

CARD OF SERVICES

Center of first reception for Minors "Elom"

Via Manfenera 140, Palermo

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Structural dimension

The first Reception Centre "Elom" for foreign children is located in Palermo, Via Monfenera 140. The structure is allocated to 'inside of a building of five floors that facing along the entrance road and the parallel. The zone is located near Corso Tukory a few hundred meters from piazza Indipendenza, in a neighborhood with an accessible network of general services, social, health, educational, and recreational and cultural.

Near the entrance of the property is located a bus stop that allows the connection with the 'whole city. This thus allows user participation in social life of the territory, as well as the ease for any visitors to reach the hotel guests.

The organization of the interior spaces guarantees guests the maximum of usability and privacy, with particular regard to the maintenance and development of the levels of individual autonomy, guaranteeing the functionality of the activities that are carried out.

The dimensions and characteristics of the environments repropose characteristics and subdivision of the spaces proper to a shared hotel, with a sleeping area, living areas, toilets, dining room, living room and common spaces. All of the internal space of the rooms is disengaged from the entrance hall and interior corridors.

The boys are located in double bedrooms large enough to allow good accessibility to people in wheelchairs and privacy. Each room is equipped with toilet, one of which is accessible and dimensioned in such a way as to allow access to people in wheelchairs and equipped with equipment and spare facilities for disabled people. Even the dining room and common areas are adequate spaces and furnishings to guests' needs residents. The furniture consists of tables and chairs and related equipment for use by lunch.

To guarantee guests received the essential spaces for activities of the Community as well as individual ones, In addition there are common areas for collective activities and socialization, that is interior to the structure intended for moments of life together of people received with adults present in the same.

There are levels of spatial and organizational flexibility in order to promote, where practicable, the broadest possible participation from the guests to the preparation of the menu and the food and service at the table.

The care and attention solicitous addressed by the team to daily activities, order and cleanliness of the rooms, are in fact care and attention to the aspects of the self host.

The cleansing is an essential element and strength of the First Reception Centre. The products used in the detergent are all reduced environmental impact and natural base, so non-toxic and absolutely safe for all children; even the soaps used daily for cleaning them are made with natural emollients and dermo protective pH 5.5. All paper used is recycled eco.

The structure is supplied with a furnishings that create an environment, as far as possible, of familiar type. The bedrooms are furnished with ergonomic furniture for children, also have air conditioners to cold or hot air and heating system.

The table below provides the floor plan of the interior spaces

EDUCATIONAL RELATIONAL DIMENSION

The Center for Hospitality Primiissima "Elom" receives foreign unaccompanied children aged between 14 and 18 years. Children arrive in the region in emergency situations and for which requires the immediate offer of temporary residentiality, This is intended to allow the competent institutions to acquire information about subject and to decide on 'the social intervention to activate.

The child is received by reporting of 'Police Authorities, which has already provided of the reporting of names to the local social services of the municipality where insists the structure and to the competent Public Prosecutor at the Juvenile Court and the Judge protect.

The reception of the child in the structure of first reception can not be more than 3 months. The latter being in a situation of abandonment, in a foreign country than that of origin, the Center for Hospitality Primiissima has to perform an activity of residential care, but also to promote initiatives informative, allowing the child to gain knowledge of a linguistic, legal, administrative, which may facilitate its insertion on the Italian territory.

The Center for Hospitality Primiissima "Elom" is also committed to verify the state of health of the child through the use of the Regional Health Service, by performing the necessary treatment both at specific diseases which in the ordinary way in order to foster their normal and harmonious development.

Once the insertion of the child in the center of Primiissima Hospitality, we will institute a practice of reception according to the specific situation of the same taking charge. To make it less traumatic as possible the arrival of the boy, the welcome is one of the steps that the more it attenzionata. Considering this moment an important step and gentle to the boy, who finds himself in an alien to him.

The boys received will be guaranteed the use of furniture and personal ornaments, significant in terms of emotional and historical for the person, which may be used in accordance with rules and limits determined by the actual space available to each of them. In any case, these furniture and furnishings can not be a substitute for those provided by the Center for Hospitality Primiissima and must not endanger the safety of the children themselves, as for other people and for the home.

Everyone will be assigned their own space that includes the bed, desk and wardrobe; can also make use of the various spaces and common objects such as computers, stereo, DVD player, TV, games etc ... everything always after having the permission of the operator.

