



The Service Charter is the presentation document of the activities of an institution or organization, whether public or private. It outlines all the services offered to users, the timeframes and tools for implementation, as well as the commitments to improve the quality of service delivery. Moreover, the Service Charter aims to foster active participation from individuals and families and to ensure the protection of the following fundamental principles, as indicated in the Directive of the President of the Council of Ministers dated January 27, 1994, and subsequent amendments:

EQUALITY: Services and benefits are provided according to uniform rules for all, without distinction of sex, race, language, social status, religion, or political opinions;

IMPARTIALITY: Services and benefits are provided to users by adopting objective, fair, and impartial behavior;

CONTINUITY: Services are provided continuously and without interruptions, within the framework of the operating methods defined by national and regional regulations;

RIGHT OF CHOICE: All eligible users can freely choose to avail themselves of the services of the Center; **PARTICIPATION:** Users are encouraged to collaborate in improving the quality of services provided, including through volunteer and advocacy associations;

The Centers also guarantee users and their families the right to the highest quality of care, hospitality, information, privacy protection, and the handling of any complaints, ensuring **EFFICIENCY** and **EFFECTIVENESS**.

The Management

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The Center "Il Girasole" originates from the decision of Cardinal Bonaventura Cerretti (1872-1933), who, in 1930, established an Infant Asylum in Morrano di Orvieto at his own expense. The purpose was to manage a nursery school for needy children in the area and, "if his income allowed," to promote other assistance works for people in need. The nursery school operated until the late 1980s, when the local need for such a service diminished. In the late 1990s, two diocesan priests, Don Giuseppe Petrangeli and Don Ruggero Iorio, in response to the renewed social needs of the territory under their pastoral care, redefined the institution's objectives and purposes. They envisioned transforming it into an operational center of the Casa Vincenziana "G. Andreoli" of San Venanzo, dedicated to the assistance and education of children in difficulty.

By resolution of the Umbria Region No. 532 dated August 29, 1996, the first structural nucleus of a psychomotor rehabilitation center for developmental age, named "Il Girasole," was established. With Administrative Determination No. 8338 dated October 18, 2000, from the Health and Social Services Directorate of the Umbria Region, it was included in the list of private healthcare facilities that declared their availability to establish relationships with the Regional Health Service.

With Administrative Determination in June 2008, Il Girasole became a Socio-Rehabilitative Educational Day Center (S.R.E.D.), a multidisciplinary intervention facility for the rehabilitation of minors. Additionally, since May 2009, the Center has been authorized to provide psychomotor and hydrokinetic rehabilitation to adults.

As of January 1, 2017, following a business transfer registered in Perugia on November 7, 2016, under No. 23896, the Cardinal Cerretti Infant Asylum transferred the management of the Center to Casa Vincenziana s.r.l. Impresa Sociale. The authorization to carry out activities currently belongs to this company, with Regional Umbria Administrative Determination No. 259 dated January 18, 2017, and Administrative Determination No. 7114 dated July 9, 2018.

MISSION

We aim for our organization to dynamically adjust its behaviors like an organism adapting to new needs. Our mission is to address the socio-health, rehabilitative, care, and hospitality needs of the population in our territory in an integrated, participatory, and sustainable manner. This mission is focused on the well-being of individuals and their families within a work and organizational context that strives for the continuous improvement of the quality of services provided and the quality of life for our users, staff, and the community of our territory. As indicated by its very name, the Center is a private entity that pursues objectives of efficacy and quality in the services provided. It is inspired by the values of the sanctity of life and the human person, viewing service not merely as an act of assistance but as a dialogue with others, respecting their diverse abilities. This inspiration is

expressed in our logo, which features a stylized sunflower, symbolizing obedience to sunlight. In this context, the child in difficulty or the suffering adult represents the sun, guiding the daily work of our staff, in alignment with the ethical identity of obedience to life. The symbolic fusion of the elements constituting the sunflower's corolla encapsulates also the emphasis on teamwork, seen as an expression of the synergistic journey of all staff and personnel towards the constant enhancement of therapeutic, hospitality, and planning capabilities. The commitment of those who, at any level, live out their professional experience at the Center is to be a passionate witness to this mission.

