



**FONDAZIONE OPERA PIA MASTAI FERRETTI**  
**Struttura assistenza anziani**

Via Cavallotti n. 36 – 60019 Senigallia (AN)  
P.IVA 00091030429 – Telefono 071 791881 – email [operapiamastai@operapiamastai.it](mailto:operapiamastai@operapiamastai.it)

## CHARTER OF SERVICES

*MD01\_03 Rev. 5*

*DRAFTING APPROVAL AND APPLICATION:  
06/06/2025*

PRESIDENT  
(F.to Dott. Giovanni Bompreszi)

MEDICAL DIRECTOR  
(F.to Dott. Fabrizio Volpini)

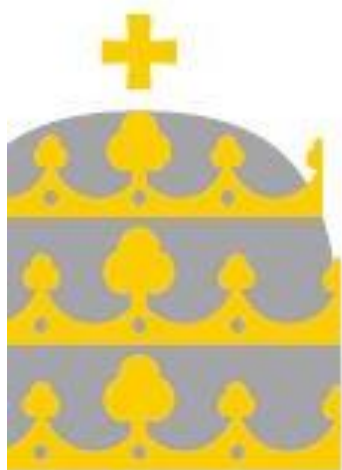
DIRECTOR  
(F.to Dott.sa Laura Cionco)

QUALITY MANAGER  
(F.to Rag. Luca Pencarelli)

SERVICE MANAGER  
(F.to Inf. Marta Paolini)

COORDINATOR OF SIX HEALTH  
SERVICES  
(F.to Inf. Noemi Olivetti)

SOCIAL WORKER  
(F.to Dott.ssa Valentina Sipari)



	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  Pagina 2 di 33</p>
---	---	---

## INDEX

INDEX.....	2
INTRODUCTION .....	4
PRESENTATION OF THE FOUNDATION AND INSTITUTIONAL PURPOSES .....	4
<i>HISTORY OF THE INSTITUTION</i> .....	4
<i>THE ADMINISTRATION</i> .....	4
<i>THE BUILDING COMPLEX</i> .....	5
<i>PURPOSE OF THE INSTITUTION</i> .....	5
<i>QUALITY CERTIFICATION</i> .....	5
<i>MISSION</i> .....	5
<i>PRINCIPLES</i> .....	5
<i>The Staff</i> .....	7
MODULES .....	10
<i>Protected Residence (Residence Amber – Residence Pearl - Residence Ruby n. 129 places)</i> .....	10
<i>Dementia Care Residence(Residence Emerald n. places 30)</i> .....	10
<i>Dementia Health Care Residence (Residence Coral. n. 20 Places)</i> .....	10
<i>Mental health Residence (Residence Diamond n. 20 places)</i> .....	10
<i>Retirement home (Residence Ruby – Residence jade n. 40 places)</i> .....	10
ROOMS AND INTERIOR SPACES.....	11
OUTDOOR.....	11
<i>Main garden</i> .....	11
<i>Sensory garden</i> .....	11
<i>Car park</i> .....	11
THE SERVICES OFFERED .....	12
<i>Administrative services</i> .....	12
<i>Medical assistance service</i> .....	12
<i>Nursing care service</i> .....	12
<i>Rehabilitation assistance service</i> .....	12
<i>Psychological-psychotherapeutic assistance service</i> .....	13
<i>Personal assistance service</i> .....	13
<i>Entertainment service</i> .....	13
<i>Professional Social Service</i> .....	14
<i>Religious service</i> .....	14
<i>Podiatry Service</i> .....	14

**CHARTER OF SERVICES****MD01\_03 Rev. 5**  
DATA: 06/06/2025  
**Pagina 3 di 33**

<i><b>Hairstyling service</b></i> .....	14
<i><b>Specialist advice</b></i> .....	14
<i><b>Cleaning services</b></i> .....	14
<i><b>Laundry service and cloakroom</b></i> .....	15
<i><b>Meal service</b></i> .....	15
<i><b>Concierge service</b></i> .....	15
<i><b>Maintenance Service</b></i> .....	15
<i><b>The library</b></i> .....	16
<i><b>Safekeeping of valuables</b></i> .....	16
<i><b>Listening desk</b></i> .....	16
<i><b>SERVICES NOT PROVIDED</b></i> .....	16
<b>HOW TO ACCESS THE SERVICES</b> .....	17
Private access .....	17
Access in agreement with AST for protected residence and protected residence for dementia .....	17
Access with the AST for the dementia RSA .....	17
Access to affiliated mental health places .....	17
Waiting list .....	17
Private Parking .....	17
Affiliated place .....	17
Admission procedure .....	18
Private place .....	18
Affiliated place .....	18
Service contract .....	19
The entrance .....	19
Temporary Hospitalization or Respite .....	20
Guest Type .....	23
Tuition fees .....	24
Reserved seat maintenance: .....	24
<b>METHODOLOGICAL ASPECTS AND QUALITY CONTROL OF SERVICES</b> .....	27
Committee of Family Members .....	28
<b>OTHER NEWS</b> .....	29
<b>ADDRESSES</b> .....	30
<b>INDICATORS AND QUALITY STANDARDS</b> .....	32

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 4 di 33</b></p>
---	---	--

#### **Allegati di riferimento**

- MD03.01\_13 INFORMATION ON FEES
- MD01\_29 CLINICAL DOCUMENTATION REQUEST FORM
- MD03.01\_05 TRANSPORT INSTRUCTIONS
- MD01\_36 REQUEST FOR A REFUND OF THE SECURITY DEPOSIT

## **INTRODUCTION**

The SERVICE CHARTER represents an irreplaceable tool for the protection of users, not only by ensuring correct information regarding the services offered and the methods of access to them, but also by identifying the fundamental principles (equality, impartiality, continuity, right to choose, participation, efficiency and effectiveness) that are the basis of all interventions and setting the objectives towards which operational choices are directed.

## **PRESENTATION OF THE FOUNDATION AND INSTITUTIONAL PURPOSES**

### ***HISTORY OF THE INSTITUTION***

The Opera Pia Mastai Ferretti was established by Blessed Pius IX with the Bull "Gravissimas" of April 20, 1857 and confirmed with the "Paternal Solitude" of June 1, 1873.

In 2004 it was transformed from an assistance and charity institution into the Opera Pia Mastai Ferretti Foundation, a civil body governed by private law governed by a Statute inspired by the principles set out in the Papal Bulls, approved by the Bodies representing the Electors of the Entity and registered in the Marche Business Register on 30 March 2021 (prot. N 26714/2021).

The headquarters of the Authority is in Senigallia, via Cavallotti, 36. Switchboard phone 071-7918810. This Service Charter has been drawn up following the inspiring principles contained in the current Statute.

### ***THE ADMINISTRATION***

The Opera Pia Mastai Ferretti Foundation is governed by a Board of Directors, composed of 5 members including the President. The Board of Directors remains in office for 5 years. The five members are appointed as follows:

- A councillor appointed by the Bishop of Senigallia
- A councilor elected by the assembly of parish priests of the parishes of Duomo, Pace, Portone and Porto
- A councilor designated by the Municipality of Senigallia
- Two councilors elected by the College of Canons of the Cathedral of Senigallia.

The Board of Directors is the governing body of the Foundation, defining the programs to be implemented and the objectives to be pursued. He has the general responsibility of the Administration of the Institution and that of ensuring compliance with the statutory regulations and the Bulls of Foundation.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 5 di 33</b></p>
---	---	--

### ***THE BUILDING COMPLEX***

The urban building, used for institutional assistance purposes, consists of a series of buildings largely connected to each other and built on several levels within the building sector between Viale Leopardi, Via Cavallotti, Via Mazzolani, Via dell'Angelo and the Misa river.

### ***PURPOSE OF THE INSTITUTION***

The purpose of the institution is the provision of social and health care services, for Non- independent residents, demented, self-sufficient guests and for mental health, in a residential regime.

### ***QUALITY CERTIFICATION***

The **Opera Pia Mastai Ferretti Foundation** attaches great importance to the level of quality of the services offered to the Community. To this end, it has deemed it appropriate to adopt a Quality Management System according to the model provided for by the UNI EN ISO 9001:2015 standard.

