



SERVICE CHARTER IL MOSAICO

SOCIO-REHABILITATIVE EDUCATIONAL DAY CENTER

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Certified Operational Headquarters UNI EN ISO



Socio-Educational Rehabilitation Day Center Il Mosaico

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CHAPTER 1: INTRODUCTION

The Socio-Educational Rehabilitation Day Center "Il Mosaico" is managed by the Social Cooperative Society "La Fraternità" A R.L. ONLUS, located at Via Valverde No. 10/B – 47921 Rimini (RN).

The Cooperative Society "LA FRATERNITÀ" A R.L. was founded and developed within the experience of the Association "Comunità Papa Giovanni XXIII." Its members, through their specific vocation, commit to directly sharing the lives of the most vulnerable, choosing to follow Christ as poor, servant, and suffering, to contribute to the realization of God's Kingdom and to participate in the Church's mission of salvation.

The members of the community actively work in the social sphere to eliminate the root causes of hardship through non-violent action, striving for a more just world and becoming the voice of those who have no voice.

"We do not welcome our brothers to educate them, heal them, or remove them from abandonment, but because the Lord loves them, sends them to us, and in Him, we belong to them. Because we love them, we try to heal and educate them... but we remain with them even if they are irrecoverable." (The vocation in different states and areas of life)

The Cooperative is a member of the "Condividere Papa Giovanni XXIII" Consortium, which serves as the connection and coordination framework for all cooperatives promoted by the "Comunità Papa Giovanni XXIII" Association, ensuring the various forms in which the community dimension of welcome and solidarity with the most vulnerable manifests itself.

CHAPTER 2: PURPOSE OF THE SERVICE CHARTER

The Service Charter of the Socio-Educational Rehabilitation Day Center "Il Mosaico" is an important tool for the protection and promotion of people with disabilities, allowing them to understand the organization and functioning of the Day Center.

Mandated by current legislation, the Service Charter is intended for citizens, users, families, territorial institutions, municipalities, local healthcare organizations, schools, and volunteer associations.

The Service Charter aims to ensure transparency and accessibility to the Socio-Educational Rehabilitation Day Center by providing users and the community with comprehensive information about the services available to them, considering this to be the first step in improving service quality.

The Service Charter is available at the headquarters of the Cooperative "La Fraternità," located at Via Valverde 10/B – Rimini, as well as at the headquarters of the Day Center "Il Mosaico," Via C. Bacchiocchi 2, Montebello Terre Roveresche, and on the website

CHAPTER 3: LEGISLATIVE REFERENCES

European Regulation 2016/679 of April 27, 2016 ("GDPR")

Related to privacy protection.

Legislative Decree of June 8, 2001, No. 231

Governs the administrative liability of legal entities, companies, and associations, including those without legal personality.

Regional Law No. 21 of September 30, 2016 Regional Regulations No. 1 of February 25, 2004, No. 3 of October 24, 2006, No. 4 of December 27, 2006

Related to authorization for operation.

Legislative Decree T.U. 81/08

Related to workplace safety.

EC Regulations 852/04 - 853/04 and EC Regulation 178/2002

Related to hygiene and food safety.

Regional Government Resolution (D.G.R.) Marche 1331/2014

Related to agreements on rates, residential, and semi-residential assistance between the Marche Region and managing entities.

Regional Government Resolution (D.G.R.) Marche 1412/2023

Approval of the operational authorization manual for extra-hospital and socio-healthcare facilities providing residential and semi-residential services.

CHAPTER 4: PRESENTATION OF THE DAY CENTER

4.1 TYPE OF SERVICE

The Socio-Rehabilitation Day Center "Il Mosaico" is a territorial daytime service dedicated to adults with disabilities who are at least sixteen years old, non-self-sufficient and/or not autonomous due to physical, psychological, or sensory impairments. At present, and in no way, has it been possible to foresee any form of work inclusion—either in a standard or protected environment—for these individuals. The Center may also welcome users under the age of sixteen for specific activities or individualized projects aimed at school-aged children with disabilities. In such cases, it can collaborate with the UMEE Service (Multidisciplinary Unit for Developmental Age).

4.2 PURPOSE OF THE DAY CENTER

Aligned with its institutional objectives, the Socio-Educational Rehabilitation Day Center pursues the following goals:

- ✓ **Providing daytime hospitality and qualified assistance** for each individual user through targeted and personalized interventions aimed at acquiring and/or maintaining behavioral, cognitive, and emotional-relational abilities.
- ✓ **Promoting overall development of the individual** by identifying specific potential through rehabilitative and relational activities to foster communication, maintain acquired levels of autonomy, and ensure continuous social integration, especially within the local community.
- ✓ **Supporting and assisting families** to encourage the disabled person's permanence within their family unit.
- ✓ **Enhancing the user's quality of life**, making effective their right to fully develop their personality within social interactions, ensuring the fulfillment of essential life needs, supporting physical and psychological well-being, and respecting the dignity of each individual.

