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1. ANFFAS ONLUS

ANFFAS is an Association of Families of People with Intellectual, Physical, and Relational Disabilities, founded in Rome on March 28, 1958, by a group of parents. The Association, which has been operating nationwide for over 50 years, received ONLUS (Non-Profit Organization) recognition in 2000, and in 2002 adopted a federal model that transformed the various ANFFAS sections into autonomous local associations.

Today, ANFFAS Onlus is composed of more than 200 legally and financially independent local associations, all of which share the institutional goals outlined in the National Statute. The local/territorial association consists of family members of people with intellectual, physical, and relational disabilities, as well as friends who join and share its social goals.

The rights and prerogatives of members are regulated by the Statute of the local/territorial association.

2. OBJECTIVES OF THE ASSOCIATION

In line with its statutory principles, ANFFAS Onlus:

- Promotes and protects the rights of people with intellectual, physical, and relational disabilities and their families.
- Works to make the principles of equal opportunity and non-discrimination of intellectually and relationally disabled people and their rights advocates a reality.
- Opposes any ethical, religious, legal, or regulatory principles that could reduce or eliminate the freedom and rights of disabled people and their families.

To this end, it commits itself:

- Socially and culturally, to promote concrete processes of real integration against all forms of exclusion and marginalization.
- Institutionally, to promote and implement health, social, educational, and care services aimed at disabled people and their families.

3.WHO ARE THE USERS OF ANFFAS ONLUS

The Association's users are individuals with intellectual and relational disabilities, their families, and/or their legal representatives. ANFFAS Civitanova manages two semi-residential centers and a residential center providing services to individuals with psychological, physical, and sensory disabilities.

4. THE VALUE OF USER PARTICIPATION AND THAT OF THEIR FAMILIES

ANFFAS Onlus Civitanova promotes and encourages the participation and sharing of choices by users:

- Users must be involved in defining projects and interventions and in actions to verify and evaluate effectiveness.
- Users are invited and encouraged to periodically express their views on the quality of the service provided and expected.
- The peculiar elements are welcoming, listening, informing, and supporting users.

5.FUNDAMENTAL PRINCIPLES

ANFFAS Onlus Civitanova adopts the following fundamental principles:

- Equality
- Impartiality
- Right of free choice
- Continuity
- Participation
- Efficiency and effectiveness

6.GENERAL PRINCIPLES

ANFFAS Onlus Civitanova commits to managing its services by guaranteeing:

- Careful evaluation of requests and needs
- Exhaustive information about the service and expected results
- Sharing and participation
- Personalization of interventions
- Valuing and supporting the role of the family to encourage the disabled person's stay within it
- Respect for dignity and privacy
- Written issuance of informed consent freely expressed
- Employment of qualified, trained, updated, and motivated personnel
- Safe, validated, and effective approaches, methodologies, and strategies
- Compliance with safety and regulatory standards (specifically Legislative Decree 196/03 on privacy; Legislative Decree 81/08 on workplace safety; 155/97 on HACCP)
- Collaborations and synergies with institutional, cultural, and professional resources
- Initiatives aimed at distinguishing itself as a visible, qualifying, and driving force within the community
- Improvement of quality of life

ANFFAS ONLUS CIVITANOVA

LOCATION

The headquarters in Civitanova, which manages a semi-residential center and a residential center, is located at Via Trilussa 12.

el: 0733-773720, Fax: 0733-773720

The Montecosaro location, hosting the semi-residential center, is located at Via Tangenziale in Montecosaro Scalo.

Tel: 0733-773720

Email: anffasonluscivmarche@gmail.com

Website: www.anffascivitanovamarche.it

HISTORICAL NOTES

In 1984, ANFFAS (National Association of Families of People with Intellectual and Relational Disabilities) O.N.L.U.S. of Civitanova Marche was established, driven by the initiative of a group of families with children affected by intellectual and relational disabilities. The association's aim was to promote and offer services that enable young people with psychological disabilities to leave the family environment and achieve the best possible school, work, and social integration.

The association serves as a reference point for those living with this reality; it provides support to address the educational, health, psychological, and social problems that arise. It is a non-profit organization that does not replace local authorities but intervenes and collaborates where needs are not adequately met. It strives to ensure that disabled people are not merely recognized as statistical data but as aspects of social reality seen through the eyes of the weakest.