It is directly committed to meeting the expectations of all interested parties, in particular customers-users, and to pursuing the continuous improvement of the Management System through the enunciation of a Quality Policy, the definition of an organizational structure, the provision of adequate resources, the enhancement of skills and the qualification of personnel, the involvement of the same at all levels.

### ***MISSION***

The residential social and health care provided in the Facility pursues the following purposes:

- Support and assist the person with cognitive impairment, who cannot continue to live in his or her own home, with integrated social and health services carried out in a residential regime.
- Guarantee methods of intervention and animation and socialization activities aimed at reintegration, recovery of autonomy, protection of the affective life and relationship of the user, in coordination and in connection with the other services of the network including the family, parental and affective network of the person.
- To develop a mode of intervention for projects focused on teamwork in order to achieve the effective integration of social and health services;
- To support the family and involve it in a supportive and participatory collaboration in the assistance, recovery and resocialization plans.


### ***PRINCIPLES***

The principles that guide and guide the activities of the Structure are:

#### **Involvement**

The user's family must be solicited and involved in the care and service provision project, so as not to determine a detachment from their home unit, relations with the family must continue in a significant way for the entire period of stay in the Residence.

The Foundation encourages the participation of family members in the life of the structure, informing them regularly about the social, educational and cultural activities organized within it, through their involvement in the care process through communications from the President via E-Mail, with meetings

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 6 di 33</b></p>
---	---	--

periodically, with health updates by the nursing staff, through themed seminars organized with the psychologist, through interviews with the social worker. The required precaution is that the visits are not an obstacle to the daily activities that take place within the wards and do not disturb the tranquility and rest of the guests.

Visits take place at the following times: from 9.00 to 11.00 from 15.30 to 17.00 and from 18.00 to 19.00 the times are established in order to protect the privacy of the guest during moments of hygiene and during meals; therefore, family members are asked to respect these hours and not to interfere during the activities of the operators.

Any exceptions to the entry time may only be subject to authorisation by the President or the Medical Director or the Head of the assistance service;

The President periodically makes himself available to meet the committee representing the family members.

The Foundation promotes the presence of the family committee and maintains continuous relationships with them.

### **Equality**

The medical care and treatment provided must ensure equal treatment and equal conditions of the service provided, without discrimination of any kind.

### **Integration**

Personalized assistance necessarily requires that the different services work in close collaboration with each other; in this context, the Residence represents an essential contribution to the social services system of the territory.

### **Humanization and personalization**

The insertion must be adequate to the physical and moral needs of the patient, as well as to a correct assessment and personalized assistance that fully responds to his needs.

### **Relation**

The aim of all the activities carried out within the structure is to offer the user opportunities for socialization, through the establishment of a strong operator-user relationship, which helps him to overcome resistance to treatment and change, fighting isolation and social stigma.

### **Participation**

The user must be able to express his or her opinion and evaluation of the service received and actively participate in the care and provision of the services project. Communications must be correct and complete, always guaranteeing the right of access to information.

### **Professionality**

The service must be provided in a professional manner, by adequately trained and constantly updated.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 7 di 33</b></p>
---	---	--

### **Right to choose**

Everyone has the right to have their autonomy recognized and promoted.

With this term in our context we want to express the concept of "space of self-determination" and "self-determination" within a relationship between person in need and the services provided. For each person, in fact, we work by favoring his or her decision in the choices of daily life. For those who are cognitively deteriorated, great importance is given to non-verbal communication which creates in any way a relationship between the person in need and those who assist him.

The various professional figures have the task of encouraging and stimulating choices, and therefore the greatest possible autonomy in the daily activities of the elderly residents of the facility.

### **Principle of effectiveness and efficiency**

Both the criteria of Effectiveness (verification of the achievement of objectives) and Efficiency (the best use of resources to achieve objectives) are intrinsic to the activities of the care facility. The organization aims to continuously improve the quality of social, health and welfare services.

The **Opera Pia Mastai Ferretti Foundation**, in defining its corporate policy through the clarification of the charter of services, mission, vision, values and corporate objectives, pursues the continuous improvement of the quality of the service offered through a policy of orientation to:

- Context analysis
- needs and expectations of users and their families
- business strategies deriving from the analysis of risks and opportunities
- any mandatory requirements
- needs of other relevant stakeholders (users, public sector bodies and family members)

## **HUMAN RESOURCES**

### ***The Staff***

The staff employed in the assistance and supplementary services is equipped with appropriate professional qualifications and specific experience. The Foundation promotes, at every functional level, opportunities for qualification and professional development, ensures a satisfactory quality of working life and guarantees healthy and safe working environments.

The Foundation guarantees the professional updating of all staff, promotes participation in training courses inside and outside the Laboratory (CME and non-CME conferences and congresses). The training of social, health and administrative staff is identified as a strategic element of innovation and constant alignment of the skills and knowledge of professionals with the transformations determined by the evolution of people's needs. The changes in health demand, the demand for greater and qualified scientific and technological knowledge, the evolution of organizational and operational models, have made it necessary to continuously update.

The behaviour of the staff responsible for providing services is an important vehicle both for the purpose of fulfilling the regulatory requirements provided for by the legislator and for the image of the Structure.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 8 di 33</b></p>
---	---	--

Therefore, all staff are expected to treat guests and their families with respect and courtesy, responding to their needs.

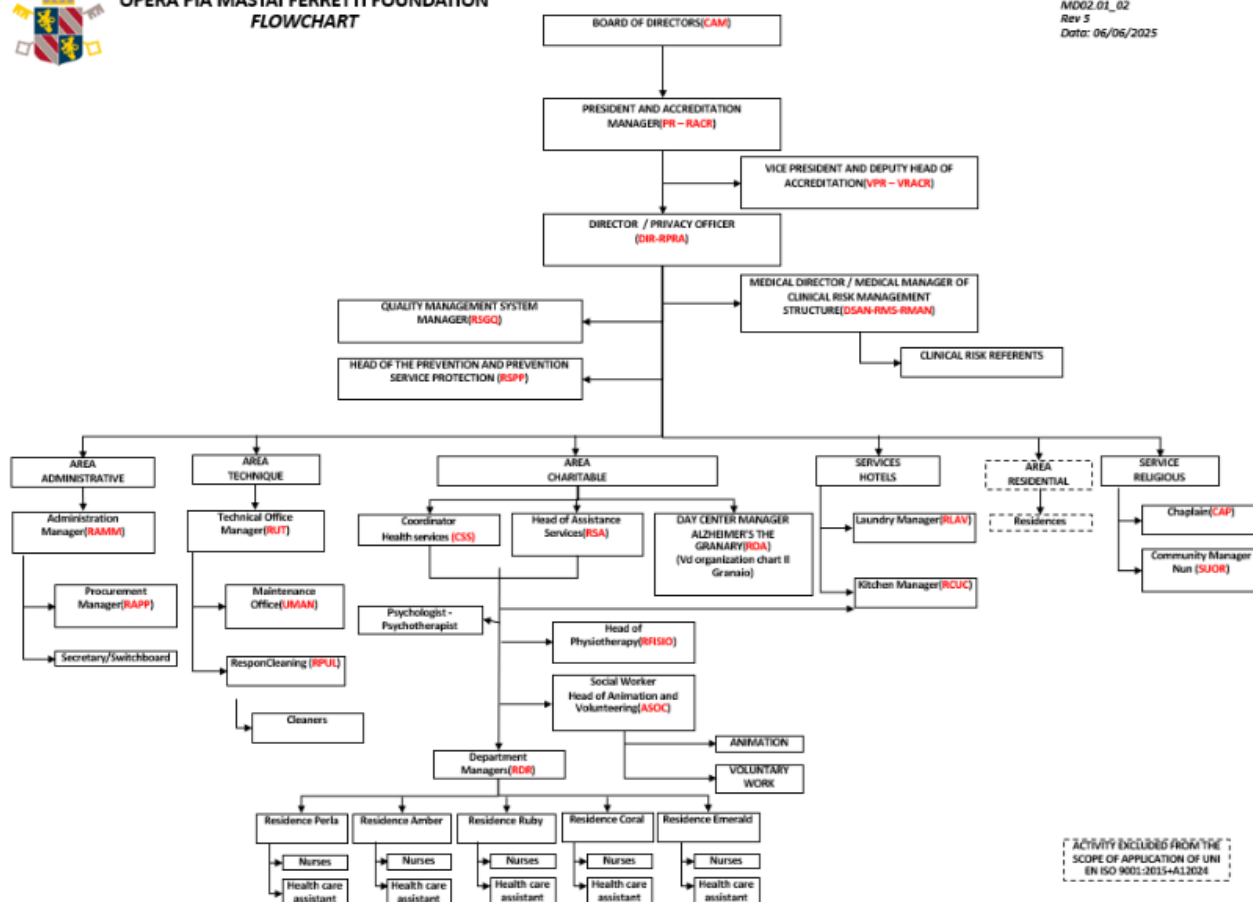
Recruitment takes place by submitting a curriculum vitae to the management which will arrange a selection and evaluation interview. The commission is composed of the director and/or the President, the Medical Director and the sector manager. The newly hired staff will be included in the activities through a period of coaching.