CHAPTER 5: SERVICE ENVIRONMENT

5.1 SERVICE LOCATION

The Socio-Educational Rehabilitation Day Center IL MOSAICO, located in Terre Roveresche, Montebello di Orciano, at Via Coniugi Bacchicocchi 2 (map marker), is managed by the Social Cooperative Society “La Fraternità”



https://maps.app.goo.gl/3ySAiCzvFeBmTMA68?g_st=am

5.2 LAYOUT OF SPACES AND FACILITIES

The facility complies with specific regulations governing socio-rehabilitative day centers. The layout of the spaces has been designed to ensure clear separation of areas according to their use. The Center is located in an inhabited area within the Municipality of Terre Roveresche, specifically in the small hamlet of Montebello.

The interior spaces are divided as follows:

- Entrance foyer
- Room for motor activities and music therapy
- Spacious corridor
- Multifunctional room with dining area
- Kitchen
- Activity room
- Staff bathroom
- Bathroom equipped for disability access
- Women's bathroom
- Men's bathroom
- Room for individual activities
- Office
- Storage room

The quality of the furnishings aligns with those found in residential homes. The equipment and utensils are aesthetically pleasing, appropriate, functional, and accessible to the users attending the Center.

CHAPTER 6: ORGANIZATION OF THE CENTER

6.1 STRUCTURE OF THE CENTER

The center is open on weekdays, excluding Saturdays, from 8:45 AM to 3:45 PM. The organization of the day is structured as follows:

ORARIO	ATTIVITÀ
8,00 - 9,00	USER TRANSPORTATION
8,45 - 9,15	ARRIVAL AND WELCOME
9.30 - 10.00	MORNING ASSEMBLY
10.00 - 11.45	GROUP ACTIVITIES, INTERNAL OR EXTERNAL TO THE CENTER
11.45 - 12.15	PREPARATION FOR LUNCH
12.15 - 13.15	LUNCH
13.15 - 14.00	PERSONAL HYGIENE, TIDYING UP, RELAXATION
14.15 - 15.15	INDIVIDUALIZED OR GROUP ACTIVITIES
15,30 - 16,30	DEPARTURE AND RETURN TO FAMILY

The Center is open for a maximum of 240 days per year, with a closure period of no more than 20 days, distributed throughout the year. The Center Coordinator will ensure that families or designated contacts are informed in advance through written communication about the closure periods.

6.2 CANTEEN

The Center provides hospitality, including meals. Meal preparation is entrusted to an external company, carefully selected and guaranteed.

The food service ensures a varied diet that complies with age-appropriate dietary guidelines and meets the specific needs of users. A diverse and complete weekly menu is followed.

Meals are distributed within the Center following the HACCP food safety self-monitoring plan. Its meticulous application ensures control over every stage of meal service and allows continuous monitoring of the entire meal portioning process.

In case of strikes or emergencies, the Center ensures meal provision using long-shelf-life canned foods.

The Center provides a personalized special diet in case of medical conditions. Diets required for specific health needs are implemented upon submission of appropriate medical certification by the parent/guardian. Any subsequent modifications must be prescribed by the attending physician.

During summer, in accordance with regulations, fresh water distribution is guaranteed at least three times a day, in addition to lunchtime.

6.3 Transportation

The transportation service to and from the Center for users can be provided by the facility itself. When this service is available, it operates within the Center's opening hours (8:45 AM - 3:45 PM), although the Center reserves the right to coordinate with individual families to define the exact departure and return times based on transportation logistics. Consequently, a user's departure or return time may be scheduled earlier or later than the Center's official operating hours.

User transportation to external activities during the Center's opening hours is managed by the Center staff, specifically its educators.

The Center is equipped with two handicap-accessible minibuses and four cars.

CHAPTER 7: RECEPTION, ADMISSION, AND DISCHARGE OF USERS

7.1 CAPACITY FOR RECEPTION

The Socio-Educational Rehabilitation Day Center Il Mosaico holds operational authorization No. 15/2024, issued by SUAP (Unione Montana Alta Valle del Metauro) on October 11, 2024, in accordance with Regional Law No. 21 of September 30, 2016, and Regional Government Resolution No. 1412 of 2023.

The center can accommodate a total of 24 users, following the framework of DGR 1331/2014, with a maximum of 10 individuals with severe disabilities and 14 with non-severe disabilities, without any strict or predetermined gender-based division of places.

The Day Center reserves the right to activate private services with families in cases of specific needs, while ensuring compliance with current regulations.

