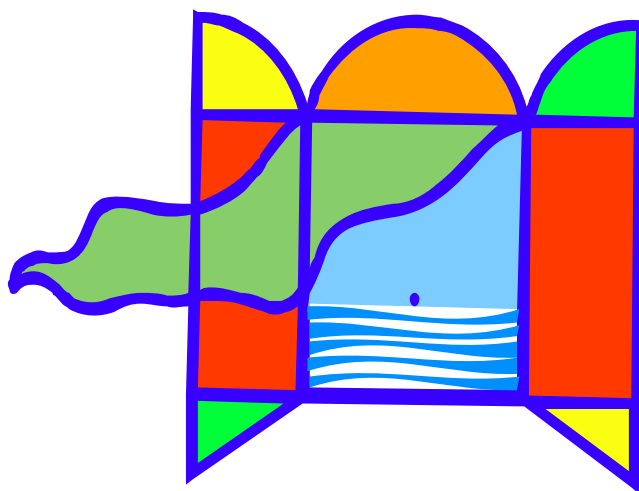




“OLTRE L’ORIZZONTE”

DAY CENTER FOR DISABLED



Service Charter

2026 Edition

Oltre l'Orizzonte

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Dear Guest, in thanking you for choosing the Oltre l'Orizzonte Social Cooperative, we warmly welcome you to the Oltre l'Orizzonte Day Center for Disabled People, where you can take advantage of our services characterized by quality, confidentiality and timeliness.

This Service Charter not only has the objective of listing the services from which you can benefit, but also of presenting the Mission of the Oltre l'Orizzonte Cooperative but describes an approach shaped on the personality of the Guest to recreate, without trauma, an environment as close as possible to the family one where everyone can live in safety and serenity. In a word: the dignity of the individual, safeguarded and pursued through monitorable quality services, placing the person at the center of our care.

The Oltre l'Orizzonte Day Center for Disabled People has as its values:

- *attention to the quality of life of our Guests and their families;*
- *guarantee quality and personalized social and healthcare assistance, building a human relationship with the Guest and his family;*
- *the integration of the needs of the Guest, his family and institutional interlocutors (Municipality, Region and ASL) to create an effective support network;*
- *guarantee a high level of professionalism and motivation of staff through the organization of educational courses and continuous training activities;*
- *planning and quality management of the processes and services provided through constant monitoring of results.*

The Direction

Introduction

The "Oltre l'Orizzonte" Rehabilitation Day Center as required by REGIONAL LAW 2 May 2017, n. 9 "New regulations regarding authorization for the construction and/or operation, institutional accreditation and contractual agreements of public and private health and social-health facilities".

Among the purposes of the law, the Region, with the institutions of authorization for the creation and exercise of health and social-healthcare activities, institutional accreditation and contractual agreements, guarantees the implementation of article 32 of the Constitution through the provision of effective and safe services, the improvement of the quality of health and social-health structures, as well as the systematic and planned development of the regional health service.

And it is precisely in compliance with the art. 13 of Law 328/2000 that the L.R. n.17, art. 37, and L.R. n. 19, art. 58, establish as an indispensable requirement for the accreditation of the structures, the adoption of the "Service Charter" by the entities providing social services in order to protect the subjective positions of the users

From this perspective, the Service Charter of the "Beyond the Horizon" Social-Educational Rehabilitation Center is aimed at offering users, as well as external parties, a precise framework of knowledge and information regarding the organization of the Center and its functioning. In particular, the Charter aims to inform users about the service offered, commit the organization to maintaining and improving the service as well as detecting the degree of satisfaction on the part of those who use the service in order to identify quality improvement objectives of the same.

Fundamental principles

The contents of the Service Charter are inspired by the following fundamental principles contained in the Directive of the President of the Council of Ministers of 27 January 1994, and specifically:

"EQUALITY" All users of the service are assured, based on the degree of need encountered, opportunities to access the service in order to promote their well-being. Equality is understood as a prohibition of any unjustified discrimination and not as a generic uniformity of services, commensurate with the different needs of people. The provision of services is inspired by the principle of equal rights for senior citizens without any distinction based on gender, race, language, religion, political opinions, physical and economic conditions

"IMPARTIALITY" The Integrated Day Center ensures that each person hosted services and services of the same quality level. The rules relating to relationships between users and services are inspired by the principles of objectivity, justice and impartiality as well as the professional behavior of the staff working in the structures.

"RIGHT TO CHOICE" The network of services, through the UVM, in compliance with current legislation, ensures the user the right to choose between all the structures and services, according to their needs as well as based on the degree of self-sufficiency and seat availability.

"CONTINUITY" The Day Center ensures personal care services and continuous integrated services. The Management undertakes to guarantee the user the possibility of being followed by the same tutor figures, according to the needs indicated in the individual assistance plan.