The organizational structure of the Foundation includes the following figures:

- Director
- Medical Director of the Facility
- Head of Assistance Services
- Health Services Coordinator
- Department Manager
- Social Worker
- Psychologist psychotherapist
- Chaplain
- Nurses
- Social and health workers
- Rehabilitation therapists
- Assistance Auxiliaries
- Cooks
- Specialized laundry workers
- Escort-driver
- Goalkeepers-switchboard operators
- Maintainers
- Administrative
- Animator-educator
- Hairdresser/barber
- Podiatrist

The Foundation's organizational chart listed below is published on the [www.operapiamastai.org](http://www.operapiamastai.org) website



**OPERA PIA MASTAI FERRETTI FOUNDATION  
FLOWCHART**MD02.01\_02  
Rev 5  
Data: 06/06/2025

Each operator is equipped with an identification card with name and qualification, positioned on the uniform of different colors to lead the operators back to a professional group:

- Medical Director Bordeaux Coat
- Social Ass white coat
- White coat psychologist
- Health Services Coordinator and Blue Jacket Care Services Manager
- Nurses in light blue tunic
- Physiotherapists green jacket
- Red and yellow polo animation
- Social and health worker white jacket
- Blue polo maintenance

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 10 di 33</b></p>
---	---	---

The document published on the [website www.operapiamastai.org](http://www.operapiamastai.org) describes the daily presence of staff in the various sectors.

## **MODULES, INDOOR AND OUTDOOR SPACES AND SERVICES OFFERED**

### **MODULES**

#### ***Protected Residence (Residence Amber – Residence Pearl - Residence Ruby n. 129 places)***

The protected residence is a structure with a high level of social and health integration intended to accommodate Non- independent residents elderly people who cannot be treated at home and who need complex and integrated hotel, welfare and health services. Activities aimed at maintaining and stimulating residual abilities are also guaranteed, with recreational and educational actions and rehabilitation actions.

#### ***Dementia Care Residence(Residence Emerald n. places 30)***

The DPO is a protected residence for dementias with high social and health integration intended to accommodate elderly people with severe dementia who cannot be managed at home, it carries out services that contribute to the maintenance of the residual capacities of the guests or to the recovery of autonomy in relation to their pathology in order to achieve and maintain the best possible level of quality of life.

#### ***Dementia Health Care Residence (Residence Coral. n. 20 Places)***

The RSA dementia is an accredited module and has an agreement with the Marche Region.

This module is mainly dedicated to adults, suffering from cognitive impairment, totally or partially non- independent residents, in conditions of clinical instability.

The services provided by the RSA are therefore services aimed at the needs of non- independent residents people in compliance with the specificity of individual users. The stay of the guest in this module is for a fixed period for the purpose of clinical stabilization and for reasons of relief as provided for by the AST regulations. At the end of the period of stay, it is agreed to discharge either at home, to another external protected solution or transfer to another residence of the Foundation.

#### ***Mental health Residence (Residence Diamond n. 20 places)***

The Mental Health Module welcomes patients with mild/moderate mental disorders, for whom rehabilitation-intensive interventions are considered effective, to be implemented with programs at different degrees of protective assistance and which may be appropriate for a range of different situations, which also include the post-acute phases.

It welcomes adult guests over sixty-five years of age or with pathologies that make them assimilable.

The main task of the Mental Health Module is the treatment, rehabilitation and social reintegration of states of mental suffering, which can result in situations of mental disability and a consequent loss of personal and social autonomy, with a high risk of chronicity and marginalization.

#### ***Retirement home (Residence Ruby – Residence jade n. 40 places)***

The retirement home is a module for self-sufficient elderly people, in which they receive nursing and social health care and share time with people who are in the same condition.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 11 di 33</b></p>
---	---	---

The guest is guaranteed a complete hotel service and basic health care, assistance in personal hygiene, surveillance and support during meals, physiotherapy with active and passive gymnastics.

Guests who have their own autonomy of movement can freely enter and exit the structure compatibly with the hours of the assistance - hotel activities. Playful, recreational and educational activities are guaranteed.

### ***ROOMS AND INTERIOR SPACES***

Each room is equipped with bathroom and furnishings and equipped with adequate comforts:

- Articulated bed to facilitate the guest's movements
- Bedside table
- Closet
- Table
- Standard digital TV socket
- Internet services
- Phone jack
- Doorbell

Each module is equipped with: medical-nursing clinic, protected bathroom, dining room, living rooms mainly air-conditioned and/or with air exchanges, warehouse.

There is also a hairdresser's room, a gym, a funeral home, a church with sacristy, a laundry room, a wardrobe, a kitchen with pantry, warehouses, a maintenance room, a staff room, collective spaces, a public bathroom, a council room and meeting rooms, and a party room.

### ***OUTDOOR***

#### ***Main garden***

The main garden is located at the entrance of the Foundation where guests spend relaxing hours in the summer. The garden lends itself to entertainment activities from May to September.

#### ***Sensory garden***

The sensory garden is a green area designed and built to stimulate all 5 senses, it is a place capable of improving the psychophysical well-being of the guest, interacting with different environmental elements and also used by the guests of the Alzheimer's Day Center .

#### ***Car park***

The structure is equipped with a large parking lot.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 12 di 33</b></p>
---	---	---

## ***THE SERVICES OFFERED***

### ***Administrative services***

The Administrative Offices provide for the technical, organizational and financial management of the Institution and the keeping of all the personal and administrative documentation relating to the Guests. The administered offices are open to the public from Monday to Friday according to the hours displayed at the entrance to the same.

### ***Medical assistance service***

The health of the guest is guaranteed, according to the provisions of the Regional Health Service, by the General Practitioner assigned according to the choice of the guest himself.

The structure benefits from the presence of the Medical Director who takes care of the hygienic and organizational aspects of the structure.

Therefore, the General Practitioner remains the clinical responsibility of his patient, the assessment of the overall state of health of his patient to define the treatment program, the prescription of drug therapy, visits and diagnostic tests. The doctor is also required to ensure scheduled and, in urgent cases, non-programmable visits and interventions.

### ***Nursing care service***

Nursing care is defined on individual programming and is ensured to each user. In collaboration with the Doctor and the Head of the care service, the nurse identifies the patient's needs, formulates appropriate prevention and treatment objectives, evaluates and manages nursing care interventions such as blood samples, medications, preparation and administration of therapies as indicated by the attending physician or the facility of origin, checks vital parameters. He also supervises the management of food. Collaborates with the general practitioner and other professionals in order to apply all care measures, collaborates in the drafting of the individual care plan and its implementation, constantly maintains contact with the guest's family member

In the structure, the nursing service is guaranteed in 24 hours.

In each module there is a department manager who plans and organizes all nursing and care activities, guarantees continuity and uniformity of services and the maintenance of the quality standards guaranteed to each guest, collaborates con la coordinatrice dei servizi sanitari per l'approvvigionamento del materiale sanitario e protesico.

### ***Rehabilitation assistance service***

The interventions of the physiotherapist pertain to the rehabilitation and also psychoIn each module there is a department manager who plans and organizes all nursing and care activities, guarantees continuity and uniformity of services and the maintenance of the quality standards guaranteed to each guest, collaborates with the coordinator of health services for the supply of health and prosthetic material.

in order to maintain a correct balance and interchange between the body and mind of the user. Individualized interventions are prescribed by the physiatrist and ensured by the physiotherapy service.

