



**RESIDENCE HEALTH CARE HOME**  
**“ST. ANTHONY OF PADUA”**  
**CONGREGATION OF THE OBLATES SISTERS OF ST. ANTHONY OF PADUA**

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**SERVICE CHARTER**

Document in rev. 05 of 07.02.2025

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## 0. GREETINGS FROM THE CONGREGATION

**Dear Madam, Dear Sir,** \_\_\_\_\_

Welcome to the Residential Health Care Facility (RSA) "S. Antonio da Padova", a social-health facility managed by the religious moral body of the Congregation of the Oblate Sisters of S. Antonio da Padova.

Padua and whose activity began in 1921 by the will of the Founder Mother Valeria Succi.

In welcoming you, we present the Service Charter and the Internal Regulations of the RSA "S. Antonio da Padova".

This document will allow you to better understand our RSA, the methods of assistance, the services offered and the rules that govern the activities of the facility.

The RSA "S. ANTONIO DA PADOVA" in Mesagne is a welcoming structure for its services, spaces and facilities; but above all for the spirit of faith, love and tenderness that the committed nuns spread, faithful to the religious consecration and charismatic mission of Mother Valeria, who devote themselves professionally and humanely like the "evangelical good Samaritan" to sharing the

suffering, loneliness, of elderly brothers and sisters; to allow them to find a meaning and a hope for life. Especially today, in an individualistic and hectic society, each guest is welcomed, listened to, loved, respected, served, cared for and encouraged with the evangelical spirit of the

**"do unto others as you would have them do unto you."**

*The Congregation of the Oblate Sisters of St. Anthony of Padua*

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*Hoping that you will enjoy our services, we send you our warmest regards.*

### Change of activity due to health emergency

In the event of health emergencies, the RSA "Sant'Antonio da Padova" follows guidelines and procedures operations that are partly different from those described in the Service Charter, based on criteria that guarantee maximum health protection for guests, operators and visitors.

If necessary, please contact the facility to obtain the relevant information. \_\_\_\_\_

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## 1. PREMISE

This Service Charter has been drawn up in compliance with the following regulations:

- art. 13 of Law 28/11/2000, n.328;
- art. 5 of the Ministerial Decree 21/5/2001 n.308;
- art. 58 of the Regional Law 10/07/2006, n. 19s.m.
- art.7 of the Regional Regulation 18/01/2007, n.4;
- articles 5 and 8 of the Regional Regulation 01/21/2019, n.4.

This Service Charter is drawn up with the contribution of the various managers of the services provided and, where applicable, with the collaboration of the representative associations of protection and volunteering.

## 2. PRESENTATION

RSA, Residential Health Care Facilities, are structures designed to offer hospitality, health, assistance and recovery services to non-self-sufficient elderly people.

RSA guests cannot be assisted at home but do not require hospitalization in hospital-type facilities and/or rehabilitation centers.

The RSA "S. Antonio da Padova", in Mesagne, was born from the desire to innovate the service offered to frail and non-self-sufficient elderly people, since the 1990s, according to the institutional purposes of the Congregation of the Oblate Sisters of S. Antonio da Padova, integrated with the most advanced principles and management methods of social-assistance services.

The facility, located in Mesagne, at Via Arno n. 9, has a capacity of **36** beds, organized on a single level, on the ground floor, where there is also the refectory, for the canteen service, the kitchen, a multipurpose room for free time, a gym equipped with the necessary equipment for users, a medical room, a specific room for nursing staff, a courtyard for outdoor activities, a conference room and the Church for religious functions.

On the first floor are located the rooms for the resident religious community and the areas of community life.

### 2.1 TYPE OF USER

The RSA "S. Antonio da Padova" hosts elderly people, of both sexes, partially or totally non-self-sufficient, even with serious psycho-physical deficits, as well as people affected by senile dementia, who do not require complex health services but require a high level of personal assistance with assistance and socio-rehabilitation interventions with high socio-health integration; elderly people who are not able to lead an independent life and whose pathologies, not in the acute phase, cannot predict more than limited levels of recovery of autonomy and cannot be assisted at home.

Non-self-sufficient guests are welcomed under an accredited regime for whom the competent ASL has issued a commitment to pay the health fee.

These guests are welcomed in residential or day mode and receive a care service aimed at personal care, ensuring a better quality of life, stimulating physical and mental recovery and enhancing their residual individual potential.

### 2.2 LEGAL STATUS

RSA "S. Antonio da Padova" is authorised to operate with Determination no. 23 of 17/12/2010, issued by the Municipality of Mesagne and was accredited by the Puglia Region with

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Determination no. 00036 of 01/27/2025. The RSA is also registered in the Regional Register pursuant to art. 53 paragraph 1 letter B of Regional Law no. 19/2006 since 09/21/2010.

At the moment the facility has a capacity of 36 beds, 20 of which are accredited by the Puglia Region. An application has also been submitted for the accreditation of an additional 16 beds.

### 3. MISSION

The "S. Antonio da Padova" Residential Health Care Facility for the Elderly (RSA) works to guarantee residents, in full respect of their dignity, autonomy and personal privacy, a high level of protective assistance, to prevent further loss of autonomy, to maintain and recover, where possible, the psycho-physical, emotional and relational capacities of the subject.

It operates in full compliance with regional, national and community regulations, within the programmatic guidelines of the Puglia Region, in agreement with the ASL competent for the territory with the Municipalities and with the Territorial Area.

The valorization of the elderly, understood in its globality, uniqueness and complexity is the key objective through the constant commitment of its operators; the purpose of taking care of the guest is pursued, within a structure with high standards of guarantee, safety and protection, guaranteeing the respect of the person, the maintenance and recovery of their psychophysical and sharing abilities.

