

Vita
adolescente



Service Charter

Eimi

Therapeutic
Structure
for adolescents



CODESS SOCIALE

SOCIETÀ COOPERATIVA SOCIALE ONLUS



Welcome

Dear Reader,

Please consult this SERVICE CHARTER to understand and appreciate the principles which inspire the overall organization of our Eimi Therapeutic Structure for adolescents, the services provided and the quality standards which characterise the daily work of all the operating personnel working for the residents and their families.

Codess Sociale operates in different regions of Italy. The Cooperative has as its aim "interventions in the social/welfare, health, rehabilitation, educational and training fields, with the promotion and management of social, health, educational and recreational activities and services". Regarding "Minors" in Lazio, Codess

Sociale manages the Eimi Therapeutic Structure (a community-type residential center which accepts adolescent users with the onset of psychiatric problems at the request of the competent Territorial Services).

Codess Sociale has been certified UNI EN ISO 9001 since 2005 for the design and management of services for children, young people, the elderly, the disabled and people in psychiatric treatment and since 2006 it has been certified according to the SA8000 standard for Corporate Social Responsibility.

This document is the result of an active involvement of the Managers, Operators, Minors and Family Members who have experienced the services of our Structure before you. We would also like to extend our thanks to you should you wish to inform us of any useful suggestions or recommendations, in order to help us identify possible levels of improvement in service delivery and to better respond to your needs and, when possible, also to your wishes.

The Direction





Index

Welcome

1	1. Mission and recipients
4	2. Key principles
6	3. Residents' rights
8	4. The structure
8	Location and contact details
9	Structure and accommodation
10	5. Programme and treatment
11	Organisation and activities
13	Therapeutic activities
14	Social-rehabilitation activities
15	A typical day
16	6. Admission and dimission procedure
18	7. Staff
20	8. Eimi network of services and relationships with other structures
22	9. Suggestions and complaints
24	10. Privacy protection and rights of access

Eimi

Therapeutic
Structure
for adolescents

1. Mission and recipients

The Eimí Center (= I am) is a community-based health care facility which has been active in and authorized by the Lazio Region since 2003 (determination of Regional Health Planning and Health Protection No. D 4349 of 12/23/2003). Following the transformation of the regional regulations, in 2018 it obtained the authorisation to act as a R.T.R.S. (Residential Therapeutic Rehabilitation Structure) for extensive community treatments for adolescents (determination of the Regional Health and Social Policies Directorate No. G05050 of 16th April 2018)

The centre welcomes, after a referral from the Protection of Mental Health and Rehabilitation in Children and Adolescents Service of the Local Health Service



preferably of the Lazio region - sometimes in partnership with the Social Services of the Municipalities / Councils- a minor in the pre-adolescent and adolescent phase with a psychopathological disorder that, due to the particular psychological, emotional/relational, behavioural and existential problems, requires therapeutic intervention through a residential management and a temporary period of separation from their usual life context.

The Structure - suitable for those patients who have passed a possible acute phase - offers space, time, a transformative therapeutic environment in which to "repair" and "restart" a process which has been halted and to perform a liaison function with other aspects of the users life and care.

2. Key principles

The Eimi 'therapeutic community, inspired by its mission, has defined fundamental principles to be pursued in the provision of its services and on which relations with its users have been based.

The Eimi community, in fact, is guided in the performance of its functions, from the commitment to carry them out and the respect of important values /principles, such as:

- **Equality:** the same services are guaranteed without any discrimination regarding gender, race, religion and political vision;
- **Impartiality:** the attitude and behaviour of staff is guided by criteria of impartiality and objectivity;
- **Responsibility and participation:** the person is considered an active part in the planning and evaluation of their own care path;
- **Respect for oneself and the other:** the needs of each individual considered in the group dimension are given priority;
- **Continuity:** guests are guaranteed assistance and continuity of care.
- **Effectiveness and efficiency:** the service is provided by constantly pursuing the achievement of the objectives and expected results and the highest level of satisfaction for the user and their family.

More specifically, the principles on which the intervention is based are those of offering a "family" dimension within which health, therapeutic, educational, rehabilitative interventions are carried out - and where the specific climate of domesticity and everyday life is the background upon which the intervention takes place.

The environment and the family dimension - with the combination of specialised treatments - becomes a place, an "opportunity" for restoring connections, a background where significant relationships are established and the lines and functions of family communication are re-established. This space offers patients the opportunity to experience emotional connections and to reacquire the symbolic, emotional and relational value of living, of being together, of sharing, which together with a "vessel", that channels these aspects through meaning and interpretation, leads to understanding and restoration.

