



Titolo documento

## CHARTER OF SERVICES ALZHEIMER'S DAY CENTER

Cod. identificativo

**MD03.04\_03 Rev. 3**

DATA: 27/08/2025

Pagina 1 di 20



### **OPERA PIA MASTAI FERRETTI FOUNDATION** *Elderly care facility*

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

## **CHARTER OF SERVICES ALZHEIMER'S DAY CENTER "IL GRANAIO"**

### **PRESIDENT**

(F.to Dott. Giovanni Bompuzzi)

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MEDICAL DIRECTOR  
(F.to Dott. Fabrizio Volpini)

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DIRECTOR  
(F.to Dott.ssa Laura Cionco)

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HEAD OF THE ALZHEIMER'S DAY CENTER  
**IL GRANAIO**  
(F.to Dott.ssa Barbara Fontana)

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## INDEX

<b>INDEX.....</b>	<b>2</b>
<b>INTRODUCTION.....</b>	<b>4</b>
<b>PRESENTATION OF THE FOUNDATION AND INSTITUTIONAL PURPOSES .....</b>	<b>4</b>
<b><i>HISTORY OF THE INSTITUTION.....</i></b>	<b>4</b>
<b><i>THE ADMINISTRATION.....</i></b>	<b>4</b>
<b><i>THE BUILDING COMPLEX .....</i></b>	<b>4</b>
<b><i>PURPOSE OF THE INSTITUTION .....</i></b>	<b>4</b>
<b><i>QUALITY CERTIFICATION.....</i></b>	<b>5</b>
<b><i>MISSION .....</i></b>	<b>5</b>
<b><i>PRINCIPLES .....</i></b>	<b>5</b>
<b>THE ALZHEIMER'S DAY CENTER THE GRANARY .....</b>	<b>8</b>
<b>THE STRUCTURE OF THE ALZHEIMER'S DAY CENTER THE GRANARY.....</b>	<b>9</b>
<b>INTERIOR SPACES.....</b>	<b>9</b>
<b>OUTDOOR.....</b>	<b>12</b>
<b><i>Main garden.....</i></b>	<b>12</b>
<b><i>Sensory garden.....</i></b>	<b>12</b>
<b><i>Car park .....</i></b>	<b>12</b>
<b>PURPOSE .....</b>	<b>12</b>
<b>RECIPIENTS .....</b>	<b>12</b>
<b>REGULATION .....</b>	<b>13</b>

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 3 di 20</p>
---	---	---

<b>HUMAN RESOURCES</b> .....	13
<b>HOW TO ACCESS THE SERVICES</b> .....	14
<b>WAITING LIST</b> .....	14
<b>PERFORMANCE</b> .....	14
<b>COMMITMENTS AND PROGRAMS</b> .....	15
<b>ORGANISATIONAL METHODS OF THE SERVICE</b> .....	15
<b>RIGHTS AND DUTIES OF THE GUEST</b> .....	16
<b>QUALITY, MONITORING, EVALUATION AND IMPROVEMENT OF THE SERVICE</b> .....	18
<b>RECAPITI</b> .....	20

	<p><b>Titolo documento</b> <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b> <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 4 di 20</p>
---	--	--

## 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 designated 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.

### ***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-self-sufficient, demented, self-sufficient guests and for mental health, in a residential regime.

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 5 di 20</p>
---	---	---

## **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:

- a) 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.
- b) 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.
- c) To develop a mode of intervention for projects focused on teamwork in order to achieve the effective integration of social and health services.
- d) 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:

### **Involve**

The user's family must be encouraged 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 treatment process through communications from the President via E-Mail, with periodic meetings, 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.

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

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 6 di 20</p>
---	---	---

## **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.

## **Relationships**

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.

## **Relationships**

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

## **Right of choice**

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 and health care services.

	<b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b>	<b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 7 di 20
---	--	--

The **Opera Pia Mastai Ferretti Foundation**, in defining its corporate policy through the clarification of the charter of services, mission, vision, values and corporate goals, 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)

	<p><b>Titolo documento</b></p> <p><b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b></p> <p><b>MD03.04_03 Rev. 3</b></p> <p>DATA: 27/08/2025</p> <p>Pagina 8 di 20</p>
---	---	---

## THE ALZHEIMER'S DAY CENTER THE GRANARY

Since April 2003 there has been a semi-residential service called "Alzheimer Day Center IL GRANAIO" within the Opera Pia Mastai-Ferretti Foundation. It is currently established on an agreement between AST and the Union of Municipalities Le Terre della Marca Senone as clients and the Opera Pia Mastai-Ferretti Foundation as owner, the service is managed by an external body (Cooperativa Polo9).

