



**FIGLIE DI
SANTA MARIA DELLA PROVVIDENZA
OPERA FEMMINILE
DON GUANELLA**

Service Charter

Rev. 06

28 September 2026



Casa S. Maria della Provvidenza
Rehabilitation Centre for persons with disabilities
Via della Nocetta 23/27, Rome

Update matrix

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06	Update of section 1	28 September 2026
05	Annex separated out and revision of the entire document	25 March 2026
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02	Update of section 2	31 January 2020
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This Service Charter is a document that attests to the functioning of the Casa Santa Maria della Provvidenza Rehabilitation Centre, in compliance with the regulations governing the conduct of its activity. At the same time, it presents to the *citizen/user*, in an accessible and transparent manner, its operating procedures, the services provided, the tools used and the conditions under which its activities are carried out overall.

The Service Charter for healthcare services was conceived as a pact between the facilities that provide healthcare services and citizens/users, according to the following guiding principles:

- impartiality in the delivery of services and equality of the right of access to services;
- full information for citizens/users on the services offered and on how they are delivered;
- definition of standards and assumption of commitments by the providing body with regard to promoting the *quality* of the service and to establishing methods for the constant assessment of that *quality* itself;
- organisation of structured arrangements for the protection of citizens' rights; listening to the opinions and judgements on the quality of the service expressed by citizens, either directly or through the Associations that represent them, by means of methods and instruments of participation and involvement.

This Service Charter affirms the principle according to which a healthcare organisation that provides services and treatments must ensure them optimally to its users through a process of clear and effective communication, thereby fostering full understanding of the characteristics, meaning and usefulness of the offer proposed.

This Service Charter also serves to affirm the right to information within the broader process of health protection and, in this sense, represents an instrument of guarantee for the user and of safeguarding of their rights.

This Service Charter has as its essential purpose the realisation of an innovative process in the relationship between the user and the healthcare facility to which they turn, activated through the evidence of procedures and methods that make the user informed in advance and adequately, and enable the facility to anticipate, in terms of information, the characteristics of the services it provides and the activities it carries out, so as to be able to control the communication mechanisms, constantly improving the quality of the relationship established with the user.

The Service Charter of the Casa S. Maria della Provvidenza Rehabilitation Centre is essentially addressed to users in order to facilitate the use of the services offered.

Moreover, it can be considered an instrument for the protection of the right to health, since it gives the citizen-user the possibility of effective control over the services provided and their quality.

The staff of the facility and the patients are informed of the existence of the Charter, which is given to the patients and their families upon admission to the Centre and at each subsequent update; the document is made available in all areas of activity.

This Service Charter is updated to September 2026.

Contents:

1. Introduction

2. Operation of the Rehabilitation Centre

Procedures for access to the Centre

Services provided

Organisation of the Services (Residential and Semi-residential)

Medical Record

Description of a typical day

3. Charter of Patient Rights

4. Complaints

5. Volunteering and university internships

1. INTRODUCTION

The Service Charter presented here is intended to be an agile informative tool through which Casa Santa Maria presents its organisation, the services offered and the procedures for accessing them.

Casa S. Maria della Provvidenza is a religious Institute belonging to the Congregation “Daughters of St. Mary of Providence – Women’s Branch of Saint Luigi Guanella”.

The Centre is accredited for the delivery of rehabilitation treatments under Law 833/78, ex art. 26, on a residential and semi-residential basis, and is suitable and specialised for female persons with intellectual and psychiatric disabilities.

The decrees defining its accreditation with the Lazio Region are:

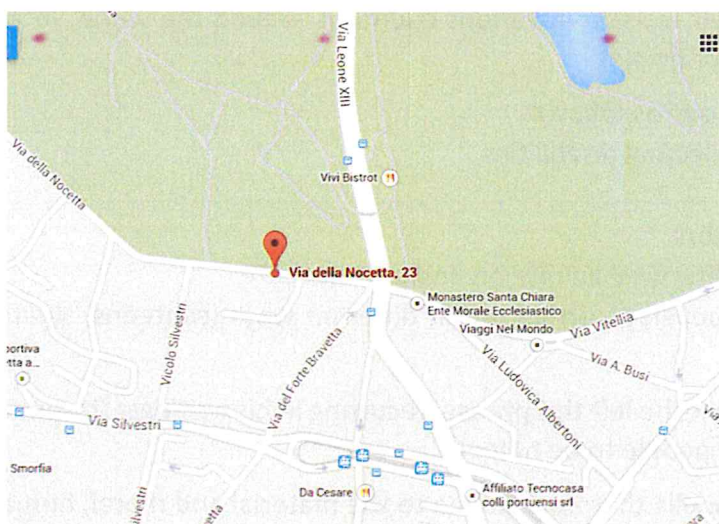
- Decreto del Commissario ad Acta Regione Lazio n. U00526 del 23/12/2013;
- Deliberazione Regione Lazio n. 2591 del 19/12/2000;
- Decreto Presidente Giunta Regione Lazio n. 823 del 28/05/1999.

