

## 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 Therapeutic Rehabilitation Program (P.T.R.P.) by the Referring Service, the health care team, the user and his/her family;
- Daily food schedule (breakfast, lunch, snack and dinner);
- Laundry service;
- Room cleaning;
- Basic hygiene products;
- Bed linen/blankets/towels.

Services not included:

- Customized hygiene products;
- Medical expenses and medicines, 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);
- Towels, in case of placement in the apartments' groups;
- 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

- Admission takes place within the timing arranged with the U.O.S.D., usually no later than 30 days since the formalization of the project (in the phase of UVMD), except for bed saturation.

## DOCUMENTATION REQUESTED WHEN ADMITTED

- Valid Identity Card;
- Health Card;
- Tax code;
- Disability certificate (if there);
- 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 13.30 to 16.00 p.m.

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

Monday to Friday from 09.00 to 12.00 a.m. or upon request calling the following number: 0424/77922.

UN SEGNO DI PACE

SOC. COOP. SOCIALE ONLUS

## INFORMATIONAL BROCHURE

### 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](mailto:unsegno.info@unsegnodipace.it)  
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#### Headquarters

Via Cà Brusà, 36  
36063 Marostica (VI)

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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 of services directly managed by the Cooperative in the Vicenza Province includes: one B-type supported residential facility (IULSS 7), two 24-hours staff coverage community facilities (one in ULSS 7 and the other one in ULSS 8), two 12-hours staff coverage community facilities (ULSS 7), two 4/6 hours staff coverage group homes (ULSS 7). The Cooperative also runs a social housing accommodation in Marostica. Two additional facilities, both located in the Venezia Province (ULSS 3), have been part of the Cooperative since December 2022: a 24 hours staff coverage community facility and a 4/6 hours staff coverage group home.

Furthermore, the Cooperative manages the following services on contract: two Psychiatric Health and Social Residences (ULSS 7), two 12-hours staff coverage community facilities (ULSS 8). In collaboration with Consorzio Prisma, it then offers home care services (ULSS 7) and rehabilitative and socializing home care services (ULSS 8). Other services on contract include the following: nursing service at Istituto Canossiano Bassano del Grappa (VI) and care service at Istituto Canossiano "Casa Charitas" - Schio (VI). Finally, in association with other Cooperatives, it manages a B-type supported residential facility and a 12 hours staff coverage community facility in Adria (RO) (ULSS 5).

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

### DIRECTLY MANAGED

- B-type supported residential facility "Vallonara";
- 24 hours staff coverage community facility "Anconetta";
- 24 hours staff coverage community facility "Grancona";
- 24 hours staff coverage community facility "San Marco";
- 12 hours staff coverage community facility "Breganze";
- 12 hours staff coverage community facility "Il Sentiero";
- 4/6 hours staff coverage group homes "Le Rose", "Arcobaleno", "San Marco";
- Social housing accommodation "Vallonara".

### ON CONTRACT

- Psychiatric Health and Social Residence 1 "Sirtaki" and 2 "Namasté";
- 12-hours staff coverage community facilities "Gardenia 1-2";
- Home care services ULSS 7;
- Rehabilitative and socializing home care services ULSS 8;
- B-type supported residential facility and 12 hours staff coverage community facility "Corte Guazzo".

## OTHER RELATED SERVICES

- Administrative services;
- 1:1 Personalized Programs;
- Nursing service at Istituto Canossiano-Bassano del Grappa (VI);
- Care service at Istituto Canossiano "Casa Charitas" - Schio (VI).