

**San Nicola**  
addiction treatment centre

**San Nicola Treatment Centre**

# CHARTER OF SERVICES

## WHAT IS THE CHARTER OF SERVICES?

The Charter of Services is a document through which each service provider commits to a series of obligations towards its users regarding the services offered, the methods of delivery, the quality standards, and informs the user about the protection measures in place.

This Charter of Services is an agreement that the San Nicola Social Cooperative, as a provider of personal services, establishes with its users in compliance with the relevant regulations (D.P.C.M. of 27/01/1994, Law 328/2000). It represents the commitment to provide and guarantee certain qualitative and quantitative standards, to protect the rights of users and the image of the Cooperative, with the aim of monitoring and improving the quality of the services provided.

The latest updated version of the Charter of Services is always available on the website [www.centrosannicola.com](http://www.centrosannicola.com) and can be downloaded as a PDF in both Italian and English.

The printed version is available at the San Nicola Centre and is produced at the beginning of each year, so it may therefore contain some outdated information.

**Enjoy Reading!**

## VALUE REFERENCES

In the Charter of Services, information and transparency play a fundamental role. The purpose of the Charter is to clearly state the general objectives of the project and the activities carried out, specifying the quality standards as the level of service guaranteed, and declaring the commitment to respect and improve them, thus encouraging citizen participation.

The services provided by the San Nicola Cooperative include its programmes, organizational choices, and the activities of its staff. The relationships with persons are guided by fundamental principles and values such as:

### Equality of Rights

Services are provided according to equal rules for everyone. Additionally, the right to difference must be ensured by removing any possible cause of discrimination and promoting actions that take into account specific factors such as age, gender, psycho-physical and socioeconomic conditions, culture, and religion.

### Impartiality

Services are provided to persons according to criteria of objectivity, justice, transparency, and impartiality.

### Respect for Rights, Dignity, and Privacy

The respect for the dignity of the assisted person must not be compromised in any way by the technical and organizational needs of the service. The staff must establish a relationship with the assisted person that allows them to express their needs, ensuring the utmost privacy.

### Continuity

The service is provided with continuity, regularity, and without interruptions.

### Right to Choose

Persons can choose from a wide range of solutions that best suit their needs. They also have the right, according to current regulations, to choose from among the different service options available in the area.

### Privacy

In compliance with privacy regulations, it is ensured that the personal data of users in care is stored for no longer than necessary to achieve the purposes of care, with semi-annual verification of the strict relevance and non-excessiveness of the data processed.

### Efficiency and Effectiveness

Services and performances must be provided by optimizing resources according to the most up-to-date quality standards.

### Participation and Information

Citizen participation in the provision of services must be ensured through correct information and the opportunity to express their opinions through satisfaction surveys, to provide suggestions, and to file complaints.

## HISTORICAL ROOTS AND CULTURAL AFFILIATION

The San Nicola Centre specializes in treating addictions (alcohol, cocaine, cannabis, and new drugs) and behavioural addictions (gambling, sex). From detoxification to rehabilitation, guests at the San Nicola Centre are never alone in fighting their addiction. Following a personalized and highly specialized therapeutic programme, they are helped to develop the motivation necessary to reclaim their lives. The San Nicola Centre also supports guests in their post-treatment journey.

Behind every addiction, there is a person, along with their family, who suffers. The goal is to help this person rediscover themselves through a personalized therapy that supports them from detoxification to their return home. Only in this way can they return to life, looking to the future with confidence.

Addiction impacts not only the life of the dependent individual but also those around them. To recover and strengthen interpersonal relationships, family therapy sessions are organized during the rehabilitation period, and both guests and their families are supported even after treatment to help them face any challenges.

The San Nicola Addiction Treatment Centre is a protected and perfectly organized oasis, ideal for stimulating the physical and mental regeneration of guests. Located on a hillside, not far from the medieval town of Piticchio, it offers its guests, from its very location, a satisfying sense of well-being due to the view of the harmonious Marche countryside. Its modern facility, which includes a residential building and an adjacent building housing all the spaces and equipment necessary for rehabilitation, is set within 20 hectares of rolling fields and olive groves available for guests' physical and recreational activities.

The San Nicola Addiction Treatment Centre is committed to personalizing services and recognizing the individuality of each guest. Every person responds differently to the therapeutic process. Therefore, San Nicola limits its capacity to 25 guests, ensuring the provision of high-quality services.

The San Nicola Treatment Recovery Centre is a healthcare facility authorized and accredited by the Marche Region, thus certified to have all the appropriate requirements to provide healthcare and social healthcare services on behalf of the National Health Service. It is also known abroad, as it has had guests from the Netherlands, England, and the United States. The facility was founded in 2013 through the perseverance of Dr. Vincenzo Aliotta and the over thirty years of experience in the field of addictions of the Villa Silvia Clinic in Senigallia, a renowned private centre of medical excellence.

The San Nicola Recovery Centre is inspired by American and British facilities known for their short residential stays. The therapeutic programme aimed at guests, as well as the one for families, is based on the integration of international therapies with high success rates.

The therapeutic team at the San Nicola Addiction Treatment Centre is multidisciplinary. It includes psychiatrists, psychologists, psychotherapists, counsellors, educators, nurses, and teachers. Some team members have a personal or family history of addiction, which helps them create a highly empathetic relationship with those facing the challenges of the disease. The professionals on the team thus become for the guests' witnesses to a new life without addiction.

## THE COMPANY

Cooperativa San Nicola

Sede Legale e sede operativa: Via Convicinale del Mulino n. 330 - 60011 Piticchio di Arcevia (An)

Tel. / Fax 0731-9142

Mob. / 366-774276

c.f./ p.iva 01576990426

www.centrosannicola.com - e-mail: info@villasilvia.com

San Nicola Gestione Sanitaria Srl

Sede Legale: Via Quirino Majorana, 203 - 00152 Roma

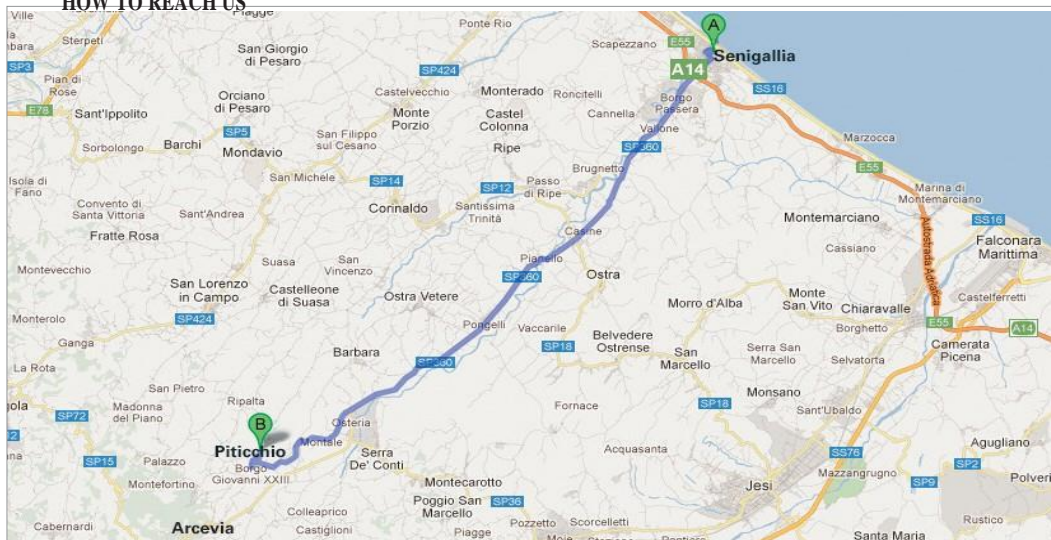
Sede Operativa: Via Anita Garibaldi, 64 - 60019 Senigallia (An)

p. iva - cod.fisc. 14954711009

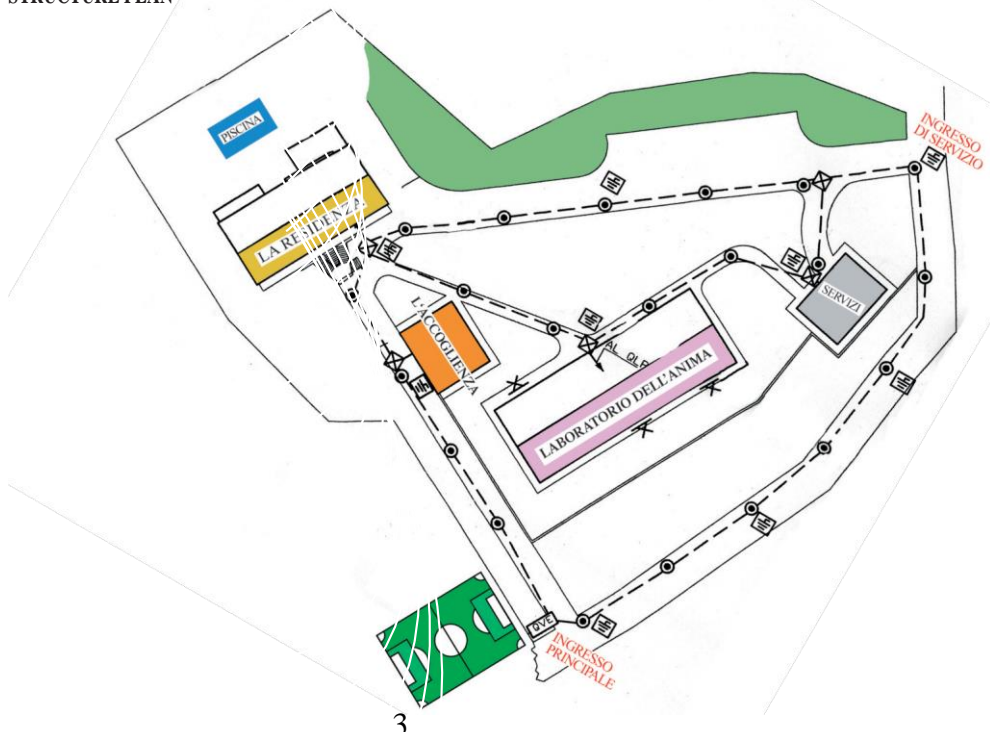
tel. / fax 071 7927961 - www.villasilvia.com - info@villasilvia.com

Il Centro di Recupero Dipendenze San Nicola e la Casa di Cura Villa Silvia sono associati all'AIOP: Associazione Italiana Ospedalità Privata.

## HOW TO REACH US



## STRUCTURE PLAN



## THE FACILITY

The Centre is located at the foot of the Piticchio district in the municipality of Arcevia and consists of four buildings spread across a large courtyard within a green area, part of which is used for crop cultivation, part for olive groves, and part is wooded. The buildings are designated for reception, guest accommodation, therapeutic activities, and services.

“**The Residence**” features bright double rooms with facilities for 25 guests; the rooms occupy the two floors of the building, and some are equipped with balconies. The furnishings are modern and functional. Additionally, there is a room with facilities designed to accommodate guests with disabilities. On the ground floor, communal living spaces include a cosy dining room with a fireplace, a small lounge, a well-stocked library and reading room, and a large living room with a TV. There is also a functional kitchen equipped with adequate appliances and a pantry for food supplies.



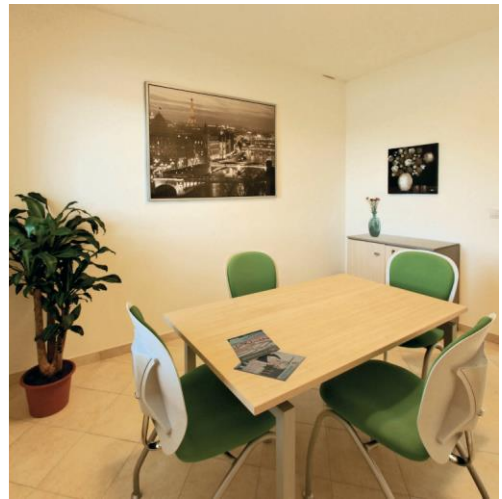
“**The Soul Workshop**” is the heart of the structure where psychotherapeutic work is carried out with guests in functional studios dedicated to it; In the building there is a large room for group therapy or for self-managed meetings of self-help groups. A spacious auditorium is used for training sessions and conferences, while a well-equipped gym is available for guests to focus on physical aspects of recovery, which are as important as the psychological aspects. The Soul Workshop also includes spaces for yoga, ceramics, and mindfulness activities.

## THE STRUCTURE

“The Reception” is the building where guests first enter the facility. Inside, there are rooms for the initial welcome interview, a meeting room for staff, a medical office, and administrative offices.

“The Service Facilities” include a small building used for storage, a workshop, and areas designated for self-service laundry and cupboards.

“The Multi-Purpose Sports Field and Pool” includes a pool and a multi-purpose sports field (for five-a-side football and volleyball) located within the green area, intended for recreational activities and relaxation for the guests.



## GUEST TYPOLOGY

The San Nicola Addiction Treatment Centre accepts guests aged 18 and over, regardless of gender, race, or religion. The facility is authorized to accommodate up to a maximum of 25 guests. The therapeutic programme is aimed at individuals with alcohol dependence, substance dependence, or pathological behavioural addictions, including those with comorbid psychiatric conditions.



## USER RIGHTS

Each user has the right to use the services offered upon presentation of the programme. Each user has the right to maintain contact with their home services, their lawyer, and their specialist doctor. Contacts with the family are guaranteed based on the therapeutic guidelines provided in the individual treatment plan. The guest at the Centre is protected in their right to privacy and the respect of their political beliefs. The guest has the right to assess at any time the possibility of discontinuing the treatment.

## ADMISSION CRITERIA AND ADMINISTRATIVE PROCEDURES

The Centre is a rehabilitation facility where therapeutic rehabilitation phases follow hospital admission at the Villa Silvia Clinic in Senigallia and is managed by the San Nicola Social Cooperative. Acceptance and admission to the residential extra-hospital rehabilitation programme typically occur through a preliminary hospitalization, of appropriate duration and adequate to assess the guest's problem, at the Villa Silvia Clinic. This assessment is aimed not only at evaluating the physical and psychological characteristics of the user but also at exploring the motivational aspects driving the guest to seek admission to the centre.

### Types of Admission

Necessary requirements for admission to the San Nicola Centre:

- **Guest under regional agreement**

A resident of the Marche Region for at least one year, referred by local services or their general practitioner, following evaluation by the Villa Silvia team and the San Nicola Centre.

- **Paying guest:**

After a pre-admission visit to the San Nicola Centre, which includes:

- Psychological evaluation.
- Medical assessment.
- Meeting with the administrative staff.



If the guest's evaluation is positive, a hospitalization at Villa Silvia is scheduled for clinical assessment and potential detoxification. The guest can also arrange this hospitalization at other healthcare facilities independently.

3. Foreign guests:

- o Foreign guests who contact the San Nicola Centre independently.
- o Foreign guests referred by private professionals.
- o American guests referred by healthcare professionals affiliated with NATO Bases.

**Admission Procedures:**

For guests under regional agreement, the therapeutic programme includes three months of residential treatment plus nine months of follow-up. The Villa Silvia team notifies the admission operator and local services about guests requesting to continue treatment at the San Nicola Centre. The admission operator meets weekly with them at Villa Silvia to complete the access file, focusing on psychological and motivational aspects, and presents the internal regulations. Subsequently, the operator coordinates with the Villa Silvia team to plan the transfer to the San Nicola Centre and introduces the guest to the Centre's staff in the weekly team meeting.

For paying guests who contact the Centre independently, two months of residential treatment plus ten months of follow-up are provided. The paying guest undergoes a pre-admission visit, including:

- o A meeting with a psychotherapist.
- o A medical evaluation for an organic assessment.
- o A discussion with the administration about admission timing (usually 7-10 days from the visit), costs, and access methods.

The psychological interview collects the medical history, current issues, previous substance use (including any previous outpatient or residential therapy), motivation, presence of external support networks (Ser.T., CSM, private professionals), current medications, family support network, any ongoing legal proceedings, and compatibility with what is offered at San Nicola. The programme and follow-up at the Centre are explained. After the organic assessment and administrative meeting, if the person opts for admission, they are hospitalized at Villa Silvia for detoxification, the duration of which depends on their clinical and intoxication conditions. The guest can also arrange this hospitalization at other healthcare facilities independently.

For foreign guests who contact San Nicola independently, the same procedures as for Italian paying guests apply.

For foreign guests referred by private professionals, the programme involves two months of residential treatment and ten months of follow-up. The referrer provides a report to Villa Silvia and the San Nicola Centre. The primary and deputy primary at Villa Silvia evaluate the suitability in consultation with the referrer. If deemed appropriate, an online interview is arranged, followed by admission to Villa Silvia and subsequent transfer to the San Nicola Centre.

For American guests referred by NATO Base professionals, the programme lasts eight weeks with potential follow-up upon agreement with the referrer. NATO healthcare professionals submit a report on the guest's clinical conditions and history. The primary and deputy primary assess suitability in consultation with the referrer. If deemed suitable, arrangements are made for transfer to Villa Silvia and subsequently to the San Nicola Centre.

**Acceptance at the San Nicola Addiction Treatment Centre**

On the same day as discharge from the Villa Silvia Clinic, the physician will provide a copy of the discharge letter and the attached SN-MD 16 form "Personal and Health Information for Guests Admitted for Post-Treatment Rehabilitation at the San Nicola Centre," which will accompany the guest during their transfer.

Guests discharged from the Villa Silvia Clinic are typically transported to the Centre by the guest transport officer with the shuttle bus on the same day of discharge, usually by 9:30 AM, carrying any necessary medications in sufficient quantities until Thursday, when weekly medication supplies are replenished.

The guest is required to deposit a cash fund for personal expenses such as cigarettes, personal hygiene products, medications, etc. Upon arrival at the Centre, the administrative officer and the staff on duty will be present.

## How to Request Your Hospitalization Documentation

The request for a copy of hospitalization documentation can be made in two simple ways:

1. For current patients:

Patients currently staying at the facility and needing a copy of their documentation must go to the facility's reception, where the administrative staff will invite them to fill out a request form.

2. For former patients:

Patients who are no longer staying at the facility but need a copy of the documentation related to a past hospitalization must send an email to [info@centrosannicola.com](mailto:info@centrosannicola.com), attaching a valid ID document.

For any other information, you can contact the facility's switchboard.

### TIMEFRAME FOR THE RELEASE OF REQUESTED DOCUMENTATION

The Gelli-Bianco Law (Law no. 24, March 8, 2017), Article 4, stipulates that the facility must provide the available medical documentation related to the patient within seven days of the request by the entitled parties, preferably in electronic format. Any additional documents must be provided, in any case, within a maximum of thirty days from the date of the request submission.

## Customer Satisfaction and Complaint Management

The Addiction Treatment Centre, through the Administration Office, reserves the right to provide a Customer Satisfaction form upon discharge to assess guest satisfaction levels. Our facility guarantees the possibility to file complaints regarding service disruptions that occurred before, during, or after hospitalization. These complaints will help us understand and address existing issues and anticipate possible service improvements. Additionally, the guest can submit complaints through the following methods:

- Completion of forms located in designated areas of the Centre and placing them in the designated complaint boxes.
- Written complaints can be sent to the email address [info@centrosannicola.com](mailto:info@centrosannicola.com). The Centre will commit to providing a response within 10 days for signed complaints (as per regulations).

INTENTIONALLY LEFT BLANK

---

## THERAPEUTIC PROGRAMME

### Access to the Rehabilitation Programme

Access to the rehabilitation programme requires the joint signing of the "therapeutic contract" by both the guest and the care team. In this contract, the guest commits to participating in all scheduled activities, adhering to the rules of the Centre, and following the norms necessary for proper cohabitation with the rest of the group. The team, in turn, commits to providing the treatment most suited to the guests' needs as they embark on a structured rehabilitation process, outlined as follows:

#### Initial Integration Phase

Upon arriving from the "Villa Silvia" Clinic, the person already experiences being in relation with others facing similar challenges in a protected residential environment, which facilitates integration into the new residential facility. With the designated therapist, identified by the multidisciplinary team, personal issues, achievable goals, and an individual therapeutic plan are defined.

#### Central Phase of the Programme

Therapeutic work through individual sessions, group therapy, family meetings (if scheduled by the team), and all modular activities aims to develop awareness of the addiction problem. New tasks related to daily management, termed "therapeutic duties," intensify personal responsibility in choosing change. The dimension of peer self-help manifests in effective relationships on various aspects of daily life.

#### Final Phase – Exit Plan

A review of the achieved goals is conducted, maintenance goals for returning home are defined, and the emotional separation from the therapeutic relationship with the Centre is addressed. In the final week, an "action plan" is defined and shared with the resident.

#### Individual Therapy

The resident accessing the Centre has an initial meeting with the designated therapist to build a trusting and collaborative relationship, identify problematic personal aspects to work on, and set personal treatment goals. This can be modified during individual therapy, which includes at least one weekly session. The designated therapist serves as the primary support for the resident's change throughout the rehabilitation process and subsequent aftercare.

In this relationship, the resident learns to recognize their own ways of relating to others, thinking, and expressing emotions, and to modify dysfunctional patterns with the goal of reactivating their personal and social resources and competencies.

### Group Therapy

Group therapy is a key tool for a community-based structure: it allows the addicted individual to not face their difficulties alone, thereby avoiding passivity, social withdrawal, and feelings of powerlessness. Instead, they become active participants in a change process that relies on relationships with others facing similar challenges. The self-help approach demonstrates how the addicted person can discover or rediscover personal resources usable by others and vice versa, in a reciprocal help relationship.

#### Morning Group:

Conducted by the on-duty operator. This group offers the opportunity to share significant experiences and/or personal issues, address dynamics affecting group members, clarify doubts about regulations and aspects of community life and discuss any conflicts, difficulties, discoveries, and personal progress. It is held daily.

#### Rules and Responsibilities Group:

Conducted by the professional educator and held every Saturday. This group explores the meaning and importance of adhering to rules as a foundation for daily life. It reflects on the responsibility of following the rules based on personal experiences and assigned roles during the week.

#### Study and Practice of the Twelve Steps Group:

Conducted by a facilitator who has experienced addiction and recovery and has been sober for several years. This group focuses on the first five Steps of the Twelve Steps Programme, acquiring tools to change attitudes, behaviours, and lifestyles, and creating a "virtual bridge" with self-help groups nationwide and internationally. Participation in these groups is crucial during the post-residential phase (Follow-Up). Written work, suggested and outlined in the "Workbook," is essential for introspective analysis of oneself (in terms of limits and potentials), addiction, and personal history.

**Encounter Group:** An experiential psychotherapeutic group promoting self-exploration, sharing of experiences, and personal growth. The group's focus is the here and now, providing participants the chance to express both positive and negative emotions and feelings that emerge during the session. It's an effective way to manage confrontations and conflicts. The group leader's role is to facilitate communication and promote constructive exchanges among members.

**Emotions and Affection Group:** This therapeutic group, initiated by a stimulus from the therapist (a song, text, or group activity), explores the emotional experiences of each participant. The goal is to develop a deeper understanding of the function and role of emotions in one's life, validate and value them, and focus on blocks and difficulties in accepting one's emotional world.

#### Relapse Prevention through Mindfulness Group:

A therapeutic activity aimed at supporting the resident and promoting a healthier lifestyle. It teaches effective stress management, craving control, and handling high-risk situations, interrupting automatic impulsive and compulsive mechanisms. Each meeting alternates between meditation practices and psycho-education to maintain and reinforce sobriety, effectively manage thoughts, emotions, and physical sensations, and facilitate experience sharing among participants.

#### Role Play Group:

Through role play, participants experience a form of learning that allows awareness of intrapsychic and relational dimensions, facilitating the acquisition of new ways of thinking, feeling, and relating. The group becomes the mental and real space to recognize links between themes and emotions, affections and stories, and internal and external dimensions. Role play lowers defences, allowing participants to explore and understand significant elements related to them.

#### DBT Group:

Conducted by a therapist trained in DBT. This group focuses on learning emotional regulation skills, stress tolerance abilities, and interpersonal effectiveness. Only American guests referred by healthcare professionals from NATO bases participate.

#### Psycho-Educational Groups:

Conducted by the professional educator, who plays a significant role in listening, containment, support, and daily confrontation with the resident. These groups aim to provide strategies to handle and manage problematic situations without resorting to substances. Psycho-educational groups are held twice a week and are structured as follows:

- Motivational Group: Comprised of 3 modules
- Interpersonal Effectiveness Group: Comprised of 5 modules
- Emotional Regulation Group: Comprised of 5 modules
- Distress Tolerance Group: Comprised of 3 modules

**Relapse Prevention Group:** Held once a week and includes only American guests referred by healthcare professionals from NATO bases.

**Film Therapy Group:** Film discussion groups focus on emotional, affective, and relational issues related to addictions and promote inner reflection through individual emotional resonance with the film narrative.

Parallel Activities: Held once a week

**Ceramics Workshop:** In the ceramics workshop, led by a master ceramist, clay manipulation becomes a playful experience free from judgments and constraints. Art allows for direct, spontaneous, and instinctive expression of oneself, offering an alternative expressive channel and positively influencing the individual's psycho-physical well-being.

**Theatre Workshop:** Conducted by a theatre expert, who uses games, improvisations, skill exercises, reading of theatrical texts and stories, and character study to stimulate introspection. Theatre is used to facilitate dialogue with oneself and others, generating positive openings and dynamics that, over time, build self-confidence and group cohesion.

**Body Expression Group:** A physical activity aimed at harmonizing the body, mind, and emotions through mindful movement, creative body expression, breathing, vocal use, and dramatization. Group work facilitates rediscovery of one's vital, emotional, and affective potential and recognizing it in others, creating a sense of unity and sharing among participants. This technique starts from the joy of movement and leads to a deep connection with oneself and the environment.

**English-Italian Language Workshop:** Aims to foster better communication between guests who speak different languages.

### Working with Families

This module involves family members through meetings and recognizes both the importance of addressing family dynamics that may support the guest's addiction issues and the acknowledgment that the family itself may struggle with the relationship with the addicted family member. Family relationships can sometimes reflect a controlling attitude and minimization of the addiction or, alternatively, feelings of helplessness, disengagement, or even expulsion. Therapeutic intervention is crucial here, as it provides scientific information about addiction and supports, where possible, a collaborative and effective family approach aimed at relapse prevention and dealing with potential relapse episodes of the addicted family member. Clarifying family dynamics is an important step in enabling the guest to return to the family, where they can experience new relational modes and adjust unrealistic expectations towards their family. Moreover, the process of working through family dynamics can trigger a process of autonomy and detachment from family dynamics that are not susceptible to significant positive evolution.

Meetings between the guest and their family members (spouse, parents, children) are conducted by the family therapist and the primary therapist. During the guest's stay at the San Nicola Centre, the "San Nicola for Families" protocol is activated.

The family therapist contacts the designated family member for therapeutic work with the guest and asks them to write a letter answering the following questions:

- Describe how you felt, your experience, and the emotions you experienced in relation to the addiction.
- How did you, as a family member, experience this situation (provide examples)?
- What are your hopes and expectations for the future?

The family member's letter is read by the guest within the 12-Step group. Feedback is then provided by the other guests, counsellor, and therapist. Additionally, the family member is given a list of films and books on the topic of addiction and is encouraged to participate in family support groups (e.g., Al-Anon).

Subsequently, the family member is invited (once or more) to the centre for therapeutic sessions with the guest, in the presence of the family therapist and the primary therapist, with the aim of working on dysfunctional relational dynamics.

At the San Nicola Addiction Treatment Centre, due to the short duration of rehabilitation programmes, there are no designated days for visits from relatives and acquaintances of the guests.

### Discharge

- In the last two weeks prior to discharge, the therapist of reference for the contracted guest and paying Italian or foreign ones defines:
- The weekly action plan.
- Contact with relevant professionals: psychotherapist, psychiatrist, and local drug addiction services, setting the date for the first appointment.
- The counsellor is tasked with establishing contact with local self-help groups and finding a sponsor to help the guest integrate into these groups.
- The date for the "relapse prevention" group, if the guest is covered by insurance.
- The follow-up dates.
- The discharge plan, which also involves the relevant family members.
- A meeting with the guest and family to share the discharge plan.

# DAILY PROGRAMME

## Weekdays

- 06:00-07:30 - Morning Medication Administration
- 06:20 - Kitchen Opens
- 06:30 - Guest Wake-Up
- 06:15-07:15 - Breakfast
- 07:45 - Opening of the “Soul Workshop” Area
- 07:50-08:05 - Morning Ritual
- 08:30-09:15 - “Morning Group”
- 09:15-09:30 - Break – Laundry Opens
- 09:30-11:00 - “12-Step Group”
- 11:00-13:00 - Therapeutic Duties
- 13:00-14:00 - Lunch
- 14:00-15:00 - Rest – Phone Calls – Afternoon Medication Administration
- 15:00-16:30 - “1st Afternoon Group”
- 16:30-17:00 - Snack – Break – Afternoon Medication Administration
- 17:00-18:30 - “2nd Afternoon Group”
- 18:30-19:30 - Free Time – Gym – Pool
- 19:30 - Closure of “Soul Workshop” Area – Laundry
- 20:00-21:00 - Dinner
- 21:00-22:30 - Free Time – Evening Medication Administration
- 22:30 - Closure of “Residence” Area
- 22:30-06:30 - Night Rest

## Tuesday and Saturday

- 21:00-23:30 - DVD Screening

## Thursday

- 21:00-22:30 - News in English

## Sunday

- 21:00-22:30 - News in Italian

## Saturday

- 08:30-09:15 - “Rules and Responsibilities Group”
- 09:30-10:30 - “Body Expression Group”
- 10:30-13:00 - Therapeutic Duties
- 13:00-14:00 - Lunch
- 14:00-15:00 - Phone Calls – Afternoon Medication Administration
- 14:00-16:30 - Rest
- 16:30-17:00 - Snack – Afternoon Medication Administration
- 17:00-18:30 - “Theatre Group”

## Sunday

- 08:30-09:15 - “Morning Group”
- 09:30-11:00 - “Testimonial Group”
- 11:00-12:30 - Therapeutic Duties
- 12:30-13:30 - Lunch
- 14:00-15:00 - Phone Calls – Afternoon Medication Administration
- 15:00-17:00 - “Film Therapy”

# THE STAFF OF THE FACILITY

The San Nicola Addiction Treatment Centre provides assistance with qualified personnel continuously 24 hours a day. The facility operates 365 days a year.

The operational team consists of:

- **A Director** who is responsible for managing and coordinating all activities of the entire service;
- **A Medical Director** who is ultimately responsible for the guest's healthcare and the coordination of the medical staff working in the facility;
- **A Psychiatrist** who is responsible for prescribing pharmacological therapies;
- **A General Practitioner** who is responsible for prescribing pharmacological therapies;
- **A Clinical Director**, psychologist-psychotherapist, who coordinates individualized therapeutic rehabilitation projects and provides individual and group psychotherapy;
- **Four psychologists-psychotherapists** who are responsible for managing individualized therapeutic rehabilitation projects and providing individual and group psychotherapy;
- **Four educators** who are responsible for the rehabilitation activities of the guests;
- **Four counsellors or facilitators** who are responsible for providing guests with problem management strategies and tools for maintaining sobriety, promoting the 12-step philosophy, and participation in self-help groups;
- **Four expressive and occupational activities facilitators** who conduct recreational and workshop activities for guests;
- **A professional nurse** who is responsible for nursing services;
- **Two administrative staff** who handle the accounting and administrative management of the centre;
- **A Cook** who manages the menu, prepares the dishes, takes care of presentation and garnishing, manages food orders, controls the quality of ingredients, and ensures proper food preservation;
- **Three auxiliaries** who handle cleaning and maintenance of the facility's environments.

The Management has an annual "Staff Training Plan." Continuous training is carried out through:

- Supervision meetings;
- Meetings with lecturers and trainers within the premises of San Nicola Centre and Villa Silvia Clinic;
- Attendance of courses, seminars, and conferences;
- Collaborations on specific studies and research.

All professional figures in the structure meet weekly to plan activities and evaluate individualized therapeutic rehabilitation programmes. Each guest is assigned a psychologist-psychotherapist to facilitate user assistance during their stay in the community. Italian guests under convention are also assigned an educator/case manager. From 8:00 AM to 8:00 PM, the presence of multiple professional figures is ensured daily, while during the night from 8:00 PM to 8:00 AM, the presence of one staff member on duty is guaranteed.

Accommodation Services

- **Kitchen and Canteen:** Hygienic-sanitary control of food is guaranteed by a specialized and accredited company; there are protocols for cleaning and sanitizing the kitchen, and the staff implementing these protocols has been trained to perform these practices. Our internal service provides adjustments for individual dietary needs with personalized meal provision if necessary.
- **Laundry and Wardrobe:** Each guest has an adequate personal wardrobe in their room; personal clothing is identifiable. Internal protocols exist for the proper washing of bed linens and clothing. Access to the room where all cleaning products are stored is restricted to laundry and cleaning staff.
- **Cleaning and Services:** Cleaning and sanitizing of rooms and toilets is handled by the facility staff. Guests are responsible for keeping their assigned room and common areas clean and orderly during therapeutic duties.



### Security Services

- The Management has established safety protocols and staff training to prevent accidents and ensure a functional emergency system 24 hours a day for emergencies and hazards.
- Periodic monitoring of safety systems and equipment is assured.
- The facility has subscribed to insurance policies for guests and staff covering civil liability, theft, accidents, third-party damages, and specific policies for real estate.

## QUALITY OBJECTIVES AND STANDARDS

The San Nicola Addiction Treatment Centre has established the following quality objectives and standards regarding its activities:

### Organizational Aspects

- Staff recognition through a specific identification badge for role and qualification.
- Simplicity of procedures and payment methods for private guests.
- Right to privacy, with written consent from persons and guarantees regarding personal data processing.
- Copies of medical documentation for the period of stay at the Centre will be provided to the requester within 25 days.

### Structural Aspects

- Ease of internal pathways with no architectural barriers.
- Natural and artificial lighting designed specifically for different environments and functions.
- Clear and comprehensive signage.

### Informational Aspects

- Reception: All guests are welcomed at the entrance by specifically trained staff.
- Information: Upon discharge, the guest is provided with a letter signed by the facility director, addressed to territorial services and/or specialist doctor, containing information and clarifications on the course of their stay.



### Accommodation Aspects

- Guest Rooms: Single or double occupancy rooms with in-room services.  
Room for Disabled Guests: A room designed for guests with disabilities

### Quality Verification

The San Nicola Addiction Treatment Centre continuously carries out verification activities by implementing procedures required by regional regulations on Authorization and Accreditation. It also uses feedback from satisfaction surveys provided to guests upon discharge.

### Educational and Training Activities

San Nicola Centre is committed to maintaining an active training system supported by the best scientific experience in the relevant disciplines.

### Fire Safety

The Centre is equipped with a fire safety system. Emergency paths are interrupted by fire-resistant doors. The emergency and evacuation plan involves staff intervention to assist and guide residents, visitors, and personnel. Emergency exits are indicated by appropriate emergency lights and marked in escape routes. Closest exits are easily identifiable by observing the posted floor plans. Fire hydrants and extinguishers are indicated by signs and floor plans.

### Environmental Protection

The San Nicola Addiction Treatment Centre pays particular attention to public health and environmental protection in accordance to European standards on recycling and waste disposal.

## THERAPEUTIC CONTRACT AND INTERNAL REGULATION

Upon welcoming you to the Post-Care Centre San Nicola, we inform you that the rehabilitative treatment, organized into various activities in accordance with the Therapeutic Protocol, will require your collaborative and responsible attitude to achieve the treatment goals for yourself and other guests in the facility. The personalized rehabilitative programme lasts 2 months, up to a maximum of 6 months depending on the treatment needs. The initial 2-week period is aimed at diagnostic assessment, allowing the team to evaluate the usefulness of continuing your programme until its natural conclusion or a clinical assessment of unsuitability (in which case you will be informed in detail and, upon concluding the treatment, invited to contact your referring territorial service).

For the purposes of your treatment, we ask you to:

- Refrain from introducing or possessing alcoholic beverages or psychoactive substances;
- Abstain from violent behaviours, including verbal ones (insults, threats);
- Avoid establishing exclusive, preferential, or romantic relationships with other guests.

If you encounter difficulties such as a desire to drink alcohol, use drugs, feel at risk of violent behaviour, or form exclusive or romantic relationships, we urge you to seek help immediately from your referring therapist. Violations of these requirements (therapeutic contract constraints) may result in your removal from the Centre.

You also fully accept the following Internal Regulations. During your stay at the San Nicola Centre, you are required to accept and respect the Conditions of Stay outlined below:

### **RECEPTION:**

I accept, for the entire duration of the programme:

- To deposit documents and personal effects with Administration;
- To deposit my mobile phone with Administration;
- To deposit money and credit cards with Administration. The Centre is equipped with a POS;
- To hand over to the staff the supply of 20 cigarettes/e-cigarettes I brought with me. I am allowed to smoke a maximum of 20 cigarettes a day/2 e-cigarette refill. Smoking is not allowed during night-time rest.
- For the operator on duty to check my luggage and remove prohibited items;
- To hand over my personal books to the staff so they can review their contents;
- To exempt the San Nicola Centre from any liability for the loss of personal items;
- To financially cover the weekly purchase of medications, cigarettes, and/or personal hygiene products (if necessary).

### **CONTACT WITH FAMILY / OTHER RELEVANT FIGURES:**

I accept:

- To designate, with the assigned operator, the two phone contacts I can reach during my stay at the Centre;
- To receive and/or make calls in the Administration area. I can receive or make calls, each lasting 10 minutes, twice a week. I am not allowed to receive or make calls on Fridays;
- To be able to write and/or receive letters to/from my contacts. I can send and receive 1 letter per week. The rest of the received correspondence will be given to me upon discharge;
- To hand over to the staff the supply of 20 cigarettes/e-cigarettes I brought with me.

### ROOM STAY

I accept:

- The assigned room and bed, and any necessary relocations as deemed necessary by the team;
- The closure of rooms from 08:00 to 13:30 and from 15:00 to 18:30;
- That my room and personal effects will be checked daily by the operators;
- To keep my room clean and orderly at all times

### **COMMUNITY LIFE:**

I accept:

- To adhere to the document "Activities and Internal Organization" attached;
- To participate in all activities provided by the programme;
- To adhere to the schedules indicated in the weekly programme;
- To follow the therapeutic duty assigned to me by the team. Any changes must be approved by the operator on duty;
- To respect other guests and the staff as I would like to be respected;
- To respect the confidentiality and anonymity of other guests inside and outside the groups;
- To respect and take care of the internal and external spaces of the Centre;
- To keep the internal and external spaces of the Centre clean and orderly;
- To take care of my personal hygiene daily;
- To wear clean and appropriate clothing for the environment;
- To smoke only in designated outdoor smoking areas. Cigarettes must be extinguished in the designated containers;
- Not to introduce or consume food in the bedrooms;
- To use the services of an affiliated hairdresser or use my personal hair clippers if needed. I am not allowed to use scissors to cut my hair.

### **POTENTIAL EXITS FROM THE CENTER / DISCHARGES:**

Exits from the facility are not planned. If I need specialist visits outside the facility or have other unavoidable needs that require leaving the facility, I must be accompanied by my referring family member, except in exceptional cases determined by the team. In such cases, I am not allowed to take money, a mobile phone, or a driving license with me. I accept that upon returning, I will undergo alcohol and/or drug urine tests.

### **PROGRAMME WITHDRAWAL / THERAPEUTIC SUSPENSIONS:**

If I choose to voluntarily withdraw from the programme, I can do so at my own responsibility, leaving the facility with my referring family member. Leaving the facility on public holidays prevents administrative and bureaucratic procedures necessary for correct discharge. Personal belongings and money will be handed over in the presence of a family member. If the family member is not present, I will be given money limited to the cost of returning home and medications needed for one day (the rest will be returned later). If I choose to leave the programme, I will not be able to use the subsequent 10-month follow-up period. In the case of leaving against advice and without my family member's presence, I will be provided with medications to cover one day's therapy. Remaining medications can be collected at Villa Silvia by a family member within a month of departure. Otherwise, they will be disposed of in designated bins for expired medications.

**PROHIBITIONS:**

I am prohibited from:

- Smoking in any indoor area of the centre;
- Exchanging or giving cigarettes to others;
- Damaging the facility. In such cases, financial compensation equal to the value of the damage is required;
- Using non-personal razors and hair clippers;
- Cutting the beard or hair of other guests;
- Possessing or using the following items: mobile phones, smartphones, tablets, smartwatches, MP3 players, radios, alarm clocks, cameras, video games, balls, musical instruments, large scissors, razors, playing cards, food, drinks, tobacco, money, valuables, non-prescribed medications, and any type of medicine (including over-the-counter) without the doctor's prior approval. Violating this prohibition will result in the immediate confiscation of the items mentioned above;
- Possessing liquids containing alcohol or whose composition cannot be verified. Perfumes will be confiscated by the designated staff and can only be used in the morning during the cigarette distribution

**DISCIPLINARY MEASURES:**

The following situations result in immediate expulsion from the San Nicola Centre:

- Use and possession of alcoholic beverages and/or illegal psychoactive substances (drugs);
- Positive results in alcohol and/or drug urine tests;
- Refusal to undergo alcohol and/or drug urine tests;
- Physical and verbal violence;
- Exclusive/preferential/romantic/sexual relationships with other guests;
- Exiting the property without permission.

Non-compliance with the terms outlined in this document will result in disciplinary action, which the team will evaluate on a case-by-case basis and, in more severe cases, may lead to expulsion



Arcevia - Frazione Piticchio  
Tel. + 39 0731 9142  
Cell. +39 366 177 42 76  
[www.centrosannicola.com](http://www.centrosannicola.com)  
[info@centrosannicola.com](mailto:info@centrosannicola.com)

