

ADVAR FOUNDATION
Home Care and “Casa dei Gelsi” Hospice



List of Services

2021



Dear Ladies and Gentlemen,

The **List of Services** has been designed as a tool to facilitate a direct and transparent relationship between those who offer services and their recipients.

It describes the offered services, the organization of the care paths and the quality that ADVAR is committed to guarantee.

It contains both the best ways to access the services provided by ADVAR and to express possible indications, suggestions or complaints that might help to meet the needs and expectations of those we assist, with growing attention and quality.

A copy of this list is available, as well, on our website www.advar.it

The President

Dr.ssa Anna Mancini

The Healthcare Manager

Dr.ssa Monica Cattaruzza

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ADVAR SERVICES

ORIENTATION AND CARE

ORIENTATION SERVICE

Able to address and support families about assistance options and care paths (consultancy is provided also for services offered by other subjects of the local care network).

HOME CARE

Our multi-professional team (doctors, nurses, care operators, psychologists, physiotherapists, social assistants, volunteers) at your home.

HOSPICE CARE

For assistance needing additional actions vs. home. Our multi-professional Hospice team works in synergy with the home care team.

PSYCHOLOGICAL SERVICE - Stays in touch with the patient and family along the entire care path.

HOME DELIVERY OF AUXILIARY TOOLS (hospital-like beds, wheelchairs, walkers, etc.) - Within 48 hours all what is needed will be provided.

SOCIAL CARE - Working with the community social care network, to meet specific needs.

“RIMANERE INSIEME”

Welcomes bereaved persons, independently of the death cause and also in the loss expectation phase, thorough individual meetings and self-help groups.

“RIM@NERE INSIEME IN RETE”

Offers online meetings and self-help forums, also for family survivors to suicides.

CONSULTING AT SCHOOLS

When losses hit school communities.

EDUCATION FOR TEACHERS, TRAINERS AND HEALTHCARE WORKERS - About loss and bereavement.

BIOGRAPHICAL AND AUTOBIOGRAPHICAL WRITING WORKSHOPS

Write about yourself after a grief, looking for new meanings.

OUR HISTORY

At the origin of ADVAR, founded in September 1988, there is the illness experience of Alberto Rizzoli, an urologist at the Treviso Hospital, who was struck still young by prostate cancer.

He lived through his disease while continuing to work as a physician, and his experience in the dual role of doctor and patient, experimenting two “opposed realities”, became a source for deep thoughts, along with his wife Anna Mancini, about an incurable illness and the terminal condition.

When, as the illness progressed, a resigned “*there is nothing to do*” ensued, it was clear that that was exactly the moment when “*there was a lot to do*”. “*To do*” means to assist and accompany the ill person until the end, in the medical, psychological, social and spiritual realms; it means to grasp their individuality and personality, in order to truly understand their needs and willing. The desire to be recognized, loved and cared for never dies, it is present even in the most detached and shut down patient.

As a result of these reflections, Anna, after the death of her husband, with a group of friends decided to create a voluntary, non-partisan, non-confessional and non-profit organization, with the aim of accompanying terminal oncological patients and their families at home, both during their illness and through the grief process.

The choice to operate in an home care setting, a difficult choice, born out of studies and assessments matured in other important and significant contexts as well, derives from the belief that remaining at home, when the conditions are favorable, allows the

patients to express their subjectivity with more emphasis, allows to maintain an intact decisional, planning and affective capability, which might be otherwise denied, and allows the family to be a part of the loved one's illness in a smoother context and with a more active and participant role.

In case the clinical, family or household situation does not allow to assist the patients at home, it is possible to utilize the "Casa dei Gelsi" Hospice.

The Hospice is a residential medical facility located in Treviso, in Via Fossaggera 4/c. The building consists of two floors and one basement area, with green lawns on all sides. The various parts of the facility are connected through a large colonnade, designed so that patient and family members can use it with wheelchairs as well.

The trees, "adopted" by families and friends, tell about relationships, endearment and shared stories... walking along the paths or lingering in the most reserved corner, near the small lake, allows to dip into the surrounding nature and to enjoy the beauty of the many plants and flowers which inhabit the park.

The home care experience has been significant both in the planning of the hospice structure and in the choice of furnishing. The intent was to reproduce the home ambiance as much as possible.