In a second step will be made a visit to the district that allows a knowledge of the surrounding environment and the services available.

An educational approach clear and shared

An educational project is clear and shared fundamental tool that allows operators to recognize the strong points and weaknesses of the boys received at the first Hospitality center "Elom". By personalized pathways is targeted the achievement, for the boys present in the structure, a good grade of autonomy compatible with their problems, necessary the social reintegration. The basic objective is to stimulate and enhance primary human resources which every person is the bearer, so that will acquire self-esteem, confidence in their own and others' ability and also the ability to relate to the world and to plan their future

The fundamental task for operators is to be particularly attention to the critical aspects analyzed, because, for those very serious, it is necessary to resort to the support of experienced professionals.

Our commitment is aimed at:

Establish a transparent relationship and mutual trust with the boys about the context in which is are starting from access in the center of Primiissima Hospitality and taking charge.

Provide accompanying explicitation of the rules and constraints of living in the center of Primiissima Hospitality (boys 14-18).

Treating the integration of the person in the new social context in an accompanying path to win the inner solitude, thus reaching the awareness of being loved. Help also to structure positive relationships where everyone is unique and unrepeatable, becoming, for this reason, wealth for others.

Request the acquisition of autonomy and the development of specific skills of each through personal care.

We offer to those who we accept not only a physical space but rather an area mental, emotional and personal. We provide the tools necessary to give birth to the new identity, it is up to the figures reference meaningful grasp the ways and tempos.

Rules of living in the Centre of first Hospitality:

The rules of the Center for first Hospitality "Elom" should be understood as an opportunity for growth and development of cognitive, emotional and behavioral welcomed the child and not as an educational tool-coercive or controlling behavior. The rules used to harmonize community life in the early days in the center, ensuring respect for all and of each child. It gives priority to the attention of the other by targeting each of the final rule, the maturation of each component of the center.

In this perspective, the minors received will be accompanied to the processing and understanding of the following rules:

- a. respect for people and the things around him;
- b. participation in community life;

The lower center's guests are required to respect the rules of common life, specifically:

is absolutely prohibited violence against persons and willful damage of things;

children have a duty to keep the community a dignified behavior, correct and responsible; to respect the educators and staff present in the structure as well as guests in their personal dignity and in their role;

children shall have the duty to respect the schedule of daily activities and to carry out their commitments with love and the spirit of the group;

meals are taken at fixed times, according to a fixed weekly menu for which any changes must be agreed with the operator and all guests. And 'the operator to define the beginning and the end of the meal, we eat together;

children shall have the duty to respect the environment and heritage of the community, if you use common tools or tools should be handled with care and cleaned before putting them back in place;

children have a duty to treat the hygiene of person;

we must pay close attention to everyday language and avoid profanity, insults, foul language and what else can hurt other people's feelings;

the vision of television programs is permitted, only with the authorization of the operator. The programs that will be seen, for the most part, should be chosen by the operator after consultation with the group of residents;

the vestimenta must be decent, not allowed to leave around out of order shoes and clothes or in rooms or other places in the center;

it is the duty of everyone keep clean and in good order their own bed, the wardrobe, the bedside table, the Footwear place;

medications are stored in a protected place where access is allowed only to operators;

For making it easier remember and understanding , these rules will be written and exhibited in the common spaces, after having communicated orally to children during the initial meetings of reception.

Respect of cultures and different memberships

The light of the present situation in Sicily regarding the phenomenon of 'immigration, considering the' large number of unaccompanied children in our area, the Center for Hospitality Primiissima can not underestimate this aspect, which provides for the 'reception minors from other countries to 'inside of its structure. It is therefore expected for operators specific training aimed at knowledge of different cultures according to a perspective of respect and acceptance of diversity, and it is exactly as this' optical that children living in the community are educated. The Center of first Hospitality is organized according to the rules and diversity of the guests cultur, adapting rhythms and eating habits if these differ from our culture.

In addition there is the collaboration with the different resources in the area such as the figure of the cultural mediator.

