



Service Charter

HOSPITALITY SERVICE FOR ASYLUM SEEKER INTERNATIONAL PROTECTION

Spazio Aperto Soc. Coop. Sociale

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1. INTRODUCTION AND AIM OF THE DOCUMENT

The service charter is the instrument with whom the people are informed about the service's characteristics.

Also it represents, a means of protecting user rights and the possibility, by the latter, to be able to evaluate the quality of services.

In compliance with current legislation, the fundamental principles of this document are: **equality, impartiality, continuity, right of choice, participation, efficiency ed effectiveness.**

This document about the services of "Migrant Reception" of the society "Spazio Aperto Società Cooperativa Onlus" has been drafted by the Area Manager.

The charter will be updated periodically during important changes about the organization of the area.

2. HISTORY OF THE AREA AND CONCERNING SERVICES

In 2014 the society "Spazio Aperto Società cooperativa Onlus" started the process for foreign citizens requesting international protection in the Hotel "Garda Lake Touristic Center".

The Agreement signed with the Prefecture of Verona provides that the cooperative done exclusively services about "cultural mediation", and specifically linguistic mediation, assistance in the process of requesting international protection, delivery of pocket money and health care. In this process, the cooperative is defined "Cultural Mediator Manager", then, the hotelier in charge of everything concerning food and accommodation, is defined "Subject Hotel Manager".

In the years 2015, 2016 and 2017 the cooperative increase this type of activities in many hotel structures and housing units, untill 02/05/2017, when the first structure is opened and the total management of the service is assumed by "Spazio Aperto". This structure is defined "Casa Iride": it is an independent house with a garden divided into two residential units intended for the hospitality of women and children.

The reception service at Casa Iride is "accompanied" by a project presented and approved by the "San Zeno" Foundation. This project begins in November 2017, lasts two years and aims to provide a structured path to achieving autonomy for vulnerable women and mothers.

From 2021, the responsibility for managing all the performance about the agreement has been extended to all the centers of "Spazio Aperto" cooperative.



3. MISSION AND GOALS

As part of the aforementioned service, the undersigned cooperative carries out the planned health, educational and recreational interventions in a way that allows it to maintain the physical, mental, emotional and relational capabilities of the guests and to promote their autonomy as much as possible.

We also provide the necessary assistance, also taking into account the spiritual, physical, psychological and social needs of each person, trying to encourage, in full respect of personality and individual freedom, relationships between the users themselves, with their family (where possible) and with the host territory. Throughout the Reception process, particular attention is paid to the psychophysical evolution of the guest, to try to prevent marginalization, loneliness and inaction, through behavioral methods that contribute to maintaining industriousness and social relationships.

All this being said, it is traced through the Quality Certification Procedure for the hospitality service. Through the procedure, forms are prepared which make all the services provided traceable and which can be immediately consulted in the event of periodic checks by the Prefecture or other certifying/verification institutions.

4. THE STRUCTURES

Currently, the Immigration Area of the "Spazio Aperto" Cooperative includes 4 macro reception structures:

- "Antico Termine": collective center consisting of 150 places in convection;
- Widespread Reception Service: reception in housing units in the municipalities of Bussolengo, Sona, Mozzecane, Valeggio sul Mincio, Arcole e Montecchia di Crosara for 95 places under agreement;
- "Hotel Turismo": collective center consisting of 39 places under agreement for holders of temporary protection and for applicants for international protection;

The distinction between "collective centres" and "housing units" reflects and responds to the needs of the client (Prefecture) and entails, within an intervention framework and a common operational methodology, centered on supporting people in meeting their material needs and intangible, some differences in the provision of initial reception services.



5. RECIPIENTS AND ACCESS MODE

Access to the facilities is permitted exclusively to citizens and foreign citizens in a state of "indigence" who intend to apply for international protection or who are holders of temporary protection, and takes place exclusively upon dispatch from the Prefecture of Verona.

The hospitality continues until the end of the "application for international protection" in accordance with national and international laws regarding "request for asylum".

The process may also be interrupted due to the revocation of reception measures by the prefecture itself in the event of serious violations of the **Regulations of the identified reception structure** or of national and international laws.

6. ORGANIZATION OF THE SERVICE

6.1 Work team

The Immigration Area of the Spazio Aperto cooperative is organized and managed as a whole by a multi-disciplinary and multi-professional team with differentiated skills and specific roles. It is so composed:

- 1 Responsible for the immigration area;
- 4 operational unit coordinators, one for each macro-service;
- 5 hospitality operators and educators;
- 2 social workers;
- 2 psychologists;
- 3 auxiliary operators;
- 1 nurse
- 1 doctor
- 1 cook

6.2 Offered services

The services relating to the Cooperative's Immigration Area provide their activity **24 hours a day, 7 days a week and 365 days a year**.

