

SERVICE GUIDE



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1. SOCIETA' HABILIS COOPERATIVA SOCIALE

The Società Habilis Cooperativa Sociale, in seeking to pursue services with transparency and quality, believes it is essential to establish a constructive relationship with the people and families who access the various departments, ensuring clear and correct information on its activities. The Guide to Services represents one of the communication tools to inform the community, people with disabilities, their families and local services, of the answers and methods that the Habilis Coop. Soc. is able to use.

The document describes:

- _ the Soc. Habilis Coop. Soc.;
- _ the characteristics of the services provided by the Area Visione Outpatient Clinic, illustrating the access methods, the services provided, the structural aspects;
- the methods through which user participation and protection are guaranteed.

1.1 Who we are

La Soc. Habilis Coop. Sociale (Soc. Habilis) is a type A social cooperative (law no. 381 of 1991 art. 1 letter a, L.R. 34/2011, D.G.R. 182/2011, D. Lgs. 117 and 112/2017), founded in 2016, regularly registered in the Regional Register of Social Cooperatives, section A (Marche Region), in the Company Register and in the Single Register of the Third Sector (RUNT – repertorio 10300).

1.2 Scope

The Cooperative's action is based on the belief that it is necessary to start from the person if we want to guarantee autonomy, and it is important to make an active contribution to the development of each individual function. Listening to families and the desire to evolve with them are the foundations of the cooperative: not a stable and defined rehabilitation model, but a participatory, moldable and flexible response that responds to the specific needs of each individual family and person.

The concrete implementation of the aims of the Habilis Society takes place through:

- the management of its rehabilitation facilities with the support and integration of the Soc. Habilis Lavoro Coop. Sociale, the Italian Union of the Blind and Partially Sighted of Ascoli Piceno and the Officina dei Sensi foundation which constitutes its aggregation point;

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- the presence and training of specifically qualified operators;
- the carrying out of research activities;
- the promotion of relationships with Local Authorities and Hospital Institutes;
- the sensitization of the community in favor of the dignity of people with disabilities, even in the presence of multiple disabilities.

1.3 Our work

We work together, adopting a scientific, dynamic and creative approach, so that people with disabilities are active members and people fully integrated into society. We work so that each of them can receive every type of support for themselves and their families. We work so that each person with disabilities can be able to express choices, communicate, reach their maximum potential and seek their own talent and ability.

1.4 The Operational Structures

Area Visione Polyclinic – Area for eye examinations, prevention and rehabilitation of eye diseases

Location in via Nicolò Copernico 8 in Ascoli Piceno – 0736 41532

Health Director: Dr. Luca Labianca

Ophthalmologist: Dr. Carlo Brogioni

Coordinator: Dr. Chiara Mastantuono

Rehabilitation Staff: deals with the provision of rehabilitation services.

Administrative Staff: deals with information, acceptance, booking, issuing invoices and related collection according to the directives of the Health Director and the Administrative Management.

Socio-Educational Rehabilitation Day Center for the Disabled in Valenza Socio-Sanitaria – “Officina dei Talenti”

Headquarters in via Nicolò Copernico 8 in Ascoli Piceno – 0736 41532/379 1585589

Day Center Coordinator: Dr. Chiara Mastantuono

Education team: deals with the provision of educational services

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Administration staff: deals with information, acceptance, booking, issuing invoices and related collection according to the directives of the Coordinator and the Administrative Management.

The following email addresses are active

info@officinadeisensi.org

and

sanita@officinadeisensi.org

for health and social health information

1.5 Where we are

The facility is located in Via Niccolò Copernico 8 (63100 - Ascoli Piceno) and can be reached by public transport or by car.

By bus:

The closest bus stop to the Polyclinic is located in Via Piceno Aprutina and is served by line 3 (Ex - Fanini Piceno Aprutina stop).

By car:

Coming from the exit of the Ascoli Mare highway towards Ascoli, Ascoli-Folignano exit, continue straight on Piceno Aprutina passing two roundabouts, up to the intersection with Via Copernico. Private internal parking is available, but there is the possibility of parking in the surrounding areas for free.

