



Certificato n° 1243



Società Servizi Riabilitativi
S.p.A.

Affiliated with ASP Messina

THE SERVICES CHARTER

January 2024 edition

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

1. THE SERVICES CHARTER

This document, developed in compliance with the reference legislation, explains the type of services provided, the organisation available to them, the methods of access, verification and protection guaranteed to the users of the services with a view to the principles of transparency and participation.

2. WHO WE ARE - INFORMATION ON THE ORGANISATION

The company, established on the 11/08/2000, accredited on 3 July 2014, has as its object the management of health and health-integrated services.

Considering all of the above, the company proposes to carry out the following activities, both in direct relations with users and under agreements with competent bodies and organisations in the healthcare and healthcare-integrated sectors:

- 1) Establishment, promotion, organisation on its own account and otherwise, of residential, home and semi-residential health services for the physically and/or mentally handicapped, the elderly, sufferers of drug addiction with particular reference to the field of rehabilitation.
- 2) Creation of specialist medicine outpatient clinics for prevention, diagnosis, treatment and rehabilitation.
- 3) organisation and management of services of socio-medical-psycho-pedagogical teams and school medicine.
- 4) organisation and management of specialised, rehabilitative, home care and treatment services and/or at hospitals, nursing homes, homes for the elderly, minors, the physically and/or mentally handicapped, sufferers of drug addiction, etc. as well as in all integrated spaces in the various sectors (schools, transport, leisure, integrated holidays, cultural entertainment).
- 5) provision of services in immediate support of the above-mentioned activities.

ADMINISTRATION AND CONTROL

The company is currently managed by a Board of Directors consisting of three members, and controlled by a Board of Auditors consisting of five members, three of whom are full members and two alternates.

The Board of Directors is composed as follows:

DOMENICO ARENA Chairman
CARMELO GALIPO' Director
CARMELO CAPORLINGUA Director

The Board of Statutory Auditors in office is composed as follows:

DANIELA RUPO Chairman
VITTORIO CUSUMANO Standing auditor

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

LUIGI VITTORIO NATOLI Standing auditor
CARLO VERMIGLIO Alternate auditor
VALERIA NACITI Alternate auditor

Administrative Management, Accreditation Manager and Quality Management System Manager:
Dr. PAOLO MAGAUDDA

Health Management:
Dr. ANTONIO EPIFANIO
ASSETS AND FINANCES

Share capital in Euro: 120,000.00.

MEMBERS

SISIFO - Consorzio Cooperative Sociali a r.l. owns 100%.

WHERE WE ARE - CONTACTS

The legal and administrative headquarters are located in MESSINA, via Stazione Contesse 63, cap. 98125, tel. 090/6783589 - 090/622109 - fax 090/625256 - e-mail: info@ssrme.it - Pec: ssr.spa@pec.ssrme.it - Website: www.ssrme.it

Outpatient Clinic Barcellona Pozzo di Gotto: Via Caduti sul Lavoro 35
Outpatient Clinic Tel. 090/9799869 - Fax 090/9707759
E-mail outpatient clinic: ambulatorio.barcellona@ssrme.it

Outpatient clinic Nizza di Sicilia: Contrada Olivarella snc
Tel. and Fax Outpatient Clinic 0942/701572
E-mail outpatient clinic: ambulatorio.nizza@ssrme.it

Outpatient clinic Capo d'Orlando: Contrada Santa Lucia snc
Tel. Outpatient Clinic 0941/913280 - Fax 0941/903155
E-mail outpatient clinic: ambulatorio.capodorlando@ssrme.it

Outpatient clinic Villafranca: Via S. Quasimodo snc
Tel. and Fax Outpatient Clinic 090/3697839
E-mail outpatient clinic: ambulatorio.villafranca@ssrme.it

Outpatient Clinic Patti: Contrada Santo Spirito snc

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

Tel. Ambulatory 0941/240154 - Fax 0941/243263
E-mail outpatient clinic: ambulatorio.patti@ssrme.it

Outpatient clinic Mistretta: Contrada Neviera snc
Tel. Outpatient Clinic 0921/766266
E-mail outpatient clinic: ambulatorio.mistretta@ssrme.it

Outpatient clinic Lipari: Contrada San Giorgio snc
Tel. and Fax Ambulatorio 090/3353002
E-mail outpatient clinic: ambulatorio.lipari@ssrme.it

The outpatient clinics keep the following timetable (subject to changes due to technical-organisational reasons of the individual clinics, which can be contacted at the telephone numbers and e-mail addresses indicated above):

Monday to Thursday from 8 a.m. to 6.30 p.m.
Friday from 8 a.m. to 2 p.m.
Saturdays from 8 a.m. to 2 p.m.