ANFFAS has always maintained strong ties with the ANTROPHOS association for sports activities for the disabled and with the Paolo Ricci Institute for rehabilitation treatment. With the aim of securing the future of users, the "Casa Famiglia – Dopo di Noi" project was born, leading to the construction of a new building where two structures are now operational. Thanks to the Association's efforts, another day center, "I semi per la Vita," was inaugurated

in Montecosaro Scalo in 2018, welcoming additional users with moderate to severe disabilities who have completed their schooling.

Over the years, the association has carried out numerous activities to encourage public authorities to increasingly meet the needs of the children and their families. It has been involved in prevention by promoting initiatives among young people (schools, parish groups, etc.), in treatment through home care, and the establishment of a socio-educational center.

It has actively contributed to the establishment of a type B social cooperative “IL NODO” for disadvantaged individuals (currently managing cardboard and glass collection services, greenhouse cultivation) and the type A cooperative “IL CAMALEONTE” composed of center operators, working together to promote a culture of social volunteering.

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MODALITIES OF MEMBERSHIP AND PARTICIPATION IN ASSOCIATION LIFE

Anyone (family member or citizen) who wishes to join the ANFFAS Onlus Association of Civitanova Marche can visit the headquarters from Monday to Friday, between 9 a.m. and 1 p.m., or by appointment. ANFFAS officials will explain the membership process, costs, and provide any other information about association life.

The “GIOVANNI PAOLO II” Socio-Educational and Rehabilitation Community

The Socio-Educational-Rehabilitation Community for people with disabilities (CO.SER.) is a residential community structure aimed at adults with disabilities who have little or no autonomy and do not require continuous healthcare interventions. It serves individuals who are temporarily or permanently without family support or for whom remaining in the family unit is deemed temporarily or permanently impossible or contrary to their individual care plan.

Young adults and adults in situations of disability, as defined by Article 3 of Law No. 104 of February 5, 1992, and recognized under Article 4 of the same law by the competent health commission, can access the community.

Administrative Procedures:

The residential center requires payment of a daily fee as per the agreement with Asur Marche, where 75% is covered by Asur Marche Area Vasta, and the remaining 25% is the responsibility of the municipalities of residence and the family, divided based on personal income.

The fee excludes laundry expenses and any personal expenses.

The family's share can be paid via bank transfer, cash, or postal payment slip.

Service Objectives:

Life in the community aims to enhance the cognitive and psycho-affective potential of the person, promoting expressiveness and responsibility, and encouraging the maintenance of normal living conditions in a family-like environment to ensure:

- Acquisition of greater personal autonomy in primary functions and more complex skills, particularly in hygiene and self-care;
- Acquisition of orientation and integration skills in broader social contexts.
- Expansion of the person's adaptive capacities starting from areas of fragility in the realm of autonomy.

The main objective of the residential project is to offer a response, seeking alternative solutions to hospitalization, to some essential needs of people with disabilities, when the fragmentation of the original family unit occurs due to aging or the death of the parental couple.

This project, carried out with the participation of all operators, reflects reality in accordance

with the type of people it serves, the objectives it sets, and the management and structural characteristics, providing the necessary specifications and adaptations to provide a clear and easily readable image of the activities and services offered. As a result, it sets goals and strategies to achieve continuous improvement in the quality of service and the lives of people with disabilities.

STRUCTURAL CHARACTERISTICS

The structure of CO.SER. is characterized, from the perspective of building type, as a residential house located in a populated area, served by public transport and commercial and recreational services, and it meets safety, hygiene, and architectural barrier removal requirements.

Guests are welcomed into comfortable environments that comply with the dimensions set by current regulations and are equipped with appropriate furnishings. Individual spaces and common areas for social interaction are guaranteed.

Regarding meals, the centers utilize an external cafeteria with which a weekly menu is established, taking into account the specific needs of users (pathologies/intolerances/difficulties in chewing or swallowing).

There is the possibility to vary the daily menu based on the tastes and preferences of the user. Meals are served following HACCP (Hazard Analysis and Critical Control Points) standards.

