



servizi di
qualità per
minori
disabili
fragili
famiglie



SERVICE CHARTER
Cser Aquilone

INDEX

L'AQUILONE DAY CENTER SERVICE CHARTER

INTRODUCTION

- What is the service charter?
- Who is it aimed at?
- The objectives of the service charter
- Reference legislation
- Where to find the Aquilone Day Centre service charter

MANAGEMENT

PURPOSE

RECIPIENTS

RECEPTION CAPACITY

LOCATION AND STRUCTURAL DESCRIPTION OF THE SERVICE

SERVICE ORGANIZATION

- Opening of the service
- Types of attendance
- Typical day

SERVICES OFFERED

- Transport
- Cafeteria

PEDAGOGICAL APPROACH AND ACTIVITY PLANNING

IMPROVEMENT OF EDUCATIONAL AND CARE ACTIVITIES

EXTERNAL COLLABORATIONS

FAMILY RELATIONSHIPS

STAFF

- Organisational Chart and Functional Chart of Aquilone Day Center
- Staff selection criteria
- Staff Training
- Team working methods

VOLUNTEERS

ADMISSIONS

WAITING LIST MANAGEMENT

ADDING NEW USERS

PHASES OF THE INDUCTION

TRIAL PERIOD

RESIGNATION

TRANSITION YEAR

HOW TO BOOK APPOINTMENTS OR VISITS TO THE DAY CENTRE

RIGHTS OF USERS AND FAMILIES

RULES OF COMMUNITY LIFE

SERVICE RATE

ACCESS TO SERVICE DOCUMENTATION

PROTECTION OF THE RIGHTS OF ASSISTED PERSONS

INSURANCE COVER

SATISFACTION ASSESSMENT

- Customer satisfaction
- People

COMPLAINTS – SUGGESTIONS-PRAISES FORM

AQUILONE DAY CENTER SERVICE CHARTER

INTRODUCTION

What is the service charter?

The service charter is a document required by Italian law to guarantee citizens transparency on the services offered by an organization.

The service charter is therefore a clear and transparent information tool of the services offered by the Casa della Gioventù social cooperative and in this case of the Aquilone day centre service and a listening-participation-communication tool between:

- the community and its social needs
- users and their families who directly use the service
- the cooperative that provides it with a view to continuous improvement

Who is it aimed at?

The service charter is aimed at people who use or want to use the CD Aquilone service, their families and caregivers but is also aimed at all citizens and the community who need to find information on our services.

The objectives of the service charter

The service charter fulfills a variety of functions directly or indirectly aimed at protecting users/family members/citizens.

The service charter is useful to users/families/citizens in order to:

- be informed clearly and transparently about the CD Aquilone service offered by the Cooperativa Casa della Gioventù
- actively participate in the evaluation of the quality of the service offered
- be protected with respect to the quality of the service received

The service charter is useful to the Aquilone Day Centre and the Cooperative in order to:

- promote the quality of the service offered
- promote continuous improvement
- promote transparency in the management of the day centre

- assume one's commitments towards the user/family member/citizen, the community and the awarding body
- accredit with public bodies
- be used as an evaluation parameter

Reference legislation

The Service Charter is set according to art.32 paragraph 1, of Legislative Decree 33/2013 and subsequent amendments.2. The document contains the quality standards of the services and the commitments that the Cooperative assumes towards its users.

Where to find the Aquilone Day Centre service charter

The Service Charter of the Aquilone Day Centre

- is published on the Cooperative's website, www.casadellagioventu.it to the Services section – Disability – Aquilone Day Centre
- It is possible to request a copy at the Cooperative offices in Via Corinaldese, 52 Senigallia or at the Day Centre itself
- It is delivered to each user/family at the time of the first contact or introductory interview

MANAGEMENT

The Aquilone day center for disabled people is a service in agreement with the Municipality of Mondavio, the owner body, managed by the Cooperativa Casa della Gioventù since 1997, the year of its opening.

The Aquilone center is the historical service of the Cooperative, the first opened in the Mondavio territory thanks to the will of some volunteers who for years had been committed to offering a common meeting space and experiences of aggregation and socialization to young people with disabilities of their Municipality.