The telephone switchboard is in operation during all opening hours for information and reports.

3. SERVICES PROVIDED

Since August 2000, the A.S.P. (formerly A.U.S.L. No. 5) of Messina has established, through the stipulation of an agreement, to make use of the S.S.R. for the management of rehabilitation services and related activities pursuant to Article 26 of Law No. 833/78, such as:

speech therapy, neuropsychomotricity, psychological support, kinesitherapy/neuromotor rehabilitation

To access the services, users must contact the ASP directly, which is responsible for the diagnosis and definition of the intervention therapy (Individual Rehabilitation Project - PRI), any extensions, and the management of the waiting list. Once authorization for the Individual Rehabilitation Project (PRI) is granted, the patient, following the principle of free choice, can turn to the SSR, directly at one of the eight clinics in the province of Messina, to undergo outpatient or home rehabilitation. Since these services are provided in agreement with the ASP of Messina, no compensation is directly due to the operators. Therefore, all services provided are completely free. The company, by choice and corporate policy, currently does not provide services of a freelance nature for a fee, and as such, no specific tariff has been issued.

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

Rehabilitation activities are guaranteed by 150 operators. The company is organised according to the staffing standards for Rehabilitation Centres set forth by Regional Law no. 16 of 28 March 1986, which identifies all the members of the team: Physicians, Medical Director and Medical Specialist, Physiatrist and Child Neuropsychiatrist; Psychologists; Social Workers; Rehabilitation Therapists: Physiotherapists, Speech Therapists; Neuropsychomotricists (TNPEE: neuro and psychomotricity therapists of the age of development); Occupational Therapists.

The agreed rehabilitative services, both outpatient and home-based, have a standard duration of not less than 45 minutes, unless otherwise indicated in the Individual Rehabilitation Project (PRI). They are widely distributed throughout the province of Messina with the following allocation:

Nizza di Sicilia clinic: affiliated with half a module for a total of 19 daily deliverable services.

Messina clinic: affiliated with two modules for a total of 76 daily deliverable services.

Villafranca Tirrena clinic: affiliated with half a module for a total of 19 daily deliverable services.

Barcellona Pozzo di Gotto clinic: affiliated with one and a half modules for a total of 57 daily deliverable services.

Patti clinic: affiliated with one module for a total of 38 daily deliverable services.

Capo D'Orlando clinic: affiliated with one module for a total of 38 daily deliverable services.

Mistretta clinic: affiliated with half a module for a total of 19 daily deliverable services.

Lipari clinic: affiliated with one module for a total of 38 daily deliverable services.

Additionally, 8 home-based modules are affiliated, providing a total of 151 daily deliverable services throughout the provincial area. The contact person for contacts with the public is the social worker of each individual unit/ambulatory.

In addition to in-patient activities, both in the outpatient clinic and at the patient's home, telerehabilitation is guaranteed, upon formal request in writing by the patient or the person exercising parental authority in the case of minors.

At the time of taking charge, the SSR acquires consent for the processing of sensitive data, pursuant to Law 196/2003 - Privacy Code and EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data, and informed consent on the state of health for rehabilitation treatment (physiotherapy, speech therapy, neuropsychomotricity, occupational therapy). The responsibility for such acquisitions lies with the social worker for sensitive data and the specialist doctor (Physiatrist and/or Child Neuropsychiatrist) who takes charge of the patient, regarding consent on the health status and for specific rehabilitative treatment.

The user, or his/her legal guardian:

- he/she acknowledges and accepts both the type of treatment and its duration (as indicated in the PRI);
- he/she is requested to respect the maximum punctuality of treatment;

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

- he/she is requested to guarantee effective collaboration in compliance with the organisational requirements of the provider;
- he/she is requested to promptly notify the service of any occasional unavailability of services (whether outpatient or home care).