With this purpose, three tea rooms were designed, along with the living room-like verandas breaking the corridors, the living room with a large fireplace and the reading and music corners: those are all spaces warming like home.

The Hospice can accept up to 18 patients, housed in as many single rooms with bath, all of them opening up on the garden and a private space to spend time outdoors.

There is also the possibility for a family member or a friend to spend the night: every room is equipped with an armchair bed for the companion. Visits are open at all times for relatives and friends. The tea rooms are available for the preparation or warm-up of food and drinks.

Inside the facility, at the ground floor, there are two large multi-purpose rooms where cultural and educational activities take place: this allows the community to “enter” the estate and capture the meaning of its existence.

In this way, a connection is created that favors participation to the regular activities taking place: seminars, training courses, music, poetry and reading events.

The authorization to operate for the Hospice “Casa dei Gelsi” has been renewed by the Veneto Region, according to L.R. 22 dd. 16/08/2002, with deliberation DGR n. 12 dd. 03/02/2021.

MISSION

The ADVAR mission is to offer the patients needing palliative care comprehensive assistance at home or at the “Casa dei Gelsi” Hospice, with the goal of ensuring dignity and quality of life till the last minute.

Our “comprehensive care taking” means to provide response to that pain condition, investing all suffering people’s aspects (clinical, psychological, social and spiritual), named “total pain”, through a personalized journey respecting individuality and dignity.

The patient and family care is characterized by:

- being free, integrated and non-stop;
- being carried out by professional experts in palliative care;
- paying special attention to manage symptoms, pain for first, which is anyway a priority;
- ensuring integration, when needed, between home care and Hospice care;
- ensuring continuity of medical and nursing care 24 hours a day, 7 days a week;
- promoting integration with the Palliative Care network of “ULSS 2” (Public Healthcare Service Unit in Treviso district);
- offering a human and psychological support to the family both during the illness phase and in the grief process.

Furthermore, ADVAR promotes, by organizing plenty of cultural and educational initiatives, the knowledge and divulging of Palliative Care in the community, in order to foster social attention and deeper and more conscious respect of the dignity and uniqueness of each individual.

These initiatives are offered to the medical personnel, the volunteers and the community at large.



BASIC PRINCIPLES

INDIVIDUAL IS CORE

- Caregiving focused on the patient and his family, with respect of their values and their culture, without any distinction of gender, geographical origin, religion and political opinion.
- A relationship between the medical team and the patient based on effective communication, transparency and the sharing of the care goals.
- Attention to physical, psychological, social and spiritual needs of the patient.
- Support for the family through information sharing, listening, practical help and ongoing education.
- Privacy and personal data protection (any information and sensible data are handled according to the current EU Regulation 2016/679).

SERVICE QUALITY

- Continuity and intensity of care in order to minimize suffering and discomfort. High professionalism of all personnel, reached through a careful selection, an adequate training period and ongoing education.
- Team-working through exchange and collaboration between doctors, nurses, care operators, psychologists, physiotherapists and volunteers.

- Care continuity through the integration of home care and Hospice care with public healthcare services (hospital and community district), when needed.
- Compliance to all health & safety regulations, in order to protect patients, personnel and visitors.

TOTAL GRATUITY AND TRANSPARENCY

- The care offered to patients and families is fully free. Expenses are covered for about 40% by the Public Healthcare Service, with whom ADVAR has a contract, and for the remaining part by free donations.
- During the care continuum families are asked not to give any financial contribution and not to gift the personnel or the volunteers in any way, in order to be able to fully operate by equity and freedom principles.

ADVAR is partner of the Palliative Care network of “ULSS 2”
(Public Healthcare Service Unit in Treviso district) and has a contract with it, covering part of our expense.



HOW TO ACCESS OUR SERVICES

THE ACCEPTANCE AND ORIENTATION SERVICE

Taking charge of a patient contemplates a meeting via phone of the Orientation Service personnel with the patient and/or a family member or another person involved in caregiving, in order to understand the request and the priority of medical and assistance needs and to establish the appropriate care setting. During this meeting, ADVAR operators illustrate to the family members the features of our services.

The requests are analyzed and a graded list is established, communicating then the outcome of the evaluation - for taking charge of the patient at home or in Hospice - to everyone requesting the service.

It is possible to access the ADVAR care services by contacting Orientation Service on Monday thru Thursday from 09.00am to 05.00pm and on Friday from 09.00am to 03.00pm.