The legal representative is the Superior and General Director Sister Michela Carrozzino.

The Casa Santa Maria della Provvidenza Rehabilitation Centre is located in Rome at Via della Nocetta 23/27.

Telephone numbers: 06.66158744, fax 06.66141627.

It is a complex occupying a vast area on the border between the Valle dei Casali and Villa Doria Pamphilj in the Gianicolense-Monteverde district.



By car: from the Grande Raccordo Anulare of Rome follow the direction Exit no. 1 Aurelia, direction city centre-Vatican City. At the junction with Via Leone XIII turn right. At the first traffic light turn onto Via della Nocetta, numbers 23 and 27.

By public transport: from Termini station take Metro Line A in the direction of Battistini. Get off at the Valle Aurelia stop and take bus line 31 – direction Laurentina (MB) – and get off at the “Bel Respiro” stop.

The founder Saint Luigi Guanella

Luigi Guanella was born in Fraciscio in Val Chiavenna on 19 December 1842 and became a priest in 1866. He was a parish priest in worship and religious formation, a teacher in instruction and an apostle of charity: in his pastoral experience in Valtellina and through contacts with Don Bosco and Cottolengo he matured the vocation to care for all those in need.

He lived through difficult years because of misunderstandings with civil and religious authorities; relegated to the mountains, he was later called back and took charge of a work for orphan

girls, guiding a small group of consecrated young women; in Como he opened “the little House of Divine Providence” for all those in need, followed by several other works in Italy and abroad to continue his work of charity among the poor. He founded two religious congregations and died in Como on 24 October 1915.

On 25 October 1964 he was beatified by Paul VI and on 23 October 2011 canonised by Pope Benedict XVI.

His closeness to the figure of Don Bosco and the years spent with him helped Don Luigi Guanella to develop the idea of an educational style founded on the “preventive method”, regarded as the central and unifying core of educational activity.

Throughout his life Don Luigi Guanella always showed a particular predilection for the creatures “of feeble mind” whom, with affection and in imitation of Cottolengo, he called “good children” to indicate their condition of innocence. Thus he urged his priests and his sisters: “do not put in the last place in the house the one who should be in the first, the most abject and the most abandoned”. From the pedagogical point of view he maintained that everyone is educable and that something can be done for everyone to improve their living conditions. He was one of the pioneers in rehabilitating persons “of feeble mind” through work.

The legacy of Luigi Guanella is the Guanellian family, made up of two congregations, one female and one male, and a group of committed lay people:

- the Daughters of Saint Mary of Providence
- the Servants of Charity
- the Guanellian Cooperators

The two congregations carry out their mission in various countries around the world, in accordance with Guanellian operating principles.

The various welfare works are organised as follows:

- Centres for persons with intellectual disabilities
- Homes for the elderly
- Educational institutes for minors
- Collaboration in parishes for liturgical animation and pastoral care
- Relief for the new forms of poverty, carried out in different ways (canteens, shelter homes, etc.)

As a testament to the sisters and priests he left this phrase, recurring in his writings: “it cannot be finished as long as there are poor people to be helped”.

The action proposed by St. Luigi Guanella therefore points to the material and moral, human and spiritual elevation of individuals and groups, especially the weakest, with respect for their history and culture, and to a work of constant awareness-raising so that no one is left behind in life and, indeed, is enabled to take part in the progress of civilisation.

Objectives of the Centre:

- to meet the needs of users with regard to the types and volumes of services requested, in collaboration with the ASL (Local Health Authorities) as regards accredited activities.
- to guarantee respect for the patient’s time and dignity through:
 - transparent procedures;

- a comfortable, clean environment that guarantees confidentiality;
- professionalism and courtesy on the part of all staff and willingness to provide information;
- respect for privacy; achievement and maintenance of the product and service standard as planned, with the aim of pursuing continuous improvement.