Over time, their intervention became more and more specialized and from there they joined Cooperativa in July 1997 and the community centre born voluntarily at the parish headquarters, took shape becoming the first day centre for disabled people in the municipality.

Today Casa della Gioventù is a social cooperative with multiple purposes, which cares about the well-being and education of the most vulnerable people. It has about 140 working members including oss, educators, psychologists, pedagogists and administrators.

The mission of the Cooperative is to offer people excellent, structured, organized, effective and efficient services, maintaining as priority indicators of quality, personalization and attention to the care of relationships with each person who works for us or for whom we perform a service.

The Cooperative is certified according to the UNI EN ISO 9001 and 11034 standards.

Casa della Gioventù Social Cooperative Society Social Enterprise

Registered office: Via Corinaldese, 52 Senigallia 60019 An

Tel. 071.7928455

www.casadellagioventu.it – Facebook – Instagram

AQUILONE DAY CENTER Via Alcide de Gasperi, 21 San Filippo sul Cesano, Mondavio 61040 Pu

Tel. 0721.979536

Email: centroaquilone@casadellagioventu.it

www.casadellagioventu.it under Services

PURPOSE

The Aquilone Socio-Educational Rehabilitative Day Centre is a semi-residential day service for people with disabilities who are 18 years of age or older.

The Aquilone CD aims:

- to the overall development of the disabled person by encouraging and consolidating individual skills and abilities regardless of the level of impairment
- to develop the residual potential by finalizing the action to achieve significant objectives through individualized paths and projects in line with the life project defined for the subject by the relevant bodies
- to the valorization and respect of the path of each person with disabilities starting from their specific needs, necessities and desires
- to improve the quality of life of the disabled person by promoting the expansion of opportunities for sociality and inclusion
- to increase and maintain levels of autonomy in the various work areas by counteracting the involutive principles
- to promote relationship and communication skills
- to mediate the specific educational needs of the individual with respect to the internal situations of the group and to social and environmental realities
- to support the family by seeking with them an important educational collaboration for the realization of the educational project of the disabled person and for the well-being of the subjects involved

RECIPIENTS

People with severe physical, cognitive and/or sensory disabilities with significant impairment of functional autonomy, aged between 18 and 65 years.

RECEPTION CAPACITY

The CD Aquilone is authorized to accommodate a maximum of 16 users per day.

LOCATION AND STRUCTURAL DESCRIPTION OF THE SERVICE

The CD Aquilone is situated in the urban fabric of San Filippo sul Cesano/Mondavio **on the floor superior** of the building used as a nursery school, with **independent entrance and free of architectural barriers** in via Alcide de Gasperi, 21.

It develops on a single plan of 474.48 sq. m., to which must be added a large external courtyard full of entertainment possibilities on the lower floor.

The Aquilone CD makes the following spaces available to users and operators:

- entrance with reception area and corridor
- projection room and audiovisual equipment
- cognitive computer room teaching
- two creative-manual and laboratory laboratory rooms
- individual activity room
- kitchen and dining area with multipurpose room
- office available exclusively to operators
- six toilets, two of which are equipped for disabled people
- a toilet with changing room available exclusively to operators
- two storage rooms/warehouses

As much as possible, for the performance of some specific activities, public places present in the territory are used with a view to greater integration and sociality where the intention is precisely to participate in a context of leisure, entertainment, well-being and meeting designed for all citizens.

SERVICE ORGANIZATION

Opening of the Service

WEEKLY OPENING	HOURS Including transportation time	Total daily opening hours
Monday	11.30am – 7.00pm	7.5 hours
Tuesday	11.30am – 7.00pm	7.5 hours
Wednesday	11.30 am– 7.00pm	7.5 hours
Thursday	11.30am – 7.00pm	7.5 hours
Friday	11.30 am– 7.00pm	7.5 hours
Total weekly opening hours		37.5 hours

The service is open 240 days a year (48 weeks).

At the beginning of each year, the opening hours are established and communicated to all parties involved.

Closing days are always planned during the Christmas, Easter and summer periods coinciding with the August bank holiday.

Other closing days may vary from year to year in number and period.

