



# Centro Paideia

## Centre for children and families

[www.fondazionepaideia.it/cosa-facciamo/centro-paideia](http://www.fondazionepaideia.it/cosa-facciamo/centro-paideia)

Address:  
Via Moncalvo 1,  
10131 Torino

### Target population

Children with disability and their families.

### Mission

To provide rehabilitation, social activities and wellbeing for children, youth and the local community, through a multidisciplinary and integrated approach.

### Funding

Donations, fund raising and participation fees.

## Context

Paideia has more than 25 years of experience in social care and has supported more than 3000 families since 1993.

The activities offered at the newly renovated Center for Children and Families, located in downtown Turin, builds upon Paideia's long experience of community involvement, and include:

- systematic counselling by multi-professional teams;
- network of collaborative public and private organizations;
- a scientific committee where experts, professionals and families participate as equals.
- 10 family coordinators (social workers, psychologists, speech and neurodevelopmental disorders therapists etc.)

The building (3000 m2), which was originally a school, is completely accessible.



## Governance & management

Fondazione Paideia is a non-profit organization founded in 1993 by the two Turin families Giubergia and Argentero.

The management of the Centre includes a CEO, a board of directors, an administrative director, an health-care director and an area director.

Every week there is a multidisciplinary meeting among the Centre's professionals to plan and evaluate interventions and personalized plans. They also coordinate their activities with public services (social, health and education).

## What this initiative is about

Centro Paideia opened its new facilities in 2018 and offers access to courses, workshops, a swimming pool, a library, a café, a playground and different social, cultural and recreational activities to everyone in the city of Turin. Activities are supported by trained volunteers, who welcome families and help children with disability to participate in the activities.

For families with children with disability, the centre offers rehabilitation services based on individual needs and in collaboration with public health services.

### **Our strategy for people-driven care – The Family Centred Care (FCC) methodology<sup>1</sup>**

FCC is a partnership approach to healthcare, where families are considered as partners and experts in deciding on the child's wellbeing. Key elements of the FCC approach includes: information sharing; respect for differences; partnership and collaboration; negotiation and care in context of family situation and their community.

In FCC, health is defined according to WHO's definition of health: "a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity"

### **How are families engaged and empowered?**

Families with children with disabilities are supported through counselling, starting with the family situation, their resources and needs. Every family has their own coordinator (their professional background vary according to family needs) who is responsible for coordination of Centro Paideia's services with other actors involved in the care of the child (specialist services, general practitioner, school etc.).

A flexible care plan is developed and practical goals are set based on parents' and children's challenges according to the public service guidelines. The whole family, not only the disabled child's needs are addressed.



## Impact

- The Centre offers services to about 500 families – of which 300 are families with children with disability from Turin and the whole Metropolitan Area of the city.
- Staff at Centro Paideia are in the planning phase of defining the quality and quantity items for an impact evaluation. The evaluation will be performed in collaboration with Zancan Foundation.
- The scientific committee has been responsible for guiding the methodological and operative philosophies of the centre
- "Paideia's friends" is a family association founded by a group of families with children with disability after participating for several years in Paideia's activities. Paideia's friends give back to other families in the community, help with fundraising, during events and help spreading awareness of the centre's activities.

## Insights (Key learnings)

- Services are provided based on the needs of the whole family, not only the disabled child through a non-institutional approach.
- An informal atmosphere and welcoming spaces are important for optimal rehabilitation. Recreational socializing opportunities are crucial for developing wellbeing of children and families.
- Training is a key component both for professional and volunteers.
- Providing FCC takes time. Time to meet with families and other professionals and to build common trust.
- When spaces and activities are open for all citizens it gives opportunity for a wider social inclusion.
- High quality services are provided at accessible rates and in case of financial vulnerability (means tested) families can receive services for free.



1. (FCC – Law M., Rosebaum P., King S., Burke Gaffney J., Monig Szkut T., Kertoy M., Viacardis L., Teplicky R., 2003).





# Centro Paideia The Workshop

Address:  
Via Moncalvo 1,  
10131 Torino

## WHO

Fabrizio Serra, CEO of Paideia Centre  
Families' representative(s)  
Volunteer(s)  
Cinzia Canali, Fondazione Zancan

## Main goals

- Explore how a personalized care plan can be designed and implemented
- Learn about the FCC approach and its benefits in rehabilitation and care of children with disabilities and their families.

## Space for your personal notes

## Where

The workshop takes place in the new Paideia Centre, in the downtown of Torino.