2. POLIAMBULATORIO AREA VISIONE

The Vision Area Outpatient Clinic of the Habilis Social Cooperative Society employs expert specialists in the treatment of all eye diseases and in particular in the treatment of pathologies related to low vision. The Outpatient Clinic provides outpatient services to citizens residing in the province

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of Ascoli Piceno and citizens residing in other provinces or regions can also access the services. The Center can be contacted by visually impaired people in developmental, adult, presenile, senile, or visually impaired age. Screening activities are also carried out within the Outpatient Clinic.

How the team at the Poliambulatorio Area Visione works

Our team is made up of various professional figures with high specialist skills. It is composed of ophthalmologists, orthoptists, a psychologist/psychotherapist, a neuropsychomotor therapist and an orientation and mobility instructor. The figure of the typhlogist and some external consultants are also present.

The team's approach considers the person in his or her entirety and personality. An approach that we can define as dynamic, flexible and adaptable to each individual family and need.

2.1 Booking methods

To book a visit at the Outpatient Clinic of the Habilis Social Cooperative Society, just call 0736 41532.

The service is active from Monday to Thursday from 9:00 to 13:00 and from 14:30 to 18:00. On Fridays from 9:00 to 13:00

Alternatively, you can show up in person at the Outpatient Clinic located inside the Fondazione Officina dei Sensi building, via Copernico 8 – Ascoli Piceno (main entrance, secretarial office).

2.2 Welcome

Upon arrival at the Polyclinic, the secretary will provide useful information for obtaining the eye examination and/or rehabilitation consultation visits.

First Visit

For a first eye examination and/or rehabilitation observation, the secretary will collect the requested documentation, enter the patient into the computer system and proceed with opening the clinical and rehabilitation file.

The documentation to be presented must be at least the following:

- identity document;

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- tax code;
- recent health documentation;
- disability report (if in possession).

2.3 Right to privacy

The organization processes sensitive patient data in full compliance with the privacy legislation in force (GDPR 05/2018). When the patient is taken into care, the consent form for the processing of personal data is given to the user for acceptance signature. To ensure confidentiality, the user's personal file is stored digitally on certified devices.

For minors, the signature and identification document of one of the parents/guardians are required.

2.4 Waiting times

Treatment requests are entered into the waiting list in order of arrival, and subject to the availability of professionals, the definition of access priorities is:

Eye exams

CLASS	DESCRIPTION
CLASS A	Within 15 days members for the Unione Italiana dei Ciechi ed Ipovedenti, children and users with a confirmed clinical diagnosis
CLASS B	Within 30 days user in order of booking

Rehabilitation care

CLASS	DESCRIPTION
CLASS A	Within 10 days for children under 3 years of age
CLASS B	Within 15 days for children aged 3 to 6 years of age
CLASS C	Within 20 days for children aged 6 to 18 years of age
CLASS E	Within 25 days for children aged 18 and over

2.5 Rates

Services must be paid for at the facility at the time of their provision.

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The Area Visione Outpatient Clinic offers services according to the price list below:

Services

Complete eye examination **€70.00**

Control eye examination **€40.00**

Visual field – computerized perimetry **€50.00**

Orthoptic evaluation/Ocular motility study **Free**

Evaluation relating to rehabilitation and psychological figures **Free**

Developmental Age Performance

Neuropsicomotricità dell'età evolutiva **euro 5.00**

Orthoptics **euro 5.00**

Autonomy and mobility and personal autonomy **euro 5.00**

Dance therapy **euro 5.00**

Free Parent Training

Psychological support **euro 5.00**

Adult Performance

Ortottica **euro 15.00**

Autonomy and mobility and personal autonomy **euro 15.00**

Psychological support **euro 15.00**

Private services at a discount for members of the Italian Union of the Blind and Visually Impaired

Complete eye examination **euro 50.00**

Ophthalmic check-up **Free**

Visual field – computerized perimetry **euro 50.00**

Orthoptic evaluation/Study of ocular motility **Free**

Evaluation relating to rehabilitation and psychological figures **Free**

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2.6 The Equipment

The Ophthalmology Clinic has standardized optotype tables for far and near and for determining contrast sensitivity. It has an Ophthalmic Unit and a Campimeter.

2.7 Professional Figures

The Polyclinic employs a team of operators who, in addition to the qualifying professional qualification, have specific training in low vision in adults and/or children.