Waiting List

The facility will manage requests exceeding the authorized number of available spots using the internal procedure “PRO waiting list 1.4.2”, which is available at the center.

For further information, please contact CSER at mosaico@lafraternita.com.

7.2 ADMISSION AND DISCHARGE PROCEDURES

ADMISSION PROCESS

Admissions are generally initiated through a formal request from designated referring institutions, such as UMEA (Unità Multidisciplinare Età Adulta), with the support of the user's municipality of residence. This request is addressed to the Center Coordinator and acknowledged by the administrative offices of the Cooperative.

If admission is approved, the Center will request all necessary information to formally begin user support. Within three months of entry, an individualized life and care plan will be developed.

If admission is denied, the Center will send a written notice to the relevant authorities within 15 days, clearly detailing the reasons for the decision.

Once admission is approved, the date and technical details of the user's integration into the facility will be arranged.

During the admission request phase, families may visit the Center—with prior agreement with the Coordinator—to learn about its operating rules and specific activities.

If a family contacts CSER directly, the Center Coordinator or a designated substitute will provide all necessary information regarding the activation of services and share contact details for relevant institutions (UMEA or the Social Services of the municipality of residence).

Attendance Options

Although full-time attendance (five days per week, for at least seven hours per day) is preferred, the individualized project may accommodate alternative attendance arrangements, such as:

- Full-day attendance on alternating days
- Part-time attendance
- Participation in specific workshops

RETENTION OF THE SPOT

The retention of the user's place is regulated under Article 9 of the agreement established with AST. If the user is hospitalized, their spot will be preserved until hospital discharge.

In the case of justified and properly documented absences, the place is generally retained for a maximum of 60 days per year.

During the days of absence with reserved placement, AST – Azienda Sanitaria Territoriale No. 1 will cover the full healthcare fee for the first 20 days of absence and 70% of the healthcare fee for the remaining days.

The same calculation method will be applied by the Cooperative for both municipal authorities and user families.

DISCHARGE

A disabled user is discharged from the Center under the following circumstances:

- Following an assessment conducted by staff / the Center Coordinator, together with the family, UMEA Service operators, and the referring municipality.
- Due to the need to transfer the user to another facility or a more suitable environment.

- If the family decides to discharge their relative for personal reasons; in this case, the family must notify the relevant service (UMEA or municipality), which will carry out the necessary evaluations in coordination with the Center Coordinator.

CHAPTER 8: USERS' RIGHTS, FAMILY RIGHTS AND DUTIES

8.1 RIGHTS

- Right to privacy (*European Regulation 2016/679 of April 27, 2016 – "GDPR"*) From the first contact, the user and their family have the right to ensure that only operators directly involved in service delivery have access to their personal data.
- Right to be welcomed and respected with dignity, attention, and care, in full respect of human dignity and personal ethical-religious beliefs.
- Right of the user and family to understand the individual project and receive information regarding the activities carried out.

8.2 DUTIES

- Duty to respect the staff, supporting their work to ensure continuous service improvement.
- Duty to maintain a civil, respectful, and cooperative attitude towards operators and refrain from expressing evaluations or judgments that could harm the reputation of the Center.

8.3 ORGANIZATIONAL AND FUNCTIONAL REQUIREMENTS

- Upon request from parents or legal guardians—and subject to the Center's availability—the user may be accompanied by an operator during operating hours to specialist visits and/or medical check-ups at public or private healthcare facilities, even with a family member present.
- In case of medical emergencies, healthcare accessibility is ensured through National Health Service (S.S.N.) facilities within the same territory as the Center.
- Users are advised not to bring valuable items into the Center, as it does not take responsibility for any potential loss.

CHAPTER 9: STAFF

The personnel involved in the implementation of services and interventions at the "Il Mosaico" Socio-Educational Rehabilitation Day Center includes a Coordinator/Educator (Passeri Eraldo), five Educators, and two Socio-Healthcare Operators. Staffing levels are structured to align with the intensity of assistance required by users, ensuring appropriate educational and care responses.

The staff holds the professional qualifications mandated by national and regional regulations and undergoes continuous training and professional development to stay updated and aligned with the evolving professional, organizational, and operational needs of the Center.

The educator-to-user ratio complies with current regulations.

The Coordinator serves as the central point of reference for all personnel, overseeing the annual rehabilitation activities program, the Individualized Educational Project, and its evaluation—working

closely with the team of operators, the UMEA service, the Municipality, and families. The Coordinator is present at the facility for at least 18 hours per week.

Each user is assigned an Educator or Socio-Healthcare Operator as a designated point of reference, supporting their personal, social, and family autonomy within the broader team-based approach.

