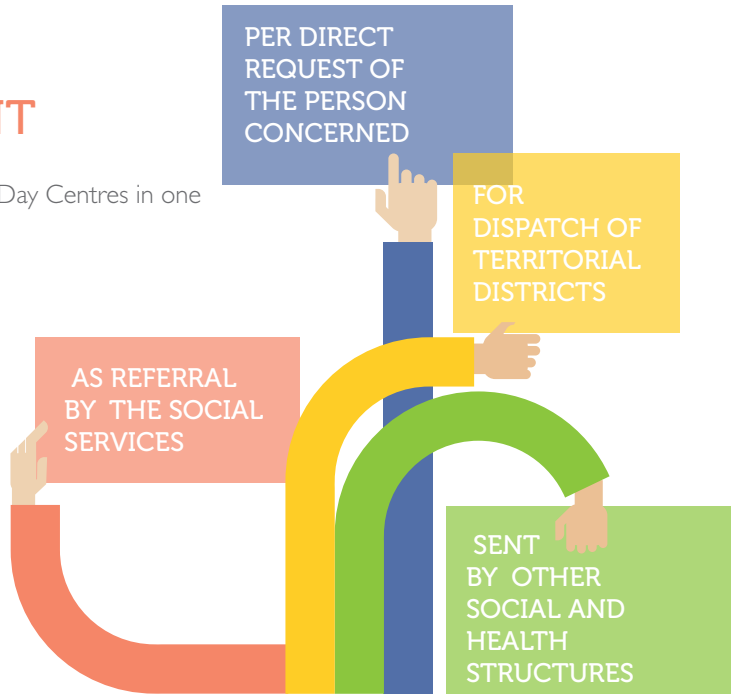
and developing sustainable and satisfactory mental health pathways. Adjacent to and connected to the Centre there is the point of sale where the products of objects made inside the Day Centres Actively 1 and 2, Mosaic and New Team Mosaic are exhibited. The shop is open Monday to Friday, (for info call 049 5206969).

Recovery

Recovery for a person suffering from mental illness means learning to deal with everyday events and maintaining acceptable levels of social functioning using the appropriate support and recognizing 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 someone's life. Recovery is the establishment of new behaviors to lead a productive and satisfying life even in the presence of the limitations entailed by the mental disease.

MODALITY PLACEMENT

Users can be placed in Day Centres in one of the following ways:



ESSENTIAL INFORMATION

| | |
|--|---|
| TIMES | Monday - Friday: 8.30am - 4.30pm |
| POSSIBLE CLOSING PERIODS | August: two central weeks December: last week |
| CAPACITY | 40 PLACES <ul style="list-style-type: none"> • The Day Centre Actively 1 is authorised to operate with DGRV 06 of 25/7/2016 and institutionally accredited with DGRV 396 of 07/04/2016 for 20 places • The Day Centre Actively 2 has obtained authorization to exercise by Regional Decree no. 173 of 25.09.2012 and applied for institutional accreditation on 15.11.2012 for 20 places |
| TRANSPORT TO/FROM DAY CENTRES "ACTIVELY 1 AND 2" | City buses (APS service) Nos 4 and 19, trams, North terminus of the tram 200 meters from the Day Centre |
| CANTEEN | Internal with catering service on request |
| DESCRIPTION OF ENVIRONMENTS | INTERIOR <ul style="list-style-type: none"> • Large open space (ca. 400 sqm) divided into areas of activity • Wardrobe with personal lockers • Bathrooms • Point of sale with exhibition space of the products of objects and souvenirs made by the center • Storage • All rooms are air-conditioned • Group rooms and interview room ESTERIOR <ul style="list-style-type: none"> • Private/condominium uncovered area; Parking |

