

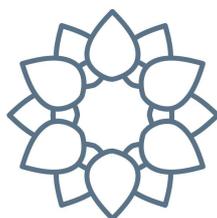


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RESIDENZA PER ANZIANI

SERVICE CHARTER

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REVISION N.03 OF THE
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RESIDENZA PER ANZIANI

“REST HOME AND PROTECTED RESIDENCE WITH DEMENTIA”

SERVICE CHARTER

YEAR 2026

VIA G. MARCONI N.33 60040 GENGA tel. 0732/97006 EMAIL:
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1- PREMISE

This Service Charter of Casa di Riposo Frasassi srl aims to establish the principles that must guide the provision of services and represents a tool aimed at protecting the needs of citizens who can and wish to benefit from them in compliance with the principles established by Law 21/2016 and subsequent amendments. The Service Charter is essentially aimed at protecting the rights of the guests.

2- THE STORY

The Villa Frasassi Residence, located in Via Marconi n.33 Genga (AN), approximately 15 km from Fabriano and 62 km from Ancona, is located in the splendid municipality of Genga and was built from a former hotel, known as "ALBERGO FRASASSI". Built in 1970 and renovated by the brothers born in 1978 by the brothers Marinelli who or They obtained permission to carry out the renovation works, intending it for the property at the tourist and hotel use. In 1985 the hotel was purchased by the Consortium Frasassi and after a few years in 1998 a renovation project was carried out on the building, completed in 1999, which created 87 seats, a conference room, a restaurant, a bar, a kitchen and a TV room for a total of 1607.30 square meters. In 2020 the property was purchased by the Edilcrea company which in 2021 submitted a project for the construction of a retirement home for the elderly, making internal modifications to the existing building, completing the work in 2023.

3. PRESENTATION OF THE ORGANIZATION

The Nursing Home is managed by a social and residential facility for the elderly called FRASASSI CASA DI RIPOSO SRL, registered with the Ancona Chamber of Commerce, established in 2021. The management of social health and hotel services has been entrusted to HELIOS Coop. Soc. Assistenziale, registered in the National Register of Social Cooperatives of Po A.

3.1- Missions and values

The "Villa Frasassi" Nursing Home was the result of a successful collaboration between the Municipality of Genga and the community. On April 21, 2021, the Marche Region expressed a favorable opinion regarding the regional needs for the construction of the Nursing Home. The facility was authorized for operation by the Municipality of Genga with resolution no. 90 dated February 27, 2023. On May 12, 2023, following a favorable opinion from the Marche Regional Council, with resolution no. 79, the Municipality of Genga authorized the construction of the Protected Residence for people with dementia, with 27 beds. or, currently authorized and accredited. The organization at R3D of the Nursing Home and Social-Residential Protected Residence is committed to providing the service within its jurisdiction, inspired by the following principles:



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- **Equality**
They are guaranteed same services without any discrimination on the basis of differences in gender, race, religion and political opinion.
- **Solidarity**
Commitment to reciprocity, tolerance and mutual support
- **Impartiality**
The attitude and behavior of the staff are inspired by criteria of impartiality and objectivity
- **Responsibility and participation**
The person is considered an active participant in the planning, sharing and verification of the service provided.
- **Respect or**
the needs of each individual are considered a priority, understood within the social dimension of the group
- **With nuity**
The care and continuity of care of the guests is guaranteed based on the and information on choices and treatments terapeutici
- **Efficiency and effectiveness**

In line with the fundamental principles it pursues, the Villa Frasassi Residence bases its mission on the care and protection of its guests, allowing them to maintain and expand their residual abilities, seeking to overcome with dignity the problems and pathologies that can affect the elderly.

The objective of the structure is to:

- welcome elderly people who cannot or do not want to remain with their families or in their own homes
- offer medical, healthcare and assistance
- promote the psycho-physical well-being of the elderly
- promote the maintenance of relationships between family members and friends, also with a view to possible reintegration into the family.
- Continuous improvement of the quality of services to better respond to the needs of guests;
- Guarantee of qualified assistance, resulting from continuous training of the staff, to create personalized interventions, aimed at responding to the needs of the individual Guest;
- Raising staff awareness, so that they approach the elderly not as just any person, but as an integral part of a large family;
- Through the intervention of the entertainment and socialization service, we try to collect as much information as possible, always respecting the Guest's privacy, to recover the elderly person's lifestyle habits and past, in such a way as to recreate a familiar and comfortable environment within the Facility;
- Maintain communication with guests and their families by always keeping customer satisfaction up to date and paying attention to any complaints or suggestions that arise.