Aimed specifically at people with cognitive impairment, it is a bridge between the family reality and hospitalization, it allows the elderly, even partially non-self-sufficient, to have adequate assistance throughout the day, without interrupting those emotional and social ties that represent the most important aspect of relational life. A professional experience has therefore been implemented to be made available to a service with the aim of slowing down the course of those events that generally result in institutionalization.

At the same time, the service is aimed at the entire family unit of the elderly person, who is always considered to be the holder of autonomous resources who, if supported through adequate support intervention, can continue to exercise their roles of protection, care and maintenance of the elderly at home.

	<p>Titolo documento <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p>Cod. identificativo <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 9 di 20</p>
---	---	---

## THE STRUCTURE OF THE ALZHEIMER'S DAY CENTER THE GRANARY

The Alzheimer's Day Center "Il Granaio" is located in via Cavallotti n° 36 in Senigallia, shares the external courtyard with the Opera Pia Mastai-Ferretti Foundation, the premises are however completely separated from it. The activity is carried out on the ground floor of the pavilion adjacent to the Mini Apartments (former granary). It consists of several rooms. In the semi-residential structure, the spaces for daytime reception consist of a lounge, refectory, laboratory, motor activity room, music room, clinic.

The Head of the Center is Dr. Barbara Fontana, an employee of the Polo9 Cooperative with an office located in the same premises of the Center.

## INTERIOR SPACES



**Fig. 1 Recreational activities hall**



Titolo documento

## CHARTER OF SERVICES ALZHEIMER'S DAY CENTER

Cod. identificativo

**MD03.04\_03 Rev. 3**

DATA: 27/08/2025

Pagina 10 di 20



**Fig. 2 Refectory**



**Fig. 3 Physical activity room**



Titolo documento

## CHARTER OF SERVICES ALZHEIMER'S DAY CENTER

Cod. identificativo

**MD03.04\_03 Rev. 3**

DATA: 27/08/2025

Pagina 11 di 20



**Fig. 4 Music room**

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 12 di 20</p>
---	---	--

## 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 created 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 property has a large car park.

## PURPOSE

The social and health care provided in the Day Centre pursues the following purposes:

- a) To support and assist the elderly person with cognitive impairment and partially self-sufficient with integrated social and health services carried out in a semi-residential regime.
- b) To guarantee methods of educational intervention and activities of cognitive stimulation, animation and socialization aimed at stabilizing the disease, maintaining autonomy and residual abilities, safeguarding the affective and relational life 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.
- c) To develop an intervention mode for individualized projects focused on teamwork in order to achieve the effective integration of social and health services;
- d) Supporting the family and involving them in a supportive and participatory collaboration in assistance, recovery and resocialization plans.
- e) Provide temporary relief to family members of users.
- f) Provide an alternative to hospitalization in institutions
- g) Help, train and inform families in the management of the care, emotional and relational burden

## RECIPIENTS

The Day Centre can accommodate people suffering from mild to moderate dementia/Alzheimer's disease, partially not self-sufficient or at risk of loss of autonomy, who are residents of the Municipality of Senigallia or in the Municipalities of AST 2, Union of Municipalities Terre della Marca Senone who have needs that cannot be sufficiently managed at home, but not yet of such an extent as to require inclusion in structures with a residential character.