SERVICE REFERENTS

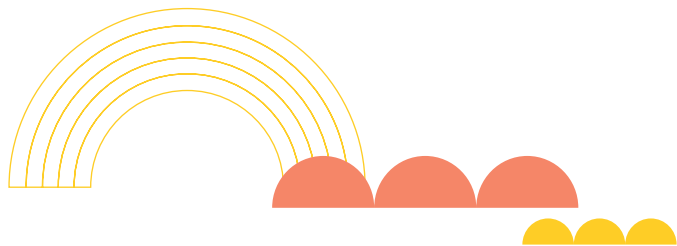
| ROLE | NAME AND SURNAME | CONTACT FOR | TIME | CONTACTS |
|---|---------------------------|---|---|---|
| General Coordinator Polis Nova | Roberto Baldo | <ul style="list-style-type: none"> • Service manager • To contact for complaints and specific needs | Monday to Friday 8.30-16.30 | Tel. 049 8900506 e-mail: r.baldo@gruppopolis.it |
| Educational Coordinator | Dott.ssa Lucia Bordin | <ul style="list-style-type: none"> • Placements/ discharge • Educational issues • Relational issues with the staff involved • elations with territorial teams | Monday to Wednesday: 9.00-15.00 Friday 9.00-15.00 | Tel. 049 8900506 e-mail: l.bordin@gruppopolis.it |
| Organizational Referent | Andrea Pesce | <ul style="list-style-type: none"> • Absence/attendance communications • Employment activities | Monday to Friday 8.30-16.30 Wednesday: 8.30-15.00 | Tel. 049 5206969 Cell. 320 3049280 e-mail: a.pesce@gruppopolis.it |
| Psychologist | Dott.ssa Stefania Bisagni | <ul style="list-style-type: none"> • Relationships with practitioners and family members for educational aspects • Relationship with the sending entity with respect to the placement project | Monday to Friday 9.00-15.00 (also c/o via Due Palazzi 16, Padova) | Tel. 049 8900506 e-mail: s.bisagni@gruppopolis.it |
| Secretary | Noris Piazza | General information | Monday to Friday: 8.30-13.00 13.30-17.00 | Tel. 049 8900506 e-mail: info@gruppopolis.it |

EDUCATIONAL STAFF

| PROFESSIONAL PROFILE | SKILLS | TIMES |
|-------------------------------------|------------------------|-------------------------------|
| Professional educator | Daily tasks with users | Present during business hours |
| Social and health workers | Daily tasks with users | Present during business hours |
| Technical and practical instructors | Daily tasks with users | Present during business hours |
| Rehabilitation therapist | Daily tasks with users | Present during business hours |

ADMINISTRATIVE STAFF

| OFFICE | SKILLS | TIMES |
|----------------------------|--|---|
| Administration | Accounting, finance and management control | Monday to Friday: 8.30-13, 13.30-17 |
| Personnel Office | Personnel administration | Monday to Thursday: 8.30-13, 13.30-17 |
| Service Office/Secretariat | Maintenance of vehicles and structures | Monday to Friday: 8.30-13.00, 13.30-17 |



DESCRIPTION OF ACTIVITIES

For each person included, an Individual Project is prepared, curated by the operators of the Centre with the supervision of the Psychologist and/or the Educational Coordinator and shared, if possible, with the person and his family members. The project is carried out on the starting points from the analysis of personal skills. It has short- and medium-term objectives: it can re-evaluate the functioning of the person, the development of work placement pathways or rehabilitation treatments aimed at maintaining psycho-physical skills and well-being. All activities are based on the assumption of making users experience success and therefore provide facilities, supports, breakdown into component parts, emotional connection interventions, use of rehabilitation principles such as permissiveness and graduality. It is with this in mind that the following group activities are structured for the acquisition of social skills:

- social skill training groups
- problem solving training groups
- psycho-physical well-being groups
- cognitive training groups
- laboratory groups in collaboration with local agencies (eg. schools, parish groups, etc.)