The patient and their family members are informed, at the time of the care assignment, that the specialist doctor is responsible for the treatments. They can always consult with the doctor for information regarding the care path, as well as for updates and adjustments based on particular needs or changes in clinical, family, personal, and/or work-related conditions that require a personalized modification of the entire care path. In this context, it is highlighted that within the team, there is always the presence of a psychologist. Besides providing support to the team, the patient, and their family members with appropriate personalized psychological support, the psychologist also plays the delicate role of counseling directed towards patients and families in managing and communicating "bad news" and/or in the challenging process of accepting the illness and its functional impact on daily life. The psychologist also engages in counseling for all healthcare professionals to minimize burnout related to the management of more complex cases.

CONSENT ACQUISITION

Upon Admission, SSR obtains consent for the processing of personal and sensitive data in accordance with the Italian Law 196/2003 - Privacy Code and EU Regulation 2016/679 concerning the protection of individuals regarding the processing of personal data: for this purpose, the Social Worker at the facility where the individual will be placed provides information on data processing and secures consent by having the patient, parents, or legal guardians (in the case of minors or incapacitated patients) sign a prepared form. The data processing information is also available to users on the company's website.

The Coordinator Physician of the team at the facility where the individual will be placed (child neuropsychiatrist for minors or physiatrist for adult patients), during admission, and whenever there are changes in the types of rehabilitation services assigned, ensures the acquisition of informed consent for the rehabilitation treatment. This is achieved through detailed discussions and information regarding the patient's health history, descriptions of the services to be provided, anticipated benefits, any potential risks associated with the care, and the methods involved. At the conclusion of the verbal explanation, informed consent for the rehabilitation treatment is obtained through the completion of a specific form, prepared by the same physician, summarizing the information provided to the user or the designated representative. This form will be signed by both the physician and the individual concerned or their representative.

INFORMING AND INVOLVING PATIENTS AND FAMILIES IN THE CARE PATHWAY

Upon admission, patients and their families are informed that the specialist physician is responsible for their care and is available for discussions regarding the treatment pathway. This includes updates and adjustments based on specific needs or changing family, personal, or work-related conditions that require personalized modifications to the entire care plan. Within the team, there is

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

always a psychologist who not only provides support to the patient, family members, and the team but also offers personalized psychological support. The psychologist plays a crucial role in counseling patients and families in managing and communicating "bad news" and/or in the challenging journey of accepting the illness and its functional impact on daily life. Additionally, the psychologist provides counseling to all healthcare professionals to minimize burnout related to handling the most complex cases.

The user or their legal guardian acknowledges and accepts both the type and duration of the rehabilitation treatment (as indicated in the Individual Rehabilitative Project - PRI drafted by the specialist physicians at ASP Messina).

They are kindly requested to actively collaborate in accordance with the organizational needs of the service.

They are encouraged to promptly communicate any occasional unavailability to receive the scheduled services (whether outpatient or home-based). Subsequently, they must sign the justification form for the missed service due to reasons not attributable to the service at the earliest opportunity.

They are encouraged to promptly communicate specific patient vulnerabilities to allow the organization to implement all the best practices aimed at ensuring the smooth progress of rehabilitative care.

They are obligated to strictly adhere to the scheduled treatment start times. Failure to strictly adhere to the scheduled treatment time, with a minimum standard duration of 45 minutes, may result in the inability to guarantee the service. Any potential recovery within the same week will be considered, but the patient's absence will be certified if not met. This condition is necessary to maintain the quality of the healthcare service and ensure optimal care for all patients taken in during the workweek.

HUMANISATION

The rehabilitation, outpatient and home care service, as a therapeutic tool, aims at man and the need to think of care as an act that respects overall physical, psychological and social needs, in accordance with the provisions of the World Health Organisation (bio-psycho-social model). The 'global' care of the user and his family (family care), by a single multidisciplinary team, differs from individual rehabilitation services. In fact, the team assesses the user's health conditions, residual recoverable abilities, needs, preferences, and environmental and personal factors, and aims at social inclusion through the recovery of autonomy in all spheres of daily life and the activation of the network of services, involving the person and his or her family, who are considered active participants in the process of taking charge. The agreed planning takes into account the organisation of work, the seriousness of the pathology, and considers the different needs relating to age, gender and particular health conditions and physical and psychological fragility. It also takes into account religious, ethnic and linguistic specificities.

