



English version



Fondazione “Moroni-Antonini-Morganti”

Casa di Riposo/Residenza Protetta

Via don A. Morganti n.9 – 60010 – OSTRÀ

P.IVA 00657710422 – email: amministrazione@casadiriposoostrea.it – tel. 071/68512

SERVICE CHARTER



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FONDAZIONE "Moroni-Antonini-Morganti"
- OSTRA (AN) -

Via Don A.Morganti n.9 - 60010 Ostra (AN)
Cod. Fisc. 83901679427 P.I. 00657710422
Ufficio Amministrativo Tel. 07168512 Fax: 071/7989797
e-mail: amministrazione@casadioposostro.it

SERVICE CHARTER

REQ31

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Rev.	Date	Reason	Page	Signature
00	25/07/23	Emission	All	
01	18/02/24	Inserting a table with personal timetable	11-12	
02	20/06/24	Summary-elimination of paragraph no. 6	20	
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Introduction

The Service Charter is an information document available to future guests and their families or caregivers where the services offered by the facility, the costs, the access methods and the principles for a peaceful coexistence in the structure are described.

1. VALUE REFERENCES AND HISTORICAL ROOTS

The Moroni Antonini Morganti Foundation ("MAM") derives from the transformation of the ex Autonomous Charity Institutes (IPAB) of Ostra, and is today called: Retirement Home/Protected Residence "Moroni – Antonini – Morganti".

The Rest Home located in the Municipality of Ostra was established by the deceased Don Giuseppe Moroni, rector of the urban parish of S. Gregorio in the same Municipality, who in his will of 29/12/1854 left five of his rural properties and one urban property for this purpose.

The retirement, with legal status pursuant to the Law on Charitable Institutions of August 3, 1862, No. 753, was subsequently established by decree of Victor Emmanuel II, King of Italy and Albania and Emperor of Ethiopia. On June 10, 1939, the Administration of Public Welfare and Charitable Institutions was decentralized from the Municipal Welfare Board to the Autonomous Charitable Institutions, governed by Law No. 6972 of July 17, 1890, better known as the Crispi Law.

The Institute takes the name of Casa di Riposo Moroni Antonini Morganti in homage to the dispositions of the late Noble Man Knight Ulisse Antonini, who in his will dated 26/03/1877 left as a legacy, sanctioned by Royal Decree of 24 August of the same year, two rural estates, prescribing that the related income be paid for the benefit of the Institution and in homage to the founder of the current headquarters, formerly the Istituto Sacro Cuore Don Antonio Morganti.

2. INSTITUTIONAL PURPOSES

The institutional purpose of the "Moroni Antonini Morganti" Nursing Home/Protected Residence in Ostra is to provide care and social services for the elderly and/or disabled, particularly those with physical and/or mental disabilities, to ensure they enjoy the best possible quality of life. These institutional goals are pursued



through the provision of residential and non-residential services and other social and welfare interventions for those who require them.

Over the years, the MAM Foundation's activities have grown significantly, allowing it to become a well-established organization in the municipality and beyond.

The choices made by the "MAM" Foundation are aimed at the following objectives:

- the definition of an organizational model that is consistent with the entire territory, which nevertheless ensures room for flexibility and adaptation, capable of addressing and resolving the complex need-demand-supply component;
- integration with the local area through the coordination of its services with other existing network entities (hospitals, AST, municipal, provincial and regional administrations) and with the opening to volunteering activities and school internships or social inclusion in collaboration with the various neighbouring municipalities;
- the consideration of the elderly and the non-self-sufficient as active subjects and sources of resources and not as subjects with exclusively passive needs; the diffusion of a new culture capable of addressing the various problems of the sector with a scientific and specialized methodology and providing users with personalized services of a high quality standard;
- the organization of support services (hotel and auxiliary) calibrated to the specific needs of users to ensure optimal integration between social-health services and hotel services.

To achieve its objectives, the "MAM" Foundation constantly promotes refresher and training activities for human resources who must operate in the sector with efficiency and professionalism;

While aware of the current economic situation, which sees insufficient resources made available to social and health services, the Foundation has reiterated its primary objective of working to further improve the quality of the services provided, which translates into the following objectives:

- Efficiency of the organizational and management model, thanks to the contribution of qualified personnel and the introduction of technologically advanced tools;
- Effectiveness of performance, thanks to motivated, trained operators equipped with adequate resources;
- Customer (User / guest) satisfaction as an element of final evaluation (perceived quality) of the results deriving from the previous objectives.

3. MANAGER INFORMATION SHEET

The Nursing Home/Sheltered Residence is managed by the "Moroni Antonini Morganti" Foundation (MAM).

The Foundation has a Board of Directors, elected by the City Council. The Foundation's Board of Directors is renewed every five years. The Board is composed of the President and four directors. The President is the legal representative. The Foundation carries out its routine work thanks to an adequate number of employees.