"QUALITY OF LIFE" The objective of its activity is to improve the quality of life of the disabled person by stimulating and strengthening their residual functional autonomy, whether physical or psychological. -social. To achieve this objective, the service makes use where possible of the direct contribution and participation of the Disabled Person and his/her family unit, sought and promoted through involvement, information and the possibility of expressing one's own opinion.

"PARTICIPATION" The person and their family members are given the opportunity to participate in the improvement of the service through correct information, the expression of opinions and the formulation of proposals aimed at achieving and maintaining a state of well-being directly within the system company quality through satisfaction questionnaires and complaint forms. Furthermore, the organization promotes the presence and activity of voluntary organizations within the structure and for the protection of users' rights.

"SUBSIDIARITY AND COOPERATION" The organization acts as an element of the more general "Service Network", defined by the Area Plan, participating with its own structures and professional resources; promotes collaboration with voluntary organizations and rights protection bodies, agreeing with them on initiatives aimed at improving the quality of life and promoting social solidarity.

"EFFICIENCY AND EFFECTIVENESS" Services and performances must be provided according to efficiency and effectiveness criteria through the appropriate and waste-free use of resources and the adoption of suitable measures to satisfy the user's needs and promote their well-being. The organization undertakes to develop plans to improve the quality of the service provided and to make the objectives of each activity and project understandable by verifying the effectiveness of the results achieved.

PART ONE: HISTORY AND STRUCTURE

History

The social cooperative "Oltre l'Orizzonte" which manages the socio-educational rehabilitation day center of the same name, was established on 22 December 1992 in Brindisi by a group of parents from the Parents of "La Nostra Famiglia" association with the aim of taking care of the disabled who, having reached the age limit, could no longer be accommodated in the structures of "La Nostra Famiglia" but also in secondary school.

Starting from 1986, the parents' association of "La Nostra Famiglia" and the "La Nostra Famiglia" association of Brindisi, with the collaboration of the "Inner Wheel" club, decided to deal with the difficulties of adult disabled children in having adequate placements after 16 years of age. To this end, an "Employment Center" was activated in a room made available by the "San Nicola" Parish in the Paradiso district. After a few years the Center was transferred to the Parish "S.S. Resurrection" of the Capuchins.

However, the premises of the Parish were insufficient compared to the requests, therefore "La Nostra Famiglia" made its refectory available to the parents until 1989, when the Mayor of Brindisi, then in office, offered part of the unused premises of the "B" nursery school Brin".

The premises, completely abandoned, were restored and made functional exclusively thanks to the personal commitment of parents, volunteers and some particularly sensitive friends.

In 1992 "La Nostra Famiglia", taking note of the Parents' ability to guarantee the functioning of the Centre, invited the Parents to directly deal with the management, offering only a point of reference for specialist technical consultancy at least until the Parents had obtained resources financial to guarantee an adequate service.

And it is for this reason that the Social Cooperative "Beyond the Horizon" was established.

The difficulties that the Cooperative has encountered over the years have been innumerable, especially those of an economic nature. In fact, it is only since July 1997 that the Municipal Administration has provided an annual financial contribution to the Cooperative, to which was added in 2000 a further contribution that the Rolo Banca provided to the Municipality of Brindisi in favor of the Centre. Although these payments were not received for the year 2005, the Center continued to guarantee the service to its users.

After almost thirty years of constant commitment and dedication on the part of the users' parents, volunteers and worker members, the Center today represents one of the most significant realities present in the regional territory, above all thanks to the principles of solidarity which are the basis of all the activities put in place.

Albums and Registers

The social cooperative society "Oltre l'Orizzonte", being in possession of the requirements required by the aforementioned Regional Law n. 17/2003 and Regional Law n. 19/2006 and the requirements for the accreditation of a structure intended for the provision of services in a semi-residential regime of the socio-health type R.R N.5/2019 for the operation of a rehabilitation day center that provides socio-health care aimed at maintaining and recovering levels of personal autonomy and family support.

"Oltre l'Orizzonte" is registered in the Regional Register of social cooperatives, section A, with Decree of the President of the Regional Council of 04/10/94 n. 489. It is also registered in the National Register of Cooperative Societies at no. A158774.

On 12 July 2006, by decision of the Puglia Region, the registration of "Oltre l'Orizzonte" at no. 320 of the Register of structures and services authorized to carry out social-welfare activities intended for disabled people, provided for by art. 53, paragraph 1, letter b) of regional law no. 19/2006. This provisional operating authorization became definitive with deed no. 651 of 07/05/2013 of the Director of the Service for Social Wellbeing and Equal Opportunities of the Puglia Region.

Structure

The "Oltre l'Orizzonte" Day Center is based in Brindisi in via N. Brandi, 3, in the Casale district, and can accommodate 30 users. It covers an area of approximately 3,000 m², of which 700 m² covered and 2,300 m² outside. It has large spaces and comfortable environments, without architectural

barriers. The building has suitable structural requirements in relation to current legislation and, in particular, the Certificates of Conformity of the water, sewerage, heating, gas and electrical systems referred to in art. 9 of law no. 46 of 5 March 1990-D.M. February 20, 1992 – Presidential Decree 18 April 1994 n. 392 and pursuant to R.R. n. 5/2019 makes use of the exemption relating to the possession of the structural requirements envisaged by the r.r. n.4/2007 and subsequent amendments;

The structure consists of a recreational hall, n. 3 offices, n. 8 rooms reserved for various socio-rehabilitative activities, canteen with refectory, toilets, in compliance with the established requirements.

