



FONDAZIONE  
OPERE PIE  
**G. DIDARI**

# **SERVICE CHARTER**

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## PRESENTATION OF THE STRUCTURE AND FUNDAMENTAL PRINCIPLES

### HISTORICAL NOTES

The history of the G. Didari Charitable Foundation of Francavilla d'Ete has its roots in the second half of the 19th century, founded by Mr. Giuseppe Didari.

*"It was the year 1882 and in Turin, on July 30, King Umberto I, upon proposal of the Minister Secretary of State for Internal Affairs, President of the Council of Ministers, having seen the will of October 19, 1874 in which the deceased Giuseppe Didari disposed of his assets for the foundation in Francavilla d'Ete of a "hospital" for the sick and a shelter for the elderly under the administration of a Commission made up of five members, namely the parish priest pro-tempore of S. Pietro, the priest D. Giovanni Monti, two municipal councilors and a member of the Didari family, decreed the establishment of the moral entity."*

The activities of the established moral entity, under the legal form of IPAB, continued until 2012 when it was transformed into the current Fondazione Opere Pie G. Didari.

In 2017, work began on the expansion of the Protected Residence Rest Home adjacent to and annexed to the Historic Wing, with the construction of a new structure of approximately 2000 m2, arranged (orthogonally) to the historic building, divided into five levels (including one underground).

### PREMISE

This Service Charter defines the access criteria and the methods of its operation.

In order to protect individual positions and ensure that recognized individual rights are immediately enforceable, the Social Services Charter, while maintaining legal protection, provides users with the option of filing complaints against those responsible for managing the services.

### VALUES

The principles and values that guide the planning and activities of the Opere Pie G. Didari Foundation are the following:

ÿ Equality: Services are provided by adopting interventions suited to the needs of the individual, through individualized care plans and personalized activities, to allow everyone to benefit from services without any discrimination and in compliance with the right to health and care, ensuring equal treatment under the same conditions of the service provided.

ÿ Confidentiality: users have the right to respect for their privacy and to the protection of their personal data. ÿ Impartiality: in their behavior and actions towards users, staff operate with transparency and honesty, following criteria of objectivity, justice and impartiality.

ÿ Participation: users have the right to access information concerning them and can make suggestions for improving the service.

ÿ Right to choice and information This principle underpins the information services of the Fondazione Opere Pie G. Didari. By making citizens aware of the network of services available in the area, they guarantee the right to choice and therefore to self-determination for each individual.

Effectiveness, efficiency, and cost-effectiveness: The Fondazione Opere Pie G. Didari guarantees the principle of effectiveness by periodically verifying whether the health and well-being objectives have been achieved. It also guarantees the principles of efficiency and cost-effectiveness by constantly verifying that the best use of available resources is made to achieve the objectives. Integrated system of social interventions and services: The Fondazione Opere Pie G. Didari contributes to the implementation of the integrated system of social interventions and services through policies and services.

coordinated in the various sectors of social life, integrating services for individuals and families with active pathways.

• Human resources training as an added value: The Opere Pie G. Didari Foundation aims to create a business model capable of leveraging the many valuable experiences and skills acquired, in order to guarantee and maintain a high level of professionalism and staff motivation.

## GOALS

The Foundation is a non-profit organization and primarily pursues civic, solidarity, and socially beneficial goals. Pursuant to Article 5, paragraph 1, letters a) and c), of Legislative Decree No. 117/2017, it carries out its activities in the fields of social and health care assistance for the elderly, persons with disabilities, and, more generally, for those considered vulnerable, even if not classified as elderly, while respecting their dignity. The Foundation promotes the best possible quality of life for its residents, considering their specific health and social care needs, through qualified and ongoing supervision, in close collaboration with their families and local services.

The Foundation can therefore host and/or manage, directly or indirectly, on a free and/or agreed basis, all activities relating to the Rest Home, the Protected Residences (RP), the Residential Health Care Facilities (RSA), the Rehabilitation Health Residences (RSR), and the Health Residences for Dementia and Alzheimer's (ASUR).

## THE STRUCTURE

The Opere Pie G. Didari Foundation provides residential services for the elderly with the following characteristics:

- a. REST HOME is organized into 1 care unit with 10 beds. The residential facility predominantly hotel accommodation intended to accommodate:
  - i. self-sufficient elderly people who, by choice, prefer to take advantage of the assistance services offered;
  - ii. Elderly or approaching elderly people with particular personal fragility or social.
- b. PROTECTED RESIDENCE is organized into 1 care unit with 67 beds. The structure is defined as a highly integrated socio-healthcare facility, intended to accommodate:
  - i. Medium or total non-self-sufficient elderly people in need of residential and healthcare assistance;
- c. DEMENTIA PROTECTED RESIDENCE is organized into 1 care unit with 5 beds.
  - i. Elderly people with dementia: individuals with cognitive deficits without significant behavioral disorders, subject to an assessment by the Integrated Assessment Unit (IU) of the individual patient's compatibility with the host facility.

The Foundation ensures the organic and harmonized provision of nursing, medical, hospitality, and social care services.

Each wing of the facility, from the historic to the new, is organized to accommodate both people with a good level of self-sufficiency and those with a reduced level of self-sufficiency or who require constant health monitoring and related care.

This socio-healthcare approach justifies the presence of a medical clinic and an infirmary. Each wing also has a refectory, an accessible restroom, a guardhouse, staff rooms, and a chapel for worship. A hot beverage and snack service is located in the connecting area between the buildings.

The third floor houses four *suites*, each with its own bathroom and in-room safe, linked to the protected residence unit, and a large terrace with a splendid view of the Fermo hills.

The reception and management offices are located on the first floor of the new wing. The administrative offices and the president's office are located on the mezzanine floor of the historic wing.

In the basement there are some service rooms (storage rooms), the kitchen composed of a cooking island, rooms pantry and washing room.

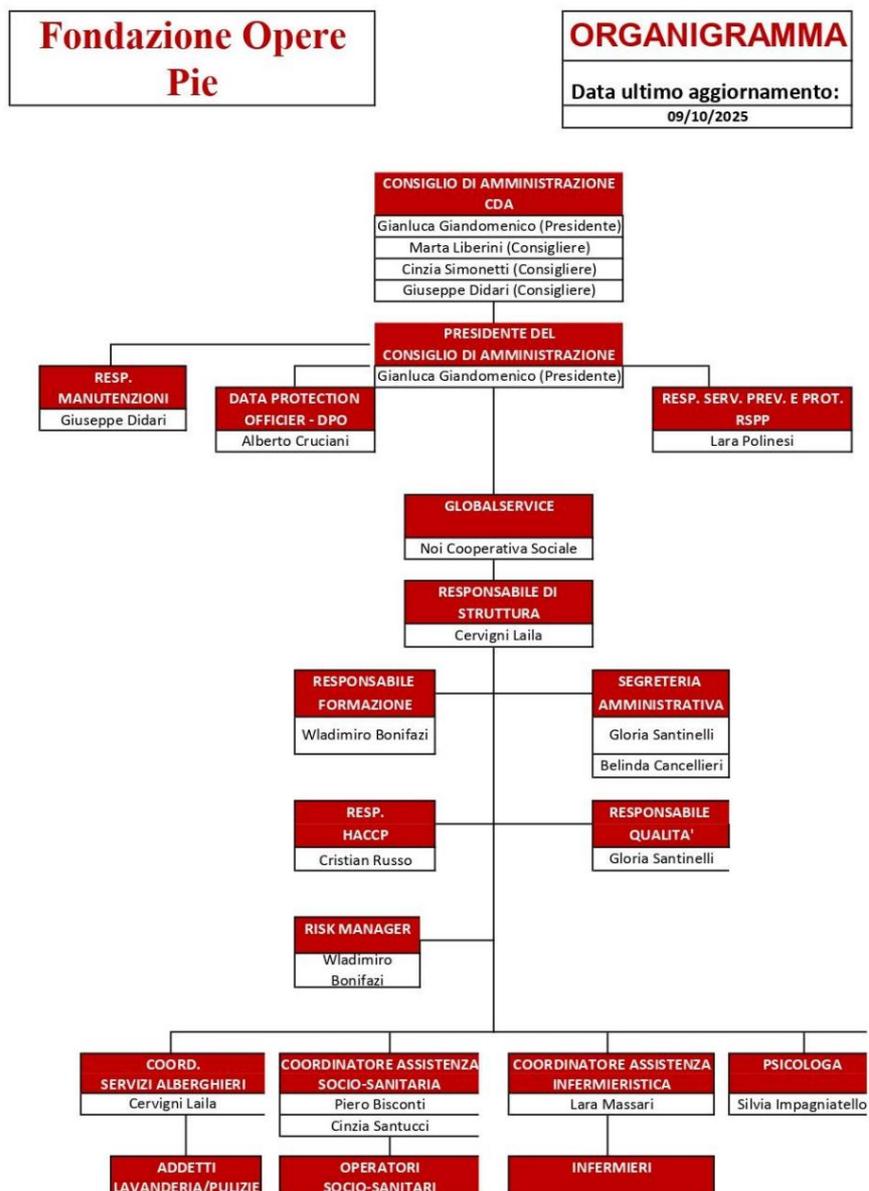
All rooms, whether single or double, guarantee the guest an independent life during the moments of day in which you do not have to resort to collective services. Each accommodation unit consists of a room with It has a bathroom and is composed of a articulated bed with retractable side rails, a bedside table and a two-door wardrobe that meet the requirements of current legislation. It also has a bathroom emergency call extensions, TV cable and telephone connection.