PROFESSIONAL DIMENSION

The guests Rights

The Center of first Hospitality "Elom" guarantees the following rights:

Equality: the services offered are based on the principle of equality of rights, grounded in its turn on the third Article of the Constitution, according to which all citizens have equal dignity

regardless of sex, race, ethnicity, language, religion, physical conditions and socio-economic;

Continuity: interventions are delivered a regular basis and continuously. Shall be adopted all necessary measures to avoid and / or to reduce the inconvenience caused by interruption or irregular operation of the services;

Fairness: operators are committed to carrying out their activities in an impartial manner, objective and relevant towards users;

Profitability Efficiency and Effectiveness: the services are offered paying maximum attention to the efficiency of its own action and its effectiveness in the implementation of projects;

Humanization: the central attention will be paid to the person with full respect for their dignity, whatever its physical or mental conditions, cultural or social. The operators are committed to conduct its business with courtesy, manners, respect and availability.

Through the strong regional network developed on the territory on which it stands Center Primmissima Hospitality "Elom" can offer guests the following services:

- medical assistance
- psychological support
- Cultural mediation Language Proficiency
- legal counseling

Privacy

An institution shall ensure the privacy of minors received in accordance with Legislative Decree 196/03. The data communicated by the service sending are kept into adapted local places that are accessible only adults or welcoming staff specifically assigned.

The identity description and sensible of the child is treated for purposes related to their reception in the center of Primmissima Reception and the realization of the individual care plan agreed with the Services referrers.

Between the leaders, educators, volunteers, other persons who relate with minors takes a continuous exchange of information absolutely needed for the performance of work assigned to them, information that need protection therefore in no way the data shall be disclosed.

Professional figures:

Inside the First Reception Centre "Elom" features a 'team of professionals with specific expertise:

- 1 Coordinator;
- 1 Social Worker
- 1 Psychologist
- 2 Educator

1 Ombudsman intercultural and language

1 Operator and / or legal counsel;

1 Orientatore

1 Janitor / Auxiliary

2 Operators supervisory

- One unit responsible for the direction and coordination with experience in Customer Service to the Minor, equipped with a Bachelors in the Class of the degrees in Sciences of Education and Training, or Bachelor's degree in Education, Psychology, Social Services or to discipline Umanisteche Socio Psycho-Pedagogical address with the following functions:

organization of the service and coordination of educators;

ensure and control the behavior of professional educators in terms of respect for the professional advice received, the rules of safety at work and for commitments and set times;

promote ethical and professional values that characterize the interventions;

ensure the quality and continuity of services;

regular contact and maximum collaboration with external institutions;

supervision.

N.1 Social Worker or Psychologist possess adequate Bachelors

N.2 Professional Educator that alternate throughout the day, and in possession of a degree of the Class of the degrees Sciences of Education and Training, as provided by the Ministerial Decree of 'university of science and technology research in the August 4, 2000. shall also apply courses Master Degree or specialization in Pedagogy, Psychology and humanities disciplines to address Socio Psycho Pedagogico.Scolgera Masioni the following:

Follow the unfolding of the daily activities of the boys in the structure ensuring the achievement of objectives.

roll out a logbook daily and quarterly reports of each child present in the property;

confront daily on its work on issues daily practices, to share theoretical arguments and

methodology, to exchange ideas, thoughts and initiatives in order to hear their membership in a working group;

participate in team meetings provided monthly.

N.2 Operators Surveillance, for the night, in the possession of appropriate title, Diploma course more appropriate training;

N.1 Orientatore, possess appropriate title, Diploma course more appropriate training or experience, or at least five years documented in the field;

N.1 Auxiliary, to be used as the cleaning of lodging and personal service of the guests in relation to their needs;

Intercultural and Linguistic mediator , in meeting the requirements set by the standard.

Lawyer or Legal Operator, possess adequate Graduate Diploma in Law or Political Science or similar and at least two years experience in the field.

DIMENSION OF QUALITY SYSTEM

The building structure, location and the presence of articulated spaces and diversified facilitate the development of life in the center of First Hospitality and relationship with the outside world in harmony with the needs of developmental age.

The excellent structural dislocation guarantees access to general social services, health, education and recreational and cultural.

The structure respect all the standards structural and organizational of social assistance services provided by the institutions of reference and which will ensure an adequate quality of life, provides all the conditions of plant safety and fire prevention.

The property is in satisfy the requirements of current legislation on construction, for sanitary, fire prevention, safety conditions of the facilities, elimination of architectural barriers. For the removal of architectural barriers Center Primiissima Hospitality uses a lift.

