MUNICIPALITY OF RECANATI

Service Charter
Day Rehabilitation and Social-Educational Centre for People with Disabilities
"L'Infinito"

"The Social Services Charter defines the criteria for access to services, the way in which they operate, the conditions that enable users and those representing their rights to evaluate them, as well as the procedures established to safeguard service users."
Article 13 – Italian Framework Law No. 328/2000

INTRODUCTION

The Service Charter is a document that every Public Administration is required to provide to its users. It describes the objectives, methods, criteria, and organisational arrangements through which the service is delivered. The Charter is inspired by Articles 3, 30, 33, and 34 of the Italian Constitution, which establish and safeguard the fundamental rights upon which its guiding principles are based.

The Service Charter is also a communication tool designed to enhance the quality of public services by promoting greater transparency, better information and the active participation of service users.

Its primary purpose is to make the relationship between the service provider and its users transparent by clearly defining the rights, responsibilities and duties of both parties.

It is also intended to support continuous service improvement through the systematic evaluation of outcomes by both users and staff.

The Charter therefore serves as both an information and communication tool, making services easier to understand and access while supporting the ongoing monitoring and improvement of service quality.

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1 INTRODUCTION:

1.1 Presentation of the Service Charter

This Service Charter provides a clear description of the various aspects of the Day Rehabilitation and Social-Educational Centre (CSER), including its organisational structure, the services available, admission procedures, the Centre's facilities, information about the service provider, and the principal objectives and purposes of the service.

The Charter reflects the values, historical roots and organisational culture underpinning the Centre's approach to person-centred care. It also outlines the general methodological principles that guide educational practice, intervention strategies, and the support provided to service users.

Through the Service Charter, service users and their families are able to verify that the commitments undertaken by the provider are being fulfilled, and may report any shortcomings through the formal complaints' procedure.

The Charter places citizens and service users at the heart of social and health care provision while encouraging partnership working with public institutions and community organisations that support people attending the Centre.

More specifically, the Charter aims to:

INFORM: Provide citizens and service users with clear information about the services available and how to access them.

COMMIT: Commit the service provider to delivering services and interventions that meet the quality standards described in this document.

DEFINE: Clearly set out the rights and responsibilities of service users while ensuring transparency in the organisation and delivery of the service.

FACILITATE: Promote a better understanding of the Centre among service users, public authorities, institutions, social care organisations, voluntary associations, trade unions, and all organisations involved in services for people with disabilities and individuals requiring long-term support.

1.2 Legislative and Regulatory Framework

The Centre operates in accordance with the following legislation:

- Marche Regional Law No. 20/2002 governing the authorisation of social care facilities, implemented through Regional Regulation No. 1 of 25 February 2004 and subsequent amendments.

Italian Framework Law No. 328/2000 establishing the Integrated System of Social Services and Interventions.

- Marche Regional Government Resolution (DGR) No. 1011/2013.
- Marche Regional Government Resolution (DGR) No. 1331/2014, amending DGR No. 1011/2013.
- Marche Regional Law No. 21 of 30 September 2016 governing the authorisation and institutional accreditation of health and social care facilities.
- DGR No. 937 of 20 July 2020 concerning the Authorisation Manual for residential and semi-residential health and social care facilities.
- DGR No. 940 of 20 July 2020 establishing the requirements for authorising Social Care Facilities.
- DGR No. 1412/2023 updating the Regional Authorisation Manual.
- Regional Regulation No. 1 of 1 February 2018 defining the categories of public and private health, social-health and social care services.

This legislative framework:

- promotes active citizen participation in public services;
- establishes an integrated, accredited and quality-assured social protection system;
- recognises every citizen's right to personalised and flexible care;
- encourages integrated working between health and social care services, and the wider community.

1.3. Guiding Principles, Objectives and Purpose

The Adult Day Centre pursues the following objectives:

- safeguard the wellbeing, autonomy and dignity of every individual;
- enhance each person's abilities, skills, motivation and participation;
- continuously improve service quality through efficient and innovative organisational models;
- strengthen links with the local community to promote social inclusion and encourage active participation in community life.

The Centre's activities are guided by the following principles:

- Equality:

ensuring equal access and equal treatment for all service users without discrimination.

- Impartiality:

providing services fairly, objectively and without bias.

- Respect for Diversity:

recognising and valuing individual differences, equal opportunities and cultural diversity.