Over the years, the rehabilitation activities carried out by the SSR have distinguished themselves by managing cases in an increasingly targeted manner, based on the specific pathology affecting patients. Several training courses were carried out for numerous operators to qualify in specific skills. Following this training, targeted rehabilitative care activities were progressively carried out

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali

Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832

Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

for individual pathologies, including the establishment of dedicated outpatient sections in some facilities. In Messina, the Piuma clinic was established for specialized care for preterm infants, and the Parkinson clinic for specific assistance with Parkinson's patients, equipped with the Walker View with Smart Gravity, a highly technological treadmill capable of reducing gravitational load and improving the ambulation ability of Parkinson's patients.

In both Capo D'Orlando and Barcellona Pozzo di Gotto, the Interactive Multimedia Whiteboard (LIM) is used to enhance the cognitive and interactive abilities of both adult and pediatric patients. High-tech devices such as the Virtual Reality Rehabilitation System (VRRS) and VRRS Compact are present in Messina, Barcellona Pozzo di Gotto, and Capo D'Orlando, allowing for customized neuro-motor, cognitive, speech, and postural rehabilitation programs.

In Villafranca Tirrena, Patti and Lipari, only VRRS Compact devices are available for cognitive and speech rehabilitation. Each facility has therapists certified as Behavioral Analysis Technicians (TAC) for specific rehabilitation of patients with autism spectrum disorder. All teams undergo periodic technical supervision by a Certified Behavioral Analyst (BCBA) in each outpatient clinic to identify any treatment-related issues, with special attention given to individuals with autism spectrum disorder.

4. FORMS OF PROTECTION TO GUARANTEE USERS

RIGHTS AND FORMS OF PROTECTION TO SAFEGUARD USERS

User Rights

- Right to freely choose the rehabilitation facility
- Right to clear and detailed information about rehabilitation treatments, possible outcomes, and any risks associated with care
- Right to clear and detailed information on the progress of the rehabilitation pathway
- Right to participate and be involved in the rehabilitation plan
- Right to discontinue the rehabilitation pathway before its conclusion
- Right to privacy
- Rights related to the treatment of personal data.

COMPUTER SERVICE AND ARCHIVING - PRIVACY PROTECTION

The data relating to users are processed and stored in accordance with current regulations, meticulously kept under the strictest obligation of professional secrecy and the right to privacy, in compliance with the provisions of the EU Regulation 2016/679 on the protection of individuals

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

with regard to the processing of personal data and the free movement of such data (GENERAL DATA PROTECTION REGULATION - GDPR).

Each user will be informed about the data processing procedures (privacy notice) by the on-site social worker and will provide their proper declaration (consent to processing). It is the responsibility of the SSR Management to ensure specific verification that this takes place in full compliance with the relevant law and with methods shared by the various operators involved in the service.

The data controller is SSR in the person of Mr. Domenico Arena n.q. as legal representative of SSR.

SSR S.p.A. has appointed as Data Protection Manager - DPO, SIAPA S.r.L., in the person of Mr. Sirna Grilleri Antonino (tel. 0941/703040; email: dpo@siapa.it; PEC: siapa@pec.siapa.it).

The data processing concerns the following categories of sensitive data:

- Personal data capable of detecting the state of health and has the following purposes:
- Performance of health activities aimed at protecting your physical safety and health.

Sensitive data are processed by the following subjects, exclusively for purposes related to the assignment and the role covered:

- B) Front office when accepting, printing and delivering and archiving data in the manner and within the timeframe provided for by the regulations in force;
- C) Socio-assistance and/or health personnel in the phase of executing and processing the activities foreseen in the rehabilitation activity phase and recording the results;
- D) Management in the project verification phase;
- E) Administrative staff during the service reporting phase.

For any information on the matter at hand, please contact the Health Management, Dr Epifanio, and/or the Administrative Management, Dr Magauda, at our offices.

DOCUMENT REQUEST

All patients, or those exercising parental authority in the case of minors, may request copies of their health documents, including attendance certificates, by appointment at the social service office of each individual clinic. The request must be formalised by submitting a written application.

5. QUALITY INDICATORS (Standard Quality Levels and Reporting Complaints)

The organisation of the Società Servizi Riabilitativi S.p.A. is committed to implementing a Quality Management System in compliance with the UNI EN ISO 9001 standard and to obtaining and

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali

Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832

Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

maintaining the relative certification, issued by a third party body that will annually verify the management, control and self-assessment capabilities implemented.

