SERVICE CHARTER

VILLA MARIA PIA S.r.l

DATA	APPROVAZIONE
13/05/2026	Ettore Pozzelli Health Director

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INTRODUCTION

What the Service Charter Is

The Service Charter is a tool designed to enable users of the healthcare service to receive effective healthcare assistance and to ensure clear commitments regarding the quantity and quality of the services, treatments, and care pathways guaranteed by the administration.

Through its Service Charter, **Villa Maria Pia** provides users (patients/residents and their families) with an appropriate tool to clearly understand the social and healthcare services offered and to obtain information regarding the overall organization of the Facility. In order to meet this need, the Service Charter is reviewed annually and updated whenever necessary.

The Service Charter highlights not only the nature and quality of the services that the staff is able to provide, but also the objectives and goals that the Facility intends to achieve. In fact, the staff actively participates in the review of the contents of this document, and any suggestions from the associations collaborating with our Facility are also taken into consideration.

All staff members work to ensure that their activities are aligned with the needs of the resident/patient, with a view to the continuous improvement and progressive development of the services provided, also taking into account the suggestions and recommendations of each individual guests.

SECTION ONE

Presentation of the Facility and Fundamental Principles

1. Presentation

Villa Maria Pia operates within the context of private healthcare and is accredited by the National Health Service in the field of residential psychiatric facilities for voluntary therapeutic rehabilitation treatment and the social reintegration of adult patients with disabling conditions that cannot be treated at home.

It is located in Rome, at Via del Forte Trionfale no. 36, in an area that is no longer peripheral but central to the city, close to Monte Mario, in the XIV District.
Founded in 1936, it consists of four buildings situated within a 5,000-square-meter park. The neighborhood is well connected by public transport and located in an urban area served by all social and healthcare services. Consequently, family members and friends of guests and patients have no difficulty reaching the Facility and visiting them, while remaining integrated within a functional care environment.

The Facility can be reached by the following means of transport:

- **Metro:** Line A, Cornelia station, then bus line 446
- **Train:** Policlinico Gemelli station

- **Bus:** Lines 446–990–913.

Villa Maria Pia is accredited with the National Health Service (SSN) through Health Authorization and Institutional Accreditation DCA no. U00157 of 09.05.2013 – Healthcare Facility "Comunità Villa Maria Pia" and DCA no. U00068 of 04.03.2013 – Healthcare Facility "Com. Pal. D – Residential Psychiatric Facility" for the following types of care services: DCA n. U00068 del 04.03.2013 – Healthcare Facility "Com. Pal. D – Residential Psychiatric Facility" for the following types of care services:

STPIT - STPIT – Territorial Intensive Psychiatric Treatment Facility (30 accommodation places)

SRSR h24 – Residential Socio-Rehabilitative Facility with high socio-healthcare assistance intensity (10 accommodation places)

SRSR h12 – Residential Socio-Rehabilitative Facility with medium socio-healthcare assistance intensity (8 accommodation places).

In addition, there are 5 authorized private-regime places for SRSR h24.

Villa Maria Pia employs staff according to the organizational structure summarized below:

- Psychiatrist Medical Director responsible for healthcare assistance and the psycho-physical conditions of guests;
- Psychologists;
- Registered Nurses;
- Psychiatric Rehabilitation Technicians;
- Social Healthcare Operators;
- Social assistent.

The Legal Representative and Administrative Director is Dr. Eleonora Bonanni.

The Medical Director is Dr. Ettore Pasculli.

The Head Nurse is Ms. Emanuela Mecozzi

2. Informations

Detailed information regarding the Facility, access procedures, activities, and services provided is available from the administrative offices, open Monday through Saturday from 9:00 a.m. to 1:00 p.m. and from 3:00 p.m. to 6:00 p.m., also by telephone at: +39 06 3052651 or by email at: amministrazione@villamariapia.com
Patients/guests may access the offices only in the morning from 9:00 a.m. to 10:00 a.m.

It is also possible to visit the website at: www.villamariapia.com

3. Mission

Villa Maria Pia, fully aware of the needs of patients, guests, and their families, pursues among its stated objectives in providing residential care services

- the promotion of a culture of quality of life, expressed through the continuous enhancement of the individual's remaining abilities;
- the recognition of the individual's right to autonomy, respect for personal choices, family and social relationships, and the enjoyment of life.

As a facilitator of "social reintegration," the Facility aims to promote the achievement of the highest possible level of autonomy, enabling patients to leave the sphere of psychiatric care and achieve potential social reintegration through returning to family life, independent living arrangements, or placement in social care facilities.