Not all services are necessarily provided by the Foundation, but it may benefit from the collaboration of cooperatives or specialized companies.



The staff is currently divided as follows:

MAM FOUNDATION	SOCIAL COOPERATIVES	SERVICE COMPANY
Nurses	OSS	cleaning
Administrative	Laundry	
Cooks	Physiotherapist	
Maintenance workers		

4. METHODOLOGICAL ASPECTS OF INTERVENTION AND CARE FOR THE PEOPLE WELCOME

The progressive increase in the elderly and the need for attention towards disabled individuals requires specialized and professional services from qualified operators.

The MAM Foundation's social and welfare services are the result of careful consideration of the needs and expectations of its guests.

The methodological aspects of intervention and care implemented for our guests have as their primary objective:

- enhance the Guest's autonomy through socialization, communication and rehabilitation dynamics aimed at recovering or maintaining the individual's motor, sensory, cognitive and functional abilities;
- promote optimal environmental conditions also through the redefinition of the service organization based on the changing needs of the Guests;
- constantly implement and verify its organizational structure, always oriented towards improvement, also through the inclusion of new professional skills and specializations, according to specific user needs.

Intervention methodology

Meeting the needs of the elderly begins with the admission of the resident and the analysis of the social and health information already collected by the designated staff. The objective definition of the residents' needs is based on the recommendations of the family doctor, the Integrated Assessment Unit (IU), and an assessment program that uses tests and questionnaires. Staff accompany the elderly resident through an individualized program designed to value their existential dimension and individuality, and provide support, where necessary, to the family member during the admission process and their stay.

The PAI (nursing care plan) is the tool that, based on a comprehensive assessment of the individual, their abilities, potential, needs, and lifestyle habits, identifies the objectives to be achieved, plans the interventions to be implemented, assigns the resources to be used, schedules the implementation times, and verifies their effectiveness.

The objectives for each guest are defined based on some general areas:

- personal care;
- inclusion in the community with attention to sharing internal rules;
- the control of behavioral aspects that can be harmful to oneself and others;



- care of one's living space (reevaluation of interests related to hobbies, previous work, residual abilities and relationships with other people);
- the maintenance or recovery of residual functional capacities;
- the reduction of: stress, depression, anxiety and isolation and the development of socialisation.

The resulting decisions and the definition of PAIs are aimed at the psycho-physical recovery and/or maintenance of the elderly person's general condition, through both individual and collective interventions and by promoting integration with the outside world and the maintenance of friendly and family relationships.

5. ORGANIZATION OF THE SERVICE

The service is organized based on the type of staff employed in our residence, which is defined in such a way as to guarantee services and performances in compliance with the management standards required by current legislation.

Specifically, the services offered to guests in the facility can be divided as follows:

Medical service

The resident's health is ensured by the assigned General Practitioner (GP), as established by the Regional Health Service. The GP's presence is guaranteed weekly and as often as needed. Therefore, the GP retains clinical responsibility for the resident, including prescribing medications and any specialist visits. Some specialists may be present on site upon request.

Nursing service

Nursing care is provided to each resident. The nurse collaborates with the physician and the facility coordinator responsible for care services. The nurse identifies the patient's needs and collaborates in developing an individual care plan. The main services provided include the preparation and administration of therapies, dressings, blood sampling and catheterization, dietary monitoring and administration, and emergency interventions followed by immediate medical assistance.

Social welfare service

The social health worker (OSS) is responsible for personal hygiene, nutrition and hydration, physical assistance, environmental management activities, and support for the entertainment service.

Entertainment service

The entertainment team organizes recreational, social, and cognitive stimulation activities. Various activities are organized based on seasonal holidays or based on guests' individual desires.

Rehabilitation Service

The physiotherapist's work aims to promote the patient's physical and mental well-being. The goal is to maintain or recover motor function as much as possible. The service is guaranteed for 18 hours per week.

Hotel services

- catering service;
- laundry, ironing and cloakroom service

The service includes a change of linens and personal items (underwear and clothing) for guests, after thorough washing and ironing. Clean linens are replaced by OSS staff based on actual need, which also complies with health and hygiene standards. A cloakroom service is available to guests, which not only tidies up personal linens but also takes care of any



minor mending and/or repairs. All personal linens are marked by our laundry staff with a number assigned by the facility before use. This ensures their owner's identification and facilitates their return after washing, ironing, or any mending. When making pre-admission arrangements, the facility provides information on the minimum required and recommended personal linens, both in terms of type and quantity. The laundry/ironing service is not available for particularly delicate items (silk, fine wool, etc.) that require special treatment and are therefore not suitable for an industrial laundry. The Foundation is not responsible for any damage or deterioration.

- room cleaning service

Complementary Services (on request)

- Podiatrist
- Psychologist
- Psychiatric

General services

PRESIDENT OF THE BOARD OF DIRECTORS

The President is the legal representative of the institution, oversees and supervises the proper functioning of all the facility's services, and receives guests, family members, employees, and external collaborators by appointment.