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4- DESCRIPTION OF THE SERVICE

The "Villa Frasassi" retirement home, managed by Frasassi Casa di Riposo srl, with headquarters in Genga (AN) at Via Marconi n. 33, VAT number 02879160428, is divided into two residential types.

Of the swimmers

4.1 - The Villa Frasassi Rest Home It is authorized to accommodate a total of 28 places, designated to accommodate self-sufficient seniors who are at least sixty-five years of age and who, by their own choice, prefer to have collective services or who, due to senility, loneliness, or other reasons, require guarantees of protection throughout the day and community and collective services. The Nursing Home provides hospitality and assistance by offering opportunities for community life and services to help with daily activities, as well as opportunities for occupational, recreational, and maintenance activities. The facility supports the senior in managing daily life through qualified staff present 24/7 and, as required by law, a nurse when needed. The "Villa Frasassi" Nursing Home. It also guarantees the reception and continuity of assistance to the elderly who may have a partial reduction in their levels of self-sufficiency within the limits compatible with the services available in the facility.

4.2 - The Residence Prote a Per Dementia is in the authorization phase for a total of 27 places and is intended to accommodate, temporarily or permanently, non-self-sufficient elderly people who have reached the age of sixty-five with cognitive deficits but with a low level of behavioral disturbance that cannot be treated at home and who require complex and integrated healthcare services.

4.3 - The Structure "Villa Frasassi" is located in the municipality of Genga (AN), in via Marconi n. 33 and consists of a four-storey building plus a basement, completely renovated to accommodate a maximum of 55 guests: to date, authorizations are granted and there is only the basement, ground floor and first floor, for a total of 28 places of Rest Home. The structure is surrounded by a space dedicated to car parking and flowerbeds. A road leads from the parking lot to the rear entrance, where the elevator connects all floors of the structure and allows ambulance and emergency personnel to access the departments if necessary.

In the basement: There is a medical/nursing clinic, a room for optional services, a large space available to guests, a pantry, a barber/pedicure room, a cloakroom, a laundry/dry room with separate clean/dirty areas, two changing rooms for staff with separate showers for men and women, an area used as a recreation room and a reading room for guests, a bathroom suitable for disabled people and some storage rooms and technical rooms.



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On the ground floor: There are 5 rooms with bathroom, including 3 double rooms and 2 single rooms, for a total of 8 places in the Rest Home, the reception, a room used as an administrative office and for emergency management, the kitchen with an adjoining dishwashing area, the staff room, a canteen/ common activity room, a bathroom for visitors and one for guests.

On the first floor: we find 11 rooms with bathroom, of which 9 double and 2 single, for a total of 20 places in the Rest Home, a storage room and a room used as a guardhouse with a corner.

On the second floor: we find 11 rooms with bathroom, of which 7 double and 4 single, for a total of 18 places. In the Prote ac/dementia Residence, there is a room used as a drain and a closet.

On the third floor: we find 4 double rooms with bathroom and one single room with bathroom, for a total of 09 places in the Residence Prote ac/dementia, a room for motor activities, the assisted bathroom and a refreshment corner.

On the outside there is the structure used as a Place of Worship, made accessible via a ramp suitable for the passage of guests of the structure who use wheelchairs.

The telephone numbers are as follows:

- Recep on: 0732-90076
- Administration email: direzione@villafrasassi.it
- email address for healthcare workers and nurses: info@villafrasassi.it

How to reach us:



BY CAR:

From FABRIANO – JESI - ANCONA



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Ancona-Fabriano highway, Sassoferrato/Genga exit, direction Genga. Follow the road signs "Frasassi Rest Home".

5- ADMISSION AND DISMISSAL PROCEDURES

5.1 -Access to the Frasassi srl Rest Home is subject to presentation via e-mail

By email or directly to the secretarial office of Casa di Riposo Frasassi srl, via Marconi n. 33 – Genga (AN), by appointment, the appropriate application in the form of a self-certification, drawn up by the guest, or by whoever acts on their behalf, which must express the desire to be admitted to the Facility and must be presented along with a certificate issued by the attending physician certifying the general state of health, the condition of self-sufficiency or suitability for placement in the facility. If the person applying for admission to Casa di Riposo Frasassi has the right to a supplement to the fee, or to payment for the full amount, by various Organizations or Associations, he or she must attach to the application a commitment to spend, in whole or in part, by the interested Organization, specifying the monthly amount to be paid by the same.