- Continuity of Service:

guaranteeing regular and uninterrupted service delivery except in exceptional circumstances beyond the provider's control.

- Participation:

actively involving families through the Participation Committee and encouraging feedback, suggestions and complaints to improve services.

- Efficiency and Effectiveness:

pursuing continuous improvement by adopting the most appropriate organisational, technological and management solutions.

- Person-Centred Care:

ensuring that each individual's support is tailored to their physical, emotional, and personal needs.

- Relationships:

promoting meaningful relationships between staff and service users to reduce isolation and social stigma.

- Professionalism:

delivering services through qualified, experienced and continuously trained professionals while providing families with clear, accessible and transparent information.

1.4 Historical Background and Organisational Values

The Municipal Day Rehabilitation and Social-Educational Centre for People with Disabilities has operated in Recanati since 1989, following its establishment by Municipal Resolution No. 849 of 14 December 1989, in response to the needs of people with disabilities and their families.
On 24 November 2008, the Municipal Council approved new operating regulations for the Centre, replacing the previous regulations adopted in 1995.
The Centre was authorised to operate under Marche Regional Law No. 20/2002 by Municipal Measure No. 5 of 7 March 2015, initially with 8 places. A subsequent authorisation issued on 19 January 2019 increased capacity by two additional places, bringing the authorised capacity to 10 service users.

2. THE SERVICE

2.1 General Overview

The "L'Infinito" Day Rehabilitation and Social-Educational Centre (CSER) is designed to slow the deterioration of cognitive functioning and individual abilities while strengthening each person's level of independence, with the objective of promoting social and family inclusion and preventing institutionalisation.

The Centre is owned by the Municipality of Recanati and managed under contract by a Third Sector organisation. PARS Social Cooperative is responsible for the management of the Centre, overseeing organisational and operational aspects relating to staff, service users and their families, daily and extraordinary activities, relationships with community services, and all logistical and operational matters.

The Centre is authorised to accommodate 10 service users and operates Monday to Friday, from 9:30 a.m. to 4:30 p.m. A free accessible transport service is provided using a specially equipped vehicle supplied by the Municipality of Recanati. A midday meal service is also provided, allowing service users to have lunch at the Centre.

The Centre operates throughout the year, normally closing for two weeks in August and during the Christmas holiday period. It guarantees the 240 opening days required by regional legislation and by the agreement with the Macerata Local Health Authority (AST Macerata).

The Centre is located within the territory of AST Macerata, at Via Kennedy 3, Recanati, inside the residential complex "Villa Teresa", in a central area of the town with easy access to commercial and community services.

The premises occupy approximately 100 square metres on a single level, with no architectural barriers. The facilities include: two large activity rooms, one dining room, two fully accessible bathrooms with adapted ante-rooms, one kitchen, one storage room, one staff bathroom, one staff changing room and one external corridor.

All rooms are bright, well-ventilated and fully accessible.

2.2 Service Users, Admission Procedures and Waiting List

The Centre provides support primarily for adults with severe physical, intellectual or sensory disabilities and significant limitations in functional independence, excluding individuals whose primary diagnosis is a psychiatric disorder.

Where places are available, the service may also accommodate individuals with higher levels of independence for whom access to supported employment is not yet appropriate.

Admission is based upon a multidisciplinary assessment of individual needs together with an Individualised Social, Educational and Rehabilitation Plan, jointly developed by local health and social care services.

Applications are submitted to the Centre Manager through the Adult Multidisciplinary Assessment Unit (UMEA), the body responsible within AST Macerata. UMEA may involve specialist professionals whenever required and works in partnership with the relevant Municipal Social Services and the Territorial Social Area.

Within 30 days from receiving the referral, UMEA, together with the relevant Territorial Social Area assessment bodies, must: complete the multidisciplinary assessment, prepare an Individualised Social-Educational Rehabilitation Plan, identify the most appropriate service and initiate the admission process, Continued attendance at the Centre depends upon, the progress of the Individualised Plan, regular reviews confirming that the service remains appropriate,the individual's clinical and functional condition and continued eligibility for the service.

Attendance may be renewed up to a maximum age of 65 years.

The service is primarily intended for residents of the AST Macerata area. Applications from residents of other areas may also be accepted following a formal referral by the relevant assessment authority.

Priority is always given to residents within AST Macerata. Non-resident admissions may only be considered where places remain available or in cases of documented emergency or urgency.