The Orientation Service also offers phone consultancy to whomever contacts ADVAR about:

- information for problems connected with the care of a sick relative;
- indications to connect with other services which are part of the palliative care network

ADVAR HOSPICE "CASA DEI GELSI" Via Fossaggera, n. 4/c, 31100 Treviso	ADVAR ODERZO SECTION Via Umberto I°, n. 111, int. 2, 31046 Oderzo
Phone 0422 432603 - 0422 358311 Fax 0422 432039 info@advar.it - www.advar.it	



HOME AND HOSPICE CARE

Both at home and in Hospice, ADVAR assists in an **integrated and ongoing** way individuals affected by illnesses for which recovery treatments are no longer possible.

In order to satisfy the needs of the patient and the family at best, the care approach is based on the experience of the **inter-disciplinary medical team**, that includes various professional roles, fitted for responding to specific necessities.

EXPERTS IN PALLIATIVE CARE:

Doctors, nurses, care operators, psychologists, physiotherapists, social assistants, volunteers.

The two teams, Hospice and Home care, keep **constant communication** between professionals and, when needed, with other external operators involved in the care (primary care physicians, specialists, social services...); the teams also operate with maximum **flexibility**, in order to be able to continuously redefine the care plan, based on the changes that each patient goes through.

Volunteers, selected and trained on an ongoing basis, are included in the care team when such a need is identified, provided that the patient and family agree. They accompany the sick person along his way, offering **an attentive and sympathetic presence**; they can provide help and support in the family daily activities, both during illness and in the grief process.

Another feature of our services is the guarantee of a **care continuity** in-home and/or residential, according to the needs of the patient and the family.

HOME CARE

ADVARE provides an in-home palliative care service which ensures to every patient:

- the assistance by a multi-professional team, made of doctors, nurses, care operators, physiotherapist, psychologist and volunteers, who will follow the patient both with regularly planned visits and further interventions when necessary;
- a specific individual and integrated care plan, that will meet the patient's and family's needs and that will be constantly updated;
- the provision, based on availability, of orthopedic health aids and other auxiliary tools which are mandatory for a better quality of life for the patients and the family members who care for them (hospital-like beds, mattresses to prevent bedsores, portable toilets, wheelchairs, walkers, etc.).

During the first home visit, the presence of the family member who will act as the main caregiver is required. On that occasion, that person will be given all contact details of ADVAR operators to be contacted for urgencies.

End of the home care process: it happens when it becomes appropriate to take the patient to hospital or to Hospice or to other structures like assisted nursing facilities, or even to entrust the patient back to the care of the primary care physician. This last case occurs after a significant period of clinical stability (3 to 6 months), upon agreement by the patient and the family.

Home care provides:

- planned social health interventions on weekdays;
- phone availability for urgencies:
 - ▶ Monday thru Friday: from 02:00pm to 08:00am of the following day;
 - ▶ during the weekends: from Saturday 08:00am to 08:00am of the following Monday;
 - ▶ on all bank holidays.

HOSPICE CARE AT “CASA DEI GELSI”

When necessary, the patients and their families are admitted into one of the 18 rooms of the “Casa dei Gelsi” Hospice, where the best hospitality is offered to them, so that their time at the Casa will be as comfortable as possible.

Admission to the Hospice happens when:

- the patient and the family ask for it;
- it is impossible to care for the patient at home due to: either absence or inadequacy of the home itself, or absence of at least a caregiver who can appropriately assist the patient;
- a temporary admission is suitable, while waiting for a different or more adequate placement (for example, return at home, possibly with a caregiver, or otherwise admission into an assisted nursing facility);
- a short admittance can allow the patients, already cared for at home, to overcome critical situations, difficult to manage at home but not severe enough to require hospitalization;
- it is necessary to provide temporary relief for the family from the care charge.