Instrumental activities are also proposed (structured in four parts, each with a specific function: definition of the general objectives of the group and the specific individual objectives; division of tasks; execution of the task evaluation of the activity carried out). Among the activities:

- instrumental assembly activities simple and complex
- expressive instrumental activities, (including decoration of ceramic, glass and wood objects; packs of souvenirs with various objects. Paper working: printing technique, realization of flower compositions, use of crispy paper for the realization of paintings
- canteen service
- reception of clients
- exit with purchases
- activation of internships and external stage

It is also planned to support the user in periods of work placements or internships in companies or cooperatives of type "B", organised by both the cooperative and the S.I.L. (ULSS Work Integration Service) or other projects with partners in the territory.

METHODOLOGY ADOPTED

Methodological guidelines: the methodological reference for rehabilitation intervention is the **biopsychosocial rehabilitation model** (Spivak, Boston School, Liberman etc.).

OTHER ACTIVITIES

In addition to the activities planned and offered within the standards laid down in the standards relating to the type of service provided, Polis Nova offers family members the possibility of greater involvement in rehabilitation, through the proposal of individual meetings with psychologist and/or reference operator for the sharing and programming of rehabilitation interventions to support the autonomy project.

QUALITY OF SERVICE

The service provided within the "Actively" Mental Health Day Center is certified according to UNI EN ISO 9001 regulations. The cooperative is subjected to periodic checks on the processes of service provision, compliance with current regulations and maintenance of the standards declared and required by law. For the implementation, realization and monitoring of its Quality Management System, the Cooperative refers to an integrated system proposed by the Veneto Consortium Insieme

(to which the Polis Nova cooperative adheres): "Q.Re.S. Network - Qualità consorzata". The network originating from this union aims to improve the management of the SGQs of the members through the sharing of an integrated system.

Biopsychosocial rehabilitation

The objective of **biopsychosocial rehabilitation** is to increase the functioning of people with psychiatric disabilities, so that they are able to play a valid role with success and satisfaction in the environment they choose (work, housing, school, social and recreational environments). Some basic principles of rehabilitation are the possibility of experiencing success despite the limitations imposed by the disease, the gradual approach to performing experiments, the early placement and supported by the operator in natural environments.

Social Skill Training



Social Skills Training is a group activity for the learning and development of the social skills necessary to take on and maintain valid roles (e.g. student, worker; friend, partner; parent). It is a scientifically validated activity (i.e. in which the effectiveness is proven if adopted continuously in rehabilitation settings) that is aimed at people with mental disorders compromised in the ability to achieve legitimate and personally important objectives related to their autonomy and satisfaction.

Problem Solving Training



Problem Solving Training is a group activity aimed at people with deficits who need to acquire new skills in solving the problems associated with daily living and taking on valid roles (e.g. worker). The intervention, which is structured and consists of several phases, breaks the vicious circle between lack of sufficient social repertoire and vulnerability, increasing the capacity to manage events.

Psycho-physical well-being

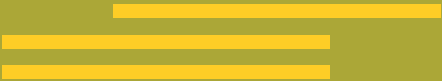
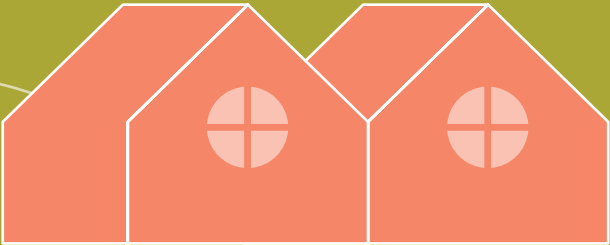
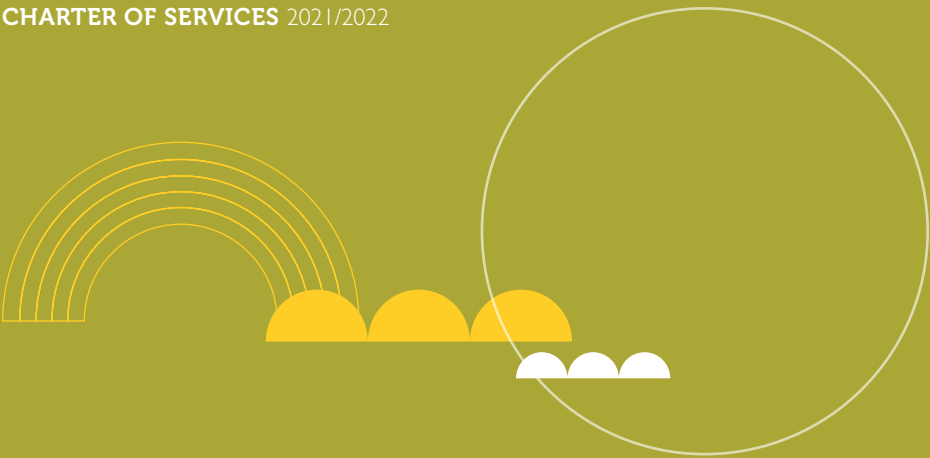