In accordance with the current legislative framework in the psychiatric field, which has moved on from custodial types of intervention, the structure carries out a community intervention aimed at promoting the patient's direct participation in the therapeutic project in line with people's requirements in terms of their life and capacity for social exchanges. (D.P.R.7 / 04/94).

Community intervention is part of a wider psycho-socio-rehabilitative project; in fact it constitutes an "intermediate" section between the various poles of a wider network: outpatient centers, hospital services, social services, educational and scholastic institutions, socialization agencies, etc.

The close integration with health, social welfare and educational services, and with the rest of the formal and informal networks is the basic condition for the pursuit of the objectives indicated above.

3. Residents' rights



Right to self-determination



Right to care and assistance



Right to prevention and protection



Right to speech and to be heard



Right to information and participation



Right to expression and criticism



Right to respect for discretion and confidentiality



Right to thought and religion

4. The structure



Location and contact details

The structure is located in the municipality of Rome (RM) in Via Ripatransone 111 and can be contacted in the following ways:

tel. +39 06/22038, mail: eimi@codess.com.

It is located east of Rome in the territory of the VI Town Hall (ex VIII), in the San Vittorino district - "Corcolle Gardens". The location falls within the Local Health Service RM 2 (ex B).

- **by public transport**

bus 508 from Ponte Mammolo (46 stops) to the Petriolo/Fermignano stop, walk 2 minutes to Via Ripatransone 111.

- **by private means**

for those coming from Rome, take junction A24, Lunghezza Exit. Turn right and take Via di Lunghezza (signs for Prenestina/Poli/S. Gregorio di Sassola/Palestrina) follow it for 2.5 km. Turn left and take Via Polense for 400 metres. Turn right and take Via Fermignano for 1.1 km, then turn left and take Via Petriolo. After 160 metres turn right and take Via Ripatransone. 40 metres on the left.

Structure and accommodation

This is a single-family villa with a garden. The building is on three levels, one of which is a basement used as a hobby room and storage. The total covered area of the building is over 600 square metres.

The Structure meets the requirements of the relevant legislation: habitability, "electrical grounding", compliance of the technological systems and all safety, hygienic and environmental conditions required by current legislation.

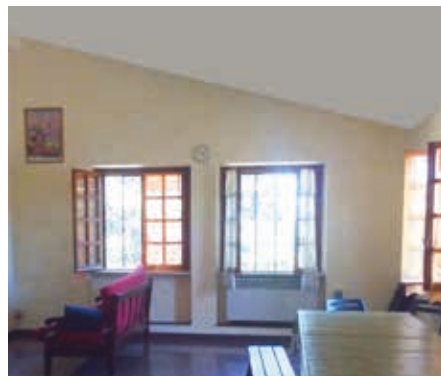
The users (10) are distributed in rooms with two beds with an adjacent bathroom. The spaces are personalised with furniture which creates a family-like environment. The living area features a dining room with an adjoining kitchen, a large common living room suitable for promoting recreational and social moments.

Rooms and spaces dedicated to therapeutic and rehabilitative activities:

There are rooms and spaces for individual, family and group therapies as well as large rooms for conducting workshops and expressive activities. There are also spaces for laundry and storage. Operators are provided with a room, changing room and separate bathrooms.

Outdoor spaces:

The structure is surrounded by a large garden, equipped with a built-in barbecue, gazebo, bowling alley and is a space which allows for shared social occasions and is suitable for organising parties or inviting friends, family and people in general visiting from outside the structure.



5. Programme and treatment

The therapeutic plan is personalised and agreed in close collaboration with the Referring Public Service, the family (where possible) and the patient. This plan is drawn up after a **settling in period and admission preparation** necessary to “create” and to establish a, even minimal, request and appeal for help.

Upon admission, the patient is entrusted to a **Reference Operator** (generally a psychotherapist) who will accompany them throughout their journey, and who will help them to identify their needs and the objectives to be pursued.

The course of the therapeutic path is monitored periodically both through **on-going evaluations**, in which everyone involved in the plan take part, and through the use of scientifically validated assessment tools, as well as monthly external Supervision.

The clinical-assistance pathway of each user is defined in the Personalized Rehabilitation Therapeutic Project (**PRTP**), specifically defined and drawn up by the team of the community structure in line with the Individual Treatment Plan (**ITP**) written by the referring Protection of Mental Health and Rehabilitation in Children and Adolescents Service.