5.2 -Access to the Dementia Care Home is subject to the direct submission, via email or mail, to the secretarial office of Casa di Riposo Frasassi srl, via Marconi n. 33 – Genga (AN), of the specific application in the form of a self-certification, drawn up by the resident, or by their guardian, who must express their desire to be admitted and must be presented accompanied by a certificate issued by the attending physician stating the resident's general state of health (non-self-sufficiency) and the evaluation by the District Evaluation Unit which assesses their suitability for the Dementia Care Home. In the absence of an evaluation by the District Evaluation Unit, the Management of the Villa Frasassi facility sends the completed administrative and health documentation to the competent offices of the District Evaluation Unit requesting their evaluation. If the person applying for admission to Villa Frasassi has the right to the integration of the fee, or to payment for the full amount, by various organizations or associations, he or she must attach to the application a commitment to spend, in whole or in part, from the interested organization, specifying the monthly amount to be paid by the same.

Upon admission, the facility will be presented to the patient and their family members, and a 12-point hospitality contract will be signed, highlighting the guest's data and level of self-sufficiency, the data of the relevant family member/guarantor, the rights and responsibilities of the person being cared for, room characteristics, minimum length of stay, and the amount of the fee. The detailed contract will be explained, shared, signed, and delivered to the patients, the family member/guarantor, and again upon admission.



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Documents to bring with you upon entry:

- Identity document of the guest and the applicant
- Guest Health Card
- Exemption Code
- Previous medical records (specialist visits, hospitalizations)
- Medical certifications to verify any allergies to drugs or foods.
- Recent medical documentation, recent blood tests
- Ao therapy signed by the GP
- Any disability certifications
- Any minutes of appointment of the Guardian or Support Administrator appointed by the Court

5.3 RESIGNATION

Resignations in the event of a user's withdrawal must be communicated with at least 30 days' notice, while the Administration can provide for the authoritative resignation of a guest, in cases where the guest does not respect the basic rules of coexistence and/or causes disturbance and/or danger to other guests, the staff and the facility.

The documentation provided to the a or resignation is as follows:

- Health Record
- Therapy Sheet in a oe drugs customize
- Blood chemistry tests ua in Stru ura
- Specialized medical consultations that uate
- Possible glycemc S CK scheme and diabetic therapy
- Vital parameters sheet (blood pressure, saturation)
- Possible LDD processing card



6 - THE WAITING LIST

6.1 – Waiting List for Nursing Homes

If the number of applications exceeds the number of places available, a waiting list will be drawn up which will take into account the following priorities in its formation:

- Chronology of application submission; Residence in
- Social Territorial Area No. IX;
- Detailed social situation of the user.

6.2 – Waiting List for Dementia Care Homes

The waiting list for the Dementia Care Home is made up of applications for entry accompanied by a UVI assessment and follows the following criteria:

