

OPERA PIA ARPILI FOUNDATION

PROTECTED RESIDENCE DEMENTIA PROTECTED RESIDENCE AND REST HOME MONTE GIBERTO SERVICE CHARTER

WHERE WE ARE
Viale Diaz, No. 49 - Monte Giberto (FM)

CONTACTS
Tel: 0734 630046 - Mail: info@arpili.it

**SERVICE CHARTER
APPROVED BY
'OPERA PIA ARPILI'
FOUNDATION**

Rev.03 of 16/07/2026

This Service Charter is displayed on the information board of the Residence, distributed and handed out to residents and their families and published on the website www.arpili.it.

Upon request, it is distributed to voluntary associations, General Practitioners and the AST Districts of Fermo. Proposals and suggestions from residents and their families are always taken into account in the annual review of the Service Charter.

SUMMARY

1. PRESENTATION OF THE SERVICE CHARTER	3
REGULATORY REFERENCES	4
THE 'OPERA PIA ARPILI' FOUNDATION: HISTORY AND VALUES	5
PRINCIPLES OF SERVICE	7
2. METHODOLOGICAL ASPECTS OF THE SERVICE	8
3. GENERAL CHARACTERISTICS OF THE RESIDENCE.....	9
HOW TO REACH US	12
WAYS OF CONNECTING WITH THE NETWORK OF SERVICES IN THE TERRITORY	13
REQUEST FOR ADMISSION AND TYPE OF USER	14
WAITING LIST MANAGEMENT	15
4. ORGANIGRAM AND FUNCTION CHART OF THE SERVICE.....	16
PERSONNEL SELECTION AND TRAINING	19
TEAM WORKING METHODS	20
5. ORGANISATIONAL ASPECTS OF THE SERVICE	22
ENTRY INTO THE STRUCTURE.....	22
ACCOMMODATION RECEPTION.....	22
RIGHTS AND DUTIES OF GUESTS	26
ENTRY AND EXIT ARRANGEMENTS FOR FAMILY MEMBERS AND VISITORS	26
INFORMATION AND COMMUNICATION TO THE GUEST AND FAMILY MEMBERS.....	27
HOW AND WHEN TO ACCESS PERSONAL DOCUMENTATION	27
6. ECONOMIC ASPECTS OF THE SERVICE	28
SERVICE COSTS AND PAYMENT METHODS.....	31
RESTITUTION/REFUND PROCEDURES	32
INSURANCE POLICIES.....	32
7. QUALITY ASPECTS OF THE SERVICE	33
SECURITY OF RESIDENCE	36
CONTACTS AND USEFUL NUMBERS.....	37
ANNEX: INEFFICIENCY REPORT FORM, COMPLAINTS AND SUGGESTIONS, PRAISE.....	38

1. PRESENTATION OF THE SERVICE CHARTER

The Charter of Services of the Protected Residence and Rest Home is drawn up by the "Opera Pia Arpili" Foundation, which manages the Protected Residence and Rest Home facility through the outsourcing of internal services to a Cooperative. The Service Charter represents a document of transparency for the protection of the guest and his or her family and aims to:

INFORM the citizen/guest about the services provided and how to access them **COMMIT** the managing body to guarantee the quality standards of the services described in this document.

INDICATE the rights and duties of the citizen/guest and express in a clear and transparent manner the organisation of the service and its purpose.

FACILITATING greater understanding of the service on the part of citizens/guests, as well as bodies, institutions, private social organisations, voluntary associations, trade unions and anyone working in the social and sociomedical services sector.

With the Service Charter, the guest and his or her family have the opportunity to verify compliance with the commitments made by the Foundation and the managing entity, currently the COOSS Marche Onlus Cooperative of Ancona, and to send any reports, complaints or suggestions for improving the service. The SIGNAL OF DISSERVATIONS, COMPLAINTS AND SUGGESTIONS FORM is available at the entrance of the facility in the appropriate location.

This Service Charter is updated annually and communicated to the healthcare area district, AST of Fermo, in order to assess its contents and incorporate any changes and/or additions. In the annual review of the Service Charter, the proposals and indications of the guests, their families and the guarantors/guardians/administrators are always incorporated with a view to continuous improvement.

This Service Charter is always available on the information board of the "Opera Pia Arpili" Foundation of Monte Giberto. It is distributed and handed out to guests and/or their family members/guardians/AdS when the admission contract is signed and published on the website www.arpili.it.

REGULATORY REFERENCES

The Service Charter is regulated and illustrated in the following documents:

Regional Law 20/2000 'Requirements for the realisation, authorisation and accreditation of healthcare facilities'.

Regional Law of 30/09/2016 no.21: 'Authorisation and institutional accreditation of social and health facilities and services'.

DGR 938 of 20/07/2020 and subsequent amendments: "L.R. n. 21/2016 art. 3 comma 1 lett. b) - Manual Authorisation Intensive and extensive extra-hospital healthcare facilities, socio-medical long-term care or maintenance and protection facilities, which provide services in residential and semi-residential settings".

DGR 940 of 20/07/2020 and subsequent amendments: "Regional Law no. 21/2016, art. 3, paragraph 1, letter b) - requirements for the issuance of authorisations and regulation of procedures relating to "Social Facilities" Regional Regulation 01/02/2018 no.1: "Definition of the types of public and private health, social and healthcare facilities and services pursuant to Article 7, paragraph 3, of Regional Law No. 21 of 30 September 2016 "Authorisations and institutional accreditation of public and private health, social and healthcare facilities and services and regulation of contractual agreements of public and private health, social and healthcare facilities and services".

DGR no. 1572 of 16.12.2019 and subsequent amendments: "Regional Law no. 21/2016, as amended. Chapter III, Art. 16 Accreditation Manual for healthcare and social-health facilities".

Rules of Procedure of the 'Opera Pia Arpili' Foundation.

'OPERA PIA ARPILI' FOUNDATION: HISTORY AND VALUES

The Opera Pia and legacy Arpili was established in 1752 with capital left by Mrs Rosa Capobianchi, a native of Carassai, widow of Giacomo Ceribecchi from Monte Santo (today Potenza Picena) who lived in Monte Giberto: the purpose that had been identified was to meet the health needs of the local population.

In the years that followed, various personalities from Monte Giberto donated other bequests, albeit minor, all aimed at strengthening the structure and reaffirming its role in favour of the elderly.

In 1856, Don Nicola Arpili donated a rustic fund, and in his will of 23 November 1898, he disposed of other donations, and subsequently established the Pius Institute as the universal heir of all his possessions, endowing it with a substantial patrimony estimated at around 300,000 lire, consisting of rustic and urban estates and credits.

The institution, governed by the rules contained in Laws No. 6972 of 17.07.1890 and No. 390 of 16.07.1904 concerning IPABs and called 'Opera Pia Ospedale ed heredity Arpili', had found its legal definition in the organic statute approved by decree of the Minister of the Interior on 21.07.1907.

The Opera Pia and heredity Arpili, set up as a hospital for the sick poor in an area where health facilities were totally absent, was one of the first examples of intervention towards the poorer social classes, in a particularly difficult social and economic context such as the one in which it was carrying out its aims.

In 1908, work began on the construction of a new hospital, which would meet the modern requirements of healthcare technology: the building was constructed in the same location as a previous building, at a cost of 57,386 lire, which was covered by the substantial income received by the Opera Pia and the Arpili inheritance from the legacy of Don Nicola Arpili.

The total cost including furnishings was LIT 78,000, a considerable sum for that time.

The assistance provided by the Opera Pia and heredity Arpili in favour of the neediest classes has been characterised from the moment of its foundation in that it has represented the only possibility of care and survival for the populations that have lived in our area over the past two centuries.

As the State's presence in the welfare-health sector became established, Opera Pia and heredity Arpili diversified and further qualified its activities, initially characterising itself as a Rest Home for the Elderly and for some years now also as a Protected Residence.

The "Opera Pia Arpili" Foundation was established following the transformation of the I.P.A.B. called "Opera Pia Hospital ed Heredity Arpili" with headquarters in Monte Giberto. It is a legal entity under private law, non-profit, with full statutory, regulatory and management autonomy, in accordance with the provisions of the statute resulting from the public deed drawn up by Dr. Luciano Varriale, notary public in Fermo, rep. 76.633 on 05.12.2011.