For each elderly person staying in the facility, taking into account their conditions, RSA "S. Antonio da Padova" ensures:

- interventions studied and aimed at ensuring care and assistance;
- planned interventions to recover, maintain and/or enhance the capacities owned;
- interventions designed for the individual guest and aimed at creating a personalized environment for the patient;
- interventions aimed at ensuring the integration of the hosted person and protecting their social life;
- interventions aimed at supporting and/or improving interpersonal and family relationships of the guest.

**RSA "S. Antonio da Padova"** ensures respect for the dignity and individuality of each guest, ensuring in particular:

- right to information;
- right to dignity and respect;
- right to self-determination;
- right to equal treatment;
- right to personal safety and protection of one's privacy;
- right to fair and adequate benefits;
- right to free expression;
- right to exercise one's religion.

### 4. OUR VALUES

The **RSA "S. Antonio da Padova"** bases its actions on the following **PRINCIPLES**, guaranteed to each resident, based on an Individualized Assistance Plan (PAI):

• **Equal treatment in healthcare** services. The RSA is aimed at ensuring compliance

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of the lifestyle of each guest, organizing assistance on the basis of the psychophysical conditions, habits, interests and expectations of the individual subjects.

ÿ **Equality of rights** of the resident understood as a "client" of the RSA service, bearer of resources as well as needs. The rules regarding the relationships between residents and the RSA and access to the service are the same for everyone, in order to guarantee equal treatment and, therefore, uniformity of performance.

ÿ **Impartiality of behavior**, inspired by criteria of objectivity and justice.

ÿ **Continuity of Care:** the provision of the service is continuous, regular and without interruptions and the individualized care plan includes objectives that are pursued with appropriate and constant interventions over time.

ÿ **Participation** understood as a commitment to guarantee:

or information on how it works;

or collaboration with the elderly person, the family and his/her background;

or the customization of assistance in relation to the needs of the individual;

or confidentiality and respect for the dignity of the person;

or documentation relating to the services received for each user who requests them and for those who are legally entitled to them;

or the right to express one's satisfaction with the services received by completing the appropriate "Customer satisfaction questionnaires" administered annually and, if necessary, to submit a complaint and obtain a response, through the "Reporting complaints and suggestions" form, available in the facility and/or downloadable from the official website, to be handed in to reception or inserted in the dedicated box.

ÿ **Efficiency and effectiveness:** the available human and material resources are valued and used in the most rational way to produce the maximum results in terms of well-being of users and their families. To this end, the training of operators is promoted as a tool for the quality of services and interventions to promote professional integration and organizational and management innovation.

## 5. CHARACTERISTICS OF THE STRUCTURE

In the RSA "S. ANTONIO DA PADOVA" we can distinguish:

ÿ an area intended for residential use;

ÿ an area dedicated to evaluation and therapies;

ÿ an area for socialising;

ÿ general and support areas

**The area intended for residential use consists of:**

ÿ **21** rooms which can be either single or double, suitable

for usable surface area, in compliance with current legislation, equipped with toilets for the non-self-sufficient and connected to the patient room; suitable for protecting the privacy of each individual guest and for access and movement of wheelchairs.

ÿ living room equipped with large support surfaces for carrying out artistic-expressive, manipulative activities,



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TV and ergonomic armchairs for moments of relaxation and socialization;

• refectory, with tables for four people, vending machine for drinks, both cold and hot;

• room for clean linen;

• complete bathroom facilities (sink, toilet, shower, etc.);

• wall-mounted handrails on the main routes;

• storage room for equipment, wheelchairs and supplies consumption, etc.

In the area **dedicated to evaluation and therapies** there are:

• premises and equipment for performances outpatient and for specific assessments;

• area designated for the provision of rehabilitation activities;

• rooms and gym with equipment for rehabilitation activities prescribed.

In the area **dedicated to socialization** there are:

• a chapel for celebrations and personal prayer;

• multipurpose rooms and lounges;

• rooms for guest services (barber, hairdresser, podiatrist);

• equipped areas within the complex.

• Large outdoor courtyard furnished and usable in the summer for outdoor activities (gardening, social activities, etc.)

In the **general and support areas** there are:

• entrance with concierge, post office, telephone;

• administrative offices;

• kitchen, pantry and ancillary rooms;

• laundry and ironing;

• changing rooms for staff with attached toilets;

• mortuary with mourning room;

• main corridors, stairs and passageways equipped with handrails;

• environments For Health Coordinators and nursing staff ;

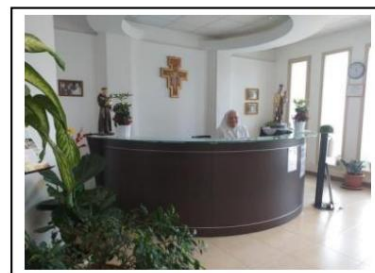
• Management Office and Social Welfare Service.

The **RSA "S. ANTONIO DA PADOVA"** guarantees the possession of the requirements set forth by the current regulations regarding urban planning, construction, fire prevention, hygiene and safety, as well as those relating to the regulations for the elimination of architectural barriers.

The entire structure complies with current regulations regarding escape routes, technological systems, etc., as well as with regards to hygiene and health aspects.

All furnishings have features that allow for easy cleaning by staff and ensure adequate safety and comfort conditions for guests.

Each room at **RSA "S. ANTONIO DA PADOVA"** is equipped with the following furnishings:



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- Electric articulated bed, adjustable in height, equipped with sides, with relative mattress and cushion;
- bedside table;
- wardrobe;
- desk.

The personalization and humanization of guest rooms is promoted by the care and assistance staff.

Also available are equipment for motor rehabilitation; materials and tools for cognitive rehabilitation, occupational therapy, recreational and socialization activities; equipment for the living area particularly suitable for non-ambulatory and non-self-sufficient guests (beds, mattresses and anti-decubitus cushions, etc.); lifting systems and stretcher lifts.