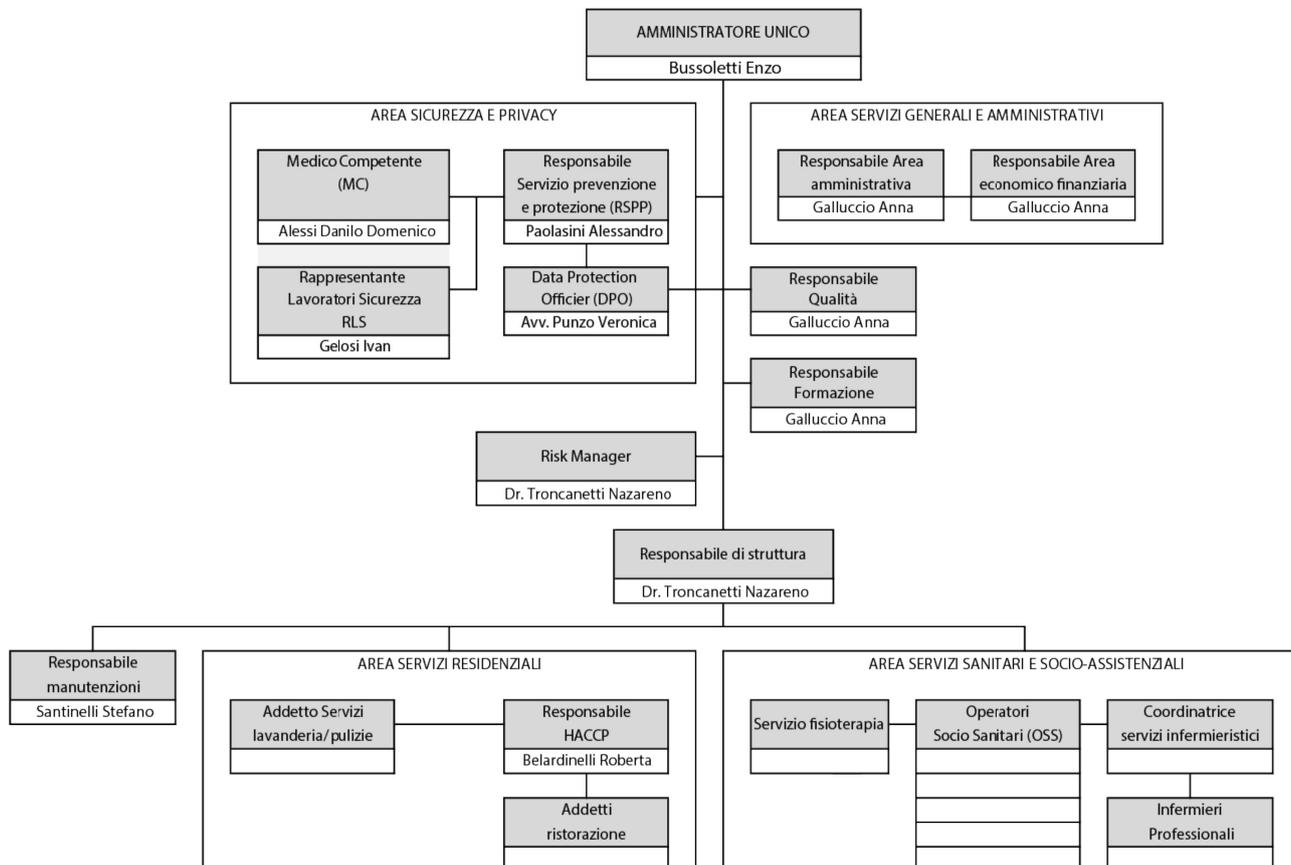
- Date of submission of the application;
- Social and/or health emergency requirements.

Entry will be agreed with the UVI, which in cases of particular urgency can arrange entry regardless of the criteria highlighted above.

Discharge in the event of a user's withdrawal must be communicated at least 30 days in advance, while the Administration may authorize the dismissal of a guest if the guest fails to comply with basic rules of coexistence and/or causes disturbance and/or danger to other guests, staff, and the facility. The territorial UVI may arrange, in agreement with the Director of the Frasassi Rest Home, for admissions in cases of particular urgency, regardless of the criteria outlined above.



7- Organigramma e Funzionigramma



AMMINISTRATORE UNICO

Il Presidente ha il compito di curare le relazioni sociali nell'interesse della Società, coinvolgendo i vari professionisti, curandone i rapporti e di gestire gli aspetti finanziari dell'impresa e i rapporti con il personale.

Ricopre il ruolo di Datore di Lavoro e ai fini della tutela dei dati personali ricopre il ruolo di Titolare del Trattamento.

RESPONSABILE DI STRUTTURA

- collabora con il coordinatore infermieristico sul processo di inserimento degli ospiti, e sul percorso complessivo
- mantiene il coordinamento con le figure mediche che intervengono nel processo di trattamento degli anziani.



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NURSING COORDINATOR

- plans, manages and evaluates nursing intervention,
- ensures the correct application of diagnostic and therapeutic procedures,
- acts both individually and in collaboration with other health and social workers in monitoring the health conditions of guests;
- She coordinates the various professional roles, paying particular attention to relationships with general practitioners and specialists, and with the patients' families. She organizes and supplies medications and medical supplies.
- ensures that medical records and all other documentation regarding the health status of guests are properly compiled and maintained, as required by applicable laws.

PHYSIOTHERAPIST

- provides individual rehabilitation for seniors with dementia in the nursing home, in the gym, guest rooms, and other common areas, in consultation with the facility's GP.