The Foundation is governed by articles 12 et seq. of the civil code and by Presidential Decree no. 361 of 10.02.2000, as well as by the legislation in force at the time on social welfare, social health and educational matters.

Following the registration of the 'Opera Pia Arpili' Foundation in the register of private legal

entities, established by Marche Region with Regional Council Resolution no. 723/2001, pursuant to articles 1 and 7 of Presidential Decree no. 361 of 10.02.2000, which took place with Decree no. 16AGCGPR of 12.03.2012, the new organisation was able to operate in the matters within its competence.

According to its statute, the Foundation exclusively pursues the purpose of social solidarity through the institutional performance of social, socio-medical assistance activities towards persons in need of assistance, without distinction of sex, health, language, religion, giving priority support to the elderly, with particular reference to persons living in the territory of the municipality of Monte Giberto as a community of reference, with the objective of care, consolidation, personal, relational and social wellbeing and improvement of the quality of life of the persons assisted.

It handles relations with public bodies, institutions, public and private companies, private operators, user associations and other bodies, also with a view to establishing relations of collaboration and support for the Foundation's individual initiatives;

It adopts, in cases of urgency and non-deferability, the acts falling within the competence of the Board, submitting them for ratification by the Board of Directors at the immediately following meeting, to be convened within ten days of their adoption.

Opera Pia Arpili is inspired by the principles of fairness, democracy, mutuality and equal opportunities; the activities it carries out are oriented towards continuous quality improvement, always placing its users at the centre of every process and favouring forms of participation, sharing and satisfaction by all the stakeholders involved.

Professionalism, competence, helpfulness, fairness and courtesy are the guiding principles that the operators, who carry out their activities within the facility, are required to follow in their relations with their users. The staff's behaviour is marked by respect for the confidentiality of information acquired in the course of their work, as well as for current legislation on privacy and personal data processing.

'Opera Pia Arpili' Foundation respects and protects its users:

- listens to them and recognises their needs by treating them respectfully;
- promotes personal autonomy in making choices and counteracts unlawful conditioning;
- values individual abilities, rejecting conduct detrimental to personal integrity;
- protects and respects their intimacy and modesty and prohibits all forms of restraint. Restraints by means of postural aids are permitted only on medical prescription, in the prescribed manner and terms.

It should be noted that this Foundation has entrusted the management of internal services to the aforementioned COOSS Marche Onlus Social Enterprise, which has implemented, implements and maintains active, since 2005, an Integrated Management System (IMS) for Quality, Safety and Gender Equality that meets the requirements of international standards ISO 9001, ISO 45001 and UNI/PdR 125:2022.

The Integrated Management System model adopted by COOSS follows the DEMING cycle and is an organisational system that is continuously monitored and periodically reviewed. Its cyclical dynamic leads to continuous improvement and also respond to changing internal

and external factors.

SERVICE PRINCIPLES

The principles that orient and guide the activities of the 'Opera Pia Arpili Foundation' are:

Respect for the person the residence promotes actions to prevent and counteract any form of abuse and violence against elderly residents.

Involvement guests' families are involved in the care and service delivery project. Relations between guests and their families are guaranteed during their stay in the facility so as not to detach them from their original family unit.

Equality residence guarantees equal treatment and conditions of the service provided by eliminating any possible form of discrimination that could limit or deny access to the service to anyone who has the right to it.

Integration with a view to integration with the territory, the Residence works in close collaboration with the surrounding realities and makes an essential contribution to the social and social-health services of the Social District XIX.

Equal quality services and benefits will be ensured and the professional behaviour of the staff working in the facility will be guided by the principles of objectivity, justice and impartiality.

Humanisation and personalisation the placement of the elderly person in the home must be adapted to their physical and moral needs as well as to a proper assessment and personalised care that fully meets their needs.

Report all activities carried out within the residence aim to offer the elderly adequate opportunities for socialisation in order to combat isolation and social stigma.

Continuity services and performances are provided on a continuous and regular basis. In the exceptional event of irregular operation or service interruption, all procedures will be promptly activated and appropriate measures taken to reduce inconvenience. The facility undertakes to guarantee the elderly person the possibility of being followed by the same team, according to the needs indicated in the individual care plan.

Participation the elderly person and his or her family members can actively participate in the care, treatment and improvement of the service. The tools offered for this purpose are accessible, correct and constant information and the formulation of suggestions through satisfaction questionnaires and complaint forms.

Professionalism the service is provided in a professional manner, by adequately trained and constantly updated staff.

Efficiency and Effectiveness services and benefits are provided according to criteria of efficiency (appropriate and waste-free use of resources) and effectiveness, i.e. meeting the needs of the residents and promoting their well-being.

2. METHODOLOGICAL ASPECTS OF THE SERVICE

The experience gained over the years makes it possible to guarantee effective interventions in terms of the quality of care and life of the elderly, pursuing a concept of health, which is that promoted by the World Health Organisation, as a state of physical, mental and social well-being. With this in mind, a methodological, holistic and all-embracing approach has been developed, called Humanisation of Care (UCA), which involves people in their wholeness and uniqueness. It applies not only to the elderly person but also to the family member, the facility operator and the territorial services. Adopting the principles of the capacitating approach (a mode of interpersonal relations based on the recognition of the interlocutor's elementary competences), UCA focuses on verbal exchanges through the tools of listening and speaking and on abilities rather than deficits, envisaging an approach to the elderly that is realised through technical skills and empathic qualities.

"Opera Pia Arpili" Foundation, in collaboration with COOSS Marche Social Enterprise, adopts and applies the UCA approach and offers a series of interventions and services aimed at taking charge of the person as a whole from a multidisciplinary perspective in which the actions of each professional are part of an overall framework of integrated interventions thanks to the central instrument of the assistance process, represented by the Individualised Assistance Plan (PAI). PAI is the fundamental tool that accompanies the resident to guarantee the complete satisfaction of his or her needs, identifying and defining objectives, interventions and customised methods of care.

3. GENERAL CHARACTERISTICS OF THE RESIDENCE

'Opera Pia Arpili' Foundation, located in the municipality of Monte Giberto (FM), is authorised for 68 residential beds and can accommodate a total of:

- 65 guests in the Protected Residence for the Non-Self-sufficient Elderly*
- 3 guests in the Home for the self-sufficient elderly

***CASE MIX**

This means the possibility of providing two levels of care intensity in the same module.

For the services provided to users of Protected Residence, the Facility meets the requirements to be able to accommodate up to a maximum of 50% of the Protected Residence places in Dementia Protected Residence, based on the level of care required and defined in the document provided by the Integrated Valuation Unit (UVI).

The facility is divided into 5 floors, free of architectural barriers and equipped with handrails in the transition areas between the different units. Each room is equipped with bedside tables, dressers, wardrobe, toilets and emergency call devices. Specifically, guests are guaranteed the possibility of making phone calls from their room using the ward cordless phone or the possibility of using their personal mobile phone, while also being able to use the facility's WiFi network in the wards where the signal is active. The various floors are connected by 4 bed lifts. In addition, the facility has an outdoor garden in front of the entrance of approximately 174 square metres equipped with tables and chairs, another hanging garden of approximately 374 square metres with a sensory pathway for dementia patients, equipped with benches and a drinking fountain.

In particular critical situations that create difficulties in communication between guests and family members, the facility offers the possibility of making video calls through the use of tablets with the support of the facility staff.

The toilet facilities are of a size and design to allow safe and easy use by guests with any reduced mobility or who move around in wheelchairs. There are assisted bathing rooms, equipped with stretchers or shower baths, which allow guests to be transported from their beds to the assisted bathing room.