ACTIVITIES AND FUNDAMENTAL PRINCIPLES OF THE CENTER

The activities of the Center aim to promote, restore, and maintain the health status of its users, pursuing the goal of "health" understood as the overall improvement of quality of life, focusing on the biological, psychological, social, and ethical aspects of the human person. The Center provides rehabilitative and educational healthcare services on an outpatient and day-care basis.

To this end, it operates privately and under agreements with local public services. It engages in consultations and collaborations with regional and national hospital facilities and university centers. Additionally, it seeks synergies with all social, political, economic, and volunteer components at the municipal, provincial, and regional levels.

In accordance with current laws and regulations, the Center implements:

- reception, assessment of requests, and intake of users;
- formulation of individualized rehabilitation programs;
- development and implementation of Individual Rehabilitation Plans (PRI);
- development and implementation of Individual Care Plans (PAI);
- development and implementation of Psychoeducational Rehabilitative Projects (PAR)
- development and implementation of Functional Observations;
- development and implementation of prevention and health promotion projects;
- development of individualized socio-educational and psychoeducational projects;
- pedagogical coordination activities;
- updated reports on users' rehabilitation paths;
- continuity of care and support for users and their families;
- training, supervision, and ongoing professional development for both permanent and volunteer staff.

The Center in Network:

- exchange of relations with Institutions;
- Municipalities of the Orvieto District;
- NPIA Usl Umbria 2;
- Rehabilitation Service, Orvieto District;
- Mental Health Center Usl Umbria 2;
- Adult Disability Service Usl Umbria 2;
- Citizenship Office, Social Zone No. 12.
- Collaboration and networking actions with social private entities in the social assistance field and the local area;
- Collaboration with Italian Universities and Healthcare Institutes;
- Participation in the CEI (Italian Episcopal Conference) Autism Table;
- Offering internships and educational placements;
- Sponsorship of scholarships;
- Raffaele Brancaleoni Scholarship;
- Collaboration with local associations such as Orviet'AMA and facilitation of Self-Help Groups, Rotary clubs, Ci Casco, Sistema Museo;

- Promotion of courses, conferences, and seminars aimed at private individuals and public institutions;
- Partner in projects for social calls for proposals;
- PCTO (Work-related Learning Experience) educational experience for students. Associationism and volunteering at the Center:
 - Volunteers from Casa Vincenziana srl - Social Enterprise;
 - Volunteers from the Nazareth Community Association;
 - Tu Es Sacerdos ETS Foundation;
 - Mauro Faina Association APS;
 - Santa Maria della Luce Foundation;
 - Red Cross.

The Legal and Administrative Managers:

Mr. Valentina Cencioni and Dr. Alfredo Serena

They legally represent the Social Enterprise Casa Vincenziana Srl, which manages the Center, ensuring the pursuit of its mission through organizational structures. They guarantee the proper administrative and logistical functioning and ensure the correctness, completeness, and transparency of the economic, financial, and asset-related documents of the Center.

The Healthcare Manager: Dr. Giuseppe Cantarini

He exercises the responsibility of Clinical Governance regarding the technical-hygienic health organization, the identification and implementation of effective and appropriate clinical care and rehabilitation pathways, staff training, and the promotion of cultural pathways.

The Nursing Coordinator: Professional Nurse Federica Rellini

Ensures and coordinates the nursing and care activities provided by the Center.

The Social Worker: Dr. Giulia Chianura

Manages relationships with users, families, and institutions.

The Therapists Coordinator:

Dr. Federica Costantini and Dr. Stefania Moscatello

They plan the service, draft schedules (therapies, transports, kitchen, cart, pool activities, closures, and substitutions), and manage resources (personnel, rooms and premises, infrastructure in general).

Psychologist:

Dr. Ilaria Nazzaretto

Manages:

- Meetings with families of minor and adult users for continuity
- Parent training interventions
- Contacts with NPIA clinicians and adult disabled individuals.