Every year, the Center provides SUAP with confirmation of compliance with the requirements necessary for continued operational authorization.

The Coordinator and staff receive technical supervision from qualified socio-psycho-pedagogical professionals.

Additionally, a psychologist consultation can be arranged to support the emotional, psychological, and relational needs of users, as well as provide supervision, assistance, and burnout prevention measures for operators.

In cases of prolonged staff absence due to illness, maternity leave, injury, or other reasons, the Coordinator is responsible for planning replacements, collaborating with the Board of Directors of the Cooperative, particularly the Personnel Selection Group.

9.1 EXTERNAL COLLABORATIONS

For several years, the Center has developed various external collaborations aimed at enhancing the physical and psychological well-being of users and evaluating the work performed by educators.

These partnerships include consulting and training from independent professionals specializing in autism and developmental disorders, physiotherapy, music therapy, and assisted horse therapy.

Additionally, the Center welcomes interning students from universities and training institutions through established agreements. The internship programs are carefully planned and coordinated with the respective universities.

9.2 CONNECTION WITH FAMILIES

The Center supports families by respecting and fostering their educational and social autonomy. The Coordinator, in collaboration with the team, manages communication and relationships with family members.

The interaction with families can take place through:



- Written communication
- Phone calls
- Meetings at the Center
- Home visits
- Group meetings
- Organized celebrations
- Excursions or planned vacations

Once a year, the Coordinator, together with the assigned operator and social services (UMEA and Municipality), presents the Individualized Educational Plan (IEP) of the user to their family. During this meeting, the family can request clarifications, offer suggestions, and collaborate with operators to outline key strategies for the user's development by evaluating results and planning the new annual program.

Parents/guardians have the right to observe their child during educational activities, upon agreement with the Coordinator, while ensuring privacy protection and respect for scheduled activities.

Families are periodically asked to complete a satisfaction questionnaire, allowing them to express their opinions on various services provided by the Center. This questionnaire also enables them to freely suggest improvements or report concerns.

The Center is committed to receiving and addressing complaints from families. Complaints can be submitted at any time to the Center's responsible person, Passeri Eraldo, using the following contacts:

 Phone: 0721/976381 - 348 4766860  Email: mosaico@lafraternita.com

9.3 CONNECTION WITH TERRITORIAL SERVICES

The Center holds annual meetings, or extraordinary ones when necessary, with public service operators (UMEA, Municipality) to evaluate the progress of the Educational Project or address emerging issues.

Additionally, the Center collaborates with private organizations, such as associations and other community entities, to promote lifelong learning, cultural exchange, and greater integration within the community.

Chapter 10: Socio-Rehabilitation Activities

The approach adopted follows the experience of the Papa Giovanni XXIII Association, which sees people with disabilities as valuable members of humanity, contributors to life, not merely individuals requiring assistance. Instead, they are considered active citizens and protagonists of their own lives, possessing unique missions and significance within the spiritual realm, as written by Don Oreste Benzi, founder of the Papa Giovanni XXIII Association.

The Center's activity program aims to foster the active participation of people with disabilities, enhancing their network of relationships through a diversified and integrated service plan that addresses individual needs.

The activities described below are designed to create a comprehensive intervention, structured into specific, interconnected areas.

10.1 BASIC PERSONAL AUTONOMY AREA

- Personal care and hygiene
- Domestic autonomy
- Basic social autonomy

Discovering the positive value of oneself is essential for educating users on building a healthy relationship with their bodies.

Daily personal care and hygiene activities play a vital role in allowing each user to achieve or maintain a degree of autonomy.

10.2 COMMUNICATION, EXPRESSION, AND INTEREST DEVELOPMENT (OCCUPATIONAL) AREA

Enhancing relational skills and strengthening personal interests are key educational interventions aimed at reducing behavioral challenges. These activities include:

- Cognitive activities to develop and maintain basic skills, cultural knowledge, and intellectual functions.
- Practical manual activities (*craft and cognitive craft workshops*) to refine perceptual abilities.

- Technology-assisted activities to facilitate educational and rehabilitative processes.

10.3 SOCIALIZATION AND RELATIONSHIP AREA

This area aims to promote socialization moments, not only within the Day Center but especially in external settings, collaborating with local sports, cultural, and community organizations. Activities include:

- Celebrations, birthdays, family dinners
- Walks in the surrounding areas
- Excursions and trips within the Marche-Romagna region; shopping
- Participation in sports and cultural events
- Beach outings during summer (once a week)
- Climate-based vacations

10.4 SKILLS DEVELOPMENT AREA

Motor and Psychomotor Area

- Aquatic activities
- Physical activity in the gym
- Mobility exercises: posture correction, gait improvement, assistance with movement, wheelchair user mobilization
- Psychomotor activities: spatial exploration, sensory activation, psychomotor pathways
- Assisted horse therapy

Sound Area

- Music therapy: singing, instrumental expression, sound workshops
- Movement: performing ethnic dances and

10.5 DESCRIPTION OF ACTIVITIES

1. Basic Personal Autonomy Area

Personal hygiene includes washing hands before meals and brushing teeth after lunch, undressing, showering, and dressing during aquatic activities, and using restroom facilities according to individual abilities.