## 6. CARE AND PROFESSIONAL MODEL

The **RSA "S. ANTONIO DA PADOVA"** adopts forms of rehabilitation assistance, aimed at recovering and maintaining the intellectual and physical abilities of the elderly. Upon admission, the facility takes care to welcome the person with his life heritage, his history and his relationships, so as to guarantee, over time, adequate responses to the needs and expectations of individuals

elderly people.

A familiar environment is offered: the building typology, the furnishings and the daily organization try to be similar to those of the places where the elderly live, maximizing the subjectivity of the guests.

The **RSA "S. ANTONIO DA PADOVA"** recognizes the principle of protection and valorization of personality and, therefore, reserves spaces for intervention to allow each person to express their identity in interpersonal relationships.

The care model is based on the Individualized Care Plan (PAI), which is formalized through the compilation of a file, composed of various sheets that refer to individual areas of intervention. The compilation takes place during specific meetings in which all the professional figures present participate. The PAI is reviewed annually and whenever necessary.

The helping action, in fact, always takes into account the satisfaction expressed by the person, having as its objective the achievement of the overall well-being of the elderly person.

All professional figures operate with the awareness that the relationship with the resident is a qualifying moment of their work. The centrality of the person-user, of the needs he carries, implies the ability to know how to listen, to "feel" even what is not expressed.

The Professional Model expresses **Flexibility** and **Adaptability** to different conditions and changes, **Continuity of action** of the operators in the ways of relating to the elderly.

The facility, in its constant daily commitment to the elderly, does not assume a substitute function for the family but wants to be a significant support in the management of the non-self-sufficient relative.

A solid bond with the family nucleus is fostered and maintained, considering all opportunities for interaction and connection with the *caregiver as necessary and valuable for the well-being of the guest*.

To this end, the involvement of the elderly and their families in the choices that concern them is encouraged.

The involvement of local resources and volunteers is valued: the opening of the structure to the outside has the aim of creating an integration and a connection between the elderly and the territory.

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surrounding.

## **7. HUMAN RESOURCES AND ORGANIZATIONAL REQUIREMENTS**

For the management of the **RSA "S. ANTONIO DA PADOVA"**, the facility uses the following professional figures:

- Health coordinator;
- Head of the Structure;
- Nursing coordinator;
- Nursing staff;
- Psychologist;
- Specialist Doctor;
- Professional educator;
- Social worker;
- Rehabilitation technical staff (physiotherapist);
- Social and health workers;
- Other personnel necessary for the operation of the services.

The main tasks that the above-mentioned figures carry out within **RSA "S. ANTONIO DAPADOVA"** are indicated below .

**RSA "S. ANTONIO DA PADOVA"** has previously defined, through specific internal documentation, the skills and requirements required for each professional figure. Furthermore, once these have been identified, **RSA "S. ANTONIO DA PADOVA"** has drawn up its own "Organization Chart", shared with all the figures, and a "Job Description", within which it has specified, for each figure, duties and responsibilities.

All staff who come into contact with guests are identifiable by their name, surname and job title shown on the gown provided by the facility.

### **7.1 The medical director of the facility or health coordinator**

This is the professional figure who has the task of coordinating the activities of the healthcare professionals, guarantees and supervises the correct drafting of the PAI, takes care of the obligations connected with the management of drugs, takes care of the systematic collection of personal files, takes care of the compilation and maintenance of the ASL registers and the constant updating of the therapeutic plan of the guests.

### **7.2 Head of the Facility**

He is responsible for coordinating all the services provided by the facility, under the supervision and in collaboration with the Health Manager for the definition of programs and activities.

He/she is the point of reference for the guests and their families as well as for the operators of the facility. He/she also deals with the planning and organization of the guests' recreational and cultural activities outside the facility.

### **7.3 Nursing coordinator**

Ensures the coordination of nursing care, planning, management and verification of the various healthcare and social-healthcare processes relating to the function nursing and care function, as well as ensuring the management of technical/instrumental resources, health and pharmacological devices.

### **7.4 Nurses**

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They carry out healthcare tasks and coordinate basic care activities.

They prepare and update patients' diaries and nursing records on a daily basis.

They are present 24 hours a day.

### **7.5 Psychologist**

The psychologist takes care of the observation phase of the new guest, with the collaboration of all the other professional figures present, from whom she draws useful information for her evaluation. She highlights and evaluates any cognitive, emotional and relational problems through individual interviews, use of standardized tests, observation and conducting group activities.

Following the evaluations, she prepares support interventions for the recovery or maintenance of cognitive and relational skills and offers a space for listening and processing the problems related to aging.

### **7.6 Specialist doctor**

Specialized in geriatrics, he is called to carry out diagnostic and treatment activities for the elderly guests, starting from a global assessment that considers not only the medical aspects but also the social, psychological and functional ones.

Develops individualized treatment plans to manage residents' chronic medical conditions, such as dementia, heart disease, diabetes, and other common age-related conditions, and closely monitors and manages medication regimens, ensuring appropriateness, safety, and tolerability.

Provides emotional support and counseling to both residents and their families. Collaborates with other health professionals, such as nurses, physical therapists, social workers, and occupational therapists, to ensure an integrated, multidisciplinary approach to guest care.

### **7.7 Social worker**

It deals with the reception of the guest and the subsequent insertion in the RSA, the drafting of social files, the handling of bureaucratic procedures (civil disability, straight integration, etc.), the relationships with the guests' families regarding social and social integration issues, as well as the consultancy and direct carrying out of administrative procedures (social security interventions, support administration, guardianships, etc.) and the relationships with the Social and Health Services.

in the territory. The Social Worker also coordinates the internal multidisciplinary team in the development of the PAI, under the supervision of the Health Coordinator, collaborating with the Physiotherapist, the Nurse and the OSS Manager.