After a guided tour, delegates meet Paideia's staff and families in the conference room.

## Interactive session

### PERSONALIZED CARE

The Center aims to define common guidelines for the development of personalized care plans among social and health services to secure shared-decision making at every point of contact. Is it possible?

Participants are encouraged to share their experiences.

### EVALUATION

Participants are encouraged to take part in a discussion about how the center can evaluate the impact of their activities, both for the community health and wellbeing in general, but particularly for families with children with disability.

## Workshop agenda

1. Fabrizio Serra (CEO of Paideia Centre) welcomes the delegates and gives a presentation of Paideia
2. Brief tour throughout the Centre and its facilities
3. Paideia staff gives an introduction to FCC as a systematic approach, with specific case examples
4. A family representative tells her experience in the design of a personalized care plan
5. A volunteer share her experiences from working with the Paideia Centre
6. Cinzia Canali from Fondazione Zancan explains how they are working with the development of Paideia's evaluation plan.



Transnational Forum on Integrated Community Care



**Target population:** People with disability and their families

**Mission:**

- To support people with disabilities through identifying and responding to psychosocial needs that traditional public services often cannot address.
- To change the way people with disability are perceived in the society.

**Funding:** Public social services in Turin in partnership with associations and professionals.

## Context

The Prisma project was inspired by an analysis carried out by professionals working in the local social services for people with disability. These professionals were coming across people with needs they were not able to address. Even though most people were being managed by the public social and health care system, some needs remained unmet, especially those related to psychological wellbeing and social inclusion.

The project idea was to design and create non-standard answers by working in partnership with local associations. Therefore, the project initiators began reflecting on their roles as public servants. They changed their approach, starting to meet people with disability and their organizations as equals and valuable in co-planning of the activities. In the future, they want to spread their approach to other public institutions and services.

From 2008, every three years the local administration and more than 20 associations renew a partnership agreement. Among the partner associations there are also migrant associations, which play a crucial role in providing cultural mediators when the person with disability is a migrant.

## Governance & management

A partnership agreement is signed every three year between local social services and associations. Currently, 24 associations have signed the agreement, but more associations are involved.

Governance is very light: relationships among social services professionals and associations are kept informal to guarantee fast intervention.

## What this initiative is about

Every participant in the project takes part in the definition of his or her personalized plan, responding to their needs and giving value to their assets.

**Our strategy for people-driven care**

Person-centred support of people with disabilities cannot be pre-defined. Based on individual needs, the project workers knock on doors to build supporting networks and improve participants' autonomy. They also help to integrate the different services and people involved in individual's life.

**How are citizens engaged and empowered?**

The person with disability is empowered to recognize and identify his or her need, to claim right to self-determination and make decisions. Hence, the participants do not receive a service, but rather build it together with professionals and association representatives.

**Services**

The project offers the following services to persons with disability (among others):

- Counselling
- Psychological support
- Peer support
- Inclusion in self-help groups
- Make-up therapy
- Information about sexuality and disability
- "Fiore di Loto", a gynaecologist practice where doctors are trained by women with disability and which is linked to anti-violence service
- Recreational activities (art, sport etc.)
- Search of alternative housing options (ex: co-housing)



## Impact

- Every year the Progetto Prisma supports about 160 persons with disability.
- The project is considered good practice by Italian organizations like Federsanità ANCI, and has received various awards. In 2008, the specific initiative "Fior di Loto", received an award from the Italian Network *Healthy Cities WHO*.
- The yearly increase in number of people joining the self-help groups is an indicator of the project's impact.



## Insights (Key learnings)

- If you want to change culture, start with yourself: the project started with professional self-reflection about their approach towards people with disability. From this, they went from a provider-receiver model to a horizontal collaboration where each participating part learns and develop together.
- Horizontal relationships and learning make reciprocity possible. Experiences from the project show that persons with disability often stay and run their own projects to give back to the community. This is what Progetto Prisma calls "social work with a community perspective".
- Support networks are detrimental to person's autonomy and self-determination.
- The public-private partnership is effective thanks to horizontal relationship, availability and absence of bureaucratic rigidity.
- The word of mouth has been more important than formal information in spreading information about the project.



## WHO

Simone Piani, social educator  
Oriana Elia, Local Municipality  
Giada Morandi, Progetto Prisma coordinator  
Maria Clara Zanotto and Cristina Biglia, Local Health  
Authority (“Fiore di Loto”)  
Elisa Molino, volunteer and previous user  
Estela Robledo, peer educator

## Where

Progetto Prisma has its headquarters in Corso Unione Sovietica, an ancient building previously serving as a nursing home.