Through domestic autonomy, users are involved in daily tidying and cleaning tasks, such as setting and clearing tables, sweeping, mopping floors, hanging laundry, etc.

Social autonomy focuses on interaction with the environment, learning to manage time, use money, and participate in external activities like assisting with grocery shopping.

2. Communication, Expression, and Interest Development (Occupational) Area

Cognitive activities aim to develop and enhance cognitive and communication skills using specific methodologies, such as ABA (Applied Behavior Analysis) and PECS (Picture Exchange Communication System).

Exercises focus on learning, reinforcing, and maintaining cognitive abilities (functional reading and writing, basic logical-mathematical skills) and communication, incorporating both verbal and non-verbal languages.

Individualized learning paths may include PECS tools, keyboards, and personal diaries, fostering functional communication and effective social interaction.

The learning process is structured into small steps, encouraging gradual development of communication skills.

Craft Workshop (Occupational Training)

This project strengthens personal and social autonomy through the creation of simple handcrafted items with social utility.

Users, with staff support, produce items for exhibitions, charity markets, ceremonies, decorations, or festivities.

Seasonal themes such as Christmas, Carnival, Easter, Mother's Day, Father's Day, etc. guide activities aimed at materializing abstract concepts.

"Artisanal Tag" Workshops

This fine motor skills activity enhances focus and color discrimination. Users experiment with color tracing on tags, threading cords and pins.

It also has an inclusive and occupational aspect, as tags are commissioned by a clothing company.

Technology Workshop

Designed to utilize computers or tablets as facilitating tools that support specific educational projects created by educators.

Cinema Workshop

This activity stimulates memory, emotions, pain, happiness, and contrast through the association of images, sounds, and colors.

Films are screened at the Center, focusing on youth-related themes, diversity, relationships with adults, as well as musical concerts and interviews with influential figures.

3. Socialization and Relationship Area

Communication and relationships manifest in multiple ways and are divided into two main categories:

- **Interpersonal relationships:** All activities prioritize socialization, encouraging interaction between users, external participants, and the team.
- **Family relationships:** This area emphasizes co-responsibility in the educational project. Educators highlight the importance of trust-based relationships with families through direct conversations during transport, phone calls, and official written communications.

Internal and External Celebrations

Important milestones in the Day Center's life are recurring celebrations, such as Christmas, Carnival, Easter, Epiphany, birthdays, etc.

These events, which may include other local centers or Cooperative members, strengthen connections between users, as well as between users and external stakeholders, including event guests.

A defining element of these celebrations is the lively and communal atmosphere that naturally arises among participants.

EXCURSIONS AND TRIPS

Group outings and various excursions are important experiences for users to better explore their surroundings and socialize. These activities offer everyone the opportunity to engage in new outdoor experiences that enhance personal growth and promote social interaction in fresh, stimulating environments.

Shopping

Shopping involves purchasing food, clothing, office supplies, leisure items, gifts, and materials for Center activities. Beyond fulfilling practical needs, shopping serves as a valuable learning experience that fosters personal autonomy.

It allows participants to practice skills such as:

- Planning purchases
- Managing money
- Making conscious product choices
- Interacting with store personnel

Additionally, it enhances social and communication skills, encouraging users to ask for information, respect turns, and make independent decisions.

This activity also reinforces a sense of responsibility and belonging to the community, providing a concrete and engaging opportunity to participate in everyday life.

Beach Outings

During the summer, weekly beach outings are organized at a coastal area in Fano. Users take part in healthy and enjoyable activities, such as:

- Walks
- Swimming
- Bocce and ball games
- Pedal boat rides

This activity not only provides relaxation and physical well-being but also strengthens social interaction and sensory stimulation.

The contact with nature, water, and sand promotes psychophysical relaxation, while group games foster social skills, cooperation, and respect for rules.

Additionally, beach outings help develop personal autonomy, including handling personal belongings, changing independently, and following schedules and group instructions.

This experience also promotes inclusion, allowing participants to engage with the community in a fun and stimulating environment.

3. SKILLS AND COMPETENCIES DEVELOPMENT AREA

AQUATIC ACTIVITIES

The aquatic activity program focuses on introducing users to water, with the primary goal of helping them adapt and move independently within it.