Quality Improvement

In order to ensure the wellbeing of the person and to respond appropriately to their needs, the Centre has complied with current legislation by adopting a Quality Management System UNI EN ISO 9001-2015, the certification of which is currently updated to June 2024.

Staff training and updating

All the staff working at Casa Santa Maria take part every year in refresher courses provided for by the annual company training plan and in accordance with the national labour contracts and on the basis of company and provincial trade-union agreements.

This also happens in practice through the periodic identification of projects proposed by the staff themselves for professional/interprofessional groups, in the conviction that quality objectives, in order to be achieved, must be shared and participatory. Making staff at all levels accountable and their constant involvement are considered indispensable conditions for improving the quality of life of each guest.

2. OPERATION of the REHABILITATION CENTRE

The Centre is organised into two distinct Services: Residential and Semi-residential.

Procedures for access to the Centre

Access of patients to our rehabilitation facility is subject to the Multidimensional assessment by the competent ASL services pursuant to DPCA 39/2012.

To access the Centre an application must be submitted. The case is examined by the Centre's team (équipe) and subsequently placed on the waiting list, differentiated for the two Services, Residential and Semi-residential. After the application is submitted, a preliminary visit is scheduled, during which any clinical documentation is examined and the compatibility of each patient's clinical picture with the specific resources and characteristics of the Rehabilitation Centre is assessed. Once this compatibility has been verified, the patient's name is entered on the waiting list.

The management of the waiting list naturally takes into account the chronological order of booking as well as other possible relevant intervening factors (the patient's age, the severity

of the pathology, conditions of serious disadvantage and socio-family hardship, possible concurrence with rehabilitation interventions already under way at other facilities). These elements must in any case be documented by the contact persons of the ASL to which the patient belongs.

Should a place become available in the facility, the patients on the waiting list are contacted, in compliance with the criteria of the list itself, with urgent cases, and with the match between pathology and availability of a bed in the living group best able to respond to the rehabilitation needs. If the request for admission is confirmed, arrangements are made for entry.

In this event, family members or guardians must sign all the forms required for admission and provide the required clinical documentation.

With the admission and clinical observation of the new user, the Individualised Rehabilitation Project (PRI) begins; it is shared with the family members and sent electronically to SIAR and to the ASL of territorial competence.

Each PRI has precise durations and terms of care, in accordance with the provisions of the current healthcare organisation of the Lazio Region that regulate rehabilitation treatments. When each Project reaches its expiry date, a meeting is held with all the members of the multidisciplinary team to verify the results achieved, assess whether it is appropriate to request a renewal and identify any new objectives.

Discharge

The Project may be temporarily suspended or definitively closed for the following reasons:

- at the explicit request of the user and/or of the reference family members;
- the Management team considers that the minimum conditions necessary to provide a quality service are no longer met (for example, insufficient/lack of cooperation on the part of the reference family members);
- the Management team assesses that the objectives set out in the Project have been achieved.

Services provided in the two Residential and Semi-residential Services

The following rehabilitation services are provided in this Facility:

- Specialist Psychiatric Medical Examination;
- Specialist Neurological Medical Examination;
- Specialist Physiatric Medical Examination;
- Specialist Geriatric Medical Examination;
- Administration of psychometric tests;
- Neuromotor rehabilitation;
- Psychological therapy;
- Educational intervention;
- Nursing intervention;
- Social service intervention;
- Counselling interventions for family members.

Each PRI is drawn up by a multidisciplinary team composed of a Physician in Charge of the Project (and any specialist physicians such as the psychiatrist), Social Worker, Psychologist, Professional Educators and all the other figures possibly involved in carrying out the rehabilitation treatment (physiotherapists, nurses, OSS [health and social care assistants] and auxiliary staff, etc.).

Activities

Both Services, Residential and Semi-residential, provide daily educational and rehabilitation interventions carried out through occupational and craft activities held in the various multi-purpose workshops.

