



Soc. Coop. Sociale Arteinsieme a r.l.

Iscritta al registro regionale sez. A e B

A - Gestione di servizi socio-sanitari ed educativi

B- Inserimento lavorativo di persone svantaggiate

**Struttura semiresidenziale per persone con disturbo da uso di sostanze e/o addiction "Arteinsieme"
LOCALITA' SCERPANO ITRI -LT-**

SERVICE CHARTER

Semi-residential structure for people with substance use disorder and/or addiction "Arteinsieme"

(pursuant to LR n. 4/03 e s.m.i. and art. 11 of RR n. 20/2019)

Authorized and accredited by :

DCA .U00214/ 15

DCA 13/2015,

DCA U00469/ 17

**Determina Dirigenziale della Regione Lazio "Salute e Integrazione sociosanitaria" n G07193 del
13.06.2021**

Sede legale e amministrativa: Via Santa Maria della Misericordia 19- 04020 ITRI (LT)

Servizio semiresidenziale terapeutico riabilitativo per persone
con disturbo da uso di sostanze e/o addiction

– Località Scerpano – ITRI

Tel: 0771-1763300 –0771-727631 fax: 07711763301

Sito Internet: <https://www.canilearteinsieme.it/>

Email: canile@arteinsieme.it PEC: arteinsieme@pec.confcooperative.it

Partita Iva 01249930593 – Iscritta presso la C.C.I.A.A. di Latina n° REA 79589



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Dear Madam, Dear Sir,

In offering you a cordial welcome and thank you for the trust with which you turn to our Healthcare Structure we wish, with this guide, to provide you with a useful tool to know us better and make full use of our services.

The charter of services allows you to know the services offered by the structure.

This document clearly expresses all the operational commitments undertaken by the company **Cooperativa Sociale Arteinsieme**

Art. 1 FUNDAMENTAL PRINCIPLES AND PRESENTATION

ACTIVITIES AND BASIC PRINCIPLES

The special attention we pay to the concept of health, which implies well-being and not only the absence of disease, urges us to promote services and initiatives aimed not only at the treatment and rehabilitation of people suffering from a substance use disorder and/or addiction but also at improving their living conditions, with a benefit that extends even beyond the time he spends at our facility

The Arteinsieme service places particular emphasis on:

- **Equality and impartiality:** Every person is guaranteed the most appropriate assistance and medical care regardless of gender, race, language, religion, political opinions and socio-economic conditions.

Respect for the patient is imperative for all service operators.

- **Continuity:** the provision of services in compliance with current regulations is continuous, regular and without interruption, should irregularities or discontinuities occur, it will be the responsibility of the structure to ensure that patients suffer the least possible discomfort.

- **Participation:** each user is required to participate actively in order to ensure a better effectiveness of the intervention by collaborating closely with the operators of the service. The user has the right of access to the information concerning him and that are in possession of the service. The patient is invited to express an opinion on the quality of the services received, by filling in the appropriate form to be forwarded to the Directorate General.

- **Effectiveness and efficiency:** Services are provided by ensuring efficiency and effectiveness. Every measure taken to achieve the objectives is based on high quality standards.

Art 2. ESTABLISHMENT OF THE COOPERATIVE

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The Cooperative Social Arteinsieme was established by deed of notary Gino Bartolomeo on 09/12/1985.

The Cooperative Social Arteinsieme(c.f. and p.iva 01249930593 , BUSC n° 2413) has its registered office in Itri (LT) via S. Maria della Misericordia n.19 registered at:

- Prefectural Register by Prefectural Decree 1572 of 29/05/1997, n. 467 and at no.
- Regional Register of social cooperatives, section A by Decree President Regional Council n. 458 of 28/02/1997 and Section B by Decree President Regional Council n. 2061 of 19/11/199
- Albo Società Cooperative al n° A124185 in data 22/03/2005.

Only natural persons belong to the social cooperative ; the percentage of disadvantaged persons respects Law L.381/91 . He is interested in social welfare services (section A) and the employment of disadvantaged people (section B).