BOARD OF DIRECTORS

The Board of Directors is responsible for defining the programs to be implemented and the objectives to be achieved. It is responsible for the overall administration of the Foundation and for ensuring compliance with the statutory provisions. It is also responsible for approving the Foundation's official acts.

ADMINISTRATIVE SERVICE

The administrative service ensures normal office work and is responsible for managing accounting, administrative, and management aspects to ensure the smooth running of the facility. It oversees and supports the work of the Board and the President, and, upon mandate from the Board or the President, manages the non-healthcare facility's external relations.

MAINTENANCE SERVICE

Our Residence's systems and equipment undergo regular checks and a specially designed routine and extraordinary maintenance program to ensure maximum functionality and safety for residents. Maintenance is performed by specialized technicians appointed by the facility and supported by in-house maintenance staff.

HAIRDRESSING SERVICE, BARBER

The Residence guarantees all its guests the provision of a hairdresser, according to a periodic program whose cost is not included in the fee. Beard trimming is performed directly by the OSS staff. The service, included in the fee, includes beard shaving (twice a week) and haircuts (once every two months for those who do not wish to have an external hairdresser).

RELIGIOUS SERVICE



The facility has an internal place of worship. Mass is usually celebrated on Saturday afternoons. The day may vary depending on the parish priest's availability.

VALUABLES STORAGE SERVICE

Our Residence accepts limited amounts of cash for guests' basic needs and items of modest value, consistent with the Foundation's resources. The Foundation is not responsible for any personal property or belongings that guests choose to keep (e.g., wedding rings, watches, money, etc.).

6. ETHICS

The Foundation embraces the principles of support and respect for the dignity of the elderly, and its activities are directed toward this. The facility's staff must therefore base their operational decisions on these fundamental ethical principles and must apply the established standards of conduct in their relationships with the elderly recipients of its services.

In particular, all operators are required to protect the person "taken into care" and must:

- encourage the elderly person to be active and involved, trying to satisfy their requests and proposals to allow them to express an active participation in their own existence;
- operate within the elderly person's residual sphere of autonomy to "help the elderly person to help himself";
- proceed through Individualized Care Plans and not adapt people's needs to the structure's logic;
- operate through teamwork, interacting with other employees to improve the quality of the service provided, without ever straying from one's professional sphere;
- consider the structure as an open system through the establishment of both contacts with the external reality and collaborative relationships with institutions, volunteer groups, schools and associations.

7. NETWORKING

Relationships with the local community are a highly valued aspect of the management model, which strives to make the Sheltered Residence an open space, fully integrated into its urban context, with which to maintain a mutually enriching relationship that must be protected and consolidated through numerous collaborations with local entities.

In the concept of "open service", the Facility must be considered a normal "living place" where Guests, regardless of their degree of autonomy or disability, are the "inhabitants" with all the prerogatives guaranteed or reserved for other citizens.

Particular emphasis is placed on relationships with the Ostra Comprehensive Institute, in order to enable the implementation of school projects aimed at accessing the facility and interacting with the children and young people attending the Institute.

RELATIONS WITH TERRITORIAL RESOURCES

Territorial integration and the methods and tools for implementing local activities/initiatives are planned by multidisciplinary teams. Numerous partnerships are established with associations in the municipality of Ostra



and beyond. Relationships with local schools are essential to enable students to complete internships at our facility. Collaboration with the municipalities of "Le Terre della Marca Senone" is also of great importance, with which we collaborate to conduct training internships at our facility. These internships are made available by the municipalities to young people with particular difficulties who require a support plan to enter the workforce.

8. OBJECTIVES, METHODS AND STANDARDS APPLIED

ORGANIZATIONAL FLEXIBILITY

The Foundation focuses its organizational system on "flexibility" in order to ensure personalized services based on actual health, assistance, and social needs.

Caring for non-self-sufficient individuals is a comprehensive approach that requires a dynamic approach to accommodate the elderly in their instability and variability; this translates into an organizational model that is highly responsive to changing needs.

The organization must be oriented to ensure the adaptability of the response in relation to the specific situations to be treated (care intensity bands).

The organization and services should be considered part of the organizational context of other social and healthcare activities, thus forming a network of integrated services.

The provision of services is tailored to the specific needs of those assisted, through a model based on qualitative and quantitative flexibility of interventions, which finds its operational expression in the PAI, integrated between the healthcare and social-assistance areas.

All this with the primary aim of working towards further qualitative improvement of the services provided.

9. HUMAN RESOURCES MANAGEMENT

It represents the fundamental factor in ensuring the quality of services and represents an ongoing commitment for the MAM Foundation, as Human Resources are the core of any organizational structure. A company that offers services is judged by the performance and behavior of its employees.