The residence is equipped with an autonomous heating system and includes the following spaces and services:

- Large entrance
- Kitchen and adjacent dining area
- Communal living room
- Multipurpose room and activity rooms
- Bedrooms with adjoining bathrooms
- Staff bathroom
- Laundry and ironing room located on the 2nd floor
- Large outdoor area, partly paved and partly with trees, plants, and flower beds

MANAGEMENT CHARACTERISTICS

The residential service operates continuously 24 hours a day, seven days a week, throughout the year, and accommodates groups of people with compatible characteristics with the rules of community life.

The community accommodates up to a maximum of 14 people.

The service staff includes the following professional figures:

- **Coordinator with the following tasks and functions:**
 - Establishing a relationship of trust with each resident, assessing their needs, difficulties, and abilities.
 - Supervising the operational formulation of work shifts.
 - Identifying activities and initiatives for integration present in the area.
 - Organizing meals and researching menus, respecting the residents' preferences and any dietary guidelines.
 - Periodically verifying the hygiene and care of residents.
 - Periodically assessing the satisfaction level of residents and their families regarding the quality of life.
 - Preparing service-related documentation (forms, reports, programs, individual plans) and ensuring that communication and observation tools like the "daily diary" are consistently updated.
 - Checking the cleanliness of the premises, caring for furnishing solutions in harmony with residents' needs, and handling the ordinary maintenance aspects of the structure.
 - Always being available to respond to emergency situations.
- **Educational and socio-health personnel who operate in full compliance with professional and ethical principles, particularly by:**
 - Offering their work for the benefit of residents with genuine attention, understanding, and respect, ensuring that they enjoy the same rights according to the principle of equity.
 - Establishing and consolidating a relationship of trust with residents and families, ensuring maximum confidentiality regarding any facts they may come to know.
 - Encouraging each resident's active participation in group life, avoiding dependency relationships, and promoting moments of socialization, animation, and participation in cultural and recreational initiatives in the area.
 - Caring for the personal hygiene and basic autonomy of residents, identifying the most common alarm symptoms, providing first aid, and performing minor medical treatments. They adhere to specific protocols for the safety of residents in living environments, minimizing risks, and handling bureaucratic procedures.
 - Collaborating in household management by cleaning and maintaining rooms and furniture, changing and caring for linens, making necessary purchases, preparing meals, and sanitizing the environment.
 - Working in teams and using common information tools like forms, diaries, and management programs (YouProject) to record observations made during the service.
- **Auxiliary staff responsible for laundry, ironing, and cleaning services according to**

documented procedures authorized by the Facility Manager.

- **The operational model** is centered on teamwork to ensure the comprehensive educational-rehabilitation intervention: the team includes, in addition to the above-mentioned figures, the residents' general practitioner, the psychologist, the coordinator, and the referents of the various care areas. When needed, technical and/or operators from the socio-health services network may be added.

The team meets weekly to discuss:

- Drafting and updating the Individual Educational-Rehabilitation Plan (PAI) consistent with the overall Community project
- Evaluating the interventions carried out concerning the objectives and methodological tools used
- Assessing the user's progress by monitoring areas of vulnerability and potential
- The emotional climate and quality of the relationship between operators and residents
- Organizational aspects of routine, unexpected events, and emergency management

ACCESS PROCEDURES

Admission to the residence is subject to the submission of a written request by the family, using a pre-printed form available at the administrative office, and to a joint evaluation by the local social and health services (Umea service) and the facility's team.

Requests for immediate accommodation that cannot be met immediately are placed on a waiting list.

The following criteria are prioritized:

- Absence of both parents
- Absence of one parent
- Parental old age
- Serious parental illnesses
- Serious social, environmental, and family relational conditions
- Compatibility with other residents

If it is not possible to provide the service immediately, the user is placed on the waiting list managed by the acceptance service, which will inform the family of the possibility of proceeding with the admission phase.

ADMISSION to the residence is agreed upon with the Coordinator, who, in collaboration with the team, initiates the opening of the user's file with the Personalized Individual Project

(PAI), which includes:

- Dynamic-functional profile
- Educational objectives
- Intervention tools and methods
- Implementation times and verification tools
- Monitoring and updating of objectives and tools used

At this definition phase, special care is taken to provide correct information and involve the user, family, and/or guardian. Meetings with family members and the protective services of the residents are scheduled.