In defining quality objectives to meet the principles of customer satisfaction, effectiveness and efficiency of processes and continuous improvement, the following were taken into consideration as indicators of service quality

- compliance with maximum project activation times - treatment starts (7 days)
- the level of compliance of service procedures with what was agreed with the client (ASP) and the user (%Internal Checks with a Maximum Tolerance of 10% on Service Procedures)
- Staff reliability level (presence on duty > 80% of total working days; Continuous Medical Education monitoring)
- Technical and organizational support ensured by the Health Management and the Quality Manager for the smooth operation of rehabilitation services (approximately 100 hours per year)
- Ability to manage user complaints and/or reports (number of complaints less than 0.05% of the user base; complaint response time < 15 days)
- Adverse events monitoring.
- Hospitality of the facilities provided for rehabilitation activities
- Continuous, dedicated, and exclusive training, both in a traditional classroom setting and through theoretical-practical stages at nationally recognized Institutes, to enhance the specific training of all company employees in the sector.
- User satisfaction level (positive ratings > 80% on overall assessments collected; monitoring for each facility).

For further details, the annual objectives document is available, also on the company's website.

The analysis of data coming from the measurement and monitoring activities implemented, in relation to the pre-established indicators, will allow the Organisation to assess the effectiveness and efficiency of the work methodologies adopted and the level of service quality offered, as well as perceived by users, and to be able to take decisions and/or actions relating to the continuous improvement of service standards and management in general.

COMPLAINTS SERVICE OR MALFUNCTION

In order to ensure the protection of users in case of any malfunctions or failure to meet the established quality standards, a complaints service has been set up at each facility (where the appropriate form can be obtained) and at the administrative offices in Messina, to which users, family members or, in general, anyone who complains about an inefficiency can turn.

The staff in charge is available to users and their families during all service hours and has been instructed to receive verbal or written reports and/or complaints, for which a paper registration form has been provided, which will be communicated to the Quality Manager: this function, together with the Management and in collaboration with the Heads of any departments involved, will take action to resolve the reported problems as quickly as possible, providing adequate responses within 15 days or in any case within the timeframe envisaged by the provisions in force.

The strictest confidentiality is guaranteed as to the identity of the proposer.

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

On the company's web portal, accessible at www.ssrme.it, a dedicated section will be created regarding the standards of quality established by the company, the evaluation of data for user satisfaction verification, as well as all information related to procedures ensuring user protection in case of non-compliance with the aforementioned standards. Users will have the option to submit complaints through a specific form.

6. IN EVIDENCE

- In September 2017, an intensive training course on myelolysis was held for a group of company operators made up of two physiatrists, a psychologist and 5 physiotherapists, at the "MONTECATONE REHABILITATION INSTITUTE" Imola (BO), an institute of excellence at national level.

Thanks to the training course, with theoretical lectures flanked by practical exercises directly in the institute's rehabilitation departments and gyms, the trainees were able to perfect their diagnostic, therapeutic-rehabilitation and psychological support skills for the myelopathic patient and his family. This training has enabled us to better assist patients with spinal cord injuries (myelo-lesions) throughout the province.

- In 2018, approximately 30 operators were trained, obtaining the TAC certificate, with a specific course providing theoretical and practical skills in Applied Behavioural Analysis (ABA). This course enabled them to acquire theoretical and practical skills in the field of Behavioral Analysis, necessary to apply methodologically correct interventions under supervision in Applied Behavior Analysis (ABA).

- At two of our outpatient clinics, Barcelona and Capo D'Orlando, there is also the L.I.M. (multimedia interactive whiteboard). This is an interactive surface on which it is possible to write, draw, attach images, display texts, play videos or animations. It allows educational approaches that enhance the differences, potential and skills of each individual, favouring their individual educational success. A number of ad-hoc programmes have been developed, ranging from the acquisition of attentional processes, to more complex achievements such as learning to write and read, to more complex skills such as using the clock and money, to activities such as setting the table, doing the shopping and finally preparing a postal order. The guiding principle is error-free learning where a facilitating situation is organised in which no mistakes can be made. Many prompts (aids) are provided so that the child does not experience the frustration of making mistakes, making the intervention fun and highly motivating.