The organization guarantees guests:

- il respect for personal dignity and freedom, privacy, individuality, and religious beliefs;
- the continuity of social relationships and interpersonal life by allowing guests, where compatible with their psycho-physical condition, freedom of movement outside the Facility, subject to the assumption of responsbility by the guest, where capable, or by a responsible family member (civil liability);
- a living environment and activity schedule as similar as possible to those of the community of origin;
- socialization within the Facility, also through the contribution and involvement of volunteer associations and other organizations operating in the local area;
- the participation and involvement of the family in the recovery plan, as well as of individuals who, even outside family relationships, maintain emotional ties with the guest.

4. Fundamental Principles and Values

The services offered by **Villa Maria Pia** are provided in compliance with the following principles:

Equality

The Facility undertakes to provide services in accordance with equal rules for all, without distinction based on gender, nationality, religion, economic or social conditions (level of education, political opinions, etc.). The Facility's staff consider each individual as a "person" to whom the necessary assistance must be provided, aware that they are delivering a "vital" service which, as such, must be guaranteed to all who require it, without discrimination of any kind.

Impartiality

All Facility staff are committed to carrying out their activities impartially, objectively, and neutrally toward all users.

Continuity

All services provided by the Facility's staff are delivered continuously, regularly, and without interruption.

Humanity and Humanization

Staff address users with courtesy, politeness, respect, and maximum willingness to assist.

The central focus of the Facility's staff is the person, with full respect for his or her dignity, regardless of physical or mental condition, cultural background, or social status. Staff welcome users while taking into account differing needs related to age, gender, and specific health conditions or physical and psychological vulnerabilities.

Attention to the individual also includes respect for privacy during the provision of services and during discussions between healthcare staff and users regarding their health condition, which take place in medical offices during consultation hours and throughout therapeutic activities.

As part of the humanization approach, guests may choose meal options for ethical or religious reasons (as well as health-related reasons) by informing the Head Nurse.

Participation

Participation in the services offered by the Facility is guaranteed to users (guests or their family members) both through direct involvement (submitting proposals or suggestions to improve services, completing satisfaction questionnaires, reporting service issues and complaints, and reporting critical and/or dangerous situations) and through volunteer associations and organizations dedicated to the protection of citizens' rights..

The Facility Management undertakes to provide prompt feedback to users regarding reports and proposals submitted..

5. Commitments and Programs

Through the adoption of a quality management system compliant with ISO international standards, the Management undertakes to periodically monitor the quality of services offered through dedicated questionnaires submitted to guests and to implement specific quality improvement programs for the services provided.

6. Quality Factors and Standards

Villa Maria Pia is organized hierarchically; at the top are the Administrative Management and the Medical Directorate, followed by the Medical Managers responsible for the SRSR h12, SRSR h24, and STPIT care programs, and subsequently by coordination staff and healthcare operators responsible for the proper delivery of general services.

Therefore, any observations regarding the quality of services should be addressed to the Nursing Coordinator who, within the limits of his or her responsibilities, will directly resolve the issue raised or inform the responsible physician if the matter concerns broader medical issues.

The responsible physician, in turn, is required to inform the Administrative Management in all cases where the issue is of such a nature as to involve the higher management bodies of the residence.

Depending on the nature of the observations made by guests and/or their family members, collected according to the above-mentioned procedure, action will be taken to remove the cause of the service deficiency within a reasonable timeframe, taking into account any technical constraints.

Failure to report signs of service deficiencies to a superior is considered a serious breach and may result in disciplinary action.

7. Compliance with the Patient Rights Charter

By signing the agreement with ASL RM 1, the Facility Management undertook to adopt the "Patient Rights Charter," summarized below.

7.1. **Patient Rights Charter**

Right to life
Every person must receive timely, necessary, and appropriate assistance to satisfy the fundamental needs for life (nutrition, hydration, ventilation, hygiene, environmental protection, movement, elimination, rest, sleep, communication, etc.).

Right to Care and Assistance
Every person must be treated conscientiously and respectfully, in accordance with his or her wishes.

Right to Protection
Every person in disadvantaged psycho-physical conditions must be protected from exploitation, deception, and harm arising from the surrounding environment.

Right to Prevention
Every person must be provided, as far as possible, with activities, tools, healthcare aids, and information aimed at preventing deterioration and/or damage to health and personal autonomy.

Right to Speak and Be Heard
Every person must be listened to, and his or her requests should be accommodated whenever possible.
Right to information
Every person must be informed about the procedures and reasons underlying the interventions concerning him or her.

Right to Participation
Every person must be able to participate in decisions concerning himself or herself (according to his or her cognitive abilities).

Right to Acceptance
Every person must be accepted as an individual with inherent value and not merely as a label.

Right to Criticism
Every person may freely express opinions and criticism concerning activities and provisions affecting him or her.

Right to Respect and Modesty
Every person must be addressed by his or her first and last name, and his or her privacy and sense of modesty must be respected.

Right to Confidentiality
Every person has the right to confidentiality regarding personal information by anyone directly or indirectly involved in providing assistance, also in accordance with Italian Legislative Decree 196/03 and subsequent amendments.