The physiotherapy service is active from 7:00 to 13:00 from Monday to Saturday and from 15:00 to 17:00 (Tuesday and Thursday). The figures who can activate the application of physiotherapy treatments are:

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 13 di 33</b></p>
---	---	---

The specialist doctor; The general practitioner; The medical director; The physiotherapy staff. The cycle usually consists of 12 sessions that can be repeated, depending on the clinical condition of the guest and the pathology for which re-education is requested.

In standard situations, the following scheme is followed:

- ✓ Chronic degenerative diseases: 3-4 cycles per year
- ✓ Acute pathologies: depends on the prescription of the specialist doctor and/or the pathology
- ✓ Walking in association with the oss staff

### ***Psychological-psychotherapeutic assistance service***

The purpose of the psychological service within the structure is to encourage and promote the "well-being" and "well-being" of guests, staff and family members.

The psychotherapist also deals with alleviating situations of significant psychological suffering or in which clinical symptoms are present. It intervenes where the degree of suffering of a person hinders his or her ability to express personal, work and relational potential.

### ***Personal assistance service***

The social assistance operator (OSS) with the supervision of the Head of the assistance service is responsible for providing care services by ensuring:

- the satisfaction of primary needs (nutrition, personal care and hygiene);
- help in carrying out daily life activities (mobilization, socialization, etc.) while stimulating the person to continue to use their residual abilities;
- the correct execution of non-complex hygienic-sanitary interventions, in close collaboration with health personnel.

In collaboration with all other professionals, it implements the individualized assistance plan (PAI) of each user. The OSS are present in the structure 24 hours a day.

### ***Entertainment service***

The Foundation makes use of a qualified animation service that structures the various activities on:

- Guest well-being;
- The protagonism of the guests;
- "No one excluded" including the weakest and sickest.

Every day, he organizes relational, socio-cultural, recreational and cognitive stimulation activities, and carries out projects starting from the knowledge of common interests. It organizes theme parties and promotes meeting and integration with school children of all levels, with parish communities and voluntary associations in the area. He/she collaborates, as far as he or she is competent, with other professionals in the implementation of the individualized care plan. Each year the annual programme of activities to be carried out is drawn up in which the aims, objectives and all the activities to be carried out during the year are indicated.

In the summer, entertainment activities are carried out in the main garden of the Foundation.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 14 di 33</b></p>
---	---	---

### ***Professional Social Service***

The social worker, present in the facility from Monday to Friday morning and three afternoons a week, carries out a dual activity:

- Externally: it carries out a social secretariat service, assesses the needs of applicants by guiding them to their requests by telephone, by appointment through the reception, or by e-mail. By providing information on access methods, it collaborates with the district evaluation units and with the territorial network of services.
- Towards the inside: Follows the different phases of entry, taking charge, supervises the reception process of new guests in collaboration with other professional figures. It welcomes the requests of guests and relatives regarding the life of the Residence and works to ensure that all interested parties live the best possible living conditions within the structure. Supervises the animation activities that take place on an annual schedule.

### ***Religious service***

There is a chaplain within the Foundation who celebrates Holy Mass daily for all those who are interested, he also provides spiritual assistance to the guests.

the Foundation guarantees the religious service of other denominations if requested.

### ***Podiatry Service***

The podiatrist accesses the facility twice a month, on days previously agreed with the Head of the assistance service and performs the treatment of guests who are reported by the departments, the service is included in the fee.

### ***Hairstyling service***

The hairdressers access the structure for cutting the ladies' hair, every 3 months.

Guests and family members must notify the Head of the assistance service, this service is included in the fee.

For special needs, it is possible to book a hairdressing service authorized by the Foundation for a fee. The barber enters the facility for shaving guests on Tuesdays, Thursdays and Saturdays from 7 onwards; Twice a month it is present in the structure for the haircut of guests who request it, the services are included in the fee.

### ***Specialist advice***

The Foundation avails itself of the collaboration of specialists, physiatrist, neurologist, psychiatrist provided by the health district.

### ***Cleaning services***

The cleaning service guarantees the cleanliness and hygiene of the premises according to the program and procedures identified in the cleaning and sanitization plan. Scheduled ordinary daily and extraordinary cleaning of all the guest's living environments, furnishings and equipment are guaranteed.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 15 di 33</b></p>
---	---	---

### ***Laundry service and cloakroom***

The in-house laundry takes care of the guests' personal clothes and all the linen used within the Foundation. At the time of entry into the facility, the guest must have all the personal equipment necessary for the stay, identified with a number assigned in the pre-entry interview. Woolen or particularly delicate garments should be avoided. Subsequent supplies must be delivered to the laundry contact person or whoever on her behalf by contacting her through the concierge.

### ***Meal service***

Meals are prepared directly from the Foundation's kitchen, by specialized personnel in strict compliance with the defined operating hygiene protocols, with the advice of a nutritionist. The careful choice of suppliers guarantees excellent food quality. It offers daily menus every day with the possibility of variation to satisfy every taste, the cuisine is typically Mediterranean with reference to typical regional dishes, with menus alternating every 5 weeks. The guest is allowed to choose the menu in respect of their religious affiliation.

Guests are served 3 main meals daily: 8.00 am breakfast, 11.30 am lunch and 5.30 pm dinner; and twice a week during the afternoon a snack is also served, at any time of the day the administration of drinks of your choice such as fruit juices, tea, etc., is favored and two additional administrations are scheduled, one in the morning and one in the afternoon to ensure a correct water intake.

Main meals are served in the dining rooms or rooms according to the needs and requirements of the guests.

To better meet the clinical needs of the guest, changes and additions to the meal are possible (e.g. from the diet for diabetics, low protein, low sodium, etc.). It is possible for family members to eat meals with the guest upon reservation and payment at the structure of the Residences house hotel.

### ***Concierge service***

The Foundation has a concierge open from 8.00 to 20.00. The staff in charge provides general information on the services active in the structure, takes care of the forwarding of telephone calls from outside for guests and for interested professionals and makes the calls requested from inside.

The persons in charge of the service provide information on the:

- the number and location of the guest's room;
- the entry and exit of guests and their temporary absences;
- the presence in service of the various professional figures;
- makes appointments for interviews for the social worker;

The concierge and switchboard service also takes care of carrying out a generalized control on movements in and out of the structure.

### ***Maintenance Service***

A specific maintenance service is operating within the Authority that provides for repairs and good conservation of the structure, equipment, systems and gardens.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 16 di 33</b></p>
---	---	---

### ***The library***

Within the Foundation in some sectors it is possible to find texts of various kinds.

### ***Safekeeping of valuables***

The Foundation suggests not to keep valuable personal items or sums of money with you, as it is not responsible for any theft. Important and/or confidential personal goods and/or documents can be kept in the safe located at the administrative offices, upon request of the guest or family member. A receipt will be issued for things received for delivery. Aids damaged by the guest accidentally or voluntarily will not be compensated by the Foundation.

It is strictly forbidden to bring dangerous material, electrical equipment, food or medicines into the Foundation without authorization from the Management. The Foundation declines all responsibility for any damage to property or people.

### ***Listening desk***

The listening desk is aimed at receiving the family members of the guests or the guests themselves who want to ask questions related to their own hospitalization or that of their loved one; they will be received by one of the members of the Foundation's Board of Directors.

The desk is open every Wednesday, in the morning from 9.00 to 12.00 and in the afternoon from 16.00 to 18.00. Applicants can book at the concierge specifying that they want to schedule an interview with one of the members of the Board of Directors.

### ***SERVICES NOT PROVIDED***

- Laboratory analyses and specialist tests not provided for in the health service handbook;
- Drugs and orthopaedic aids not provided for in the handbook of the health service;
- Costs for clothing purchases, laundry of delicate or non-washable personal garments, and other personal accessories;
- Funeral expenses in the event of the guest's death;
- Consumption charges related to private telephone equipment in the room;
- Hairdresser and barber expenses in addition to the service included in the fee;
- Assistance in the event of hospitalization in hospitals;
- Physiotherapy services in addition to the prescribed interventions;
- Any other service not provided for in the Service Charter;



	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 17 di 33</b></p>
---	---	---

## HOW TO ACCESS THE SERVICES

### **Private access**

The applicant can access by submitting the application delivered to the Foundation's secretariat office. The documentation is available at the concierge and on the website of the [www.operapiamastai.org](http://www.operapiamastai.org) Foundation .