Every patient at the “Casa dei Gelsi” is ensured with:

- the ongoing presence of personnel - nurse and care operator - who assist the patient to address every care and relational need, focusing also on educating and accompanying his family members;
- the presence of doctors who have the clinical responsibility for the patient, manage the relationship with the family and guarantee nightly and holiday phone availability;

- an individual treatment plan that meets the patient's and family's needs and that is regularly updated;
- relational and psychological support to the patient and family;
- physiotherapy;
- single room with bath, bed linen, a refrigerator, air conditioning and a bed armchair for an eventual family member or companion, telephone, television, free wi-fi with open access (password is provided at the front desk); individualized decor of the room with personal objects is encouraged;
- food and beverage service: breakfast is served between 07:30 and 08:00am, lunch hours are between 12:00 and 01:00pm, dinner time is between 06:45 and 07:30pm, depending on the needs of each patient; all meals are served in the individual rooms but it is also possible to eat in the living room area; a family member/companion can consume a meal as well, upon reservation;
- possibility for a family member to stay in the room with their loved;
- visits are allowed Mondays thru Fridays between 08:30am and 06:30pm, during the weekends and on bank holidays between 09:30am and 06:30pm (after these times it is required to inform the personnel in charge);

Discharge: if the conditions of the patient allow it, there is the option to return home or to transfer him to other facilities but also the ongoing home care by ADVAR is taken into consideration.

As a further option, should the patient disagree with the above proposals, or for cases already followed by the Public Healthcare Unit, an agreement is made with the Palliative Care Community Service of ULSS2 to assist the patient at home.

ACCOMPANYING TO THE END OF LIFE

When it is necessary to accompany the patient until the moment of death, the most serene possible atmosphere is sought to be guaranteed. The commitment of the medical staff is also to support the family members until the death of their loved and to address them to the after-death procedures.

In collaboration with the Transplant Coordination Service of the Public Healthcare Unit ULSS 2 and the Foundation “Banca degli occhi”, there is an active project for corneas donation.

At our Hospice, family, relatives and friends can remain near their loved in the leave-taking rooms.

When death occurs at home, medical personnel support and accompany the family members and educate them about the after-death management. The body can be transported to the local morgue by the funeral agency chosen by the family or, if the family prefers, it can remain at home until the funeral, provided the environment is adequate.

In case the death occurs between 06:30pm and 07:00am of the day after, in the area served by the Treviso morgue, the body will be transported to the morgue after 07:00am the next morning, according to municipality regulation.

REQUEST FOR COPY OF MEDICAL RECORDS

Copies of medical records will be released, free of charge, within 10 days from the request submitted by those who are entitled to.



BEREAVEMENT SUPPORT

At ADVAR, the “Rimanere Insieme” (Remaining Together) team is available: it welcomes bereaved individuals independently of the death cause and it accompanies them through the grieving process.

This service is active in Treviso, Oderzo and Castelfranco and offers its free commitment of support in various areas:

1. SUPPORT INTERVIEWS

Spaces for individual and/or family listening and support about loss and mourning.

2. SELF-HELP GROUPS

Spaces for peer-to-peer self-help among people in the grieving process, with qualified facilitators.

3. RIM@NERE INSIEME IN RETE

(REM@INING TOGETHER ON THE NETWORK)

Online support service for individuals and self-help groups, for any kind of bereavement, all over Italy and open to expatriated Italians who need mother tongue support in their grieving process.

4. **SERVICE FOR SCHOOLS**

- **CONSULTANCY:** support intervention in bereavement emergencies hitting school communities, for teachers, parents and students;
- **WORKSHOPS FOR TEENAGERS:** dedicated to high-school grieving students, aiming at peer-to-peer support;
- **EDUCATION FOR TRAINERS:** annual workshop + on-demand meetings about loss and bereavement in the school environment, with the aim to raise the teachers' and youngsters' capability to face losses.

5. **EDUCATION FOR HEALTHCARE OPERATORS AND AWARENESS-RISING MEETINGS**

Training courses, on-demand meetings, webinars about grieving related matters.

6. **BIOGRAPHICAL AND AUTOBIOGRAPHICAL WRITING**

Permanent online workshops for a new sense research, after a loss, through writing.

7. **“PER TENERTI NEL CUORE” (KEEPING YOU IN MY HEART)**

Temporary and periodical group meetings, for grieving youngsters (15-19 y.o.).

RIMANERE INSIEME / Support life in the mourning time

Phone 0422 358340 - rimanereinsieme@advar.it

SERVICE QUALITY SURVEY

It is essential for ADVAR to measure the users' perception of our quality: the words spoken or written by the people who shared the process of assistance are an important feedback for personnel and an effective incentive to constantly improve service.

Whoever benefits from the assistance from ADVAR can make comments, forward complaints or offer suggestions.