NURSES

- The nurse, in conjunction with the general practitioner, takes care of administering the prescribed drugs and monitoring the user's health status.
- Draws up documents within his/her area of expertise
- He collaborates and interacts daily with the care team and is a point of reference for family members who need general information on their relative's health status.
- It deals with the disposal of nursing waste

HEALTH CARE WORKER

- assists and supports the Guest:
 - in daily activities, personal hygiene and dressing
 - Help with walking and social life
 - distributes meals and helps with food intake.
 - Provides domestic and hotel services

SAFETY, PREVENTION AND PROTECTION MANAGER

- Performs the role of RSPP
- Verifies the correct application and activates the appropriate control tools and aspects of workplace safety within the facilities and services



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- Set up the DVR
- Coordinates and supervises internal audits; maintains relationships with the certification body; maintains relationships with the consulting firm; prepares the review document in collaboration with management; updates documentation.
- Update company procedures
- Update the Safety Manual
- Convenes and chairs the annual meeting of the Prevention and Protection service.

PRIVACY OFFICER

- Manages and collaborates with the prevention manager in all the tasks required by law
- Manages relationships with the consulting firm
- Provides for the execution of internal inspections
- Participate in the consultancy firm's audits

ADMINISTRATION MANAGER

- Manages treasury, cash flow monitoring and relationships with the cashier institution
- It handles financial and asset accounting with double-entry bookkeeping of all management events and recordkeeping required by law.
- Manages income and expenses by issuing collection and payment orders
- Pays salaries to employees and similar personnel

HCCP MANAGER – COOK

- Apply HACCP
- Provides food supplies
- Manages the organization of staff and technical activities necessary to prepare meals for guests and employees
- Maintains relations with the Health Management for the preparation of food tables and weekly menus

-MAINTENANCE MANAGER

- Coordinates work with external maintenance companies and ordinary maintenance of equipment present on the premises.

LAUNDRY AND WARDROBE WORKER



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- Collects dirty linen daily and delivers clean linen to the various units of the facility
- Sorts the linen and distributes it in the appropriate cupboards;
- Sort guests' clothes for washing according to their type,

8- COSTS OF THE FEES AND PAYMENT METHODS

The service fee (re a), is decided annually by the Board of Directors, and is:

- Guests self-sufficient in a nursing home €57.21 per day;
- Guests non self-sufficient Residence Protected by Dementia €59.18 per day.

The price includes:

1. general management expenses (utilities, maintenance of hour, depreciation quotas, administrative facilities, hotel services)
2. expenses for hospitality (vi or, accommodation, material for activities, internet connection,
3. insurance expenses (staff, guests)
4. personnel expenses

The amount of the fee can be modified in case of the need for additional services highlighted following an assessment by the relevant personnel.

The guest who requests to be accommodated in a single room will have an increase in the price of the 20%.

Guests who request to use a double room individually will incur an increase in the basic rate of around 50 percent of the cost of a double room.

The start of the payment of the fee cannot be deferred by more than 10 days from the date on which the acceptance of the request is communicated, even if entry, for personal reasons of the guest or family members, occurs later.

The fee must be paid in advance within the first ten days of each month, plus any additional expenses incurred (transportation, medications, additional hairdressing services, etc.), by transfer to the current account held by Casa di Riposo Frassasi Srl or in person at the Facility's office by appointment. Failure to pay may result in the guest being discharged. If the guest transfers, the fee is due for the entire month.

The term for cessation of payment starts from the day on which the discharge from the nursing home occurs, subject to compliance with the notice requirement which is set at 30 days.

8.1 Retention of place

The guest has the right to retain their place, in the event of voluntary absence, upon payment of the full fee. In the event of absence due to hospitalization, the place will be retained until hospital discharge and the guest is required to pay the fee with a



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A 20% daily reduction is possible, depending on the length of stay. Refunds are not provided if the place is left early.

9- SERVICE ORGANIZATION

The services and benefits provided by the Rest Home and the Prote Residence a for Dementia, are aimed exclusively at the hosted users, in full respect of or the needs of each person in the Individualized Care Plan (PAI) drawn up directly encoded at the time of entry into the Nursing Home, while it is the Nursing Manager for the users the Nursing Home, while it is Developed on the basis of the care plan defined by the Integrated Evaluation Unit for the users of the Dementia Care Home. The document is subsequently updated by the nursing staff and care staff, adapting it to the actual needs and requirements of the user.