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 13 di 20</p>
---	---	--

## REGULATION

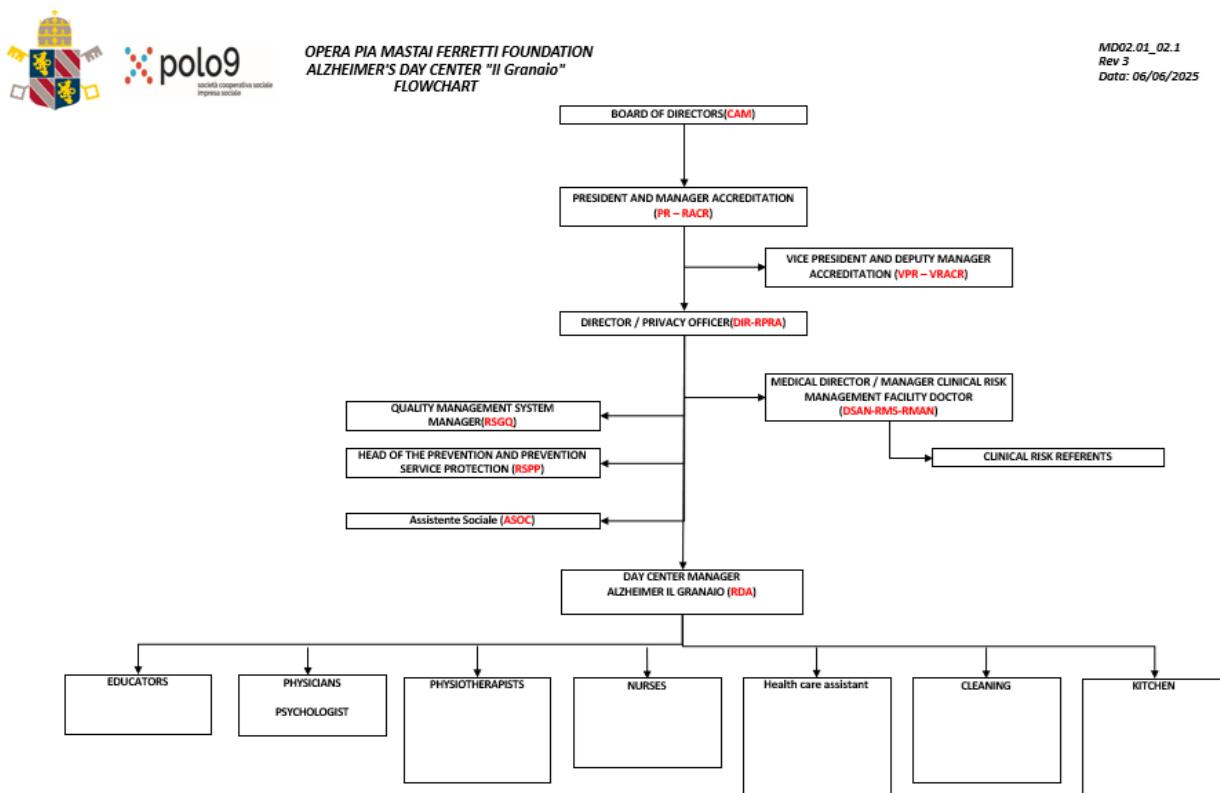
The criteria for admission, extension and discharge to the "Il Granaio" Day Centre are defined by the Centre for Cognitive Disorders and Dementia (CDCD) in integration with the Integrated Evaluation Unit, to which interested citizens can contact by e-mail (fabio.izzicupo@sanita.marche.it).

## HUMAN RESOURCES

In the Day Centre, various social and health professionals work in an integrated manner:

- Responsible
- Nurse
- Psychologist
- Therapist
- Professional Educator
- Social and Health Worker

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



	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 14 di 20</p>
---	---	--

## HOW TO ACCESS THE SERVICES

The forms necessary for the acceptance of the application for admission to the II Granaio Alzheimer Day Center can be downloaded from the AST website or requested by email or telephone to the Head of the Center or to the contact person for Cognitive Disorders and Dementia of the Health District and must be delivered by the interested parties by e-mail (fabio.izzicupo@sanita.marche.it) or by hand delivery to the PUA counter at the offices of the Health District.

## WAITING LIST

Based on the number of applications, the UVI commission, composed of a neuropsychologist from the Center for Cognitive Disorders (CDCD) DSB4, a professional nurse PUA-UVI DSB4, an ATS8 Social Worker and the Head of the Granary - Polo9, meets to evaluate those who have applied for admission to the Day Center.

A ranking of the people assessed as suitable is drawn up during the commission.

## PERFORMANCE

The services provided at the Day Centre are divided into "ordinary services" and "special ordinary services". **Ordinary Services**, includes those services routinely offered, provided for in the cost contribution and listed below:

- ✓ Cognitive rehabilitation activities, reality orientation therapy through the recovery and enhancement of memory and spatial-temporal orientation
- ✓ Recovery/maintenance of functional and daily living skills (dressing, eating, continence, personal care, money management, phone use, etc.)
- ✓ Motor skills recovery/maintenance activities
- ✓ Recreational and occupational activities (exercise of arts, crafts, domestic activities, etc.)
- ✓ Audiovisual activities (listening to music, singing, etc.)
- ✓ Mediation and support between the guests welcomed
- ✓ Information interventions aimed at family members
- ✓ Nursing interventions
- ✓ Neurological medical-specialist interventions
- ✓ Psychological interventions
- ✓ Interventions aimed at integration with the territory
- ✓ Meal service

### ***Special ordinary services***

Ordinary special services include:

- ✓ Canteen service. The canteen service is able to offer guests a wide choice on the menu. Each day the typical meal consists of a first course (to choose from 5 options), a second course (to choose from 6

	<p><b>Titolo documento</b></p> <p><b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b></p> <p><b>MD03.04_03 Rev. 3</b></p> <p>DATA: 27/08/2025</p> <p>Pagina 15 di 20</p>
---	---	--

options), a side dish (to choose from 4 options), as well as fruit and bread. This offer is subject to change in the presence of food intolerances or temporary indispositions.