Performs:

- Supervision of therapists during clinical teams
- Functional and clinical assessments
- Clinical tests
- Direct psychotherapy interventions.

Hydrokinesiotherapy Coordinator:

Dr. Francesca Mara Tosolini Santelli

Plans the service, drafts schedules for pool therapies, and manages resources (personnel and pool infrastructure).

The Multidisciplinary Team:

Coordinated by the Healthcare Manager, it develops and implements all rehabilitation, educational, and training activities of the Center and formulates the functional diagnosis, objectives and The evaluation of the rehabilitation program is carried out by a multidisciplinary team consisting of the following professional figures:

- Medical Director
- Specialist Doctor
- Psychologist
- Psychotherapist
- Social Worker
- Nurse
- Physiotherapist
- Speech Therapist
- Music Therapist
- Psychomotor Therapist
- Functional Educator
- Professional Educator
- Socio-pedagogical Educator
- PECS Implementer (Picture Exchange Communication System)
- Pedagogue
- Aquamotion Therapist
- Pre-Neonatal Technician
- ABA-RBT Technician (Applied Behavior Analysis - Registered Behavior Technician)
- Social Health Worker.

The complete staff includes:

- Therapists Coordinators
- Hydrokinesiotherapy Service Coordinator
- Quality Management Responsible
- Administrative Secretary
- Transport Service Officer
- Maintenance Officer
- Interns, Volunteers, Scholarship Recipients

The center's staff is affiliated with the company Obedience To Life srl (Single-Member Company) with its registered office in San Venanzo, Via Marconi, 9 (TR), and Casa Vincenziana srl. Social Enterprise.

Volunteer staff may join Casa Vincenziana srl Social Enterprise as volunteers.

The Center also utilizes professionals operating under freelance collaboration agreements.

Identification of Center Staff

Operational staff can be identified by the logo affixed to their clothing and the organizational chart displayed.

All therapists wear the same model of uniform, while doctors, psychologists, and social workers may wear a white coat.

Volunteers, interns, and scholarship recipients are identifiable by an identification badge.

****CENTER STRUCTURE AND OPERATIONAL SETTINGS****

Rehabilitative therapies and daytime psych-educational activities are conducted within the properties owned by the Asilo Cardinal Cerretti and the adjacent Casa Natività di Maria.

The center has the following therapeutic settings:

psycho-educational intervention rooms; speech therapy rooms; psychomotor rooms; music therapy room; multifunctional rooms; waiting rooms; medical clinic; physiotherapy room; gym rooms; therapeutic pool; waiting areas; dependencies; therapeutic-sensory garden; coordination office; secretariat; equipped bathrooms; staff changing rooms; bathrooms; dining area.

The therapeutic pool maintains a water temperature of 32°-35°C and an ambient temperature ranging between 29-31.5°C, with two depth levels, whirlpool, counter-current swimming, and a biological-chemical control system.

The therapeutic-sensory garden aims to provide real, outdoor, and immediate experiences for minors and adults with psychological and motor disabilities. It allows therapeutic stimulation of specific deficient areas, such as motor inhibition or limitation, sensory deficit, emotional interaction difficulties, emotional state recognition challenges, and unified experience processing.

Attention to individuals is also demonstrated through the pursuit of aesthetic appeal in their living environment, achieved by furnishing spaces that combine rehabilitative needs with recreational elements, maximizing interaction between staff and users.

****EDUCATIONAL-REHABILITATIVE PROJECT****

The facility provides semi-residential and outpatient therapeutic-rehabilitative treatments, which are multiprofessional, complex, and coordinated, targeting individuals with disabilities in their developmental age and adults with neuropsychiatric conditions. This includes limitations in activity, with or without accompanying neurological, sensory, cognitive, communication, respiratory, musculoskeletal, and severe behavioral disorders. Additionally, it covers neurodevelopmental disorders such as autism spectrum disorders, intellectual disabilities, and severe behavioral disturbances of genetic, metabolic, or perinatal origin, without requiring prolonged disconnection from living contexts.

