

SERVICES

In our structures we guarantee the following:

- Health care and welfare services (therapeutical, rehabilitative, educational, resocializing, training and occupational interventions) as established in the Personal Project by the Referring Service, the health care team, the user and his/her family;
- Meal service (including breakfast, lunch, snacks and dinner);
- Laundry service;
- Room cleaning;
- Basic hygiene products, basic pedicure and manicure services;

Services not included:

- Customized hygiene products;
- Medical and pharmacological expenses not related to psychiatric illness, as well as specialized medical examinations, cares, dentures, instrumental examinations or any other health service provided by the National Health System or by private institutes;
- Any expenses related to the purchase of personal goods (e.g. clothing, shoes, cigarettes, non-essential goods, drinks/snacks, personal transport expenses); in case of placement in the apartments' groups, towels are charged to clients.
- Assistance expenses in case of admission to hospital or other care structures.

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

- People aged under 18 years old;
- Drug addiction or alcoholism as predominant behaviours;
- Major physical and intellectual disabilities or systematic and behavioural syndromes resulting from concussion;
- Previous presence of severe episodes of self-directed physical violence in similar rehab structures (risk of recidivism);
- User's refusal and opposition, i.e. non-compliance to the residential path (except for people on probation or precautionary measures).

WAITING LIST TIMING

- Based on availability, admission takes place within 7 days from the formalization of the project (UVMD).

DOCUMENTATION REQUESTED

- Filled up "Introduction Form";
- Valid Identity Card;
- Health Card;
- Tax code;
- Disability certificate;
- Any recent discharge letter or specialist report;
- Any recent medical 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.

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

INFORMATIONAL BROCHURE

MENTAL HEALTH ASSISTANCE

Administrative Offices

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INTRODUCTION

This Informational Brochure 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 for 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 (and subsequent amendments), 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 seven residential communities and five apartment's groups.

Through contracts and in collaboration with Consorzio Prisma, the Cooperative also runs two residential communities and a home care service for people with serious mental health problems in Vicenza (ULSS 8).

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 coverage Community Facilities: CAE "Anconetta", CAE "Breganze", CAE "Crosara", CE "S. Caterina", CAB "Vallonara", CAE Grancona;
- 12 hours coverage Community Facility: CAB "Il Sentiero";
- 4/6 hours coverage Apartment's Groups: G.A.P. "3B", G.A.P. "Vallonara", G.A.P. "Le Rose", G.A.P. "Arobaleno" and G.A.P. "3C".

OTHER RELATED SERVICES

- Centralized Infirmary;
- Administrative services;
- Contracts with the National Healthcare System in collaboration with Consorzio Prisma.