Types of attendance

You can choose two different types of attendance:

- **FULL TIME:** every day from 11.30 am to 7.00 pm with the possibility of transport and canteen already included in the fee
- **PART TIME:** three days from 11.30 am to 7.00 pm with the possibility of transport and canteen already included in the fee

The type of attendance is chosen upon admission in agreement between all the subjects involved (disabled person and their family, day centre, Umea) in an official meeting.

Each family may request over time to switch to a reduced time or to be reinstated to full time by making a specific request to their social worker who will convene a Pei with all the interested parties. However, this change of attendance is always subject to receiving authorization from the Municipality of Mondavio.

Typical day

A typical day unfolds according to the following times:

HOURS	DESCRIPTION
11.30am – 1.00pm	Transport home – centre
12.00am – 1.00pm	Reception for users who do not use transport Hygiene for those who need it Preparation of rooms for lunch
1.00pm – 2.00pm	Lunch
2.00 pm – 2.30 pm	Local accommodations after lunch Personal hygiene after lunch Afternoon user entry

	Relaxing moment
2.30pm – 3.00pm	Relaxing moment before starting the activity
3.00 pm – 5.00 pm	Carrying out activities according to schedule
5.00 pm – 5.30 pm	Snack
5.30 pm – 6.30 pm	Personal hygiene Post-activity room arrangement Exit for users who do not use transport
6.00 pm – 7.00 pm	Transport centre – home

This organization is flexible and subject to change as there are planned outings, trips or activities during the year related to the objectives of the Individual Project of each user that may require changes; every activity will always take place in agreement with the families/relative referent or support administrator and with prior authorization from the municipality.

SERVICES OFFERED

Transport

For users registered at the Day Centre **Home/City Centre transport service and vice versa is available** already included in the fee.

The transport service guarantees the mobility of the users of the homes to the Day Centre, it is carried out by the operators on duty at the beginning of the activities of the centre and at the end of the same, by means of a special vehicle appropriately equipped for disabled people; the transport service is also guaranteed for outings and movements throughout the day.

Each user is guaranteed return transport exclusively according to their type of attendance. While for users coming from other municipalities of residence, transportation is not guaranteed. Therefore, they cannot be carried out by the transport centre in advance or after the time foreseen by the attendance modality;

any other transport requirement different from the one indicated must be carried out independently by a family member or other authorised person.

The CD Aquilone is situated in the urban fabric of San Filippo sul Cesano/Mondavio (PU) in a context reachable by public transport, on foot or with private means such as bicycles. Therefore, if there are users for whom their individualized project includes the maintenance or strengthening or development of a certain autonomy of movement, after agreement and completion of specific forms, it will be possible to provide for the arrival and departure of the user from/to home independently through one of the methods listed.

It should be noted that in the event of a family deciding not to avail the opportunity of a **total or partial renunciation** assisted transport, this does not entail any change to the economic participation in the service by the user/family, as established by the "Single Regulation for access to the local social services system and for the economic participation of ATS6 users".

Cafeteria

For all users enrolled in the Day Centre, both full-time and part-time, **Canteen Service is available** already included in the fee.

The meals are provided by the school canteen of the Municipality of Mondavio which, according to current regulations, provides the food which will then be portioned once it arrives at the centre by the Oss operator on duty as required by the HACCP regulation.

The planned menu rotates over five weeks and is agreed upon between the Municipality and the canteen contact person/nutritionist, considering the nutritional and dietary needs of the majority of users.

"Special menus" are available to respond to any health/nutrition issues. These menus are made in agreement with the family and only in the presence of a specific detailed medical certificate and authorization from the user/family member/support administrator to proceed.

It should be noted that in the event of the family/administration support deciding not to avail the **total or partial use** of the canteen service, this does not entail any change to the economic participation in the service by the user/family, as

established by the "Single Regulation for access to the local social services system and for the economic participation of ATS6 users".

PEDAGOGICAL APPROACH and ACTIVITY PLANNING

The reflection that is at the basis of all our educational interventions aims at **maximum integration** in the social fabric experienced daily with numerous and varied experiences.