The building was expanded with the construction of a first floor equipped with rooms and toilets which could host an accommodation community ensuring a peaceful "After Us" for users. Currently "Oltre l'Orizzonte" has only the ground floor of the structure under concession. In the large garden surrounding the building, made available by the Provincial Administration, a greenhouse has also been equipped to start a floriculture laboratory.

Operation and organization

The Center is operational every day from Monday to Saturday from 08.30 to 16.30, throughout the year even in the summer period, guaranteeing an annual opening of 280 days.

The Center is closed on Sundays and public holidays. Further closing days are exceptionally decided on the basis of the calendar and promptly communicated to Guests and their families.

The recipients

The Socio-Educational Rehabilitation Center welcomes handicapped adults in the age range from 16 to 65 with disabilities that lead to a significant impairment of the autonomy of elementary functions, and for whom all rehabilitative interventions have been carried out health and psycho-social measures aimed at guaranteeing real inclusion in structures aimed at the generality of people.

Therefore the aim pursued by the Cooperative is to guarantee its users a daily commitment in order to promote on the one hand their ability to participate, decide, learn, gain experience and on the other enhance their residual possibilities of carrying out activities, both in autonomy and in collaboration with others, through educational, occupational and rehabilitative interventions.

THE SERVICE GUARANTEES: The involvement of families: As foreseen in the organization, the users' family members are systematically involved in the management of the educational-rehabilitative project, in such a way as to encourage concrete participation in all the planned activities. To plan the care intervention, it is necessary to think about each disabled person in his entire life, with his processes of organisation, interaction, adaptation and to reflect on him as a person with a history, his own evolutionary process, his own relational modality, his specific life context. **This refers to the need to manage a balance between the complexity of the questions emerging from the guests and their families, between the value demands of the service and those of the family members, between different educational and lifestyle styles. It then becomes important to work towards mediation aimed at shared choices and proposals.** The family is seen as a bearer of resources both for the care of the relative and for participation in the life of the Service. This vision implies accepting the family's point of view as a planning resource. Opening up to listening inevitably leads to accepting dimensions of fatigue, of tiredness that can be accepted, but also of problems that cannot be taken care of. Networking with other social workers and the possibility of giving more precise indications to the family therefore become essential.

Meetings with parents

The Day Center periodically organizes formal meetings between parents and those responsible for the facility, aimed at informing on management and economic choices and welcoming, confusion, questions, suggestions. In times of change, generally linked to regulatory and/or organizational aspects, meetings with parents have the aim of discussing and sharing the philosophy of the intervention with them.

The interviews are a privileged moment of exchange between the coordinator and/or educators of reference and family members, in which to build an alliance on educational/care choices. During the

interviews, the individualized project is shared and, at the end of each training year, a discussion takes place regarding its verification.

Parties and social occasions are moments that informally encourage acquaintance between families, facilitating the possible construction of a network of relationships between them and between them and the operators. Liturgical celebrations during the Christmas and Easter holidays have for years been important opportunities to offer family members moments of sociality but also important for the life of the Service. In fact, these are the occasions in which their concrete collaboration is also requested for special initiatives.

Admission procedure

Parents and support administrators/legal guardians of disabled users will be able to submit an application to the PUA.

The applications included in the ranking must necessarily be submitted to the PUA - Single Access Gate - of the ASL of Brindisi. They will then be examined by the UVM (Multidimensional Evaluation Unit) made up of professional figures such as a doctor, psychologist and social worker from the ASL and the Municipality.

It will be the responsibility of the UVM to proceed with the admission of the user and communicate it to the family of the same and to the structure, if there are places available.

Discharge procedure

The resignation of guests, as well as being voluntary, can be ordered by the same UVM that established their admission, upon notification from the host facility, if various problems arise which concern both the direct relationship with the user and the lack of satisfaction of the family in providing the service.

PART TWO: PERFORMANCES

Type of performance

The Centre's activities are planned in full compliance with the guidelines that the Ministry of Health has identified for rehabilitation activities as part of the "Permanent Conference for Relations between the State and the Regions" (Official Journal 30 May 1998 n.124).

The activities that take place within the Center follow a precise rehabilitation program which includes both social rehabilitation interventions, understood as educational processes aimed at guaranteeing the disabled user the maximum possible participation in social life with the least possible restriction of his operational choices and his interests, that rehabilitation health activities, understood as evaluative, diagnostic and therapeutic actions aimed at leading the disabled user to contain or minimize his disability.