The PRTP contains not only the diagnosis and the reasons for referral by the Referring Services, the objectives of the intervention, the “strengths and

weaknesses relating to the psychopathological area; area of self-care and living environment; area of relational competence; area of school operation; area of autonomy and social skills as well as the " strengths and weaknesses regarding the family ".

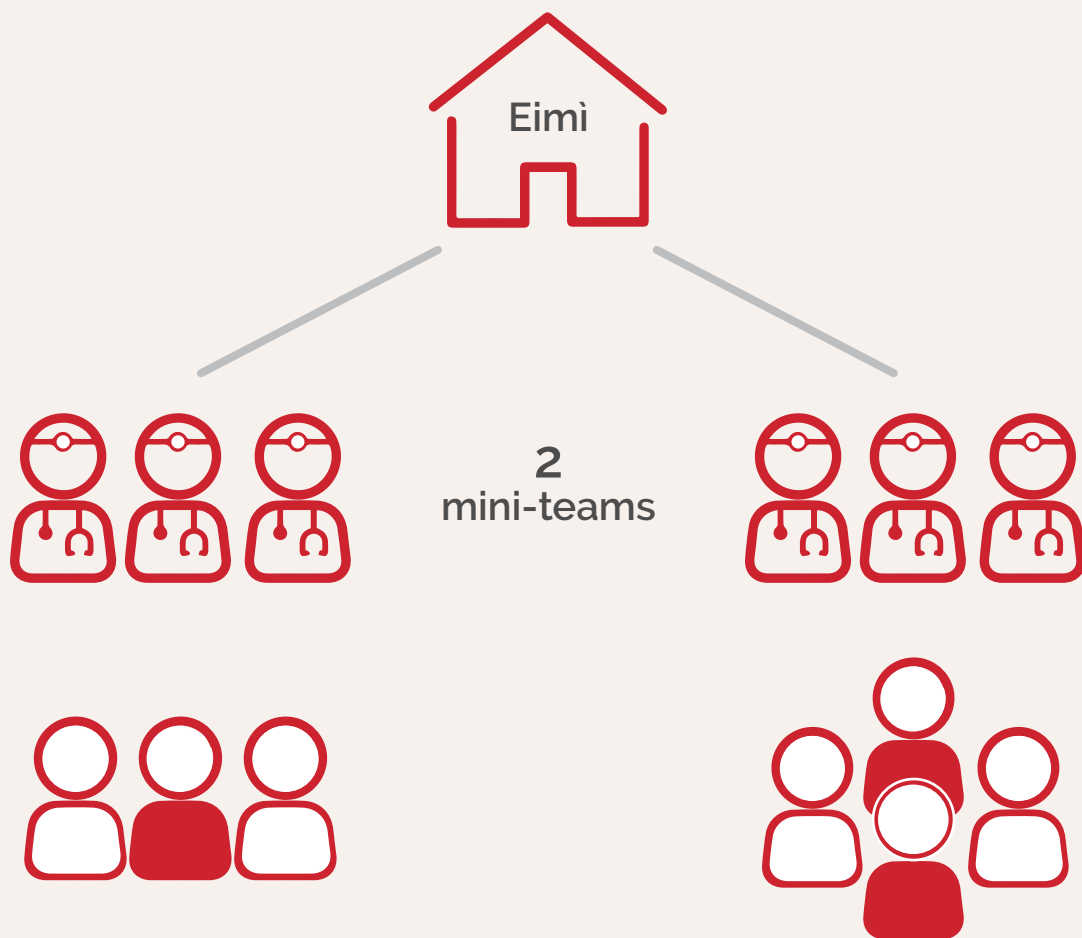
Organisation and activities

The structure can accommodate **10 adolescents** divided into **two** mini-teams or "**Family Groups**" each consisting of a small staff of operators who ensure therapeutic continuity and take care of each individual patient.

The whole setting of the Structure is organised in such a way as to be able to offer a timetable of structured and predictable "appointments".

Activities are carried out at specific times of the day and on set days of the week. All of them, at various levels, have the function of constituting more "**vessels/ thought spaces**", opportunities to reflect and confront with reality by promoting both intrapsychic and interpersonal work, as well as to promote social, relational, and more functional skills. In addition to the internal activities which are planned and designed for all the adolescents, there are external activities which are individual and follow each patients' plan (school, sports activities, hobbies, work placements, etc.).

