

**“SI PUO’ FARE”**

**CENTRO DIURNO SOCIO EDUCATIVO RIABILITATIVO**



**Carta dei Servizi**

Cooperativa Sociale  
**SI PUO' FARE - ONLUS**  
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## **REFERENCE REGULATION**

In compliance with the framework law n. 328 of 08/11/2000 for the realization of the integrated system of social interventions and services, to the L.R. no. 19 of 2006 and in art. 60 of Reg. Reg. n. 4 of 2007 now art. 3 of R.R n. 5/2019, the "Si può fare" Socio-Educational and Rehabilitative Day Center has formulated its own charter of services.

The regulatory framework indicated above is inspired by the active participation of the citizen and affirms the construction of an active social protection system aimed at the well-being of the person and a system of qualified social interventions and services.

Furthermore, the legislator highlights the importance of the right of citizenship and the right to flexible and "personalized" interventions.

## **SOCIAL-EDUCATIONAL AND REHABILITATION DAY CENTER FOR THE DISABLED**

The Social Cooperative SI PUO' FARE Soc. Coop. was established on 30.12.2013.

The socio-educational day center is a day-cycle social-welfare structure aimed at maintaining and recovering the levels of autonomy of the person and at supporting the family. The center is intended for disabled people, including psycho-sensory ones, with considerable impairment of functional autonomy, who need rehabilitation and social-health services. It was born not only as a meeting between new norms, places, professions that imply the planning of organizational structures based on predefined models, but it is a structuring choice conceived and adapted to the complex specificities of the single reference situations.

The socio-educational day center is a support and support service for family life, aimed at the evolutionary growth of the people hosted, the development of residual skills and the maintenance of those acquired, offering assistance and targeted socio-educational activities. The recipients are disabled persons within the age of 64, with highly compromised functional autonomy; for each user a personalized IEP will be drawn up where the capabilities, needs and requirements of each subject will be taken into account.

Rates and quotas are established in compliance with current regional legislation.

The type of activities envisaged tends to guarantee interventions on:

1. the cognitive - intellectual sphere;
2. the emotional and relational sphere;
3. psychomotricity;
4. family integration;
5. the social and work plan

In terms of rehabilitation, the community provides a very wide range of activities to be developed in groups and divided into areas of intervention:

- interventions aimed at promoting personal development and the relationship with family members and the socio-cultural context;
- interventions aimed at promoting development and personal autonomy;
- interventions of a ludic-recreational nature;
- accompanying activities to cultural, sporting, recreational and training activities.

The center is authorized to accommodate up to 30 users and is open from Monday to Saturday from 8.00 to 16.00. Closing days normally coincide with Sundays and traditional holidays, in addition to some closing days which will be communicated to families in advance for a maximum of 28 days (beyond Sundays) in the year.

During the year, however, extraordinary openings and/or extension of hours may be foreseen on the occasion of particular events or initiatives.

The structure, located in Latiano (Brindisi), in Via G. B. Papadia n.11, CAP 72022, is used as a socio-educational and rehabilitation day center according to the procedures set out in the current Regulation, and covers an area of approximately 500 square meters located in 15 rooms.

The structure is free of architectural, sensory and communication barriers.

The structure includes:

-dining room

-Kitchen

- room equipped for relaxation / rest

- environments for carrying out both structured and free activities

- large veranda

- environment equipped for gymnastics and physiotherapy

- telephone line available to users

- multimedia classroom

- toilets for the disabled (n. 3)

- staff toilets and changing room (n. 1)

- large balconies accessible for guests and also used for educational, rehabilitation and relaxation activities

-reception

- personnel office

-elevator.

The structure has 4 means of transport equipped for the disabled, and provides a daily transport/shuttle service between the home of its guests and the structure.

## **MISSION**

The Mission of the Cooperative aims to guarantee, with respect for the individuality, privacy and dignity of the person, a quality of life as high as possible for the guest - autonomous or not - considering their specific psychic, physical and social needs, through a qualified and continuous assistance, in close collaboration with the family and local services.