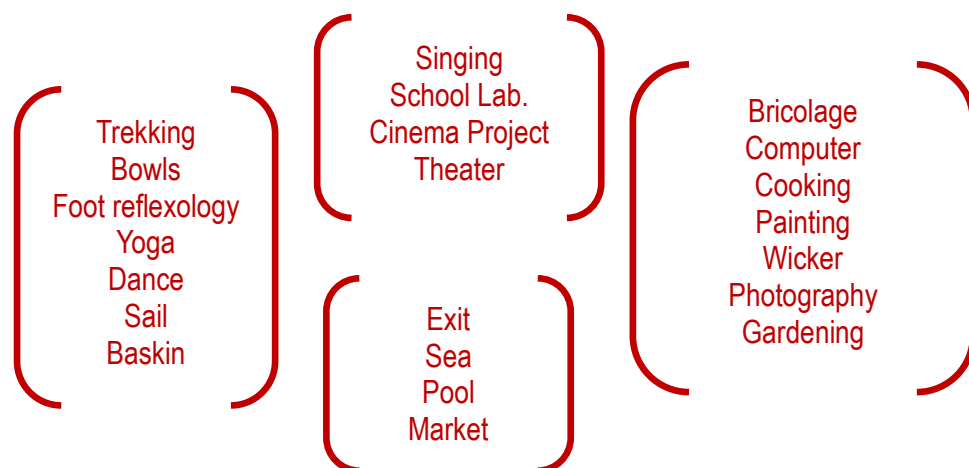
Despite intellectual disability, we believe it is possible **to be full citizens, children with small and large emancipations, caring brothers and friends, protagonists and committed people** in their physical, intellectual and emotional growth and maturation. Disabled people, are not only the object of careful care but **subjects with their own personality and responsible for their own Life and Happiness**.

The many activities that we propose every day are important opportunities and tools to reach the general objectives described and the more specific ones identified for each user that will become an important part of each individual project.

The proposed activities fit within the indicators of the **Quality of life**:

PHYSICAL WELLBEING	SOCIAL INCLUSION
EMOTIONAL WELLBEING	SELF-DETERMINATION
INTERPERSONAL RELATIONSHIPS	RIGHTS
PERSONAL DEVELOPMENT	MATERIAL WELL-BEING

Some examples of activities planned are:



They are made **two activity schedules, a winter one and a summer one**, both then with the appropriate modifications are adapted to spring and autumn to make proposals that are always suitable for the moment and capable of taking advantage of what the territory offers in terms of spaces, opportunities, events, weather. The programming is shared with the users in a special group meeting and then with the families; this happens at least twice a year.

The programming repeats itself every week.

Variations are expected over the months due to trips, special outings, participation in events; the entire organization is decided by the educational team and shared with the family.

The propose activities are:

- designed to always be carried out in small groups so as to allow everyone to find their own space to express themselves and receive the right attention
- choices based on the tastes and aptitudes of the users, their abilities and potential to be developed and consolidated, the new learning to be supported, the skills to be maintained

At the basis of our educational programming and choices is the desire to pursue a **"normality therapy"**, the effort to make "life" experiences capable of generating well-being and positive emotions and at the same time "open" places, fully integrated with the territory and the community. We do not seek to build ad hoc special spaces for disabled people but rather the tendency is precisely to make them live experiences of normality in contexts of public use, for the purpose of real social integration.

IMPROVEMENT OF EDUCATIONAL AND CARE ACTIVITIES

The aim of the service is to constantly improve its educational and assistance action towards its guests in terms of quality, quantity and satisfaction: of the proposals offered, of the collaborations with the territory, of the opportunities for external experiences, variety and novelty of the activities in the program.

Another quality element is the reduction of turnover to a minimum; this has always been one of the primary objectives of the service so as to guarantee the continuity of the educational and care action and to allow the creation of important and lasting bonds.

EXTERNAL COLLABORATIONS

These collaborations include all the relationships that are built and maintained in a network perspective with all the agencies that deal with disabilities in various capacities in Mondavio and surrounding area.

First, the collaboration with the **Official bodies such as Ast (Umea and Umee)** with which the Day Centre has an agreement and with which all the steps, procedures and projects that concern each individual user are established, in a synergy of action that looks at the disabled individual and goes beyond him to also include his family.

We also collaborate with **Schools** and all those **groups or individuals who know the disabled person** and who interact with him in various ways, with the aim of ensuring and maintaining an **educational and care continuity** and build significant networks to truly allow the disabled person to take a linear path where everyone participates in improving it.