This process is guaranteed by the processing for the user, at the moment of insertion, of a medical record in which information on the health condition, family history and character aspects is collected. The medical record is updated annually by reporting the notes relating to the significant moments of the journey within the Center and the family. In the month of September of each year, users are subjected to technical assessments, on the basis of which IEPs (Individualized Educational Plans) are prepared. The PEI identifies the objectives that a user must achieve and the results obtained by users in the evaluation period and the PAI (Individual Assistance Plans), established by the UVM.

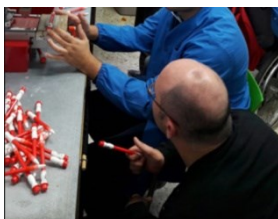
Organization of performances. The activities

EMPLOYMENT AREA

This Area includes interventions in appropriately organized laboratories, in relation to the subject's cognitive level, his age and his general adaptive abilities.

The laboratories are open to all users without distinction since the overall objective, which is that each individual develops their potential based on the complete program of activities proposed by the Center and, above all, expresses their aptitudes and chooses based on their personal interests.

SCREEN PRINTING LABORATORY



The centre's screen printing activity takes place mainly in the period from September to December as this period is characterized by the preparation of advertising gadgets such as calendars, diaries, pens etc..

Like the other workshops in the manual activities area, the activities in this workshop also develop and enhance fine motor skills, communication skills and also allow the disabled person to be stimulated to become aware of the need for concentration. The finished product (in this case the diary, the calendar etc.) must be proposed to the public in such a way that it is graphically perfect and all this determines in the

children an awareness of the concept of work and of the difference that exists between work and play. The peculiarity of this laboratory is team work where each individual user involved in the working group has a specific task and is part of an assembly line that determines the process. The entire process is coordinated and organized by a laboratory master who, together with the support of an OSS / Educator, creates a productive and enabling process that greatly gratifications the users.

CARPENTRY WORKSHOP



The carpentry laboratory represents a cornerstone of the centre's activities as it allows the children to create wooden and wicker products, allowing them to transform materials into a finished product through processing techniques in which they feel they are experts. This workshop aims to enhance and perfect manual skills, through hand-eye

coordination. Also in this case, sharing the creation of the finished product constitutes the purpose of the activities carried out in the laboratory and is also an element of personal gratification.

GARDENING WORKSHOP



In the large garden surrounding the building, made available by the Provincial Administration, a greenhouse has also been equipped to start a floriculture and gardening laboratory.

Thanks to the activation of this laboratory, the children have the opportunity to carry out activities such as sowing, planting, watering

and harvesting flowers, plants and fruit.

The greenhouse which subsequently made it possible to activate the laboratory was created following the training course for Gardeners in 2003 and for Floriculturists in the two-year period 2006-2007 organized by the E.n.A.ip of Brindisi which allowed 12 of our users to acquire the skills typical of cultivation.

Furthermore, a local agricultural company provides us with part of the land during the summer which allows us to cultivate the vegetable garden.

ARTISTIC ARTISAN WORKSHOP



The laboratory uses different techniques and materials to create artisanal products, stimulating the expressive and manual skills of the individual and encouraging the experimentation of a productive role.

The objectives are:

- improve manual skills;

- increase the ability to carry out and logically organize work in order to create objects for sale;

- enhance children's capacity for choice and expression, attention and creativity, teaching them to be together in a defined setting, sharing spaces and materials.

The object created, and subsequently put on sale (with a solidarity contribution), becomes a symbol of a path of growth and social participation in which the person places himself as the main protagonist.

Specifically, the activities are:

- creation of solidarity favors for any occasion or special event;

- creation of handmade gift items using different techniques;

- sale of solidarity products during the holidays (panettone, doves, Easter eggs).

PSYCHO-EDUCATIONAL ACTIVITIES

The activities that "Oltre l'Orizzonte" offers to its users pursue the achievement of objectives of considerable psycho-educational and rehabilitative value:

- the need to place a barrier to functional regression by trying to modify the natural history of chronic-degenerative diseases by reducing risk factors and dominating their progression;

- the possibility of finding alternative facilitating formulas.

EDUCATIONAL AREA



Interventions in this area are aimed at achieving personal and social autonomy as the ability to orient oneself and interact in a relational context of daily life. On the basis of the initial assessment of the individual, useful methods and strategies are identified for maintaining and consolidating perceptive, cognitive, communicative and intellectual skills while respecting individual rhythms and times.

For children who have greater potential, the goal is to develop more advanced social skills. To this end, educational activities are carried out on the body schema, on communication, on emotions and furthermore, logical-formal skills are improved with the organization of scholastic activities which aim to evaluate and increase the abilities of discrimination, generalisation, seriation, and critical thinking (reading, watching video cassettes, carrying out simple tasks in arithmetic, geometry, writing both in notebooks and on computers).