### **Access in agreement with AST for protected residence and protected residence for dementia**

The applicant will be able to access it in an agreed form upon request of the general practitioner who draws up a special form to be submitted to the evaluation unit of the district of residence; after delivery, the applicant will be contacted by the UVI contact person who will agree on a home visit for the evaluation, which will result in the possibility of inclusion in the ranking list in the affiliated places.

### **Access with the AST for the dementia RSA**

The applicant will be able to access the affiliated places of RSA dementia at the request of the general practitioner who will draw up a special form to be presented with the neurological certification attached to the evaluation unit of the district of residence - Center for cognitive disorders and dementia (CDCD)

The forms are available at the Foundation's concierge and on the website [www.operapiamastai.org](http://www.operapiamastai.org) or requested from the social worker who sends them by email.

### **Access to affiliated mental health places**

To access the affiliated mental health places, the applicant must be reported by the mental health center where he or she is in charge.

### **Type of people welcomed**

- People over sixty-five years of age or younger, not self-sufficient whether of a mild, medium degree or total, in need of residential and health care, and people with dementia;
- Persons over sixty-five years of age or younger in conditions of self-sufficiency and for a particolare situation of personal or social fragility, are in need to resort to a collective residential service.

### ***Waiting list***

#### ***Private Parking***

The application must be submitted to the secretariat office of the Foundation will be registered and placed in a ranking that follows the chronological requirements of the submission. The application lapses after two years of permanence in the ranking, if you want to maintain the same position you must communicate it to the e-mail address of the social worker.

#### ***Affiliated place***

For the places affiliated with Protected Residence – Dementia Care Residence - Rsa Dementia, the AST reserves the right to draw up a ranking list that is sent monthly by e-mail to the social worker and the coordinator of health services from which the names to be entered at the Foundation are identified.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 18 di 33</b></p>
---	---	---

As for the mental health module, the Department of Mental Health contacts the facility to report any guests to be welcomed.

The Foundation reserves the right to examine serious cases for which entry is requested under an urgent procedure, in agreement with the AST.

### ***Admission procedure***

#### ***Private place***

The guest will be contacted by telephone by the Social Worker and must express the desire to accept or not the place within 24 hours of the call. The Social Worker will inform the guest/family member that, in the event of acceptance, the guest/family member must present himself for the pre-entry interview and will inform that Costs for clothing purchases, laundry of delicate or non-washable personal garments, and other personal accessories or on the subsequent date of entry indicated by the Social Worker in the pre-entry interview report.

#### ***Affiliated place***

For the affiliated place, the guest will be contacted by telephone by the Social Worker and must express the desire to accept or not the place within 24 hours of the call. The Social Worker will inform the guest/family member that, in the event of acceptance, the guest/family member must present himself for the pre-entry interview and will inform that the payment of the fee (only the hotel fee) will start after 48 hours from the acceptance itself manifested to the Social Worker or on the subsequent date of entry indicated by the Social Worker in the pre-entry interview report.

If the guest is not ready to be inserted, the renunciation is accepted, communicated to the AST and contacted later; you will move on to the next name in the ranking.

Once confirmation of the bed has been received, the family member is informed that the contract must be signed and that the hotel fee of the fee must be paid from the moment the contract is signed , the social worker arranges an interview with the guest's family member where he illustrates the services present in the service charter, delivers a copy if the applicant does not have one, Requires the documentation listed below:

- Identity document and tax code of the guest and their caregiver
- Health documentation/specialist visits
- If from hospital discharge letter
- Authorization for incontinence aids and/or walking aids.
- Disability report, if in possession.

The social worker delivers a reminder of how the entrance will take place with a copy of the Foundation's "quality policy" and the documentation relating to the rates in force, the day to sign the hospitality contract at the administrative offices is set and the day of entry will be agreed.

For people who have a dementia or psychiatric certification, who are unable to express valid consent, the application, accepted with reservations, is evaluated individually. Costs for clothing purchases, laundry of delicate or non-washable personal garments, and other personal accessoriesThe guest can keep his or her general practitioner or change it if he or she deems it necessary.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 19 di 33</b></p>
---	---	---

The administrative office must notify the Municipality of Senigallia within 20 days of entering the facility of the change of residence of the guest, as per registry regulation nr. 223 of 30/05/1989. Art. 13

### ***Service contract***

Before entry, the jointly and severally obligated family member will sign the assistance contract with the Foundation consisting of 4 points:

- 1) the Foundation undertakes to welcome guests and guarantees compliance with the charter of services.
1. the person jointly and severally liable declares
  - a) that I have read, to know, to accept unconditionally and to respect all the rules contained in the "Service Charter", currently in force, of which he declares to receive a copy, as well as of the other internal rules of the structure, currently in force, that regulate the operation of the structure
  - Same,
  - b) that you have visited the facility and to have independently and independently manifested the willingness to use social welfare services, health and hotel services, as better described in the "Charter of Services", considered as a whole, offered by the Opera Pia Mastai Foundation Ferretti,
  1. that he has read and that he has Read the contents of this Agreement carefully, Accepting the content in its entirety,
  - c) notes that the documents annexed and referred to are to be considered as an integral part of the, essential and substantial part of this agreement,
  - d) declares that he/she knows and unconditionally accepts the criteria for determining the tuition fee, as indicated in the "Service Charter", in the section entitled "Costs", and in the annex "MD0303.01\_13 Information on fees" and undertakes to pay the tuition by the 10th day of each month,
  - e) acknowledges that the Foundation, at the time of signing this contract, to guarantee punctuality payment of the tuition and other expenses incurred in favor of the guest, can request the release of a surety,
  - f) undertakes to promptly inform the Foundation of any provvedimenti limits adopted by the Court of First Instance (support administration, interdiction, incapacitation) in favor of the guest, delivering a copy of the relevant measure to the Administrative Office,
- 2) it is specified that the contract is for an indefinite period,
- 3) it is specified that any disputes will be handled by the Court of Ancona.

### ***The entrance***

The hospitality procedure is carried out every day except Saturdays and the eve of holidays, in the morning and by 10.30 am.

Upon entry, the guest and his family member will be welcomed by a team that will carry out an interview to acquire useful information from a health and welfare point of view.

The nurse will draw up a first Individualized Care Plan (PAI) to be shared with the family member.

In the following days, the head of the assistance service, the nurse in charge of the ward and the social worker follow the elderly person in his insertion to help him get to know the new environment.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 20 di 33</b></p>
---	---	---

After a month of stay, the nurse will fill in the Gefi form which confirms or modifies the initial fee.

The guest will bring with him:

- Comfortable and duly numbered personal clothing (as requested by the Institution and specified on the occasion interview with the Social Worker);
- Drugs in use;
- Diapers if used and authorized medical devices;
- Wheelchair if in daily use;

Typical day: The activities of the residences are organized approximately according to the following times

- Alarm clock      from hours 6:30 according to the guest's needs
- Breakfast        from hours 8.00 At 9.00
- Lunch             Hours 11.30 – 12.00
- Rest                according to the guest's needs
- Snack:            Hours 15.30 – 16.00 Tuesdays and Fridays
- Dinner:           ore 17.30 - 18.00

Throughout the day, entertainment activities, scheduled physiotherapy, weekly bathing, walking and hydration are carried out.

### ***Temporary Hospitalization or Respite***

The Foundation has a total of 2 beds in a double room and 1 bed in a single room, with the possibility of temporary hospitalization or relief and stay up to a maximum of 120 days that cannot be extended. At the end of the term, if the guest's exit is not spontaneous and the further stay is not expressly authorized, the Institution may discharge him or her ex officio. The services provided are the same as for beds in protected residences with and without an agreement. The fee is fully borne by the applicant.

The recipients will be:

- non- independent residents elderly people
- Elderly people who need social and health care for a period of time of time also for reasons related to the absence of the caregiver, or for those family members who manage an elderly person and who have need to take a break for personal and family reasons (problems Social).
- Patients discharged from hospital who need a period of convalescence

The forms necessary for entry into the temporary post are those used for private posts in which the reason for the temporary entry will be noted in the space of the title page specifying the period.