The outpatient rehabilitation service for hydrokinesiotherapy is directed at adults and minors and plays a crucial role in the prevention, treatment, and rehabilitation of musculoskeletal pathologies, such as fractures, osteoarthritis, shoulder and spinal pathologies, and postoperative recovery after shoulder-hip-knee surgeries. It is also aimed at users requiring muscular reinforcement before joint replacement surgeries, especially of the hip and knee.

It addresses vascular pathologies such as chronic venous disease sequelae, chronic venous insufficiency (varicose veins), postoperative outcomes of peripheral vascular surgery, lower limb varices, chronic peripheral arterial disease, and functional peripheral vascular disorders.

Neurological conditions such as Parkinson's disease, peripheral nerve injuries, hemiplegia, paraplegia, and multiple sclerosis are also addressed.

The center's approach is focused on serving individuals, their families, and their living environments. The methodology identifies the team as a powerful tool to ensure efficient and effective multimodal interventions.

Therapeutic and educational-rehabilitative activities aim to facilitate the complex process of adapting to the physical and relational environment. The rehabilitative project (PRI), considering the reciprocal interactions between various areas of biological, psychological, social, and ethical development, aims to achieve functional recovery to promote the best quality of life and subjective and environmental well-being.

For daytime users, the individual care project (PAI), aimed at planning socio-assistance and health promotion objectives achievable within a specific period, is an integral part of the PRI.

****SERVICE ADMISSION AND DELIVERY****

Semi-residential and outpatient regime

****Admission****

Therapeutic-rehabilitative services in daytime and outpatient settings can be provided upon direct request from the user and/or their representative, or activated by the healthcare team of the Local Health Authorities (ASL) under an agreement with the Center.

During the initial contact, an Admission Form is completed, collecting pertinent information and obtaining consent for data processing.

Placement on the waiting list and presentation of the case to the Center's medical director, who may request additional documentation or proceed with the first visit.

****First Visit****

Specialist Medical Examination;

Opening of the medical record and commencement of care;

Acquisition of consent for treatment; Signing of Regulations;

Signing of attendance and participation in the Rehabilitation Program (PRI) and the Individual Care Plan (PAI); Request for consent for transportation for users in semi-residential daytime regime.

Presentation to the Multidisciplinary Team

Presentation and discussion with the Multidisciplinary Team to define objectives, intervention strategies, indicators, and verification timelines.

****Sharing of Objectives and Intervention Strategies****

Sharing and signing of objectives and intervention strategies defined by the Multidisciplinary Team in the PRI and PAI by the user and/or their representative.

Contract Signing

For private users in daytime and outpatient regime: Signing of the contract referring to the estimate proposed and accepted before the medical visit or subsequently to the presentation to the multidisciplinary team.

For users under agreement in daytime and outpatient regime: The signing of objectives and intervention strategies defined by the Multidisciplinary Team in the PRI and PAI by the user and/or their representative, together with the signing of the regulations, constitutes a valid contract.

For users accessing the "Il Girasole" Center for semi-residential and outpatient activities under agreement, with prior authorization from the Local Health Authority, the fee is 100% covered by the National Health Service (SSN).

For users accessing the "Il Girasole" Center privately for semi-residential and outpatient activities, a fee schedule will be communicated directly by contacting the Center.

****Service Delivery****

For all users, both under agreement and private, in both daytime and outpatient regimes:
The coordinator of therapists plans, through the weekly schedule of activities, the access of users to the center and the instrumental and structural resources required (personnel, rooms, and facilities).

Center operators carry out activities within their competence in accordance with the rehabilitative program outlined in the Medical Record.

****Verification and Project Feedback****

The achievement of the planned objectives is verified within the Team;
The return of the rehabilitative project, conducted within the Team, is shared with the user or their representative as well as with the referring services if under agreement.

****Types of Services Provided****

Each rehabilitative service is provided following activation by the Center's Physician or the relevant Local Health Authority (ASL).