He also deals, together with the Professional Educator, with the development of recreational and cultural activities, in relation to the territory.

### **7.8 Rehabilitation technical staff – Physiotherapist**

The rehabilitation therapist carries out reactivation, mobilization and recovery programs, as established in the protocols drawn up by the Medical Director.

In the Socio-Rehabilitation Area, the occupational therapist also works with small groups, carrying out activities aimed at stimulating residual abilities.

### **7.9 Professional educator**

It takes care of guaranteeing the elderly an environment rich in stimuli and interests, organizes recreational activities, relief activities (for patients with dementia), occupational therapy, recreational moments as well as outings, parties and other initiatives that involve family members and the entire community.

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### 7.10 Social Health Worker (OSS)

The operators are responsible for supporting and, at times, replacing the elderly person in daily life activities (hygiene, dressing, feeding, cleaning the rooms, etc.).

Through constant commitment, observation and stimulation, they establish a caring relationship with the patient.

They are present 24 hours a day and guarantee continuity to the Service.

They are characterized by specific professional training and are constantly updated by attending seminars, internal and external courses.

### 7.11 Cleaning service operators

They ensure, following variable work plans in relation to the needs of the Structure, the daily cleaning of the rooms, toilets and common areas.

### 7.12 Cooks and kitchen staff

They are responsible for preparing menus, adhering to the ASL SIAN prescriptions, special diets (for diabetics, hyperazotemics, etc.), cleaning dishes and cleaning the kitchen areas.

### 7.13 Other professional figures

Furthermore, the following figures are also foreseen within the **RSA** 's human resources , depending on the specific needs of assistance and care of the guests and in accordance with current legislation:

- The **General Practitioner**, chosen by the guest;
- **Specialist Doctors**, based on the needs of the guests;
- Administrative staff ;
- Religious personnel ;
- The **maintainers**

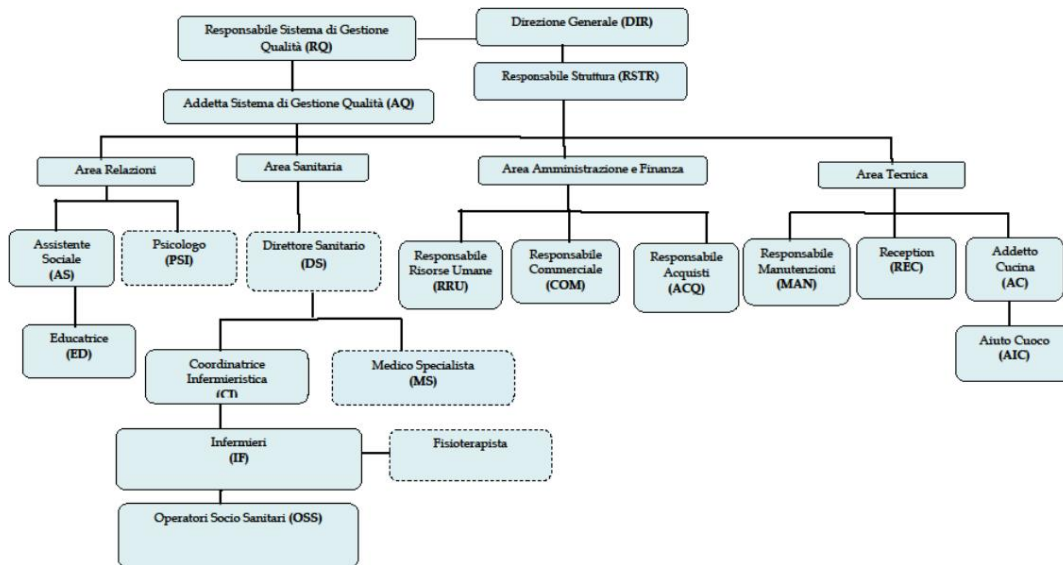
Below is the functional organizational chart of the RSA:



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#### 7.14 Organizational Requirements

The RSA “S. ANTONIO DA PADOVA” ensures the provision of services to its guests, based on the planning and implementation of individual projects and on the planning of interventions (PAI), also providing for the involvement of the guest and the families.

Each guest is guaranteed, in accordance with their general health condition:

- socio-health rehabilitation activities;
- social assistance activities;
- social and entertainment activities.

The activities listed above are provided on the basis of the Individual Project and the intervention planning (PAI).

The care model is based on the Individual Care Plan (PAI), formalized through the compilation of a file composed of individual cards that refer to specific areas of intervention.

The compilation takes place during dedicated meetings, attended by all the professional figures involved. The PAI is reviewed every six months and whenever necessary.

### 8. TYPE OF SERVICES OFFERED

The facility is of a residential nature, intended to accommodate partially or totally non-self-sufficient elderly people, even with serious psycho-physical deficits, as well as people affected by senile dementia, who do not require complex health services but who require a high level of personal assistance with assistance and socio-rehabilitation interventions with high socio-health integration, who are not able to lead an independent life and whose pathologies, not in the acute phase, cannot predict that limited levels of recoverability of autonomy and cannot be assisted at all.

domicile.

The RSA “S. ANTONIO DA PADOVA” provides hospitality and assistance, offers opportunities for community life and the availability of services for help with daily activities; it offers stimuli and possibilities for recreational, maintenance and reactivation activities.

It also provides medical, nursing and rehabilitation care for the maintenance and improvement of the health and well-being of the elderly resident, as required by current legislation.