If they feel it appropriate, patients, family members or visitors can write to the Medical Management at this address: Fondazione ADVAR, Via Fossaggera 4/c - 31100 Treviso or send an email to info@advar.it

The analysis of the mentioned cases and the related feedback will be provided within 30 days, depending on the specific raised issues.

Furthermore, two months after the end of Home or Hospice assistance, a questionnaire will be sent to the reference family member to evaluate the level of satisfaction regarding the care quality.

The filling out of this document will be helpful to improve our services.

SAFETY

Workers protection: as provided by D.Lgs 81/2008, our personnel is appropriately trained to intervene to protect the safety of the services users and visitors in case of need.

All personnel are undergoing medical screening, as provided by article 41 of the T.U. (national master regulation) about safety, through annual/bi-annual medical check-ups to regularly verify their health condition.

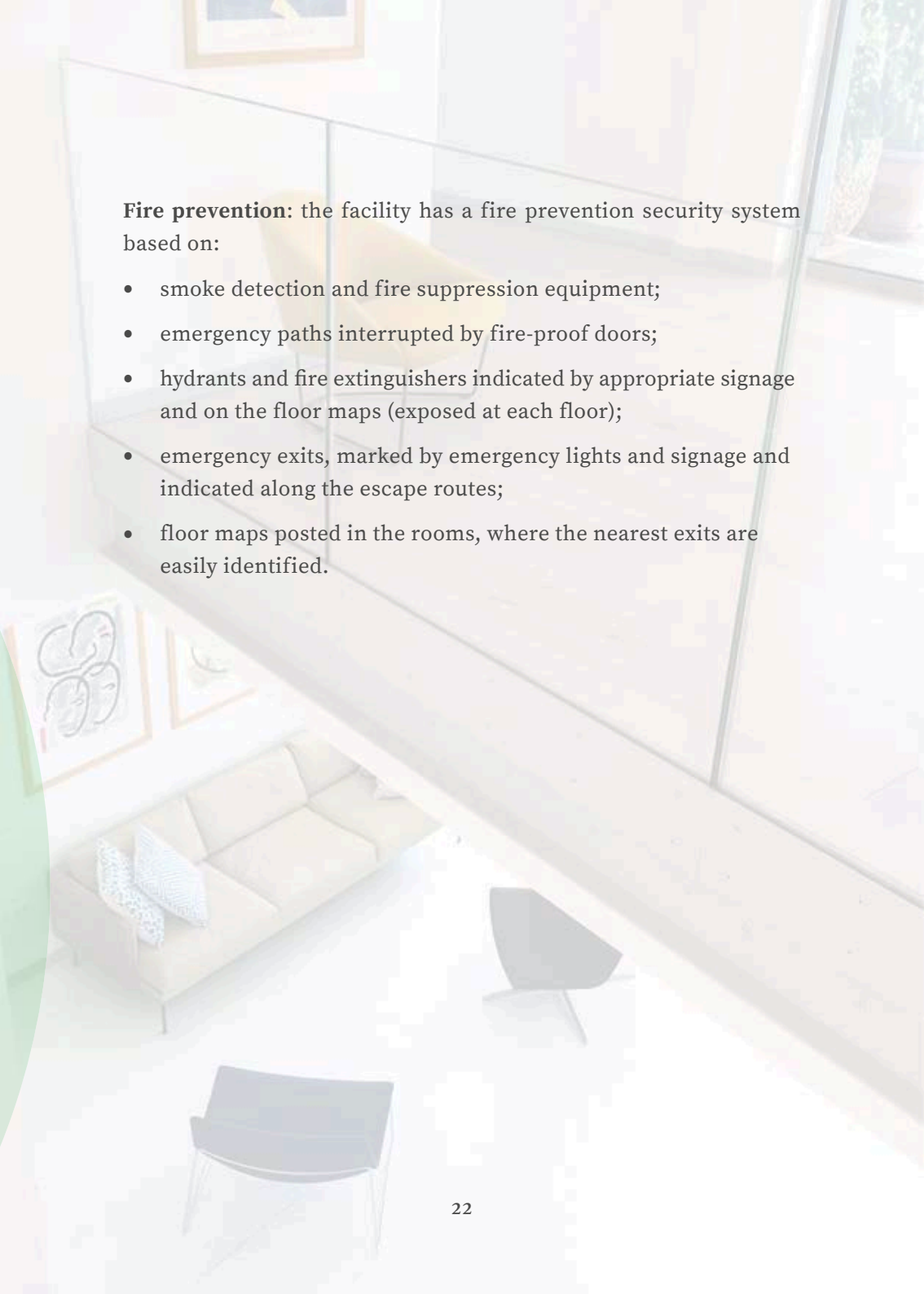
Medical equipment and company vehicles maintenance programs: all of the equipment utilized during the service provision are compliant with the current health & safety regulations and are constantly and periodically maintained following specific check, maintenance and revision programs.