The discovery of buoyancy is the foundation for the next phase of swimming, which emphasizes teaching different swimming styles.

The use of supportive tools—such as life rings, floating tubes, life vests, and kickboards—helps users progress step by step toward achieving their goals.

Relaxation is another key aspect that educators actively incorporate, ensuring users feel comfortable and ready to learn while fostering positive social interactions

MOTOR, SOCIALIZATION, AND RECREATIONAL ACTIVITIES

Motor activities take place once or twice a week in the municipal gym of Terre Roveresche or in the equipped hall of the Center. The main goal is to positively impact quality of life and overall well-being, helping users improve or maintain their abilities.

These activities aim to:

- Maintain muscle tone
- Improve body awareness and posture
- Enhance fine motor skills and eye-hand-foot coordination

Activities include:

- Motor courses using large and small equipment
- Preparatory exercises for various sports
- Use of treadmills and exercise bikes
- Games in pairs or groups
- Sensory stimulation pathways

Additionally, users participate in recreational events, such as bocce tournaments and the Center's "Giocainsieme" sports day, fostering social integration and holistic personal development.

MOVEMENT ACTIVITIES

Movement-based activities place people with disabilities at the center, ensuring active participation and energy engagement through rehabilitation and well-being-focused exercises.

These exercises aim to:

- Improve balance, posture, and walking ability
- Assist individuals with physical impairments
- Mobilize wheelchair users

ASSISTED HORSE THERAPY

This activity—highly appreciated by users—is structured into several phases:

1. Animal care (petting, grooming, brushing)
2. Learning to mount and dismount
3. Taking short horseback rides with an instructor

Through "the game of horseback riding," users learn a new form of communication, developing behaviors and gestures in harmony with the animal.

The educational component of horseback riding encourages:

- Recognizing unique abilities
- Overcoming motor limitations
- Building self-esteem and psychological well-being
- Fostering social inclusion
- Encouraging positive, educational, and relational experiences
- Learning transferable everyday behaviors

MUSIC THERAPY – SOUND/MOVEMENT PROJECT

Music therapy engages users in a fun, spontaneous development of spoken and sung vocal expression.

It enhances:

- Physical aspects (vocal range, tone, energy)
- Musical execution skills (tempo control, phrasing, speed)
- Auditory perception (rhythmic, melodic, and harmonic memory, lyric comprehension)

Music workshops offer creative and practical experiences, incorporating:

- Gestures
- Movement
- Dance

10.6 SUMMER VACATION

The annual summer trip usually takes place in Alba di Canazei, at the Madonna delle Vette Hotel (or another climatic location) for one week, typically in June or July (Sunday to Saturday).

This experience serves as a unique opportunity for:

- Deepening relationships between operators and users
- Enhancing socialization and personal growth
- Participating in outdoor activities (nature walks, excursions, group games, relaxation)
- Improving autonomy in personal space management
- Encouraging interaction with the community
- Benefiting from a mountain climate for physical and mental well-being

Families are asked to contribute financially for accommodation and transportation costs.

10.7 CATECHESIS

The Center nurtures each individual's Catholic religious dimension through:

- Mutual acceptance
- Morning prayer
- Catechesis sharing (based on the Word of God)
- Liturgical participation according to the church calendar

A simple language, incorporating images, gestures, and songs, is used during catechesis.

If a user—or their family/legal guardian—opts not to participate in religious services, alternative activities are provided.

CHAPTER 11: ADOPTED METHODOLOGY

The methodology followed in the overall project organization of the structure includes:

- Team collaboration between staff and the Coordinator to systematically analyze and structure experiences, through weekly meetings, recorded on a specific form.
- Implementation of various activities, both internal and external, engaging users. Each year, the Center offers long-established activities alongside newly selected or modified programs to best meet user needs.

- Seasonal activity planning, conducted by the team of operators and the Center Coordinator, structured as follows:
 - October - May
 - June - September

Operationally, the following are scheduled:

- Weekly meetings to organize and define activities, assign educator responsibilities, and discuss user objectives and progress.
- Periodic project evaluations with the referring Social Service.
- Biannual meetings with the President of the Cooperative and their collaborators, addressing the Center's mission, strategic planning, and financial resource management.
- Participation in training and professional development days for staff, organized by the Cooperative or other public and private institutions deemed suitable.

11.2 ADOPTED ORGANIZATION

User interventions are structured as:

- Large group activities (8-9 users with 3-4 operators)
- Base group activities (4-5 users with 2 operators)
- Individual activities (user/operator)

Based on the programming established by the operators and Coordinator, workshops can be held within the Center or at suitable outdoor or indoor locations as determined by the facility.