The structural division is based on care units, while the organizational division aims to ensure more personalized care for residents, ensuring greater respect for the personality and uniqueness of each individual. Each resident is guaranteed placement in the residential unit most suited to their characteristics and psychophysical conditions; in all cases, the minimum care standards established by regulations and/or the applicable Regional AST agreement are met.

## ORGANIZATIONAL STRUCTURE OF THE INSTITUTION

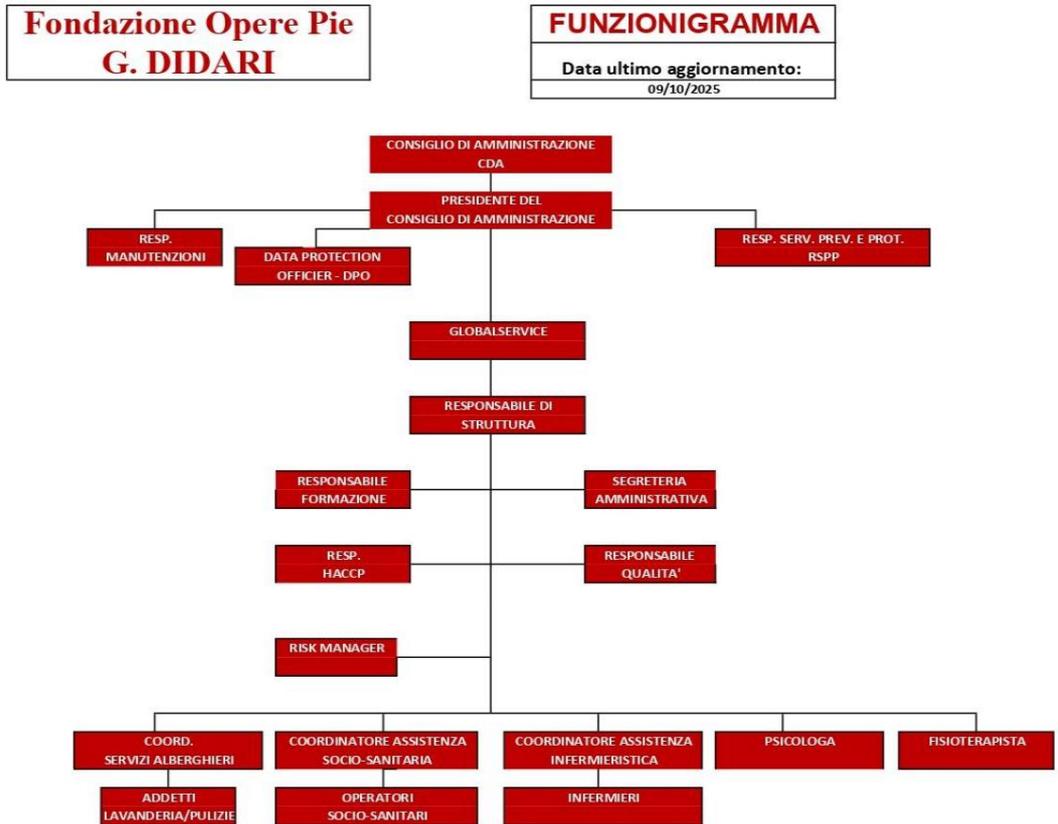
### Organizational chart

The G. Didari Charitable Foundation is managed by a Board of Directors appointed by the Mayor of Francavilla d'Ete for a ten-year term. The current Board of Directors was appointed by Mayoral Decrees of the Municipality of Francavilla d'Ete Nos. 5 of June 7, 2021, and 6 of June 9, 2021.



The Board of Directors, with Resolution No. 23 of June 28, 2021, decided to entrust the nursing home's social care services, under the Global Service regime, to NOI Cooperativa Sociale for the period July 2021 - June 2026. On June 30, 2021, the procurement contract was signed with the aforementioned Social Cooperative, which provides, among other things, for the latter to identify the Director and Facility Manager.

**Functional chart**



**Needs Analysis**

The analysis of needs and expectations have been accepted and elevated to compliance obligations.

The identification of needs and expectations was carried out on the basis of:

- of the information and elements collected in the structure,
- of the trend of the historical monitoring data of the specific aspects,
- of contractual requirements,
- of requests expressed during inspections, audits, visits by interested parties (bodies, regulatory bodies) control, customers ...),
- of internal reports from operators.

INTERESTED PARTIES	REQUIREMENTS AND EXPECTATIONS
<b>Board of Directors</b>	Definition of general objectives Regulatory compliance Management and control activities to ensure the quality of services and the collective interest
<b>Management and Head of the Structure</b>	Process effectiveness and efficiency User and family satisfaction Continuous improvement
<b>Auditor</b>	Economic and financial correctness of the G. Didari Foundation for the Works of Pie. Economical management. Correspondence of the financial statements to the management results Satisfactory
<b>Guests</b>	social health service Social health service compliant with your needs Provision of social health service in safety and in compliance with nationally and internationally recognised standards of care

The professional figures operating within the structure of the Fondazione Opere Pie G. Didari are:

DIRECTION	
The director is present in the facility from Monday to Friday from 8:30 am to 4:30 pm.	
<b>Hotel and social-health services for the elderly</b>	Facility Manager
	Nursing Coordinator
	Nurse
	OSS Coordinator
	US
	Animator
	Cuoco
	Assistant Cook
	Cleaning/Laundry Assistant
	Physiotherapist
	Psychologist
	Reception

## Information flows

The Foundation communicates with the Municipality, the Territorial Social Area XIX, the Fermo AST, the judicial authorities, and the Marche Region through official channels, including certified email (PEC), email, and telephone.

## SERVICES PROVIDED AND QUALITY STANDARDS

The Foundation guarantees general assistance structured differently according to the guest's level of self-sufficiency.

### PROTECTED RESIDENCE

A nursing home is a highly integrated social and healthcare facility designed to accommodate non-self-sufficient elderly people who cannot be cared for at home and who require complex and integrated accommodation, assistance, and healthcare services.

The services guaranteed to the non-self-sufficient guest are exclusively those listed below:

- ÿ BOARD: Breakfast, lunch, and dinner. Food is prepared in the Foundation's kitchen, in strict compliance with health and hygiene standards and medical and dietary requirements, which may vary from case to case due to specific health needs. Alternation between summer and winter menus. Food is normally served in the respective dining halls, in two different shifts, with the following times: breakfast 8:00-8:30 a.m., lunch 12:00-12:30 p.m., dinner 6:00-6:30 p.m. It may be served in the room only for particular health needs of the guest.
- ÿ ACCOMMODATION with furnishings: electrically controlled beds, daily room cleaning, laundry/wardrobe service, heating, electricity, hot and cold water, TV subscription, maintenance.
- ÿ WARDROBE: Daily bed making with change of sheets as needed and laundry service for personal items and wardrobe;
  
- ÿ GUEST ASSISTANCE day and night with qualified personnel. Daily personal hygiene and regular immersion bathing. Emergency social assistance and healthcare in case of emergency;
- ÿ DAYTIME NURSING CARE provided by professional nurses.
- ÿ MEDICAL CARE provided by general practitioners and specialist doctors.
- ÿ PHYSIOTHERAPY SERVICE active 6 days a week.
- PSYCHOLOGICAL SERVICE: Coordination of entertainment activities and management of cognitive stimulation groups. Neuropsychological assessments to monitor guests' cognitive status.
- ENTERTAINMENT: Activities are structured into workshops: cooking, table gardening, creative sewing, newspaper reading, music workshop, occupational activities, and personal care. Activities are provided 7 days a week.
  