Therapeutic activities

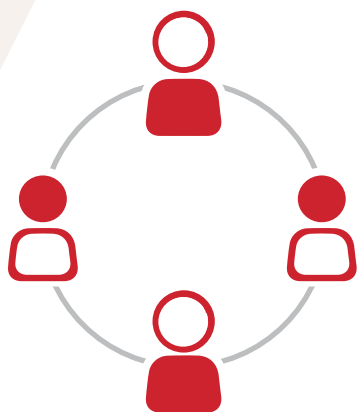


Workshops

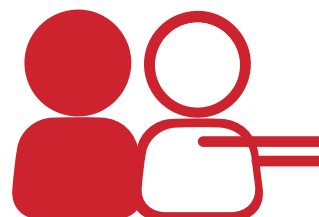
Family



Extended group



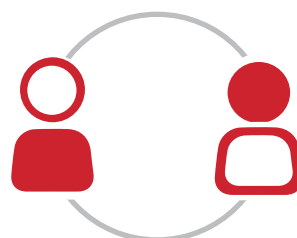
Corporeal




Individual



Mini-team



- 
- Weekly therapeutic groups of both the “Extended Group” (all the adolescents) and the **two mini-teams**;
 - Individual interviews to redefine, investigate, and reconsider personal aspects
 - Systemic/relational family therapy
 - Interviews with the child's neuropsychiatrist for the identification and monitoring of possible drug therapy.
 - Expressive workshops: through workshops inside and outside the community (psychodrama, art therapy, etc.)

Socio-rehabilitative activities

- Self-management activities
- Assembly of adolescents and operators
- External relations with the network within the territory (sports; school-training activities; apprenticeships and work placements; cultural and recreational trips).

A typical day

Time	Activity
7.00 - 7.30	Breakfast
8.00 - 13.30	External rehabilitation, educational/training activities
13.30 - 14.30	Lunch
14.30 - 15.30	Rest, free time, recreational activities
15.30 - 17.00	Workshops, group therapy, family therapy
17.00 - 17.30	Snack
17.30 - 19.30	Sport, recreational activities, study time
19.30 - 20.30	Dinner
20.30	Sleep

Timetables are indicative: the organization of each day, in fact, is subject to flexibility with regard to schedules and activities, such as to allow each Resident to preserve, as far as possible, acquired routines, respecting different needs and personalised programmes

6. Admission and dimission procedure

In order to access the waiting list a written report must be sent where both the diagnostic orientation and indications of possible drug therapy are specified. The waiting list is recorded on the relevant form and follows the chronological progress of the requests by the Services. The admission of the minor takes place after a compatibility check - by the clinical Director and Health Director - of their clinical/symptomatic picture with the group of minors already present. Requests made by Social Services, Juvenile Justice Services, etc., must be accompanied by a psychological/neuropsychiatric evaluation of the competent Local Health Service. Admission is subordinate and takes place after an evaluation/observation path which includes one or more meetings between the different active subjects of the plan (user, referring service, facility operators, family - if present), and the structure's doctor's inspection of the appropriate diagnostic protocol (blood chemistry, ECG, EEG, etc.). A preliminary preparation admission period must always try to achieve a form of "active authorisation" on the part of the user with the aim of voluntary adherence to the proposed treatment, allowing even a minimal request for help and awareness of the issues at hand.

The **dimission process** will be implemented on each occasion in agreement and in collaboration with the referring public service, through flexible tailor-made plans set up for each individual patient. During the therapeutic-rehabilitation

course, the Structure will draw up with the family, with the Local Health Service of competence, as well as with the Council and with the other existing local bodies (educational institutions, leisure services, work cooperatives, voluntary associations, etc.), coordination strategies in order to prepare and raise awareness of the support network in which the adolescent will return to live. During the residential phase, therefore, a path will have already been envisaged that links the strictly health interventions with the social ones, in order to make the resources and environmental potential available and with the aim of favouring as much as possible the integration of the patient into the social and family context; solutions will thus be promoted which are aimed at the reconstruction of the affective, relational and environmental aspects and at the activation (or reactivation) of the patient's social networks and the context to which they belong. Furthermore, interventions will be activated (where necessary) with the specialist outpatient services for adults (DSM) to take over.



7. Staff

The multifactorial intervention within the Structure includes the presence of a qualified and multidisciplinary team of operators which guarantees continuity and therapeutic assistance 24 hours a day: psychologists-psychotherapists, professional educators, child neuropsychiatrists, nurses, leaders of expressive laboratories, etc.