The forms can be downloaded from the Opera Pia Mastai Ferretti Foundation website or can be downloaded from the Foundation's concierge.

The application must be submitted by the interested party, the support administrator or a family member of reference to the administrative offices for the protocol. **The entry criterion follows that of private places.**

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 21 di 33</b></p>
---	---	---

### ***Module transfer***

The Head of the assistance service, after discussing with the Medical Director, reserves the right to make transfers from one module to another to ensure the best assistance and efficiency of the service to the guest. Transfers are made after a careful evaluation phase that takes place in monthly team meetings. The guest can also be transferred for internal organizational needs of the institution.

## **RIGHTS AND DUTIES OF THE GUEST AND CONDUCT TO BE FOLLOWED**

### ***Every guest has the right***

- To be assisted and cared for with courtesy, care and willingness to listen, in compliance with its own dignity and one's political and religious convictions.
- Confidentiality in the processing of personal data and protection of privacy.
- Preserve their individuality and identity through respect for their beliefs, opinions, feelings and the expression of one's personality;
- Preserving emotional and relational ties;
- Assistance with an individualized plan, periodically reviewed in team meetings.
- Safety and protection in case of emergency and danger.
- To criticism, proposing complaints that must be examined and fulfilled as far as possible.
- Obtain directly or through family members, all information about him, in full compliance with the confidentiality.

### ***Every guest has a duty***

- To behave with politeness and a sense of civility towards everyone, including the service staff.
- To respect the internal regulations of the structure.
- Allow service and cleaning staff to enter.
- Not to disturb other guests.
- To notify the staff in the event of any exits from the structure, even if accompanied by family members.
- To observe the times of the structure, of meals, of rest etc.
- Not to introduce food and alcoholic beverages into the structure, medicines, animals, objects dangerous for oneself and for others (food and drink brought by family members must be delivered exclusively to staff in service).
- To respect the ban on smoking inside the structure
- To keep the furnishings and equipment in good condition.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 22 di 33</b></p>
---	---	---

## RULES OF COMMUNITY LIFE

### The guest

- The Guest is allowed to customize their room, bringing with them personal items (not mobilio), in the respect for the rights and needs of other Guests.
- The use of radio-audiovisual equipment is allowed in your room and can be connected to the plant of the structure, keeping the volume level moderate, so as not to disturb the other Guests, it is Recommended use of headphones.
- It is forbidden for guests to go to the places reserved for service staff (kitchen, changing rooms, services Hygienic, ecc.).
- For fire prevention purposes, Guests are required to comply with the following provisions:
  - Do not use open flames, such as stoves or stoves of any kind;
  - Do not use personal electrical appliances or small appliances.
  - Smoking is prohibited in the rooms and common areas.
- observe the rules of hygiene of the environment and in particular of cleanliness and decorum;
- keep the accommodation, furniture, systems and equipment in the structure in good condition;
- Do not host outside people unless authorized;
- respect the times of community life and meals;
- not to carry out acts that may harm the neighbors or in general the guests of the structure;
- Do not keep perishable food in the room.

The Guest is forbidden to:

- Hang laundry on the windows;
- throwing garbage, garbage and water out of windows;
- empty into toilets, bidets, sinks, materials that clog or impair the proper functioning of the Pipelines;
- remove from the dining rooms or rooms what constitutes their equipment;
- remove food and drinks from dining rooms.
- Communicate any departures and communicate the return times to the concierge who will contact you with the department.

### Family and friends

- Family members are made aware of and share their loved one's Care Plan (PAI) by signing it, as defined in the internal procedure.
- Basic assistance, such as daily hygiene, dressing, weekly bathing, food and the organization of life in structure is entrusted exclusively to the Foundation's social and health staff; therefore, it is advisable that the family member does not interfere in the tasks by respecting the times of entry into the structure, also for the respect of the privacy of other guests.
- For external specialist visits, ordinary or urgent, requested by the general practitioner of the guest is the presence of a family member or a person they trust is appropriate; for transport arranged from structure proceed as described in the document "Medical transport"; In any case, the family member

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 23 di 33</b></p>
---	---	---

is required to be available during the day of the visit for any information/complications inherent in the visit itself.

- For hygienic-sanitary reasons and to protect the health of the elderly, the family member is forbidden to bring and somministrare food prepared at home, can instead bring packaged food with a receipt, which allows you to trace its origin, which can only be administered to your loved one with the authorization of the nurse on duty. The property does not assume responsibility in the event that the guest, as a result of the intake of food not coming from the kitchen of the foundation, Present Health problems.
- Guests with various dietary problems will have a personalized diet based on Medical indications shared with family members, who are required to comply with these provisions. Otherwise, the foundation is not responsible for the work of family members, close friends who provide food to guests, the food provided, found in bedside tables, wardrobes, or in any case in places not suitable for storage will be collected by the staff.
- Family members are required to communicate their telephone contacts and email addresses and any changes to the Head of Assistance and to the administrative offices.
- Minors must always be accompanied by an adult.
- It is forbidden to leave sharp objects (scissors, razor blades, etc.) to the management of the guest without the authorization of the nurse on duty.
- Family members are required to deal only and exclusively with requests or reports from the own familiar.

### ***The Staff***

- The service staff is not authorized to handle money or valuables on behalf of the Guests or to keep valuables, bank passbooks, etc..
- Service staff must not be given any financial reward for the services rendered Guests

## **THE COSTS**

### ***Guest Type***

The amount of the fee is set on the basis of the psycho-physical conditions of the guest:

Self-sufficient, people who are able to carry out the common activities of daily life independently and are able to integrate socially into the group.

Semi-self-sufficient, people who need partial assistance in carrying out some daily activities.

Not self-sufficient, people completely dependent on the welfare service.

Demented people suffering from cognitive impairment.

To determine the degree of self-sufficiency, the GEFI scale is applied, which is filled in by the head nurse in cooperation with the Head of the Assistance Service one month after entry, on an annual basis and at each change in the guest's condition, this involves the modification of the fee which will be communicated by letter to the guest's family member by the administrative offices.

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 24 di 33</b></p>
---	---	---

### ***Tuition fees***

The amount of the daily fee is approved by the Board of Directors in relation to the cost of the services provided provided for in Annex **MD0303.01\_13 INFORMATION ON FEES**.

In the event of a change in the fee, the Foundation will inform the obligors by written communication, at least 20 (twenty) days before the application. The obligors, within 7 (seven) days, will have the right to withdraw from the Entry Contract by written notice to be sent to the Foundation.

The Entry Contract will be considered terminated with the exit from the structure, by and at the expense of the Obligors, within 5 (five) days from receipt of the withdrawal manifestation.

In the silence of the Obligors, after 10 (ten) days from the receipt of the relevant communication, the fee as changed will be considered accepted.

The guest welcomed at the Foundation is required to pay a monthly fee by the 10th of each month. The payment methods provided for the tuition are:

- BANK TRANSFER
- CASHIER
- PAYMENT TO THE BURSAR AT THE ADMINISTRATIVE OFFICES
- PAYMENT BY DEBIT CARD – CREDIT CARD

The request to use a double room for single use will be evaluated by the Social Worker, after hearing the Head of Welfare Services and informing the Management.

### **Affiliated regime for the RSA dementia module**

*For those who use the RSA dementia module, the AST takes care of the:*

- *Of the entire tuition for the first 60 days*
- *Of the health fee only from the 61st day*

*After the 61st day, the hotel fee is charged to the guest*

### ***Reserved seat maintenance:***

*From the moment the Social Worker calls the applicant on the waiting list, informing of the immediate availability of a bed or room, there is 48 hours for the signing of the contract valid as acceptance. From the day of signing, the obligation to pay the fee (hotel fee) begins as a booking effect of the bed, even if not physically occupied.*

*In case of late entry:*

*The private bed is kept through the payment of the fee.*

*In case of hospitalization:*

- The bed is kept until discharge, in which case the payment of the fee will be made in the measurement of the 50%

In the event of voluntary absence of the guest, the bed can be kept without prejudice to the payment of the fee to the extent of 100%, from the eighth day the fee will be reduced by 25%



	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 25 di 33</b></p>
---	---	---

### Fee Reduction

There is a reduction in the fee for the amount of € 60 per month for feeding through Peg or SNG

### The tuition includes

For affiliated guests, the fee is made up of a health fee paid by the health service and a hotel fee paid by the guest or alternatively by the Municipality in the event that the guest has a low income and the request must be forwarded to the Municipality of residence.