- ÿ RECEPTION: relations with institutional bodies, guests and family members.
- ÿ RELIGIOUS ASSISTANCE: The presence of the Chaplain is guaranteed for the spiritual assistance of the rites Catholics.
- ÿ TELEPHONE: You can receive telephone calls and video calls through an internal telephone network laptops.
- LIBRARY: There are several areas where guests can find books of various genres: novels, thrillers, and nonfiction. Local and national newspapers are available daily. The books were donated by the Equilibristi Association. They are available free of charge to family members, staff, and guests.

Any service not included in those listed, if provided following a specific request, will be entirely borne by the user and paid for outside the daily rate applied.

### REST HOME:

The nursing home is intended for self-sufficient elderly people who, due to advanced senility, loneliness or other reasons, require simple hotel, assistance and healthcare services but still capable of ensuring them

An adequate guarantee of protection. The services guaranteed to the self-sufficient guest are exclusively those listed below:

- ÿ BOARD: Breakfast, lunch, and dinner. Food is prepared in the Foundation's kitchen, strictly adhering to health and hygiene standards and medical and dietary requirements, which may vary from case to case due to specific health needs. Alternating between summer and winter menus. Food is normally served in the respective dining halls, in two different shifts, with the following times: breakfast 8:00-8:30, lunch 12:00-12:30, dinner 18:00-18:30. It may be served in the room only for particular health needs of the guest.
- ÿ ACCOMMODATION with furnishings: electrically controlled beds, daily room cleaning, laundry/wardrobe service, heating, electricity, hot and cold water, TV subscription, maintenance.
- ÿ WARDROBE: Daily bed making with change of sheets as needed and laundry service for personal items and wardrobe;
- ÿ GUEST CARE day and night with qualified staff. Emergency social care and healthcare assistance in case of emergency;
- ÿ DAYTIME NURSING CARE provided by professional nurses.
- ÿ MEDICAL CARE provided by general practitioners and specialist doctors.
- ÿ PHYSIOTHERAPY SERVICE active 6 days a week.
- ÿ PSYCHOLOGICAL SERVICE: Coordination of entertainment activities and management of cognitive stimulation groups. Neuropsychological assessments to monitor guests' cognitive status.
- ENTERTAINMENT: The entertainment is structured into workshops: cooking, table gardening, creative sewing, newspaper reading, music workshop, occupational activities, and personal care. Entertainment is guaranteed for 7 days a week.
- ÿ RECEPTION: relations with institutional bodies, guests and family members.
- ÿ RELIGIOUS ASSISTANCE: The presence of the Chaplain is guaranteed for the spiritual assistance of Catholic rites, currently suspended due to Covid 19.
- ÿ TELEPHONE: You can receive telephone calls and video calls through an internal telephone network laptops.
- LIBRARY: There are several areas where guests can find books of various genres: novels, thrillers, and nonfiction. Local and national newspapers are available daily. The books were donated by the Equilibristi Association. They are available free of charge to family members, staff, and guests.

Any service not included in those listed, if provided following a specific request, is intended to be entirely borne by the user and paid for separately from the daily rate applied.

The Management strictly does not recognize any form of healthcare provided within the facility by unauthorized persons.

#### SUPPLEMENTARY SERVICES FOR SEMI- AND NON-SELF-SUFFICIENT GUESTS

- ÿ Direct assistance in food intake;
- ÿ Direct assistance for personal toileting;
- ÿ Direct assistance in dressing;
- ÿ Direct assistance for any type of travel;
- ÿ Direct assistance for sphincter control

#### SPECIAL SERVICES (NOT INCLUDED IN THE FEE)

- ÿ Assistance for any hospital admissions is the responsibility of the guests or their family members;

• The cost of non-reimbursable medicines and medical supplies is the responsibility of the guest, who must arrange for their payment at the pharmacy affiliated with the facility or at a different pharmacy at the family's request (in the latter case, the family must also arrange for the medicines to be delivered to the facility);

• Assistance for medical and/or specialist visits is the responsibility of the guest's family. •

Vending machines for drinks and beverages are installed in the common room.

warm.

• Charging service for electric cars;

• warranty service/supply integration/supply of diapers;

• Hairdressing service on call, beyond the scheduled day once a month (for wing guests)

historical);

• Podiatrist and manicure (for guests in the historic wing);

#### SERVICES OFFERED AND INCLUDED IN THE FEE

• Hairdressing service scheduled once a month (new wing guests)

• Podiatrist and manicurist, (guests in the new wing)

• swimming pool

service, • botanical/sensory garden

service, • Defibrillator and ECG service with staff adequately trained to use the respective equipment, •

video surveillance service for all common areas (new wing)

• free WI-FI service,

• en-suite bathroom,

• Service of 4 assisted bathrooms and shower

stretcher, • mechanical exchange and air purification, air conditioning and underfloor heating, (for guests in the wing new);

• covered garage.

#### VARIOUS SERVICES

In your room, you are permitted to use audiovisual equipment, which may be connected to antenna systems where available; in all other cases, only the internal antenna may be used.

The use of audiovisual equipment during rest hours, and therefore silence, is permitted only with radio headphones.

For any services not covered by this Service Charter, Guests may contact Management.

## QUALITY INDICATORS AND STANDARDS To provide

a valid and concrete measurement and evaluation of the service provided by the Fondazione Opere Pie "G. Didari", several quality indicators and standards are defined below. These can make it easy and immediate to verify what the Foundation is committed to providing and what it actually delivers.

For each specific activity carried out by the Fondazione Opere Pie "G. Didari", indicators are identified that highlight the key aspects of the service that determine its quality. The indicators are then measured by standards that represent the minimum level of quality guaranteed by the Foundation.

### ADMINISTRATIVE OFFICES

The task of the administrative offices, coordinated by the Secretary, is to translate the Board of Directors' directions into management and operational decisions, following criteria of transparency and simplification. Specifically, this is accomplished through several operational lines:

- information service, contact with users;
- switchboard service, protocol;
- Guest service, aimed at offering support with procedures, management of small expenses, preparation of fees, contacts with municipalities and local health authorities;
- accounting, bookkeeping, and treasury services, aimed at maintaining contact with suppliers, managing procurement procedures, and preparing the budget, spending commitments, and settlements;
- takes out insurance policies, specifically, Directors' Liability Insurance, D&O policy no. OX0006968, MAG Spa; Fire policy no. 0494411503, HDI Ass.ni Spa; Third Party Liability/RCO A policy no. 420338964, Generali Italia Spa;
- personnel service, aimed at the technical-administrative management of personnel;
- DVR preparation Periodic monitoring and maintenance of systems and equipment safety;
- Preparation of the privacy code;
- preparation of documents aimed at the functioning of the Foundation. The office takes care of the aspects administrative matters relating to the functioning of the facility.

The Board of Directors oversees the proper functioning of all services and verifies their economic and financial results.

Quality indicators	
Continuous and constant communication with social service operators and healthcare facilities	Contact, reports and periodic comparisons with social service operators
	Contacts and exchanges of information with local health services
Personal documentation of individual guests	Maintaining guests' personal and health records
	Constant updating of personal files and documentation
Clarity and transparency in managing guests' money	Maintaining guest accounting records where necessary
Frequency and clarity in the exchange of information between operators	Periodic comparisons with operators in team meetings
Possibility for guests' relatives to request interviews regarding the relative's general progress	Daily availability for interviews
Possibility to request information, clarifications and submit complaints regarding the services provided	Information board
	Publication and dissemination of the service charter

## SOCIAL-ASSISTANCE SERVICE

Social care services are provided by qualified professionals with the professional qualification of Social Health Worker. They ensure assistance to the extent necessary to meet the care needs of users, based on the assessment of the internal evaluation unit and the related Individual Care Plan.