This is followed by the management and experimentation phase of the Educational Project drawn up for the user. The defined objectives are pursued daily through specific activities identified during team meetings.

Operators record in the daily diary the observations related to the activities carried out with the user concerning the planned educational objectives.

Weekly, and whenever necessary, the team meets to discuss the progress of the Project, making any necessary modifications and/or updates.

Right to Information for Families:

Information must be included in the User's File. This documentation is available to every family, to whom any changes or updates are communicated.

In addition to the information described in the document, the following are organized:

- A meeting before admission to the service to explain the service itself, deliver the Service Charter, and complete and sign the appropriate forms and the service regulation containing the rules of community life (family/guardian visiting days and hours, meetings with Umea service).
- A meeting before the start of the intervention to explain its characteristics and agree on it with the family.
- At least one meeting during the deadlines for reviewing the Personalized Educational Project to discuss and examine outcome assessments.

Typical Day at the CoSER "Papa Giovanni II":

The day is structured as follows:

7:00 AM: Wake-up time, focusing on teaching skills related to personal care and hygiene. Attention is given to the individual and their psychophysical well-being. Cleaning and tidying of the environments.

9:30 AM - 12:00 PM: Educational activities, including learning training and manual skills/competencies, occupational therapy, artistic activities, psychomotor activities, and sensory experiences. Support is provided in recreational activities. Maintenance of skills such as writing, reading, and basic math. Improvement of skills and levels of autonomy.

12:00 PM: Lunch. Guests return to the upper floor with the operators after washing their hands. They enjoy their meal in the dining room.

1:00 PM - 3:00 PM: Rest and relaxation.

3:00 PM: Afternoon activities, returning to the playful and recreational workshops.

6:30 PM: Dinner.

9:00 PM: Night rest. Guests who wish to stay can remain in the TV room or go to their own rooms after personal care with the support of the operator.

SEMI-RESIDENTIAL SERVICES (C.S.E.R.)

The two day centers, “Il Gabbiano,” located in Civitanova, and “I Semi per la Vita,” located in Montecosaro, provide services for young adults and adults with intellectual disabilities who, after completing compulsory education, need a temporary or permanent educational and rehabilitation path that promotes the individual by enhancing their potential for autonomy and personal and social responsibility.

In the two day centers, treatments are individual or in small groups; each operator works with their group in their room, but there are frequent moments of shared activities (e.g., canteen, recreational activities).

The facilities are developed on one level where the rooms dedicated to specific workshop activities are located.

ACTIVITIES AND OBJECTIVES

The Semi-residential Services are open from Monday to Friday, from 8:00 a.m. to 3:00 p.m. Currently, between the two centers, we host 26 disabled individuals aged 18 to 50 years, who reach the centers in the morning with ANFFAS transportation and return to their homes after 7 hours of rehabilitation activities.

Services are delivered through different levels of intervention, including educational, rehabilitative, occupational, motor, expressive, and recreational activities.

These activities aim to foster the maturation of cognitive, motor, relational, and communication potential; the acquisition of adaptive behaviors or the development of motivations and the ability to take the initiative towards tasks and the surrounding reality; the achievement of possible autonomy starting from basic needs and the ability to establish interpersonal relationships in various moments of community life.

Regarding meals, the centers rely on an external canteen with which a weekly menu is established, taking into account the particular needs of users (pathologies/intolerances/difficulties with chewing or swallowing).

There is the possibility to change the daily menu based on the user’s tastes and preferences. Meals are served following HACCP standards.

“IL GABBIANO” Semi-residential Center

The facility is located in a residential area easily accessible from the city center and nearby districts. The municipality of Civitanova Marche has provided a suitable area for this purpose. The Center can be reached from the center and city districts in a short time. A good inter-municipal road network allows easy access to the facility from neighboring municipalities. The Center meets the structural, organizational, and functional requirements prescribed by national and regional regulations for such facilities, particularly referencing L.R. n.20 of November 6, 2002.

It has a capacity of up to 25 places for users with varying degrees of mental insufficiency, with or without associated physical and/or behavioral disorders.