Right to Freedom of Thought and Religion
Every person must be able to express philosophical, social, and political beliefs, as well as practice his or her religious faith.

SECTION TWO

Description of Services and Related Provisions

1. Presentation of the Facility and Target Users

STPIT - Territorial Intensive Psychiatric Treatment Facility

These Hospital beds are primarily intended for inpatient treatment of individuals for whom, at the time of discharge from an SPDC (Psychiatric Diagnosis and Treatment Service), continuation of hospitalization on a voluntary basis in a setting with lower, though still high, care complexity is considered necessary. They are also intended for voluntary admissions of individuals whose conditions are less severe than those treated in SPDC facilities but who nevertheless require specific assistance.

SRSR h24 - Residential Socio-Rehabilitative Facility with High Assistance Intensity

This facility provides rehabilitative treatment and social reintegration for adult patients with stabilized psychiatric conditions and disabling aspects that cannot be managed at home or in social care facilities, and who require medium- to long-term residential care in a highly intensive assistance setting (24 hours a day). Through a personalized therapeutic rehabilitation program, the Facility aims to promote the acquisition of the greatest possible autonomy in order to facilitate social reintegration.

SRSR h12 - Residential Socio-Rehabilitative Facility with Medium Socio-Healthcare Assistance Intensity

This facility provides rehabilitative treatment and social reintegration for adult patients with moderate impairment in personal and social functioning and a level of self-sufficiency requiring assistance during daytime hours (12 hours per day). Through a personalized therapeutic rehabilitation program, the care process aims to promote the acquisition of the greatest possible autonomy in order to facilitate social reintegration.

2. Medical and Healthcare Services Provided

Villa Maria Pia offers various psychological therapies and psychoeducational interventions aimed at modifying or developing specific emotional, behavioral, and relational skills, promoting changes in dysfunctional behavioral patterns:

- Thematic Psychotherapy Group
- Open Psychotherapy Group
- Emotional Psychotherapy Group
- Psychoeducational Group for Addictions
- Psychoeducational Group for Mood Disorders

These activities are complemented by occupational and rehabilitative programs aimed at developing and restoring cognitive, emotional, and relational skills in order to increase awareness of personal abilities and improve the guest's autonomy in daily life:

- Social skills training
- Newspaper Reading Workshop
- Movement Therapy and Relaxation Techniques Workshop
- Creative Writing Workshop
- Creative Arts Workshop
- Music Workshop
- Theater Workshop
- Art therapy Workshop

The rehabilitation program is completed through recreational activities that help guests identify their interests, assess their abilities, and choose the most suitable leisure opportunities, including:

- Organization of exhibitions/markets within the Facility displaying works created during creative workshops
- karaoke
- Card games, crossword puzzles, and board games
- Artistic activities (drawings and decorations for holidays and celebrations)
- Walks outside the Facility in small groups (3–4 people) accompanied by rehabilitation staff

- Themed recreational and rehabilitative activities

  During holidays, themed recreational events are organized.

Personalized Therapeutic Rehabilitation Program (PTRP)

Guests and their families participate in an introductory interview with the Psychiatric Medical Director in order to collect all useful information necessary for drafting the Therapeutic Program. The information collected includes healthcare, assistance, and psycho-social data.

The Program contains a description of the socio-healthcare condition, needs, interventions, and objectives relating to the individual guest. In defining objectives, periodic evaluations of the care program must also be specified.

L The Personalized Therapeutic Rehabilitation Program (PTRP) is defined and developed by the multidisciplinary team of the residential facility, in accordance with the Individual Treatment Plan (PTI), in agreement with the Community Mental Health Center (CSM), and includes the following aspects:

- healthcare aspects;
- assessment of care needs;
- assessment of rehabilitation and reactivation needs;
- assessment of personal, relational, and socialization needs.

General Medical Services

General medical services are provided by the patient's General Practitioner, within the limits and conditions established for all citizens under the relevant national collective agreement.

Specialist Medical Services

Services including specialist consultations, instrumental diagnostic procedures, and laboratory tests are provided, under the same conditions applicable to all citizens, by ASL territorial facilities upon referral by the General Practitioner, with any applicable patient co-payment borne by guests/patients.

Pharmaceutical Services

Pharmaceutical services for psychiatric conditions are provided according to the procedures and limits established by the Territorial Pharmaceutical Service (SFT) of the ASL. The psychiatrist of the DSM prescribing admission to STPIT and SRSR facilities may prescribe, using the SSR prescription form, one package of medication for an additional or new therapy required by the patient; simultaneously, the Pharmaceutical Prescription Form (SPF) will be completed. The physician responsible for the patient prescribes the medications required for therapies following admission to Villa Maria Pia, sending the ASL Territorial Pharmaceutical Service a second SPF monthly, updated with any therapy changes and containing all data included in the first SPF, for a supply not exceeding 30 days. The quantities of medication requested and supplied are calculated based on estimated monthly requirements and form the ward pharmacy stock.