(GOOD).

The staff is responsible for providing targeted assistance to meet the needs of residents and maintaining the highest level of psychophysical and social independence, thus limiting the risk of progression. In particular, they ensure proper mobilization of bedridden residents, hygiene, and linen changes. They also ensure complete personal hygiene, which is guaranteed according to a specific program, performed in the residents' bathrooms where possible or with appropriate equipment and products in the assisted bathroom.

The staff are the closest to the residents, present 24 hours a day, and they identify any specific and immediate needs and changes in real time, promptly informing the nurses on duty. They record all procedures and interventions performed on the patient in the electronic health record.

Quality indicators	Standard
Continuous assistance and help in the care and hygiene staff to guests	Written procedures for personal hygiene
Incontinence care	Daily check of incontinence aids no less than 4 times a day
Regularity of bowel movements	For each non-self-sufficient guest, evacuation is recorded daily and recorded in specific documentation.
Personal hygiene: assisted bathing	Performed at least every 8 days from the previous assisted bath, clinical conditions permitting
Availability and competence of staff All staff have suitable qualifications	in carrying out his duties
	The staff periodically carries out training activities
Mobilization and assistance non-specialist rehabilitation	Passive mobilization of guests with motor difficulties and non-specialist rehabilitation activities.
Continuous assistance in case of emergency or unforeseen events	Provision of emergency call tools (118, medical guard)

**MEDICAL ASSISTANCE**

Medical care is provided by the general practitioner, who retains clinical responsibility for the patient, assessing the patient's overall health to develop a treatment plan, prescribing medication, and conducting visits and diagnostic tests. A treatment schedule and a health record are prepared for each resident, recording all interventions performed by the physician and retaining all clinical, diagnostic, and therapeutic examinations and all clinical observations deemed necessary. The Board of Directors may, by resolution, appoint a dedicated physician.

choose from among the doctors who have offered their availability to cover this role. This person is responsible for coordinating the nursing and assistance staff and for monitoring the hygienic conditions. health facilities of the facility.

Quality indicators	Standard
Doctor's presence	2 to 4 monthly accesses for guests placed on medical assistance
	Visits available upon request
	Telephone availability every weekday
Health records and therapy sheet Constant updating of the health records and the sheet of therapy	

**Nursing Service**

Nursing services are provided by a team of professional nurses. During their presence, they, along with the staff member, monitor and supervise the resident. They are responsible for all healthcare services: preparing medication trays, administering medications, dressings, injections, blood pressure checks, and blood sampling. Specifically, the Professional Nurse:

- participates in the identification of the person's health needs and in the formulation of objectives overall;
- plans, manages and evaluates nursing care interventions; • ensures the correct application of diagnostic and therapeutic prescriptions; • acts both individually and in collaboration with other health and social workers;
- to carry out its functions, it makes use of support personnel where necessary.

Quality indicators	Standard
Competence and professionalism	Professional qualification
Nurse presence	The nurse guarantees each resident of the RP and RPD the time required by the agreement signed with the ASUR and, in any case, to the extent necessary to meet the patient's needs. A scheduled presence is also provided for the residents of the CR based on the type and specific needs of the residents.

Constant monitoring of the status of each user	er. Significant data is collected in the guests' psycho-physical records. computerized healthcare: integrated doctor's daily allowance nursing, therapy sheet, medication sheet, vital signs, glycemetic sheet.
	Periodic assessment of psycho-physical conditions and functional status using the RUG regional assessment scale and the PAI individualized care plan

A dedicated medical record is opened for each guest, recording all of their medical information. Upon written request from the entitled parties, the medical record will be released within 7 days. If the documentation is incomplete, the facility will make every effort to provide any additional information within a maximum of 30 days.

PHYSIOTHERAPY SERVICE

The facility employs a physiotherapist who works 6 days a week for a total of 120 hours per month.

- plans, manages, and evaluates rehabilitation interventions; •
- carries out physiotherapy activities, both with individual treatments and group activities, aimed at functional re-education and the recovery and/or maintenance of residual abilities. • works with other healthcare professionals to manage mobilization, postures, of transfers and daily life activities of guests;
- collaborates with other professional figures in the development and implementation of targeted projects and multidisciplinary;

Quality indicators	Standard
Competence and professionalism	Professional qualification
Presence	Presence scheduled based on user needs. Users with recent stroke outcomes or outcomes of surgical interventions  Orthopedic surgery, upon request of the GP, I can request an integration to the daily number of hours (for a fee) or be transferred to rehabilitation institutes

PSYCHOLOGICAL SERVICE

A psychological support service has been activated to help improve the placement and integration process for residents and to support them during times of crisis due to change. This professional conducts neuropsychological assessments to monitor residents' cognitive status, conducts psychological interviews to support emotional functioning, and conducts initial interviews with family members. She coordinates entertainment activities and leads cognitive stimulation groups. The psychologist is present at the facility two days a week. The laboratory conducts exercises aimed at stimulating cognitive functions:

- Spatial-temporal orientation;
- Attention;
- Memory;

- Language;
- Executive functions.

The laboratory also includes the use of computers and new technologies.

## ANIMATION SERVICE

The entertainment service is available 7 days a week with qualified staff. The aim of the service is to improve the quality of life of residents within the facility, encourage socialization, and reduce behavioral symptoms. The activities stimulate creativity and residual cognitive functions. The activities are structured into workshops: cooking, table gardening, creative sewing, newspaper reading, music workshop, occupational activities, and self-care.

During the spring and summer months, trips to the surrounding areas of Francavilla d'Ete are planned.

Dance parties are also organized quarterly and to coincide with major holidays.

Quality indicators	Standard
Carrying out recreational activities	Variety and programming of the activities offered, art workshop and music therapy.
	Themed party planning for all significant holidays
	Realization of exits

## CATERING SERVICE

Meals are prepared in the facility's kitchen by chefs, who are assisted in preparing and serving food, as well as in routine and emergency cleaning by a kitchen assistant. Guests are served three main meals: breakfast, lunch, and dinner in the facility's dining halls. Hot and/or cold drinks are served mid-morning and early afternoon.

Meals are prepared in the central kitchen and transported to the two dining halls by the dining staff using specially heated trolleys. The menu is developed over a four-week period by a dietitian. Differentiated diets are available based on the individual needs of guests and the dietary recommendations provided by general practitioners.

Regarding personalized meals, the facility is equipped with machinery for the provision of food to dysphagic guests with raw materials supplied by an external company with high specialization in the field.

Cooks supervise the proper storage and handling of food, as well as the hygiene of equipment and tableware. Finally, they are responsible for obtaining HACCP certification.

Quality indicators	Standard
Quality of food products	HACCP food supplier certification

Variety and quality of meals, tailored to the dietary needs of individual guests	Dietary advice provided by the dietitian
	Monthly menu with daily choices
	Individual and personalized diets
Correct conservation and food handling	Refrigerator Temperature Management Protocol
	HACCP Self-Monitoring Manual
HACCP controls	Periodic checks by an external laboratory through tests laboratory of raw materials and finished products, and through swabs on the surfaces and equipment used for the work
Distribution of meals throughout the day	Breakfast 8:00-8:30, lunch 12:00-12:30, snack 4:00, dinner 6:00-6:30

## RELIGIOUS SERVICE

The religious service is independently managed by a priest sent by the Convent of Sant'Antonio – Tor di Francavilla d'Ete, who officiates the Holy Mass, which is also well attended by external people (currently suspended due to the Covid-19 emergency), on Saturday afternoons at 4:30 pm. The priest is supported by the entertainment service in organizing all religious activities.

Quality indicators	Standard
Availability of religious assistance	Celebration of Mass, Rosary, sacrament of Communion
Availability of support staff	Presence of staff for the performance of religious functions

## LAUNDRY AND CLOAKROOM SERVICE

Laundry and cloakroom services are included in the Global Service management contract, but are provided on the property's premises. The equipment includes two washing machines, a dryer, and a specialized washing machine. The contractor's staff is responsible for washing, ironing, and tidying all linens, towels, and personal items, as well as everything else needed to manage the property.