- ✓ The service also allows you to make the selection within the menu, taking into account your religious observances.
- ✓ Social Worker Intervention. The intervention of the Social Worker is ensured according to the needs of the guests.
- ✓ Respite care service. The Centre guarantees the possibility of occasional admissions to provide families with relief, subject to availability of places.

## **COMMITMENTS AND PROGRAMS**

The Centre intends to implement commitments and programmes in the following areas:

- a) Relationship between operators and users. The structure is committed to immediately encouraging dialogue and listening to the user, respecting the uniqueness of each one, in order to enhance their individual skills, according to the principles that orient and guide the activities of the Center.
- b) Humanization and personalization. The Center takes the person in high esteem before his illness and enhances his personal resources. The objectives are to encourage the use and temporary maintenance of residual capacities.
- c) Reception and information. The reception phase is the guest's first contact with the facility. For its management it represents a crucial moment; It is important to dedicate time to the person being assisted and their family members to understand their needs and ensure the personalization of the intervention program.

Commitments and programmes are also drawn up on the basis of the collection of the quality indices reported in the paragraph "QUALITY, MONITORING, EVALUATION AND IMPROVEMENT OF THE SERVICE" of this document.

The long-term goal is to achieve 100% of the quality indexes.

## **ORGANISATIONAL METHODS OF THE SERVICE**

- a) The Service is provided 240 days a year, on non-holiday days from Monday to Friday from 08.30 to 17.00; the Centre remains open until 5.30 pm, to allow staff to tidy up materials and premises and compile daily documentation;
- b) The closure calendar of the Center is scheduled by the Head of the Center and communicated through the Opera Pia Mastai Ferretti Foundation in the person of the Director and transmitted to the Union of Municipalities of the Lands of the Marca Senone

	<p><b>Titolo documento</b>  <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b>  <b>MD03.04_03 Rev. 3</b>          DATA: 27/08/2025          Pagina 16 di 20</p>
---	---	--

c) Flexible attendance methods are provided: full-time or part-time (morning or afternoon, with or without lunch) according to the scheme shown in the list:

- ✓ 08,30 - 17,00 from Monday to Friday with lunch consumption (full time)
- ✓ 08,30 - 14,00 or 12,00 – 17.00 Monday to Friday with lunch (part-time with lunch)
- ✓ 9,00 – 12,00 or 14,00 – 17,00 Monday to Friday without lunch (part-time without lunch)

The staff of the structure operates according to what is established in the annual programming, all the activities carried out put "the person" in the foreground, consequently ensuring the development of individualized care projects (PAI) that provide for maximum operational integration between the various professional figures and the user's family and in which the goals to be achieved are set, through a wide operational flexibility between the health and care staff to guarantee the full satisfaction of people's primary needs, needs that are closely linked to each other.

The service involves a participation in the expense by the citizen user based on the principles defined by the Office of Social Policies and Socio-Health Integration of the Municipality to which he belongs.

## DAY CENTRE SAFETY

The Foundation guarantees the utmost attention to the health and safety of its workers, users, family members and visitors. In compliance with applicable legislation, it manages and monitors all the facilities in the structure and the equipment in use, ensuring the correct and timely execution of ordinary and extraordinary maintenance through specialized maintenance technicians.

All staff are regularly trained in occupational health and safety in compliance with current legislation. The staff is equipped with clothing and protective equipment to be used during daily activities to protect them and the guests present.

## RIGHTS AND DUTIES OF THE GUEST

Each guest has the right:

- ✓ To be assisted and cared for with courtesy, care and willingness to listen, respecting one's dignity and one's political and religious convictions.
- ✓ Comfort, confidentiality, respect for privacy and protection of personal data.
- ✓ Safety and protection in case of emergency and danger.
- ✓ To retain their place at the Centre, in case of absence falling within the terms set out in the regulations
- ✓ To criticism, proposing complaints that must be examined and answered as far as possible.
- ✓ To be informed in a simple and clear way about treatments.
- ✓ To the participation also by family members in the improvement of the service.

	<p><b>Titolo documento</b></p> <p><b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b></p> <p><b>MD03.04_03 Rev. 3</b></p> <p>DATA: 27/08/2025</p> <p>Pagina 17 di 20</p>
---	---	--

- ✓ To choose between various types of menus or to take advantage of special diets in case of special needs (pathologies, intolerances, etc.).