It is an activity offered to users in the mental health service which originates from the positive association between an active lifestyle and healthy food, and the physical and mental health of the person. The hosts of the activity plan structured interventions to learn about lifestyle and nutrition by supporting users in carrying out the individual actions necessary.

Cognitive training



Mental illness affects the person's cognitive sphere (attention, concentration, memory, ability to select stimuli, problem solving and planning) creating deficits that prevent the learning of new tasks and skills. Cognitive remedy techniques (which can be compensatory or restorative, on computer or paper and pencil) by training cognitive functions improve the skills necessary for an effective social or work role.





FUORI DI CAMPO

Social farm

Via Due Palazzi 16 - 35136 Padova

Tel. 049 713339

info@fuoridicampo.it



DESCRIPTION OF THE SERVICE

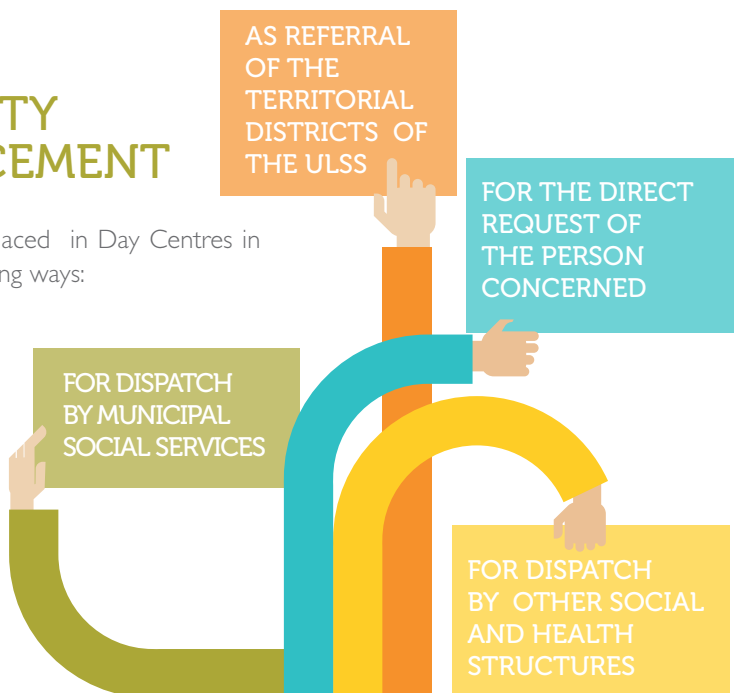
The Social Farm is an occupational and training intervention in the work carried out within a project for the cultivation, production and sale of products from organic farming. The project aims to acquire work prerequisites within a protected context and to strengthen existing work requirements through the offer of internships/work stage and socio-work placements.

USERS

People in an internship for employment or re-employment ; disadvantaged people (according to art. 4 of L. 381/91); people belonging to weak bands (according to L.R. 23/2006); people with medium to mild disabilities with partial autonomy and with no physical impediment to the activities of the project (like the use of the bus, counting, reading, proper self-care, no behaviour disorder).