Art.3 LOCATIONS

Registered office: in Via S. Maria della Misericordia, 19 04020 Itri (LT) tel. 0771-202529; 0771-727631 ;0771-1763300fax 0771-1763301

e-mail: direzione@arteinsieme.it —pec: ca.arteinsieme@pec.confcooperative.it

Operational headquarters: in Via Scerpano snc, 04020 Itri (LT) tel. 0771-727631 0771-1763300 fax 0771-1763301e-mail: canilesociale@arteinsieme.it—pec: ca.arteinsieme@pec.confcooperative.it

The semi-residential structure for people with use disorder of substance and/ or addiction is located on land owned by the cooperative , located in Via Scerpano snc, 04020 Itri (LT) tel. 0771-1876110 ; 0771-727631 0771-1763300 fax 0771-1763301e-mail: dipendenze@arteinsieme.it —pec: ca.arteinsieme@pec.confcooperative.it;

ART.4 HEAD OF STRUCTURE

The responsible of the semi-residential structure for people with substance use disorder and/ or addiction is Giulia Rainaldi.

The administrative direction of the structure itself is entrusted to Patrizia Marciano.

ART. 4 STAFF

4.1 ORGANIZATION CHART

To support the activities are provided for professional figures such as:

- n. 1 Responsible and psychologist
- n. 1 Psychotherapist
- n. 1 Social Assistant

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n. 1 registered Nurse
n. 1 Educator
n. 1 Managing director
n.1 Administrative assistant
n. 1 RSPP

n.1 veterinarian
n.1 occupational physician
n. 2 pet-therapy operators

4.2 ETICHS CRITERIA

Responsible and Operators work in compliance with the code of ethics pursuant to Legislative Decree 231 of 8 June 2001, in particular, it is considered essential that they have and respect the requirement of good repute, namely that they should not have been convicted of a series of crimes such as those against morality, family and the person, and must demonstrate their psychoaptitude for the task to be performed.

4.4 NETWORKING

The person in charge of the structure and/or the social worker, maintain continuous contact with the Proposing Entities /project partners , who have proposed to send to the semi-residential structure people with substance use disorder and/or dependence . The proposing bodies and/or the user family meet periodically with the facility manager to assess the level of recovery of individual persons sent and placed in the facility in order to give a refund on the ongoing treatment.

4.5 TRAINING

The structure manager undertakes to have the operators follow a programme of updating in the specific user area of the structure in order to improve the quality of the service provided, promote the approach to cross-industry integration and to deepen the particular aspect of health and social integration. It also draws up programmes with a forecast of the topics of updating, with specific reference to the different professional figures, the timing and specification of the training bodies among those accredited, in accordance with the collective agreements on continuing training.

ART.5 CRITERI PER L'ACCESSO

The semi-residential cycle structure, accommodates up to a maximum of 8 users, and is aimed at the rehabilitation therapeutic recovery of people with substance use disorder and/or addiction.

Persons with pathological addictions are placed on the proposal of competent territorial socio-health services : Municipal Social Services, Therapeutic Communities, DSM and Ser.D. and / or other private public services in general as well as by the user himself .

Access to the User's rehabilitation therapy program is evaluated following meetings with the team of the structure and specific visit of fitness by the competent doctor of the cooperative as users can not be included in the following conditions:

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- organic diseases in which contact with animals, plants and organisms in the open air, such as allergies specific to inhalants, is contraindicated.
- psychiatric conditions such as specific phobias for dogs, insects, open spaces and/or psychopathic traits with a tendency to abuse animals.

The user takes a look at the services charter and fills out a specific request for inclusion that guarantees absolute voluntariness to access and stay in the structure with the exclusion of any form of physical and psychological coercion, therefore favorable opinion by the Manager of the structure, as there is a waiting list to be registered in order to be able to access, in case of favorable opinion the user has access to phase 1 of the rehabilitation therapeutic program (as described in art. 6). Failure to comply with the design principles and regulations may be a reason for suspension or interruption of the rehabilitation.

ART.6 THERAPEUTIC REHABILITATION PROGRAMME

The planned duration of the rehabilitation program is one year, divided into four phases plus a follow-up phase lasting 6 months at the end of the program:

PHASE 1

Following the verification of the acceptance criteria and the reception phase, the reported subject is taken in charge by the rehabilitation therapeutic team (composed of qualified operators), which initiates the evaluation phase through the analysis of specific clinical interviews and the administration of validated psychometric tests, checks the intentions of the User and provides clarification on the regulation, the purpose, and the operating modalities of the path in which the User intends to take part, prepares a customized project to be submitted to the facility manager, complete with scientific references, description of the target and objectives, definition of the actions with description of the different phases and their duration, indication of the necessary human resources and the type of supervision adopted and identification of indicators for monitoring and evaluation.