Quality indicators	Standard
Hygiene	Change of flat linen every time the guest is bathed, unless necessary
Presence of clothing	Presence in the personal wardrobe of at least 1 complete change of clothes, clean, ironed and intact

Placing laundry numbers on clothes to avoid losing items
--

### CLEANING SERVICE

The housekeeping service ensures daily cleaning of guest rooms and all common areas. Afternoon housekeeping is also provided. Dusting of furnishings and cleaning and disinfection of tiles and faucets are performed once a week. Doors are cleaned, radiators are dusted, and cobwebs are removed monthly. Window treatments and blinds are cleaned monthly. Non-toxic equipment and products are used, and differentiated for cleaning the various areas.

Quality indicators	Standard
Environmental hygiene service and Cleaning Personnel	Preparation of individual work plan
	Cleaning of guest rooms and common areas once a day
	Afternoon review of common areas and in general where necessary
	Extraordinary cleaning

### HAIRDRESSING, BARBERSHOP, AND PODIATRY SERVICE

The hairdressing and barbering service is provided by a hairdresser affiliated with the Francavilla d'Ete Foundation and is available on average once a month. The podiatry service is scheduled by the administration based on the needs and type of service requested by the clients.

Quality indicators	Standard
Competence and professionalism	Professional qualification
Presence	Scheduled presence

## SECTION THREE PROTECTION OF RIGHTS AND RECEPTION

### CONDITIONS FOR ADMISSION AND MANAGEMENT OF THE HOSPITALITY AND RECEPTION SERVICE WITH FUNCTIONS FOR FAMILY RELIEF

The facility primarily houses elderly people of both sexes, of retirement age (over 65), except for specific requests from social and health organizations such as AST and Ambit Sociale, who are unable to live independently at home. Admission to the facility, held at the Fondazione Opere Pie "G. Didari," is subject to a signed application from the applicant, their relatives, or their guarantor. When a space becomes available, the Secretariat contacts the first available person on the list. If they are interested in joining the facility, an appointment is scheduled, a tour of the facility, and the following documentation is provided:

- Service Charter;
- Internal regulations with a table of daily fees for the current year
- List of personal effects.

The ADMISSION APPLICATION form (Annex 1) was prepared by the Foundation and is also available on the Foundation's website. After the application has been reviewed by the Board of Directors, admission is finalized upon signing the HOSTING CONTRACT (Annex 2).

The facility guarantees the availability to welcome occasional guests as a relief for the family.

The Guest and the Obligated Parties undertake to provide all documents required to complete the acceptance process, a list of which is provided by the Management, including:

- ÿ UVD (District Evaluation Unit) issued by the Asur of origin;
- ÿ Photocopy of any disability report;
- ÿ Identity document of the interested party;
- ÿ Tax code of the interested party;
- ÿ Health card of the interested party;
- ÿ Ticket exemption cards (in the absence of which the fee for specialist examinations will be borne by the hospitalised patient or their family members);
- ÿ Medical documentation of previous hospital visits or admissions (personal medical records).

### INSERTION

At the time of placement in the facility it is necessary to deliver the signed Placement Contract to the Head of the facility or to the Management, with the following documentation:

- ÿ Request for change of residence at the Municipality of Francavilla d'Ete for individuals already resident outside province;
- ÿ Any resolution of the Municipal Council of the municipality of origin in the case of co-participation to the monthly fee.
- ÿ All the information that can help to provide better assistance (the assistance needs of the person, his habits, his interests, etc.).

The availability of all this information and the collaboration of family members is essential for personalized care.

The management reserves the right to assign rooms and dining room seating, and will take into account, wherever possible, guests' preferences.

Entry into the facility does not imply any obligation to provide security, but only a commitment to hospitality, food, and the services provided in this service charter.

### INTEGRATED EVALUATION UNIT

The Foundation appoints an Integrated Assessment Unit (IAU), a multidisciplinary commission composed of a general practitioner, psychologist, nurse, and physiotherapist, whose task is to assess the condition and level of self-sufficiency of the resident, by age group.

The commission is required to assess the general clinical status of guests in all cases of emergency. This assessment is considered useful for assessing the guest's additional needs and developing an individualized plan that establishes the most appropriate intervention options for each individual case. If a self-sufficient guest is later declared semi- or non-self-sufficient, the fee corresponding to the new status will be effective from the date of the UVI certificate confirming the semi- or non-self-sufficient status.

The change in status is promptly communicated to the guest and the co-obligor for the signing of the new hospitality contract under the changed conditions.

If the changed conditions are not accepted and the new contract is not signed, the guest and the co-obligor undertake to vacate the room within 30 days of their occurrence.  
communication.

## ECONOMIC CONDITIONS

For each Guest admitted to the facility, a MONTHLY FEE must be paid, which varies according to the Guest's level of independence, and is determined annually by the Foundation's Board of Directors.

The fee may be subject to change if the Guest's level of independence changes. The fee, in the amount determined annually by the Board of Directors, includes all ordinary assistance services, amenities, and all social and recreational activities organized by the Foundation, as described in the previous points.

A special fee class is established for placements, proposed by the Department of Mental Health, of guests suffering from specific psychiatric disorders that require personalized supplementary care, provided by the Foundation through social health workers, nurses, or other professionals. In such cases, the additional cost for personalized care will be borne exclusively by the guest and/or supplemented by the Obligated Parties and the Health Service Agency (DSM) in addition to the standard fee. The amount of this additional cost will be quantified and communicated to the guest and the jointly obligated parties as soon as the Institution has determined the need for increased supervision and the related cost of the service has been determined.

Any other services that the Guest may request and that the Foundation is able to provide will be paid for separately in the manner and to the extent established by the Board of Directors.

PARTICIPATION IN THE COST OF SERVICES

For guests of the Nursing Home and the Residential Care Home not affiliated with the Fermo Health Authority, the hotel and healthcare fees (for healthcare services provided according to regional regulations) are the sole responsibility of the guest. The cost of private (non-affiliated) beds is communicated to interested parties upon request.

<b>UNLIMITED PRESENCE USER</b>		
<i>HISTORICAL WING</i>		
Self-sufficient	Euro 52.63 already gg	Euro 1,600.00 per month
Non-self-sufficient private individual	Euro 70.00 already gg	Euro 2,128.00 per month
Single room surcharge of 8%		

<i>NEW WING</i>		
Self-sufficient	Euro 67.00 already gg	Euro 2,037.00 per month
Non-self-sufficient private individual	Euro 82.00 already gg	Euro 2,493.00 per month
Single room surcharge of 8%		

<b>LIMITED PRESENCE USER</b>	
<b>Fixed-term stay min. 15 days – max 60 days</b>	
Historic Wing	Euro 75.00 already gg
New Wing	Euro 90.00 already gg
Single room in the historic wing	Euro 81.00 already gg
Single room in the new wing	Euro 97.00 already gg

For guests of the Residential Care Home and Dementia Care Home affiliated with the Fermo Health Service (AST), the hotel fee is paid by the guest, while the healthcare fee for healthcare services provided according to the regional timetable is paid by AST. However, the guest is responsible for any difference in the healthcare fee for healthcare services not included and/or exceeding the regional operating manual.

The guest's participation fee for the service cost is reduced by a fixed amount equal to 30% for all guests who have been resident in the Municipality of Francavilla d'Ete for at least 30 years at the time of entry into the facility (as per the Foundation's statute).

Of the 72 nursing home beds, 50 are contracted as RP and 5 as RPD (Dementia) with the Fermo Health Authority. For these beds, regional legislation requires a contribution from the health service (Fermo Health Authority), regulated by a specific agreement and based on minimum basic care and hotel standards.