All personnel working within the Facility are covered not only by the employment insurance provided for by current legislation, but also by a third party liability insurance policy issued by GENERALI ITALIA SPA no. 450566579. This covers both damages caused by operators to third parties and any damages suffered by operators while carrying out the tasks required for their role, as a result of maximums:

- Third party liability – maximum coverage per accident, per person and for damage to property €2,000,000.00
- Civil liability towards employees – maximum coverage per claim, per person €2,000,000.00

The services guaranteed to the guest, included in the monthly fee, are exclusively those reported below and divided as follows:

9.1 – Nursing home:

- Full day of food including: breakfast, lunch, dinner, half-board drink and afternoon snack – Satisfaction of nutritional needs, with special assistance for semi- or non-self-sufficient guests;
- Personal hygiene and guest dressing;
- Bathing program and assistance;
- Daily tidying and cleaning of the room you belong to;
- Daily tidying;
- Laundry service for linen in ma;
- Emergency social and healthcare assistance; Nursing care tailored to actual needs; Hydration;
-
- Inconvenience control;
- Walking activity;
- Religious service.

9.2 – Dementia care home:



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- Full day of food including: breakfast, lunch, dinner, half-board drink and afternoon snack – Satisfaction of nutritional needs;
- Personal hygiene and guest dressing;
- Bathing program and assistance;
- Daily cleaning and tidying of the room you belong to with one changeover in the afternoon;
- Daily housekeeping with change of sheets every 2 days;
- Laundry service for linen in hand;
- Emergency social and healthcare assistance; Nursing assistance;
- Hydration;
- Inconvenience control;
- Religious service;
- Entertainment activities;
- Physiotherapy service

10- RULES OF COMMUNITY LIFE

The day of the guest residing in the facility is normally structured according to the following scheme:

- Rising from 6:30-7:30 am Breakfast from
- 7:45 am – 9:00 am Lunch 1st shift from
- 11:50 am – 12:30 pm Lunch 2nd shift from
- 12:30 pm – 1:30 pm
- Afternoon break from 1:30 pm to 3:30 pm Dinner
- 1st shift from 6:15 pm to 7:00 pm
- Dinner 2nd shift from 7:00-8:00
- pm, no-show from 8:30 pm

All guests are allowed free access and exit from the facility, subject to completing the exit register; return must generally take place by 9:00 PM and in any case must be agreed upon with the Administration.

The use of radio or TV in the room is permitted only if it does not disturb other guests.

In compliance with the good rules of coexistence in community structures, the guest is required in particular to:

- to scrupulously observe the hygiene rules of the communal and personal living environment;
- to keep the accommodation, services, furnishings and equipment in the room in good condition; to report any faults to the systems, avoiding tampering with them without authorization;
- to allow service personnel and any other person authorised by the Manager to enter the living room to carry out cleaning, checks, repairs and other interventions;



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- do not hang laundry on windows, balconies or radiators; do not
- keep objects on the windowsills;
- not to use objects noisy which may disturb other guests;
- not to do anything in the walls without permission;
- to not give are waste, garbage, liquids or various objects from the windows;
- to not give are in sinks, toilets or sanitary equipment, materials that can or to ure or harm the good condition of the drains; do
- not smoke outside permitted areas ;
- to compensate the Administration for any damage caused to people and/or things through their own carelessness or negligence.

11- STAFF TRAINING AND UPDATING

For already qualified staff, a specific individual and team training plan is provided, along with ongoing refresher courses in both rehabilitation techniques and knowledge of health, hygiene, and safety standards. Annual training hours are scheduled for all operators, as per the established training plan. Regarding individual training, individual training sessions are scheduled for new hires by the contact person or manager, where the service, work methods, and operational tools are presented. Courses are provided for mandatory basic training and specific training (first aid, safety, BLS, fire prevention, privacy, HACCP). Preventive and periodic health surveillance is also ensured. Continuous updating and sharing of internal guidelines regarding prevention, containment, and safety measures is guaranteed.

12. LISTENING AND PROTECTION

12.1 Rights and duties of guests

Rights

Information: Each person is guaranteed complete and comprehensible information about the services provided, and their consent is required from the moment of admission to discharge. Assistance and care: Each resident of the facility has the right to receive adequate assistance and care in defining their own care plan.

Guests and family members can express their opinions and/or complaints and propose suggestions for improving the facility.