CHAPTER 12: USER FILE

User presence at the facility is documented through:

- A attendance record sent to the Cooperative's Administration
- A daily activity attendance form

All documents, statements, and reports concerning the user are stored and archived throughout their rehabilitation process at the Center.

The personal user file includes:

- Personal and health information form (MOD 13)
- Evaluation form
- Individual Project Plan
- User Privacy Agreement
- Educational report from the referring service
- Copies of specialist reports and clinical assessments related to the user's general health status
- Copy of the user's identity document, health card, and disability certification

CHAPTER 13: ECONOMIC AND FINANCIAL ASPECTS

The fee for each user is determined by the Social Cooperative "LA FRATERNITÀ," which manages the Socio-Educational Rehabilitation Center "Il Mosaico" based on agreements or conventions with the relevant institutions that refer users.

The fee **covers all expenses and costs** related to the user's care, including **general and administrative costs**. It encompasses **all services, provisions, and activities** offered by the Center **except for occasional expenses** (such as **excursions and vacations**), which remain the responsibility of the user and/or their family.

The fee is paid monthly and is requested from the relevant institutions, which also define the family's co-payment share. The family pays through a continuous electronic debit (RID - Direct Interbank Relationship), unless exceptions are arranged directly with the administrative offices.

All administrative procedures are handled exclusively by the Cooperative's administration, located at Via Valverde No. 10/B, Rimini.

CHAPTER 14: SERVICE QUALITY INDICATORS

The Service Charter is a dynamic document. Annually, a presentation report is shared with families and social services, outlining:

- User rights protection
- Complaint management
- Service quality assessment
- Implementation of improvement projects
- Commitments to specific user well-being indicators

The indicators monitored by the Center include:

PROCESS – ISO 9001 QUALITY INDICATORS	PROCESS – ISO 9001 QUALITY INDICATORS		PROCESS – ISO 9001 QUALITY INDICATORS
Data Collection Methods Needs Analysis	Data Collection Methods	Data Collection Methods	Data Collection Methods
	Needs Analysis	Needs Analysis	Needs Analysis
Number of identified needs – Measures the cooperative's sensitivity and ability to listen to the needs of the community (MOD 3 – Community Needs) Time elapsed between need identification and final evaluation by the Board – Measures the cooperative's responsiveness to territorial needs (MOD 3 – Community Needs)	Number of identified needs – Measures the cooperative's sensitivity and ability to listen to the needs of the community (MOD 3 – Community Needs)	Number of identified needs – Measures the cooperative's sensitivity and ability to listen to the needs of the community (MOD 3 – Community Needs)	Number of identified needs – Measures the cooperative's sensitivity and ability to listen to the needs of the community (MOD 3 – Community Needs)
	Time elapsed between need identification and final evaluation by the Board – Measures the cooperative's responsiveness to territorial needs (MOD 3 – Community Needs)	Time elapsed between need identification and final evaluation by the Board – Measures the cooperative's responsiveness to territorial needs (MOD 3 – Community Needs)	Time elapsed between need identification and final evaluation by the Board – Measures the cooperative's responsiveness to territorial needs (MOD 3 – Community Needs)