Ophthalmologist

This is the healthcare professional responsible for the detection and determination of visual impairment, aimed at formulating or confirming the diagnostic judgment, the visual and developmental prognosis.

He is responsible for the diagnosis, the functional categorization of visual disorder, the certification and prescription of aids intended for minors. He is available for the medical-specialist needs emerging in the individual clinical case.

Orthoptist Assistant in Ophthalmology

This is the healthcare professional who prevents, evaluates and rehabilitates oculomotor and sensorial vision disorders, analyzes the functionality and visual efficiency of the visually impaired subject both in developmental age and in adulthood. The orthoptist performs visual rehabilitation interventions aimed at learning strategies that optimize the use of the visual resource, also identifies and teaches the use of specific aids to allow the maintenance of the ability to read, write and those activities of daily life. Offers advice to family members and operators of local services to adopt specific methods and aids.

Psychologist

Professional expert in the use of cognitive and intervention tools for psychological support aimed at the individual, the family and social organizations. In-depth interviews and psychological support (individual and family) are conducted aimed at promoting the progressive development of an ability of awareness and self-acceptance towards the existential condition related to visual impairment.

Developmental Neuropsychomotorist

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Health worker who carries out prevention, functional assessment, rehabilitation and treatment of childhood neuropsychiatric diseases in the areas of neuro-psychomotor skills. The specific role consists in detecting the presence and efficiency of basic visual skills, visual-motor skills (eye-hand coordination, global eye-motor, praxis), visual-perceptive skills (visual matching, shape discrimination, orientation, figure-background), visual-cognitive skills (visual recognition and memory, analysis and reproduction of spatial relationships); promoting neuropsychosensorial integration and adaptive use of the visual function; graphomotor and visual-perceptive training; providing specific advice to parents, educational-school staff.

Rehabilitation technician in orientation and mobility and personal autonomy for the visually impaired

It carries out rehabilitation and educational interventions for people with visual impairment in the areas of autonomy in movement skills. Specifically, it plans and conducts actions aimed at allowing the patient with visual impairment to achieve the greatest possible degree of autonomy in mobility and organization of daily activities.

It promotes actions aimed at achieving the objectives of personal and domestic autonomy specific to that stage of growth, taking care of the enhancement of vicarious senses.

2.8 Rehabilitation Activity

The rehabilitation activity is structured into two main operational modules:

- **Developmental age module**
- **Adulthood and old age module**

Developmental age

The process begins with a direct report from the family or from local and national child neuropsychiatry and rehabilitation services, from the school or from institutions connected to the Italian Union of the Blind and Partially Sighted, with the parents' consent. In the first meeting, the elements that emerge from the observation conducted by the Coordinator and the operators are integrated with those of knowledge possessed by the family members. The participation of the parents becomes essential in all meetings. The team of the Center, on the basis of the data and needs identified, evaluates the rehabilitation project together with the family and possibly proposes in-depth

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clinical-ophthalmological and/or neuro-ophthalmological treatment. Following the observations, the rehabilitation program takes shape, with the definition of therapeutic objectives and activity proposals, thanks to the contribution of all the figures involved. In some stages of the rehabilitation process, intensive periods may be necessary, in order to strengthen specific skills..

Adulthood and old age

The operating methods vary in relation to the deficit, the age of the subject, the personal history and his/her expectations. The purpose of visual rehabilitation is not only to guarantee the autonomy of the subject, but, when possible, to return him/her to the world of work as an individual capable of carrying out his/her own activity. For elderly subjects, visual rehabilitation is essentially aimed at recovering previous skills and acquiring new strategies in managing their autonomy at home and in free time.

The process begins with a direct referral from the specialist doctor, the family or the local social and health services. In the first meeting, the elements that emerge from the meetings with the ophthalmologist, the orthoptist and the psychologist are integrated with those in possession of the patient and family members. The care takes into account the psychological and social aspects of the patient. At the end of the meetings, a rehabilitation project is drawn up that may include the implementation of actions aimed at: near vision (reading, writing, sewing, computer), far vision (watching television, bus numbers, signs) and autonomy in orientation and mobility. The rehabilitation team periodically carries out checks on the progress of the interventions with respect to the established objectives and the results obtained.