Nursing Services

These include, in addition to routine services, monitoring therapeutic treatments, prevention of infections, pressure sores, and falls, early identification of any changes in physical health or function-

al impairment, and the timely activation of interventions deemed necessary by other competent professionals.

Rehabilitation Services

Rehabilitation services are aimed at preventing degenerative effects of stabilized impairment, with particular regard to re-educating guests in daily activities (walking and basic life functions, also with appropriate support devices) as well as psycho-social rehabilitation, especially through occupational therapy.

Social services

Social services are aimed at managing individual and group interventions intended to promote well-being and develop solutions in situations of hardship affecting individuals and family groups.

Social worker services are available, upon request by the user or family member, Monday through Friday during the hours indicated by the administrative office staff.

Dietary Counseling and Monitoring

Dietary counseling and monitoring are provided by specialized personnel and include both general and individualized dietary interventions for guests

Personal Assistance Services

This includes assistance with personal hygiene and grooming, nutrition, and other daily living activities

Emergency Healthcare Management Procedures

In the event of a healthcare emergency, medical and nursing staff are required to know and apply agreed protocols and procedures.

Responsibility for the proper implementation of procedures lies with the Medical Director.

In compliance with established procedures and applicable regulations, an emergency medical station has been set up in the treatment rooms.

Medication expiration dates are systematically checked every month. The completion of these checks is recorded on a dedicated form.

The emergency station is also equipped with a cardiopulmonary resuscitation kit.

3. Additional Services and Facilities

Accommodation Comfort

Patients are provided with a bed, bedside table, wardrobe, and desk in single, double, triple, or quadruple rooms equipped with private bathrooms. By paying an additional fee for enhanced accommodation comfort, guests may stay in single or double rooms equipped with LCD televisions and refrigerators.

Management pays particular attention to the comfort of inpatient areas, respecting the well-being and dignity of users, extending this concept also to waiting areas for accompanying persons and visitors, as well as socialization areas.

Bar

Villa Maria Pia has an internal café open Monday through Sunday from 9:00 a.m. to 10:00 a.m. and from 3:00 p.m. to 4:00 p.m.

Gym

Villa Maria Pia provides guests with a small gym where physical activity may be carried out at scheduled times under the supervision of rehabilitation staff.

External Laundry Service

Guests may use an external laundry service for personal clothing; the service is at the expense of patients and guests. The social worker is available to provide relevant information regarding this service.

Money and Valuables Custody

Patients are advised to keep only small amounts of money and low-value personal belongings during their stay, which may be stored in the wardrobe in their room. Villa Maria Pia assumes no responsibility for objects and valuables kept by Patients/Guests.

Correspondence

During their stay, Patients/Guests may receive correspondence sent to Villa Maria Pia's address. It is also possible to send outgoing mail by delivering it directly to the Administrative Office. In urgent cases, and upon agreement with the Social Worker, email services may also be used.

Transportation

In exceptional cases approved by the medical team, Villa Maria Pia provides accompaniment and, if necessary, assistance for healthcare services outside the Facility using district territorial services or a contracted ambulance service, at the patient's expense

Cleaning and Sanitization of Premises, Furnishings, and Systems

The sanitization of the Residence's environments is carried out daily. This activity is performed by support staff (OSS/OTA) using certified sanitizing products. To facilitate the service, Patients/Guests are requested to store laundry and personal belongings in the wardrobe or bedside table provided and to ensure that family members frequently wash personal clothing. It is also prohibited to keep flowers or plants in rooms (unless authorized by the Head Nurse), introduce animals, or bring food or beverages other than water.

Religious Assistance

Religious services are held in the chapel located within the park. Mass is celebrated on Sunday mornings and during major holidays, during which guests are also offered the opportunity for confession.
For individuals belonging to religions other than Christianity, the Facility undertakes to contact the requested religious representatives, if available in the local area.

SECTION THREE

Description of Access Procedures and Operational Activities

1 Placement on the waiting list

Admission to the Villa Maria Pia S.r.l. Residential Territorial Psychiatric Facility is arranged by the Community Mental Health Center (CSM) through a professional consensus procedure for good clinical practice for patients under the National Health Service agreement; for private patients, admission occurs through a direct request followed by evaluation by the Medical Director.