The Center activates the following services in daytime and outpatient settings:

- Functional observation
- Physiotherapy
- Hydrotherapy
- Speech therapy
- Music therapy
- Psychomotricity
- Aquatic psychomotricity
- Psychoeducational Abilitative Rehabilitative Project (PAR)
- Psychoeducational Abilitative Rehabilitative Project for Learning Disabilities (PAR-SAL)
- Psychoeducational Abilitative Rehabilitative Project for ADHD (PAR-ADHD)
- Psychoeducational Intervention
- PECS Training (Picture Exchange Communication System)
- Parent Training and Parent Coaching

****Types of Services Provided****

The center offers various educational and rehabilitative workshops, including:

- Neonatal Aquatic Motor Skills Workshop
- Prenatal Aquatic Motor Skills Workshop

Furthermore, services encompass:

- School Counseling and GLO (Guidance and Counseling Service)
- Psychological Counseling
- Specialist Medical Consultation
- Social Interview
- Psychotherapy

****Services Provided by the Center****

1. ****Secretariat, Information, and First Reception Service:**** Upon entering the facility, initial information (organization of the structure, service charter, etc.) is provided to the client or their representative by any member of the team who completes the reception form. General information about the Center can be provided via phone, in person, or through email.
2. ****Information and Communication Service to Users by Therapy Coordinators:**** Communication is conducted by therapy coordinators via email and WhatsApp messages to the client or their representative, including:
 - Days and hours of access and closure of the Center
 - Any changes in activity programming
 - Appointments for medical visits, feedback sessions, meetings with psychologists and social workers, and other events.
3. ****Reporting and Complaint Service:**** The form for reporting can be returned to the staff at any time. Reports can be made verbally, by phone, in written form in any format, email, or through certified email (PEC). It is the responsibility of the staff to forward the documentation to the Quality Management Officer for processing and providing a clear response to the user.

****Additional Services Provided****

1. ****Cafeteria Service:**** For users in the daytime regime, the cafeteria service is available where provided by the rehabilitative assistance program.
2. ****Transportation Service:**** Available upon request, with a tariff applied, for pick-up and drop-off at home, only for users in the daytime regime.
3. ****Library Service:**** Books and magazines are available at the Center for borrowing.
4. ****Religious Service:**** The Church of Santa Teresa di Lisieux is present at the Center, and priests are available to users and their families upon request.
5. ****Health Promotion Service: Prenatal and Neonatal Aquatic Motor Skills:**** Aquatic motor skills aim to stimulate the natural propensity for aquatic activities, promoting physical, intellectual, and social development in children. Participation in small group courses is encouraged. Parental involvement is essential, fostering positive growth for both children and parents, strengthening their bond.

****Additional Services****

The Center also promotes cultural and recreational activities to create a socially open and stimulating environment for both users and staff. It organizes and sponsors art events and recreational activities for the benefit of the users. Collaborations with individuals and volunteer associations are fostered, as they contribute to socialization programs for the users. Additionally, suitable social insertions are organized in collaboration with local institutions.

****The Center's Commitment****

The Center is committed to:

1. **Specialist Training and Continuous Updating**: Providing specialized training and continuous updating for all staff through an annual training plan, which includes participation in basic and advanced training courses.
2. **Adherence to Clinical and Care Quality Standards**: Ensuring adherence to criteria and standards of clinical and care quality through internal evaluation systems.
3. **Performance Evaluation of Operators and Internal Climate Perception**: Evaluating the performance of operators and the internal climate perception.
4. **Dissemination and Implementation of WHO Guidelines**: Promoting the dissemination and implementation of guidelines shared by the World Health Organization (WHO).
5. **Adoption of a Unified Electronic Health Record (EHR)**: Adopting a unified electronic health record system and complementary forms.
6. **Promotion and Improvement of Communication Systems**: Promoting and improving internal and external communication systems through projects on communication levels, including computer-based solutions, organizational structuring, and implementation of registration forms, health protocols, operational, and management protocols.
7. **Promotion and Improvement of Workplace Safety**: Promoting and improving workplace safety measures.
8. **Promotion and Improvement of Food Safety and Risk Analysis**: Promoting and improving food safety and risk analysis, complying with legal obligations related to HACCP.
9. **Promotion and Improvement of Personal Data Security**: Promoting and improving personal data security, complying with GDPR 2016/679 regulations through consent and information collection.
10. **Promotion and Improvement of Service Quality Monitoring**: Promoting and improving the monitoring of service quality perception through customer satisfaction questionnaires, periodic analysis of collected data, and dissemination on the center's website.