For private places, the fee is fully paid by the guest.

### For both types, the fee includes:

- **Food** includes breakfast, lunch and dinner, snack and hydration. For special diets will be proposed by the doctor based on clinical needs.
- **Health care** Guests benefit from the services provided by the health service (devices, affiliated medicines, etc.) and the assistance of qualified personnel.
- **Health and social care services** Guests benefit from nursing and social care care, under the supervision of the care services manager and the health services coordinator, the health director and the management.
- **Motor and rehabilitation activities** : the guest benefits from rehabilitation activities under the supervision of the doctor and physiotherapists
- **Laundry service** : the service is internal and is carried out daily
- **The hairdressing service** provided every 3 months
- **Barber service provided** 3 times a week and twice a month for hair cutting
- **Podiatrist service** provided twice a month
- **Hotel services** the patient room is equipped with a bathroom, equipped with the necessary linen, cleaning is carried out several times a day, each room is equipped with a bell and telephone on request.
- **Religious service** the chaplain of the Foundation is available every day.
- **Psychology service** : the psychologist is present twice a week
- **Foundation transport service** provided in agreement with an external body
- **Social assistance service** : the social worker is present every morning from Monday to Friday and 3 afternoons a week.

### The tuition does not include

#### For both private and affiliated guests, the fee does not include:

- **The services guaranteed by the NHS**
- **Adjunctive physiotherapy**
- **Customized additional rehabilitation packages**
- **Transport service with the Red Cross, unless authorized by the general practitioner.**

	<p>Titolo documento</p> <p style="text-align: center;"><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 26 di 33</b></p>
---	---	---

### ***Security deposit***

Before signing the hospitality contract, a security deposit equal to one month's rent of the amount of the expected fee must be paid, this deposit is not provided for those who use the RSA dementia module and for those who have the integration from the Municipality.

The non-interest-bearing security deposit will be returned in full at the time of discharge, except for compensation for any suspension of payment, following a request by filling in the MD01\_36 Request for Return of Security Deposit. If the guest, for any reason, renounces or leaves the assigned bed, within 60 days of admission, the security deposit will be returned in the percentage of 50%, without prejudice to the obligation to pay the monthly fee for the period of use of the services.

### ***Deposit of the Medicines and Other Expenses Fund***

The guest must leave a fund of € 200.00 in deposit at the administrative office for the costs of class C drugs, and for those which, although paid for by the national health service, have a ticket provided for by the guest.

Transport with the Red Cross is the responsibility of the guest when it is not approved by the National Health Service, while internal transport is regulated as per the indications provided in the relevant form

## **RESIGNATION**

### ***Voluntary resignation***

Voluntary resignation must be communicated to the social worker and/or assistance services manager at least 15 days in advance, in writing.

### ***Resignation from office***

Resignations can take place for:

- For proven incompatibility with community life and the rules of coexistence
- For serious non-compliance with the rules of conduct that govern the life of the Facility by the user and/or his family members
- For proven state of danger to oneself and others
- Due to serious deterioration of the relationship of mutual trust between the Foundation and the guest or his family members
- For non-payment of the tuition fee after 30 days from the expiry of the last month paid
- For non-acceptance of the fee revision
- Revocation of consent given to the processing of personal data and/or health data and/or consent to the performance of medical acts for the protection of health
- Due to expiry of the term of 120 days of temporary hospitality
- By death of the guest

At the time of discharge, which involves returning home, the health personnel will guarantee the family members of reference all the information and training suitable for carrying out the correct care activities to be provided at home.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 27 di 33</b></p>
---	---	---

Upon the Guest's resignation for any reason, the items left in storage and not collected within 3 (three) months will be disposed of.

## METHODOLOGICAL ASPECTS AND QUALITY CONTROL OF SERVICES

The Opera Pia Foundation has several tools in use to ensure quality control. The tools used are:

The Individualized Care Plan. The Individualized Care Plan (PAI) is a tool that from the analysis of needs identifies a care path and the objectives to which it must reach, meaning by "Objective" a hypothesis on what the condition of the elderly will be after the planned care intervention.

The objectives are a point of arrival resulting from the care interventions and their monitoring requires indicators that guarantee the measurability/comparability between the state before and after the implementation of the care process in order to avoid subjective evaluations. It is completed and shared with the guest's family member at the entrance, updated every 6 months or when an important change is detected, the objectives achieved or not achieved are discussed in the team.

Teamwork. Teamwork is necessary to convey that sense of well-being, effectiveness, safety and professionalism to the people who receive the services, a sense of full and complete welcome, reduces the rush to univocal consultations, opting for the union of individual opinions to have greater clarity. Taking charge of the guest inevitably improves the quality of the response and consequently the relationship, it is guaranteed once a month with all the professionals who are in charge of the guest.

Visits by the certifying body annually the certifying body will verify the correct functioning of the internal processes of the structure, the Foundation will have to demonstrate and document the continuous improvement of the services to satisfy users and give value to the Foundation over time.

Model complaints and suggestions. Guests and family members can submit complaints and/or suggestions about the services and/or the behavior of the staff for acts and actions that have generated inefficiencies or caused their dissatisfaction with the services offered by the Foundation, they can use the appropriate form at the entrance of the structure where a collection mailbox is located. The report can also be made anonymously by noting your observations.

The form (**MD01\_19**) is also available on the website where it can be downloaded.

Guests and their family members can submit complaints and complaints, including verbal ones, to the coordination group and management. The Foundation examines the report received and undertakes to give a response to the report received, if the topic requires more time to be discussed, it will update the whistleblower

Staff training and refresher courses : the Foundation has an annual training plan in order to ensure the professional enrichment of each operator in order to maintain qualified services that respond to every social and health care complexity of the guest.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 28 di 33</b></p>
---	---	---

**Written Information Systems:**

- individual electronic record, where falls, pressure sores, the use of psychotropic drugs and catheterization are recorded;
- Protocols, procedures and work plans are verified

**Satisfaction questionnaire** to analyze the quality of services and the degree of satisfaction, and answer, the Foundation makes available at the entrance of the structure and on the website the paper questionnaire that can be filled in and posted in the container at the entrance of the structure, the result will be evaluated every 4 months and shared annually with family members.

***Implementation of Legislative Decree no. 81/2008 and Operational Emergency and Evacuation Plan***

The Foundation has complied with the obligations contained in Legislative Decree no. 81/2008 regarding the safety of workers and residents in the structure by appointing a Prevention and Protection safety manager and drawing up a risk assessment document with a suitable emergency plan.

## **Committee of Family Members**

The Foundation encourages and promotes the presence of the Committee of the Guests' Families which, acts in compliance with the Statute and has the following functions:

- collaboration aimed at improving the quality of the services offered to guests also through constructive reporting of any problems or dysfunctions;
- collaboration for the complete and timely dissemination of information, whether internal or external, to families and guests;
- formulation of suggestions and proposals and possible promotion of supplementary initiatives, authorized by the Foundation, for the better implementation of assistance programs aimed at raising the quality of the services offered;
- participation in the consultation phase on issues related to assistance

The Committee is made up of up to a maximum of 15 participants and its members appoint from 1 to 3 contact persons. The members sign the authorization to publish the names on the bulletin board inside the Pio Plant and the contact persons the authorization to publish their telephone number on the bulletin board as well. The Committee shall meet with the Board of Directors or the Chairman either at its own request or at the invitation of the Chairman.

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 29 di 33</b></p>
---	---	---

## OTHER NEWS

### ***Private Assistance***

The Foundation ensures its guests all necessary assistance. In exceptional cases, if family members deem it necessary, it is possible to insert private assistance operators at certain times of the day with the authorization of the President respecting the indications in the regulations of private assistance that can be found at the administrative offices.

### ***Voluntary work***

The Foundation recognizes the social value and function of volunteering as an expression of participation, solidarity and pluralism, promotes its development while safeguarding its autonomy and favors its original contribution to the achievement of the social, civil and cultural purposes identified by the Foundation.

The organization promotes maximum collaboration with voluntary associations and structures their interaction with specific Regulations that can be requested from the social worker.