Regarding admission to STPIT, the patient's local CSM must authorize it through:

1. Application form for placement on the waiting list
2. Individual Treatment Plan (PTI)
3. Authorization on SSR prescription form valid for no more than thirty days
4. Completion of the Pharmaceutical Prescription Form (SPF)

Regarding admission to SRSR h12 and h24 under the National Health Service agreement, the patient's local CSM must authorize it through:

1. Request for placement on the waiting list by submitting the eligibility certification issued by the UVM
2. Individual Treatment Plan (PTI)
3. Authorization on SSR prescription form valid for no more than one year
4. Prescription of pharmacological treatment on the SSR prescription form

The Villa Maria Pia Residential Facility places the patient on the appropriate waiting list upon receipt from the CSM of the documents indicated in points 1 and 2 above; the remaining documents (points 3 and 4) are required upon arrival at the Facility. Before placement on the waiting list, the Request Form and PTI are evaluated by ward physicians, the Medical Director, and the Psychiatric Director in order to verify the compatibility of the Guest/Patient with the type of services provided and the current resident population of the Facility. In some cases, the patient's territorial healthcare contacts may be consulted in order to obtain additional clinical information. In rare and duly justified exceptional cases where the admission request cannot be approved, the specific reasons will be formally communicated. The local DSM will subsequently assess whether such reasons are justified and do not constitute a breach of established agreements.

The Villa Maria Pia Residential Facility establishes and manages the waiting list according to the following criteria:

1. The specific eligibility certification or, for STPIT only, the documentation required for admission;
2. lThe chronological order of application submission (date and time).

In compliance with transparency requirements, the Villa Maria Pia Residential Facility maintains and publicly updates the waiting list for each type of care service provided.

Upon placement of the patient on the waiting list, the Facility issues the local CSM/DSM a registered receipt indicating the date and time of application submission and the patient's position on the waiting list at the time of the request.

When a discharge is anticipated, the Facility informs the DSM responsible for the individual at the top of the waiting list of the upcoming availability for admission. The competent DSM must confirm the patient's availability for admission within 48 hours of the Facility's communication and must provide authorization for admission on the SSR prescription form.

If a person declines admission but still wishes to maintain the Facility as their preferred choice, they may be reinserted onto the waiting list, but at the bottom of the list.

I In exceptional cases, if the individual is unable to be admitted due to serious and documented medical reasons (e.g., hospitalization in another healthcare facility), the Facility will contact the next eligible person on the waiting list. In such cases, the original individual retains his or her position on the waiting list.

2 Admission

Admission of new Patients/Guests to the therapeutic-rehabilitative residential facility takes place from Monday to Friday from 3:00 p.m. to 5:30 p.m., and on Saturdays from 9:00 a.m. to 11:00 a.m. During the admission phase, the staff of the Villa Maria Pia Residential Facility welcomes the Patient/Guest or his/her family members and jointly completes the Single Admission Form, which also includes the information notice and consent regarding the processing of personal data. At the time of admission, the Patient/Guest is provided with the Internal Regulations; the Service Charter is available for consultation at the administrative offices and on the website www.villamariapia.com.

During the admission phase, the Patient/Guest is required to provide the following documentation:

- Referral issued by the local ASL (only for patients under the National Health Service agreement)
- Valid identification document;
- Health insurance card/Tax code;
- National Health Service (SSN)
- Previously performed medical examinations and diagnostic tests, including electrocardiogram;
- Pharmaceutical Prescription Form (SPF) issued by the CSM (only for patients under the National Health Service agreement);
- Scheda di prescrizione farmaceutica (SPF) rilasciata dal CSM (solo per pazienti in regime di convenzione)
- In the case of a disabled, legally incapacitated, or interdicted Patient/Guest, the guardian and/or legal representative appointed by the Guardianship Judge must provide and submit:
  - certified copy of the legally required documentation proving the appointment;
  - photocopy of a valid identity document;
- Photocopies of medical records from any previous admissions to other facilities;
- Hospital discharge letter, if available.

At the time of admission, the designated staff checks the completeness and accuracy of the documentation. In the event of missing, incomplete, inconsistent, or incorrectly completed documentation, the admissions staff agrees with the Patient/Guest and/or family members on the procedures for obtaining or supplementing the documentation.

If the patient/guest is unable to proceed independently, the responsible relative accompanying him/her carries out the administrative procedures in support of or on behalf of the patient, identifying himself/herself and self-certifying the degree of kinship if not formally appointed as guardian, legal representative, or holder of general power of attorney on behalf of the guest/patient.

From a healthcare perspective, upon the patient's admission, the physician on duty, possibly together with the psychologist, performs a general examination, while the nurse conducts assessments within his/her area of competence. Both evaluations are recorded in the Medical Record.

The Personalized Therapeutic Rehabilitation Program is also used as a tool to tailor the services provided..

Guests are advised not to keep valuables (such as jewelry) or cash with them. Management assumes no responsibility for theft, loss, or damage to personal belongings. At the time of admission to the Facility, the guest or family members must also indicate the name of the person available to intervene in case of emergency.

3 Personal Belongings: What to Bring

In addition to personal hygiene items (towels, liquid soap dispensers, shampoo, etc.), guests are advised to bring:

- comfortable shoes with heels no higher than 2–3 cm;
- bathrobe or shower towel;
- T-shirts;
- Underwear;
- cotton socks;
- pajamas and/or nightgown;
- tracksuit.