MODALITY OF PLACEMENT

Users can be placed in Day Centres in one of the following ways:



ESSENTIAL INFORMATION

Fuori di Campo is included in the regional list of social farms in Veneto LR n. 14/2013 and DGR n. 2334/2014..

| | |
|-------------------------------|--|
| TIMES | Monday to Saturday. The activity is daytime depending on the seasonality |
| PERIOD OF OPERATION | All year round |
| TRANSPORT | City Bus (APS service) n. 11. Adjacent stop. |
| CANTEEN | Internal, free, with catering service |
| DESCRIPTION OF THE ENVIROMENT | Agricultural area 17.3 ha Dressing room |

STAFF

| SKILLS | PROFESSIONAL PROFILE |
|---------------------|--|
| Field activities | I graduate in agriculture operator; I social and health worker |
| In-store activities | I Social health worker I Sales person I practical technical instructor |



SERVICE REFERENTS

| ROLE | NAME AND SURNAME | CONTACT FOR | TIME | CONTACTS |
|---|-----------------------------|---|---|--|
| General Coordinator Polis Nova | Roberto Baldo | <ul style="list-style-type: none"> • Service Manager • To contact for complaints and specific needs | Monday to Friday 8.30-16.30 | Tel. 049 8900506 e-mail: r.baldo@gruppopolis.it |
| Educational Coordinator | Dott.ssa Lucia Bordin | <ul style="list-style-type: none"> • Placements/ discharges • Educational Issues • Relational issues with the staff involved • Relations with territorial teams | Monday to Wednesday 9.00-15.00 Friday 9.00-15.00 | Tel. 049 8900506 e-mail: l.bordin@gruppopolis.it |
| Organizational Referent | Andrea Lago | <ul style="list-style-type: none"> • Absence/attendance communication • Activity referent | Monday to Friday 8.30-17.00 | Tel. 049 8900506 e-mail: a.lago@gruppopolis.it |
| Psychologist | Dott.ssa Giorgia Lorenzi | <ul style="list-style-type: none"> • Relationships with with operators and families for educational aspects • Relationship with the sending entity in relation to the placement project | Monday to Friday 9.00-15.00 | Tel. 049 8900506 e-mail: g.lorenzi@gruppopolis.it |
| Secretary | Noris Piazza | General enquiries | Monday to Friday 8.30-13.00 13.30-17.00 | Tel. 049 8900506 e-mail: info@gruppopolis.it |

DESCRIPTION OF ACTIVITIES

The project includes soil preparation, planting, care and harvesting of vegetables; direct sale of products, organizing the store and crates for the sale, packaging fresh products, labelling, packing gift boxes, internal and external cleaning.

People involved in the job placement or traineeship project will be involved in ground care and cultivation according to the correct rotation schemes with set-aside, crops from subsea, preparation for sowing and transplanting, irrigation, monitoring, containment of weeds and parasites, collection. All operations will be carried out in application of the techniques permitted by the principles of organic farming. The projects will be carried out with the presence of a tutor, specifically dedicated to the realization of the project, including times of intermediate and final verification of the routes.

METHODOLOGY

Users will carry out activities in small groups, at different times and days depending on the project activities. The activities are aimed to the development of pre-work requiremen-

ts and the training of people's work skills. The activities are carried out following cognitive behavioral methodology, in particular through task analysis and reinforcements, with verification meetings with operators and any sending entity. Monitoring and self-assessment sheets are used and training is provided on workplace safety and Haccp if necessary.

Task Analysis

Task Analysis is a set of methods which makes it possible to break down into simpler and more accessible sub-objectives a task/objective which was initially too complex, with the aim of increasing the subject's repertoire of actions, aiming at the acquisition and the development of skills at the highest possible level of complexity.

LEGISLATION AND QUALITY



REGULATORY REFERENCES

L. 381/91

“Regulation of social cooperatives”

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

L.R. 22/02

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

It defines at regional level the services subject to authorization for implementation and operation, the services which may be accredited, the requirements required, the application and verification procedures.