In the logic of networking and with a view to social integration, the CD Aquilone also collaborates with **numerous local realities** such as various associations, sports clubs, parishes, gyms, shops, bars and clubs, etc.

These collaborations allow us to carry out specific activities in the reference territory, to expand the educational offer by improving the quality of the service itself, encouraging the promotion of social inclusion and the culture of disability.

FAMILY RELATIONSHIPS

A good relationship of information exchange with the family members is the basis of a good insertion of the guest and a good continuation throughout his/her journey at the Centre.

In fact, the decisive factors are the **Preliminary meetings for placement** with the disabled person's family members because this is how we can learn about their habits, needs, attitudes and predict the best ways to welcome them.

From the moment of admission onwards, the family member is always informed about changes, difficulties or any peculiarities affecting their loved one, by telephone or in person.

If necessary, **individual meetings** between the Center's managers and the family can be established and at least once a year an official meeting with the Umea service will occur, to offer a space for listening, comparison and sharing of educational strategies to support the disabled person and his family.

At least two **Group meetings per year** with all families or other caregivers are also planned, usually on the change of programming (June-October); during these

moments the educators describe the paths taken, the results obtained, the networks activated and the future projects with respect to activities and collaborations.

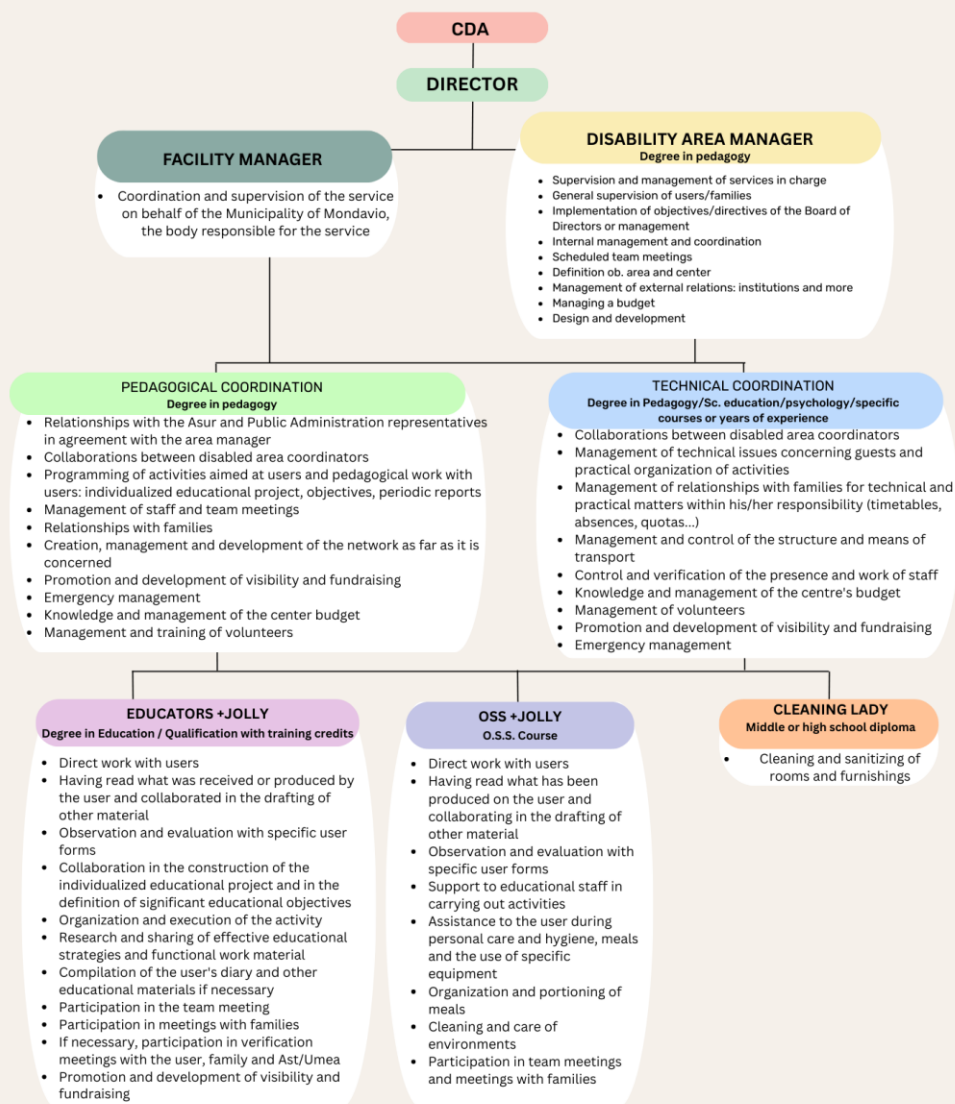
Also, during the year, events can be organised to create **convivial moments** on holidays or simply to encourage relationships and family groups and spend pleasant moments together.