Today, the building hosts the Passepartout ('universal access') Service of the City of Turin, to which Progetto Prisma is linked.

In the same building several local associations have their offices. There are also spaces that can be used by self help groups, grassroots organizations and volunteers to develop activities and organize events.

## Workshop agenda

1. Simone, social educator, will give a brief introduction to the project.
2. Oriana, from the Local Municipality social services, will explain the motivation behind the project and how professionals changed their attitude and way of working.
3. Giada will explain what it means to create a personalized plan and involve the person in her life project.
4. Doctors from Fiore di Loto will explain how they changed their way of working after the training they received from women with disability.
5. Estela will explain the successful approaches when the individual is a migrant and what it means to be a peer.
6. Elisa will tell how she started as a service user and ended up running her own project.

## Main Goals

Explore how people with disability can be involved in the design and creation of services:

- How to work with the person
- How to train professionals to deliver person-centred services

## Interactive session

## EVALUATION

The project still struggles to show the impact of its interventions. Does any of the delegates have some ideas about how to establish and run a (low-cost) system of evaluation?

## PREJUDICE

The project has worked intensively with combating prejudices towards social services and social workers. Does any of the delegates have experience from similar challenges?



### Picture: Making tactile books

## Space for your personal notes

This image shows a full page of handwriting practice paper. It features ten identical rows of horizontal dashed lines, each consisting of three short segments separated by gaps. The lines are evenly spaced across the entire page, providing a guide for letter height and placement. The background is a solid light beige color.



# Aging better together – a project in Mirafiori Sud

Address: Via Panetti 1

## **Target population:**

The community of Mirafiori Sud, particularly the elderly population and the socioeconomically deprived.

## **Mission:**

To promote active, independent, social and healthy aging in a deprived suburban neighbourhood of Turin.

## **Funding:**

Compagnia di San Paolo. The local municipality, Fondazione Mirafiori and grassroots organizations contribute in kind.

## Context

Mirafiori Sud is an area of Turin that has a rapidly aging population facing little opportunities for health promotion and where health indicators show a lower quality of life compared with other areas of the city.

In 2015, the Fondazione Mirafiori, in partnership with local social services and Associazione Centrox100 (a non-profit organization) initiated a project to promote personal autonomy, independent living and improve the quality of life for the population in Mirafiori Sud. The project aims to stimulate active participation of the inhabitants by creating networks combating social isolation and enhancing health and wellbeing.

The project scope is wide-ranging: activities are developed and implemented in various settings. One is Casa nel Parco, a neighborhood center.

The project collaborates with private, public and NGOs in different sectors: healthcare, social care, sport, culture, church, social animation, volunteering, research, ICT development and application and education.

## Governance & management

The project is implemented and coordinated by Associazione CentroX100.

The project has a coordinating group consisting of representatives from Fondazione Mirafiori, Compagnia di San Paolo, the Local Municipality, Local Health Authority, local public social service and Associazione CentroX100.

A social and community worker from Associazione CentroX100 monitors and develops the local and institutional network.

## What this initiative is about

This is a community based intervention, targeting elderly people above 65 years of age living at home. The project does not provide health or social care services but aims to support personal autonomy, independent living and the development of neighbourhood networks.

### **Our strategy for people-driven care**

- “Doing” approach: things are done in a group
- Self awareness of needs and resources
- Reciprocity: participants receive opportunities and then give back to the community

### **How are citizens engaged and empowered?**

Participants take an active approach in the planning and implementation of the activities. At the beginning of the project and periodically, they initiate public world café conversations where elderly define their needs.

Already active people help with promoting the project in their social networks and manage some of the activities autonomously. From this, elderly people are connected into new and ever-changing networks.



### **Main activities:**

- Thematic meetings and lectures where topics are decided by the participants together with the social and community worker representing the project. These meetings include health literacy topics.
- Accompanied walking groups.
- Activities for empowerment (e.g. “brain games”)
- Collective kitchen. Meals are divided into portions, consumed or donated. Participants use also an outdoor, wood-fired oven for communal use.
- Visits to local museums and monuments.
- Intergenerational activities (E.g. partnering activities between elderly and youth aged 17-21 to share memories and develop a documentary about the history and transformation of Mirafiori Sud).
- Connection to other community resources both public and private and in this way promote the emergence of new resources in the community
- Community volunteers: participants are involved as volunteers in specific initiatives for the community (to organize events, to prepare snacks for children etc.).
- Socializing activities.