This principle takes on a predominant value in a service company that operates in the social assistance sector and which therefore addresses the most vulnerable sections of the population.

Staff are the primary architects of achieving the effectiveness and efficiency goals of the services provided. Each staff member is trained and educated to work in a social care setting. This education fosters the worker's conviction of the importance of their work, as it is performed for the benefit of the individual.

During the selection phase, local candidates who are predisposed to teamwork (attention to ethical motivations) are given priority.

The Human Resources management policy aims to engage, motivate, and retain employees through appropriate working and environmental conditions, recognizing all workers' rights, implementing a policy of professional growth and recognition, including through financial incentive plans, ensuring everyone has the opportunity to express their skills and potential, and ensuring ongoing training.

Organic endowment

The management of our organization is summarized in the organizational chart.



The structure is made up of:

- a President pro tempore with four councilors, appointed by the Ostra City Council. The President is the legal representative of the organization.
- Administrative staff are present at the facility every weekday, with hours divided into the following time slots: 8:00 am to 2:00 pm and 3:00 pm to 7:00 pm. (Any changes to these hours will be posted on the noticeboard outside the offices.)
- A facility coordinator and a nursing manager who together organize health and care services and coordinate the nursing staff; available Monday through Friday from 7:00 a.m. to 2:00 p.m. Saturdays by appointment. (Any changes to the schedule will be posted on the noticeboard outside the offices.)
- An external coordinator of the cooperative that manages the social-healthcare staff (Oss), in the event that the Foundation opts to contract out the assistance service to support its own.

The Staff

- Structure coordinator
- Nursing coordinator
- Nurses
- Physiotherapists
- Social health workers
- Chefs
- Laundresses
- Cleaning staff
- Maintenance workers
- Administrative
- Animator
- Hairdresser/barber
- Podiatrist (on request)
- Psychologist (on request)

Daily presence of staff

Time slot	Type of service
6:00 – 14:00	Nursing service (every day)
	Health Service (24 hours a day, every day)
7:00 – 14:00	Facility Coordinator (Monday to Friday)
	Nursing coordinator (Monday to Saturday)
	Kitchen staff (every day)
	Laundry staff (Monday to Saturday)
8:00 – 14:00	Administrative/Secretarial Staff (Monday to Friday)
	Physiotherapy and entertainment service



2:00 PM – 10:00 PM	Nursing staff (every day)
	Oss Staff (24 hours a day, every day)
3:00 PM - 7:00 PM	Administrative/Secretarial Staff (Tuesday to Friday)
	Kitchen staff (every day)
	Physiotherapy and entertainment service
10:00 PM – 6:00 AM	Health care staff (24 hours a day, every day)

10. RECIPIENTS OF THE SERVICE

The service provided by the Foundation is carried out through the following activities:

- 1) Protected Residence
- 2) Nursing Home

The subjects eligible for the **Protected Residence** :

- Non-self-sufficient elderly people of medium or high levels, in need of residential and healthcare assistance;
- Elderly people with forms of dementia who present cognitive deficits without significant behavioral disturbances.

In the nursing home, the service is aimed at elderly people who primarily require hotel accommodation or who require protection and assistance throughout the day.

Through an assessment of the elderly person's psycho-physical state, 3 types of care categories are determined:

1) Self-sufficient:

- Food and accommodation
- environmental care, laundry service, hygiene assistance, administration of medications and dressings

2) Semi-self-sufficient:

- Help with food intake, laundry service
- Help with hygiene and personal care with particular attention to bathing
- Help with walking and any movement
- Assistance in physiological functions
- administration of drugs and medications

3) Not self-sufficient:

- Assistance with food intake
- Assistance with personal toileting and bathroom
- Assistance with dressing , laundry service
- Assistance with any type of transfer (from bed to chair and vice versa, sitting on/off the toilet, moving around the facility, etc.)
- Assistance in physiological functions



- Administration of drugs and medications

How the service works

The Structure guarantees:

- A) admission and permanence on a voluntary and non-coercive basis;
- B) assistance that respects the dignity, privacy and relational needs of the Guest;
- C) the right to express political thoughts and, more generally, one's personal opinions and beliefs;
- D) the right to protection of privacy;
- E) religious assistance and respect for one's religious beliefs;
- F) all the services provided for by the individualized social assistance project (PAI).