STAFF

CD Aquilone employs qualified personnel in accordance with current regulations.

Organisational Chart and Functional Chart of Aquilone Day Centre

ORGANISATIONAL CHART AND FUNCTIONAL CHART DAY CENTER FOR DISABLED PEOPLE



Staff selection criteria

New staff always undergo a probationary period.

The service coordinator completes an evaluation questionnaire for new staff one month into their employment, then at three months, and finally at six months.

Staff training

Every year a training plan is drawn up which includes both mandatory training (81/08, HACCP where required, privacy) and specific training chosen on the basis of the training needs that emerge within the team itself.

The training plan can be implemented on an ongoing basis, based on training proposals that may arrive over time from cooperative headquarters or other entities with which we collaborate and that must be evaluated each time.

Team working methods

The group of operators is followed and supported by a technical coordinator and a pedagogical coordinator periodically supervised by an internal pedagogical manager, with respect to issues relating to the users and their individual project, to relationships with other bodies and subjects, to educational strategies and methods of work.

All operators are always involved not only in the practice but also in the decision-making process regarding important aspects such as the assessment of the subject, the drafting of the individualized educational project, the definition of objectives and the choice of activities. They play a decisive role together with the technical coordinator also for the search for collaborations for new activities and experiences and for fundraising for the benefit of users and the service.

The coordinators are available by phone every day during the opening hours of the service from 11:30 am to 07:00 pm; for meetings or visits it is necessary to make an appointment with them.

A team meeting is established periodically; additional meetings may be arranged in case of particular situations, in view of urgent checks or for any issue deemed important to share and discuss.

VOLUNTEERS

The centre also makes use of volunteers who, during the week and in particular activities, can support, but never replace, the operators by supporting their daily action, facilitating contact with the territory and facilitating the carrying out of an activity.

Anyone interested in becoming a volunteer can contact the Cooperative or the service of interest directly and find out about the necessary steps to take.

ADMISSIONS

Those interested in entering the day centre must **contact the Asur Umea service** who will take charge of the situation and will try to find the most suitable structure for the disabled person and make the application for admission to the Municipality of Mondavio.

The following are not admitted to the Aquilone day centre:

- minors or people over 65 years of age
- disabled people with care and assistance needs that are not compatible with the nature and organisation of the service itself
- disabled people with serious behavioral problems, aggressive and dangerous towards themselves or others
- people with psychiatric pathologies
- disabled people who live in an area served by another day centre (territorial proximity) and who, despite wanting to attend the Aquilone Centre, are unable to carry out transport independently
- disabled people outside ATS6 except for specific agreements between Municipalities/Territorial Areas

Each new possible admission to the centre begins with an **introductory meeting** between all parties during which the service is presented, the Service Charter is delivered and all information on the disabled person and the path taken up to that moment is collected so as to guarantee the **educational and care continuity between the centre and the services and context attended** (e.g. school, Umea, etc.). The trial period, times and methods of attendance will be agreed upon together and a possible entry date will be suggested.

Once obtained **official authorization** upon entry by the Municipality, the official date of entry will be established by the service and communicated to all parties involved.

Any aspect related to the attendance of the day centre (methods, times, acceptance of services offered, etc.) can be re-evaluated and possibly changed only through an official Pei meeting with the subjects involved Umea, family, centre and authorised by the Municipality.