The Cooperative is committed to:

· define and update, on the basis of multi-professional assessments, customized individual and/or group intervention projects, also with the help of computerized tools that guarantee continuous monitoring of the user's social-health evolution;

redefine the work methodology so that it is no longer centered on the organization "by tasks" characterized by the bureaucratic approach, but is linked to a type of work organization aimed at achieving "objectives and results";

pursuing optimal levels of health, with a view to the multidimensional approach to the person, preserving, restoring or developing the residual functional capacities of the user;

guarantee the guest qualified assistance with personalized interventions, carrying out continuous staff training in order to support their motivation and re-evaluate their professional preparation, due to the fact that the interventions of all professional figures are aimed at satisfying the needs of the person;

collaborate for greater openness to the territory, increasing integration with the ASL and the Municipality, promoting meetings and memoranda of understanding;

· rationalize expenses taking into account the available resources;

maintain the financial balance in order to continue the institutional activity.

## **THE RECIPIENTS**

The Socio-Educational Rehabilitation Center welcomes citizens, within the age of 64, with disabilities such as to involve a considerable impairment of the autonomy of elementary functions, and for whom all the rehabilitative-health and psycho-social interventions have been carried out aimed at guaranteeing a real inclusion in structures aimed at the generality of people.

Therefore the aim pursued by the Coop. Si può fare is to guarantee its users a daily commitment in order to promote, on the one hand, their ability to participate, decide, learn, gain experience and, on the other hand, enhance their residual possibilities of doing activities, both independently and independently. collaboration with others, through educational, occupational and rehabilitation interventions.

The cooperative, rooted in the local context, is inspired by the principles of solidarity and collaboration thanks also to the occasional commitment of volunteers who work in various capacities.

## **REGISTRATION AND ACCREDITATION**

- Enrolled in the National Register of Social Cooperatives with prevalent mutuality by right under number A232284;
- Registration in the Register of Social Cooperatives n. 1080 of 11/19/2014;
- Authorization for operation - Determination Municipality of Latiano n. 825 of 10/21/2014 and subsequent update in conjunction with the expansion to 30 places;
- Registration in the Regional Register of Authorized Structures n. 1095 of 11/24/2014 and subsequent update in conjunction with the expansion to 30 places;
- Registration in the RUNTS Register n. 10873 of 03/21/2022.

## **PURPOSES AND OBJECTIVES OF THE SERVICE**

The main objectives of the project are on the one hand to adequately support the family by trying to reduce the commitments connected to the relative's disability, on the other hand it will work to make the user autonomous through various activities and projects, which will be submitted to both of the user and of the family so that there is an active participation of the subjects and an adherence to the social assistance contract.

## **WELCOMING STYLE**

The reception of users is characterized by a psycho-pedagogical style enabling and rehabilitating social functions:

1. an always immediate interpersonal relationship;
2. acceptance and sharing of the responsibilities and tasks that social life entails;
3. continuous stimulus aimed at the appropriation of one's life and the activation of one's resources;
4. regaining trust and healthy identification by the disabled person;
5. the awareness that a healthy life is the result of positive and satisfying human behaviour;
6. the constant presence of operators

## **EQUALITY AND RIGHT OF ACCESS**

No discrimination in the provision of the service can be made for reasons relating to gender, ethnicity, language, religion, political opinions, psycho-physical and socio-economic conditions.

## **METHOD OF INTERVENTION**

An innovative element will be to prioritize networking, which will not only improve the impact of the proposed activities on the target population, but will also involve existing local services at various levels (social services, Local Health Authority, Dsm, etc. .); a multidimensional and flexible

approach of the interventions will be used with subsequent organizational and strategic modifications inherent to the sustainability and feasibility of the actions.