Ground floor (house number 49 + house number 43)

- 6 double rooms (with sanitary facilities)
- room for worship
- 2 medical surgeries
- various premises (toilets for visitors, hairdresser/podiatrist space for distributing hot and cold drinks and snacks)
- administrative offices (Foundation Chair, Officer and Staff Coordinator)
- room for parties and recreational activities



First floor (house number 49)

- 10 rooms (2 singles and 8 doubles, with toilets)
- common rooms (dining-living room, ward kitchen and multipurpose room)
- infirmary
- various rooms (assisted bathroom for guests, storage of various maintenance materials, storage of incontinence aids)



Second floor (house number 49)

- 10 rooms (10 doubles with toilets)
- common room (dining-living room with departmental kitchen and multipurpose room)
- various rooms (assisted bathroom with shower stretcher for guests, 2 sanitary material depots, special waste depot)



First floor below street level (house number 49 + house number 43)

- 4 rooms (1 single and 3 doubles, with bathrooms)
- common room (dining-living room with departmental kitchenette)
- physiotherapy room
- kitchen rooms various rooms (storage of detergents and kitchen utensils, 3 pantries)
- Foundation vehicle shed
- meeting room, shows, motor activities
- incontinence aids stores 2
- PPE depot
- special waste storage 2
- bathrooms D, U and disabled



First floor below street level (no. 51)

- 6 rooms (1 single and 5 doubles, with bathrooms)
- common room (dining-living room)
- assisted bathroom with guest shower stretcher

Second floor below street level (no. 49)

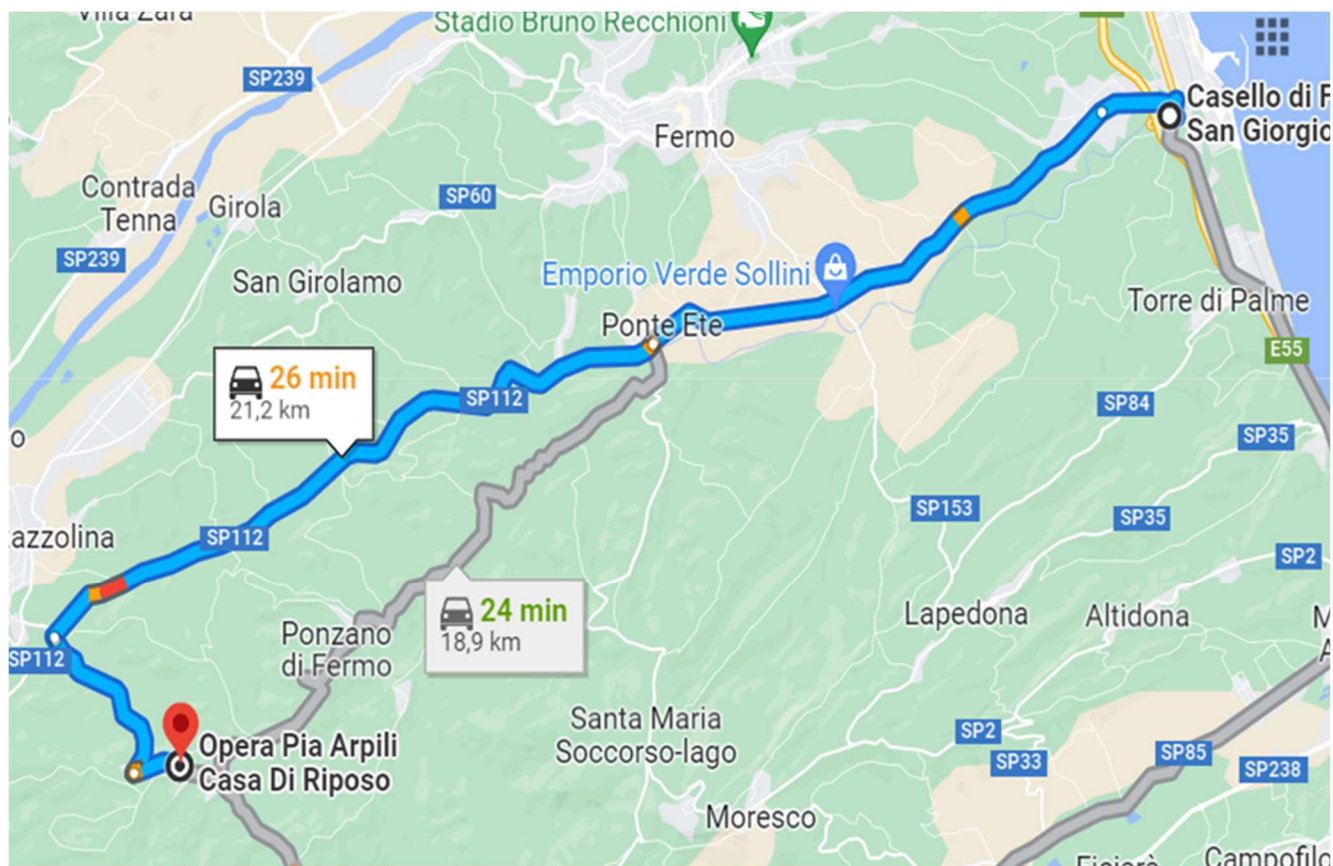
- laundry and ironing rooms
- dryer
- funeral chamber
- central heating plant technical rooms
- storage depot

Second floor below street level (no. 51)

- 3 changing rooms with staff toilets
- garage for parking staff cars on duty
- historical archive of the Foundation



HOW TO REACH US



'Opera Pia Arpili' Foundation is located in Viale Diaz, n. 49 in Monte Giberto (FM) in front of the Sanctuary of "Madonna delle Grazie". It is located near the historical centre of Monte Giberto.

It can be easily reached by public transport (there is a bus stop in front of the facility that leads to the city of Fermo) and is about 22 km from the Porto San Giorgio motorway exit.

Excellent connections for health services: Murri Hospital in Fermo is only 19 minutes away by car.



WAYS OF CONNECTING WITH THE NETWORK OF SERVICES IN THE AREA

The Foundation is organised in such a way as to maintain significant relations with the local social and health context. Guests are constantly stimulated to maintain a continuous exchange with the outside world. In fact, they can receive visits during the time slots identified by the Board of Directors. Family members, friends, associations, schools and institutions can relate to and meet the guests and organise, with them and for them, various initiatives according to the procedures established by the Board of Directors. Access by voluntary organisations is defined and regulated by special agreements.

RELATIONS WITH THE SOCIAL AND HEALTH CONTEXT

Thanks to the valuable network work established over the years, the Foundation is in continuous contact with both the social services of the Social District XIX and the Individual Evaluation Unit of Fermo Health District, in order not only to manage the various admissions under agreement in their wards, but also to provide the territory with the quickest possible response to those critical situations or sudden emergencies in which some families often find themselves unexpectedly.

RELATIONAL INTEGRATION INITIATIVES: MEETINGS WITH FAMILY MEMBERS AND PATIENTS

On a daily basis, the entire Foundation is at the complete disposal of guests and their families for the various needs, requests or clarifications that their stay in the facility requires.

RELATIONAL INTEGRATION INITIATIVES: VOLUNTARY ASSOCIATIONS

The Foundation maintains relations with the municipality of Monte Giberto, with the AVULSS of Fermo, the diocesan Caritas of Fermo and other associations in the area to host various forms of voluntary work that translate into concrete support for the normal day within the Service or simply, but equally important for the lives of our guests, create parties and/or recreational moments within the facility.

APPLICATION FOR ADMISSION AND TYPE OF USER

For Protected Residence and Protected Dementia Residence places in agreement, the request for admission is presented by the family members or by the person entrusted with the role of guardian, curator or support administrator, directly to the health district of the municipality of the residence, drawn up on specific forms issued by the AST of Fermo.

The application must be accompanied by the request for multidimensional assessment (UVI) for admission to the facility, signed by the attending physician. The Integrated Assessment Unit assesses, through the multidimensional form, the conditions in order to express an opinion for admission to the facility.

The outcome of the assessment is formally communicated to the Residence Officer for the admission procedure and taking charge of the citizen, while the outcome to the family member is given directly by AST Fermo.

For places in the Rest Home, the request for admission to the facility must be addressed to the President, filling in the specific forms prepared by the facility. The application shall be signed by the guarantor and a photocopy of the identity document attached. The application for admission may also be signed by the person entrusted with the role of guardian, curator or support administrator. The application must be accompanied by a medical certificate for admission.