In the workshops, manual and craft activities are offered involving the working of diverse materials with various processes (paper, leather, fabric, wood, rope, flowers, wax, gardening, etc.). The rehabilitation workshop constitutes a qualifying occupation and commitment for the daily life of the person with a disability, representing emotional and practical support. The professional educators coordinate and manage the activity of each group in order to promote for each user:

- practical-manual skills in the process of making the craft product (from design to finishing);
- personal autonomy and creative potential;
- moments of group discussion and exchange, educating each person towards spontaneous expression and mutual listening;
- the creation of a network of relationships in which people can find a climate of emotional security, acceptance and belonging;
- the development of the Self and the formation of a social identity through the carrying out of craft activities;
- the quality of the relationship with the surrounding environment, mediating and harmonising the dynamics of each group so as to contain any conflicts;
- the consolidation and improvement of the experience of community life;
- possible social reintegration, where possible.

In addition to the aims listed above, the educational-rehabilitation interventions aim, where possible, at developing basic adaptive and socio-cultural skills. The users are offered the opportunity, both in their reference groups and in selected subgroups, to develop and maintain cultural and social skills. In this sense, reading the newspaper together in a group, in-depth study of and reflection on world events, watching films, learning about and using money, and the possible use of public transport are among the most suitable tools for achieving the aforementioned objectives.

Educational-rehabilitation activities aimed at a potential broadening of social skills and relational experiences

The Centre offers:

- *“Sensory” educational-rehabilitation interventions* that take place within equipped spaces provided with specific material selected to work on the sensory channels. These

interventions are offered above all to guests with severe cognitive disability to foster non-verbal communication, emotional wellbeing and meaningful relational experiences

- *expressive musical and artistic-creative activities*. In some specific rooms, activities are carried out that use music and other artistic-creative expressive channels to involve the users and encourage them to communicate through languages alternative to the verbal one.
- *ethical-religious education activities* aimed at learning and developing tools for participation in community and religious life. In particular, care is taken to provide general knowledge of, and participation in, the most important religious feasts (Christmas and Easter) and the related liturgical celebrations that take place in the Centre at the same time. In particular, for older people, a serene accompaniment is provided towards accepting the sunset of life.
- *movement activities*: they currently include bocce, movement and play, orienteering, walks in the villa and in the neighbourhood. Provision is also made for an *extra activity* of swimming pool, activated at the request of the families.
- *Raccont'arte space*: through the active listening to the story of one's own life, promoting a sense of belonging and the expression of one's own point of view, offering opportunities to feel useful and valued for one's unique characteristics. In concrete terms it provides a response to the social and relational needs of guests aged 65 and over, whose lives risk being limited to the satisfaction of primary, physiological and care needs.
- *summer stays*: they are organised to complement the projects carried out during the year and in continuity with the therapeutic objectives set. Depending on the pathology of the users, holidays are encouraged that aim at social inclusion at all levels and involve therapeutic activities in the sea. Currently the stays take place in houses belonging to the Congregation used as summer residences: at the seaside in Ardea (RM) and Scalea (CS) and in the mountains at Chitignano (AR).
- *annual celebrations*: on the occasion of Christmas, Carnival, the start of summer and anniversaries linked to the Founder, the staff of the facility and the guests organise the community's celebrations with particular care. The celebrations represent a special occasion for meeting with families, an opportunity to open up to the local area to which they belong in order to make the activities carried out in the centre known outside as well.

Specific Rehabilitation Therapies

Specific rehabilitation therapies are offered to the users attending the Rehabilitation Centre. Based on need, individually and in small groups, in cycles or continuously, as defined by the individualised rehabilitation projects (PRI).

The specific rehabilitation treatments currently provided are Physiotherapy and Neuromotor Rehabilitation.

Medical Record

For each user a medical record is drawn up in which the specialist assessments and all the documentation relating to the healthcare and rehabilitation treatments carried out daily are punctually recorded by the designated and authorised staff. An integral part of the medical record is the individualised rehabilitation project (PRI, SIAR user sheet), which sets out the treatment days, the type and method of the rehabilitation interventions (including the number of sessions and any breakdown of them).

The medical record is kept in compliance with the regulations in force on the safeguarding of privacy data. Each patient, or whoever has legal guardianship of her, may request a copy of the medical record after discharge. To request certifications relating to the rehabilitation treatment in progress, a clinical report or a copy of the record, a specific form must be filled in, to be requested from the secretariat.

Each user of the Residential Service is placed in a Ward (Living Group) which has a Staff of stable educational reference figures supported by units of auxiliary staff and in some cases also by religious personnel. Within each Living Group the staff present follow and support the users in the common activities of daily life (autonomy, personal hygiene, meals, care of their own living spaces, etc.). The day is structured for the guests, according to their needs and rehabilitation potential. Individual and group activities are carried out which include, in addition to the rehabilitation work on strengthening and/or maintaining the autonomies possible, daily participation in craft-occupational workshops, neuromotor therapy and more.