The staff shifts are fixed: this ensures users and the whole organisation not only clear references, but also stability in the various spaces and settings.

Within the team there are the following roles:

- **Coordinator** who takes care of the managerial and organisational aspects of the personnel.
- **Medical health director**, a child neuropsychiatrist who is responsible for monitoring medical/health aspects, implementing and monitoring users' drug therapy where required.

- **Clinical psychologist/psychotherapist director** in charge of the therapeutic direction of the methodological/clinical setting of the Structure, the management of therapeutic groups, the relationship with the referring Services, the participation in health policy meetings with the Region, the childhood guarantor, etc.
- **Family therapist psychologist/psychotherapist** for conducting family therapies.
- **Contact person for evaluative and research aspects, clinical psychologist** with expertise in the evaluation of outcomes and treatment.
- **Psychologists who act as case manager for the adolescent**, who is responsible for conducting support interviews, formulating and updating the PRTP.
- **Professional educators**: they take care of carrying out the educational plans of the adolescents, of school support, they organise the shared and personal spaces of the structure, assistance/hotel functions
- **Professional nurse**: deals with the preparation of drug therapy, monitoring of physiological parameters of users.
- **Health Care Operator**: deals with with room assistance, cleaning and personal care for guests.
- **Social worker**: they promote and allow integration between the Community and the social-health services and the various territorial realities (relationships within the network and with the various stakeholders)
- **Conductors of expressive workshops**: They carry out the function of organising group space settings that can promote emotional/expressive communication, through body movement, or art therapy techniques with the aim of bringing out issues which are difficult to access through the classic use of an interview
- **Supervisor**: psychologist/psychotherapist with group clinical skills. Works with the entire team on the dynamics of the staff group, promoting reflection and a sense of self-efficacy. They facilitate awareness in the team in any moments of deadlock by promoting the implementation of effective solutions.

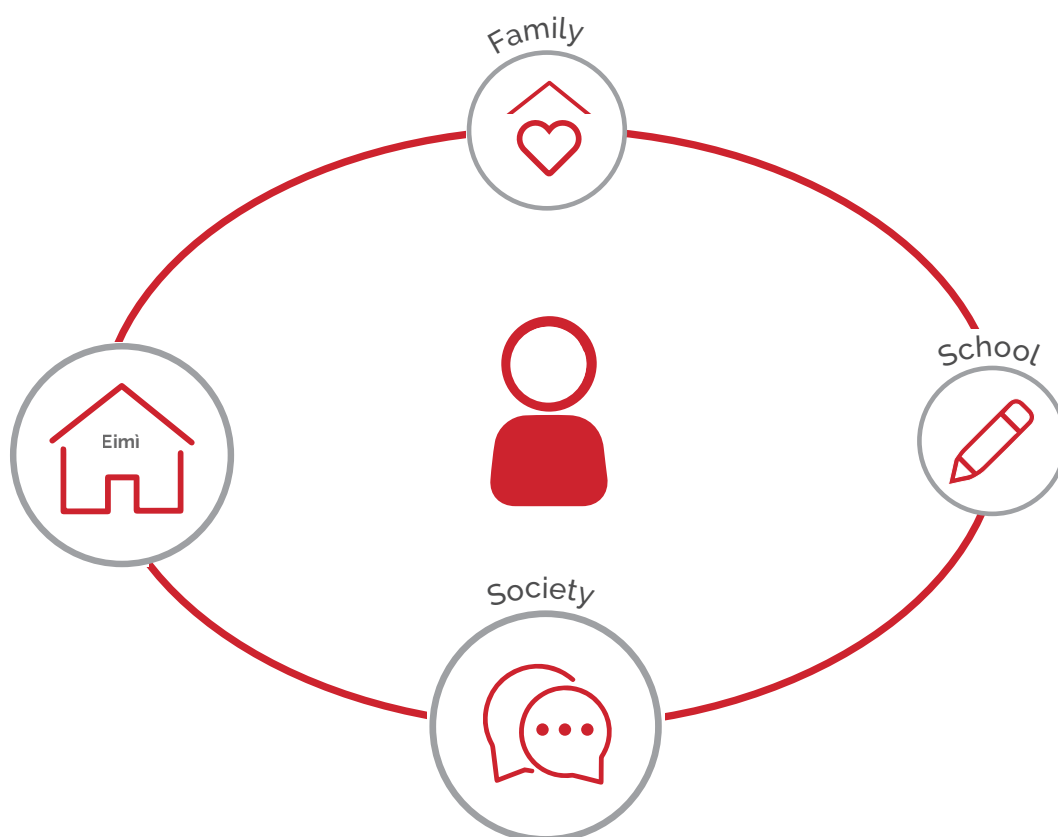
8. Eimi, network of services and relationships with other structures

Community intervention is part of a wider psycho-socio-rehabilitative project; it constitutes an “intermediate” section between the various poles of a wider network: outpatient centres, hospital services, social services, educational and scholastic institutions, socialisation agencies, etc.