Project Planning Adherence to planned project timelines – Measures the effective management of the project planning process (MOD 4 – Project Planning) Number of successfully completed projects / total projects presented – Measures the cooperative's project planning capability (MOD 4 – Project Planning) Service Preparation	Project Planning	Project Planning	Project Planning
	Adherence to planned project timelines Measures the effective management of the project planning process (MOD 4 – Project Planning)	Adherence to planned project timelines – Measures the effective management of the project planning process (MOD 4 – Project Planning)	Adherence to planned project timelines – Measures the effective management of the project planning process (MOD 4 – Project Planning)
	Number of successfully completed projects / total projects presented – Measures the cooperative's project planning capability (MOD 4 – Project Planning)	Number of successfully completed projects / total projects presented – Measures the cooperative's project planning capability (MOD 4 – Project Planning)	Number of successfully completed projects / total projects presented – Measures the cooperative's project planning capability (MOD 4 – Project Planning)
	Service Preparation	Service Preparation	Service Preparation
Number of qualified Class A suppliers / total qualified suppliers – Measures the cooperative's ability to select quality suppliers (MOD 11 – Supplier List) Number of contracted suppliers / total suppliers – Measures the cooperative's ability to coordinate purchasing management and obtain favorable conditions (MOD 11 – Supplier List) Number of pre-interviews with positive outcomes / total interviewees – Measures the ability to screen CVs and build a reliable candidate pool (MOD 10 – Waiting List) Total hours of staff training / total staff – Measures the cooperative's ability to provide ongoing professional development (MOD 8 – Training Program)	Number of qualified Class A suppliers / total qualified suppliers – Measures the cooperative's ability to select quality suppliers (MOD 11 – Supplier List)	Number of qualified Class A suppliers / total qualified suppliers – Measures the cooperative's ability to select quality suppliers (MOD 11 – Supplier List)	Number of qualified Class A suppliers / total qualified suppliers – Measures the cooperative's ability to select quality suppliers (MOD 11 – Supplier List)
	Number of contracted suppliers / total suppliers – Measures the cooperative's ability to coordinate purchasing management and obtain favorable conditions (MOD 11 – Supplier List)	Number of contracted suppliers / total suppliers – Measures the cooperative's ability to coordinate purchasing management and obtain favorable conditions (MOD 11 – Supplier List)	Number of contracted suppliers / total suppliers – Measures the cooperative's ability to coordinate purchasing management and obtain favorable conditions (MOD 11 – Supplier List)
	Number of pre-interviews with positive outcomes / total interviewees – Measures the ability to screen CVs and build a reliable candidate pool (MOD 10 – Waiting List)	Number of pre-interviews with positive outcomes / total interviewees – Measures the ability to screen CVs and build a reliable candidate pool (MOD 10 – Waiting List)	Number of pre-interviews with positive outcomes / total interviewees – Measures the ability to screen CVs and build a reliable candidate pool (MOD 10 – Waiting List)
	Total hours of staff training / total staff – Measures the cooperative's ability to provide ongoing professional development (MOD 8 – Training Program)	Total hours of staff training / total staff – Measures the cooperative's ability to provide ongoing professional development (MOD 8 – Training Program)	Total hours of staff training / total staff – Measures the cooperative's ability to provide ongoing professional development (MOD 8 – Training Program)
Client Relations Number of active agreements / total active centers – Measures the cooperative's ability to establish agreements with USL (Agreements – Administrative Office) Expense-to-Revenue Ratio – Measures the percentage of euros spent for every 100 euros of revenue (Financial Statements) Effectiveness of the Individual Educational Project – Assesses the success of projects and the technical quality of services (Individual Educational Project)	Client Relations	Client Relations	Client Relations
	Number of active agreements / total active centers – Measures the cooperative's ability to establish agreements with USL (Agreements – Administrative Office)	Number of active agreements / total active centers – Measures the cooperative's ability to establish agreements with USL (Agreements – Administrative Office)	Number of active agreements / total active centers – Measures the cooperative's ability to establish agreements with USL (Agreements – Administrative Office)
	Expense-to-Revenue Ratio – Measures the percentage of euros spent for every 100 euros of revenue (Financial Statements)	Expense-to-Revenue Ratio – Measures the percentage of euros spent for every 100 euros of revenue (Financial Statements)	Expense-to-Revenue Ratio – Measures the percentage of euros spent for every 100 euros of revenue (Financial Statements)
	Effectiveness of the Individual Educational Project – Assesses the success of projects and the technical quality of services (Individual Educational Project)	Effectiveness of the Individual Educational Project – Assesses the success of projects and the technical quality of services (Individual Educational Project)	Effectiveness of the Individual Educational Project – Assesses the success of projects and the technical quality of services (Individual Educational Project)

	<p>Average user attendance / total center operating days – Evaluates user well-being by measuring if their average attendance exceeds the set operational days (MOD 68 – General Attendance Registers)</p>	<p>Average user attendance / total center operating days – Evaluates user well-being by measuring if their average attendance exceeds the set operational days (MOD 68 – General Attendance Registers)</p>	<p>Average user attendance / total center operating days – Evaluates user well-being by measuring if their average attendance exceeds the set operational days (MOD 68 – General Attendance Registers)</p>
	<p>Total sick leave days per year / number of operators (average sick days per operator) – Measures operator well-being (MOD 69 – Staff Attendance Register)</p>	<p>Total sick leave days per year / number of operators (average sick days per operator) – Measures operator well-being (MOD 69 – Staff Attendance Register)</p>	<p>Total sick leave days per year / number of operators (average sick days per operator) – Measures operator well-being (MOD 69 – Staff Attendance Register)</p>
	<p>Number of correctly submitted documents (by the 5th of each month) / total yearly submissions – Assesses the centers' ability to manage financial records and attached documentation within five days after the end of the month (MOD – Document Tracking for Incoming Files from Centers)</p>	<p>Number of correctly submitted documents (by the 5th of each month) / total yearly submissions – Assesses the centers' ability to manage financial records and attached documentation within five days after the end of the month (MOD – Document Tracking for Incoming Files from Centers)</p>	<p>Number of correctly submitted documents (by the 5th of each month) / total yearly submissions – Assesses the centers' ability to manage financial records and attached documentation within five days after the end of the month (MOD – Document Tracking for Incoming Files from Centers)</p>