### 9. SERVICES OFFERED

#### 9.1 Personal assistance and guardianship services

The service is aimed at maintaining and enhancing the abilities of the elderly person. It operates in compliance with needs, trying to respond to personal desires and expectations, through continuous observation, planning and verification work in collaboration with all the professional figures present. It is expressed in the following moments of daily life:

- **Getting up and resting in the afternoon:** responds to the need to maintain an adequate physiological rhythm in the elderly, promoting socialization and relationships, avoiding isolation and bed rest syndrome, respecting the needs and habits of the resident.
- **Night assistance:** to guarantee the protection of residents, during night hours, operators ensure checks on all guests in individual rooms, interventions as needed and scheduled relating to postures, hydration and changes.
- **Hygiene and personal care:** daily care and hygiene of the guest is guaranteed, in compliance with the personal autonomy, also ensuring attention to the person, to the aesthetic aspect,

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to clothing, also making use of external qualified professional assistance (on request and for a fee), such as, for example, a hairdresser, barber and podiatrist.

• **Taking meals:** respecting the times and with methods appropriate to needs, habits and needs of the resident, meals are usually consumed in the dining room, where the arrangement of the guests at the table takes into account the requests, needs and conditions of each. Elderly people who are unable to feed themselves are assisted while respecting their personal autonomy. In the event that the guest is unable to go to the dining room, the meal is consumed in the room, with the help of the operator.

• **Care of spaces and personal effects:** daily check of guest rooms and their belongings personal effects are tidied up, with the direct involvement of the elderly concerned. On a daily basis, if necessary, the complete change of bed linen takes place and, if necessary, the thorough cleaning of the anti-decubitus mattress. The cleaning of aids (wheelchairs, tripods, walkers, etc.) is guaranteed weekly and, in any case, if necessary. It is possible for the resident to personalize the room with his/her own furniture or familiar objects, compatible with the available space and the style of the existing furniture.

## 9.2 Health care

The goal is to ensure the health and well-being of residents, through prevention, treatment and rehabilitation activities that include Medical and Nursing Assistance.

According to the current regional legislation, the primary care service is provided by general practitioners (GPs), chosen by each individual resident in the local health authorities competent for the territory.

Nursing care, on the other hand, has the aim of ensuring the health and well-being of residents through prevention, treatment and rehabilitation activities as well as the administration of pharmacological therapies, prescribed by doctors, medication and any other activity within their competence.

Health care is guaranteed, in the RSA "S. ANTONIO DA PADOVA", both by the presence of a specialist doctor in geriatrics and by the Health Director, also a specialist doctor.

## 9.3 Rehabilitation assistance

It aims to recover, enhance and/or maintain the psycho-physical abilities of the elderly.

The activity is carried out by the rehabilitation technical staff (physiotherapist) who carries out the interventions, directly and also with the collaboration of other operators. The individual rehabilitation treatment is activated, according to the rehabilitation plan established by the Health Director or at the request of the physiatrist doctor contracted with the ASL and based on the PAI.

Group activities are carried out on a multi-weekly basis in the various rooms.

Rehabilitation activities are carried out in suitable rooms, generally in a gym, with adequate equipment or inside the room dedicated to group activities.

## 9.4 Psychological support

The aim is to support the guest and the family in the integration process, offering support in times of difficulty. The psychologist schedules periodic meetings with the family, evaluates the guest's needs and supports him during his stay in the facility.

Develops individual programs and strategies to promote integration with the group, through activities socializing.

It is available, by appointment, to receive the relatives of guests who need it.

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### 9.5 Hotel services

The **RSA “S. ANTONIO DA PADOVA”**, in order to provide and guarantee, in terms of health and comfort, an adequate level of performance, offers cleaning, catering and laundry services, reserving particular attention to them.

### 9.6 Catering

The main meals are prepared within the facility by specialized personnel.

The menu, established by the ASL SIAN, is changed daily and is repeated according to 4-week cycles: one is planned for winter and one for summer. In addition to the three main meals, a snack is distributed in the afternoon, based on hot or cold drinks, depending on the season.

Meals are prepared in compliance with the criteria established in the HACCP Manual.

Meals are consumed in welcoming environments. The seating at the tables is not random but contextualized, taking into account, as far as possible, the relational needs of each guest.

Special diets may be administered upon medical prescription.

In agreement with the Health Director and compatibly with the state of health, personalized menus are possible in order to guarantee the elderly, in a fairly regular way, the consumption of the foods they prefer. On the occasion of particular holidays or anniversaries, a special menu is provided.

Special care is taken to celebrate residents' birthdays.

### 9.7 Laundry

The facility, which considers the care of the appearance of the elderly to be important, as an expression of their personal dignity, guarantees an adequate level of hygiene of personal clothing and flat linen.

The laundry service is entrusted to an external specialized company.

### 9.8 Cleaning

The cleaning service, carried out by an external company, ensures the hygiene of all areas of the facility. In particular, it guarantees the daily cleaning of guest rooms, bathrooms inside and outside the rooms and other common areas. Extraordinary cleaning is specifically scheduled, based on work plans. Where necessary, repeated cleaning interventions are planned during the day.

The cleaning service is carried out in compliance with the elderly person's lifestyle habits, without interfering with the management of personalized assistance programs and the regular performance of the activities arranged for the benefit of individual residents.

### 9.9 Animation activities

It aims to stimulate, promote and maintain the psycho-physical and relational abilities of the resident, therefore, to contain the evolutionary process of the various pathologies.

Valuing experiences, the person's history, skills, individual autonomy and abilities.

Facilitate the relationship between the elderly and the environment, in order to promote conditions of well-being.

The activity is carried out by a professional educator and the programs are divided between “occupational” activities (e.g. knitting, board games, drawing with various materials, *decoupage*, etc.), entertainment, information (readings) and outings.

In collaboration with local associations, to encourage guests to come into contact with children, adolescents and the community as a whole, gardening activities, theatrical performances, workshops etc. are organised.

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When the season permits, guests are accompanied outside the facilities for guided tours.

During the summer, trips and excursions are organized in the surrounding area to visit museums, parks or participate in recreational and cultural initiatives or to reach seaside resorts.

