

CENTRODONNA
George Sand APS
il centro di tutti

Family
Consueing &
Health Care
Centre



Service
CHARTER

FAVARA - Via montevago, 8
tel. 092231751 - 327 2 111 222
www.centrodonnageorgesand.it



What is it?

It is a tool for information and guidance on the services offered by the Family Consueling and Health Care Center CENTRODONNA Geroge Sand APS, and its purpose is to make the relationships between the Family Consueling Centre and those who access it transparent. It is a dynamic document that is subject to continuous updates through reviews integrations, including collaboration with all those who access the Family Consueling and Health Care Centre.

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1. Who we are

We are a non-profit association made up of citizens who work with concrete actions to promote the well-being of people and the recognition of the right to happiness, to affirm the values of social solidarity and the participation of all in the defense and definition of the quality of their own life, based on respect for all living beings and the environment.

Born from the commitment of some young professional women in 1989, the association immediately manifests itself with a touch of novelty and originality compared to the feminist movements that were very active at that time: in its dawn period, the Centro Donna George Sand, rather than elaborating a theoretical speculation on gender difference, invents and practices a method and style of work by seeking change in the common commitment to achieve useful objectives and services, developing a practice that anticipates the objectives for sustainable development: centrality of the territory, alliances and intersectoral synergies between different forces, centrality of the person and gender approach, competence and active participation, reduction of inequalities, ending poverty, restoring dignity to people, preserving nature and the environment.

The logo of CENTRODONNA George Sand APS consists of the graphic representation of the apple with two bites, indicating the full co-responsibility of the female and male genders in the face of the destinies of humanity and in the face of society. Today CENTRODONNA George Sand APS is a non-partisan association with solid roots, made up of people who, through participation and volunteering, promote a new beginning to create conditions of well-being and health accessible to all.



 **la mela
a due morsi**

DONNE E UOMINI
CORRESPONSABILI
DI FRONTE AI DESTINI
DELL'UMANITÀ

2. Locations and authorization- public access hours



The Family Counseling and Health Care Center of CENTRODONNA George Sand APS carries out its activities at the headquarters in Favara (Agrigento), Via Montevago 8, inside 1.

The headquarters is very spacious and is also accessible to the disabled as it is located on

The headquarters is conveniently accessible even for those coming from outside Favara. The area in front of the entrance allows for comfortable parking. The CENTRODONNA George Sand APS association is registered:

- In the National Unique Registers of the Third Sector, Numero di repertorio progressivo 45365 sez. B, associazioni di promozione sociale.
- In the Regional Register of Family Solidarity Associations of the Sicilian Region with D.D.G. n. 674/S6 of the Regional Department of the Family;

The Family Counseling Center CENTRODONNA George Sand APS is a socio-health facility and has acquired the following authorizations and accreditation provisions:

- Latest updated health autorizzazione prot.10432 dated 03/02/2022 from the Director of the Prevention Department - ASP Agrigento
- Institutional accreditation with D.A. 22/0572008 (GURS n. 25/2008);
- Update of the list accredited facilities with D.D.G. 08/09/2014 (GURS n 3/2015);
- Change of the company name D.D.G. n. 532/2015 dated 01/04/2015;
- Accreditation approval D.D.G. n.755/2019 dated 29/04/2019.

We are working for the renewal of accreditation is underway.

Public access:

Every day From Monday to Friday From 9.00 a.m to 1.00 p.m.

Tuesday, Wednesday and Thursday afternoon from 3.00 pm to 6.00 pm



3. Mission and principles

Our Vision is inspired by the National and Regional Prevention Plans:

- **Centrality of the territory**, focusing on social and environmental determinants to effectively respond to the population's needs.
- **Alliances and intersectoral synergies** among different forces, according to the principle of "Health in All Policies," to effectively address all health determinants.
- **Centrality of person**
- **Competence and control capacity (empowerment)**, as tools for the community and individuals to maintain and improve health capital and combat inequalities.
- **Life course approach**, recognizing that timely preventive and protective interventions during the earliest stages of life lead to positive health outcomes that last a lifetime and impact future generations and the entire community.
- **Gender approach** as a cultural perspective shift, where the assessment of biological, environmental, and social variables affecting health disparities between sexes becomes standard practice to enhance the appropriateness of preventive interventions and strengthen "centrality of the person."
- **Multiprofessional interventions** for implementing appropriate processes of prevention and health promotion in collaboration with all social and health services and local social actors to effectively respond to users with intertwined health and social needs.
- **Reduction of major social and geographical inequalities** to ensure equity in action, consistent with the "Health in All Policies" approach. Social disadvantage represents the primary single risk factor for health and quality of life.



4. Citizens and users Right

The Family Counseling and Health Care Center is a freely accessible and free healthcare service aimed at protection, prevention, health promotion, counseling, and care directed towards women throughout their life cycle (including during pregnancy), minors, and families within the relevant community context. The services provided by the Counseling and Health Care Center are delivered in accordance with the following principles:

Equality: Services are provided according to the same rules for everyone, without discrimination based on age, sex, ethnicity, religion, social status, or political opinions.

Impartiality: Each citizen is supported in an objective manner relevant to the necessary and requested services.

Respect: Every citizen is assisted and treated with courtesy and attention, respecting their dignity and confidentiality.

Personalization: The service seeks to ensure, as much as possible, the individual's right to make choices that are as free and informed as possible.

Continuity: The Family Counseling and health care Center guarantees continuity of services relevant to the citizen and commits to directing individuals to services that can meet expressed or underlying needs when necessary.

Effectiveness: The Family Counseling and health care Center is evaluated based on its ability to achieve the expected objectives.

Efficiency: The Family Counseling and health care Center is assessed based on the results achieved.

Legality: Every action of the he Family Counseling and Health Care Center is guided by the principle of legality and opposition to the mafia, mafias, and any form of oppression. The Family Counseling and Health Care Center guarantees users the protection of the following rights:

Confidentiality: Every user has the right to confidentiality.

Access and attention: Citizens have the right to access the services of the Family Counseling and Health Care Center and to be welcomed with courtesy, availability, attention, and respect.

Information: Every citizen has the right to receive information about the methods of service delivery and the related documentation.

Transparency: every user has the right to know at any time what concerns them regarding the services provided.

Trust and attention: Every user has the right to receive trust when providing information about their condition and needs and to maintain their sphere of decision-making and responsibility.

Suggestions and complaints: Every citizen has the right to submit suggestions and complaints regarding the service received and to receive a prompt and appropriate response.



Piccoli gesti
fanno grande una comunità
un seme alla volta



5. Employees, trainees, privacy

The professional requirements necessary to perform the various tasks required of Social-Health Operators are outlined in various legislative provisions.

The Family Counseling and Health Care Center managed by Centrodonna George Sand APS relies on the staffing provisions established by D.A. 294/2015.: **n.1 Midwife, n.1 Gynecologist, n.1 Psychologist, n.1 Social worker.**

In addition to the professional figures required by D.A. 294/2015, the following personnel are also present: **n.1 Medical director ; n.1 nurse, 2 administrative staff.**

The element that characterizes our way of working is the integration and multidisciplinary approach achieved among professionals with healthcare, psychological, social, and socio-ciao

are involved in various ways in the health of individuals.

At the time of access to the counseling center, users are asked to express their consent for the processing of personal data, not merely as a bureaucratic requirement but as a moment of the therapeutic alliance, which is fundamental for appropriately addressing distress and its treatment. Health, in fact, is part of life and, as a dimension of human existence, it is highly intertwined with well-being, an active and creative life, and social participation. Therefore, health cannot be considered an isolated dimension. Individuals can manage their own health. Everyone can do a lot to cope with critical moments in their lives if they are given the opportunity to do so. Understanding the reality of one's psycho-physical well-being is the foundation for avoiding misunderstandings and thus sharing genuine health expectations. The professionals working in the family counseling and health care center are required to adhere to the regulations regarding the right to privacy concerning all users and to comply with the provisions outlined in the privacy code in accordance with legal requirements. This means that the Counseling Center is obligated to protect all personal information in its possession and that what users share cannot be disclosed to others without the user's consent.