The Service:

The management of the interventions on minors guests of the Center for Hospitality Primiissima follow different steps:

Inserting on the First Reception Centre

The child is welcomed by means alert The Public Safety Authority, which has already provided of the reporting of names to the local social services of the municipality where insists the structure and to the competent Public Prosecutor at the Juvenile Court and the Judge protect.

At the "bridge structure", as soon as possible , the Mayor or his delegate, shall carry out the following actions:

- Require the completion of the identification of the person and the finding of minors to public security authorities that are responsible for this process;
- Check the actual status of unaccompanied;
- Obtain information on possible relatives in Italy;
- Inform on whether the minor is seeking international protection;
- Ensuring through local health facilities, health screening to protect the subject and the community.

After the completion of the above procedures, the Mayor (or his delegate) signals minors, through the implementing body, the Committee for Foreign Minors.

The Committee shall, through the technical secretariat of the National Programme for the protection of unaccompanied minors, to indicate the municipalities in which they are located on the host communities that have places available and that respond better to the need for protection and protection of the child that must be transferred.

The transfer is ensured by the "bridge structure" in the time and manner agreed with the municipalities of destination.

[The costs of the hospitality , including those transfers referred to in point 2 and point 4, both in the "bridge structures" in both the subsequent placements in the territory, accounted by the implementing body to the commissioner, are insured by the resources allocated pursuant to art. 5 Ordinance n.3933 of 13/04/2011].

Transfer: the end of the three-month stay at the center, children who do not have relatives in the country will be transferred to the community that will provide the identification second reception and processing of IEP (individual education plan)

The service and management are always under control thanks to the tab "Control path" (see table below).

control path

Activity

Output

Insertion of the Minor

Hospitality Centre

1

RS: Report to the Social Services the place empty at CPA

The output registered note sent by email or fax

2

RS: Receiving Position

Input note registered with the availability

3

RS: Organization pickup and accommodations requiring bed

AMM: Organization pickup and accommodation

4

RS: Entrusting Minor

Note outbound to the competent authorities; send copy AMM.

5

AMM: acquires acts note of entrustment

6

RS: opening of FDM

AMM: opening of FDM

insertion in FDM of the Annotation of entrustment

7

RS: Request of the decree of insertion

sending the request to the competent authority; send a copy to the President

8

AMM: acquires the acts the report of correction request insertion

Insertion of the note in FDM

9

RS: Reception Decree of Insertion

Sending by Fax the Decree to the president

AMM: acquires to acts the insertion Decree

Insertion of the decree on the FDM

10

RC: Explains the rules existing within the CPA

the Management Activities of the first Hospitality Centre

11

RC: Editing Turns and Replacement

Planning of turns

12

AU: Management of Purchases Order

Compilation and Transmit Form Orders on AMM.

13

AMM: Proceeds to the Order After completion of the Form

14

AU: Control of Merchandise Delivered

Acquisition invoice and delivery to the AMM.

15

AU: House cleaning / Preparation of Meals / Management Dispensa

RC:ascertain the correct execution of the activities of the AU and the ED.

AU / RC: Delivery weekly of invoices to the AMM.

RS / RC: They select New personal

AMM: in terview new personal

AMM: Acquisition of the documentation and transmission to the Employment Consultant for the Contract

AMM: Acquisition of of the signed contract

inclusion in the NAS document and contract of the New staff

AMM: verify weekly inspection

Filling out the form of Inspection Check

RC: Effectuate the payment of pocket money Weekly under indication of the AMM

Compilation of Receipt pocket money and send in AMM;

AMM: Prospectus pocket money is photocopied (Original in accounting, the copy sent to the municipality)

RC / RS: They communicate in AMM any critical issues for the smooth functioning of the Structure

Email, Phone Call

RS: Responsible of the Structures

FDM: The file of the Minor

AU: auxiliary

AMM: Administration

RC: Responsible for Community

ED: Educators

Collection the documentation: for each user is expected the opening of dossier that collect reports, documents, observation cards and Personal Folders and all that concerns the child to remain in the Hospitality Centre. Personal folder for each child received which will be constantly recorded all information and data concerning the minor and, in particular, the necessary data, the name and telephone number of the local authority who made the entry the name of the basic doctor, the temporary movements that involve overnight accommodation outside the Centre Primissima Hospitality, any requests received and any other relevant information. Below an example of a personal folder:

Date of birth

Fiscal Code

City of Birth

Address of Residence

Social Assistant responsible and related contact

Personal information of family members

Employment status of family members

Contact family members and / or tutors

Health condition of the child (diseases, allergies / intolerances, vaccines)

Basic medical referent

Eventual professional figures (psychologist, speech therapist physical therapist, psychiatrist, etc.)

