

## SERVICES

In our structures we guarantee the following:

- Day & night social health assistance;
- Rooming;
- Nursing;
- Individual and group therapeutic and rehabilitative activities;
- Washing and cleaning;
- Hair care, basic pedicure and manicure;
- Basic hygiene.

Services not included:

- Medical and pharmacological expenses not related to psychiatric illness;
- Personal clothing expenses;
- Any personal extra goods;
- Assistance expenses in case of hospitalization not related to psychiatric pathology.

## ACCESS TO SERVICES

The following steps indicate an hypothetical path:

- Client's request to visit the general doctor and/or social services;
- Assessment and addressing to the Mental Health Department of residence;
- Exams' analysis and possible search of the adequate service;
- Admission to the project and formulation of the insertion path;
- Periodic assessments;
- Possible relocations based on upgraded paths.

## NOT ADMITTED

- Age under 18 years old;
- Major physical disorders;
- Inadequate funding.

## WAITING LIST TIMING

- From 10 to 30 days from demand.

## DOCUMENTATION REQUESTED

- Filled up introduction form;
- Valid Identity Card and Health Card;
- Tax code, disability certificate;
- Discharge letter and specialist reports;
- Any recent exams.

## DIRECTIONS

- **BY CAR:** Take the A4 highway, follow Valdastico and exit Dueville. Continue north towards Marostica and Bassano.
- **BY BUS:** From Vicenza, Schio, Thiene or Asiago, stop at Marostica bus station. The offices are located around 700 m on your left, in the direction of Bassano.

- Esami ematochimici e strumentali recenti se utili

## OPENING HOURS

### ADMINISTRATION:

Monday to Friday from 8.30 to 12.30 a.m. and from 14.00 to 17.00 p.m.

### U.R.P. (Public Relations Office):

Tuesday and Thursday from 11.00 to 12.00 a.m.

UN SEGNO DI PACE

SOC. COOP. SOCIALE ONLUS

## CARE

## MENTAL HEALTH ASSISTANCE

### Administrative Offices

Via Villaggio Giovanni Paolo II°, 17  
36063 Marostica (VI)  
tel. 0424 77922 - fax 0424 470913  
E-mail: unsegno.info@unsegnodipace.it  
www.unsegnodipace.it

### Headquarters

Via Cà Brusà, 36  
36063 Marostica (VI)

Rev. 01 of 01/03/2012

## INTRODUCTION

This Service List has been built in accordance with the following normative references:

- Directive by the President of the Council of Ministers establishing for the first time in Italy the Service List;
- The Law 273/95, which provides the publication of general points of reference for the Service List as a prerequisite for the granting procedure;
- The Regional Law 22/2002, which lays down the general rules regarding the authorization and accreditation of health, social care and social services;
- The D.G.R. 2473/2004, 2501/2004, 84/2007 and 1616/2008, which attribute valid authorization to the Service List and, finally, the Objective Project on mental health protection (D.G.R. 651/2010).

## PRESENTATION OF THE PROCESS

The Cooperative was founded in 1985 by a group of volunteers with the aim of introducing mental distress clients, coming from Health Authority 3, through a working Daily Centre.

In 1990 the first convention was agreed. In 1992 the first professional certificate was delivered for the COD and for the first therapeutic community.

The current configuration includes the presence of six residential communities, three apartment's groups, one of which is covered by the health insurance, two daily care centers and a laboratory-shop called "Likelemba".

The Cooperative, in accordance with Law 381/91, is based on the principles of mutuality and non-profit. The services are geared to answer the needs of people with mental health problems in cooperation with the Mental Health Department.

## KEY PRINCIPLES

The Cooperative adopts the following principles in the services management: uniqueness, global approach and the client as the key focus. It therefore guarantees:

**PERSONALIZATION**: the Cooperative works with the aim of achieving a high level of quality of life and the maximum level of autonomy through the customization of the different activities.

**EQUALITY**: all guests are allowed to access various activities and services in order to support their own welfare.

**IMPARTIALITY**: the different care locations ensure the same level of quality for each guest; all rules concerning the relationship between guests and the service are based on the principles of objectivity and impartiality.

**RIGHT TO CHOOSE**: guests are free to choose, wherever possible and in accordance with public institutions, among the different assistance supports.

**QUALITY AND EFFICIENCY**: the different care locations commit themselves to undertake periodic assessments of the level of quality offered, so as to draw up any potential plan for improvement.

## INTEGRATED SERVICES AND CONTINUITY OF

**THE DIFFERENT PATHS**: the different services ensure, within customized projects, the next steps of displacement into other locations or dismissal into other public or private structures.

## SERVICES

The service management is granted by a site manager and other coordinators who work to ensure the correct execution of all the procedures. .

The management of the integrated service is assured by the head office manager covering the position of general management. He is also allowed to delegate to others the coordination of all the services.

## CARE LOCATIONS

- 24 hours Community Accommodation Assistance: CA "Anconetta", CA "Breganze", CA "Crosara", CA "S. Caterina", CA "Vallona";
- 12 hours Community Accommodation Assistance: CA "Il Sentiero";
- Apartments' Group with 4/6 hours of care: G.A.P. "3b" and G.A.S. "Arcobaleno";
- Protected Group Apartment "Le Rose", managed by the Cooperative in agreement with Bassano Health Authority 3;
- Daily Center "Vallona".

## OTHER RELATED SERVICES

- Centralized Infirmary;
- Administrative services;
- Laboratory-shop "Likelemba".