All the information contained in the user's personal file as well as in the computer is kept in a way that makes it inaccessible to third parties.

The data controller is the Family Counseling Center and healthcare center CENTRODONNA George Sand, represented by the legal representative pro tempore, residing for the position at Via Montevago 8, Favara. At any time, the user can access their data, know how it was collected, verify if it is accurate, complete, updated, and well-protected, and assert their rights regarding it.

They can request the correction and deletion of data, obtain a limitation of processing, and revoke consent at any time without affecting the lawfulness of processing based on consent given before the revocation.



6. Our service

The family counseling and health care center is a basic social-health service with multidisciplinary competencies that offers assistance services to families and maternity. Family counseling and health care centers in Italy were established by Law n. 405 of July 29, 1975, implemented in the Sicily Region by Regional Law n. 21 of July 24, 1978. The Family Counseling and health care Center of CENTRODONNA George Sand APS is affiliated with the PHA of Agrigento and is accredited by the Sicily Region.

As a service for families, women, youth, and children, the family counseling and health care center offers the following services:

- Psychological and social assistance for the preparation and support of parenting
- Psychological support for the individual, couple or family unit
- Health protection services for women
- First-level gynecological clinic
- Promotion and first level screening for cervical cancer
- Management of physiological pregnancy and promotion of breastfeeding
- Postpartum assistance and promotion of the physiology of postnatal adaptation
- Professional advice and information on responsible procreation, contraception and fertility
- Prevention of child and women abuse and maltreatment
- Psychological, social and gynecological consultations and assistance, and certifications for voluntary interruption of pregnancy (VIP)
- Psychological listening space specifically aimed at young adults and adolescents

In addition to the basic services, the Family Counseling and health care Center CENTRODONNA George Sand APS offers the following services:

- Youth Counseling Centre
- Breastfeeding support desk
- Pelvic floor assessment and rehabilitation clinic
- Solidarity clinic.



7. Gynecological counseling

The main objective of the gynecological clinic at the CENTRODONNA George Sand Family Counseling and Health Care Center is to take care of women's health in a comprehensive manner.

Our center, thanks to the team of professionals, offers a complete response to the various needs of women:



- Diagnosis and treatment of major gynecological conditions through examination and gynecological ultrasound.
 - Personalized contraceptive counseling for choosing the most suitable contraceptive based on the woman's needs.
 - Prescriptions for diagnostic tests: blood tests; colposcopy, hysteroscopy
 - Preconception counseling
 - Couple's fertility consultations
 - Menopause consultations to better manage the disturbances and changes associated with the perimenopausal period.
 - Bone densitometry exams.
-
- Prevention for female cancers, particularly cervical cancer, through the execution of screening tests: HPV TEST and PAP TEST
 - Breastfeeding support desk
 - Certifications for voluntary interruption of pregnancy (VIP).

8. Women's prevention- #You are the priority

The clinic conducts prevention exams for female cancers, particularly cervical cancer, through the execution of screening tests: HPV TEST and PAP TEST. Cervical cancer is a tumor of the female genital area that affects the outer part of the uterus (also known as the cervix), which can be easily examined during a gynecological visit. The tumor is caused by an infection with the human papillomavirus (HPV), which is sexually transmitted and is very common, especially among young people.



Acquisition of the infection is necessary for the development of the tumor; however, there are also other factors that contribute to the onset of cancer, such as cigarette smoking, early initiation of sexual activity, multiple sexual partners, immunodeficiency conditions, a family history of close relatives with this tumor, prolonged use of oral contraceptives, a diet low in fruits and vegetables, and obesity.

The time between infection and tumor development is long, and it is possible to intercept and treat lesions before they degenerate. Since both infections and lesions may not show any clinical signs and may therefore be asymptomatic, specific tests are necessary to identify them.

Screening programs are public health initiatives offered to the general population that provide the opportunity to undergo specific tests to identify precancerous lesions early so that they can be treated and resolved.

We must learn to consider screenings as a primary habit, essential for preventing tumors and intervening promptly when necessary. Screening programs involve actively inviting women at the established intervals. Therefore, a woman may receive an invitation letter or a phone call to arrange the methods and date for the test. The Pap test conducted within organized screening programs is subject to quality controls that make it highly reliable.

9. Psychological and social support

The psychological counseling service of the CENTRODONNA George Sand APS is open to everyone, regardless of sex, age, marital status, race, religion, citizenship, residence, social and economic situation.

The George Sand Women's Center relies on the collaboration of a Psychologist/Psychotherapist for all psychological counseling services and a Social Worker for social counseling services.

Counseling can help you deal with anxiety disorders, panic attacks, difficulties in emotional life, family problems, problems in the workplace or at school (orientation, performance anxiety, low self-esteem, etc.), difficulties related to disabilities and/or illness of oneself or family members. Counseling can be preventive, to find solutions to problems that are about to manifest, thus acting in advance can solve them or at least reduce them. This is the case with some fundamental passages of adolescence that put families in crisis.



10. Youth Counseling Centre

The CENTRODONNA George Sand Counseling and health care Center offers the Youth Counseling Service, providing individuals under 24 the opportunity to access counseling services on days dedicated exclusively to young people, in order to increase access and offer greater service to the community. The YOUTH COUNSELING becomes a natural and necessary service for young people who participate in activities in the youth space and health and sexuality education activities in schools.

Moreover, the Youth Counseling aims to reach users where organized groups already exist, by organizing meetings with young people who are no longer attending school. Interaction with young people aged 18 to 24 has so far only occurred through individual consultations. However, it is during this age phase that individuals become increasingly aware of their need for more information.

The Youth Counseling is open to all girls and boys aged 14 to 24, but particularly intends to organize meetings for those aged 17 to 24, recognizing that group meetings with the full team of counseling operators provide an opportunity to explore themes of health, sexuality, and emotional well-being, finding answers to their own and others' questions while exploring different perspectives.

The Youth Counseling space is also open to addressing other current and relevant issues for young people, such as the risks associated with prolonged use of electronic devices, including disruptions to sleep-wake rhythms, cardiovascular disorders, symptoms of anxiety and depression, as well as risks directly related to activities conducted on the Internet and social media, and forms of addiction.



11. Affective and sexual education

Understanding and awareness of emotions are fundamental in interpersonal relationships, especially during a period of transition and growth when difficulties are many and varied. The emotional sphere is often amplified, and sexual impulses begin to play an important role. Our proposal aims to provide a specific contribution to the overall educational activities of schools regarding emotional education. This is undoubtedly one of the most delicate topics to convey in the education of girls and boys and is potentially among the most formative. Few other subjects touch upon such a wide range of themes that align with the most ambitious goals of education: from personal responsibility to gender equality, from the relationship between the individual and society to respect for others, from character formation to acceptance of diversity, from healthy living to understanding limits. From an institutional perspective, this is also a complex topic that can potentially mobilize all the resources of the school and society, starting from the family (which conveys values and sensitivities that are always changing) to society in general, and finally to the local institutions, including us. With this proposal and the overall activities of the Centro Donna George Sand, we intend to make our resources and expertise available to the schools in Favara to support the educational activities of the school community.

In collaboration with all the schools in the area, we organize the following courses:

- a) Relationship and Affectivity: Understanding Ourselves and Others- Education on affectivity and sexuality for girls and boys aged 12 to 13.
- b) Sexual and Emotional well-being: learning to know and be know to live well- Education on affectivity and sexuality for girls and boys aged 15 to 16.
- c) Understanding and Resolving Doubts and fears about managing sexuality and accessing the youth counseling Service- for ages 17 to 18.

Additionally, we organize meetings with young people aged 17 to 24, recognizing that group sessions with the full team of counseling operators provide an opportunity to explore themes of health, sexuality, and emotional well-being together. These meetings allow participants to find answers to their own and others' questions while exploring different perspectives.



12. Childbirth preparation course



The childbirth preparation course is an educational opportunity that provides information and support to women and their partners on the path that will lead them to become parents. The main purpose of these courses is to promote the health of pregnant women, and in particular:

- Strengthening mothers and couples' self-confidence and their ability to face pregnancy, childbirth, and baby care;
- Providing tools for managing pain during labor;
- Promoting and supporting breastfeeding;
- Facilitating the acquisition of practical skills;
- Offering and activating comprehensive information: women's experiences and knowledge of scientific evidence;
- Fostering relationships among group members and facilitators to create a support network and actively participate in the care program;

Establishing a support network in

the postpartum period;

- Promoting responsible procreation, thus encouraging informed contraception in the postpartum period for the promotion of sexual health;
- Strengthen the bond of the mother-father- child triad
- Provide awareness of the possibility of receiving support form multidisciplinary team of health professionals active in the area, both during pregnancy and in the postpartum period
- The Courses are held within our Family Counseling spaces, alternating theoretical lessons with slide presentations and videos, with practical lessons that involve the use of mats, fitballs of various sizes and various other tools
- In addition there will also be meetings with the psychologist and the nutritionist.

The ideal time for the childbirth preparation course is around 20 weeks of pregnancy.



13. Postpartum courses and breastfeeding help desk

The POSTPARTUM Courses offer new mothers the opportunity to have a valuable experience that helps reduce their irrational fears, negative thoughts, and anxiety, allowing them to face the profound joys of motherhood with serenity and enthusiasm. This is based on the belief that having a happy mother and father is a physiological and important need for the personal, neurological, and emotional development of the child.

Here are the objectives of the POSTPARTUM COURSE:

- Provide a shared space where mothers can express their anxieties and concerns, as well as share their experiences with the hope that these may help other mothers going through the same situation;
- Prevent and help address any depressive symptoms that may arise following the birth of their child;
- Promote the empowerment of each mother to lay the foundation for a solid relationship between her and the baby;
- Offer information on pediatric lifesaving maneuvers through video presentations and discussions;
- Provide guidance on safe sleep practices to reduce the risk of SIDS;
- Facilitate discussions on weaning and self-weaning;
- Create a support network for mothers in the months following their return home from the hospital after childbirth, allowing them to break free from feelings of isolation and loneliness.



New mothers can also take advantage of the breastfeeding support service.

The Breastfeeding Clinic is a safe and serene place where you can find a listening ear and receive the right information and guidance to overcome the difficulties that often arise when returning home from the hospital or during the first months of your baby's life. The Breastfeeding Clinic is open to everyone: Are you about to become a

mother and want advice to facilitate natural, effective and peaceful breastfeeding? Are you a new mom and want support and the right information to overcome problems that hinder successful breastfeeding? Do you want to continue breastfeeding your baby for more than six months, but everyone tells you to stop? Have you had a not very positive experience and want to understand what went wrong? If you find yourself in one of these situations, you can use the Breastfeeding Clinic so that you are not alone, but accompanied on this journey by a dedicated midwife. It is also possible to book a home consultation with the midwife who can help you resolve any difficulties by entering the small world that you and your baby have built together.

14. Pelvic floor clinic

The Pelvic Floor Rehabilitation Clinic serves patients suffering from symptoms related to a hypoactive or hyperactive dysfunction of the pelvic floor, particularly: dyspareunia, dysmenorrhea, stress and/or urge urinary incontinence, fecal incontinence or urinary retention, uterine or rectal prolapse.

These conditions can occur in women of different ages, from women of childbearing age to pregnant women, postpartum women, and menopausal women.

During the first visit, an initial evaluation of the pelvic floor is performed through an internal examination and external assessment. A personal and family medical history is collected, and a physical exam is conducted. Once all the data is gathered, a diagnosis is made and a personalized rehabilitation program is designed based on the patient's needs.

Rehabilitation involves non-invasive techniques using various methods (physiotherapy, biofeedback therapy, functional electrical stimulation, etc.). In addition to offering a solution to the problem, the pelvic floor clinic is also designed to prevent perineal damage. Women should come to the clinic already in their childbearing years to become aware of their pelvic floor and learn how to respect and preserve it in daily life activities.



15. Menopauses courses

“Menopause” is generally used to indicate the period coinciding with the permanent cessation of menstruation, due to the exhaustion of the normal activity of the follicles in the female ovaries. During this period, the various typical disturbances of this phase of a woman's life begin to manifest. The purpose of this meeting is to prepare and help every woman live through this period with the utmost serenity, accompanying them in this phase of transformation of their body and providing the necessary tools to become aware of the physiology of this moment; in particular, the focus is on the innovative aspect of preventing pelvic floor disorders.”

16. Health clinic for foreign women and their children

The health clinic for foreign women and their children is a service aimed at all foreign women and children, regardless of their condition and position in Italy. The access is direct. The health care is provided to both the pregnant woman and the newborn. During access, the presence of cultural mediators will be guaranteed. The pregnant woman who is not in order has the right to health care guaranteed by the National Health Service through the STP (Temporarily Present Foreigner).

Services:

- Reception for socio-health problems;
- Maternity protection and obstetric visits.
- Consultations and gynecological visits for contraception and cancer prevention (Pap test).
- Social and health assistance in the context of abortion.
- Medical and preventive checks for childhood diseases.
- Planning and support for scheduled vaccinations for children.

In September of each year, a group activity is brought to life: JOURNEY INTO HEALTH RIGHTS.



17. Against to gender-based violence

Gender-based violence is largely linked to a hegemonic cultural model based on masculinity. The campaign against gender-based violence - in support of both women and LGBTQ (lesbian, gay, bisexual and transgender) populations - cannot disregard actions supporting cultural changes, especially those aimed at younger boys, who are going through a delicate phase of development and definition of their own sexuality. The "Young People Against Gender-Based Violence" project aims to contribute to the reduction of gender-based violence by improving the knowledge and skills of groups of young people belonging to youth centers, high schools and youth groups active in the territories, on issues concerning the defense of human rights and development. The overall objective of the project is to increase awareness of gender-based violence in civil society starting from young people but also involving adults, with the aim of not



relegating the discussion on tools to fight violence only within small groups, with the risk of self-referentiality.

Another fundamental element is the improvement of young people's skills to contribute to increasing their protagonism and the possibilities of influencing the community.

In particular, the project intends to achieve four specific objectives for violence prevention:

- Strengthen the knowledge and skills of young people;
- Strengthen the formal and non-formal education of young people in schools and youth centers through peer education;
- Improve dialogue and opportunities for young people to influence decision-making processes and the civic consciousness of their communities;
- Raise awareness among young people in schools and informal groups about: masculinity

models, gender discrimination, violence against women.

- Increase awareness levels among adults as well and help them understand how some models are the result of stereotypes and cultural constructions.

18. Informed consent and access to the socio-health record

The treatment is carried out by the operators of the Centro Donna George Sand, each according to their area of expertise, using appropriate tools and procedures to ensure safety and confidentiality. The assigned staff uses paper and electronic diagnostic and IT tools. In addition to healthcare professionals, administrative and organizational staff may also have access to the data, in accordance with the principle of necessity and as responsible or appointed data processors. These individuals are provided with specific instructions and are required to maintain confidentiality regarding your data. External professionals and facilities (such as health authorities, analysis laboratories, etc.) that may have access to the data are also required to adhere to the same precautions. The data is not communicated to third parties, except when authorized explicitly by the individuals concerned or as required by law.

At any time, the individual can request access to their socio-health documentation and know the data concerning them, understand how it was acquired, verify if it is accurate, complete, updated, and well-protected, and assert their rights regarding it. They can obtain rectification and deletion of data, request limitation of processing, and revoke consent at any time (without affecting the lawfulness of processing based on consent given before the revocation).

The request for issuance can be submitted directly or sent via postal service or email by filling out the appropriate form and attaching a copy of a valid identification document.

The editable form can be found on the "What We Do/Family Counseling" page of the website www.centrodonnageorgesand.it or it can be requested directly from the operators of the Centro Donna George Sand. At the time of the request, the applicant may delegate another person to collect the documentation.



19. Complaints, notes and suggestions

Centro Donna George Sand, regarding the methods of providing services to individuals, operates according to principles of efficiency and effectiveness. It is committed to providing complete information about the services offered, evaluating the quality levels of the services actually provided by verifying the aforementioned quality indicators, and reporting annually on the activities carried out.

In the rooms of our clinic, you can use your mobile phone to acquire the code that gives you access to the questionnaire for assessing user satisfaction. It can be filled out and automatically submitted anonymously to the designated email inbox. Your feedback is valuable in helping us improve the service.



The questionnaire is also available on the website www.centrodonnageorgesand.it and can be filled out and automatically submitted anonymously to the designated email inbox.

Methods for Reporting Complaints/Suggestions


Users can submit complaints, suggestions, and commendations directly at the counseling center by filling out and placing the specific paper form in the designated box located in the waiting room of the Counseling Center. Alternatively, they can view the appropriate form on the website www.centrodonnageorgesand.it, fill it out, and send it automatically. Complaints are examined by the Ethics Committee, which is obligated to oversee the proper functioning of services and the respect of users' rights.



**CENTRODONNA
George Sand APS**
il centro di tutti
**CONSULTORIO
FAMILIARE**
accreditato Regione Sicilia
convenzione ASP Agrigento




**COL TUO CELLULARE
INQUADRA IL CODICE QR**
ed esprimi in forma anonima
l'indice di gradimento dei nostri servizi



**LASCIACI IL TUO PARERE
SULLA QUALITÀ DEL SERVIZIO**

20. Access hours to services and contact

The Family Counseling and Health Care Center is open to the public during the hours listed below. During other working hours, the staff is engaged in organizational work and preparation of services.

	Public Access Hours	
Monday	8.00 a.m- 2.00 pm	
Tuesday	8.00 a.m- 2.00 pm	3.00 pm- 6.00 pm
Wednesday	8.00 a.m- 2.00 pm	3.00 pm- 6.00 pm
Thursday	8.00 a.m- 2.00 pm	3.00 pm- 6.00 pm
Friday	8.00 a.m- 2.00 pm	

Below are the contact tools and methods, highlighting that an easy mobile number has been established—**+39 327 2 111 222**—to facilitate contacts, including through the use of WhatsApp.



tel. **0922 31751**



cell. e WhatsApp



327 2 111 222



email: segreteria@centrodonnafavara.it



PEC: presidenza@pec.centrogeorgesand.it



centrodonnageorgesand



Consultorio George Sand Favara



www.centrodonnageorgesand.it

www.consultoriofavara.it



19. Website and transparent administration

www.centrodonnageorgesand.it

www.consultoriofavara.it

www.centrodonnafavara.it

From the web pages reported above, you can access the association's website that informs about all the specific activities of the Family Counseling Center we manage and makes public all documents related to activity planning and activity reports. Through the website pages, it is possible to book appointments, request clarifications, submit proposals, observations, and complaints. On the web page dedicated to the youth counseling center, in the section 'what you need to know', girls and boys, young people, parents, and educators will be able to consult a vast and well-documented easily accessible database on important topics such as: love, sex, food, anger, boredom, addictions (smoking, alcohol, drugs, new addictions), family, school, etc.

The website has also a chat-room as:

- A space for dialogue, discussion and psychological counseling for young people
- An opportunity to be informed on important topics regarding growth, health, body...
- An opportunity to express evaluations, opinions, thoughts on issues that interest you;
- To dialogue with specialist counseling staff in an anonymous and confidential manner



The website also publishes all management documents of the CENTRODONNA George Sand APS association, the annual mission reports, and the financial statements, disclosing the public contributions received and the management methods of the funds received.