Description of a typical day

Residential Service:

- 7.30 wake-up of the guests
- 8.00 personal hygiene, breakfast, tidying of the rooms
- 9.30 activities (workshop, supplementary activities inside or outside the group or the House, physiotherapy, etc)
- 12.30 lunch in the living groups and break
 - 14.30 – 17.00 activities in the workshops/in the wards/free time
 - 17.00 -18.00 time of the spirit: participation, for those who wish, in the services in Church
 - 18.30/19.00 dinner and recreation
 - 21.00 rest

Semi-residential Service

- 9.00 arrival at the centre and first reception
- 9.30 educational-rehabilitation activities
- 12.30 lunch (and support with personal hygiene activities)
- 14.00 educational-rehabilitation activities
- 16.30 return to the family

On Saturdays and Sundays the rehabilitation activities of the semi-residential service, of the physiotherapy service and of the workshops are suspended.

3. CHARTER OF PATIENT RIGHTS

The person at the centre: for a quality life.

The House is committed to ensuring that the rights of its guests are always guaranteed and respected in accordance with what is laid down in the European Charter of Patients' Rights. This Charter is made available at the Management office and in every living group.

- Patients and their families are informed, from the time of admission to Casa Santa Maria, of the existence of bodies for the protection of patients, such as the Tribunal for Patients' Rights.
- In particular, upon her admission to the Centre, the patient is adequately informed about the methods of the proposed treatment and the possible risks arising from total or partial non-compliance with the treatment itself.
- After adequate information, the patient, or whoever legally represents her, gives her consent to the treatment (informed consent).
- The patient and her family members are constantly informed about her state of health and involved in any changes to the rehabilitation programme.
- The patient or her family members have the right to request a copy of the Medical Record.
- The right to confidentiality of personal information, including that concerning the state of health, and to privacy throughout the entire duration of the treatment is ensured.
- The right of the patient to access services that respect quality standards is ensured.
- The right to the safety of the users is guaranteed and to this end possible risk factors are continuously monitored.
- The right to personalised treatment is guaranteed by the adoption of flexible rehabilitation programmes oriented to the needs of the individual.
- The right to complain and to receive a reply is ensured. Complaints may be submitted through standard procedures, as defined in the Quality Management System (QMS).
- Although the Centre professes the Catholic religion, it is, without any discrimination, open to welcoming users of other religious beliefs, respecting their values, customs and habits, compatibly with the principles and spirit of the House and with the rehabilitation and organisational needs of the service.

Where necessary, the activation of adequate cultural mediation support is guaranteed.

In addition to providing the guest with a room for the profession of a religious faith other than the Catholic religion, Casa Santa Maria allows the family space to accompany our guest in initiatives concerning the worship she professes.

The staff employed within Casa Santa Maria are informed about the nature of the rights of patients and families and are trained in the operating procedures to guarantee that they are respected.

Within the Quality control system, the facility has activated a procedure aimed at self-assessing respect for patients' rights, by means of satisfaction questionnaires provided annually to the users of both services.

4. COMPLAINTS

Complaints, regarding any disservices or other reports, may be submitted in writing to the Management (using the appropriate form to be placed directly in the box in the entrance hall) or by email to the following address:

reclami@casasantamariaroma.it.

Should written, non-anonymous complaints reach the Centre, the person in charge of the Complaints service will report their content to the Management so that it can examine the complaint received and take action for any corrective and/or preventive measures. A written reply will be provided to the person who submitted the complaint, informing them of what has been undertaken.

5. VOLUNTEERING AND PROFESSIONAL TRAINING INTERNSHIPS

The House is open to collaboration with persons belonging to Onlus (non-profit organisations) or to other volunteer Associations recognised at regional or national level.

Interested persons may submit a written application to the Management of the House, which will take care to organise the collaboration in the most appropriate way, identifying case by case the figure of the tutor with supervisory and guidance duties for the volunteering activity.

For many years Casa Santa Maria has hosted internships of professionals in educational, care and psychological rehabilitation through active agreements with the Universities of Rome and sector-specific training bodies.

Sister Michela Carrozzino
Superior and General Director
Casa Santa Maria della Provvidenza

Rome, September 2026