Currently, the fee for participation in the cost of the hotel and healthcare service required from the guest, for agreed-upon beds, is equal to:

<b>UNLIMITED PRESENCE USER</b>		
<i>HISTORICAL WING</i>		
Self-sufficient	Euro 52.63 already gg	Euro 1,600.00 per month
AST Fermo agreement	Euro 57.00 already	Euro 1,733.00 per month
Single room surcharge of 8%		

<i>NEW WING</i>		
Self-sufficient	Euro 67.00 already gg	Euro 2,037.00 per month
AST Fermo agreement	Euro 62.00 already gg	Euro 1,885.00 per month
Single room surcharge of 8%		

<b>LIMITED PRESENCE USER</b>	
<b>Fixed-term stay min. 15 days – max 60 days</b>	
Historic Wing	Euro 75.00 already
New Wing	Euro 90.00 already gg
Single room in the historic wing	Euro 81.00 already gg
Single room in the new wing	Euro 97.00 already gg

If the user is unable to pay the fee, they or their representative can request a co-payment by submitting an ISEE certificate for residential social and health services to the Social Services Office of their municipality of residence. Possession of the ISEE certificate does not automatically confer the right to a supplementary fee or the amount of the fee to be paid, but it does establish the right to have the possibility of supplementing the hotel fee assessed and calculated by the public body.

## PAYMENT METHODS

The fee starts from the date the room becomes available. This fee will be paid monthly by the 5th day of the applicable month.

Payment of the monthly fee and any other fees must be made by indicating the Guest's name and the applicable period exclusively via bank transfer or postal order, as specified below:

for the postal current account: **CCP n. 15361637**, the Management will be responsible for providing the relevant postal payment slips;

for the bank account:

a. IBAN CODE: **IT 30 S 03069 09606 100000075787** BACKING BANK: **Banca**

**Intesa spa, Centralized Third Sector Bank (MI);**

b. IBAN CODE: **IT 87 U 06150 69590 CC0240104212** SUPPORT BANK: **Carifermo**

**Spa, Fil. Monte San Pietrangeli (FM);**

Tramite **SSD (ex RID)**.

No other forms of payment, other than those mentioned above, are or will be accepted and/or recognized.

Upon reasoned and documented request to the Foundation, which must specifically approve it, a one-time payment delay by the end of the applicable month is permitted. In any case, a payment delay exceeding one (1) month is not permitted. If the credit owed to the Foundation exceeds two months' salary, the Foundation will have the right to discontinue services provided to the Guest or to demand the provision of additional, appropriate, and adequate security to cover the amount owed to the Foundation.

The fee may subsequently be modified by the Board of Directors due to an increase in the Guest's level of autonomy.

The new fees will be communicated to interested parties via circular, in good time and in any case before they come into force.

After the grace period of 1 (one) month, if the fee is not paid, the Foundation promotes the dismissal of the Guest, without prejudice to any legal action for the recovery of the sums owed, which will automatically be subject to the application of an increase, for legal default interest.

### SECURITY DEPOSIT EXPENSES

Any healthcare costs are the responsibility of the Guest and/or co-obligors and are paid monthly. These expenses concern in particular:

- ÿ The costs for the purchase of drugs and medicines, not covered by the national health service or regional, if the Guest and/or family members do not provide directly;
- ÿ Expenses for analyses and specialist healthcare services not covered by the national health service a regional
- ÿ Transportation costs to external healthcare facilities;
- ÿ Long distance telephone calls requested by Guests will be reimbursed by them to the facility.
- ÿ Funeral expenses at the time of death.

Based on the Guest's organizational needs, for the expenses referred to in the previous paragraph, the Foundation **may** require the Guest to pay a flat- **rate SECURITY DEPOSIT** of €200.00 (two hundred/00), to be repaid monthly, for the portion used, upon presentation of appropriate supporting documents. This deposit will be refunded in the event of the Guest's resignation or death within 30 days of termination of the relationship, via bank transfer for the full amount or, where applicable, net of any outstanding expenses incurred on behalf of the Guest. The security deposit does not bear interest.

### SECURITY DEPOSIT FEE

Upon entering the facility, the Guest and/or co-obligor will pay, in addition to the monthly fee, a **SECURITY DEPOSIT** equal to a full monthly fee. This deposit will be held by the Foundation as a guarantee for the Guest's fulfillment of their obligations and will be returned to the Guest or their assignees within 30 days of termination of the relationship. The deposit will be returned to the Guest or their assignees by bank transfer in full, if all fees are paid, or net of any fees still due and any other outstanding expenses incurred for the Guest's benefit. The security deposit does not bear interest.

### REDUCTIONS

The obligation to pay the daily fee (monthly fee divided by 30.4) persists in cases of temporary, short absences as a result of maintaining a bed space in the facility.

For guests who are temporarily absent for more than one day due to hospitalization, the fee is reduced, equally for all guests, applying the following provisions:

- ÿ The day of entry and exit are considered days of presence, therefore both must be paid in full;
- ÿ The interval between the day after leaving and the day before re-entering will be considered a period of absence;
- ÿ For periods of absence up to 7 consecutive days (exempt), you will not be entitled to any deduction;
- ÿ For periods of absence exceeding 7 consecutive days, a 50% deduction will be applied to the fee

daily allowance accrued for all days included in the absence interval beyond the first 7 days of the allowance.

Ÿ These deductions will be used by the Guest, following a calculation carried out and communicated by the Foundation's administration, in the month of re-entry into the facility, via reimbursement by bank transfer or deduction from the subsequent fee.

In the event of an extended absence beyond 60 days, the place is considered vacant. If the Guest needs to be reinstated after an extended absence beyond 60 days, he or she may be readmitted if the place is still available. No fee reduction is provided for absences for reasons other than hospitalization.

### CO-BOUND

The Guest, the persons jointly liable under the Civil Code, and those identified in the placement contract are required to pay the fee.

If a municipality or other entity provides for the supplementary fee, the guest and the co-obligor agree to pay the entire fee until the supplementary fee is paid.

For individuals requiring permanent residential care, the municipality in which they reside prior to admission, having been informed in advance, assumes the obligations related to any financial support (Article 6 – paragraph 4 – of Law No. 328/2000).

### PROPERTY CUSTODY

The Structure guarantees the stipulation of the insurance policies required by current legislation.

Guests are asked not to keep valuables or money with them. The Foundation assumes no responsibility for theft or loss of valuables unless they are in the custody of Management or their deposit has been previously registered/communicated to Management.

The furniture and personal belongings brought into the property by the Guest remain their property and they may therefore dispose of them freely at any time and in any manner they deem appropriate.

## CONDITIONS OF STAY

Guests are free to enter and exit the facility during the hours established by Management and can receive visitors every day during the hours established by Management.

During the hours of rest, both day and night, the strictest silence must be observed, in the common interest.

Visitors to guest rooms must obtain permission from Management. Guests may not stay in the rooms, even for just one night.

Any guest suffering from a mental or infectious illness, or who, in the opinion of the facility's doctor, is a nuisance or danger to the community, or who cannot be treated at the facility, will be temporarily discharged and taken to their family or to a facility equipped to provide the type of care they require.

The Foundation declines all responsibility for events and damages caused to property and third parties attributable to individual cohabitants.

## LIMITATIONS

Flower pots or other objects that pose a danger to others may not be placed on windowsills, nor may linens, rugs, etc. be hung out to dry.

It is also not permitted to keep animals of any kind.

For understandable precautionary reasons, the use of electrical appliances or stoves of any kind is absolutely not permitted in the rooms.

Special diets must be regulated by the Foundation's trusted healthcare professional at the request of the family members.

All personal clothing must be marked with a number or an abbreviation.

The Management declines all responsibility for deterioration of linen due to use.

## GUEST DUTIES

The Guest living at the facility is committed to:

- a. behave in a proper, dignified manner towards oneself and respectful towards others, avoiding doing anything that might discredit the Foundation or make those around him uncomfortable;
- b. observe the rules of hygiene, take care of personal cleanliness and that of the occupied environments, dress decorously, behave at the table according to the rules of good manners;
- c. make good use of everything that the Foundation makes available and at its service, avoiding any waste, and therefore arranging, in agreement with the Foundation, to have anything that is broken in one's room repaired or replaced;
- d. pay for any damage caused to things not owned by him;
- e. not to allow an external person to tamper with the existing systems in your room;
- f. do not smoke in common areas;
- g. observe the timetables prepared by Management as scrupulously as possible;
- h. do not consume alcoholic beverages inside the facility.

The Guest must also:

- i. notify the Management every time you stop out for lunch or dinner and, in case of prolonged absence, communicate the new address;
- j. refrain from asking the cleaners what they are not allowed to do or are not allowed to do by regulation give, and not offer, goods or gifts to staff;
- k. address specific requests exclusively to Management and communicate complaints about staff behavior or other matters to the same;
- l. leave the door of your room, when you are inside, open or closed, but without turning key.