Where a service user is admitted to hospital, their place at the Centre is reserved until discharge.

In cases of justified and appropriately documented absence, the place is normally retained for a maximum of 60 days within the same calendar year.

Management of any waiting list is the responsibility of AST Macerata, as all places are funded by the Italian National Health Service (SSR).

2.3 Partnership with Families

The Centre actively promotes the direct involvement of family members in many aspects of service life.
Families are continuously encouraged to express suggestions, concerns and expectations regarding both the Centre and the broader support provided. The Centre seeks to remain a reliable point of reference, recognising that many parents of service users are older adults and, in many cases, live alone.

Family involvement is promoted through:

- regular meetings involving staff, service users, family members, and the Service Coordinator;
- frequent telephone contact to respond promptly to specific needs, concerns or requests;
- invitations to participate in celebrations, events and social activities organised by the Centre.

2.4 Daily Programme

Daily activities are planned in accordance with each individual's Personalised Educational Plan (PEP), taking account of personal wellbeing, individual rhythms and the overall quality of the service.

The programme is organised over five days each week, with morning and afternoon activities. The weekly activity timetable is displayed on the Centre's noticeboard.

A typical day is structured as follows:

TIME	ACTIVITY
8.30 - 9.45	Transport and arrival at the Centre
9.45 – 12.00	Individual and group activities, both on-site and in the community
12.00 – 12.30	Independence skills: preparing for lunch and personal hygiene
12.30 – 1:00	Lunch
1:00 – 2:00	Rest and relaxation
2.00 – 3.30	Afternoon educational and rehabilitation activities
3.30 - 3.45	Independence skills: tidying up and preparing to leave
3:45 – 5:30	Return home and transport service

2.5 Extract from the Community Living Rules and Hospitality Agreement

For admission to the Facility, the service user and/or their family member and/or legal guardian are required to sign the Hospitality Agreement at the time of admission. The Agreement is explained and provided during the preliminary interviews, together with the Facility Regulations. These documents set out the service user's rights and responsibilities, community living and residence rules, and the documentation required for admission.

The service user has the right:

- to participate in the various activities offered by the Centre, according to their individual needs and abilities;
- to be provided with a safe environment while attending the Centre and to be safeguarded and protected by the Centre's management in the event of an emergency or danger;
- to have the confidentiality and security of their personal data protected, with such data being used and processed exclusively for purposes related to the management and delivery of the service.

The service user and their family have the right to submit complaints, which must be reviewed promptly, as well as the right to receive timely information regarding their outcome. As a general rule, except in specific cases of particular complexity, a response shall be provided within thirty days of receipt of the complaint.

The Centre's management is required to ensure that the social, educational and care services provided comply with the quality standards and conditions set out in this Service Charter and shall be accountable to the Municipality of Recanati in the event of non-compliance.

The service user and their family are required to:

- treat staff with respect;
- promptly inform the Centre's managers of any decision to withdraw from scheduled activities or services;
- comply with the Facility's internal rules;
- cooperate in order to ensure the effective implementation of the Individual Educational Plan and the activities provided.

As part of the management and planning of activities, families are directly involved, including through a family representative. Families are required to make service users' individual medical records available for review, to report any difficulties or issues, to provide the names

and dosages of any medication being taken, and to disclose any other information that may be useful or necessary for the preparation of the **Individual Plan (PI)**.