L.R. 23/06

“Rules for the promotion and development of social cooperation”

Defines social cooperatives at regional level by transposing national and EU legislation. It introduces new categories of disadvantaged people, the new Regional Register, the role of social cooperation in regional service planning, and the way in which services are relied upon. To introduce the Regional Commission for Social Cooperation and the methods 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 Manual of Procedures.

DGRV 84/07

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

Approval of requirements and standards, indicators of activity and results, charges for accreditation and timing of application, for social and social structures for authorization to exercise and institutional accreditation of social services and some social and health services of the Veneto Region

DGRV 1303/12

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

Art. 17 paragraphs 3 and 5: approval of the contractual agreement scheme for accredited social and social structures.

DGRV 1616/08

“Approval of requirements and standards for mental health supply units”

Approval of requirements and standards, activity and result indicators, accreditation charges and timing of application, social and social structures of authorization for the exercise and institutional accreditation of social and social health services for mental health in the Veneto Region.

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

“Principles on the provision of public services”

It has the principles to be reinforced, in general, the provision of public services to protect the needs of citizens who can benefit from them and in compliance with the requirements of efficiency and impartiality to which provision must comply. Public exercises aimed at ensuring the enjoyment of the rights of the person, constitutionally protected, health, social assistance and social security, education and freedom of communication, freedom and security of the individual, freedom of movement.

EU EUROPEAN REGULATION

2016/679 - GDPR (and amendments below) Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and the free movement of such data.

REGULATION 852/2004 EUROPEAN COMMUNITY

“Regulation on food hygiene”

It lays down common principles and definitions for national and EC food legislation in order to ensure food hygiene at all stages of the production process, from the primary production stage to the final consumer:

D.LGS 193/07

Implementation of Directive 2004/41/EC on controls on food safety and the application of ECommunity regulations in the same field.

L. R. n. 14/2013

“Arrangement on social agriculture”

The law defines the activities related to social agriculture and those entitled to provide services, i.e. “social farms”.



QUALITY STANDARDS FOR SERVICES TO PEOPLE WITH DISABILITIES AND MENTAL HEALTH

Quality standards are as intense as the “minimum” performance guaranteed by the service, meaning as “minimum” not so much an idea of “just enough”, but as a level of performance

considered satisfactory for the quality of life of the person. In situations requiring it, such standards can be increased.

PROVISION OF THE SERVICE

Custom Project:

- Drafting of the personalised project within the first month of the year
- Constant supervision by specialised psychologists
- Minimum custom project verification every 6 months

At the Mental Health Day Centre

- Activation of paths to job placement (internship, training, social integration in the workplace)

Meetings with family members:

- Possibility to meet at any time (by appointment) the head of Disability Day Centre: waiting time max 8 days
- Meeting with parents at least once a year

Implementation of all planned activities, within the expected deadlines

ORGANIZATIONAL PROCESS

Canteen service:

- Choice of 3 or more options for each component of the menu as free choice
- Possibility of special diets
- Assistance of the centre's operators
- Hygiene and educational practices for users
- Precise and careful evaluation of the supplier; packaged meals

Transport Service:

- 100% maintenance of means of transport (execution of all maintenance in the scheduled ways and times, in order to guarantee the means of transport in perfect state of maintenance)
- Accompaniment to need
- Possibility of travelling hours according to needs of the family
- Possibility of travel/outings during the day
- Vehicles equipped according to user's aids

| | |
|--|---|
| ORGANIZATIONAL PROCESS | <p>HACCP system:</p> <ul style="list-style-type: none">• Advice from a specialist technician• Check of the adequacy of the self control plan once a year• Monthly collection and analysis of survey cards• Bacteriological analysis for the verification of water potability once a year• Constant and systematic staff updating and training <hr/> <p>Safety:</p> <ul style="list-style-type: none">• Annual meeting of Employer for Safety among competent Physician, Responsible for the Prevention and Protection Service and the Workers' Safety Representative• Constant monitoring of risk assessment• Training of workers at the time of recruitment• Constant and systematic staff updating and training• Presence of constantly updated fire fighting devices |
| MONITORING AND IMPROVEMENT | <ul style="list-style-type: none">• Annual survey of user well-being satisfaction• Resolution of all registered non-conformities, on time and in the manner provided• Annual survey of the satisfaction of the service offered perceived by family members• Maintenance of the quality management system certification according to UNI EN ISO 9001, for Day Centres |
| FORMATION AND TRAINING (Human Resources Management) | <ul style="list-style-type: none">• At least 65 hours of formation (per operator) throughout the year (with intervention of external supervisor of at least 20 hours a year)• Judgement of "total absence of stress symptoms" respect to extent of burn-out (stress), in order to keep a group of operators motivated. |