The Management ensures the coordination of activities and collaboration among the various services.

For each user, the multi-disciplinary team formulates a specific care intervention program based on the examination of the individual's needs and characteristics, in collaboration with the territorial ASUR service and the municipality of Civitanova Marche, in agreement with the disabled person and their family. During the period in which the educational project is carried out, team meetings with the user's family and any other person who can contribute to understanding the situation are scheduled to increase the intervention's effectiveness.

The multi-disciplinary team operates to ensure a comprehensive observation of the case under review and to adopt the most appropriate intervention program for each user.

The multi-disciplinary team consists of:

- A neurologist
- A psychologist
- A social worker
- An educator

Functional Areas

The center offers the following services:

1. Administrative Service: ANFFAS Management
2. Educational-assistance Service: OSS operators and socio-health educators
3. Specialized Consultancy Services:
 - Neurological
 - Psychological
 - Social assistance
4. Social Secretariat, where families are helped with bureaucratic procedures that concern disabled individuals in various ways.

Admission Criteria

Access to the socio-educational service can be obtained in various ways, either privately or through health districts (UMEA) or the social services of the municipalities of origin. The request for intervention can come from the person in need of socio-health care or, with the informed consent of the interested person if able to express it, from the guardian, a family member, the relevant social worker, the general practitioner, or the legally responsible person. The team evaluates the request by conducting an interview to get to know the person and their psycho-physical condition for assessing their ability to integrate and adapt. After evaluating the case and the possibility of acceptance, the application is forwarded to the UMEA manager where the person resides, except in particular situations that are adequately motivated and documented. In collaboration with the operators, an individual project (PAI) is drawn up in agreement with the disabled person and their family.

“I SEMI PER LA VITA” Semi-residential Center

The “Semi per la Vita” Socio-Educational and Rehabilitation Center is a territorial day facility that operates on two levels with different levels of assistance for a maximum capacity of 15 users, addressing individuals with differentiated disabilities that require different organizational models: C.S.E.R. with a social-assistance focus, hosting individuals with moderate impairment of functional autonomy, who have completed compulsory schooling and for whom a work training path is foreseeable, with a maximum capacity of 5 users; C.S.E.R. with a socio-health focus, hosting individuals with significant impairment of functional autonomy, who have completed compulsory schooling and for whom a work or training path is not foreseeable in the short term, with a maximum capacity of 10 users (L.R. 33 of December 4, 2014).

The service is therefore aimed at individuals with intellectual and/or relational disabilities who have suffered brain damage, resulting in an intellectual and/or psychophysical disorder and an inability to more or less independently care for themselves.

“Semi per la Vita” aims to achieve the overall well-being of the disabled person and improve their quality of life through professional interventions supported by a multidisciplinary team and network work (Law of November 8, 2000, n. 328) for the construction and implementation of an individualized life project.

The facility, located in the new Montecosaro district in an easily accessible area, has characteristics of a residential building and meets the structural requirements and standards

defined by law (R.R. n.4/2001).

The C.S.E.R. “Semi per la Vita” can be reached from the city center and nearby districts in a short time, with a good inter-municipal road network allowing easy access to the facility from neighboring municipalities.

The Center, which can accommodate up to 15 disabled people, is free of architectural, sensory, and communication barriers. It is also equipped with the necessary fire extinguishing equipment and evacuation signage in case of evacuation or fire; it has a gross usable area of approximately 370 square meters, is isolated, and consists of two floors and an exclusive courtyard, where the parking area is located.

The “Semi per la Vita” project aims primarily to respond to the new and ongoing needs of disabled children and their families through support interventions aimed at helping develop a life plan, through a flexible and open program, respecting the individual and their individuality, promoting socialization and social integration paths.

Furthermore, the project aims to strengthen the role and importance of the family by involving them in the disabled child’s socio-educational and rehabilitation task to avoid institutionalization. The family is also supported through psychological and social support. To ensure all this, professional suitability standards and operating authorization, established by current regulations, are first ensured.

Services for the disabled are provided by motivated and professionally trained personnel through adequate personal instruction and training. The workforce is organized to ensure adequate competence and understanding of role functions and teamwork.