Consequently the Guest:

- 1) enjoys full freedom of entry and exit from the facility, consistent with the clinical conditions and subsequent authorization of the referring physician, signing a release upon leaving;
- 2) may receive visitors daily, no earlier than 9:00 a.m. in the morning and no later than 12:00 p.m. in the afternoon, no earlier than 3:00 p.m. and no later than 7:00 p.m., respecting the care and assistance activities that staff must provide, as well as the tranquility needs of other guests (exceptions may be authorized by the Facility Management upon approval of the Facility's Health and Social Services) and HACCP regulations;
- 3) has the right to request directly, or on his behalf by his family members, all the services provided for in the personalized care plan;
- 4) has the right, together with his/her family members, to be informed:
 - the methods of operation and management of the services
 - of the assistance project (PAI) that concerns him and of any changes along the way;
- 5) has the right, together with his/her family members, to participate and contribute personally to the various initiatives organised by the facility;
- 6) has the right to avail of the support of relatives or acquaintances for his/her needs (excluding health and assistance activities, the performance of which is reserved for designated personnel), compatible with the needs of the service and according to the indications provided by the Management;
- 7) has the right to express, on his behalf, his family members, any comments regarding the management of the facility, either through the specific "Complaints / Suggestions" form available at the entrance to the facility or directly to the facility coordinator or at the secretarial offices.
- 8) Guests may receive phone calls within the facility, but the use of telephone equipment for outgoing calls is not permitted. Out of respect for our guests, it is preferable to avoid making phone calls during the following hours: from 8:00 to 9:30 a.m., during lunch and dinner, during the afternoon rest period, from 2:00 to 3:30 p.m., and after 8:00 p.m.



11. PRIVACY PROTECTION AND INFORMED CONSENT

In accordance with EU Regulation 2016/679, which contains provisions for the protection of individuals and other subjects with regard to the processing of personal data and sensitive data and, in particular, for the purpose of allowing data subjects to express their consent, the Foundation informs:

- the person legally responsible for all practices regarding the processing of personal data and sensitive data; and who is responsible for the processing and storage of personal data and sensitive data
- on the methods of processing the data collected for the purposes of managing relationships with public bodies and authorities, as well as for understanding the information necessary for social, healthcare, and rehabilitation treatments and for documenting the outcome of the treatments themselves;
- that the provision of personal data is mandatory;
- that the personal data collected, in addition to its own and internal administrative and technical-assistance purposes, may be communicated to external parties for the purposes of fulfilling public authorities with which relationships or agreements exist;
- that this facility will be able to make health data relating to the health services provided available for their possible use in an electronic health record.

In particular, the right to privacy is a fundamental value for the elderly, who must be cared for with full respect for their individual dignity. The staff guarantees the privacy of each guest, not disclosing information about them; such information must be discussed in confidential settings and only in the presence of the guest, their family members, and the care staff.

CONSENT TO THE PROCESSING OF PERSONAL DATA

By signing the contract, the Contractor declares that he has read the information contained therein and expresses his consent to the processing of the Guest's personal data, in the manner and for the purposes indicated.

12. ORGANIZATION OF THE SERVICE

Access methods

Access to the facility can be made through two channels: in a Nursing Home (CdR - 34 beds) or in a Protected Residence (RP - 56 beds).

Access to the Residential Care Facility, which is permanent (barring specific circumstances), is determined based on the Service Charter and the agreement with the relevant AST (Ast Ancona). The UVI of the Senigallia Health District, after careful assessment, periodically sends an updated list of patients awaiting admission. Once the form containing the name of the incoming resident and the assessment documentation is received, the prospective resident's family members are contacted to arrange a date and time, including the necessary documentation and personal items to bring on the day of admission. Once the prospective resident's family members have been contacted, an introductory interview is scheduled for admission to the facility. **Admission must be formalized within 48 hours, otherwise the right to a place is forfeited and the next person on the waiting list will be contacted.**

In the case of individuals with psychiatric problems, their admission will be subject to the favorable opinion of the Head of the Psychiatric Service of the AST to which they belong.



Admission to the Nursing Home is based on an application signed by the senior citizen or their relatives, or by the senior citizen's "guarantor," or by the Municipality of Residence. If requests exceed the number of available places at the Nursing Home, the Director will draw up a waiting list based on the following criteria:

- Priority to residents of the Municipality of Ostra
- Date of submission of the application
- General health status certified by the general practitioner

The facility coordinator, together with the nursing manager, certifies the patient's admissibility to the facility.

For admission you must present:

- The application and two medical certificates, completed on appropriate forms, certifying the guest's health and self-sufficiency. The forms are available on our website (www.casadiriposoostera.it), in the "Forms" section, or directly from the facility's reception desk.
- Copy of identification document and tax code
- The Institution reserves the right to request additional certification documents for any additional assessments.

Staying in the facility, in addition to regular payment of the fee, is linked to several factors, with particular reference to: the ongoing evaluation of the individual project developed, the verification of the correspondence and adequacy of the facility to the actual conditions of the individual. Therefore, people who, suffering from infectious diseases or due to psychological factors, are unfit for community life or who in any way cause harm to other guests and to themselves, are not admitted.

Waiting list

Applications for admission must be submitted to the facility's administrative office or sent by email to amministrazione@casadiriposoostera.it. Once the documentation is received, it is processed and placed on a ranking list based on the submission requirements.

For designated places in sheltered housing, the relevant AST reserves the right to compile a list of names to be included with the Foundation. This list is updated periodically and shared with our organization so that we can call the top-ranked candidates.