#### **9.10 Religious assistance**

The religious assistance service is guaranteed by the daily visit of a priest and by the Sunday and daily Holy Mass. Furthermore, about 50 meters from the structure is located the Parish "Mater Domini".

Religious activity is divided into the following moments:

##### **Everyday:**

• 8.00am Confession and Holy Mass

• 4.00 pm Recitation of the Rosary

##### **Sunday:**

• 09.30am Holy Mass

#### **Typical Day**

• 6.00/8.00 am - Hygiene and getting up

• 7.00/8.30 am - Breakfast.

• 8.30/12.00 - Rehabilitation and socialization activities

• 10.00 am - Snack.

• 12.00pm - Lunch.

• 1.00 pm – Afternoon rest.

• 4.00 pm - Recreational and social activities and psychological support

• 5.00 pm - Snack.

• 7.00 pm - Dinner.

• 8.00 pm Put to bed.

• 10.00 pm Shift change and handover to the OSS and night nurses.

#### **9.11 Visiting and exit times**

Each guest will be able to receive visits, always in compliance with the regulations in force, in the designated spaces and during the following times established by the Management:

• **Monday – Saturday morning 10:00-11:30**

• **Monday – Saturday afternoon 3.30pm-5.00pm**

Visits are not permitted on Sundays, holidays, during rest hours, meal times and during personal and environmental hygiene activities.

Visits outside of the established hours are subject to prior authorization from the management.

Guests are free to leave the premises upon signing the appropriate form available at the reception.

## **10. ACCESS/DISCHARGE METHODS**

### **10.1 Access to the facility**

In general, the request for access to the **RSA "S. ANTONIO DA PADOVA"** can be made by the elderly person himself, by his family members or by his legal representative, directly to the management

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of the structure that manages the internal waiting list or by the general practitioner, by the local health authority services or, in the event of discharge from the hospital, by the Director of the hospital division, also through the Social Assistance Service or by the local municipal services, in compliance with the patient's wishes, or, in the event of the patient's incapacity to understand and want, by whoever exercises guardianship or curatorship through the PUA offices of the competent Social Health District, which will activate the UVM.

The non-binding request for a bed reservation, by the user or a relative, is recorded on a specific form, available both at the reception of the facility and on the website of the facility, and entered in the Booking Register, managed by the Social Worker, from which it will be drawn, in compliance with the order of presentation of the applications, in the event of subsequent availability of beds.

Following the declaration of availability by the facility, in a preliminary interview, the Social Worker acquires the request for admission by the referring family member and notes, through a specific form, the initial information regarding the indicators of autonomy and the assistance needs that will be assessed by the internal multidisciplinary team in order to authorize the placement in the private regime.

To request access to a facility under an accredited regime, it is necessary to contact the PUA offices of the competent Social Health District which will activate the UVM.

Always prior to entry, the Social Worker communicates to the patient and/or his/her family members the documentation necessary for entry into the facility and what is needed for personal hygiene.

Upon admission, the guest is assigned a room in which, in addition to the bed, he will have access to a bedside table, a chair, a table and a wardrobe in which to store his personal effects.

A copy of this document and the internal regulations of the facility will be given to the guest or to the reference family member.

A social-health file is created for each guest, containing the information necessary for their stay in the community, on which daily events relating to the guest's health status will be recorded, as well as the Individualized Care Plan (PAI) which will be communicated and shared with the guest or with his/her contact person, identified in the entry contract.

Upon acceptance, the guest, family members or legally authorised persons are required to:

- read and sign the contract, with which the commitments will be mutually signed with regard to the Regulation and the economic conditions;
- read and sign the delivery receipt of the Service Charter and the Internal Regulations.
- agree on the date of entry, for the purposes of the start of the hospitalisation fee, which must in any case, take place, at the latest, within 3 days of notification of availability;
- fill in all parts of the forms provided;
- have an informational interview with the social worker.

Failure to submit one or more of the required documents will preclude the person from being included in structure.

Upon arrival, the guest must have a personal set of equipment sufficient in quantity and type, according to the instructions given in the specific form, delivered with the acceptance of the application. Upon entry, the applicant or his/her representative is required to:

- to assume the burden of paying the monthly hospitalisation fee, respecting the terms for the payments;

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- to cover any additional costs;
- indicate the chosen GP, whose name will be noted in the aforementioned file staff;
- to accept, without reservations, the provisions of the Contract and the Regulations and any future changes, which may become necessary and of which the interested parties will be informed in advance.

### **10.2 Resignation/ Transfer/ Death**

Cases of discharge, to return home or to transfer to other facilities, are rare events. In this case, the guest or the relative must make a request using the appropriate form, provided by the management. Those obligated are required to give 15 (fifteen) days' notice, authorizing from now on the daily fee to be charged for any days of missed notice.

For transfer to other facilities or return to the family, continuity of care is guaranteed through adequate information and shared care between the two facilities and the family.

In the event of transfer to another facility, there will be telephone contact with the Coordinator of the latter, a discharge letter will be prepared, containing all the information relating to the autonomy/needs of the departing guest and, in addition, the PAI and a copy of the ongoing therapy will be attached.

In case of returning home, it will still be necessary to fill out the discharge documentation, previously described, and the facility will remain available to the family for any support needs in order to guarantee continuity of care for the elderly person.

In the event of death or voluntary resignation, it is possible to request a refund of the fee for the period not enjoyed, by completing the appropriate form provided by the management.

All documentation relating to the deceased elderly person's hospitalization in the facility is kept in the archive for 5 (five) years; after this period the documentation is destroyed.

During this period, the relative or legally obliged person can request it by filling out a specific form available at the facility.

### **11. GUEST RIGHTS AND DUTIES**

The guest of **RSA "S. ANTONIO DA PADOVA"** has the right to be assisted and treated with care and attention, respecting freedom, the dignity of the person, the protection of privacy, the personalization and humanization of assistance.