PROTECTED RESIDENCE

Non-self-sufficient elderly people, with the outcomes of stabilised physical, psychic, sensory or mixed illnesses, who cannot be treated at home and who do not require complex healthcare services. The stay may be temporary or permanent. The service guarantees the availability of occasional respite care for families.

DEMENTIA PROTECTED RESIDENCE

People with cognitive deficits but a low level of behavioural disturbance, who cannot be treated at home and who do not require complex healthcare services. The stay may be temporary or permanent. The service guarantees the availability of occasional respite care for the family.

RETIREMENT HOME FOR THE SELF-SUFFICIENT ELDERLY

The facility is located in the Social Area and at the "Protection" level of care. The rest home guarantees the reception and care of self-sufficient elderly persons who, by their own choice, prefer to have collective services or who, due to senility, loneliness or other reasons, require guarantees of protection throughout the day and community and collective services.

WAITING LIST MANAGEMENT

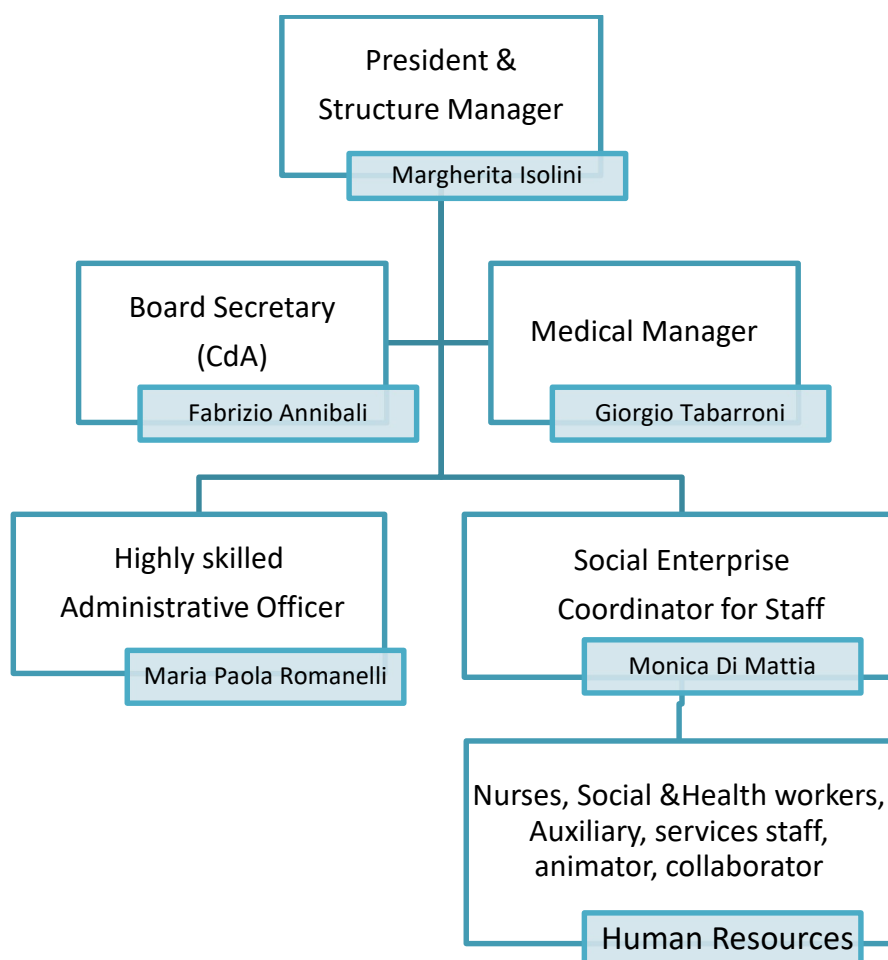
Waiting lists for contracted places are drawn up by the Integrated Assessment Unit according to the chronological criterion of application assessment, without prejudice to the possibility of assigning priority conditions (social/health, by continuity of care, by personal residence). For places in the Rest Home, the waiting list is drawn up by the Facility Manager according to the chronological criterion of application submission, accompanied by the suitability certificate issued by the Integrated Assessment Unit.

Admission is decided according to the following priority criteria:

- residence in the municipality of Monte Giberto;
- poor social and economic conditions;
- order in which the application was submitted.

4. ORGANIGRAM AND FUNCTION CHART OF THE SERVICE

The "Opera Pia Arpili" Foundation's work team is made up of highly qualified healthcare professionals and support staff as shown in the organisation chart. The organisational chart, which is constantly updated, is displayed in the facility on the notice board available to guests and family members and allows for correct and transparent information on the activities and main functions that make up the staff.



STRUCTURE MANAGER

It performs tasks of guidance and technical support to the work of the operators, of monitoring and documenting the activities of connection and integration with the territorial services. It is responsible for the services provided and the administrative organisation. He/she ensures the completion of all administrative procedures, with the support of the Administrative Officer and the Administrative Secretary.



**Monday, Wednesday and
Friday
13:30 - 14:30**

ADMINISTRATIVE SECRETARY TO THE BOARD OF DIRECTORS

It performs technical, financial and administrative management tasks of the Entity, including those referred to in Article 107 of Legislative Decree No. 267/2000. The tasks that the law, the Statute or other regulations expressly reserve to other bodies or subjects are excluded.



**Telematic links
and participation in
Board meetings**

CHIEF MEDICAL OFFICER

The Medical Manager undertakes to perform, free of charge, in the forms to be agreed upon with the "Opera Pia Arpili" Foundation of Monte Giberto, the functions of Medical Manager of the protected residence/retirement home of the Foundation, carrying out his professional activity in accordance with the deontological rules of the profession and the current health provisions.

In carrying out the activities, the Medical Director issues the certificate for admission to the facility, supervises all health activities that are carried out in the facility. Failure on the part of the Medical Director to fulfil his or her obligations constitutes grounds for termination of the agreement.

HIGHLY SPECIALISED ADMINISTRATIVE OFFICER

It ensures the completion of all administrative paperwork and hospitality contracts for the admission of guests to the facility. It carries out the administrative and accounting activities relating to the management of guests' fees, invoices receivable, collection of receivables and control of receipts.



**Monday to Friday
08:00 - 14:00
Tuesday and Thursday
14.30 - 17.30**

It looks after relations with the PA for the purpose of disbursement of tuition fees and for the provision of statistical data. It performs the function of information office ensuring the dissemination of information material. It deals with the collection of complaints, suggestions and customer satisfaction questionnaires with the aim of monitoring the needs of guests and their families.

GENERAL PRACTITIONERS

They are responsible for the clinical management of the residents in cooperation with the

facility's medical staff. The GPs access the facility on a scheduled basis.

COORDINATOR

It ensures the management of all staff, the rotation of operators, in compliance with current regulations and the number of guests in the facility.



Monday to Friday
08:30 - 14:30

He/she is responsible for the correct application of the safety procedures and protocols provided within the facility. He/she schedules examinations and assists the General Practitioner. He/she manages the organisational and bureaucratic aspects of healthcare activity. He fosters integration with figures in the care area. He/she directs, plans and coordinates the actions of the healthcare personnel in order to meet the healthcare needs of the residents on the basis of the indications provided by the doctors and the individual care and treatment programmes. He/she manages the organisational and bureaucratic aspects of healthcare activity.

NURSES

Responds to all residents' health needs on the basis of the indications provided by the responsible doctors and individual care plans. He/she is in charge of preparing and administering therapy, monitoring vital parameters, carrying out medication. They supervise the correct execution of care activities by the social welfare staff. In case of need, they intervene for the timely rescue of the resident, activate the General Practitioner or the continuity of care services.



Monday to Sunday
7:00 - 13:30 e 08:00 - 14:00
13:00 - 20:00 e 14:00 - 20:00

Nursing care is guaranteed for a minimum of 22 hours per day.

ANIMATOR/ENTERTAINER

Plans and organises individual and group entertainment activities. It supports and encourages the expression of desires and the realisation of personal hobbies. It promotes contact with the outside world and with the community.