For those, however, who present a more serious mental retardation also associated with a difficulty in verbal expression, we organize both activities aimed at the development and strengthening of basic autonomy such as those indicated above, and activities mainly centered on better mimic-gestural communication: develop the

ability to use emotional expressions appropriate to situations, make gestures such as greetings with a handshake or hug based on the context in which one finds oneself, etc.

PERSONAL AUTONOMY LABORATORY

The areas of work of this laboratory are:

- **personal hygiene;**
- **aesthetics of the person;**
- **care and use of clothing;**
- **nutrition and cooking;**
- **care of the home and place of living in the time and space of reference.**



The aim of these activities is to reduce the excessive dependence on others that characterizes individuals with mental retardation. This sector of activity is the one in which the rehabilitation programs implemented by the Center find the widest field of application, since it allows users to reach the best possible level of life, not only on a physical level, but also on a functional, social and emotional level, with the least possible restriction on personal operational choices.

COMPUTER LABORATORY



The IT laboratory was born from the observation that in recent years advanced technologies such as information technology have helped not only the social-work integration of able-bodied people, but also of those who are differently abled.

In particular for the latter, the interactive involvement that the use of the computer requires, compared to television or otherwise, offers the possibility of creating, manipulating and managing data of any type in an autonomous, personal and dynamic way and allows access to a broader panorama of information. Furthermore, the use of the computer allows the best use of one's learning abilities and the breaking down of the social and meta-communicative barriers typical of some handicap pathologies.

REHABILITATION ACTIVITIES

The World Health Organization has given the following definition of rehabilitation:

«the complex set of social, professional, technical and pedagogical measures aimed at functional rehabilitation, professional retraining and the inclusion of the disabled person in society.»

The rehabilitation services are defined within the Individual Educational Rehabilitation Project developed by the multidisciplinary team in response to specific needs and are aimed at promoting the development of personal autonomy, psycho-relational and socio-environmental behaviors

Specialist services (Neurologist/ Physiatrist/ Psychiatrist) are also provided at the expense of the Structure or the NHS as the Day Center is connected to the Territory Structures, DSM, NIAT and CAT.

COGNITIVE BEHAVIORAL TECHNIQUES

Behavioral interventions are frequently used which allow maladaptive behaviors to be corrected, while simultaneously encouraging the reproduction of more functional ones. Among these techniques, which to date have been used as one of the few effective intervention tools for patients with intellectual disabilities, we find:

- **Shaping**, also called modeling, consists of making it possible to learn a skill through gradual steps that bring you closer to your goal;

- **Prompting**, consists of providing physical, gestural or verbal help to complete an activity;
- **Fading**, also called aid mitigation, represents the set of procedures that lead to a reduction in the aid and facilities necessary to achieve the task.
- **Basal Stimulation**, an approach, an idea, a conceptual model for assistance, aimed at accompanying and supporting people suffering from serious and very serious psychophysical impairment, promoting communication and individual development.
- **Alfabetizzazione Emotiva**, aimed at improving the ability to recognize and express emotions, essential when the person is not able to recognize expressions of affection in himself or in others because he does not know how to recognize them.
- **Development of Social Skills**, they are that set of skills of a psychological, relational and communicative nature, which play a fundamental role in the correct interpretation and use, from a cognitive and affective point of view, of the norms of social interaction. Social skills are supported and developed starting from a dimension called Social Cognition.

COGNITIVE REHABILITATION

Rehabilitation is an active process of change through which a person with a disability acquires and uses the knowledge and skills necessary to optimize their physical, psychological and social functions.

Specifically, cognitive rehabilitation (also known as neuropsychological rehabilitation or cognitive stimulation or mental gymnastics) consists of the execution of exercises aimed at reactivating and stimulating specific cognitive functions, such as memory, language, reasoning, attention, calculation, planning.

Cognitive rehabilitation makes use of different individualized techniques, which vary depending on the context and the individual, and stimulates not only cognitive functions, but also emotional and social ones. It is thus possible in some cases to obtain an active improvement not only of the mental state but also of mood and behavior.

THERAPEUTIC OBJECTIVES

The specific objectives are defined on the basis of the needs of the person concerned and the characteristics of the disease (severity, prevalent symptoms, general state of health) also taking into account environmental variables.

Areas of Intervention:

- the cognitive sphere, for the recovery of compromised cognitive functions, the exercise of residual skills and the maintenance of a clear and active cognitive state.
- the sphere of autonomy, for carrying out activities inside and outside the home (medicine management, domestic activities, self-care, money management...)
- the affective and psychic sphere: by promoting the person's motivation and interest in self-care and improving their abilities, there are beneficial effects on mood.

PHYSIOTHERAPY



As part of this activity, individual therapies are proposed that serve the anatomical-functional recovery of motor skills in various aspects.

OCCUPATIONAL THERAPY

Occupational therapy - a discipline legitimized in Italy in 1997 - acts on motor, sensory and cognitive processes to push the patient towards complete independence in every moment of his life. Its main objective is essentially to bring the person with disability - taking into account the age, the severity of the disease, the prognosis and the social context in which he lives - to the condition of maximum possible autonomy and independence

- Clinical psychology and family psychological counseling services
- Counseling for siblings (brothers and sisters of people with disabilities)

EXPRESSION AREA

These activities have the general objective of deepening knowledge of one's bodily experience, maintaining and/or increasing coordination of movements, acquiring awareness of all languages (verbal,

graphic, musical, bodily, etc.) as well as understanding fantastic and narrative experiences and the exploration of the environment.

CREATIVE ARTS WORKSHOP



The creation of the artistic and creative activity laboratory was born from the need to strengthen manual skills by stimulating the boy's interest through the creation of simple objects in plaster and not only, but also with poor material, such as newspaper cuttings, recycled boxes, plastic bottles using techniques such as painting, decoupage, cardboard and papier-mâché.

MUSIC THERAPY



The complex world of sounds, made up of acoustic reality and produced by cultures and technologies, has always played a leading role in the life of the individual and particularly in the cognitive process.

The various activities are aimed at giving children concrete and authentic experiences of encountering music.

Within a general structural educational care project, rehabilitation is characterized by an INTEGRATED SOCIO-HEALTH PATH characterized by an intimate connection between:

- **HEALTH INTERVENTION PROGRAMS** (aimed at developing the individual's potential resources)
- **SOCIAL INTERVENTION PROGRAMS** (aimed at developing the potential resources of the environment)
- **RESPONSES FOR THE PROTECTION OF THE LIFE** of completely non-self-sufficient or minimally responsive subjects
- **RECOGNITION OF THE OWNERSHIP OF THE REHABILITATION TASK TO THE FAMILY** and of the primary role of the latter, with the consequent valorisation.

SOCIAL INTEGRATION

SOCIAL TOURISM



GROUP OUTINGS

On a weekly basis, outings are organized and scheduled in groups of 4 or 5 users with two operators. On these days we visit the local markets, the hypermarkets in the area and carry out errands at the post offices in the area.

EDUCATIONAL TRIPS



The trip is an important moment of growth for the individual and the group. This is an educational and didactic activity in all respects, even if experienced in an environmental context different from the usual one. The same principles of respect for things and people, of individual and collective self-discipline, of observance of the rules which are also the basis of other moments of social life also apply.

TYPE OF TRIPS

- a. trips to integrate the course preparation: aimed at acquiring technical-scientific experiences, such as visits to production units, exhibitions, events, etc.;
- b. guided visits: to company complexes, exhibitions, monuments, museums, natural parks, etc., included in the space of a single day.
- c. Summer stays: in seaside and mountain locations aimed at giving relief to families and promoting autonomy in users in a global sense.

PET THERAPY AND EQUESTRIAN ACTIVITIES



Pet Therapy and Equestrian Activity are recognized as co-therapy methodologies that do not replace, but synergistically complement traditional treatments.

Correct interaction with animals can help humans improve the quality of their lives and can represent therapeutic support. The relationship that is established between the individual and the animal, if correctly managed, facilitates an effective disposition of the user towards treatment, and contributes in a stable way to creating integrated therapeutic and rehabilitation paths.

For several years "Oltre l'Orizzonte" has made use of the collaboration of professionals who are experts in assisted therapy with dogs and horses.

The effects on our users concern an improvement in attention and, in subjects who make sudden and violent movements that they are unable to control, an increase in the ability to control their own body.

INTEGRATION AT WORK

JOB ORIENTATION PROJECT

The work orientation project has as its priority objective that of accustoming the most autonomous users to the idea of work.

The secondary but certainly important objective for the purposes of an effective rehabilitation program is the development of the following activities:

- cognitive abilities;
- integrative skills;
- autonomy skills;
- social skills;
- professional skills.

The activities relating to the development of this project are individualized and the approach used is as follows and is divided into the following phases:

- 1) Skills balance: individual skills and personal aptitudes are identified;
- 2) Creation of a personalized work path (in writing) where the work areas and methodologies to be used are identified;
- 3) Executive phase: implementation of the planned work path;
- 4) Evaluation Phase: evaluation of the level of autonomy achieved and the skills developed through the use of a check list that evaluates the 5 categories of skills developed and the motivational level possessed.

AREA ASSISTENZIALE

Gli utenti gravissimi, che non devono superare numericamente 1/3 degli utenti totali presenti in struttura, sono coloro che necessitano di interventi 1:1 (un operatore per un utente), le cui patologie sono gravi da necessitare un intervento totale sul piano assistenziale in quanto non hanno nessuna autonomia residua.

Per tali utenti verrà predisposto un PAI (Piano Assistenziale Individuale) che tiene conto delle necessità Individuali dell'utente e della sua famiglia.

SPECIALIST MEDICAL CONSULTATIONS

The Health Manager and the Medical Consultant update and review the medical record, within their areas of expertise, and participate in the drafting of the Individual Plan. They provide advice to healthcare professionals and families on health-related issues.

CAFETERIA

Meals are prepared by the Centre's kitchen service.

The kitchen follows the HACCP protocol according to current regulations and is authorized by the Local Health Authority and is subjected to periodic monitoring in accordance with the provisions of the HACCP Manual.

. The menus are developed by the Hygiene and Nutrition Service of the Brindisi Local Health Authority as required by current regulations, in compliance with the prevailing eating habits of users, and allow guests to choose whether they are on a normal or dietary basis. The menus are displayed so as to be clearly visible to guests. Direct assistance during meals, for Guests who need it, is guaranteed by the centre's operators. The assistance staff distributes the meals, paying particular attention to any prescriptions from the doctor or dietician. In the event that the Guest is not able to do so independently, the staff directly takes care of his nutrition. The staff also takes care of ensuring correct hydration, encouraging guests to drink liquids regularly.

TRANSPORT

The daily transport service for users is guaranteed by the Centre. For the operation of this service, the ASL has established a daily flat-rate reimbursement per user, 60% paid by the user's municipality of residence and 40% paid by the Healthcare Company.

TYPICAL DAY

The organization of the day and activities is designed taking into account the needs of each individual user.

Between 08.30 and 09.00 Guests are welcomed at the Center and guided into the lounge.

9.00 - 10.30 Laboratory activities in small groups and/or individualized activities according to the programming.

10.30 – 11.00 Snack

11.00 – 12.30 Laboratory activities in small groups and/or individualized activities as foreseen by the programming

12.30 -13.00 We then prepare for lunch, which is experienced as a convivial and socializing moment. The staff present helps especially those who need support.

1.00pm – 2.00pm Lunch

2.00pm – 3.00pm Personal hygiene activities, separate waste collection and tidying up of rooms

3.00pm – 4.30pm Recreational and expressive activities, individual or group talks.

RATE FOR EACH SERVICE

MONTHLY FEE FOR THE USE OF THE COMPLETE SERVICE UPON USER INSERT IN accordance with the provisions of RR N5/2019 of Regional Law N9/2017 and subsequent amendments.

ORGANIZATION OF SERVICES. THE FIGURES.

Professional resources

- N. 1 Doctor – Healthcare Manager and Medical Specialist
- N. 1 Administrative Director
- N. 1 Psychologist
- N. 1 Health Educator
- N. 5 Professional Educators
- N. 1 Physiotherapist, for the Physiotherapy Laboratory;
- N. 1 Social Worker
- N. 1 Laboratory Master with OSS qualification
- N. 3 OSS
- N. 1 Ordinary Maintenance Personnel with OSS qualification

- N. 1 Chef
- N. 1 Administrative Secretary
- N. 1 Quality and Personnel Manager

Working Methods

Every week, the operational team, including all educators, the coordinator, and the psycho-educational consultant, meets to share, review, and discuss organizational aspects of the service and to monitor the interventions planned and implemented, taking into account the individual needs of each client. The multidisciplinary team constantly updates documentation regarding the client's health, welfare, and psychosocial aspects. Training and refresher courses are available to all staff throughout the year.

The staff, with many years of experience, works with its users with a view to enhancing the potential that people have, the abilities that, in different forms and ways, continue to exist in them, defining individualized educational plans and projects aimed at responding to the needs of each user.

Therefore, in addition to technical skills, each operator is required to share those principles that are the basis of the very nature of the cooperative and total involvement in that large family of which each child user and their parents are part.

The cleaning and sanitization of the Center is entrusted to an external company, chosen on the basis of efficiency and quality requirements.

The Volunteers

Volunteering is an important resource in our society and must be considered as a non-random, organic synergy aimed at promoting increasingly better responses for the dignity of man and his quality of life wherever it is expressed and regardless of the social or environmental conditions in the which a person finds himself. In particular, the volunteer's "doing" takes on that full meaning and that responsibility which is first and foremost an ethical choice.

The volunteer who approaches the Center initially approaches out of solidarity, over time his commitment becomes a lifestyle, essential from his daily life. He contributes significantly to the growth of the Centre. Each of them, according to their needs and personal aptitudes, supports the operator and follows the children in the various laboratories, offering their availability on set days.

The kids learn to interact with him and the resulting spirit of collaboration generates an exchange of benefits on a human level of inestimable value.

CULTURAL AND TRAINING ACTIVITIES

a) INTERVENTION PROJECTS IMPLEMENTED AND FINANCED BY INSTITUTIONS AND AIMED AT PROFESSIONAL INCLUSION

b) PROFESSIONAL TRAINING OF OPERATORS

c) INTERVENTIONS AIMED AT PROMOTING THE CULTURE OF DISABILITY

d) INTERVENTIONS TO SUPPORT CHILDREN'S DISCOMFORT

Since 2007 collaboration with the Ministry of Justice - Department of Juvenile Justice for the implementation of voluntary activities as part of the "Probation Programme" established by the Social Service for minors for children reported to the Juvenile Court, targeted activity to the prevention of juvenile hardship and the risk of deviance.