Once the project has been formulated and approved by the facility manager, an individual file is prepared, which, in addition to containing the diagnosis, the patient data and the indication of the reference operators, contains the complete treatment plan of the checks and results achieved and the possible closure of the programme with justification.

The User, at this stage, undertakes by signing the internal rules of the structure to comply with this regulation and full adherence to the recovery program in which it is inserted accepting all the conditions.

PHASE 2

During the first trimester of the rehabilitation program, the user will actively participate in all the psycho/social activities and laboratories proposed by the program, with the function of exposing the personality, socio psychological skills and user integration in the group. The activities will be constantly

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monitored by the therapeutic/rehabilitative team that will evaluate the progress of the rehabilitation process through special cards and textological tools.

At the end of this phase, lasting 3 months, a joint meeting will be arranged with the entities and/or services responsible for evaluating the reasons, performance, behaviour and compliance with the contract by the User.

PHASE 3

The third phase of the rehabilitation program, has a duration of 6 months, in this phase the user will be engaged both in the performance of the activities of the rehabilitation program as psycho/ social activities and laboratories, both in the management and maintenance of an assertive and responsible lifestyle outside the structure in order to promote functional reintegration into the social fabric in which he lives.

In order to support the user in this process, the therapeutic/rehabilitation team will maintain frequent telephone contacts with family members and/or reference persons indicated by the user, in order to verify and monitor the progress of the rehabilitation program even outside the structure.

At the end of this phase, a joint meeting will be arranged with the bodies and/or services responsible for evaluating the reasons, performance, behaviour and compliance with the contract by the User.

PHASE 4

During the last phase of the project the user should fully reach all the project objectives set without having any relapse in the use of substances and/or addiction. To this end, the operators of the / rehabilitation therapeutic team through psycho-social activities and laboratories will promote and monitor the development of autonomy and responsible behavior useful to complete social reintegration outside the structure.

At the end of this phase, or at the end of the year from the date of inclusion, a joint meeting will be arranged with the bodies and/or services responsible for evaluating the achievement of the objectives, the overall progress of the rehabilitation program and determine its conclusion determining the success or the possible need for new interventions.

FOLLOW-UP PHASE

Each user , at the end of the rehabilitation therapy program lasting 1 year, will be followed in the follow-up by the team of the cooperative Arteinsieme and the SER-teamD Reference that will continue the weekly monitoring of urinary metabolites over the next 6 months to verify the maintenance of a lifestyle free from substance addictions. The user will also participate in follow-up meetingsup with the psychosocial team of the semi-residential service together with 3 and 6 months from the end of the rehabilitation therapeutic program to ensure continuity of care and support in case of further risks of relapse.

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ART.7 OPERATION OF THE STRUCTURE

7.1 OPENING TIME

The structure is open from Monday to Friday from 8 am to 4 pm for 12 months per year excluding holidays and holidays of operators.

7.2 SERVICES OFFERED:

Services offered by the Cooperative Arteinsieme to the users of the semi-residential therapeutic rehabilitation service for people with a substance and/or addiction disorder S.R.T.R.-D. called "Arteinsieme":

- Counselling and psychological and social support
- Psychotherapy
- Workshops(Pet-therapy laboratory; cooking laboratory ; artistic laboratory; mindfulness laboratory; horticulture and gardening laboratory; computer lab and reading)
- Peer group work
- Breakfast
- Lunch in residence
- Shower
- Laundry
- Transport from Itri to the operational headquarters and from the operational headquarters to Itri.

7.4 DAILY ACTIVITIES (PHYSICAL-PSYCHOLOGICAL-RELATIONAL WELL-BEING)

<u>TIME</u>	<u>USUAL ACTIVITIES</u>	<u>VARIANTS</u>
<u>8:00-10:30</u>	<u>MORNING BRIEFING OPERATORS AND USERS</u> <u>COMPUTER AND READING</u> <u>PET-THERAPY LABORATORY</u>	<u>COOKING LABORATORY</u>

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	<u>INDIVIDUAL AND/OR GROUP PSYCHOSOCIAL INTERVIEWS</u>	
<u>10:30-10:45</u>	<u>MONITORING MEETING</u> <u>COFFEE BREAK</u>	
<u>10:45-13:00</u>	<u>PET-THERAPY LABORATORY</u> <u>INDIVIDUAL AND/OR GROUP PSYCHOSOCIAL INTERVIEWS</u>	<u>MINDFULNESS LABORATORY</u>
<u>13:00-14:00</u>	<u>LUNCH BREAK</u>	
<u>14:00-15:45</u>	<u>ARTISTIC LABORATORY</u>	<u>HORTOCULTURE AND GARDENING LABORATORY</u>
<u>16:00</u>	<u>MONITORING MEETING</u> <u>PERSONAL CARE ,</u> <u>ACCOMMODATION OF LIVING ENVIRONMENTS</u> <u>RETURN HOME</u>	

DESCRIPTION OF REABILITATION THERAPEUTIC LABORATORIES:

The practical activities include workshops aimed at encouraging the development of social and communicative skills, the activities will be supervised by Dr.ssa Patrizia Marciano, and coordinated by the operators of the structure: the Psychologist, the psychotherapist, the Social Worker, the professional

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educator, the health worker, the veterinary manager of the Pet-therapy laboratory, and qualified pet-therapy operators.

Laboratory of Pet-Therapy: the human-animal interaction in fact favors the development of different aspects, both of an emotional-cognitive and of a assistive-therapeutic type.

The laboratory will be led by our specialized staff and supervised by a pet-therapy expert. Inside the laboratory users can perform some tasks such as: photographing, brushing, giving food and croquettes, stroking, playing free play, walking on a leash, cleaning of the rooms equipped for pet-therapy.

Once the customized project has been finalized, the team proceeds to the insertion of the patient in the Pet-Therapy laboratory, alongside the veterinary doctor and with the qualified operators in pet-therapy operating in the kennel. The insertion team will be responsible for monitoring the patient's activity with the help of special cards, meetings and weekly individual and group interviews.

The laboratory consists of outdoor spaces for unpacking, play, grooming in which the activities of Pet-Therapy will be carried out. Maximum 8 dogs will belong to the laboratory, to give the possibility to each user a ratio of 1 to 1. The dogs will be selected by the veterinarian in order to respond to the profiles required by the pet-therapy.

Users will take part in all the activities provided by the entire rehabilitation cycle. For some of these, there is closer contact with the animal, such as grooming and unpacking, so only particularly docile, gentle, human-friendly dogs with very low reactivity to stimuli will be used, especially if negative. Puppies or dogs with a history of abuse are not allowed.

The veterinary surgeon, as well as the head of the laboratory, will ensure:

- behavioural fitness of dogs;
- the protection and welfare of the animals concerned;
- monitoring the stress of the animal;
- hygiene and infectious vigilance.

Initially, the dogs will gradually approach the patients, to check the reactions of both in the proposed situations. The preferences shown towards the selected dogs will be taken into account.

The next step will be to evaluate patients' reactions more thoroughly through simple activities that involve a progressive approach. This phase is monitored by the rehabilitation therapeutic team, which also pays attention to the patient's relationship with the pet-therapy operators.

The scope of the human animal interaction is to provide additional and complementary methods to the traditional rehabilitation techniques adopted against people who are in situations of discomfort and marginalization.

This type of interaction thus becomes an even stronger incentive to encourage and encourage:

- or consistent and healthy verbal and non-verbal communication based on direct body contact;

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- or an improvement of the level of self-esteem, through the learning of operational tasks necessary to care for dogs, such as filling the bowl, lead to the leash, provide grooming, assist in unpacking etc;
- or the development of direct communication, learning to coordinate verbal commands, gestures, posture and facial expressions in order to better interact with the dog;
- or an improvement in the relational emotional area.

A daily diary will be compiled by the operator of the rehabilitation team.

Computer and Reading laboratory: Through this activity is expected to acquire information on current issues so that users can develop a greater awareness of the world around them, stimulating them to develop listening skills, observation, understanding and communication.

Cooking laboratory: in order to encourage the autonomy of the Users, they will participate in simple lessons of organic cooking, at the mess house, within which they can learn the basics of Mediterranean cuisine also using some foods grown in the garden inside the garden adjacent to the structure , in order to observe the process that brings a certain food from the earth to the table and favoring the development of a social consciousness aimed at not producing excessive waste.

Horticulture and gardening laboratory: users will support the horticultural staff with observation activities and carrying out small activities such as fertilizing, watering and planting vegetables, seasonal vegetables and spices typical of the Mediterranean. They will embellish the structure with flowered vases and clean the flowerbeds from the fallen leaves. Thanks to these activities, users will be able to regain their confidence in their abilities by developing team dynamics aimed at sharing a common goal.

Artistic laboratory: Users will be able to use natural materials such as shells and sticks to create some crafts, using different techniques such as decoupage. The workshop will be led by an art master and an annual exhibition will be organized for the exhibition of the works carried out.

Mindfulness laboratory: users will have the opportunity to take part in a course of Mindfulness, held by a qualified psychologist so that they can develop, through meditative and therapeutic techniques their awareness towards the present moment in a non-judgmental way, increasing the ability to manage stress, daily difficulties and the risk of relapse in addiction.

7.3 PURPOSE

The therapeutic rehabilitation program aims to fully achieve all the objectives set by the program , that is to say both the cessation of the state of dependence by each patient and the individual intermediate

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objectives established together with the psychosocial team, for each user, during the drafting of the personalized plan.

They are intermediate objectives to be pursued along and at the end of the rehabilitation path:

- ✓ socialization and development of user communication and interaction skills;
- ✓ increased motivation for adherence and continued treatment
- ✓ the acquisition of a responsible attitude to presence and punctuality, order and cleanliness of the structure and learning of assigned tasks

The intervention also aims to develop the capacity for decision-making autonomy and self-control of the activities carried out. A sufficient degree of autonomy, rather than the dependence of others, is already a good intermediate objective.

In any case, a periodic evaluation of the results of the rehabilitation of the person will be carried out.

As part of the program and the personalized plan of each User, the implementation of:

- 1) individual support measures deemed appropriate for the acquisition and/or recovery of autonomy and self-management capacity;
- 2) a context capable of encouraging personal growth also through participation in the life of the group and in the interaction with the operators.

8. PARTICIPATION

How the inserted guests , also their families have the possibility to talk with the Manager and the Social Worker about the performance of the inserted User, to express degrees of judgment in terms of quality and performance offered by the structure and to propose suggestions to be submitted to the team for evaluation in order to improve the services offered, through special forms provided at the time of the insertion of the User in the structure.

QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

The Service Charter is a tool that, thanks to your collaboration, allows us to improve the quality of the services offered. In this sense, its task is not only informative but gives you real control over the quality of the services provided. This document must be interpreted in a dynamic key because it will be subject to



Soc. Coop. Sociale Arteinsieme a r.l.

Iscritta al registro regionale sez. A e B

A - Gestione di servizi socio-sanitari ed educativi

B- Inserimento lavorativo di persone svantaggiate

Struttura semiresidenziale per persone con disturbo da uso di sostanze e/o addiction "Arteinsieme"
LOCALITA' SCERPANO ITRI -LT-

continuous moments of verification, refinement and additions; This is not only for changing situations, but also for the pursuit of the various objectives that the **coop soc. Arteinsieme** you will set from time to time.

The main objectives we have set ourselves with this service charter are:

- Adopt quality of service standards (characteristics and mode of delivery)
- Verify compliance with standards and grant the user the same right of verification
- Check user satisfaction

To ensure that the user has the possibility to claim, in all cases where it is possible to prove that the service rendered does not correspond to the standards declared, or that those principles underlying the Charter of the Services and/or the user's rights have been violated.

VERIFICATION OF COMMITMENTS MADE AND ORGANISATIONAL ADJUSTMENT

Status of standards report

The Management undertakes to:

- Monitoring the implementation of standards every six months
- Carrying out surveys on the degree of satisfaction of guests, including through the regular administration of anonymous evaluation questionnaires
- Take corrective actions in those areas that may not be in accordance with the quality indices that you have set.

The service charter is delivered to each Operator and User and is placed in the reception room, secretariat, meeting room and canteen to allow the widest dissemination and reading so that the rules of coexistence are understood and shared by all.

Itri li 12.09.2022

The responsible of the structure

Dr.ssa Giulia Rainaldi

The Legal Representative

Dott.ssa Patrizia Marciano