The core objective of the C.S.E.R. “Semi per la Vita” for disabled children is to promote the human person in all dimensions, according to each individual’s potential, enhancing or maintaining each person’s residual capacities through continuous evaluation by specialized personnel. The Center aims to enhance the disabled person’s cognitive, relational, and social potential through educational-rehabilitative, expressive, training, and social integration activities.

What ANFFAS has always strived to achieve and wishes to maintain with the C.S.E.R. “Semi per la Vita” is a service that promotes a “good quality of life” for every person afflicted by any physical or mental limitation, with absolute respect for the person’s dignity and universality.

Typical Day at the Semi-Residential Services

a. Welcoming the children:

This is the moment of encounter that should allow experiencing the joy of being together, the pleasure of spending a day with friends and educators, and the desire to engage in motivating activities.

b. Laboratory activities:

Activities are developed within different groups composed of election and competencies related to enhancing residual capacities. Each operator, with their group, starts with a socialization activity that initiates the daily work, planned by the related individualized and group programming. Depending on such programming, various users can follow the center's activities or benefit from proposals linked to external structures (schools, sports clubs, rehabilitation centers, etc.).

c. Lunch:

Around 12:00 p.m., the children, together with the operators, go to the dining room. Each group takes turns setting the table, and after lunch, they clear the table.

d. Returning home:

Around 2:30 p.m., based on the service organization, each group prepares to return home.

USER RIGHTS AND DUTIES

The rehabilitation process requires a great expenditure of physical and psychological energy from the assisted person, but also and especially from their family, throughout the course.

The objectives should always be envisioned through four areas of importance:

1. What is the essential help for the user?
2. What is the user's social role?
3. Where does the user live, and what adaptations are necessary?
4. What will the user do during the time not spent outside the center?
 - The assisted person and/or their family have the right to receive clear information about the rehabilitation/educational program agreed upon with the operators, as it is their duty to inquire in a timely manner and in the appropriate settings.

Certificates, reports, and medical records are issued upon the user's and/or family's request

as quickly as possible, depending on the complexity of the documentation, but in any case within 30 days.

- The assisted person has the right to receive equal treatment and has the duty not to use pressure or request favoritism to obtain better services.
- The assisted person and their family have the right to efficient administrative and organizational management concerning bureaucratic procedures, with personnel usage criteria that do not cause disruptions, and have the duty to collaborate with the Center's operators to achieve the set objectives.
- The assisted person has the right to be informed by the Entity about any foreseeable absences and/or delays of their operator or the service itself, just as the user and/or their family have the duty to inform the Center in case of absences, so as not to create disruptions for all users.
- Users and/or their companions have the duty to respect the environments, equipment, and furnishings within the structure.
- Smoking is prohibited within the center.
- All personal and sensitive data resulting from the acquired documentation will be used within the limits and methods provided and allowed by the privacy protection law (Legislative Decree 196/03).

The direct participation in fulfilling certain duties is the basis of one's rights, and personal commitment to duties is a respect towards other users and the services utilized.

PROTECTION AND VERIFICATION METHODS

ANFFAS Onlus Civitanova has insurance policies for employees, volunteers, and users that cover any risks in the workplace and a fire insurance policy.

In case of non-compliance with the standards stated in the service charter, the user can and should file a complaint, and the association itself must guide and protect them.

Complaints received are integrated with the results of “user satisfaction” analyses to develop plans for progressively improving quality standards.

Any complaints can be submitted either directly (verbally) or in writing to the Facility Manager.

ANFFAS adopts appropriate procedures to detect the “satisfaction” level of all services provided and commits to:

- Conducting at least one satisfaction survey annually for each type of service.
- Analyzing and publicizing the results and comparing them with the predefined standards.
- Activating, based on available resources, actions to improve quality.

COMMITMENTS AND PROGRAMS

In the spirit of improving ANFFAS Onlus services, the Association commits to:

- Maintaining and improving the standards achieved;
- Managing non-conformities found in services with a view to improving their quality;
- Expanding and strengthening activities in response to the needs of the territory;
- Promoting staff training with a view to continually expanding skills and improving the ability to listen and relate to the user and their family.

January 2022

The PRESIDENT
Roberto Ricci