The volunteers who work within the organization belong to the following associations:

- Avulss
- The Seed
- Time Bank
- The Swallows

Their presence in the facility is traced by a register deposited at the concierge where the volunteer can affix his or her signature. The activities they will carry out will support entertainment as well as recreational initiatives. During the holidays on a periodic basis, the Foundation welcomes singing initiatives proposed by associations.

Associations, schools and other institutions must agree with the social worker by e-mail.

### ***Communication with local services***

Communication with local services is carried out by various means of transmission, including:

- Letters;
- Telephone, and e-mail;
- Brochure;

External communication takes the form of a series of activities based on the target audience and the goal to be achieved.

### ***Privacy Policy***

The Foundation ensures the collection of personal data, including personal data, telephone data to its guests and their guarantors or guardians in compliance with the EU privacy law of 2016/679. The main purposes of data collection are related to:

- administrative management
- care of the guest in the Foundation

	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 30 di 33</b></p>
---	---	---

The data relating to the health of the guest are communicated within the Foundation to the employees who need to know them in relation to their task in order to proceed with the provision of assistance, care and rehabilitation services. All social and health workers are bound by official secrecy and committed to guaranteeing the privacy of the guest.

The Data Controller of the Foundation's database is the Director;

The person responsible for the processing of health data is the Medical Director.

The supplier privacy policy pursuant to Article 13 of the GDPR is always available at the following link:  
<https://www.operapiamastai.org/privacy-policy//>.

### **Insurance coverage**

The Opera Pia Mastai Ferretti Foundation is equipped with insurance coverage for Third Party Liability and Civil Liability for Workers relating to the risks of accidents or damage suffered, caused by guests, staff or volunteers

### **Issue of a copy of the clinical documentation**

A copy of the **medical record** must be requested by filling in the appropriate form attached to the Service Charter which can be found at the administrative offices or downloadable from the website. After filling it out, it must be delivered or sent by email to the social worker; within 30 days from the date of the request, this will be processed.

For **single documents**, such as copies of individual **reports or visits** or other, for non-deceased guests, the request. It must be done to the Medical Director, who will then manage the process, processing the request within 8 days of receiving the email.

For the issuance of the required health documentation, a refund will be requested according to the contents of the request form relating MD01\_29 CLINICAL DOCUMENTATION REQUEST FORM

## **ADDRESSES**

### **Contact us**

Those who need information and insights on the subject:

- the services offered by the structure;
- Upon submission of the application;
- How to fill out the application;
- Understand how to access private and affiliated places concerning all modules;

Can:

- arrange an interview with the social worker, through the concierge on 071/791881;
- receive telephone information from the Social Worker, always passing through the concierge;
- write to the email address [valentina.sipari@operapiamastai.it](mailto:valentina.sipari@operapiamastai.it)

Any communications and requests can be sent to the following addresses:



**OPERA PIA MASTAI FERRETTI FOUNDATION****Via F. Cavallotti, 36 – 60019 Senigallia (AN)****Tel. 071.791881 Switchboard/concierge**Email address: [segreteria@operapiamastai.it](mailto:segreteria@operapiamastai.it)Certified e-mail address: [mastaiferretti@pec.it](mailto:mastaiferretti@pec.it)

P.Iva e C.F.: 00091030429

**Where it is located**

The Opera Pia Mastai Ferretti Foundation located in Viale Cavallotti 36, is located in the historic center of Senigallia, well connected with all the public services provided by the city, is easily accessible to guests and easily accessible by their families.

**How to get there**

**By car:** Highway A14 exit Senigallia, take Provincial Road 360, direction Viale Giordano Bruno and continue along Via Carlo Pisacane in the direction of Via Felice Cavallotti 36

**By Train:** Senigallia railway station, located 750m from the Foundation

**Plane:** Raffaello Sanzio Airport of Ancona – Falconara about 23 km from the hotel

**Ship:** Port of Ancona about 28 km from the Foundation



	Titolo documento  <b>CHARTER OF SERVICES</b>	Cod. identificativo  <b>MD01_03 Rev. 5</b> DATA: 06/06/2025 Pagina 32 di 33
---	--	---

## INDICATORS AND QUALITY STANDARDS

The Opera Pia Mastai Ferretti Foundation is oriented towards the constant improvement of the services and benefits provided to better meet the needs of guests and their families. In this perspective, it has developed quality standards that allow it to continuously monitor the services and performances rendered. To this end, "Quality Indicators" collected by macro-areas have been identified. For each indicator, standards have been identified that the Opera Pia Mastai Ferretti Foundation is committed to respecting; Any deviation from these standards is subject to constant monitoring with the help of IT means, with a view to continuous improvement of the services offered. Some indicators monitored are presented below:

PROCESS/ REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	Process/Area of Reference
Acceptance and Reception	I94	<b>Reception interview and visit to the facility</b> (Admission interview by the head nurse, the Head of Care, the Health Services Coordinator and the Social Worker)	<b>100 %</b> by the day of admission	Pre-entry documents
Acceptance and Reception	I95	<b>Nursing Assessment</b> (Carrying out an entrance assessment by the nurse)	<b>95 %</b> within 8 hours of the Guest's entrance	Medical record
Acceptance and Reception	I96	<b>First medical examination</b> (first medical examination by the General Practitioner)	<b>98 %</b> within one week of entry in the event that a new GP is appointed	Medical record
Acceptance and Reception	I97	<b>First physiotherapy visit</b> (first physiotherapy visit)	<b>100 %</b> within 1 week of the Guest's entry within 1 week of the Guest's entry	Medical record
Hospitality and Inpatient	I98	<b>Drafting of the Individualized Care Project (PAI) for the new Guest</b> (drafting of the 1st PAI)	<b>98 %</b> within 2 days of entry	PAI
Hospitality and Inpatient	I99	<b>Review of the Individualized Care Project (PAI)</b> (drafting of the revision PAI and/or updated on schedule)	<b>100 %</b> MOT no later than 180 days after the previous one <b>95 %</b> Update within 6 days of the event if necessary	PAI
Hospitality and Inpatient	I100	<b>Sharing of the Individualized Care Project (PAI)</b> (sharing of the PAI with family member/contact person/support administrator)	<b>100 %</b> no later than 10 days after writing	Guest Diary



	<p>Titolo documento</p> <p><b>CHARTER OF SERVICES</b></p>	<p>Cod. identificativo</p> <p><b>MD01_03 Rev. 5</b>  DATA: 06/06/2025  <b>Pagina 33 di 33</b></p>
---	---	---

PROCESS/ REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	Process/Area of Reference
Hospitality and Inpatient	/	<b>Interview with the facility doctor</b> (guaranteed the possibility of having an interview with the facility doctor)	Every Wednesday from 10 to 12 by appointment	/
Hospitality and Inpatient	/	<b>Continuous presence of nursing staff</b> (presence of the nurse in the facility 24 hours a day)	<b>100 %</b>	Working Time Coverage and Shift Summary
Hospitality and Inpatient	I64	<b>Adequacy of pressure injury prevention activi- ties</b> (rate of occurrence of pressure injuries (new) - n° guests with injuries arising during hos- pitalization / total number of guests)	<b>&lt; 10 %</b>	Medical record Registro incident reporting
Hospitality and Inpatient	I65	<b>Guest Falls</b> (rate of accidental falls / number of guests)	<b>&lt; 15 %</b>	Registro incident reporting
Hospitality and Inpatient	/	<b>Scheduled team meetings</b> (participation rate in periodic team meetings)	<b>98 %</b>	Meeting minutes
Hospitality and Inpatient	/	<b>Correct and timely information to family mem- bers</b> (timely communication to family members about changes in the guest's state of health, adverse events, referral to the ED, etc.)	<b>100 %</b> entro 2 ore	Guest Diary
Quality	/	<b>Customer Complaints</b> (total number of customer complaints / total number of guests)	<b>&lt; 5 %</b>	NC-reclami registration
Resource Management	I14	<b>Staff training</b> (training activities are guaranteed to all staff – and exclusion of compulsory training)	<b>100 %</b> at least 15 hours per year	Training plan
Resource Management	I17	<b>Operator Satisfaction</b> (score achieved / maximum score) x 100	<b>&gt; 85 %</b>	Operator satisfaction questionnaire report