This occurs with the awareness that for adolescents with complex clinical problems it is necessary to foresee a range of answers, solutions, resources from time to time modelled on different evolutionary and diagnostic moments/needs, which, in a strategic and thoughtful way, can range - reciprocally and vice versa - from healthcare to social.

The Eimi Structure is careful in maintaining and promoting that bridge and connection with the other contexts of life and care of the user. It aims to offer mediation at the level of the different systems that make up the configuration most immediately involved in the “pre-existing situation” of the user: mediation with family, social and scholastic systems which include the place where the problem manifested. Working on the connections between the network sections, opening different communication channels is encouraged, thus facilitating and stimulating the “dialogue” between the user and various parts of the system that would otherwise end up being cut off.

The structure which is located in the territory of the Local Health Service Rome 2 (formerly Local Health Service RM B), falls within the area on which the VI Municipality of the Towers (formerly VIII) stands. Over the years it has taken root in the territory and is in contact with the main schools (middle and secondary schools), sports and voluntary associations, vocational training centers and local parishes, general practitioners, and has collaborated with the neighbouring stations of the Forces of Order (Police Stations and Carabinieri). Over time it has consolidated a network of relationships with the various local health authorities of the Lazio region, Municipalities and Councils, as well as with the hospital neuropsychiatry departments of the Bambin Gesù and the Policlinico Umberto 1°, with the Day Centers of Local Health Services Rome 1 and Rome 3, with the department for adolescents of the Villa Nuova Armonia Clinic in Rome, with the Juvenile Court of Rome and Lazio and with the Ordinary Tribunal for minors and family section of Rome.





9. Suggestions and complaints



The resident, the family member, or whoever has an interest and wants to express appreciation for the services provided or complaints about irregularities, inefficiencies or dissatisfaction is invited to notify the Structure. Complaints or any written comments can be entered in the “Suggestions and Complaints” box.



It is expected that, following the presentation of the requests for improvement or verification of the services offered, of concerns or complaints, the Management will reply within the shortest possible time.

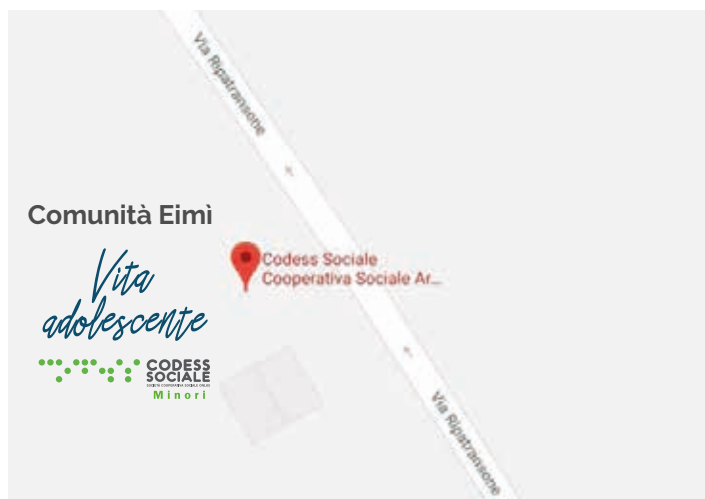
10. Privacy protection and rights of access

All personal data of the Resident collected during admission and during the stay in the structure, is used by "CODESS Sociale", as data controller, according to the regulations in force regarding data privacy.

Any data concerning the state of health is considered "sensitive data" or "particular data" as required by Legislative Decree 196/2003 and subsequent amendments and additions as well as by the EU regulation 679/2016.

The Resident or whoever has an interest in the protection of legally relevant situations has the right of access to the administrative documentation, according to the provisions of law 241/90, and subsequent modifications and additions.

Address



Via Ripatransone 111 00132 Rome (RM)

Contacts

Tel/fax +39 06 2203845

E-mail

eimi@codess.com

info@vitaadolescente.org

websites

www.vitaadolescente.org

www.codess.org

*Vita
adolescente*