WAITING LIST MANAGEMENT

Any waiting list is managed and coordinated directly by the Municipality which, at the time of admissions, considers a variety of factors, including territoriality, the order of arrival of applications, the urgency/severity of the situation, and critical issues related to the family unit.

ADDING NEW USERS

After having obtained formal authorization for inclusion in the day centre, the service referents invite the family member/support administrator or other figure deemed useful to the centre together with the disabled person for a **formal meeting/interview** during which:

- the aspects already outlined during the previous meeting with Umea and the Municipality will be reiterated and everything will be transcribed in a sort of "hospitality contract" called "Adhesion to the service" signed by the user and/or the family member/support administrator in which all the relevant issues regarding entry and type of attendance are specified
- the "user card" will be filled out with all the anamnestic and functional data of the user and a questionnaire to collect information deemed useful for the purpose of good insertion
- All the forms required for entry will be filled out and signed and the form for the GP will be delivered
- we will meet to begin outlining a draft of an individual educational project
- the activity schedule designed for the first period will be delivered and developed based on all the information collected up to that time
- visit of the premises and presentation of the new user to the other classmates present in the facility and to the educators

All the information provided by the family, by Umea or by other subjects considered relevant or by other services attended by the subject up to that moment, are collected and presented during the first useful meeting to the whole team with which the first educational lines of work will be defined, to promote the **educational and care continuity**.

PHASES OF THE INDUCTION

A gradual introduction is always foreseen.

The gradual nature of the insertion is linked to the individual project of each person; the duration of the individual phases varies depending on the subject, his/her characteristics, individual critical issues, subjective response of adaptation and also takes into account family needs.

TRIAL PERIOD

Each new placement at the centre begins with a trial period which, depending on the specific situations, may have a variable duration but not less than one month.

The pedagogical coordinator draws up the report on the outcome of the probationary period.

At the end of the trial period, a verification meeting is held in the presence of Umea, the pedagogical coordinator and the family contact person/support administrator.

If the event of a positive result, the disabled person will continue with his/her attendance and the individualized project and the methods of planning the interventions will be defined, all in a shared manner between the various subjects involved. In the event of a negative result, in agreement with all parties, the disabled person will be discharged from the day centre at the official meeting with Umea and family, who will then have to reorganize together for new meetings and proposals.

RESIGNATION

Resignation may occur because of:

- negative outcome of the probationary period
- reaching the age limit of 65 years
- transfer to another facility or to another territory
- manifestation in the user of particularly compromised health conditions that are no longer compatible with the regular running of life in the centre
- manifestation in the user of problematic behaviors that are no longer compatible with the normal performance of activities or highly aggressive towards oneself or others
- will and request of the family/support administration
- failure to comply with the provisions set out at the time of entry and acceptance of the service

- achievement of 30 consecutive days of absence or 60 total days per year as established by the "Single regulation for access to the local social services system and for the economic participation of ATS6 users".

In the event of resignation, to ensure the **educational and care continuity**, the educational manager/coordinator draws up a final report on the user's condition in the last period of attendance to be delivered to the family and to Umea.

Furthermore, in agreement between the parties involved, during the official meeting and when the situation allows, the closing/transition methods most appropriate to the situation and the subject will be established.

TRANSITION YEAR

During the last year of highschool, a "Transition Year" project can be activated in collaboration with the school, as a way of getting to know and bringing the young disabled person and his family closer to the day centre.

During the meeting between Umea, family and school it is possible to agree on a model of school alternating to the centre in one of the services presents in the area.

It will then be necessary for the chosen service to be contacted to arrange an initial meeting in the presence of all the parties involved and to define the methods of carrying out the project.

The Transition Year Project involves:

- the presence of the disabled student for one or two days a week, to be carried out in the afternoon from 3.00 pm to 6.00 pm
- that the student is accompanied by his/her own school educator or support teacher for the entire time he/she is at the centre
- that transport to/from the Centre is carried out independently by the school or the family in compliance with the agreed timetables
- that both the intermediate and final tests are set from the beginning, the latter usually at the end of May/beginning of June, before the end of school

HOW TO BOOK APPOINTMENTS OR VISITS TO THE DAY CENTRE

It is possible to visit the centre by making an appointment directly with the service manager.