## Impact

- 300 elderly are enrolled in the project
- The main impact of the project is in terms of strengthening persons’ social networks. These network act as “soft monitors” for the most vulnerable participants.
- Professionals have seen improvements in terms of self-care (for the most vulnerable participants)
- From spending more time with other people, participants learn to socialize again and develop new social skills that help them live better. They re-discover their youth skills and competencies and build solidarity
- Some activities are now fully managed by the participants themselves
- The focus groups following the first 2 years of the project showed that the 300 elderly have expanded their social networks. They reported improved psychological wellbeing and health literacy and especially appreciated the lectures with experts for their pragmatic approach.

## Insights (Key Learnings)

- The Casa nel Parco and all events taking place is open for everyone in the community.
- Trust and stable points of reference within the community are essential ingredients.
- The project has broken some stereotypes about elderly in deprived areas, showing that it is possible to activate people and do organize activities everyone can take part in.
- Health information provided in informal and non-institutional settings by professionals may improve people’s health literacy.
- Project management is important to identify local resources and coordinate networks.
- It is a challenge to survive fluctuating political priorities and convince new policy-makers about the project’s importance





# Elderly in Mirafiori Sud

## The workshop

### WHO

Roberta Molinar, project manager  
Rosa d’Ambrosio, Local Health Authority  
Volunteers and active elderly participating in the project

### WHERE

The workshop at Mirafiori will mainly take place at Casa Nel Parco, one of the eight “Case del Quartiere” (Neighbour Centres) in Turin, which promote and implement different activities for neighborhood residents.

### Workshop agenda

1. During the bus transfer, a guide from “Iperurbana” will tell the story of the neighborhood Mirafiori Sud.
2. Roberta Molinar, project manager, will introduce the project and the characteristics of “Casa nel Parco”, one of the project locations.
3. Rosa d’Ambrosio, from the Local Health Authority, will explain why this kind of projects is relevant to population health.
4. Some volunteers and project participants will explain how they got engaged with the project, what activities they are engaged in and why they continue coming back.
5. A social and community worker from Associazione CentroX100 will discuss with the delegates how to improve evaluation of the project and the future networking plans.

### Main Goal

- Explore how to involve and engage people in deprived urban areas
- Explore how people activation is connected to Mirafiori’s success
- Explore new ways of fundraising and evaluation

### Interactive session

#### VOLUNTEERING

The project leaders will tell how they make the most out of volunteer resources and community solidarity (volontari di comunità)

#### EVALUATION

A social and community worker from Associazione CentroX100 will discuss with the delegates how to improve evaluation of the project and the future networking plans.

#### SUSTAINIBILITY

It is difficult to keep the balance between project growth and available resources. The initiative wants to explore new ways of fundraising (for example opportunities for developing fund raising through a community fund managed by the local Fondazione Mirafiori) and develop methods to replicate some of the activities in other parts of the neighborhood.

Has any of the delegates any suggestion for possible approaches?

One suggestion is to develop a framework for social engagement and networking built on this project’s experiences for other communities to copy. Have any of the delegates some reflections?

### Space for your personal notes



Transnational Forum on Integrated Community Care







# Tavolo per le Politiche Giovanili: «Working Group for Youth Policies» in Saluzzo

This workshop will take place  
at the conference venue

**Target population** Youth (aged 14-20) living in Saluzzo, with a special attention to the more vulnerable (from a socio-economic point of view).

**Mission** To foster positive development in youth through active citizenship by bringing together the various actors and organizations working with local youth.

**Funding** Structural public funding for the process with resources coming from the Municipality of Saluzzo and other public entities. Other activities are project-based, with public and private (foundations, associations, sponsors etc.) support.

## Context

Saluzzo is a small town of 17.000 residents in a rural region of Piedmont. The Tavolo per le Politiche Giovanili (TPG) initiative started in 2009, aiming to integrate local interventions (prevention, wellbeing promotion, education, care) targeting youth. The municipality, local health authority and social services in Saluzzo, together with associations and community groups, created the TPG initiative, translated to “Working Group for Youth Policies”.

Initially, two social educators were employed to get in contact with youth in places where young people usually hang out in the community (e.g. at sports facilities, cafés, in the streets, etc). This allowed trust to be built between the youth and the street level social educators. The educators were then able to carry out preventative efforts (for example involve Serd, the public Drug Addiction Service when necessary). Today, the two projects “Attiviamoci” and a new “Spazio Giovani” are among TPG’s main activities.