It is advisable to bring several changes of underwear and T-shirts to enable the care staff to ensure continuous hygiene for the Patient/Guest; collection and washing of such clothing are the responsibility of the guest's family members, who must provide this service regularly. If necessary, an external laundry service for personal clothing is also available at the expense of patients/guests. The social worker is available to provide information regarding this service.

If the patient suffers from organic illnesses requiring specific pharmacological treatments, he/she must personally arrange for the supply of medications prescribed by the General Practitioner. The medications will be delivered to the medical/nursing staff, who will administer and store them in the treatment room in a dedicated container separate from other medications.

Upon admission to the Facility, a security deposit is required, which will be returned upon discharge.

4 Description of a Typical Day and Activities

The Patient's/Guest's Day is structured according to a schedule of activities organized in such a way as to allow medical, healthcare, and technical staff to carry out their duties optimally.

h 07,00 – 09,00 Personal and environmental hygiene care
h 08,00 Medication administration
h 08,00 - 08,30 Breakfast
h 09,30 – 12,00 Psychological, occupational, and rehabilitative therapies (activities according to the schedule)

h 11,00 Interviews with the responsible physicianh
12,00 Medication administration
h 12,30 Lunch
h 14,30 – 17,30 Visitor access

h 15,30 – 18,00 Psychological, occupational, and rehabilitative therapies (activities according to the schedule)
h 18,30 Dinner
h 21,00 Medication administration

At the end of the prime-time television programming, televisions are turned off.

With authorization from the responsible psychiatrist, guests may go out on Saturday mornings accompanied by psychiatric rehabilitation staff, while on other days they may go out alone or with family members (from 8:00 a.m. to 6:00 p.m.), always subject to medical authorization.

5 Duties and Rights of the Patient/Guest

During their stay at Villa Maria Pia, Patients/Guests must comply with certain rules established to ensure peaceful coexistence.

Patients/ Guest:

- must respect quiet hours and maintain silence, especially during the periods from 1:00 p.m. to 3:00 p.m. and from 10:00 p.m. to 7:00 a.m. The nursing staff on night duty is responsible for the Patients/Guests present and must therefore ensure that guests return to their rooms by 10:00 p.m. At the same time, lights must be turned off except for night lights, and everyone must occupy their assigned bed for proper rest;
- may not smoke inside the Facility. Staff are responsible for monitoring compliance with this prohibition;
- are expected to behave responsibly and cooperatively with medical, nursing, technical, and administrative staff always. **In the event of aggressive acts against staff members, the Facility will notify the judicial authorities, as required by the Cartabia Decree. If the aggression concerns another guest, family members and support administrators of the victim will also be informed (provided the patient has previously authorized the sharing of such information);**

- may not undergo therapies other than those prescribed by Villa Maria Pia physicians (continuation of treatments initiated before admission must be agreed upon with the Facility physician);
- may not use electrical appliances or open-flame devices;
- may not interfere with healthcare staff regarding methods of care delivery. This rule also applies to family members. Any serious service issues must be promptly reported to Management.

Patients/Guests are guaranteed:

- the right to information; physicians keep patients updated on the progress of their disorder and rehabilitation therapies. Upon explicit request, the patient may prohibit physicians from providing information about his/her health status to family members;
- the right to confidentiality. Upon admission, the Patient/Guest is informed regarding the processing of personal and sensitive data, which takes place in compliance with applicable law (EU Regulation 2016/679 – General Data Protection Regulation). This also includes the possibility of concealing one's presence at the Facility from relatives and third parties;
- the requirement for informed consent regarding participation in the Therapeutic Program. Patients/Guests receive clear and understandable information regarding their health status, the benefits and possible side effects of therapeutic interventions, and any possible alternatives. If research protocols are conducted, the Patient/Guest is adequately informed and may freely decide whether or not to participate by signing a specific consent form.

6 Discharge and Request for Medical Records

Discharge is decided by the medical team in agreement with the referring physicians, the patient, and family members, in compliance with DCA 188/15.

Voluntary discharges not ordered by healthcare professionals are permitted only after the patient or responsible family member signs a declaration accepting responsibility.

Discharge generally takes place from Monday to Friday between 9:00 a.m. and 11:30 a.m. Once the discharge date has been communicated, the Patient/Guest is invited to inform family members in order to arrange departure from Villa Maria Pia.

I On the scheduled discharge day, the Patient/Guest receives a discharge letter summarizing information regarding hospitalization or stay, together with instructions concerning any therapies to be continued at home and/or communicated to the attending physician.

In addition, the Patient/Guest collects from the Head Nurse all clinical documentation submitted upon admission, removes all personal belongings, and completes the administrative procedures.

In cases of extreme severity, where the relationship of trust between patient and physician has broken down or in the event of serious breaches of the regulations, the Patient/Guest may be discharged.