2.9 Rights and duties

The Area Visione Outpatient Clinic provides services to users in compliance with legal regulations and the ethical code adopted in order to protect patient rights, with reference to the directive of the President of the Council of Ministers of 27 January 1994 and the European Charter of Patients' Rights (2002). The regulations are integrated into the humanization management system introduced in the organization in 2018.

Patients' Rights



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- Right to treatment: each user has the right to receive appropriate treatment with care and professionalism, without discrimination of age, gender, ethnicity, religion and political and sexual orientation.
- Right to respect for time: users have the right to be aware of the timeframes according to which they will be able to receive treatment and assistance. In the event of critical issues (problems or delays) patients will be promptly notified.
- Right to participation: each user has the right to participate in an informed, active and safe manner in treatment.
- Right to information: each user has the right to be informed about their state of health, the benefits and risks of treatments, potential alternatives and the resulting therapeutic rehabilitation paths.
- Right to free choice: each user has the right to choose between different procedures and treatments on the basis of correct information, communicated in an understandable, timely and appropriate manner to the interlocutor. The patient also has the right to refuse the proposed treatments (totally or partially) and to be informed about the potential consequences of refusal and alternatives.
- Right to patient-centered care: each user has the right to diagnostic-therapeutic programs that are as adapted as possible to their personal needs and to dignified and humane care.
- Right to access to clinical documentation: each user has the right, at the time of provision of the service, to receive a clinical report written in an understandable manner, with useful information for the treatment process. Furthermore, the patient has the right to request a copy of the clinical documentation at any time.
- Right of opinion: users have the right to express their personal opinion according to the methods expressed in this service charter, by filling in the appropriate form made available and delivering it to the management
- Submit Comments
- Sidebars
- History
- Saved.

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Patient's duties

The users of the polyclinic, with a view to continuous improvement in their favor and collaboration, have the duty to:

- Maintain appropriate behavior: please maintain a responsible and respectful attitude towards other patients, secretarial and healthcare staff, equipment, and environments. Please also remember that smoking is prohibited inside the environments and near the entrance.
- Respect the instructions: follow the therapeutic and behavioral instructions received to facilitate the positive outcome of the treatments.
- Communication: please communicate with transparency and trust any doubts relating to the proposed treatments, the internal procedures of the polyclinic and any problems (health or organizational) that may arise during your stay at the facility.
- Respect the organization: it is the duty of each user with a service booked at the facility to go to the secretariat at the time and day established for the provision and carry out the bureaucratic procedures, including the payment of the fee. If you are unable to attend, you are required to cancel the appointment as soon as possible to make the service available to other users again in order to reduce waiting lists.

3. IL CENTRO DIURNO SOCIO EDUCATIVO RIABILITATIVO “OFFICINA DEI TALENTI”

The Socio-Educational Rehabilitation Day Center for the disabled with socio-health value (SRDis2) provides a differentiated range of services to accommodate people who are seriously compromised in their physical and cognitive autonomy, with personalized care plans. The Center offers welcoming environments in which to interact, learn and share activities in order to improve the quality of life and promote the development of global skills by supporting the family.

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The Day Center provides hospitality and integrated educational and rehabilitative assistance, offering opportunities for community life and help with daily activities, stimuli and possibilities for occupational, recreational and maintenance activities.

In particular, the Day Center offers:

- personal assistance service;
- occupational and educational activities;
- motor and rehabilitation activities (hydrotherapy);
- communication and use of personalized aids;
- activities in the property's garden;
- catering with meals that can also be personalized;
- transport service from and to the user's home.

The facility employs qualified and specialized personnel, organized in multidisciplinary teams with skills in the management of sensory disabilities.

In order to pursue the principles that inspire socio-educational and rehabilitative actions and comply with the commitments undertaken in the provision of Services, SRDis2 adopts a constructive collaboration between users, family members and local doctors, aimed at achieving the common goal: the quality of the service provided.