## **AREAS OF INTERVENTION**

### **Cognitive Ability Area**

*Form - Attention:*

improves ability to maintain attention

*Module - Perceptual Discrimination:*

the maintenance of the most adequate perceptive and discriminative abilities to the demands of the context is promoted, under the banner of greater and more prolonged personal and social autonomy.

*Module - Semantic and Autobiographical Memory:*

it favors the maintenance of the ability to be able to "recall" (remember) the information present in one's own reservoir of knowledge.

*Module - Language:*

the ability to use one's own resources is fostered in order to maintain a simplified but functional and effective communication ability to satisfy one's needs for autonomy

*Module – Global Stimulation:*

it favors the stimulation of several capacities at the same time and favors the elaboration of alternative strategies to arrive at solving the task.

**Daily Life Activities Area**

*Module - Space/Time and Personal Orientation:*

a better and more adequate integration into one's own environment is promoted through the stimulation of temporal and spatial orientation skills

*Module – Home Skills:*

the maintenance of the ability to know how to orient oneself and be autonomous with respect to the family context in the basic activities of daily life is promoted

*Module – Creative Activities:*

it favors the stimulation of the ability to achieve an object or complete a task

*Module - Personal Autonomy:*

the maintenance of personal autonomy is promoted for as long as possible, stimulating the user to constantly strengthen skills such as taking care of one's person and the environment

**Emotional Control Recognition Area**

*Module – Expressivity and Emotional Receptivity:*

it favors the maintenance of the ability to recognize emotional expressions and situations, in order to be able to interact with the surrounding social context in an adequate way

**Corporality Motority Area**

*Module – Motor Skills and Coordination:*

the free expression of the body and bodily spontaneity are promoted through movement, rhythm and music

## **WORKSHOPS**

- artistic laboratory
- manual lab
- orchestral music therapy laboratory
- dance therapy workshop
- theater workshop
- digital photography laboratory
- cooking and pastry laboratory
- laboratory of occupational therapy
- laboratory of recycling techniques
- computer lab
- scholastic-cognitive laboratory

- speech rehabilitation laboratory
- civic education workshop
- journalism workshop
- small carpentry and restoration workshop
- physical education and physiotherapy laboratory
- gardening workshop
- orientation and integration laboratory
- laboratory of emotions
- clown therapy workshop
- laboratory of domestic, personal and social autonomy.

The Center offers additional external projects and activities, including tourist-cultural trips, physical and recreational activities, hippotherapy, swimming pool, organization of painting exhibitions and products made by the guests of the structure.

## **TYPICAL DAY**

Users arrive at the Center through the transport service that the Cooperative guarantees from 7.45 to 16.45, with the four owned vehicles.

After the reception phase (monitoring of psychophysical conditions, hygienic-sanitary assistance, administration of therapy) and the snack, the users, divided into small groups coordinated by the educators in charge of the various laboratories, begin the various rehabilitation and educational activities.

In addition to the laboratories inside the Center, outings are planned and activated to acquire, strengthen and stimulate greater social autonomy.

At the end of the workshops, hygienic-health and pharmacological assistance is guaranteed again and the preparation phase for lunch begins.

Users collaborate, pursuing the objective of a path of personal autonomy, in the phase of setting up the dining table, sanitizing and setting it.

After lunch and the further phase of sanitizing the environment by the operators, the users carry out playful-recreational and rehabilitative activities and subsequently, again using the means of transport owned by the Cooperative, they are taken back to their homes.

## **WORK TEAM**

The peculiar characteristics of our operators are creativity, flexibility, professionalism, commitment and dedication towards users.

In fact, they must be able to adapt strategies and behaviors to the different needs of the disabled person they come into contact with. To do this it is necessary that the operator's attitude is above all that of continuous active, participatory and non-judgmental listening towards the individuals and groups with which he comes into contact.

Another very important aspect that characterizes this professional figure is related to the work of relational mediation between the territorial network of services, institutions, adults, existing associations with the phenomenon of youth marginalization.