For places in nursing homes, a chronological order is always followed but two lists are formed:

- One for residents of the Municipality of Ostra (these have priority entry)
- One for those outside the municipality

The Foundation reserves the right to evaluate the most serious cases for which urgent admission is required.

Taking charge

Admissions to the RP and CdR are available every weekday, excluding Saturdays, Sundays, and holidays, except in special cases of an urgent nature, and subject to prior arrangements and organization. Admission is handled as follows: on the scheduled date and time, the guest, accompanied by a relative or other authorized representative, is required to report to the facility coordinator or other designated representative, where they will be greeted by a team composed of:

a) by the facility manager for the handling of bureaucratic procedures;



b) by the nursing coordinator for the collection of health information, for the verification of the current therapy updated and signed by the general practitioner and for the recording of vital parameters

c) by the administrative staff to define the payment method.

Other documentation to be presented upon entry:

- Copy of the disability application or disability report (in case of assessment already carried out)
- Copy of the accompanying application
- Telephone numbers and email addresses of contact family members
- Recent statement from the general practitioner regarding the absence of contagious diseases or dangerous situations contrary to community life
- Medical documentation in possession
- Medical certification with dosages and posology for any therapies currently being administered.

Customizations

All guests are given the opportunity, in agreement with the facility staff and within the limits of space availability and safety regulations, to bring with them personal objects, furnishings, small furnishings, and paintings that are theirs or have sentimental value. This will help recreate their familiar surroundings as much as possible, encourage their integration, and facilitate their stay at the facility.

Guests are asked not to retain valuable personal items such as jewelry or money. Should guests nevertheless choose to keep them during their stay, the Management is not responsible for any loss or theft.

The Administration is not responsible for any loss, breakage, or deterioration of personal items (e.g., glasses, dentures, hearing aids, cell phones, or other items) caused by guests during their stay, due to specific cognitive/psychiatric deficits or their own independent behavior.

Room assignment

Room assignments are the sole responsibility of the Facility Management. Management, after informing the guest and their family members, reserves the right to transfer the guest to a room other than the one assigned upon arrival. This is to ensure better care for the guest's changing psychological and physical needs and to address any issues related to community life. Guests may only indicate their preference for a single or double room when submitting the application.

13. RESIGNATION

Resignation may occur in the following situations:

NON-VOLUNTARY : The Guest, after informing the family and/or the relevant Social Services, may be discharged for the following reasons:

of a health nature :

- If the guest is incompatible with community life, causing harm to himself or to other guests ;
- If the guest is in health conditions that are not suitable for the structural and organizational characteristics of the RP and/or CdR .

The procedure involves the activation of the reassessment request by the GP, which involves the intervention of the Evaluation Unit, which determines whether the guest's conditions are compatible with the Facility or not.



Once the assessment regarding unsuitability for stay at the facility has been carried out, discharge may be temporary (hospitalization in other healthcare facilities) or permanent.

A) HOSPITALIZATION IN OTHER HEALTH FACILITIES :

If the guest, due to a deterioration in their health, is deemed temporarily unsuitable for the structural and organizational characteristics of the nursing home, they may be transferred to a local nursing home. In this case, they are entitled to maintain their place in the Foundation's nursing home. During these days, the guest is still required to pay the fee, which will be reimbursed for days of absence counted from the eighth day of hospitalization onward, at an amount equal to 25% of the daily fee for the self-sufficient category. If the guest is a single room occupant, the daily supplement must be paid in full.

B) FINAL RESIGNATION :

- If the guest's medical conditions prove definitively unsuitable, they will be discharged from the facility. In this case, the 30-day notice period is not required.
- If the behavior of the guest and/or his or her family members undermines the serenity and balance of the environment, creating discomfort and unjustified pressure on the facility's staff.

C) DEATH :

In the event of the death of a resident present at the facility, the family will be contacted by the facility's healthcare staff or their delegates to inform them of the event. The healthcare staff will carry out the initial preparation of the body and transfer it to the mortuary according to the times and procedures established by current legislation. It is the family's responsibility to independently decide who will handle the funeral arrangements by contacting the funeral home directly to arrange the funeral.

Under no circumstances are the Foundation's internal staff authorized, under any circumstances, to propose or suggest one funeral home or another.

of an administrative nature:

A) NON-VOLUNTARY

- in the event of failure to pay the fee for two consecutive months;
- for serious disregard of the rules of conduct that regulate life in the Facility by the user and/or his/her family members
- in the event that the relationship of mutual trust between the guest, his or her family, and the Foundation is broken.

B) VOLUNTARY

If the Guest or their family member decides to permanently terminate their stay at the facility, they may do so by submitting a written request to the Facility Coordinator, providing at least 30 days' notice. Failure to provide notice will result in the 30-day fee being paid.