Request for Medical Records

The Patient/Guest may request a copy of the medical record from the administrative office by completing the appropriate request form and paying the applicable fee in force at the time.

After 7 working days from the request, the medical record may be:

- collected personally;
- collected by an authorized representative;
- sent by mail (upon specific request submitted at the time of application).

7 Volunteer Associations

Volunteer associations may access the Facility according to the specific needs of guests/patients and subject to agreements with the Facility's Medical and Administrative Management. Such associations may collaborate with Facility staff in socialization and recreational activities, as well as in promoting relationships with the guests' social and family environment.

8 Waste Management Procedures

All materials falling within the category of "waste requiring collection and disposal with special precautions to prevent infections" are placed in designated containers.

All containers are delivered to a duly authorized disposal company. Operations are tracked and recorded on the RENTRI platform in accordance with current regulations.

Waste comparable to municipal waste is disposed of in dedicated containers supplied by the Municipality of Rome.

SECTION FOUR
Protection and Verification Mechanisms

In order to ensure effective user protection, Management has identified procedures for handling and resolving complaints—regardless of the form in which they are submitted—through the drafting of a specific procedure.

1. Complaints

Villa Maria Pia guarantees verification of the implementation of improvement commitments and quality standards through an annual report covering both the results achieved and the reasons why certain objectives may not have been attained, as contained in the Management Review.

Users may complete a form to report service deficiencies and complaints and submit it to the social workers, who will share it with Management. If the complaint is substantiated and not anonymous, Management undertakes to respond promptly, keeping the user informed should the matter not be immediately resolved.

2. Verification of Commitments and Organizational Adjustment

Report on the Status of Standards

Villa Maria Pia guarantees verification of the implementation of improvement commitments and quality standards through an annual report covering both achieved results and the reasons for any unmet objectives.
The report prepared by Management will be discussed with staff and made publicly available. Its purpose is to assess performance and ensure continuous improvement in service quality through monitoring and verification of quality factors and standards.

User Satisfaction Surveys

Villa Maria Pia guarantees the implementation of user satisfaction surveys through questionnaires, studies, and direct observations. Results will be shared with users and stakeholders through the website.

Effectiveness and Efficiency Within the Facility, available resources are used rationally and carefully in order to achieve the best possible outcomes both in terms of user satisfaction and staff fulfilment.
Facility Management undertakes to adopt suitable measures to achieve these objectives..

Fundamental Functions

Facility Management guarantees users the following fundamental functions:

- Information
- Reception
- Protection
- Participation

These functions are ensured by the Responsible Physician through the relevant offices. Activities are directed both externally (providing information to users) and internally (evaluating the efficiency and effectiveness of services).

Information

The information function is carried out by the Responsible Physician or delegated staff. This function ensures that users (patients, guests, or family members) receive complete information regarding the services, activities, and treatments offered by the Facility.

Hospitality

Hospitality within the Facility is handled by nursing staff and social healthcare operators. These staff members ensure appropriate reception within the Facility 24 hours a day. They are capable of establishing a relationship with users that reduces discomfort and enables them to express needs, while listening to and understanding their expectations and requirements. They ensure user reception at all times of the day.

Protection

The user protection function is implemented through the following tools:

- The Administrative Management, which undertakes initiatives aimed at resolving any service deficiencies, receives complaints, and ensures corrective action;
- Regulations governing the procedures for receiving and handling reports and complaints;
- Periodic meetings for healthcare risk management and adverse event management (CO.VA.SI. – Claims Evaluation Committee).

Participation

The Facility's Administrative Management intends to implement initiatives aimed at promoting interaction between the Institution and users. It also supports the presence and activities of Volunteer Organizations and User Rights Protection Associations within the Facility.

Participation is implemented through the following measures:

- •provision of adequate spaces for Volunteer and Protection Associations;
- Development of operational projects aimed at adapting the Facility and services provided to users' needs;
- periodic surveys of user satisfaction regarding services.

Visitor Access and Leave Permissions

Visitor access is by appointment only and must be authorized in advance by the ward physician.

Visiting hours are as follows:

- from 2:30 p.m. to 5:30 p.m. during the winter period;
- from 3:00 p.m. to 6:00 p.m. during the summer period.

Public Holidays:

- from 10:00 a.m. to 12:00 p.m.;
- from 2:30 p.m. to 5:30 p.m. during the winter period;
- from 3:00 p.m. to 6:00 p.m. during the summer period.

Visitors must behave respectfully toward the peace and quiet of Guests; therefore, large groups and visits extending beyond visiting hours are not permitted.

Visitors are not allowed access to patient rooms.

Visits by children under 12 years of age are not permitted (Art. 5 Regional Law No. 39 of 14/09/1982). Any exceptional permissions may be requested from the Medical Director (or responsible physician), who may authorize access (excluding inpatient areas).