Monday, Wednesday
and Thursday
08:00 - 14:00

Cares for an individualised relationship with each elderly person with a view to valorising the person. Contributes to the pursuit of the objectives of the IAPs and collaborates in their periodic monitoring.

O.S.S.

They ensure that the residents' basic needs are met and help them with daily activities. Together with the team, they collaborate in maintaining the psychophysical abilities and functional recovery of the residents.



Monday to Sunday
6 OSS 06:00 - 13:00
No. 3 OSS 13:00 - 21:00
1 OSS 14:00 - 20:00
1 OSS 14:00 - 20:30
No. 3 OSS 21:00 - 06:00

The O.S.S. provides care services ensuring the satisfaction of basic needs, such as nutrition, help in the development of daily activities such as mobilisation

and socialisation, stimulating the person to maintain his or her residual capacities; he or she ensures the correct execution of simple hygienic-sanitary interventions, in close collaboration with the nursing staff. Staff presence is guaranteed 24 hours a day.

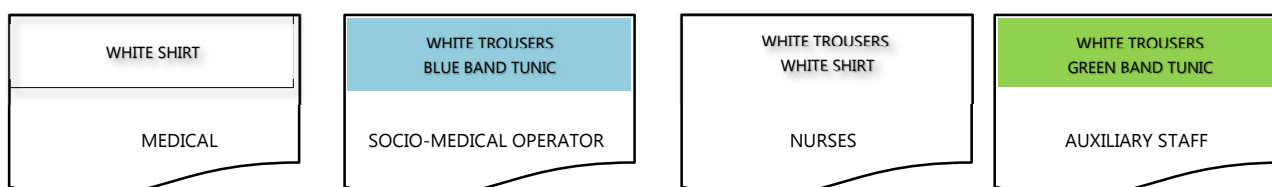
SERVICE WORKERS

Staffed by the facility, they are directly involved in providing auxiliary services to support the guests' social and health care activities. The operators in charge of cleaning and sanitising the facility's premises manage the guests' personal clothing through the internal laundry and cloakroom service.

The kitchen staff is responsible for the in-house preparation of meals according to a four-weekly rotating menu.

All the times indicated above refer to the maximum actual presence in the facility. In the presence of a smaller number of guests or of different types depending on the number of guests and the case-mix, the times may vary, always maintaining the guaranteed minutes per day per person as provided for by the regulations in force.

All staff at the facility wear a name tag with their photo, name, job title and date of employment. The colour of the uniforms allows the internal staff of the facility to be traced back to a professional group.



Volunteers wear a light blue or other color smock provided by the Volunteer Association operating at the facility. Trainees wear the uniform or smock provided by the Training Organization along with the identification tag. Social inclusion trainees wear a bleu recognition bib.

PERSONNEL SELECTION AND TRAINING

'Opera Pia Arpili' Foundation has entrusted a Cooperative with the management of internal services, so it is up to that Cooperative to recruit staff.

Staff training is also entrusted to the COOSS Marche Onlus Cooperative, which designs and coordinates research actions and training courses in the social, health and education sectors.

PERSONNEL SELECTION - COOSS MARCHE

For **personnel selection**, the Service Co-ordinator has at her disposal the CV database at the relevant operational site. All staff in service are assessed on entry to identify the

competences for each professional figure (e.g. CV evaluation, technical skills, aptitude, reliability, suitability for the role, etc.). Once selected, the newly-hired staff member undergoes a probationary period (based on the requirements established by the CCNL) which includes shadowing (no less than 3 days) an experienced colleague who acts as tutor and guide on methodological, management and organisational aspects of the service; a training and supervision period (lasting 30 days) during which the newly-hired staff member is provided with all the information needed to become better acquainted with the structure, regulations, and his/her rights and duties. During this probationary period, the new employee undergoes compulsory training and a suitability examination with the Occupational Physician. Specifically, COOSS provides compulsory training on health and safety in the workplace (Legislative Decree 81/2008) to all operators and assumes responsibility for technical-operational training.

STAFF TRAINING STRATEGIES - COOSS MARCHE

Staff training is entrusted to the Research and Training Department established by COOSS in 1993, which plans and coordinates research actions and training courses in the social, social-health and educational sectors. Staff training is part of Lifelong *Learning*, lifelong learning, and is provided by COOSS through access to training courses that staff can manage in total autonomy by selecting or choosing those initiatives that they consider useful for their role and duties. The courses in which they are invited to participate are those that provide credits from bodies or institutions for the performance of the profession (CME courses, credit courses for social workers, etc.).

In addition to individual choices, COOSS organises actions to ensure the professional updating of each figure, both with regard to regulatory obligations (e.g. safety, fire prevention, first aid, etc.) and with regard to specific skills in relation to the role performed, with a view to care and attention to the multiple dimensions of professionalism and professional wellbeing of the worker (knowing, knowing how to do, knowing how to be) in order to ensure the highest quality of services offered and interaction between staff, facility guests and their families. The training plan, drawn up on an annual basis, defines an annual number of hours on the basis of training needs and provides for articulated and differentiated interventions with the aim of enhancing and updating staff knowledge and skills.

TEAM WORKING METHODS

The facility coordinator plans and participates in meetings of the multidisciplinary team. There are several structured meetings during the year, including:

- Constant, daily exchanges of information between the social and health care staff in order to collate and evaluate the day's work and to establish the directions to be given to the staff on the next shift;

- twice-yearly meetings attended by the entire multidisciplinary team to check the progress of services provided, analyse problems or critical issues, and share information on guests;
- IAP meetings carried out for the planning, monitoring and verification of IAPs. They are held at regularly scheduled intervals and in the event of significant changes in the resident's health condition;
- meetings with the staff of the outsourced services (carried out annually or as needed) together with the manager to discuss and evaluate the performance of the services provided.

5. ORGANISATIONAL ASPECTS OF THE SERVICE

ENTRY INTO THE STRUCTURE

Admission to the facility is agreed directly with the official and subsequently with the relatives of the person concerned.

The Foundation reserves the right at any time to proceed with a redetermination of the category classification and the consequent higher benefits for the guest, if a non-temporary deterioration of the health conditions becomes evident. Any change in the level of self-sufficiency, and therefore in the relative care and health care burden, will be subject to reassessment by the Integrated Assessment Unit (IUV). The changed health condition may lead to a shift from the room to the unit with greater care, subject to availability of places.

Additional documentation to be presented to the Facility Official upon entry:

Acceptance of the Service Charter and Rules of the Residence

Signing of the Hospitality Contract

Signature of commitment to pay the monthly fees by the person concerned or by the persons obliged to pay maintenance pursuant to Article 433 of the Civil Code

Photocopy of front and back of identity document, health card

Previous health documentation (examinations, hospitalisations, ongoing therapies, etc.).

The entry of the person concerned into the facility must be agreed with the Officer and/or Coordinator. Guests must also be in possession of their own personal clothing (garments must not contain more than 40% wool to allow for mechanical washing).

The healthcare personnel will prepare a personal file for the guests, complete with personal and health data; access to the file is allowed only to the guests, medical and nursing personnel, and the data contained therein are adequately processed for privacy protection purposes.

Family members/guest representatives are expected to cooperate in every way with the facility staff with regard to

- maintaining a meaningful relationship with one's in-patient family member;
- the washing of guests' own clothes that cannot be washed at the facility;
- keeping the seasonal change of clothes that cannot be stored at the facility;
- the renewal of clothing, footwear and personal linen;
- the removal of all obstacles that may delay or prevent the return of the host to its natural living environment;
- the maintenance of relations and care during any hospitalisation of one's family member in hospital wards.

ACCOMMODATION

The new guest will be expected on the appointed day and the facility staff will be informed in advance of his or her name, admission time and the room in which he or she will reside. The elderly person and his or her family members will be received by the official for the handing over of the documents necessary for admission and by the Coordinator/Nurse for the compilation of the personal and medical file. Afterwards, the guest will be accompanied to his or her assigned and prepared room. The new guest will undergo a period of observation, preparatory to the preparation of the IAP. The observation and acquaintance activity will be supported by the insertion/observation forms and the daily compilation of the entry diary in which habits, behaviour, diet, etc. will be reported. It will be the care of the OSS and the Coordinator to check the new guest's acclimatisation several times during the welcome day and to intervene on any initial difficulties. It will be possible at any time before and after admission to receive further information from the operators regarding the facility and the rules and timetables for living together.