For all interventions to support the disabled individual in difficulty, the work of the operators towards the family and the social context of origin of the disabled person assumes great importance. In fact, it is believed that this is the central node to be able to make the project work. From this point of view, one can think of specific interventions aimed at overcoming family difficulties which envisage the help of specific figures such as a psychologist/mediator capable of making significant contributions.

It is essential that planning is not monotonous, therefore it is necessary to propose activities that are an orderly and programmed succession of "strong" moments and "quiet" moments, of concrete achievements and physical activities alternating with intellectual, expressive and creative.

Creativity, flexibility, speed in analyzing the situation and elaborating alternative proposals are the fundamental characteristics of each operator.

Educators with a calm, reassuring and helpful attitude, but also imaginative and lively, will favor common activities and work to be carried out together, also facilitating relationships both between family members and users.

### **ORGANIZATION CHART:**

- 1 administrative;
- 1 doctor - medical director;
- 1 specialist doctor – neuropsychiatry;
- 1 coordinator;
- 1 social worker;
- 1 psychologist;
- professional educators, 1 for every 5 guests;
- health and social workers, 1 for every 15 guests;
- 2 physiotherapists;
- 2 auxiliary personnel during the opening hours of the centre
- Additional staff – professional educators and social-health workers – in relation to the greater degree of assistance required by some guests;
- scheduled presence of other social workers, rehabilitation and functional re-education technicians (speech therapists, psychomotricians, music therapists, etc.).

- The coordinator is responsible for the implementation of the P.A.I. and their monitoring. You have the task of connecting and planning the periodic meetings of the multidisciplinary team. It deals with the organization of shifts and replacements of operators, the scheduling of interventions, the connection and communications on the admission and discharge of guests in agreement with the Social-Health District and/or other health facilities or the Social Area guest reference. The coordinator of the structure is also involved in the socio-rehabilitative activities of the centre.

The multidisciplinary team allows you to have an approach towards guests capable of responding to their different needs through an integrated and overall individualized project in which the various dimensions of the person pertain: emotional, psychological, etc. The team generally meets every 15 days in order to monitor, verify and evaluate the IAPs. Sometimes the team can also be extended to both family members and external experts who it was deemed appropriate to involve.

Each member of the team has the following tasks and functions:

- Educator: observation, preparation, implementation and monitoring of the PAI. His contribution to the center is essential for activating processes, activities, initiatives which, with reference to the PAI, give answers in achieving the objectives of autonomy, responsibility, communication, social contact, etc.

- OSS (Social-Healthcare operator): his tasks as well as assistance and help in the administration of meals and in activities related to personal care, are aimed at carrying out a series of hygienic-sanitary interventions, checking on the correct intake of pharmacological therapies (if foreseen), as well as carrying out interventions aimed at promoting relationship life, socialization, giving its contribution in the planning of the PAI.

- Social worker: intervenes in the moment of acceptance of new applications for insertion in order to make an initial social evaluation, to collect information relating to family status, his relationship network, the services that follow him, etc. Furthermore, his presence is requested whenever the PAIs need an evaluation.

All the operators of the multidisciplinary team will have to carry out 30 hours of training and updating per year which can be promoted either directly by the Social Promotion and Solidarity Cooperative or by other external bodies.

### **OPERATOR CHARACTERISTICS**

The operators are of both sexes, in order to provide the user with a family-type relationship life context, in a number suitable for specific needs, as well as opportunities for discussion.

Personnel specialized in the psycho-educational field work in the structures (psychologist, professional educators, pedagogists, etc...) with personal motivations in harmony with the work and the aims of the educational community for the disabled.

In addition to the qualifications required by law, operators participate in refresher courses on specific topics organized by public and private educational bodies and structures.