Dogs and other animals are not permitted.

Leave Permissions

As a rule, leave permissions are not granted before 15 days from the beginning of therapy.

After 15 days, the referring physician may authorize leave, usually lasting a few hours, if deemed useful for implementation of the therapeutic/rehabilitative program.

For certain conditions involving specific problems (such as substance addiction), dedicated protocols and regulations apply.

Annex 1 to the Service Charter: INPATIENT REGULATIONS

These "Inpatient Regulations" are provided to patients during admission in order to inform them about the rules of conduct and recommendations listed below:

1. Visits, during the hours and according to the procedures established by the Facility, will only be permitted to close family members (parents, siblings, spouse, children) and to specific individuals designated by the care team; visits will not be allowed during the first 7 days of hospitalization, except in cases of specific needs established by the medical team. In all cases, the patient's wishes regarding the persons to whom information about his/her health status may or may not be disclosed will be respected.

2. Leave permissions (either alone or accompanied by family members) will not be granted during the first 15 days of hospitalization except for documented needs and upon authorization by the medical team; thereafter, any possible leave will be carefully evaluated in advance by the medical team.

3. Guests must not take any medications other than those administered by nursing staff in order to avoid harmful interactions. Possession of any medication is prohibited. Any medications in the patient's possession at the time of admission must be handed over to the medical staff conducting the admission procedures or to the ward nurses, who will inform the medical team.

4. The use or possession of narcotic substances, substances of abuse, and/or unauthorized medications within the Facility or during leave periods will result in immediate termination of hospitalization. It should be noted that anyone who sells, offers, distributes, trades, transports, procures for others, sends, delivers, or transfers narcotic substances commits an offense punishable under Article 73 of Presidential Decree 309/1990. Drug tests may be carried out during hospitalization according to indications from the medical team, including random testing. Verification of continued abstinence from substance use forms part of the assessment of adherence to the therapeutic program; refusal to undergo a drug test also constitutes a violation of these Regulations.

5. During hospitalization, attendance at rehabilitative group activities within the Facility is mandatory.

6. It should be noted that injuries committed with violence or threats against healthcare and social healthcare professionals, as referred to in Article 61 no. 11-octies of the Italian Criminal Code, are prosecutable ex officio. Aggressions against healthcare personnel therefore require mandatory reporting to the Judicial Authority, even against the wishes of the injured party. Medical staff are institutionally required to document such incidents. This also applies to violence or threats directed at other patients and/or persons present within the Facility; in such cases, family members and support administrators of the victim will also be informed (where authorized by the patient).

7. It should be noted that **sexual relations** are prohibited both inside the Facility and in external areas, also in order to prevent sexually transmitted diseases. Reports of inappropriate and/or promiscuous sexual conduct may, following medical evaluation, result in testing to exclude the possible contraction or spread of sexually transmitted diseases. Should test results prove positive,

healthcare professionals are required to report the results to the Ministry of Health for the initiation of health surveillance procedures.

8. It should be noted that the Facility includes a large park area and, to avoid trips and falls, appropriate footwear must be worn; open-back footwear is prohibited.
9. Guests are required to comply with personal and communal hygiene standards and to cooperate with staff in maintaining the Facility premises in optimal cleanliness conditions.
10. It is prohibited to bring bottles, glass objects, or any blunt or sharp objects that could cause harm to oneself or others (e.g., knives, scissors, nail clippers, tweezers, or pointed objects).
11. Nursing staff (with the possible assistance of additional personnel) must be permitted, in the presence of the patient, to inspect luggage and personal belongings brought at admission and, at the Facility's discretion, during hospitalization. Objects considered dangerous to the patient or others will be taken into custody.
12. Smoking inside the Facility premises is strictly prohibited.
13. For reasons of decorum, aesthetics, and hygiene, hanging laundry or other items from windows is not permitted.
14. Since the Facility provides meals according to a menu specifically designed for guests, only limited quantities of individually packaged products, bottled mineral water in plastic bottles, and boxed juices may be brought in. Perishable foods are prohibited. For specific dietary concerns, the referring physician must be consulted
15. The Facility is not responsible for theft or damage to personal belongings caused by other inpatients; guests are advised not to keep valuables or cash beyond what is strictly necessary.
16. Guests are required to respect and take care of the Facility premises and furnishings and may be required to reimburse the cost of any damage caused.
17. Televisions will be turned off at the end of the first evening television program.
18. Receiving packages delivered by courier is prohibited, except in exceptional cases of documented necessity (subject to authorization from the referring physician with written notice to the porter).
19. The use of mobile phones is prohibited during meals and at night. Chargers must be handed over to ward staff, and charging may only take place during nighttime hours.
20. It is prohibited to take videos or photographs in any internal or external area of the Facility, including by mobile phone.

For SRP Villa Maria Pia

PHYSICIAN'S SIGNATURE PATIENT'S SIGNATURE