ABSENCES AND RESIGNATIONS

If the guest is absent from the facility for a period of more than 30 full and consecutive days, and the absence is not due to hospitalisation, the guest is entitled, upon request by the person entitled to make the request, to a reduction in the board and lodging fee of 25 % per day.

Absences from the facility must be communicated in advance.

In the event of hospitalisation lasting more than ten days, the organisation reserves the right, before authorising re-entry to the facility, to ascertain the permanence of the physical and mental conditions that permitted the guest's admission to the facility.

If the guest is absent due to hospitalisation, the place will be kept until discharge unless, following an assessment by the ICU, admission to another type of residential facility is established; for any admission to an RSA, the maximum duration for which the place will be kept is 60 days.

In the event of voluntary absence, duly documented, the place is kept for a maximum of 15 days in total per year. On days of absence with place retention, due to hospitalisation or admission to an RSA, the guest is required to pay the 50% fee.

Resignation from the residence can take place on the guest's own initiative, without any formality, subject to communication by the person concerned to the President of the "Opera Pia Arpili" Foundation.

Resignation from the Residence at the initiative of the Board of Directors may take place:

- when the operational capacities of the facility are no longer able to meet the evolving needs of the resident and correspond adequately to his or her changed mental and physical condition;
- in the event of arrears, autonomous reduction of the hospitalisation fee, non-fulfilment of the commitment signed by a person entitled to do so when the guest enters the facility;

- in the event of non-compliance by the Managers with the conditions laid down in the admission resolution, with those subsequently laid down by the Board of Directors, or of violation of the rules contained in these regulations;
- in cases of extreme urgency when it is ascertained that the guest, also due to changes in his or her physical condition, is suffering from infectious diseases, infirmity or mental disorders that are in any case incompatible with normal community living, which entail a level of medical and nursing care that exceeds the possibilities of care offered by the facility and its non-healthcare nature and that requires special assistance, the President may order, by means of an urgent measure to be confirmed by the Board of Directors, the medical and nursing care that exceeds the care possibilities offered by the facility and its nature as a non-health facility and that require special assistance, the President may order, with an urgent measure to be confirmed by the Board of Directors, the immediate removal of the guest from the facility.

ORGANISATION OF A TYPICAL DAY

The planning of daily activities is drawn up by the Facility Coordinator on the basis of the care needs defined in the guests' PAIs and according to their well-being, respect for individual time and the quality of the service. The organisation of the day is structured in such a way as to guarantee maximum management flexibility as indicated below:

TIMETABLES	ACTIVITIES
6.30 - 8.30	Waking, hygiene and care in accordance with individual needs and rhythms
From 8.30 a.m.	Breakfast in the room or in the dining room
09.00 - 11.00	Carrying out animation or motor activities (3 times a week) In the recreation rooms, the multi-purpose hall, the outdoor garden and the wards
From 11 a.m.	Lunch in the room or dining room
From 1 p.m.	Rest
14.00 - 15.30	Elevation and mobilisation
3.30 p.m.	Snacks and beverages
From 4.30 p.m.	Socialising activities and celebration of Holy Mass In collaboration with voluntary associations and the availability of the parish priest
6.00 p.m. - 7.30	Dinner in the room or in the dining room
From 7.30 p.m.	Preparation for the night

Guests can decide to stay in their rooms or in the multi-purpose rooms, or to participate in the facility's activities, adjusting the timetable according to their schedule.

RIGHTS AND DUTIES OF GUESTS

Every guest has the **right**:

- to be assisted and cared for with courtesy, thoughtfulness and willingness to listen, while respecting their dignity and their political, philosophical and religious convictions;
- confidentiality in the processing of personal data and the protection of privacy;
- safety and security in case of emergency and danger;
- the retention of the post, in the event of absence within the time limits laid down in the regulation;
- the personalisation of living environments, enriching one's room with personal items **with the facility's consent**;
- to criticism, offering suggestions and complaints that must be examined and answered as far as possible;
- to be informed in a simple and clear manner about the treatment received and the foreseeable consequences of the choices made.

Every guest has a **duty**:

- to behave politely and with a sense of civility towards everyone, including service personnel;
- to respect the internal rules of the structure;
- to keep their room and all that is assigned to them tidy and clean, allowing them to enter at the appointed times for cleaning;
- not to disturb the other guests;
- to notify the staff in case of any outings with family members;
- to observe facility hours, meal times, etc.
- not to bring into the facility any alcoholic beverages, medicines, animals or objects dangerous to themselves or others;
- to keep furniture and equipment in good condition;
- to pay their tuition fees regularly.

ENTRY AND EXIT ARRANGEMENTS FOR FAMILY MEMBERS AND VISITORS

Residents are encouraged to have a continuous exchange with their family members, friends and acquaintances and can receive visitors while respecting the other guests, especially at rest and mealtimes. The residence is open daily to family members and visitors from 09.30 to 11.00 and from 15.30 to 18.00. Any exceptions to the entrance hours will be subject to authorisation by the Facility Manager. It is possible to visit the facility by appointment. Guests may leave the facility under the following conditions:

- o every outing, in the company of family members and/or friends, must be reported to the operators on duty;
- o Should the guest's absence extend beyond the agreed time frame, in a manner likely

to cause concern, family members and/or friends are required to notify the Facility Coordinator/Manager;

- exits are allowed, preferably between 9.30 a.m. and 6 p.m.

INFORMATION AND COMMUNICATION TO THE GUEST AND FAMILY MEMBERS

Within the facility, information about the service is shared via a dedicated notice board. Health-related information is provided directly to the guest, authorised family member or support administrator in full compliance with the **General Data Protection Regulation or GDPR 2016/679**. The facility handles sensitive data of which it is aware in the course of its activities in full compliance with current privacy regulations. Communications directed to guests and/or family members/support administrators relating to aspects of an organisational and administrative nature are transmitted by the Facility Official and Coordinator by direct interview, telephone and/or email.

Communications directed to guests and/or family members regarding health and social welfare aspects are transmitted by the Coordinator and/or Ward Nurse Contact Person via direct interview, telephone and/or email. In any case, each operator may receive a request for clarification and, when it is not his/her responsibility, will refer the family to the most appropriate professional figure. The Facility Coordinator undertakes to update families regularly in relation to the patient's clinical developments.

HOW AND WHEN TO ACCESS PERSONAL DOCUMENTATION

The Facility Manager shall ensure that copies of personal documentation as well as copies of medical records are sent to the interested parties in accordance with the provisions of Article 4 **of Law No. 24 of 8 March 2017** "Provisions on the safety of care and of the person assisted, as well as on the professional liability of healthcare professionals", according to which: "The healthcare management of the public or private facility, within seven days from the presentation of the request by the interested parties entitled [...] shall provide the documentation preferably in electronic format; any additions shall be provided, in any case, within a maximum period of thirty days from the presentation of the aforementioned request".

6. ECONOMIC ASPECTS OF THE SERVICE

BENEFITS INCLUDED IN TUITION FEES

The table below shows the services provided within the facility, expressed in minutes of service provided daily to each guest, as provided for by the Regional regulations and implemented in the agreements with AST Fermo (additional enhanced services are included).

GUESTS	MINUTES ASSISTANCE OSS	MINUTES NURSES	ANIMATOR MINUTES	TOT. MINUTES	SERVICES / ADDITIONAL PERFORMANCE / COMFORT
PROTECTED RESIDENCE	80	20		100	Nursing co-ordinator, Animation, Personal laundry
DEMENTIA PROTECTED RESIDENCE	100	20	13	100	
RETIREMENT HOME	20	AT NEED		20	

Health Area

Medical Service

The guest maintains a relationship with his or her General Practitioner (GP) to whom the residence provides logistical support and continuous collaboration through its own staff. The GP has clinical responsibility for his or her patient, assesses the overall state of health to define the treatment plan, prescribes drug therapy, examinations and diagnostic tests. The GP is obliged to ensure scheduled examinations and interventions and in cases of urgency that cannot be scheduled.