Duties

Collaboration: each guest must provide maximum collaboration in rehabilitation activities and contribute to the care of individual and common spaces

Membership: respect the internal regulations. Respect the opening hours and hygiene and health regulations.



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Respect the rules of good manners towards staff and guests.

12.2 Complaints

Guests and their families may submit observations, objections, complaints or claims against their behaviors that deny or limit the use of social-residential services, possibly within 15 days of the incident (complaint procedure).

This right can be exercised using the form available in the facility, but also by simply verbally reporting it to the facility coordinator, in which case a specific form will be drawn up containing the type of report received and the data acquisition for related communications. The nursing coordinator and his/her referents are responsible for data collection and their reproducibility, accuracy, and completeness. They carefully and punctually check and verify, promptly reporting any anomalies or deficiencies to both the staff and the facility's privacy representative. The staff is informed and updated during weekly meetings and dedicated sessions on documentation storage procedures. This data is disseminated internally to the team and, if necessary, externally (family members, doctors, the referring service). An explicit request is made, or in any case, the relevant production, in photocopy or original, is noted in the guest's file. The data is also used for accounting, administrative, and bookkeeping purposes.

12.3 Privacy

The right to respect the confidentiality of everyone's privacy and its protection is guaranteed in compliance with the provisions of the law Legislative Decree no. 196 of 06/30/2003 and the European regulation on privacy GDPR 2016/79

13- RECREATIONAL ACTIVITIES

The structure ensures recreational and entertainment activities to improve the quality of life the guest's a through the maintenance and development of residual skills and as such, to achieve this object one cannot ignore the observation and analysis of the real capabilities of each guest.

Recreational activities are organized in the facility at various times and consist of the day and of music therapy activities, expressive, creative and manual activities.

13.1 – Physiotherapy Service

For the residents of the Dementia Protea Residence, the presence of a rehabilitation physiotherapist is guaranteed for 10 minutes per day for each guest. The physiotherapist's activity is aimed at maintaining and improving the level of autonomy of the residents; the interventions are planned and carried out daily.



14 – RELIGIOUS SERVICE

Guests are guaranteed religious services that fully respect each person's religious ideals. Holy Mass will be celebrated in the church outside the Frassasi Rest Home, in agreement with the local parish priest.

15 - RELATIONS WITH THE LOCAL COMMUNITY AND TERRITORIAL SERVICES

All forms of participation within the structure of voluntary associations and independent volunteers are encouraged, and they are welcomed and supported by the structure's coordinator. Volunteer staff are always intended to support and never replace the professional figures present in the structure.

To this end, the following objectives are identified:

- make the structure a place where the Associations present in the territory can carry out activities, shows and parties;
- to dispel the concept and the common place that sees in the structure residential area a place without a return that one enters with resignation and delay, whether as a user, family member or volunteer;
- make it explicit and clearly visible that the experiences and professionalism that develop within the structure are an asset available to the territory.

In relation to the above, the structure hosts voluntary staff from the Parish Circle of Camponocchie and Pierosara, managed by Don Luigi Foro, for small activities of entertainment for the benefit of the elderly, and by the San Vincenzo de Genga Paoli Confraternity of Association.

16. DOCUMENTATION STORAGE

All documentation relating to guests' data and their therapeutic and rehabilitation programs is managed in accordance with current regulations. Medical records are stored in locked filing cabinets in designated areas: offices and "archives," access to which is restricted to authorized personnel. A paper medical record is available for authorized staff. Guests and/or their representatives may request a copy of their social and health records, or parts thereof, by completing the MOD-814 (Social and Health Record Release Request) form, available in the Administrative Office. The Facility undertakes to deliver the aforementioned documentation within 15 days of the request.

17- ACCESS METHODS FOR FAMILY MEMBERS

The relatives of the resident guests are invited to make regular visits, so that the normal emotional continuity with their relative is not interrupted.



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To the guests It is permitted to receive visits and maintain relationships with people outside the structure in respect or as reported below:

- in the community areas of the facility, from 9.30 am to 12.00 pm and from 4.00 pm to 6.00 pm;
- in the residence rooms, if there are more than one, from 10:30 to 12:00 and from 17:00 to 19:00.

In compliance with legal hygiene regulations, family members or friends are not permitted to access the dining areas while meals are being consumed, except in duly authorised cases.