## RESIGNATION

The Guest or the Foundation have the right to withdraw from the placement contract stipulated at the beginning of the relationship, at their sole discretion, at any time, with 30 days' notice.

A guest of the facility can be discharged:

- upon your explicit request to be submitted in writing;
- because he has bad moral or disciplinary conduct;
- is a serious disturbance to other guests;
- is in arrears with the payment of even just one month's salary;
- in case of absence beyond the 60th day due to hospitalisation;
- in the event of proven omission of the documentation required by the placement contract.

Admission to the facility presupposes knowledge and acceptance, by Guests and any co-obligors, of all the provisions of this Service Charter and the Internal Regulations for its operation.

## DUTIES OF THE FOUNDATION

The Foundation provides social and health care assistance in compliance with current legislation and the provisions of the Service Charter and the Internal Operating Regulations. It has the right to avail itself of:  
of a Global Service contract for the provision of the aforementioned services;

Any changes decided by the Foundation's Board of Directors will be communicated by any means deemed appropriate.

This Service Charter incorporates any subsequent regulatory requirements without the need for formal updating by the Foundation's Board of Directors, and is reviewed by the Board of Directors on December 31st of each year.

## SATISFACTION QUESTIONNAIRE – REPORT FOR OBSERVATIONS

The Opere Pie G. Didari Foundation intends to improve the quality of its services in line with the needs of its users. To this end, feedback forms are available at the front office for comments and/or feedback on the service. The survey will inform our planning of organizational improvement initiatives.

## DONATIONS

You can support the Opere Pie G. Didari Foundation through a donation or bequest, to carry out new projects and improve the services and well-being of its guests, without burdening their families.

Donations can be made via:

postal current account: **CCP n. 15361637**;

bank account:

a. IBAN CODE: **IT 30 S 03069 09606 100000075787** BACKING BANK: **Banca**

**Intesa spa, Centralized Third Sector Bank (MI)**;

b. IBAN CODE: **IT 87 U 06150 69590 CC0240104212** SUPPORT BANK: **Carifermo**

**Spa, Fil. Monte San Pietrangeli (FM)**;

To receive a receipt for your donation for tax deduction purposes, you will need to enter the reason for the donation and your name, tax code, and postal address.

Donations can be made in memory of loved ones (guests, benefactors, family members) or, by express wish, can be anonymous.

All donations will be used for the benefit of the guests and will be used for welfare purposes and projects, consistent with the organization's goals.

## PRIVACY PROTECTION

### INFORMATION PURSUANT TO EU REGULATION 2016/679 ex. Art. 13

#### PREMISE

In accordance with the new Privacy Law (Legislative Decree 101 of 10 August 2018) and the new European Regulation 2016/679 on personal data, the **G. Didari Foundation** is required to request consent to process data relating to the guest's health.

In order to diagnose your illnesses and provide the necessary treatment, the staff and professionals at the **G. Didari Foundation** must be able to review analyses, specialist reports, and other information provided by you or the doctors treating your health. It may be necessary to exchange this information between doctors and other specialists.

This data will be stored in secure archives.

Healthcare professionals and other staff will process guest data only to the extent strictly necessary to perform their duties and will protect its confidentiality in compliance with applicable regulations.

#### INFORMATION PURSUANT TO ART. 13 OF EU REGULATION 2016/679

Pursuant to art. 13 et seq. of EU Regulation 2016/679 and the Privacy Code, the **G. Didari**, as data controller, informs you that the personal data acquired will be processed in compliance with the aforementioned legislation and according to the principles of fairness, lawfulness, transparency, and protection of your privacy and your rights.

The data provided by the guest will be processed exclusively for the purpose of carrying out the requested healthcare service and may concern the following categories:

- personal data (name, surname, gender, date and place of birth, address, telephone numbers, data taxes, etc.);
- data suitable for revealing your current state of health (pathologies, diagnoses, clinical tests, treatments therapeutic, etc.);
- data suitable for revealing the state of disability;
- data relating to the use of particular prosthetic aids;
- data suitable for revealing infectious and contagious diseases;
- data relating to epidemiological investigations;
- data suitable for revealing sexual life;
- data suitable for revealing HIV positivity; • data suitable for revealing full-blown AIDS;
- data suitable for revealing mental illnesses;
- data relating to bookings for clinical tests and specialist visits;
- data acquired through photographs and video recordings for internal use only.

## 1. PURPOSE OF THE PROCESSING

The purposes of processing personal data are as follows:

1. *patient registration;*
2. *health care;*
3. *diagnosis, care or therapy of patients;*
4. *booking and reporting of clinical tests or specialist visits (also electronically or telefonica);*
5. *detection of infectious and contagious diseases;*
6. *computerized medical records;*
7. *administrative management;*
8. *monitoring of health expenditure;*
9. *internal statistical analysis;*
10. *information activities.*

## 2. NATURE OF DATA PROVISION

Data collection and processing are mandatory for purposes 1, 2, 3, 4, 5, 6, 7, and 8, which relate to the procedures for fulfilling the contractual and professional obligations requested by the user, and the related administrative procedures.

In particular:

- linking data suitable for revealing the state of health or sexual life with information relating to payments, exemptions or correct prescription of medicines;
- organization in databases;
  - collection of data for processing purposes by third parties (point 4);
  - data collection using electronic tools;
  - collection of data from the interested party;
  - data collection from national health service bodies and structures;
  - data processing through the collection of biological material.

Consequently, any refusal to provide data for these purposes may make it impossible for the undersigned to provide the requested healthcare service.

The provision of data and its processing is to be considered optional for purposes no. 9 and 10 (**par. 1. PURPOSE OF THE PROCESSING**) shown in the insertion contract.

### **3. METHODS OF TREATMENT**

Personal data will be processed in paper, computerized, and electronic form and entered into relevant databases. These databases will be accessed and accessed by medical and administrative staff and external consultants/suppliers expressly designated by the undersigned as Authorized or Responsible for processing personal data. These data may be consulted, used, processed, compared, and perform any other appropriate operations, including automated operations, in compliance with legal provisions designed to ensure, among other things, the confidentiality and security of the data, as well as the accuracy, timeliness, and relevance of the data to the stated purposes.

Electronic processing will be carried out exclusively through encrypted communication channels or using appropriate pseudonymization techniques.

Company procedures ensure that data is retained for the period strictly necessary for processing purposes and in accordance with applicable regulations.

### **4. SCOPE OF COMMUNICATION AND DISSEMINATION OF DATA**

In relation to the purposes indicated, the data may be communicated to the following subjects or categories of subjects indicated below:

- public entities;
- private individuals;
- analysis laboratories;
- national health service bodies;
- social security and/or welfare institutions;
- judicial authority;
- medical professionals and paramedical personnel;
- consultants and freelancers, including in association;
- managers of centralized IT systems;
- insurance;

For purpose no. 9, data communication is not foreseen except for the disclosure of statistics in aggregate and anonymous form.

The data may also be disclosed to external consultants in the performance of activities performed exclusively for the undersigned. Disclosure of personal data is not envisaged.

In the event of hospitalization, your health status may be disclosed to relatives, friends, and acquaintances, subject to your consent.

## 5. ONLINE REPORT DELIVERY SERVICE

In compliance with the provisions of EU Regulation 2016/679 and the Guidelines of the Privacy Guarantor, we inform you that:

1. **PURPOSE:** the purpose of the processing in question is to communicate the results of the tests diagnostics carried out at **the G. Didari Foundation**, through telematic computerized systems;
2. **METHOD:** The data is made available online, through controlled-access platforms and subject to the interested party's prior consent. The report will remain available in accordance with current legislation. A copy can subsequently be requested from the service.  
acceptance.
3. **NON-MANDATORY CONTENT AND CONSENT:** When accepting the exam, you must express your consent to online publication. This choice is optional. Once you have read or heard the information, you are required to express your consent.

The **G. Didari Foundation** will provide you with confidential credentials to access the online platform via a paper form or direct communication via encrypted email. In any case, the communications will not contain information relating to services provided or any sensitive data concerning you.