Quality Standards and Verification

The "Il Girasole" Center is accredited with the Umbria Region. The Casa Vincenziana Srl Social Enterprise, which manages the Center, involves the General Management in the Quality Management system. It pays attention to a dynamic and recursive understanding of the organization's context, examining internal and external factors and considering the needs and expectations of stakeholders as requirements for service planning and management.

Purpose and Specific Objectives

The activity of the Center aims to promote, recover, and maintain the health status of users, pursuing the objective of "health" as the overall improvement of quality of life. Priority areas of action include:

- Welcoming and user care with the formulation of an individualized rehabilitation program.
- Development of individual care projects and conducting habilitative and rehabilitative psychoeducational projects.

- Pedagogical coordination activities.
- Support for families in managing care, ensuring their participation in activity organization and knowledge of the type of intervention provided.
- Enhancement and qualification of activities to improve relationships with external entities and facilitate integration with the service network and territorial resources.
- Organizational flexibility to effectively respond to diverse requests.
- Promotion and participation in the network of health and social services in the territory.
- Promotion of integration with the community by facilitating user participation in community life.

****Strategic Objectives****

The Casa Vincenziana Srl Social Enterprise sets three-year strategic objectives aimed at continuously improving the levels of care provided, using development and training tools to optimize performance, as follows:

- ****Appropriateness****: Ensuring the continuity of user/patient care through the provision of quality residential, semi-residential, and outpatient services that increasingly respond adequately to care needs.
- ****Economic Management****: Achieving financial balance and systematically applying management control.
- ****Network****: Improving the management of relationships with institutions, organizations, and public and private associations in the territory.
- ****Professionalism****: Implementing continuous and innovative staff training through the annual Training Plan, promoting a culture of Quality, and applying principles of continuous improvement and quality monitoring.
- ****Well-being****: Analyzing and evaluating internal organizational well-being through internal climate surveys.
- ****Participation****: Personalizing services through greater involvement of families.
- ****Openness****: Involving the community in the facilities' initiatives, in line with any COVID-related emergency management.
- ****Satisfaction****: Conducting customer satisfaction activities.
- ****Innovation****: Implementing innovative and sustainable care projects and initiating the digitization process.
- ****Prevention and Safety****: Adopting, monitoring, and updating prevention and safety measures for residents and staff related to the spread of COVID-19 infection, implementing tools for clinical risk management, monitoring event reporting, and providing specific staff training in safety and prevention.

CONCLUSION

This service charter is the result of collaborative efforts characterized by fraternity, respect, and dedication from all individuals who have contributed to the establishment and growth of the Center over the years.

This document is not merely a list of activities and services provided; rather, it serves as an encouragement to strive for continuous professional improvement, while never losing sight of the dignity of those we assist.

Through ongoing feedback and collaboration with our users, we aim to enhance our services and uphold the highest standards of care.

ACCESSING THE SERVICE

By appointment:

Phone: +39 0763 215015

Hours: Monday to Friday, from 9:00 AM to 5:00 PM

Email: girasole@centroilgirasole.org

Therapists Coordinators:

Federica Costantini - 338 3420422

Stefania Moscatello - 320 2971165

Hydrokinesis Coordinator:

Francesca Mara Tosolini Santelli - 328 2507390

LOCATION

The Center is located in the Municipality of Orvieto, in the Morrano district at Via SP101, 66/a, 05018 Morrano Nuovo (TR), approximately 10 km from the Orvieto A1 highway exit.