3. ORGANISATIONAL STRUCTURE AND STAFF

3.1 Regulatory Framework

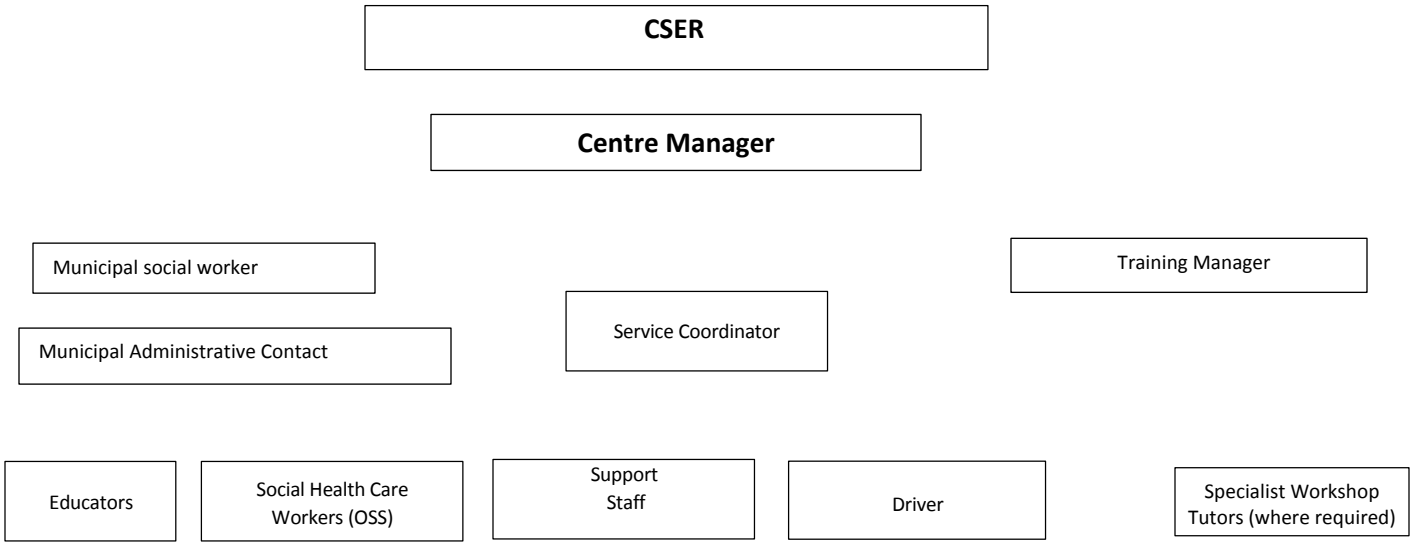
The Centre operates in compliance with the organisational, structural, technological, and staffing requirements established by the Marche Region Authorisation and Accreditation Manuals, ensuring the presence of appropriately qualified professional staff in accordance with current legislation.

3.2 Organisational Structure

The organisational structure of the Centre comprises the following professional roles:

- Centre Manager;
- Training Manager;
- Service Coordinator;
- Educators;
- Social Health Care Workers (OSS);
- Support Staff;
- Driver;
- Specialist Workshop Tutors (where required);
- Municipal Administrative Contact;
- Municipal Social Worker.

The Service is managed by the contracted provider under the supervision of the Municipality of Recanati.



3.3 Organisational Roles and Responsibilities

ROLES	DUTIES AND RESPONSIBILITIES
Facility Manager	Formally appointed with overall responsibility for the Facility. The Facility Manager is also responsible for managing information flows in order to comply with regional and national reporting requirements.
Training Manager	The Training Manager is responsible for approving the annual staff training and professional development plan.

Service Coordinator	Acts as the **single point of contact with the Municipal Social Policies Service**. The Coordinator is responsible for the organisation of the Facility and its educational and care activities, providing guidance and technical support to staff, monitoring and documenting activities and educational pathways, liaising with families, and ensuring integration with local community services. The Coordinator is responsible for safeguarding data provided by families and services and ensuring that such data are used exclusively for the Facility's institutional purposes. The Coordinator is required to intervene, make decisions and respond directly to any issues arising in connection with service delivery. The Coordinator is also accountable for any service deficiencies identified and formally reported by the competent Municipal Office. The Coordinator is appointed by the organisation entrusted with the management of the Centre and: ✓ prepares detailed annual reports on the progress of interventions, related issues and any measures to be adopted; ✓ is responsible for planning activities, their internal organisation and coordination, as well as for coordinating and organising staff and resources; ✓ is responsible for the overall effective operation of the service and for the implementation of **Individual Plans.** The Coordinator therefore manages and reviews individual plans throughout all stages of their implementation and reports to the designated Municipal Administration representative for subsequent assessment; ✓ submits proposals to the Municipality's Social Services; ✓ holds a weekly meeting with educational staff for the planning and supervision of activities carried out within the Centre; ✓ organises individual and group meetings with families to present the educational plan, assess any problematic situations and foster a climate of cooperation and trust, with the support of staff working at the Facility; ✓ performs the organisational and managerial duties required for service delivery; ✓ is responsible for ensuring the ongoing, role-specific professional training of educators and other staff employed in the services.