About 70 vulnerable young people are in contact with the project on a regular basis. However, as many initiatives and events involving the community take place as a consequence of the TPG, the impact is broader.

## Governance & management

TPG consists of three people working in the field, one local counsellor, one social educator, one representative from the local health authority (Drug Addiction Service) and different associations’ representatives (depending on the specific project).

Every third year a partnership agreement is signed with the local social services and local municipal administration.

## What this initiative is about

The TPG aims to integrate diverse organizations and services targeting residents in Saluzzo between 14 and 20 years old.

Their mission is to help achieve social inclusion of youth at risk outside traditional institutional care.

Two examples of current initiatives that supports social inclusion and engagement of youth are “Attiviamoci” (Get moving) and a new “Spazio Giovani” (Youth Centre coaching service).

*Attiviamoci* manage volunteer networks and activities motivated by youth (aged 11-15) education.

*Spazio Giovani* is a youth centre where they can meet and learn how to take part in the community.

### Our strategy for people-driven care

The individual person and his or her story, capabilities and resources is at the centre (not the problem/disease). The empowerment is “indirect” through involvement of vulnerable youth in “healthy activities”, such as spending time in positive contexts and exciting situations, taking part in community activities, building trusting relationships and improving self-recognition and self-esteem.

**Informal education** is the preferred method to establish trusting relationships between professionals and youths. In case someone needs a specific social or care intervention, the project coordinates its prompt delivery at an early stage.

### Community engagement

- The TPG provides training of adults spending time with youth to help them recognize the early signs of risky behaviour and how they can respond in a way that creates a safe, supportive, empowering and preventive environment for vulnerable youth.

- Youth are empowered in becoming leaders in the development and organization of inclusive and social initiatives, e.g. a marathon for human rights where several vulnerable youth participated.

- Volunteer and peer’s support is promoted and plays a crucial role in the activities developed by local associations (as sport coaches, etc.)



## Impact

- Activities developed by the TPG have been included in programmatic documents by the Local Health Authorities as examples of successful initiatives of engaging vulnerable youth.

- The TPG approach has been adopted in other projects, which promotes the wellbeing and development of communities (e.g. the Interreg Alcotra #Com.Viso in the Monviso valleys).

- So far, no formal impact evaluation exists but each activity and project is monitored. An evaluation model is being developed in partnership with the University of Turin (Savigliano).



Picture: The TPG Working Group

## Insights

- “Educativa informale” (informal educational social working), where social educators engage in dialogic relationship with target youths, is a crucial component in creating and maintaining connection with local youth.

- Activities must be built on youth's premises. Dear to think in new ways when designing events to include the most vulnerable.

- Activate the youth by giving them responsibility in the development and implementation of events.

- Focus on goals and methods, not projects. When institutions are connected to collaborate to reach a specific goal with no time limit, they must learn to work in new ways.

- Identify local resources such as sport coaches already in touch with your target group and train them.

- Street level advocacy is needed to reach vulnerable youth that are not known by social- or health services.

- Serd, the public Drug Addiction Service is involved in all the initiatives with a preventive perspective.





# Tavolo per le Politiche Giovanili: «Working Group for Youth Policies» The Workshop

This workshop will take place  
at the conference venue

## WHO

Paolo Caraccio, coordinator, Monviso Solidale, social services  
Lara Peirotti, Local health authority  
Giulia Maccagno and Gabriele Pappalardo, previous peers  
Letizia Terrana, social educator  
Fabio Ferrero, communication manager

## Main goal

1. How informal education can be useful for health promotion
2. Successful strategies of community’s involvement
3. The challenge of evaluation and model definition

## Space for your personal notes

## Workshop agenda

1. Brief introduction to the TPG as a process and a method.
2. Laura, Local health authority representative, will explain how informal education and community development can be useful for health promotion.
3. The story of the TPG: delegates are involved in the understanding of what happened in Saluzzo’s youth policies through a “game”.  
During the game Giulia (now a local councilor) and Gabriele (now a cultural worker) tell their experience as previous volunteers involved in peer activities and what they are doing for their community now.
4. Interactive session about evaluation and intervention model

## Interactive session

### EVALUATION

The project is struggling to define an effective evaluation system. Does any of the delegates have some suggestions?

### MODEL

The project management would like to identify an intervention model that can be easily understood and accepted by decision and policy makers. Do any of the delegates have suggestions for effective strategies?



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