Voluntary cancellation of the place by the guest or by anyone authorised to do so must be communicated within the indicated timeframe by registered mail or email.



Failure to provide notice entitles the Administration to charge the amount of 30 days or a quota calculated proportionally to the shorter notice.

14. METHODS AND TIMING OF ACCESS TO HEALTH DOCUMENTATION

The social and health records and medical records compiled during the Guest's hospital stay, as well as copies of the medical documentation presented upon admission to the facility, may be requested (only after discharge) by those entitled to them, in accordance with the procedures and timeframes established by current legislation and upon written, reasoned request. The medical documentation will be released by the facility coordinator in a manner that respects data confidentiality within 30 days of the request, upon payment of an administrative reproduction fee of €20.00 for the entire social and health records if the documentation is collected on-site, or €25.00 if the record is mailed to the patient's home.

15. COMPLAINT PROCEDURES AND MANAGEMENT

Through "complaint management," satisfaction monitoring becomes ongoing. Complaints can be expressed through:

- email to: amministrazione@casadiriposoost.ra.it
- Use of the dedicated "complaints - suggestions form" located at the entrance to the facility. Anyone wishing to report a complaint or suggest improvements can complete the form.
- Download the form directly from our website www.casadiriposoost.ra.it in the "Forms" section, "Suggestions and Complaints" window. You can return it by email or in the box located at the entrance to the facility.

Each report will be evaluated by the coordination group to implement improvement actions.

16. COSTS

Lines

The monthly fee is differentiated into the following categories:

- | | |
|--|------------|
| - Self-sufficient | €1.065,00 |
| - Semi-self-sufficient | € 1.375,00 |
| - Non-self-sufficient | € 1.600,00 |
| - Non-self-sufficient in sheltered housing | €1.550,00 |

Single room supplement old wing	€ 90,00
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Single room supplement new wing	€ 300,00
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For the purposes of calculating the fee due, the day of entry and exit are considered.

The monthly fee may be subject to change or adjustment during the stay, based on increases in the ISTAT index, higher costs resulting from services provided, and compliance with regional and national regulations.



Such changes are approved by the Board of Directors and communicated with no less than 15 days' written notice.

The fee must be paid directly to the Foundation by the Guest and/or their guardian, using methods agreed upon with the Facility Administration. Bank transfer is the preferred method.

The following are excluded from the fee and are therefore the responsibility of the Guest or his/her legal representatives :

- personal expenses (renewal of the Guest's personal clothing and luxury goods);
- Any medical expenses not included in the fee (specialist visits and tests not covered by the National Health Service); paid medicines and other medical devices not covered by the National Health Service.

17. INSURANCE COVERAGE

The Foundation has the following insurance coverage, as required by current legislation.

- General RCT policy for healthcare and assistance services;
- Fire insurance policy;
- Directors' protection policy;
- Car insurance policy.

18. HOSPITALITY CONTRACT

Before or at the same time as a new guest arrives, a Hospitality Contract is drawn up and signed between the guest or his/her family members (committees) or Support Administrator and the Moroni Antonini Morganti Foundation, which manages the Facility.

It starts from the day on which the hospitalization date is set.

It is permanent, barring any events that may lead to resignation, whether voluntary or out of necessity.

The Foundation, in compliance with current regulations, on the basis of the social and health documentation acquired, as well as the documentation relating to the Guest's financial verification and the information provided by relatives and close associates, guarantees the Guest a bed in the facility and provides the institutional services set forth in this Service Charter. The Foundation takes charge of the Guest, providing the necessary services in exchange for the Contractor's commitment to pay the fee.

The contract specifies that the Guest may be transferred at any time to a different bed than the initial one due to changes in their physical and mental condition or for service and/or organizational needs. This may result in a change in the rate if the Guest moves from a double to a single room or vice versa, provided the facility notifies the family members in advance.

Upon signing the contract, the Guest and/or Contractor shall:

- to freely consent to the processing of Guest's personal and sensitive data, pursuant to EU Regulation 2016/679 (GDPR). (Form attached)
- upon delivery of the following:
 - Copy of the Guest's Health Card and copy of the Policyholder's



- Copy of the Guest's identity card and copy of the Contractor's
- Original exemption card or E01 form
- Copy of the disability application or disability report (in case of assessment already carried out)
- Copy of accompanying application
- Family reference telephone numbers and email addresses
- Recent statement from the general practitioner regarding the absence of contagious diseases or dangerous situations contrary to community life
- Medical documentation in possession
- Medical certification with dosages and posology for any therapies currently in progress

The contract lists the services provided and included in the fee as described in this Service Charter in Chapter 5 "Service Organization".