With reference to the principles of equality, impartiality, participation, effectiveness and efficiency, SRDis2 undertakes to ensure that:

- non vengano posti in essere, da parte di dipendenti comportamenti discriminatori che si realizzano attraverso disparità di trattamento nell'erogazione dei servizi;
- le informazioni di carattere personale degli utenti, incluse quelle che riguardano il loro stato di salute e le possibili procedure riabilitative, siano trattate nel rispetto del diritto alla privacy.

All professionals are required to provide users with clear, simple and comprehensive information regarding socio-educational and possibly rehabilitative activities, so that a process of informed

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decision and choice by the Families is guaranteed, which materializes in the so-called "informed consent".

The Officina dei Talenti Day Center is committed to drawing up a personalized Individual Educational Plan (PI), constantly updated in light of the results obtained and emerging problems. The PI is shared both with family members, organizing structured moments of listening and discussion, and with the referring health facilities (UMEA).

3.1 Structuring

The day center represents the place of socialization and rehabilitation of non-self-sufficient people with physical, mental and sensorial disabilities.

It welcomes 19 patients who need support for daily life activities, ensuring perfect integration of health care with social care, where necessary.

The day center is subject to the supervision of the local health authority and guarantees compliance with the management and structural standards required by current regulations.

It is open from Monday to Friday from 9:00 to 17:00

3.2 Articulation

The day center is located on the mezzanine floor of the officina dei sensi structure and can use rehabilitation spaces when necessary. Outside, there is access to a garden, a place for socializing and moments of pure relaxation.

3.3 Admission Procedure

Inclusion in the Day Center can take place:

- upon request from the Territorial Health Authority (AST) and/or the Multidisciplinary Units for Adults (UMEA) according to their internal procedures;
- upon request of the family through the following methods:
 - _ by going directly to the Secretariat office of the SRDis2 Officina dei Talenti Day Center open from Monday to Thursday from 9:00 to 13:00 and from 15:00 to 18:00, located in Via Copernico n.8 Ascoli Piceno
 - _ by calling 0736 41532 or 379 1585589

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_ by sending an email to sanita@officinadeisensi.org

To complete the request procedure it will be necessary to complete the request form prepared by the company (Form Pd03 01) and available at the secretariat.

If and when the applicant is suitable, the Day Center Coordinator contacts the family and schedules the meeting to define the inclusion methods; if not, the patient is placed on the waiting list. Following admission to the Day Centre, the Individualized Plan is developed.

Families can visit the Day Center before placing their child, to learn about the host facility. Requests for inclusion coming from outside the Municipality of Ascoli Piceno are taken into consideration if there are places available and/or in the presence of particular clinical-rehabilitation needs.

3.4 Waiting List Management

Requests for inclusion and the waiting list for available places in the social and healthcare facility are managed and regulated in collaboration with the local healthcare facilities. The Coordinator of the Day Center who receives the request, after verifying its correctness, communicates the availability and, having taken the personal data, sets the first meeting appointment with the family.

The procedure is currently carried out manually, awaiting digitization through Talete Web's internal information system.

It would be useful to promote:

- information and support actions for the family as the probable entry date approaches, so that they are already effectively prepared when the availability of the place is communicated.
- actions to promote the transmission of information and documentation relating to the guest to the Facility.

The waiting list must be checked on a monthly basis.

3.5 Resignation

Discharges may occur for the following reasons:

- modification of the clinical picture such that the stay in the center is inadequate or inappropriate;

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- worsening and/or supervening particular conditions where the subject needs continuous health interventions or requires different types of therapeutic intervention;
- voluntary choice of the user and/or the family following written communication from the Day Center Coordinator;
- by decision of the Social Services and/or UMEA.

Discharges from the Day Center are initiated by the Day Center Coordinator at the times and in the ways agreed with the family.

3.6 Clinical news and privacy

In addition to regular meetings for updating and reviewing the PI, the Center is available to family members for telephone or in-person interviews.

Upon taking charge in the Day Center, adequate information is provided and consent to the processing of personal data is requested, in compliance with European Regulation 2016/679 (GDPR).

3.7 Welcome

Users are preferably welcomed in the morning to make the insertion more harmonious. The entry is perfected with the signing of the PI and the consent to the processing of personal data.

Upon first access, the user is welcomed by the Coordinator and accompanied by the staff who will take care of following the insertion.