TRAINING INTERNSHIPS

The cooperative is constantly engaged in the sector of scholastic and professional training as it hosts training internships for students of high schools, for university students and those attending professional institutes with a social focus, as well as scholarship holders or interns who have won public funding tenders dedicated to training activities and/or professional.

SERVICE INFORMATION METHODS

The commitment of the members of "Oltre l'Orizzonte" is also realized through the promotion of initiatives to raise public awareness of the problem of handicap, as well as the diffusion of the culture of social solidarity. This type of activity constitutes an important opportunity for enrichment for the city but also has its effects at a provincial level.

Furthermore, on several occasions, the Cooperative involves entire school groups in its initiatives, through projects and events, which are organized so that the "adults of tomorrow" are aware that the reality of "differently abled" people must be reevaluated and defended. "Oltre l'Orizzonte" is always present at events in which it is involved by other bodies or associations in the sector, in order to provide constant testimony to its work and to constitute a concrete and well-rooted example of an organization that operates in the social field.

Other channels through which "Oltre l'Orizzonte" makes itself known are a brochure explanatory of the Center's activities and brochures created for various occasions and events.

THE QUALITY

Quality standards

The social cooperative "Oltre l'Orizzonte", in order to guarantee its users a high quality service over time and responsive to the needs expressed by them, has operated since 11 February 2004 in compliance with the UNI EN ISO 9001 standard, now in 2015 version.

The cooperative's qualitative strategy is focused on reducing inefficiencies at all levels of the organization and continuously improving performance and work standards; this is to ensure regularity in the provision of services and increase the satisfaction of its users.

The Quality Mission of "Oltre l'Orizzonte" provides for the allocation and optimal use of human, productive and financial resources to make the service offering competitive, professional, flexible and qualitatively impeccable, in compliance with laws and regulations binding.

The clear factors for pursuing the Mission are:

- **THE TRUST** that "Oltre l'Orizzonte" must generate and maintain for the development of constructive technical-commercial relationships with both users and suppliers and to motivate the company's human resources;
- **TRANSPARENCY** as a constant in the ethical conduct of business;
- **TEAM SPIRIT** as a cohesion factor to achieve an efficient and effective overall activity and to generate a business culture consistent with the Mission;
- **QUALITY** understood in the most total sense as an indispensable condition for qualifying the company on the market;
- **INNOVATION** to be applied not only to optimize the offer but also in the management of resources, internal organization and approach to the market.
- **CARE OF THE ENVIRONMENT** to continue to guarantee the safety and protection of the environment.

The General Management of "Oltre l'Orizzonte" is committed, through the organization of courses and meetings, to ensuring that the key principles for pursuing the Quality Mission are understood, implemented and above all supported at all levels of the company.

Furthermore, the General Management undertakes to periodically review its Quality Policy to ensure its continued suitability.

To ensure a high quality service to its users, "Oltre l'Orizzonte" operates not only in compliance with the European Directives on Safety at Work, but also in compliance with the "Privacy Law" having equipped itself with the appropriate Security Policy Document, as required by Legislative Decree no. 196 of 06/30/2003.

User participation in controlling the quality of the service

The user is at the center of attention of "Oltre l'Orizzonte" and it is therefore essential to detect his level of satisfaction. The families of the users are given questionnaires which monitor the degree of customer satisfaction of the social cooperative in relation to the activities, the information given by the operators, the logistics of the Centre, and the service and quality offered by the Centre. The questionnaire can also reveal any complaints or suggestions that customers can make to the Centre.

Procedure for appeals by users

Complaints can also reach the center management directly or by fax, post, e-mail or telephone. After taking note of the complaint, a thorough investigation is carried out aimed at analyzing the causes in order to eliminate them at the root, through the corrective actions identified.

Social Accountability Policy (SA8000)

The non-profit social cooperative "Oltre l'orizzonte" (Beyond the Horizon), by virtue of the social context in which it operates and the founding values and principles that guide the choices and behaviors of all those who, in various capacities and at different levels, contribute to its daily operations, recognizes and promotes the importance of ethical management of "human assets" as required by the SA8000 (Social Accountability) Standard.

Its mission is to ensure services that respect not only the rights of users in designing and delivering social welfare and educational services, but also those of workers, working to establish fair and human rights-respecting working conditions within the organization and among its external suppliers and partners. Its commitment to promoting a society that upholds human rights and respect for individuals is a priority, inspiring every market relationship, especially in the most risky situations, with the principles of transparency, fairness, and efficiency.

This involves proper and transparent management of its "human assets" and raising awareness among management, users, employees, volunteers, contractors, suppliers, and all stakeholders regarding compliance with the principles of Social Responsibility established in the SA8000 (Social Accountability) standard, to which the cooperative has committed by implementing, implementing, and maintaining its own ethical and social management system.

All stakeholders are provided with tools and procedures to submit complaints and/or suggest improvements in various aspects of Social Responsibility management.