Guests, their family members and/or their legal representatives, as well as the persons delegated by them, have the right to receive comprehensible and continuously updated information on the health treatments performed, on the execution times, on the associated risks, on any changes in the therapeutic program, on the forecasts of involution of the pathological picture and on the foreseeable length of stay. In order to guarantee correct and timely information on the elderly person's conditions, the relative or *caregiver* of reference is asked for a telephone number to be reached.

Guests have the right to identify the RSA staff, who are always identifiable through a special card with their name, surname and qualification.

Guests have the right to submit any observations, reports and/or complaints to the Management, according to the methods illustrated in the following paragraph.

Guests have the right to request that they be assured of the presence of their own trusted doctor, whose access to the facility must be encouraged in every way.

Guests must also be facilitated to have contact with relatives and friends, in compliance with the general rules governing public access to the RSA (see Internal Regulations).

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The guest uses individual and common spaces, made available by the Residence, where he can stay and receive visitors. He also uses the services and equipment available.

In order to ensure a peaceful and tranquil coexistence between the elderly, the operators and all the figures present within the RSA, guests and visitors are required to respect the elementary rules of community life. To this end, upon official entry into the facility, the guest and his/her family members are provided with this Service Charter and the Internal Regulations.

The guest, consistent with his/her state of health and any pathologies from which he/she suffers, enjoys full freedom of entry and exit, respecting the peace of other users, giving prior notice to the staff on duty at that time.

The spontaneous departure of the guest does not entail any liability on the part of the facility as access to the facility is on a voluntary basis.

The **RSA "S. ANTONIO DA PADOVA"** does not adopt coercive measures or measures that limit personal freedoms, while still guaranteeing the necessary assistance and protection services. The guidelines for the actions of protection and guarantee of the elderly with pathologies and behavioral disorders are applied, following a medical prescription.

The facility does not assume responsibility for the loss of money and/or valuables, stored directly and personally by users.

The facility guarantees its guests, who are entitled to it, the possibility of expressing their vote, through the tools prescribed by the rules.

The user who is not a resident in the facility must retrieve and deliver the electoral certificate to the Management in time for the necessary formalities.

## **12. COMPLAINTS**

The protection and active participation of guests and their families is guaranteed through the possibility of submitting reports, complaints or suggestions relating, for example, to the quality of the services offered, to the relationships with the RSA staff; to the administrative management and/or the violation of the internal regulations, etc.

For the **RSA "S. ANTONIO DA PADOVA"** every suggestion/report/complaint represents a unique opportunity that allows it to improve the quality of its services.

### **How to file a complaint**

Complaints can be submitted to the **RSA "S. ANTONIO DA PADOVA"** in the following ways:

verbal: the interested party may contact the Head of the Facility directly, in person or by telephone, to explain the subject of the complaint, which will be simultaneously verbalized on the form and signed by the complainant to ratify the content. In the event of a telephone complaint, the Head of the Facility will send a copy of the completed form to the email address indicated by the complainant;

written: the complainant can fill in the form, made available at reception, even anonymously, and deposit it in the complaints box or deliver it personally to the administration.

The form, together with the procedure that governs the management of complaints, is also available, for download and consultation, on the website of the **RSA "S. ANTONIO DA PADOVA"**

[www.rssasuoreantoniane.it](http://www.rssasuoreantoniane.it): once filled out, it can be sent by email to [suoreantonianemesagne@gmail.com](mailto:suoreantonianemesagne@gmail.com).

The complaints received are recorded in a special register to ensure the chronological order of acquisition.

The report must always be truthful, accompanied by a description of the event and indication

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clear from the subjects involved.

All complaints are reviewed, investigated and resolved within 30 days of receipt.

The interested party is informed of the status of the complaint management and of any measures adopted, according to the methods requested and indicated in the complaint itself.

### **13. HOSPITAL ADMISSIONS**

As a rule, escorts to the emergency room are carried out through the 118 service, activated by the facility's staff.

No assistance is provided to users during their journey to hospital for visits and/or hospitalizations at the health facility.

### **14. ADMINISTRATION**

The Head of the Facility is available to the public, at the administrative offices of the facility, from Monday to Friday from 10.30 to 13.00.

To facilitate the meeting, we recommend that you call to make an appointment at the following numbers:

☎ **0831.77 19 55 - RSA S. Antonio da Padova**

### **15. ACCREDITED REGIME RESIDENCE FEE**

The daily accommodation fee, in the accredited regime, in the **RSA "S. Antonio da Padova"**, is made up of:

- Health Fee: daily contribution paid by the ASL to the facility for non-self-sufficient citizens, consisting of €50.17, for a basic monthly fee of €1,550.00.
- User Fee to be paid by the guest: the daily fee, owed by the guest/legal representative/contractor and/or family members, required by law to provide maintenance, for hotel and social services, provided for by art. 66 of Regional Regulation no. 4/2007, is equal to **€50.17**, for a basic monthly fee of €1,550.00 + €45.00 for additional services (laundry of personal linen, handling of bureaucratic and health-related procedures, external recreational activities and other) for a total of €1,600.00 per month.

This fee may be paid, in part or in full, by the Municipality of origin of the guest or by another body which, based on the ISEE procedure, referring to the income of the guest or his extended family unit, pays a social contribution.

In this case it will be necessary to receive a copy of the spending commitment from the municipality/body (commitment).

### **16. PRIVATE REGIME RESIDENCE FEE**

In the **RSA "S. Antonio da Padova"** the daily accommodation fee, paid by the guest in private regime, is determined by the facility based on the care needs and is the one resulting from the signed entry contract.