19. RIGHTS AND DUTIES OF THE PARTIES

The Foundation is committed to:

- Provide services on the basis of the assumption that each Guest must maintain their dignity and values, even in cases of partial or total loss of their autonomy.
- Plan all activities ensuring each Guest:
 - a. The development and preservation of individuality and personal freedom;
 - b. The preservation, in social coexistence, of one's own ways of conduct;
 - c. The maintenance of family and social relationships;
 - d. Respect for one's beliefs, opinions and feelings
- Prepare and update health and social-health documentation in the established ways and times and, where applicable, communicate this to the Guest and his/her family members or legal successors in accordance with the requirements of the legislation in force;
- Comply with the guidelines, adopted care protocols, and internal procedures related to the provision of services;
- Provide the information required by current regulations to the municipality of residence, the local and regional health authority, the regional government, other healthcare facilities, the bodies responsible for social and health care assistance, and the bodies and entities responsible for legal checks or other inspections relating to social and health care facilities.
- Issue to the guest, or to whoever acts on his behalf, within the appropriate timeframes, the tax and accounting declarations required by the current legal provisions;
- Provide a new copy of the Service Charter whenever there is a significant update compared to the version provided at the entrance;
- Ensure compliance with current legislation on privacy and personal data protection pursuant to EU Regulation 2016/679 (GDPR);

The contractor/guest undertakes to:



- pay the monthly fee established for the services provided and explained in this Service Charter according to the category you belong to:

- €1.065,00 for self-sufficient;
- € 1.375,00 for self-sufficient seeds;
- € 1.600,00 for non-self-sufficient people;
- €1.550,00 for non-self-sufficient people in sheltered housing;

- In the event of voluntary resignation, submit the request to the facility coordinator or administration with 30 days' notice. Failure to provide notice will result in the payment of the 30-day fee.

The Tenant acknowledges that the monthly fee may be subject to changes or adjustments during the stay, based on increases in the ISTAT index and higher costs resulting from services provided and adjustments required by regional and national regulations. Such changes must be communicated with no less than 15 days' written notice;

- The guest behaves with politeness and civility towards everyone, including the service staff;
- Allows entry for assistance and cleaning staff;
- Notify staff if you plan to leave the facility, even if accompanied by family members;
- Do not bring into the facility any food, drinks, medicines, animals or objects that are dangerous to yourself or others;
- Respect the smoking ban inside the facility.

20. CRITERIA AND METHODS FOR PARTICIPATION OF FAMILY AND FRIENDS

For the Foundation, the family is the greatest resource for adequate care for the elderly. The entry of a senior into a residential care facility represents a significant critical turning point for both the senior and their family, a significant and significant transition and change in their living conditions. Family members turn to a facility primarily because of the elderly person's slow decline in independence and well-being, requiring demanding and ongoing social and healthcare intervention. These changes in living conditions, which obviously also have significant emotional impact, also have a significant impact on those relatives who until that point have been committed to caring for and assisting their relative.

Family members and friends are a fundamental resource for the well-being of guests and their acceptance of community life, and therefore their presence is encouraged and supported by the facility.

Therefore, free access is guaranteed from 9:00 am to 12:00 pm and from 3:00 pm to 7:00 pm every day, except for temporary restrictions regarding privacy or sanitization of the premises, or any health conditions that require the temporary closure of the facility.

To ensure privacy and allow staff to work, family members and friends are required to temporarily leave their rooms during cleaning, hygiene, dressings, and medical visits, and to leave the dining hall during mealtimes.

For hygiene reasons, sitting on beds, crowding rooms, and using restrooms reserved for guests are prohibited. Family members may provide support for their relatives, consistent with the service's needs and according to the instructions provided by the facility. It is the sole responsibility of the designated staff to carry out health and care activities.



21. CATERING SERVICE - MEALS PROVISION

The Foundation has its own in-house kitchen, staffed by specialized staff who prepare meals in compliance with health and hygiene protocols in accordance with current regulations. The menu rotates weekly and is divided into winter and summer menus.

There is a specific menu for each holiday.

There are three main meals: breakfast at 8:00 a.m., lunch at 12:00 p.m., and dinner at 6:00 p.m. These times apply to guests who eat in the dining room, while guests who are bedridden or have mobility difficulties are served half an hour earlier and are therefore served in their rooms. Two snacks are also available: one at 10:00 a.m. and one in the afternoon at 4:00 p.m., where yogurt or drinks of your choice are served.

In the case of specific clinical situations, the menu can be modified and adapted to the guest's needs. In such cases, a nutritionist's consultation is also consulted to best prepare a customized menu.

Family members can have lunch or dinner with their guests at the facility, subject to reservation and payment at the Foundation's office.

Family members and/or friends wishing to bring food from outside must notify the facility and ask permission. Bringing food without the consent of the facility staff is prohibited.

22. HOW TO CONTACT US

For those who need information regarding the application process, the services offered by the facility, and how to access the facility, please contact:

- Call the secretariat at 071-68512 (Monday to Friday, 8:00 a.m. to 2:00 p.m.)
- Write to the email address: amministrazione@casadiriposoostra.it