



Titolo documento

CHARTER OF SERVICES ALZHEIMER'S DAY CENTER

Cod. identificativo

MD03.04_03 Rev. 4
DATA: 26/06/2026
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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

**CHARTER OF SERVICES ALZHEIMER'S
DAY CENTER "THE GRANARY"**

PRESIDENT
(F.to Dr. Giovanni Bomprezzi)

MEDICAL DIRECTOR
(F.to Dr. Moreno Cicetti)

DIRECTOR
(F.to Dr. sa Laura Cionco)

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





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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 by 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.



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:

Engagement

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 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.

**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.

Report

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.

Professionalism

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

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:

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



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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



Fig. 1 Recreational activities hall



Fig. 3 Physical activity room



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Fig. 4 Music room



OUTDOOR SPACES

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.

Parking

The property has a large car park.

PURPOSE

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

1. 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.
2. 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.
3. To develop an intervention mode for individualized projects focused on teamwork in order to achieve the effective integration of social and health services;
4. Supporting the family and involving them in a supportive and participatory collaboration in assistance, recovery and resocialization plans.
5. Provide temporary relief to family members of users.
6. Provide an alternative to hospitalization in institutions
7. 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.



RULES

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:

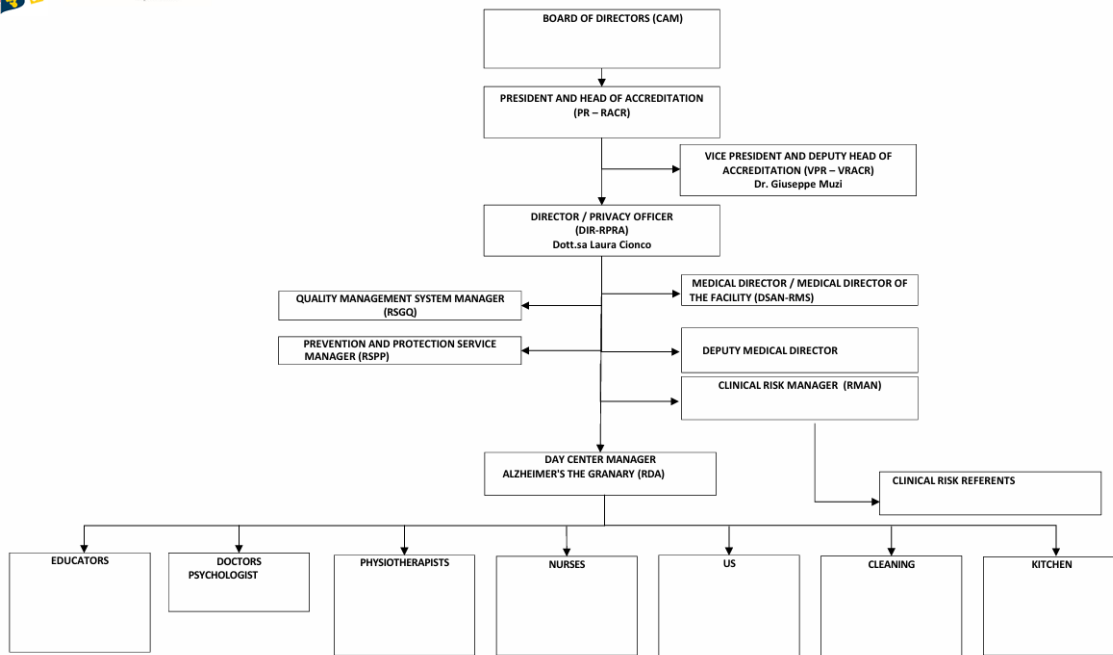
1. Responsible
2. Nurse
3. Psychologist
4. Therapist
5. Professional Educator
6. Social and Health Worker

The Foundation's organizational chart listed below is published on the www.operapiamastai.org website



OPERA PIA MASTAI FERRETTI FOUNDATION
ALZHEIMER'S DAY CENTER "Il Granaio"
ORGANIZATION CHART

MD02.01_02.1
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Data: 23/06/2026





HOW TO ACCESS THE SERVICES

The forms necessary for the acceptance of the application for admission to the Il 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 ATSS 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:

1. Cognitive rehabilitation activities, reality orientation therapy through the recovery and enhancement of memory and spatial-temporal orientation
2. Recovery/maintenance of functional and instrumental skills (clothing, nutrition, continence, hygienic-aesthetic care, use of money, telephone, etc.)
3. Motor skills recovery/maintenance activities
4. Recreational and occupational activities (exercise of arts, crafts, domestic activities, etc.)
5. Audiovisual activities (listening to music, singing, etc.)
6. Mediation and support between the guests welcomed
7. Information interventions aimed at family members
8. Nursing interventions
9. Neurological medical-specialist interventions
10. Psychological interventions
11. Interventions aimed at integration with the territory
12. Canteen service

Special ordinary services

Ordinary special services include:



1. 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 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.
2. Social Worker Intervention. The intervention of the Social Worker is ensured according to the needs of the guests.
3. Accoglienza Sollievo. The facility guarantees the availability of occasional receptions with the function of relieving the family, subject to the availability of free places

COMMITMENTS AND PROGRAMS

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

1. 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.
2. 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.
3. 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

1. 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;
2. 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



3. 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:

- | | |
|----|--|
| 1. | 08.30 - 17.00 from Monday to Friday with lunch consumption (full time) |
| 2. | 08.30 - 14.00 or 12.00 - 17.00 from Monday to Friday with lunch consumption (part-time with lunch) |
| 3. | 9.00 – 12.00 or 14.00 – 17.00 from 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.

SAFETY IN THE DAY CENTER

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:

1. To be assisted and cared for with courtesy, care and willingness to listen, respecting one's dignity and one's political and religious convictions.
2. Comfort, confidentiality, respect for privacy and protection of personal data.
3. Safety and protection in case of emergency and danger.
4. To keep the job, in the event of absence within the terms provided for by the regulations.
5. To criticism, proposing complaints that must be examined and answered as far as possible.
6. To be informed in a simple and clear way about treatments.
7. To the participation also by family members in the improvement of the service.
8. To choose between various types of menus or to take advantage of special diets in case of special needs (pathologies, intolerances, etc.).

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

1. Every guest has the duty:
2. To behave with politeness and a sense of civility towards everyone, including the service staff.
3. To respect the internal regulations of the structure
4. 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).
5. To respect the ban on smoking inside the structure.
6. To keep the furnishings and equipment in good condition.
7. Pay the tuition fee regularly.



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 to the recipients of the interventions:

PROCESS / REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	DETECTION TOOL
Acceptance and Reception	/	Reception interview and visit to the facility (completion of the entrance interview by the Head of the Day Centre)	100 % by the day of admission	Pre-entry documents
Hospitality and Inpatient	/	Drafting of the Individualized Care Project (PAI) for the new Guest (drafting of the 1st PAI)	95 % within 1 month of entry	PAI
Hospitality and Inpatient	/	Review of the Individualized Care Project (PAI) (drafting of the revision PAI and/or updated on schedule)	100% revision no later than 180 days from the previous one 95% update within 6 days of the event if necessary	PAI
Hospitality and Inpatient	/	Sharing of the Individualized Care Project (PAI) (sharing of the PAI with family member/contact person/support administrator)	100 % no later than 10 days after writing	Guest Diary
Hospitality and Inpatient	183	Guest Falls (rate of accidental falls / number of guests)	< 4 %	Registro incident reporting
Hospitality and Inpatient	/	Scheduled team meetings (participation rate in periodic team meetings)	98 %	Meeting minutes
Hospitality and Inpatient	/	Correct and timely information to family members (timely communication to family members about changes in the guest's state of health, adverse events, referral to the ED, etc.)	100 % within 2 hours	Guest Diary
Quality	182	Customer Complaints (total number of customer complaints / total number of guests)	< 5 %	NC-reclami registration



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PROCESS / REFERENCE AREA	CODE INT	INDICATOR DESCRIPTION	EXPECTED STANDARD (OBJECTIVE)	DETECTION TOOL
Resource Management	174	Staff training (training activities are guaranteed to all staff – and exclusion of compulsory training)	100 % at least 15 hours per year	Training plan



CONTACT DETAILS

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

OPERA PIA MASTAI FERRETTI FOUNDATION

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

Tel. number **071.791881** Switchboard/concierge

Email address: segreteria@operapiamastai.it

Certified e-mail address: mastaiferretti@pec.it

VAT and Tax Code: **00091030429**

FONDAZIONE OPERA PIA MASTAI FERRETTI - DAY CENTER

Tel. number **0717918839**

Dr. Barbara Fontana Tel. **3351209186**

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 is about 23 km from the hotel

Ship: Port of Ancona about 28 km from the Foundation