## 4. VALIDITY OF CONSENT

Once granted, consent is valid for the processing of data by the **G. Didari Foundation** indefinitely, but may be revoked, rectified, or limited at any time, in whole or in part, without prejudice to data that the **G. Didari Foundation** is required to process by law.

We inform you, however, that the granting of consent is necessary in order to allow the performance of the necessary care and services requested or needed by the user.

Regarding the online delivery of reports, consent to send the results is acquired and is valid for each delivery you decide to request using your existing login credentials.

The user has, however, the right to revoke this consent at any time and to request the delivery of the traditional paper report.

For any clarification, you can request information from the Reception Office, the Data Controller, or the DPO -RPD, whose contact details are provided at the bottom of this notice.

## 5. RIGHTS OF THE INTERESTED PARTIES

In relation to the aforementioned processing, you may exercise the rights set forth in Article 13 (paragraph 2, letters b, c, and d) as well as Articles 15 (the full text of which is reproduced below), 16, 17, 18, 20, and 21 of EU Regulation 2016/679. Further information regarding the processing and disclosure of personal data provided directly or otherwise acquired may be requested from the Administrative Office at the company's headquarters.

## 6. DATA CONTROLLER

The data controller of your personal data is the **G. Didari Foundation represented by its legal representative pro tempore**, President of the Foundation.

This notice does not, of course, exclude the possibility that further information may be provided orally to interested parties at the time of data collection.

## 7. CONTACTS

### HOLDER

**G. Didari Foundation** Via G. Didari 23 63816 Francavilla d'Ete (FM)

Phone: +39 0734 958089

Email: [info@operepiedidari.it](mailto:info@operepiedidari.it)

Pec: [operepiedidari@pec.it](mailto:operepiedidari@pec.it)

### DPO-RPD (Data Protection Officer)

[protezionedati@new-system.it](mailto:protezionedati@new-system.it)

**Art. 13 EU Regulation 2016/679**

**– INFORMATION TO BE PROVIDED IF PERSONAL DATA ARE COLLECTED FROM THE INTERESTED PARTY**

**[Paragraph 2 – Letters b, c and d]**

2. [...] at the time of obtaining personal data, the Data Controller shall provide the data subject with the following additional information necessary to ensure fair and transparent processing:

the existence of the right of the data subject to request from the data controller access to and rectification or erasure of personal data or restriction of processing concerning the data subject or to object to such processing, as well as the right to data portability;

where the processing is based on Article 6, paragraph 1, letter a), or on Article 9, paragraph 2, letter a), the existence of the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal;

the right to lodge a complaint with a supervisory authority;

**Art. 15 EU Regulation 2016/679 – DATA SUBJECT ACCESS RIGHTS**

1. The interested party has the right to obtain from the data controller confirmation as to whether or not a processing is underway processing of personal data concerning him or her and, where that is the case, to obtain access to the personal data and the following information:

- a) the purposes of the processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- e) the existence of the right of the data subject to request from the data controller rectification or erasure of personal data or restriction of processing of personal data concerning him or her or to object to such processing;
- f) the right to lodge a complaint with a supervisory authority;
- (g) where the personal data are not collected from the data subject, any available information as to their source;
- h) the existence of automated decision-making, including profiling, referred to in Article 22, paragraphs 1 and 4, and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

2. Where personal data are transferred to a third country or to an international organisation, the data subject shall have the right to be informed of the existence of appropriate safeguards pursuant to Article 46 relating to the transfer.

3. The data controller shall provide a copy of the personal data undergoing processing. For further copies requested by the data subject, the data controller may charge a reasonable fee based on administrative costs. If the data subject submits the request by electronic means, and unless otherwise requested by the data subject, the information shall be provided in a commonly used electronic format.

4. The right to obtain a copy referred to in paragraph 3 shall not adversely affect the rights and freedoms of others.

#### **Art. 16 EU Regulation 2016/679 – RIGHT OF RECTIFICATION**

The data subject has the right to obtain from the data controller without undue delay the rectification of inaccurate personal data concerning him or her. Taking into account the purposes of the processing, the data subject has the right to have incomplete personal data completed, including by providing a supplementary statement.

#### **Art. 17 EU Regulation 2016/679 – RIGHT TO ERASURE (RIGHT TO BE FORGOTTEN)**

1. The data subject shall have the right to obtain from the controller the erasure of personal data concerning him or her without undue delay and the controller shall have the obligation to erase personal data without undue delay: a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; 4.5.2016 L 119/43 Official Journal of the European Union EN b) the data subject withdraws consent on which the processing is based according to point (a) of Article 6(1), or point (a) of Article 9(2), and where there is no other legal ground for the processing; c) the data subject objects to the processing pursuant to Article 21(1) and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2); d) the personal data have been unlawfully processed; e) the personal data must be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject; f) the personal data have been collected in relation to the offer of information society services referred to in Article 8, paragraph 1.

2. Where the controller has made the personal data public and is obliged pursuant to paragraph 1 to erase the personal data, the controller, taking account of available technology and the cost of implementation, shall take reasonable measures, including technical measures, to inform controllers which are processing the personal data that the data subject has requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

3. Paragraphs 1 and 2 shall not apply to the extent that processing is necessary:

a) for the exercise of the right to freedom of expression and information;

b) for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

(c) for reasons of public interest in the area of public health in accordance with Article 9(2)(h) and (i) and Article 9(3);

(d) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) in so far as the right referred to in paragraph 1 is likely to render impossible or seriously impair the achievement of the objectives of that processing; or

e) for the establishment, exercise or defense of legal claims.

#### **Art. 18 EU Regulation 2016/679 – RIGHT TO RESTRICTION OF PROCESSING**

1. The data subject has the right to obtain from the data controller restriction of processing where one of the following applies:

a) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data;

b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;

c) although the data controller no longer needs the personal data for the purposes of the processing, they are required by the data subject for the establishment, exercise or defence of legal claims;

d) the data subject has objected to the processing pursuant to Article 21, paragraph 1, pending the verification whether the legitimate grounds of the controller override those of the data subject.

of the interested party.

2. Where processing has been restricted under paragraph 1, such personal data shall, with the exception of storage, only be processed with the data subject's consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State. 4.5.2016 L 119/44 Official Journal of the European Union EN

3. A data subject who has obtained restriction of processing pursuant to paragraph 1 shall be informed by the controller before the restriction of processing is lifted.

#### **Art. 20 EU Regulation 2016/679 – RIGHT TO DATA PORTABILITY**

1. The data subject shall have the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where: a) the processing is based on consent pursuant to Article 6(1)(a) or Article 9(2)(a) or on a contract pursuant to Article 6(1)(b); and b) the

processing is carried out by automated means.

2. In exercising his or her right to data portability pursuant to paragraph 1, the data subject shall have the right to have the personal data transmitted directly from one controller to another, where technically feasible.

3. The exercise of the right referred to in paragraph 1 of this Article shall be without prejudice to Article 17. This right shall not apply to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. 4. The right referred to in paragraph 1 shall not must infringe the rights and freedoms of others.

#### **Art. 21 EU Regulation 2016/679 – RIGHT TO OBJECT**

1. The data subject has the right to object at any time, on grounds relating to his or her particular situation, to processing of personal data concerning him or her pursuant to Article 6, paragraph 1, letters e) or f), including profiling based on those provisions. The data controller shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing that override the interests, rights, and freedoms of the data subject, or for the establishment, exercise, or defense of legal claims.

2. Where personal data are processed for direct marketing purposes, the data subject shall have the right to object at any time to processing of personal data concerning him or her for such marketing, which includes profiling to the extent that it is related to such direct marketing.

3. If the data subject objects to processing for direct marketing purposes, the personal data will no longer be processed for such purposes.

4. The right referred to in paragraphs 1 and 2 shall be explicitly brought to the attention of the data subject and shall be presented clearly and separately from any other information at the latest at the time of the first communication with the data subject.

5. In the context of the use of information society services, and without prejudice to Directive 2002/58/EC, the data subject may exercise his or her right to object by automated means using technical specifications.

6. Where personal data are processed for scientific or historical research purposes or statistical purposes pursuant to Article 89, paragraph 1, the data subject, on grounds relating to his or her particular situation, shall have the right to object to processing of personal data concerning him or her, unless the processing is necessary for the performance of a task carried out for reasons of public interest.