Visiting hours are usually from 2:00 pm to 6:00 pm, from Monday to Friday and compatible with the organization of the service itself.

RIGHTS OF USERS AND FAMILIES

A further and essential element of quality is the valorisation of the rights of users and their families, which are listed below:

The user has the right:

- to express himself with out prejudice
- to live in a healthy place that looks after their physical, emotional and psychological well-being
- to be listened to and understood with respect to their needs and desires
- to receive opportunities to improve their quality of life
- to be helped and supported to create healthy and meaningful relationships, with mutual respect
- to education, assistance and care of the person with respect for human dignity and according to the principle of self-determination
- to inclusion and social integration so that they can fully experience their territory and be citizens in all respects

The family has the right:

- to be informed about what happens to their child/family member at the centre
- to be involved in the definition, implementation and evaluation of the educational project
- to privacy with respect to the data and information provided as required by law
- to submit complaints/suggestions/praises using the appropriate form

RULES OF COMMUNITY LIFE

Users are asked to:

- respect and do not cause harm to people and things belonging to others or the centre
- not publish on social media posts and comments that concern the personal sphere of operators or other companions and their families and any other material such as photos or videos that portray operators and companions without authorization
- not take objects belonging to others or the centre itself from the centre
- not bring objects into the centre that could be dangerous for yourself or others

- not bring valuable personal items to the centre

SERVICE RATE

The service fee includes participation in the centre, the meal and the transportation service. It is established and managed directly by the Municipality that requests it directly from the families.

Neither the Cooperative nor the Centre intervene on the fees.

ACCESS TO SERVICE DOCUMENTATION

Starting from the date of resignation, each user/family member/support administrator has one month to request the service for the user's personal documentation stored in his/her notebook. The request can be made directly to the coordinator in written form (letter/email).

PROTECTION OF THE RIGHTS OF ASSISTED PERSONS

The cooperative and all those who work within the Aquilone CD must respect and protect the rights of the disabled people assisted in accordance with professional ethics and as set out in the Service Charter, the Code of Ethics and the Regulations of the facility.

INSURANCE COVER

Guests, volunteers and staff are covered by RCT and RCO insurance arising from our liability.

SATISFACTION ASSESSMENT

Customer-user, Customer-client, Staff

For years, the Cooperative has used satisfaction questionnaires addressed to users/families, to the personnel employed in the individual services and to the contracting bodies.

Customer satisfaction

For the **families/users and the contracting bodies** a customer satisfaction survey was designed to be administered with the aim of understanding the level of satisfaction with the service and being able to intervene in relation to the areas to be improved. Annual administration.

People

Finally, to evaluate the level of satisfaction of the entire **staff** employed in the service the "People" is in use order to detect through the analysis of some indicators their degree of satisfaction and the space to make any improvements in the organizational quality of the service. Annual administration.

The re-elaboration of these results is then shared with the team of operators, reported by the manager to the management in the final report of the year and will be the subject of a specific report to highlight possible critical issues of the service in which a corrective intervention is necessary to bring about a qualitative improvement of the service.

COMPLAINTS-SUGGESTIONS-PRAISES FORM

A complaint is any act by which a clearly identifiable person contests in writing a behavior or omission.

Complaints can be submitted by subjects through:

- ordinary mail to the address: Via Corinaldese 52, Senigallia, 60019 (AN)
- email to the address: complaints@casadellagioventu.it
- certified e-mail (PEC) to the address: casadellagioventu@pec.confcooperative.it
- direct delivery to Via Corinaldese 52, Senigallia, 60019 (AN)

The Management of the Cooperative is responsible for managing complaints and will strive to provide a response within 14 calendar days of receipt; in case of particular complexity, it may extend the term to 30 days.

This regulation is made available to internal and external subjects through publication on the Cooperative's website and at its operational offices.

The Cooperative guarantees that the data will be processed in compliance with all security and privacy precautionary measures.

The same method can be used for suggestions or praise.

COMPLAINTS MANAGEMENT WHISTLEBLOWING REPORTING

The Cooperative also uses the WHISTLEBLOWING system accessible from the website www.casadellagioventu.it

Mondavio, 10.12.2024

Resp. Area Disabilità

Coord. pedag. Centro diurno L'Aquilone