## **ADMISSIONS, RESIGNATIONS, INFORMATION MANAGEMENT AND WAITING LISTS**

The application for admission to the "SI può fare" day center must be related to:

- medical record containing the exact name of the subject's pathology and any psychodiagnostic, neurological and/or psychiatric tests
- medical report with general anamnesis, current therapeutic prescriptions, any allergies or suspected intolerances to substances and/or foods, any transmissible diseases, diet
- certification of vaccinations carried out (anti-tetanus, anti-hepatitis...)
- personal documents (copy of Identity Card and copy of Tax Code)
- documentation of the school and/or professional curriculum

Parents or legal guardians of disabled users within 64 years of age may apply to be included in the Socio-Educational and Rehabilitation Center, accompanied by appropriate medical-health documentation certifying the pathology they are suffering from.

Access to the service takes place through direct contact of the disabled person's family with the Center or with the PUA - Single Access Gateway to social and health services, upon notification by the local ASL or by the Social Services of the Municipality/Territorial Area to which they belong .

The application is evaluated by a multidisciplinary team, which convenes a UVM - Multidimensional Evaluation Unit - on the basis of a preliminary framework of the physical, psychological and social condition which is followed by an identification of the needs and requirements to be answered. Having verified the compatibility of the user's needs with the general Community Project, an evaluation of the Individualized Educational Program (IEP), of the Individualized Assistance Program (PAI) is carried out and its formalization within the first 4 months of stay in the structure. At the end of the Individualized Projects, or having ascertained the inappropriateness of proceeding with the stay in the structure, in agreement with the sending Service as well as with the family unit, the patient will be discharged.

The waiting lists are centralized and managed directly by the ASL of the area in which the day center is located.

## **ASSESSMENT OF THE INTERVENTION**

Verify

Our educational and rehabilitative structure prepares an Individual Educational Project for each accepted user which includes:

1. the objectives of rehabilitation work with the family where possible
2. the objectives of the rehabilitation work with the user to be carried out in the community
3. networking with other realities in the area
4. the methods and timing of verification
5. the prospects for solving the user's problems and the relative phases and times

In the case of short stays, a minimal and differentiated project is prepared.

## **USER AND FAMILY RESPONSIBILITIES**

The user and his family have the duty to:

- Respect the staff
- Promptly inform the managers of the center of the intention to renounce, according to one's own decision, scheduled activities and services
- Comply with the internal rules of the structure
- Collaborate in order to allow the P.A.I. and the P.E.I. that is, the activities carried out can be developed to the fullest

## **DISPUTES AND COMPLAINTS**

In the event of disputes relating to any inadequacies or inconvenience caused to users or their families, the operators of the structure must be informed.

The dispute must be resolved quickly and the user has the right to be informed of the decisions taken and the actions taken to resolve the problem detected.

The procedures for making a formal complaint are:

- Talks with the coordinator or educators.
- Assembly with family members if the dispute involves more than one user
- Written complaint sent to the facility manager

In any case, the day center for the complaints management procedure undertakes to ensure:

- the acquisition and evaluation of all complaints and equal treatment
- compliance with the confidentiality of the reported data
- the guarantee of a response within 30 days of receiving the complaint and, in the event that this term does not guarantee a complete investigation due to the particularity or complexity of the case, the communication to the user with an indication of the terms within which it will be appropriate feedback provided
- the assessment of the complaints received also contributes to the proposition and application of any conditions for improving the service, where the conditions exist.

## **RELATIONS WITH FAMILIES**

The "Si può fare" Day Center intends to promote the effective participation and collaboration of the families of the users inserted, in all the activities carried out in favor of their relatives and in particular with reference to the educational and rehabilitation objectives, to the intervention strategies, to the relational modalities identified for each one.

The relationship with family members is set up as follows:

- preliminary meeting for the placement of the proposed person in the Day Care Centre
- annual communication and discussion meeting on the organization of the new year's activities
- individual meetings for elaboration/comparison/verification on the aims, objectives, activities and educational methods proposed in the Individualized Care and Educational Project
- informal meetings outside the day centre, relating to moments of celebration and celebrations
- reports, communications, daily operator-family updates on the occasion of the provision of the shuttle-transport service to and from the facility.