The guest is permitted, upon payment of the relevant cost, to invite and entertain any visitor for lunch and/or dinner provided that this is requested in advance by the Coordinator of the facility.

18- REPRESENTATIVE BODIES OF GUESTS AND FAMILIES

Guests and their families contribute to the quality of the service and therefore their collaboration is encouraged in order to make the service itself closer to their needs.

In order to ensure a favorable collaborative relationship, the Nursing Home encourages forms of family participation in the verification and evaluation of the service.

The Manager shall take all necessary measures to avoid the persistence of any disruptions, informing any other services concerned.

The Offices provide an immediate response to reports and complaints that require immediate or easier resolution.

In more complex cases, complaints are forwarded to Management who, after having gathered relevant information, takes action to resolve the complaint, involving the relevant company functions.

Upon request, the resident/family member will receive a written response to the complaint, within a timeframe that varies depending on the complexity of the matter. Management generally undertakes to respond within 30 days of receiving the request.

The Administration undertakes to guarantee guests and their families information on the management of the service and the presence of a contact person within the facility, identified as the Service Coordinator, who is at their disposal and collaborates with the administrative services to maintain quality standards.

19 - SERVICE EVALUATION

To evaluate the service, appropriate tools will be used, both documentary (questionnaires, survey forms, etc.) and of other nature (verification meetings, supervision, etc.).



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Overall, this evaluation activity is aimed at capturing, in addition to the cost/benefit ratio, user satisfaction and the achievement or otherwise of the project objectives underlying the service provided.

20. DISSEMINATION OF SERVICE CHARTER AND REVISION

This Service Charter will be periodically reviewed annually by the Technical-Administrative Support Department, along with the facility manager and the team. The Service Charter will be distributed through a dedicated website and in paper format, along with an informational brochure.

21. HOTEL SERVICES

You or

The pas represent a fundamental therapeutic moment within the Stru and are hour. During the passalways present the OSS, the nurse and other figures of the team.

The pas they are being prepared in the kitchen of the Stru ura by specialized personnel And they are consumed in the yarn Orio a prepared for distribution according to the procedures established from the norm goes into hygiene

matters. The current menu is based on se and days for four weeks, with at least two possibilities of choice for each course and two seasonal variations (spring/summer menu and autumn/winter menu)

In the case of guests who must follow special diets related to nutritional problems or specific pathologies, the menu is personalized based on the indication and prescription of the doctor or dietitian.

Meal times are as follows:

Breakfast starts at 7:30am

Morning break (tea, fruit juices etc.) at 10.00 Lunch

with start of the first shift for guests not self-sufficient 11.50 am

Lunch with the start of the second shift for guests.self-sufficient 12.30 pm

Afternoon break with biscuit snack. Dinner: with and tea, fruit juices, at 4:00 pm

the start of the first shift for guests. Dinner with non-self-sufficient at 6:15 pm self-

the start of the second shift for guests. For guests sufficient at 7:00 pm

who cannot move from the rooms to the including the interludes will be

you serve to say rooms

On special occasions, such as holidays and birthdays, the daily menu will feature dishes that are different from the standard offerings to convey a sense of tradition and celebration.

Transport

The facility guarantees guests transportation to all public health services and has no reference

life at a high price health era to be carried out

CONTACTS

Via Marconi n.33

60040 Genga (AN)



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Tel. 0732/970076

E-mail:direzione@villafrasassi.it

[website:www.villafrasassi.it](http://www.villafrasassi.it)

- STRUCTURE REFERENTS

Holder: Enzo Bussole

Nursing coordinator: Do . Ms. Cin Donatella

Administration: Anna Galluccio



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ANNEX A

SERVICE FAILURE REPORTING / COMPLAINT FORM

Villa Frasassi Residence

With this module She can send suggestions or report a
Any poor service/damage/complaint should be reported to the Villa Frasassi Residence
Management. We will respond within 15 days of reporting the problem and will work to find a
solution to the reported issue.

Surname and Name _____

guest family other _____

(mark with an X)

if family member (or other): name and surname of the relative staying at the facility **Villa Frasassi**

Address _____

Telephone _____ Email _____

Suggestion / poor service / complaint to report (specify date and circumstances of the poor service and
type of damage found):

There _____ Signature _____

This form can be delivered to the secretary of the Villa Frasassi residence for the
attention of the Head of Facility, or delivered or sent by post, fax, or email to:
direzione@villafrasassi.it