PERIODIC EVALUATION OF THE SERVICES PROVIDED

PROCEDURES

Users (and their family members) of the services provided at the facilities (Day Centres “Mosaico” and “New Team Mosaico” and Day Centres “Actively 1” and “Actively 2”) can express their evaluation of the service provided through the following methods:

Periodic interviews with the psychologist: these interviews, proposed annually to share the educational/rehabilitation project, are an opportunity to engage directly with the cooperative’s representative in the subject of rehabilitation and education.

Cognitive questionnaires: are proposed as part of the service delivery process as certified by the UNI EN ISO 9001 standard and at the time of the drafting of the Social Report, the document summarising the activities of the Cooperative, relations with the different persons of interest, the benefits to the community of reference.

In written form: via fax (n. 049.8909386 for the attention of Roberto Baldo) or via e-mail (rbaldo@gruppopolis.it), clearly asking the question and indicating their own contact details in order to be contacted.

By phone: tel. 049.8900506 (reference: Roberto Baldo), during the working hours of the services.

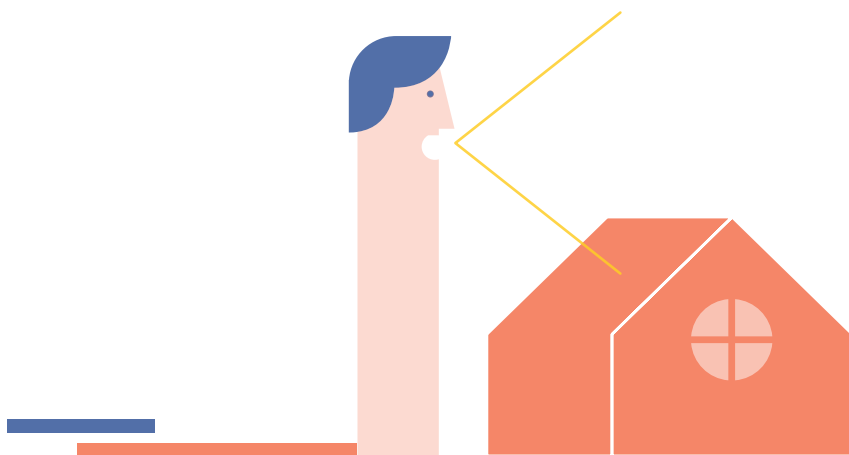
RESPONSE TIMES

The Cooperative ensures time to answer specific questions guaranteed within the 10 working days from the date of arrival of the enquiry, presented through one of the above methods.

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



METHODS FOR FORWARDING SUGGESTIONS AND/OR COMPLAINTS





REPORTS/SUGGESTIONS/COMPLAINTS FORM

Spett.le Cooperativa Sociale Polis Nova
For the courteous attention of the
Management/Directors

Surname
Firstname
Address N.
Post Code City
Phone.
E-mail

As a:

- ☐ Person receiving the service
☐ Family member (o chi ne fa le veci) of the service user
☐ Client
☐ Other (specify)

I intend to advance

☐ REPORT ☐ SUGGESTION ☐ COMPLAINT

Object
.....
.....
.....

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

Date Signature
(optional)

Form downloadable from the site www.gruppopolis.it





For more information
or to book a visit to our facilities write to us at
polisnova@gruppopolis.it
or call us
Phone 049 890 05 06



www.gruppopolis.it