- At the end of 2019, the 'Feather Outpatient Clinic' was also activated at the Messina site. This outpatient clinic was set up to provide an answer and help to all the families who, after the birth of a premature baby, feel lost and lacking any useful support to be able to face the delicate path of growth of their fragile dream. The process of caring for children born preterm includes a series of early habilitative and rehabilitative interventions that aim to improve the quality of life of

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

these fragile patients. Treatment is planned on the individual characteristics of each newborn. The proposed model envisages a multidisciplinary intervention aimed at very early childhood, in order to 'spot' early the difficulties that a child may encounter, to prevent early deviations from consolidating into non-adaptive functioning patterns. Considering that early intervention is more effective if it involves the parents in a targeted manner, much attention is paid not only to the child's development, but also to the parent-child relationship, in order to activate increasingly targeted care and nursing strategies.

Early intervention is therefore planned with the aim of "promoting the child's health and well-being, enhancing emerging skills, minimising developmental delays, healing existing or emerging disabilities, preventing functional impairment and promoting adaptive parenting and overall family function" (Shonkoff & Meisels, 2000). In order to achieve these objectives, specific training was carried out for the entire team, consisting of a child neuropsychiatrist, a psychologist, two social workers, two neuropsychomotricists (TNPEE - neuro and psychomotricity therapist of the age of development) and two speech therapists. Everything is implemented according to the tried and tested 'Family Care' model.

- At the beginning of 2022, a dedicated outpatient clinic for parkinsonian patients was set up at the Messina site. This dedicated outpatient clinic was set up after specific training for four physiotherapists and three speech therapists at an outpatient rehabilitation centre specialising in the rehabilitation therapy of Parkinsonian patients and the purchase of a device, the Walker View with Smart-Gravity, a high-tech treadmill that allows a uniform and comfortable lifting force to be applied to the patient's body, lightening it by up to 80 per cent of its own weight.

Thanks to the pressure variation due to the weight reduction, WalkerView with Smart-Gravity allows patients to walk with a reduced load, thus without pain, and respecting the biomechanics of movement. Gravity control allows a revolutionary approach to the rehabilitation and training of neurological, geriatric patients. By managing the three fundamental parameters, body weight reduction, speed and inclination, regenerative processes are stimulated while maintaining or even increasing aerobic performance during rehabilitation.

- Given the importance of the use of technology in rehabilitation, the Società Servizi Riabilitativi decided to implement useful devices, with reference to the type of patients assisted and their distribution in the eight outpatient clinics throughout the province of Messina, to improve and qualify the care of its patients. From the analysis carried out, it emerged that the sector that could be considered the most is that of virtual reality applied to rehabilitation. The VRRS ecosystem for rehabilitation and telerehabilitation guaranteed by VRRS (Virtual Reality Rehabilitation System) technology was therefore purchased. This system makes it possible to provide patients with highly qualified skills that would otherwise not be available and to implement monitoring, follow-up and prevention paths. Many are the pathologies and consequently the patients who can benefit from the technological implementation provided by these devices. Among these certainly deserve special mention: Stroke and head trauma. Frail elderly (falls). Parkinson's disease. Child neuropsychiatric rehabilitation: cerebral palsy, developmental disorders. Rehabilitation activated through the neuromotor, cognitive, speech and postural modules. The following equipment was provided: 3 VRRS devices, for rehabilitation activities at the main outpatient clinics in Messina, Barcellona P.G. and Capo D'Orlando, (central centres). In the minor outpatient clinics (peripheral centres,

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control di Sisifo Consorzio di Cooperative Sociali

Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832

Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it



Certificato n° 1243

spokes), the endowment of VRRS COMPACT devices was considered, designed for outpatient environments and to provide and deliver rehabilitation services of a mainly cognitive and logopaedic type. Since March 2023, after specific training for a large group of operators (physiotherapists, speech and language therapists and TNPEE - Neuropsychomotricists), the devices have been active and used in a targeted manner.

The company invests significantly in the training of its employees, recognizing the value of highly qualified personnel.

This document is available in every clinic in hard copy format and is published on the company's website. It must be countersigned by the patient, legal guardian, or parents in the case of minors upon being viewed at the time of acceptance.

Società Servizi Riabilitativi S.p.A.

A single-member company subject to direction, coordination, and control of Sisifo Consorzio di Cooperative Sociali
Registered office: Messina, Via Stazione Contesse n. 63 - Share capital €120.000 Int. Vers. - REA 177884 - Cod. Fisc. e P. Iva 02 546 920 832
Tel: 090/622109 fax: 090/625256 mail: info@ssrme.it pec: ssr.spa@pec.ssrme.it