Eligible family members can receive information on the Guest's condition from the Head of the Centre, based on their specific skills.

- ✓ Every guest has the duty:
- ✓ To behave with politeness and a sense of civility towards everyone, including the service staff.
- ✓ To respect the internal regulations of the structure
- ✓ Not to bring into the facility food and alcoholic beverages, animals, objects dangerous to oneself and others (food and drinks brought by family members must be delivered exclusively to the staff on duty).
- ✓ To respect the ban on smoking inside the structure.
- ✓ To keep the furnishings and equipment in good condition.
- ✓ Pay the service fee regularly.

	<p><b>Titolo documento</b> <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b></p>	<p><b>Cod. identificativo</b> <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 18 di 20</p>
---	--	---

## QUALITY, MONITORING, EVALUATION AND IMPROVEMENT OF THE SERVICE

The structure places the full satisfaction of the user/customer at the center of its mission. The organization of the services is oriented towards the constant improvement of quality, made possible by a monitoring system that makes it possible to ascertain compliance with the minimum standards of effectiveness and efficiency of the service provided. The following table illustrates the dimensions of quality that are intended to be ensured, with reference to the personnel employed, the planning, management and effectiveness of the service. For each dimension, reference standards are defined that express the commitment made towards the recipients of the interventions:

PROCESS/ REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	Process/Area of Reference
Acceptance and Reception	/	<b>Reception interview and visit to the facility</b> (completion of the entrance interview by the Head of the Day Centre)	<b>100 %</b> by the day of admission	Pre-entry documents
Hospitality and Inpatient	/	<b>Drafting of the Individualized Care Project (PAI) for the new Guest</b> (drafting of the 1st PAI)	<b>95 %</b> within 1 month of entry	PAI
Hospitality and Inpatient	/	<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% update</b> within 6 days of the event, if necessary	PAI
Hospitality and Inpatient	/	<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
Hospitality and Inpatient	I83	<b>Guest Falls</b> (rate of accidental falls / number of guests)	<b>&lt; 4 %</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 members</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> within 2 hours	Guest Diary
Quality	I82	<b>Customer Complaints</b> (Total number of customer complaints / Total number of guests)	<b>&lt; 5 %</b>	NC-reclami registration

	Titolo documento <b>CHARTER OF SERVICES ALZHEIMER'S DAY CENTER</b>	Cod. identificativo <b>MD03.04_03 Rev. 3</b> DATA: 27/08/2025 Pagina 19 di 20
---	---	--

PROCESS/ REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	Process/Area of Reference
Resource Management	I74	<b>Staff training</b> (guaranteed training activities for all staff – and exclusion of compulsory training)	<b>100 %</b> at least 15 hours per year	Training plan



Titolo documento

## CHARTER OF SERVICES ALZHEIMER'S DAY CENTER

Cod. identificativo

MD03.04\_03 Rev. 3

DATA: 27/08/2025

Pagina 20 di 20

## RECAPITI

Eventuali comunicazioni e richieste possono essere inoltrate ai seguenti indirizzi:

### FONDAZIONE OPERA PIA MASTAI FERRETTI

Via F. Cavallotti, 36 – 60019 Senigallia (AN)

Numero Tel. **071.791881** Centralino/portineria

Indirizzo mail: [segreteria@operapiamastai.it](mailto:segreteria@operapiamastai.it)

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P.Iva e C.F.: **00091030429**

### FONDAZIONE OPERA PIA MASTAI FERRETTI - CENTRO DIURNO

Numero Tel. **0717918839**

Dott.ssa Barbara Fontana Tel. **3351209186**

### Dov' è collocata

La Fondazione Opera Pia Mastai Ferretti situata in Viale Cavallotti 36, si trova nel centro storico di Senigallia, ben collegata con tutti i servizi pubblici forniti dalla città, è facilmente accessibile agli ospiti e facilmente raggiungibile da parte dei loro familiari.

### Come raggiungerla

**In Auto:** Autostrada A14 uscita Senigallia, prendere Strada Provinciale 360, direzione Viale Giordano Bruno e proseguendo per Via Carlo Pisacane in direzione di Via Felice Cavallotti 36

**In Treno:** Stazione ferroviaria di Senigallia, situata a 750m dalla Fondazione

**Aereo:** Aeroporto Raffaello Sanzio di Ancona – Falconara distante circa 23 km dalla struttura

**Nave:** Porto di Ancona distante circa 28 km dalla Fondazione