Professional inclinations

In that regard the Hospitality Centre "Elom" is equipped with a computerized system for registration data and the aforementioned detection and the documentation of the processes of development of children received (computerized personal folder), able, also, to respond adequately to the obligation to inform the Region and the Province regarding the annual update of the database.

Logbook: fundamental instrument prepared regularly to record information regarding the progress of the days at the CPA.

Reports of Team: facilitates the formation of a historical memory of the service and allows you to organize effectively the work and to play.

Integrated presence of volunteering: there will be the possibility to receive people outside the structure which trainees, volunteers and / or other staff in the civil service or any other form of collaboration. These will have access to the Hospitality Centre as agreed with the coordinator of activities and following a training specific internal development agreement with the same coordinator. It is believed important their contribution, as acknowledged by a volunteer serious and constant quality essential to add to the professionalism of the operator.

Professionalism of the operators:

The operating staff has different professional figures such as to allow a taking in charge the minor in a multidisciplinary perspective, fundamental in the association of Periodicals interventions continuous training courses are designed to provide operators in time and date formats, and tools always adequate to cope the required work.

Moreover educators are evaluated according to the monthly card Evaluation Grid Monthly of Educators:

Monthly Evaluation Grid of Educators

Name and Surname _____ Month / Year _____

Vote*

Note

1) interacts with the children in an appropriate way, showing authority, firmness and proactive decision-making?

- 2) During his turns the boys have remade the beds, keep tidy rooms, respecting the assignments and rules?
- 3) check continuously between rooms to watch the kids, be careful waste of users and food during meals?
- 4) is constantly attentive to the condition of the bathrooms and the kitchen?
- 5) Prepares breakfast and supervise during the development of the duties entrusted to the boys?
- 6) Constantly monitors the deposit box of medicinesa dispensation, the kitchen closing between meals, the cassette of the money, the timetable of activities and administration of eventual therapies?
- 7) Informs timely eventual repairs or urgent purchases to operate within the structure?
- 8) Manages quite properly and precisely the purchase of bread, medicines and any other acquisitions?
- 9) Approaches the work with optimism and joy toward the children and colleagues?
- 10) Has fulfilled successfully to tasks assigned by the manager in a precise and timely manner?
- 11) Has carried out in a professional relationship with subjects outside the community?
- 12) Share any new initiative or choice decision with a direct supervisor?
- 13) Has initiatives that improve the state of the structure and the educational process of boys

* judgment

1 insufficient; 2 middling; 3 Sufficient; 4 Good; 5 excellent

Finally, the President of the Association verify every two weeks that the conditions of the structure are always in order according to the following form of internal Inspection Check

Form Inspection Check Community_____

Day/Mounth/Year_____Hour_____

Operators On duty_____n° minors who are present__

YES/NO

Note

Bedrooms

1) Beds in order?

2) Order in the clothing and personal effects?

3)Floor cleaning, under beds and above the cabinets?

4)Cleaning baskets, glass and serrande?

5)All perfectly intact and functioning?

6)Presence of lights turned on or TV or in the absence of other staff in the room?

living Room /

Studio and Common areas

7)Order and cleanliness in the premises?

8)Presence of lights turned on, TV, PC or other in the absence of staff in the room?

9)Cupboard of documents is closed under lock?

10)All perfectly intact and functioning?

Bathroom

11)The toilets, floors, sinks are clean and tidy?

12)The bath mat is clean?

13) There are clothes to be washed in sight? AND / OR from Lay?

14) The box of medicines is closed correctly?

Kitchen and Pantry

15) The pantry is locked?

16) The kitchen is locked ?

17) There are minors who cook ?

18) Inside the Pantry there is sufficient food?

19) All foods are in rule with the expiration date?

20) There are dishes to be washed?

21) There are meals preserved incorrectly?

22) There are enough fresh food in the refrigerator?

23) Freezer foods are labeled with the date of freezing before the expiration date?

24) There are bags of garbage? How Many?

25) Detergents are under lock?

Educators

26) Shall keep under review the boys?

27) During its turn have occurred particular problems?

28) The register of presence was compiled the date hereof?

Any other notes: