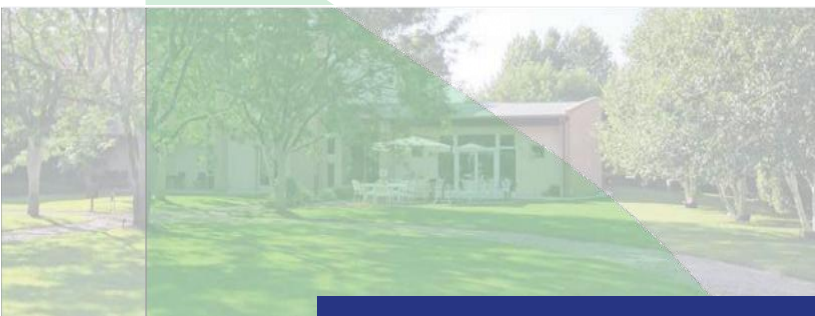


ADVAR FOUNDATION
HEALT CARE AND SUPPORT IN MOURNING



**List of
Services**

2025



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

INDEX

ADVAR SERVICES	Pag. 2
OUR HISTORY	3
MISSION	6
BASIC PRINCIPLES	8
HOW TO ACCESS OUR SERVICES	10
“IL PONTE”	11
HOME AND HOSPICE CARE	12
ACCOMPANYING TO THE END OF LIFE	17
REQUEST FOR COPY OF MEDICAL RECORDS	17
BEREAVEMENT SUPPORT	18
SERVICE QUALITY SURVEY	20
SAFETY	21
WHAT ENABLES FREE SERVICE	23
HOW TO SUPPORT US	24
HOW TO REACH US	25

ADVAR SERVICES

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).

“IL PONTE”: psychological support in the frailty, since the moment of a diagnosis of oncological disease.

HOME CARE

Our multiprofessional team (physicians, nurses, care assistants, psychologists, physiotherapists, social workers, volunteers) at your home.

HOSPICE CARE

For assistance needing additional actions vs. home. Our multiprofessional 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, walking frames, 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”: bereavement support through individual and group listening, consultancy at schools, training and awareness-raising meetings.

OUR HISTORY

At the origin of ADVAR, founded in September 1988, there is the illness experience of Alberto Rizzotti, 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 a 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, available for the preparation or warm-up of food and drinks, 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. Visits are open at all times for relatives and friends.

Inside the facility, at the ground floor, there are two large multipurpose 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” is currently valid and has been renewed by the Veneto Region, according to L.R. 22 dd. 16/08/2002.

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;
- 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 healthcare 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 35% 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 first 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.

ADVAR works in close collaboration with Palliative Care Network of “ULSS2”, that monitors and defines the most suitable setting. Access to ADVAR services is possible by direct request of patient/caregiver or through report by general practitioner or by hospital physician. All 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 Friday from 09.00am to 05.00pm.

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;
- information about “Il Ponte” service.

ORIENTATION SERVICE

Tel. 0422 432603 - 0422 358311

orientamento@advar.it

IL PONTE

It is an ADVAR service focused on the needs of patients and families since the moment of a diagnosis of oncological disease.

An organic disease diagnosis brings along various emotions: one of the hardest psychological challenges is to face the feeling of uncertainty and confusion.

“Il Ponte” (“The Bridge”) - symbol of transition, overcoming and union - makes available a reference point for people that, after an illness diagnosis, need to be welcomed, supported and oriented.

Support is provided through individual listening by expert personnel, belonging to ADVAR Psychological Service, so that people can find by themselves the emotional resources to face what is happening.

The listening can be in-person, at “Casa dei Gelsi”, or online to make it easier for people who want to benefit from this service but have difficulty in moving.

“IL PONTE” / Support in the frailty

Tel. 0422 358311 - orientamento@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 **multi-professional health team**, that includes various professional roles, fitted for responding to specific necessities.

EXPERTS IN PALLIATIVE CARE:

Physicians, nurses, care assistants, psychologists, physiotherapists, social workers, volunteers.

The two teams, Hospice and Home care, keep **constant communication** between professionals and, when needed, with other external operators involved in the care (general practitioners, specialists, social services, cultural advisors...); 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

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

- the assistance by a multi-professional team, made of physicians, nurses, care assistants, 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 mobility aids which are mandatory for a better quality of life for the patients and the family members who care for them (hospital-like beds, anti-decubitus surfaces, commode chairs, wheelchairs, walking frames, 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, or even to entrust the patient back to the care of his general practitioner. This last case occurs after a significant period of clinical stability (3 to 6 months), upon agreement by the patient and the family. The patient, or eventually his legal guardian, can require to stop the care service.

Home care provides:

- planned healthcare interventions on weekdays;
- phone availability for urgencies:
 - ▶ Monday thru Friday: from 08:00pm 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 placement (for example, return at home with adequate assistance, or otherwise admission into other structures);
- 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 - nurses and care assistants - who assist the patient to address every care and relational need, focusing also on educating and accompanying his family members;
- the presence of physicians 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, telephone, television, free wi-fi; 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; 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 first course as well, upon reservation;
- possibility for a family member to stay in the room with their loved;
- visits are allowed between 08:30am and 08:30pm,
(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 go back 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 healthcare 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 farewell rooms.

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

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

“Rimanere Insieme” (Remaining Together) is the ADVAR service that welcomes bereaved individuals independently of the death cause (illness, accident, suicide...)

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

1. **SUPPORT INTERVIEWS**

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

2. **SUPPORT 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 support 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' to promote youngsters' capability to face losses.

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

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

6. **BIOGRAPHICAL AND AUTOBIOGRAPHICAL WRITING**

Permanent online group and online and in-person workshops for a new sense research, after a loss, through writing.

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

Group meetings dedicated to teenagers, in-person or online.

8. **“AGORA” FOR YOUNG ADULTS**

Online fortnightly group dedicated to age group 20-30 years

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. A box for tips is also available at hospice "Casa dei Gelsi".

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 and subsequent changes and additions, 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.

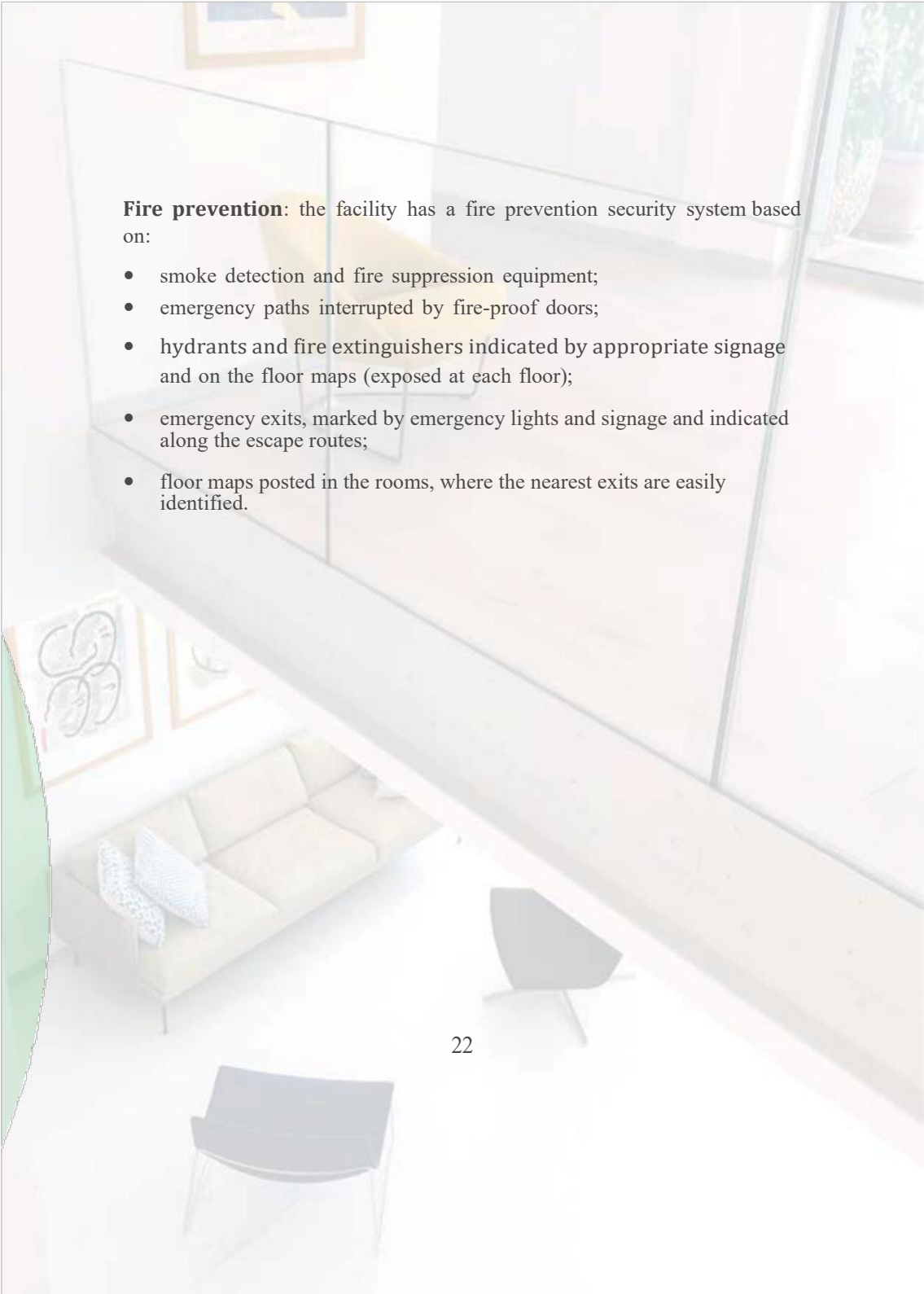
Medical equipment and company vehicles maintenance programs: all of the equipment utilized during the service provision are compliant with the current health & safety regulations and are constantly and periodically maintained following specific check, maintenance and revision programs.

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 **100** KW.

The background image shows a bright, modern interior. A glass railing with a metal handrail runs diagonally across the upper half of the frame. Below the railing, there is a beige sectional sofa with two patterned throw pillows. In the foreground, there are two grey modern chairs. The floor is light-colored, and the walls are white. A framed abstract painting is visible on the left 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 35% 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 ADVARETS**
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 ADVARETS**
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

<p>ADVAR HOSPICE “CASA DEI GELSI”</p> <p>Via Fossaggera, n. 4/c, - 31100 Treviso Phone 0422 358311 (08:30am-08:00pm) info@advar.it - www.advar.it</p>
<p>ADVAR OFFICE IN ODERZO</p> <p>Via Umberto I°, n. 111, int. 2 - 31046 Oderzo Phone 0422 202155 / Mob. 349 766 8934 (09:00am-12:00am) advar.oderzo@advar.it - www.advar.it</p>



www.advar.it