3.8 The Structure's Services

The Day Centre guarantees the provision of services and activities in compliance with the standards set by current legislation.

3.8.1 The Individual Plan (IP)

The educational and rehabilitation paths undertaken are aimed at promoting the children in all their possible functional capacities, without replacing themselves. For all the people taken in charge, a personalized project is created by the multi-professional team, coordinated by the Coordinator: the PI (Individual Educational Plan), which takes into account the specific clinical picture. Objectives and actions are defined in an interdisciplinary manner with the family and the referring health facilities (UMEA), which are involved in every choice of the path. The culture of continuous and objective

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measurement of the results obtained and expected is promoted. All the activities of the day are valued in terms of stimulation and managed by personnel with specific skills for sensory disability.

The PI is drawn up after careful observation and evaluation of individual users, and revised whenever there are substantial changes in the user.

The family or caregivers are always involved in the drafting of the PI and in its revisions. They are given the date of the meeting of the multidisciplinary team; If they are unable to participate, they will be sent a link for a remote connection and/or an invitation will be sent to the updated PI, which must be read and signed..

3.8.2 Activity

Motor and rehabilitation activities

Motor and rehabilitation activities for users are carried out by healthcare personnel, with experience in sensory and multiple disabilities, who set up programs for recovery, maintenance and functional re-education.

Occupational and educational activities

The activities are focused on the development and maintenance of the ability to act of the children, contributing to the improvement of health and quality of life, facilitating participation in society and allowing them to take part in daily activities. Through the various occupational therapy activities, structured in workshops (such as music, cooking, crafts) that implement motor, sensorial and cognitive processes, it is proposed to support the children to learn new skills, acquire greater freedom and mobility, be more independent and have greater emotional security and sense of usefulness. Among the objectives we find the guarantee of physical conditions, the promotion of individual autonomy, the protection of social and psychological balance and, therefore, health.

Garden

Programs will be prepared to promote the recognition of times and seasons, taking care of the plant, shoots, flowers and fruits. Furthermore, distinguishing and recognizing scents, tastes and sounds of nature with a strong value to promote motor and sensory aspects, stimulate the sense of responsibility, increase self-esteem, encourage decision-making autonomy of the children.

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Internal and external celebrations at the Center

Fundamental stages that significantly mark the life of the day center are the celebrations of a recurring nature such as Christmas, Carnival, Easter, and birthdays. These moments are intended to put the children in contact with each other but also with external interlocutors.

Social-welfare activity

Social-healthcare activity is carried out by O.S.S. operators (Socio-Healthcare Operators) and concerns all those activities aimed at maintaining the person's state of psychophysical well-being. The user is helped with mobilization, personal hygiene, showering if necessary, dressing and eating. The spaces are cleaned carefully. Self-sufficiency is encouraged through the control of walking and with measures for correct posture during rest conditions.

3.8.3 Catering Service

The catering service has been entrusted for some years to the company Consorzio Cooperativo Il Picchio based in Ascoli Piceno. With this solution we opted for quality and variety, trying to offer the most pleasant food possible.

All dishes are cooked in such a way as to ensure maximum digestibility, following different dietary tables and/or specific diets indicated, in order to provide a standard level of caloric intake for the needs of our guests.

Meal time is at 12:00

All activities intend to pursue, starting from an integrated approach between the different professional figures present, a design approach that starts from an analysis of the characteristics of the user, the family network and the socio-health data to formulate a personalized plan of proposals to be implemented for each individual boy. Particular attention is also guaranteed with respect to setting and approach techniques aimed at encouraging participation in the activities.

3.9 Life in the Structure

The activities at the Officina dei Talenti Day Center are organized approximately according to the following times from Monday to Friday:

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Activities

08:00 – 09:00 Entry into the facility

09:00 – 11:30 Activities as per program (individual and/or group)

12:00– 13:00 Lunch

13:00 – 14:00 Rest and/or free activity

14:00 – 16:30 Activities as per program (individual and/or group)

16:30 – 17:30 Exit from the facility

3.10 Transport

For all users attending the “Officina dei Talenti” Day Centre, both for entry and for returning home, a transport service managed by the centre's own means or through outsourcing of the service is guaranteed.