The medical personnel travels with company vehicles which undergo constant check-ups and planned maintenance, in order to provide high comfort while driving and the highest degree of on-the-road safety.

Environmental quality: at the “Casa dei Gelsi” Hospice waste collection is differentiated, paying attention to recycling and disposal, in compliance with city and European regulations.

Water provided to the facility is periodically checked by endorsed companies (“Società Alto Trevigiano Servizi” up to the delivery point and “ISTIB” up to the faucets).

There is an equipment for air treatment, cooling and heating, while for electric power production the facility has a PV plant with a nominal capacity of 20KW.

The background image shows a bright, modern interior space. A glass railing runs diagonally across the upper half of the frame. Below the railing, there is a beige sofa with two patterned pillows. In the foreground, there are two grey chairs. The floor is light-colored, and the walls are white. There are some framed pictures on the wall.

Fire prevention: the facility has a fire prevention security system based on:

- smoke detection and fire suppression equipment;
- emergency paths interrupted by fire-proof doors;
- hydrants and fire extinguishers indicated by appropriate signage and on the floor maps (exposed at each floor);
- emergency exits, marked by emergency lights and signage and indicated along the escape routes;
- floor maps posted in the rooms, where the nearest exits are easily identified.

WHAT ENABLES FREE SERVICE

As mentioned above, one of the basic principles of ADVAR is gratuity, at the extension that families are required not to give any contribution, in any way, along the assistance paths: it is essential for us to be fully free to act in accordance with equity principles, in order to ensure respect of all our principles in fulfilling the mission.

So, what enables ADVAR to provide free service?

Our activity is partially funded by the local Public Healthcare Unit (ULSS 2), covering about 40% of working expense, and for the remaining part by private donations.

ADVAR, in facts, caters the needed funding to be able to offer free and excellent service, through an ongoing, diversified and diffused fundraising action, also supported by volunteers: for this scope, as well, the management policy is strongly focused on connection with the local community, to raise people awareness and sensitize them about Palliative Care, so that its promotion is favored by the community itself.

HOW TO SUPPORT US

- ✓ **As a volunteer**, giving your time
- ✓ **With a donation** at our premises
- ✓ **With a contribution** on postal account N. 1034778884
- ✓ **Leaving a legacy or a bequest** in our favor
- ✓ **With a wire transfer to: Fondazione ADVAR**
BANCA UNICREDIT - Treviso, Piazzetta Aldo Moro, 1
IBAN: IT 06 F 02008 12011 000023126849
BIC SWIFT: UNCRITM1A11
- ✓ **“Adopting the care”** through a recurring donation to:
Fondazione ADVAR
CENTROMARCA BANCA - Treviso, Via Selvatico, 2
IBAN: IT 19 Z 08749 12001 000000771238
BIC SWIFT: ICRAITRRKTO
- ✓ **GIVING US YOUR 5X1000**
Tax Code: **940 230 70 264**

HOW TO REACH US

► **By car:** from via Santa Bona Nuova, take Via Fossaggera, side street from the post office; or take Viale Europa up to the roundabout of the pools, then turn right and take via Fossaggera.

The “Casa dei Gelsi” Hospice is visible after 300 meters and it has two parking lots: one at the entrance of the facility and the other one, larger, about 20 meters past the entrance.

► **By bus:** line 9 stops near the pools, by turning right it is easy to take via Fossaggera. Line 55 has a stop near the post office of Santa Bona.

Useful information:

**ADVAR
HOSPICE “CASA DEI GELSI”**

Via Fossaggera, n. 4/c, - 31100 Treviso
Phone 0422 358311 (08:30am-08:00pm) - Fax 0422 358333
info@advar.it - www.advar.it

**ADVAR
OFFICE IN ODERZO**

Via Umberto I°, n. 111, int. 2 - 31046 Oderzo
Phone 0422 202155 / Mob. 349 766 8934 (09:00am-12:00am)
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