RUOLO	COMPITI SVOLTI
Educator	The main functions assigned to educational and rehabilitation staff include: ✓ implementing the **Personalised Educational Plan (PEP)** in cooperation with the Coordinator; ✓ carrying out educational activities aimed at developing personal autonomy and facilitating the best possible adaptation to the different activities and routines of daily life, including independence or support with eating, personal hygiene and dressing; ✓ providing educational activities with a psychomotor focus, aimed at enabling service users to achieve meaningful progress in self-awareness and awareness of their environment, as well as in controlling their body and movements for exploratory, communicative and relational purposes; ✓ carrying out socialisation activities aimed at promoting interpersonal relationships in meaningful contexts; ✓ managing and evaluating educational interventions aimed at restoring and developing service users' abilities and potential, including through physical and workshop-based activities; ✓ supporting physical and cognitive rehabilitation; ✓ planning, organising and managing their professional activities within the Facility in coordination with other professional staff; ✓ managing the day-to-day aspects of the educational relationship through direct responsibility for the individual within the framework of the **Individualised Educational Plan**; ✓ carrying out workshop, communication and socialisation activities; ✓ maintaining and enhancing service users' manual skills; ✓ organising recreational, cultural, sports and leisure activities; ✓ providing assistance during transportation.

RUOLO	COMPITI SVOLTI
Social and Healthcare Assistant (OSS)	Social and healthcare staff perform care and assistance duties and are required to provide safeguarding and support functions alongside educational and rehabilitation staff. Their social care and personal assistance duties include: ✓ supervision and personal assistance with personal care and hygiene, meals, domestic activities and mobility; ✓ assistance with socialisation activities and accompanying service users in order to promote social interaction and participation; ✓ working alongside other staff in carrying out scheduled activities; ✓ serving meals; ✓ tidying, maintaining hygiene and cleaning the premises.
Ancillary Staff	Responsible for cleaning, disinfecting and maintaining the cleanliness and order of premises, furnishings and equipment.
Driver	Responsible for transporting service users to and from the Centre.
Workshop Specialists	Engaged as required, according to the specific needs and activities of the Centre.
Municipal Administrative Officer	Responsible for submitting **NSIS ministerial data flows (STS11–STS24);** sends the electronic attendance and absence register to the **AST (Local Health Authority)** and transfers the relevant financial amounts for reimbursement of the sums due.
Municipal Social Worker	Assesses eligibility requirements for admission to the Facility jointly with the **UMEA Service team (AST Macerata).** Together with UMEA, draws up the **Individual Plan**, organises introductory meetings with service users and their families to present the Centre's activities and admission arrangements, and monitors attendance and the activities undertaken by service beneficiaries. In cooperation with all staff members, identifies and assesses any individual or family-related issues requiring structured professional intervention and support. Maintains ongoing contact with all Centre staff.

3.4 MULTIDISCIPLINARY TEAM MEETINGS AND PROFESSIONAL SUPERVISION

The Centre promotes regular multidisciplinary team meetings to ensure coordinated planning, monitoring and review of educational and rehabilitation interventions.

Professional supervision provides opportunities for reflection, discussion of complex cases, continuous improvement of professional practice, and the sharing of educational strategies among staff members

3.5 STAFF ROSTERING

Staff schedule is organised to ensure continuity of care, appropriate staffing levels and the effective delivery of all educational, rehabilitation and assistance activities throughout the Centre's opening hours.

3.6 STAFF RECRUITMENT

The Centre adopts established and standardised recruitment procedures for the selection of new employees.Candidates are shortlisted through curriculum vitae screening followed by structured interviews.

Selection criteria include:

- educational qualifications;
- professional competencies relevant to the role;
- geographical proximity where appropriate;
- previous professional experience;
- personal aptitude;
- any additional requirements specific to the position.

Newly appointed staff undertake an induction period consisting of orientation, mentoring and supervised training before assuming full responsibilities.

3.7 TRAINING AND CONTINUING PROFESSIONAL DEVELOPMENT

The Centre is committed to maintaining a highly qualified workforce through an annual Training and Professional Development Plan, designed to meet organisational needs and support continuous professional growth.

Training activities include:

• Mandatory training, covering statutory subjects such as health and safety, data protection, first aid, fire safety, and food hygiene (HACCP);

• On-the-job training, delivered during induction and mentoring of newly recruited staff;

• Multidisciplinary team meetings and professional supervision;

• Needs-based training, including attendance at external courses, seminars and conferences where specific professional development requirements are identified;

• Management training for staff with supervisory responsibilities;

• Specialist technical training tailored to the different professional roles within the Centre.