3.11 The staff

The Staff of the Officina dei Talenti Day Center is composed of professionals and highly qualified personnel in multiple and sensorial disabilities.

Below are the figures involved in the provision of the service.

The Coordinator, who ensures the technical direction and acts as the person in charge of the Day Center, carries out a global assessment of the user through rating scales and, on the basis of this information, develops the Individualized Educational Plan together with the Center staff; coordinates and organizes the activities of the staff, training and educational activities. Interfaces with the competent institutional bodies, participating in the meetings of the board of directors for the part relating to the management of the Day Center.

Educators, qualified professionals with specific educational skills for sensory disabilities who implement educational and rehabilitation activities, participate in the drafting of individualized training projects and their updating according to the checks conducted periodically, observing and supporting the behavior of individuals during daily activities.

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Social health workers (OSS) are qualified professionals with specific health and care skills, who collaborate with educators in carrying out educational and rehabilitation activities. They promote basic assistance to users for the maintenance and development of the level of well-being, promoting their autonomy.

The Psychologist supports individual operators, better understanding the situations and interventions adopted or to be undertaken, promoting a staff logic and coherence of the entire educational environment within the Cooperative. He can carry out a psychological assessment of the user, providing support to the family through periodic interviews.

All the staff of the Centre wear a coloured badge with their name and relevant qualification indicated.



3.12 Family Entrance

Family visits are possible during the day from 9:00 to 16:00. Family members are advised to access the Day Center areas and/or the Rehabilitation areas by making an advance reservation (at least one day in advance) in order to ensure the correct number of people inside the facility.

Reservations can be made by calling the switchboard and/or directly by contacting the Coordinator.

3.13 Economic Aspects

The daily rate is established based on the rules established by the Region and/or the municipality of belonging at the time of access. In the event of absence of the Guest, for any reason (illness, hospitalization, vacation) a 10% reduction is applied, starting from the sixteenth day of absence.

Daily rate in effect from January 1, 2021

The service fee, to be paid by the 8th of the month, is invoiced in advance and is calculated by multiplying the daily amount by the days of presence in the reference month. It is possible to pay with: check, bank transfer.

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Every year the Structure undertakes, in compliance with current legislation (DGR n° 26316/1997) to issue, to those entitled, the certification of fees for tax purposes, in the time available for filing the tax return.

3.14 Community life

To ensure sharing and mutual commitment, we list a short list of the rights and duties of those who access the Facility.

User Duties

- Responsible attitude towards Guests
- Respectful and collaborative behavior with all the staff of the facility and with the Management
- Follow the instructions received, to ensure the best possible outcome of the objectives
- Respect for the environments, equipment and furnishings that are inside the facility
- Each person has the right to correct information on the organization of the health facility but it is their duty to take the information at the appropriate times and places
- It is the duty of each user/family to promptly inform the Center of their intention to renounce the services offered
- It is the duty of each Guest to smoke only where it is permitted, to preserve the health of the community
- Pay the fee regularly
- Observe the internal regulations.

User Rights

- To be assisted and treated with courtesy, care and willingness to listen, respecting one's dignity and one's political and religious beliefs
- To identify operators by means of an identification card
- Right of family members to receive information within the limits permitted by respect for privacy
- Right to complain, to formulate proposals and suggestions in verbal and written form
- Right to express one's opinion on the services offered through Satisfaction Questionnaires
- Right to transparency

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4. TERRITORIAL COLLABORATION AND CO-DESIGN IN THE DRAFTING OF THE GUIDE

The drafting of this Service Guide is the result of a shared effort that actively involved key local organizations committed to protecting the rights of people with sensory and multiple disabilities.

In particular, significant contributions were made by the Italian Union of the Blind and Visually Impaired – Ascoli Piceno Section, the Habilis Lavoro Cooperative, and the Officina dei Sensi Foundation. These organizations participated in the content development process through continuous and constructive dialogue with the editorial team.

Their input allowed the document to be enriched with practical insights drawn from daily experience in the field, providing the guide with operational perspectives, real user needs, and on-the-ground expertise.

This synergy fostered the creation of an accessible, inclusive, and needs-oriented informational tool for families, professionals, and people with disabilities, reinforcing the principle of co-design as both a working method and a core value of our mission.