This is to meet the needs of the Sending Institution and the hosted beneficiaries. The reception path guarantees the people welcomed activities about:

a) First welcome - aimed at providing general assistance to the person (food, accommodation, laundry services, supply of basic necessities...)

b) Legal assistance – aimed at providing legal guidance on international protection and



migration law and providing support for the submission of the application for international protection and the renewal of the residence permit. The service also guarantees information on human trafficking and the reporting of vulnerable situations to the appropriate competent offices.

- c) social health assistance** - aimed at evaluating individual personal situations and possibly reporting them to the Referring Doctor in order to identify and activate the most appropriate assistance and treatment paths. The service guarantees the evaluation of any reporting situations and the reporting of the same to the competent local services.
- d) social and educational assistance** – aimed at supporting migrant citizens in the process of social integration by providing information on the Italian school and work system and supporting them in completing the main bureaucratic procedures necessary for the use of services;
- e) linguistic and cultural mediation** - the linguistic-cultural mediation activity is constantly guaranteed to facilitate the relationship and communication - both linguistic (interpreting) and cultural - between the individual beneficiaries, the reception project and the territorial context (institutions, local services, citizenship). To this end, the service can count on a dedicated staff of employed operators capable of operating in both vehicular languages (English and french), both in Ukrainian and Arabic languages. If necessary, we have a network of external consultants capable of operating in numerous other less widespread languages (for example Bangla, Tigrino, Edo, Urdu, other African idioms);
- f) psychological support** - it is guaranteed to all beneficiaries of reception facilities who request it. Support can also be activated at the request of the team (in agreement with the interested party), if it deems necessary and provides supervision activities to the team itself also with reference to individual cases. The service, in collaboration with the social worker and the Center Management, also deals with identifying and reporting any situations of vulnerability to the competent local services;
- g) support for learning the italian language** - the service provides support for enrolling in “CPIA” courses for learning the Italian language, both internal courses.



7. OPERATION METHODOLOGY

Objectives linked to the choice to adopt a Quality System

The main objective linked to the choice to adopt a Quality control system is linked to the desire to put the person at the centre, whether it is the user of the service or the operators responsible for the service or management.

1. **Put the users at the center**, as a person, it means thinking of the service you are offering as something in continuous improvement, which must be able to **respond to the needs expressed**, but also to meet and prevent the unexpressed ones, through:
 - a continuous needs analysis work,
 - satisfaction verification,
 - update on new procedures and research progress.

The application of the quality system to the methods of providing the service implies their careful control and evaluation, to guarantee a certain level of offer and to constantly monitor where and how to make further improvements.

2. **Put the operators at the center** at a person, it means guaranteeing him the possibility of relying on **clear and verifiable procedures**, which give the opportunity at any time:
 - have a point of reference (responsible) within the work group;
 - know how to manage certain events, both relating to ordinary management and extraordinary ones;
 - detect the emergence of any problems and intervene appropriately.

Furthermore, the application of the Quality System, with a view to verifying the effectiveness of the service, from the point of view of the operators, also implies an activity of detecting their level of satisfaction and sharing of the mission, so that feel like participants and not mere executors of their tasks.

3. Offer the guest all the services that guarantee full **valorization and respect for the person**
4. Establish a series of activities and initiatives aimed at involving the guest and family in the **management of the facility**
5. act in such a way as to pursue and achieve **continuous improvement** in the provision of the services offered.



INDICATOR	DESCRIPTION	EXPECTED VALUE
Accessibility to information	Pagina web, posta elettronica / posta elettronica certificata, uffici amministrativi e sedi U.O., telefono/fax, posta ordinaria.	Accessibility guarantee through all the planned channels
	Translation of the regulation and legal information into English, French and Ukrainian	Document translation update within 1 week of the edition. Italian
	Activation of linguistic mediation in Urdu, Bengali and African dialects	Within three days
Transparency	Service charter update	Annually or as needed
User involvement	Meeting with users	At least one meeting a year
Punctuality and timeliness	Maximum response time to complaints and requests for information	5 working days
Service delivery	Regulation	Applied fully
	Repair of the technical fault that causes the interruption (natural causes of force majeure etc. are excluded)	At least 1 day
	Preparation of user folder	Within 2 days of entry

The standards established by the agreement with the Prefecture of Verona are also monitored.

8. COMPLAINTS

In guaranteeing the protection function, the Cooperative offers the user the possibility of filing a complaint following a disservice, act or behavior that has denied or limited the usability of the services.

Complaints can be submitted by writing to spazioaperto@allcoop.it or by sending a letter to SPAZIO APERTO SOC. COOP.VA SOCIALE ONLUS via P. Vassanelli 11 – 37012 BUSSOLENGO (VR).

The manager who receives complaints, objections and observations brings them to the attention of the management of the cooperative who formulates the necessary responses within the established timeframe.



For further detailed information on the structures, activities and services provided, they are provided by the area manager:

Dott.ssa Rizzi Eleonora
(Immigration Area Manager)

Receives by appointment by writing to:

eleonora.rizzi@allcoop.it

or calling the number phone:

3476814466

or at the administrative offices of

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