The following are included in the RSA service fee:

- ☎ healthcare and assistance services;
- ☎ dressing materials and incontinence aids, where provided by the competent ASL;
- ☎ hotel assistance, including food, accommodation, bed linen and laundry.

The following are excluded from the fee and are the responsibility of the guest:

- ☎ any tickets;
- ☎ parapharmaceuticals;
- ☎ the cost of private specialist visits;

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- expenses arising from specific and personal needs;
- the aesthetics and podiatry service;
- the barber and the hairdresser etc.;
- expenses and assistance during hospital stays;
- the transport service upon admission, any discharge or transfers for visits, tests, hospitalizations not arranged by the facility;

• all additional services in addition to the minimum ones established by art. 66 of RR n.4/2007 es.mi

A deposit of a sum of money is required, at the discretion of the family, as a "Cash Fund" for expenses not included in the fee.

Prostheses and personal aids (such as, for example, wheelchairs, anti-decubitus mattresses, etc.), of a medical nature, are generally provided by the local health authority, through General Medicine.

As regards non-self-sufficient subjects, the same law states, in principle, the possibility of providing specialist services also at the user's home, in order to reduce hospital admissions. In fact, the Local Health Authorities, pursuant to art. 20 of Presidential Decree no. 316/90, can ask the contracted outpatient specialists, who operate in public facilities directly managed by the SSN, to carry out their professional activity outside their usual place of work ( *extra-moenia activity*). Therefore, depending on the operational needs envisaged, the specialist services in *extra-moenia activity*, aimed at prevention, diagnosis, treatment and rehabilitation, can be carried out by the contracted specialist doctor at home at the RSA, subject to authorization by the competent ASL.

#### - Supply of medicines

Within each ASL, a therapeutic handbook for drugs and a therapeutic repertoire for pharmaceutical material are defined, directly specific to the RSA. The list of drugs is agreed between the Health Coordinator of the RSA and the managers of the pharmaceutical sector and the hospital pharmacy. The drugs and pharmaceutical material are collected by an RSA representative, without any cost to the RSA itself and its guests.

#### - Supply of medical devices

The medical supplies are provided, directly and free of charge, to the RSAs by the ASL competent for the territory, in analogy to what is provided for pharmaceutical products, in the amount and with the procedures set out in the protocol for pharmaceutical assistance.

Upon first entry into the facility, the RSA reserves the right to request a *one-off fee* for any medical-specialist visit prior to hospitalization.

## **17. PAYMENT METHODS**

The user is required to pay the monthly fee for the assisted living facility in advance, by the 10th of the current month, by bank check or, preferably, by bank transfer with credit to the RSA's bank accounts; in any case, cash payment is not accepted. Tax invoices will be sent monthly and, upon request, a statement of the expenses incurred annually for the purposes of tax deductions/deductions.

Any requests for supplementary fees, to be paid by the Municipal Administration of the elderly person's residence, will be considered upon receipt of a formal administrative provision, to be adopted by the Municipality or the competent Territorial Area. The payment commitment is signed in advance. No security deposit is required.

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Payment by bank transfer can be made to the bank account in the name of:

**CONGREGATION OF THE OBLATE SISTERS OF ST. ANTHONY OF PADUA**

At: **INTESA SANPAOLO,**

IBAN CODE: **IT87M0306909606100000017002**

It is recommended to always indicate, in the reason for payment, in addition to the name of the guest, also the month and year to which the payment refers.

### **18. SATISFACTION EVALUATION**

At least once a year, a questionnaire is administered to monitor the level of satisfaction of the guest and his/her family members regarding the services offered by the **RSA "S. ANTONIO DA PADOVA"**.

The questionnaire, delivered at the reception and fillable anonymously, investigates the following areas:

- quality of the structure;
- quality of information/communications;
- quality of care/performance;
- quality of interpersonal relationships;
- quality of extra services.

The completed questionnaires are subject to evaluation and analysis by the **RSA "S. ANTONIO DA PADOVA"** which aims to verify, on the one hand, the achievement of the minimum healthcare quality targets set, and, on the other, to define, where necessary, intervention measures, improvement actions and objectives to be achieved for critical areas/ services.

The results of the analysis are grouped in a specific module ( *Customer satisfaction analysis*), graphically explaining the level of satisfaction achieved, published annually on the RSA notice board.

### **19. DATA PROCESSING**

The Management of the **RSA "S. ANTONIO DA PADOVA"** undertakes to observe and ensure compliance with the rules governing the protection and confidentiality of personal data and information, in accordance with the provisions of the current European Regulation (2016/679 GDPR "*General Data Protection Regulation*") regarding the processing of personal data.

The processing of personal data and, specifically, of special data (formerly sensitive data), is carried out by **RSA "S. ANTONIO DA PADOVA"**, as Data Controller, exclusively for institutional purposes, being pertinent to the exercise of assistance and care activities for its guests. In compliance with the law, the processing is based on the principles of correctness, lawfulness, transparency and protection of privacy and user rights, as communicated through the complete information, drawn up pursuant to articles 13 and 14 of Regulation 679/2016/EU,

available at the facility.

When submitting the application for admission, the interested party or his/her legal representatives or family members must sign the form for consent to the processing of personal data (formerly sensitive).

### **20. ACCESS TO ADMINISTRATIVE DOCUMENTS**

In accordance with the provisions of law no. 241/90, the administrative documentation relating to the position of the individual guest can be requested by the guest himself/his legal representative/family members/heirs at the Management of the facility.

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The relevant offices, after verifying the applicant's ownership, issue said certification within 30 working days.

**21. FINAL NOTE**

The drafting and publication of the Service Charter constitutes a mandatory organizational requirement for the purposes of institutional accreditation.

The Service Charter is updated annually and is a fast and flexible information tool.

Upon entering the facility, users/legal representatives/family members of users sign a specific form to acknowledge and accept the contents of the Charter itself.