Nursing service

Nursing care is defined on the basis of individual planning and is provided for each resident. In cooperation with the doctor, the nurse identifies the needs of the resident, formulates appropriate prevention and care objectives, evaluates and manages nursing care interventions; he/she collaborates in drawing up the individual care plan and its implementation.

Personal care service

The socio-assistance worker (OSS) provides direct assistance to the person on the basis of individual planning.

In cooperation with all other professionals, it implements the individualised care plan (PAI) of each resident.

Animation service

The carer promotes, stimulates, organises socio-cultural and recreational activities suitable for the elderly. She encourages meetings and interaction between people, facilitates communication and expression, collaborates with other professionals in implementing the

care plan. The animator works in close collaboration with the local Voluntary Associations through programming agreed between the facility and the Associations themselves.

Rehabilitation Service

Physiotherapy interventions may be prescribed by the GP or physiatrist and insured by the National Health Service.

Management and Administration Area

Management and Reception Service

The Facility Manager directs and ensures the technical management of the Residence; he/she is responsible for the services provided and the general administrative organisation.

Safekeeping service

The Management of the facility suggests that you do not keep personal items of particular value or large sums of money with you. The "Opera Pia Arpili" Foundation is not liable for any theft and declines all responsibility on the part of the residence staff and administration for loss or theft of any valuables or objects of particular value, such as prostheses.

Concierge/concierge service

The service, provided by administrative staff, operates on weekdays from Monday to Friday from 9:30 a.m. to 1:00 p.m.. During the remaining hours of the day and on holidays, the service is provided by staff on duty during 24 hours.

Religious service

All guests are guaranteed the right to freely profess their religious faith. Freedom to practise other religious cults is guaranteed by providing suitable spaces for prayer. Mass is celebrated in accordance with the terms of the appropriate agreement. Freedom to practise other religious cults is guaranteed by providing suitable spaces for prayer.

Services Area

Cleaning service

The service guarantees the cleaning and hygiene of the premises according to the programme and procedures identified in the cleaning and sanitisation plan, using non-toxic and differentiated equipment and products for cleaning the various rooms. Scheduled ordinary daily and extraordinary cleaning of all guest living areas, furniture and equipment is guaranteed.

Laundry and cloakroom service

Upon entering the facility, guests must be provided with all the personal equipment necessary for their stay, and they may, at their own expense, entrust the washing of their personal garments to external laundries or to the facility's internal laundry service. The service of washing and sanitising flat linen (e.g. sheets and towels, etc.) is included in the fees.

Catering service

Meals are prepared directly in the facility, by the Cooperative's specialised staff, in strict

compliance with the defined hygiene protocols. Guests are always served three meals daily: breakfast, lunch and dinner, and a snack and drinks are served in the afternoon. Meals are served in the dining room or in their own rooms at the discretion of healthcare personnel, under the supervision of staff who ensure that they are distributed in sufficient rations to meet requirements and ensure that each guest eats in accordance with the defined diet. The guests' diet is organised on the basis of menus and three types: solid, liquid and semi-liquid. Modifications to the three types are possible to better meet the clinical needs of the guest (e.g. diabetic diet, hypoproteic diet, etc.).

Variations on the basis of religious reasons and personal liking are respected. Checks are made to adapt and update the diet of guests at the direct request and/or recommendation of the attending physician.

Hairdressing and barbering service

The service is not included in the fee. Services can be provided upon request.

Technology Services Area

Video call

A tablet is in use within the residence to ensure, in particular critical situations that create difficulties in communication between guests and family members, the possibility of making video calls with the support of the facility staff.

BENEFITS NOT INCLUDED IN THE FEE

For all guests, the fee does not include customised hotel services in addition to the basic services. They are therefore fully borne by the user:

- laboratory tests and specialist examinations not covered by the Regional Health Service;
- band C medicine;
- aids not recognised by the Regional Health Service;
- transport and accompaniment to await medical treatment, medical rehabilitation therapies, specialist visits and admissions to specialised centres or on request for other reasons;
- Costs of purchasing clothing, linens and other personal accessories, costs of washing personal clothing that cannot be washed in water;
- expenses for hairdresser, beautician, podiatrist;
- assistance in the event of hospitalisation;
- physiotherapy services (both private and prescribed by the SSR);
- absorbent pads beyond the free supply guaranteed by the Regional Health Service;
- specialist counselling and psychological support services for guests and family members;
- funeral expenses in the event of the death of a guest.

SERVICE COSTS AND PAYMENT METHODS

The fee includes all the services described in this document under **SERVICES INCLUDED IN THE RATE**. The hospitalisation fee is set by the Foundation's Administration. The fee starts from the date of admission. This fee will be paid monthly by the 5th day of the relevant month.

Payment must be made stating the name and surname of the guest, as well as the reference period only and exclusively by payment into the postal account code IT54N 07601 13500 0000 13913 637.

The tables below provide details of the costs according to the type of service provided.

RETIREMENT HOME MONTHLY FEE

FROM MOUNT GIBERTO	HISTORIC ALA	€ 900,00
FROM MOUNT GIBERTO	NEW ALA	€ 1.250,00
OUTSIDE MONTE GIBERTO	HISTORIC ALA	€ 1.000,00
OUTSIDE MONTE GIBERTO	NEW ALA	€ 1.250,00
SUPPLEMENT	HISTORIC ALA	€ 160,00
SINGLE ROOM	NEW ALA	€ 200,00

PROTECTED RESIDENCE FOR OLDER PEOPLE and PROTECTED RESIDENCE FOR DEMENSE

FROM MOUNT GIBERTO	HISTORIC ALA	PARTIALLY SELF-SUFF.	€ 1.150,00
OUTSIDE MONTE GIBERTO	HISTORIC ALA	PARTIALLY SELF-SUFF.	€ 1.250,00
FROM MOUNT GIBERTO	HISTORICAL ALA	NOT SELF-SUFFICIENT	€ 1.300,00
OUTSIDE MONTE GIBERTO	HISTORIC ALA	NOT SELF-SUFFICIENT	€ 1.400,00
IN CONVENTION	NEW ALA	NOT SELF-SUFFICIENT	€ 1.450,00
OUTSIDE CONVENTION	NEW ALA	NOT SELF-SUFFICIENT	€ 1.450,00
SUPPLEMENT	HISTORIC ALA	-----	€ 160,00
SINGLE ROOM	NEW ALA	-----	€ 200,00

The terms of payment are set out in the contract signed between the managing body and the guest and/or his or her family member and/or guardian and in the facility's regulations delivered when the contract is signed. The guest must also communicate the intention to request a possible economic contribution to supplement the fees to the Social Service of the municipality of origin; until the end of the investigation, the guest is required to pay

the fees in full and must present a copy of the resolution passed by the municipality of origin with the relative commitment to pay. From that moment on, the amounts to be paid by the guest will be reviewed and shared with the municipality.

The fee that the guest or his or her legal representative is obliged to pay upon entering the facility is established on the basis of the guest's physical condition and his or her original origin: the fee may be changed by resolution of the Board of Directors during the guest's stay in the facility either as a result of changes in the guest's physical and mental condition or as a result of an increase in the cost of the services rendered by the facility. Guests are obliged to continue to comply with the fees set by the Board of Directors, in the event of their increase from the initial amount, if they wish to continue to be accommodated in the facility.

REFUND/REIMBURSEMENT PROCEDURES

Upon entering the facility, guests or their assignees are required to lodge a security deposit equal to the amount of a monthly fee, which will be returned at the end of their stay in the facility. In the event of the death or resignation of a guest who has already paid the monthly fee, the Organisation shall reimburse the person entitled to the excess amount of the fee, calculated by dividing the amount of the fee established by the Board of Directors for the guest by thirty (30): to obtain reimbursement, the person entitled to the deposit must inform the Organisation of the death or resignation of the guest, and reimbursement shall begin the day after receipt of the communication. The security deposit paid on entering the facility is refunded when the legitimised person of the deceased or discharged guest has paid all the expenses advanced by the Organisation (pharmaceuticals, petty expenses, etc.).