In addition to employed staff, the Centre supports the professional development of individuals entering the social care sector by hosting:

• student placements;

• work-based learning programmes;

• the Universal Civil Service Programme.

4 QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

The services delivered by the Centre comply with the structural, technological, organisational and quality standards established by the Marche Region Authorisation Manual and Accreditation Manual Since February 2017, the Centre has been certified in accordance with the UNI EN ISO 9001 Quality Management Standard, with ongoing compliance verified by an independent accredited Certification Body.The organisation of the service is founded on the principle of continuous quality improvement, supported by a structured quality monitoring system that enables the Centre to verify compliance with the required standards of effectiveness and efficiency.Service performance and quality standards are monitored through regular internal audits of operational processes together with the systematic monitoring of quality indicators.Quality indicators have been established on the basis of the expectations of all relevant stakeholders. Each indicator is associated with predefined performance standards, enabling periodic evaluation of the quality of

services delivered.

Examples of the indicators monitored include:

• Number of objectives achieved compared with those planned;

• Number of activities delivered compared with those scheduled;

• Service user attendance.

The quality of the services provided is also assessed through customer satisfaction questionnaires completed by family members and by all staff working within the Centre.

5 SERVICE ORGANISATION

5.1 SERVICES PROVIDED

The Centre provides the following services:

- Educational, Social and Community Participation Service

Educational interventions are based on an assessment of each individual's abilities, level of independence, basic skills, personal resources and aptitudes, forming the basis for the development of an Individualised Educational Plan (IEP).

- Personal Care and Support

Personal care includes assistance with hygiene while encouraging each service user to progressively develop greater independence in carrying out daily personal care activities.

- Physical Activity Programme

The Centre provides structured physical activities aimed at maintaining or improving motor coordination, manual skills, and communication abilities.

- Catering Service

Lunch is prepared by an external catering provider and, where necessary, heated and portioned within the Centre's kitchen.

Where required, staff provide assistance during meals.Customised meals are available to meet certified dietary, nutritional or medical requirements, as well as other specific dietary needs.

- Transport Service

Daily transport to and from the Centre is provided using specially equipped accessible vehicles dedicated exclusively to the service.Transport is also available for educational and community activities organised outside the Centre.

- Cleaning Service

Cleaning and environmental hygiene are carried out daily to maintain safe, hygienic, and welcoming all the facilities.

- Administrative Support

Administrative functions ensure the efficient operational management of the Centre.The Municipality of Recanati retains responsibility for the strategic direction and monitoring of the service in order to ensure that its social objectives are fully achieved.

5.2 ADMISSION PROCEDURES AND SERVICE RULES

Each service user's journey begins with an initial observation period designed to assess their abilities, personal resources, support needs and aspirations, while also facilitating integration into the Centre and the development of relationships with both staff and fellow service users. During this assessment period all information required to prepare the Individualised Educational Plan (IEP) is collected, taking into account the care plan developed by the referring health and social care services.

The Individualised Educational Plan aims to: promote independence and personal development, improve personal care skills, maintain family relationships and social networks and provide personalised responses to each individual's needs, aspirations and developmental potential.

The Plan is individually tailored and includes: the functional profile of the service user; priority intervention areas,the professionals involved,duration of the programme, methods and tools used and measurable outcome indicators.Where individuals present particularly complex needs, additional specialist interventions are incorporated into the Plan.

The Individualised Educational Plan is regularly reviewed and updated by the multidisciplinary team in line with the person's progress. Service users and, where appropriate, their families or legal representatives actively participate in developing and reviewing the Plan, according to the individual's abilities and circumstances. Based on the agreed objectives, the multidisciplinary team plans and delivers all educational and rehabilitation activities, drawing upon local community resources whenever appropriate.To ensure continuity of support, the Centre may also provide home-based educational interventions, subject to formal authorisation, where temporary health conditions prevent a service user from attending the Centre.

5.3 PARTNERSHIP WORKING WITH LOCAL SERVICES AND COMMUNITY RESOURCES

The Adult Day Centre maintains strong and ongoing relationships with local health, social care and community services.

Service users are encouraged to participate actively in community life and maintain meaningful connections with the wider social environment.

Family members, friends, voluntary organisations, schools, and public institutions are welcome to visit the Centre and participate in activities organised in collaboration with the management team.

Partnerships with voluntary organisations are governed through formal agreements defining their roles and responsibilities.