INSURANCE POLICIES

The Foundation ensures legal protection for the beneficiary by taking out a specific public liability insurance policy, held on record.

Likewise, the Contractor Cooperative has secured a liability insurance policy, also held on record.

7. QUALITY ASPECTS OF THE SERVICE

The 'Opera Pia Arpili' Foundation places the satisfaction of the guest and his or her family at the centre of its *mission*. The following standards can be considered the minimum quality levels guaranteed by the service. Guests and their families can therefore verify and evaluate the services provided in a concrete and immediate manner, comparing what is declared in the Service Charter with what is actually provided by the Service. The quality of the services provided at the facility and the satisfaction of guests and their families are monitored through Customer Satisfaction surveys (through the administration of questionnaires).

QUALITY OF NURSING SERVICES

QUALITY FACTORS	QUALITY STANDARDS
Quality of personnel	The personnel in charge have the required qualifications. The appointed personnel are familiar with the internal regulations and documentation relating to the service. The appointed staff carries out one training and refresher course per year, according to the CME regulations.
Documentation	Preparation of personal file, noting treatment and any changes. Constant updating of the nursing file.
Nursing care	Correct and timely administration of pharmacological prescriptions and prescribed treatments. Reporting of symptoms and illnesses to health personnel and recording of interventions in the guest's file.

QUALITY OF PERSONAL CARE SERVICES

QUALITY FACTORS	QUALITY STANDARDS
Quality of personnel	The appointed personnel possess the required qualifications. The appointed personnel are familiar with the internal rules and documentation relating to the service. The appointed personnel carry out annual training and refresher courses.
Personal care/ personal hygiene	The operators in charge provide guests with help with personal care (e.g. personal cleanliness and daily hygiene, bathing, dressing and undressing, etc.). Definition of individualised care protocols.

Housing government	The operators in charge provide guests with help in managing their accommodation (tidying up rooms, tidying up personal belongings, personalising rooms, etc.). Definition of management procedures and protocols.
---------------------------	--

QUALITY OF HOTEL SERVICES

QUALITY FACTORS	QUALITY STANDARDS
Quality of meals	Certification of the meal provider's regularity (HACCP, GMO, etc.). Variety of meals with the possibility of individual and customised dietary programmes in relation to any specific nutritional and dietary needs of guests on different diets. Balanced distribution of meals throughout the day.
Room cleaning and hygiene	Internal protocol for cleaning and sanitising environments. Safety data sheets of products used for cleaning and sanitising.
Laundry and cloakroom service	Periodic cleaning and sanitising of flat linen. Collection of soiled linen by by the laundry attendant every other day. Identification of guests' personal laundry.

SAFETY QUALITY AND CERTIFICATIONS

QUALITY FACTORS	QUALITY STANDARDS
Certifications/Compliance with plant and equipment	Possession of plant certifications, regular and documented maintenance in full compliance with current regulations (Legislative Decree 81/2008).
Documentation and signage	Emergency plans; visible evacuation plan; evacuation tests regularly carried out; correct installation of safety signs.
Valid certifications (COOSS Marche managing body)	UNI EN ISO9001:2015 - Quality Management Systems UNI ISO45001:2018 - Occupational health and safety management systems UNI/PdR 125:2022 - Management systems for gender equality

QUALITY OF RECEPTION, ACCESSIBILITY AND INFORMATION

QUALITY FACTORS	QUALITY STANDARDS
Reception	Getting to know the new guest through individual and family interviews.
Entry	Definition and periodic observation of the individual project.
Relations with the family	Regular meetings with the family also during animation activities.
Information	Constant updating of the information board. Drafting/dissemination of information leaflets for access to the service. Drafting, updating and dissemination of the Service Charter.
Suggestions and complaints	Possibility of forwarding suggestions and complaints for inefficiencies to the facility manager. Survey of guest and family satisfaction through the annual administration of a survey questionnaire.
Protection of rights and privacy	Personal Data Protection and Information Security Document. Operating Instruction Information Management and Informed Consent. General information on the protection of personal data pursuant to Regulation (EU) 2016/679. Signed consent forms for the processing of personal data.

Complaints and suggestions

The Residence guarantees a non-legal protection and safeguarding function for its guests, seeking their collaboration and that of their families or anyone else who can provide useful indications for improving the service offered. In this sense, the Foundation has instituted the possibility of reporting suggestions, disservices, advice or praise by filling in a dedicated form **"Form for reporting disservices, complaints and suggestions, praise"** (see Attachment A to this Service Charter) available at the reception desk. The facility manager is responsible for taking appropriate action and, except for situations requiring immediate contact with the family, will respond to written complaints within 15 days of their receipt.

Suggestions, complaints and praise may also be submitted verbally or by telephone using the contacts listed under 'Contact and useful numbers'.

Customer Satisfaction

Annually, a satisfaction questionnaire (anonymously) is also administered as a tool for surveying the satisfaction of guests and their families. The questionnaire is delivered once a year and the data will be processed in accordance with current privacy legislation (EU

Regulation 2016/679). The results that emerge make it possible to assess the implementation of possible improvement actions and operational solutions to improve the service in the aspects indicated as less satisfactory. With respect to the previous year's results, annual **Customer Satisfaction** and **Indicator Analysis** reports are prepared and posted on the notice board for sharing with guests, their families and all interested parties.

SECURITY OF RESIDENCE

The 'Opera Pia Arpili' Foundation manages the facility in its entirety according to the contractual terms, guaranteeing the utmost attention to the health and safety of workers, guests, family members and visitors.

In compliance with the regulations, the "Opera Pia Arpili" Foundation manages and keeps under control the facilities of the structure and the equipment in use, according to the contractual terms, guaranteeing the correct and timely execution of ordinary and extraordinary maintenance through specialised maintenance technicians. For the equipment it owns the Cooperative provides directly.

All staff are regularly trained in health and safety at work in compliance with current legislation. Staff are provided with clothing and protective equipment to be used during their daily activities to protect them and the guests present, in compliance with the provisions defined by the Cooperative's Prevention and Protection Service.

Health and safety management within the facility is guaranteed in both ordinary and emergency conditions. The entity managing the internal services has structured its own Safety Organigram, indicating all the necessary functions, including the emergency management team composed of workers with first aid, BLS and fire-fighting training, whose task is to coordinate activities and intervene in the first person in all emergency situations that may arise in the facility (e.g.: health emergency, fire, earthquake, flood, etc.). In the emergency plan, shared with the emergency team, the procedures to be adopted in case of need are defined. These procedures are periodically tested with all the staff, simulating the various scenarios envisaged. Specific emergency plans are posted inside the building indicating the escape routes, emergency exits and the external meeting point.

CONTACTS AND USEFUL NUMBERS

For information and clarification, the Residence reception office is open to the public, **by appointment**, Monday to Friday from 9.30 a.m. to 1 p.m.

Communications and requests may be forwarded to the following addresses:

Opera Pia Arpili Foundation

Viale Diaz, 49

63846 Monte Giberto (FM)

Tel. 0734 630046

Tablet: 333 3763246

e-mail: info@arpili.it

website: www.arpili.it





ANNEX: INEFFICIENCY REPORT FORM, COMPLAINTS AND SUGGESTIONS, PRAISE

☐ Protected Residence ☐ Protected Residence ☐ Rest Home

Dementia

Note: this form can be requested from the manager whenever the guest and/or family member wishes to report inefficiencies, complaints and suggestions.

Reporting takes place in form:

☐ minutes ☐ telephone ☐ with letter ☐ with module

From Mr/Mrs

Family member of

--	--

Resident in

Telephone number

--	--

CONTENT OF THE ALERT

Received on

From the operator

--	--

Operator signature

User signature (optional)

--	--

NOTE: the procedure must be completed no later than 15 days from the date of receipt of the report

The response to the user was immediate

☐ Yes

☐ No

--

In the event of a negative response, a report is sent to

☐ Medical Officer

☐ Official

☐ Coordinator

☐ Structure Manager

On

--

RESOLUTION OF THE REPORTED CASE