5.4 COMPLAINTS AND FEEDBACK

The Centre is committed to safeguarding the wellbeing and rights of all service users by encouraging feedback from users, families, and anyone able to contribute to improving the quality of the service. Where concerns arise regarding any aspect of the service, both Centre staff and the Municipality of Recanati should be informed.Complaints should normally be resolved promptly, and service users are entitled to receive information regarding the decisions taken and the actions implemented to address the issue.

Formal complaints may be submitted by:

- discussing the matter with the Service Coordinator or educational staff;

- submitting a written complaint to the Head of the Municipality's Social Services Department, the Centre Manager and the Service Coordinator.

The Municipality of Recanati undertakes to ensure:

- fair and impartial consideration of every complaint;

- confidentiality of all personal information provided;

- a written response within **30 days** from receipt.

Where additional investigation is required because of the complexity of the matter, users will be informed of the reasons for the delay and advised when a full response will be provided.

Complaints are also analysed as part of the Centre's continuous quality improvement process and may lead to organisational changes where appropriate.

5.5 METHODOLOGICAL APPROACH

The Centre adopts the **Integrated Approach**, an operational model that brings together the various dimensions of care through coordinated, multidisciplinary, and person-centred interventions.

This approach prioritises strong links with community resources and promotes social inclusion by developing flexible interventions tailored to each individual's characteristics, needs, and life circumstances.

6 PROFESSIONAL ETHICS

All staff are committed to carrying out their duties with full respect for the dignity, rights and wellbeing of every service user.

All employees, collaborators and professionals working within the Centre are required to comply with the ethical principles and professional codes of conduct applicable to their respective professions, as well as with any additional Code of Ethics adopted by the organisation responsible for managing the service.

7 RIGHT TO INFORMATION

Every service user has the right to receive clear, accurate and comprehensive information regarding the activities and services provided by the Centre, enabling them to make informed decisions about their participation.

Throughout their attendance at the Centre, service users are entitled to receive ongoing information concerning the progress of their individual educational and rehabilitation pathway.

8 PRIVACY

Protecting personal data is both a commitment and a legal obligation for the **Municipality of Recanati** and the organisation responsible for managing the Centre.

All personal and special category data relating to service users are processed in accordance with Articles 13 and 14 of Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR).

Personal data may be disclosed only to authorised personnel or to organisations formally appointed as data processors.

Personal information is never disclosed to unauthorised third parties and is stored securely in accordance with current data protection legislation.

The Data Protection Officer (DPO) appointed by the Municipality of Recanati is responsible for overseeing compliance with data protection requirements.

The complete privacy notice, prepared pursuant to Articles 13 and 14 of the GDPR, is available at the Centre.

9 ACCESS TO PERSONAL RECORDS

Each service user, or their legal representative, signs the Individualised Educational Plan (IEP) annually.

Copies of educational, social care or healthcare records, as well as specific reports relating to the individual, may be released only following a written request submitted to the Municipality of Recanati by:

the service user;

their legal representative;

or any person legally entitled to obtain such documentation under current legislation.

Requests may be submitted to the Municipality of Recanati via:

Certified Email (PEC):
comune.recanati@emarche.it

Email:
municipio@comune.recanati.mc.it

Requests made verbally or by telephone cannot be accepted.

10. REVIEW OF THE SERVICE CHARTER

This Service Charter is reviewed whenever necessary to ensure compliance with updated regional planning guidelines and legislative requirements.

In any event, the Charter is reviewed at least every three years.

Stakeholders, including service users, families and partner organisations, may submit observations, proposals and suggestions for amendments or improvements.

11. FEES AND USER CONTRIBUTIONS

Pursuant to Article 14 of the Municipal Regulations governing the Centre, attendance may be provided either free of charge, or subject to a user contribution.

Any applicable fee is determined annually by the Municipal Executive Board.

12. INSURANCE COVER

The Municipality of Recanati guarantees appropriate insurance cover for all activities carried out within the Centre and during external activities organised as part of the educational and rehabilitation programme.

Insurance cover includes protection against accidents involving service users during attendance at the Centre and while participating in authorised activities, as well as third-party liability cover in accordance with current legislation and contractual requirements.

The organisation responsible for managing the service is likewise required to maintain all insurance policies necessary to ensure the proper delivery of the service and the protection of service users, staff and third parties.

CONTACT DETAILS

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