



Service Charter



Dear Customer,

We invite you to review this Service Charter so that you can learn about our organization, the types and methods of service delivery, as well as the procedures for your protection with respect to any possible inconveniences.

The Management

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

ASSOCIAZIONE INTERREGIONALE VIVERE INSIEME

IT - 88100 CATANZARO (CZ) - VIA DEI CONTI RUFFO 15

NELLE SEGUENTI UNITA' OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 88040 FRAZ. MARTELLETTO SETTINGIANO (CZ) - LOCALITA' CARFELLA'
C/O SAN FRANCESCO HOSPITAL
IT - 88044 MARCELLINARA (CZ) - VIA CARLO ALBERTO DALLA CHIESA 10
C/O VILLA S. ELIA

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE QUALITA' CHE E' CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS A QUALITY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI EN ISO 9001:2015

PER LE SEGUENTI ATTIVITÀ / FOR THE FOLLOWING ACTIVITIES

SETTORE CODE **IAF 38**

Erogazione di servizi di assistenza socio-sanitaria e riabilitativa in regime residenziale, semiresidenziale e ambulatoriale in Residenza Sanitaria Assistenziale, in Casa Protetta per Anziani, in Centro Diurno per disabili, in Centro Riabilitativo Extra Ospedaliero Ambulatoriale.

Provision of social-health and rehabilitation assistance services in a residential, semi-residential and outpatient setting in an assisted living facility, in a sheltered home for the elderly, in a day center for the disabled, in an outpatient rehabilitation centre.

IL PRESENTE CERTIFICATO È SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

PRIMA EMISSIONE FIRST ISSUE	07/01/2025
DATA DELIBERA DECISION DATE	07/01/2025
DATA SCADENZA EXPIRY DATE	07/01/2028
EMISSIONE CORRENTE CURRENT ISSUE	07/01/2025



Marco Martinelli
CERTIQUALITY S.r.l. IL PRESIDENTE
Via G. Giardino 4 - 20123 MILANO (MI) - ITALY



SGQ n. 008 A

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
Signatory of EA, IAF and ILAC Mutual Recognition Agreements.



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Certificazione dei sistemi di gestione aziendale. CISQ
is the Italian Federation of management system
Certification Bodies.

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» Services offered

- » Long-term Care Residences: assistance for non-self-sufficient residents stabilized by physical, mental, sensory, and/or mixed pathologies not manageable at home.
- » Continuous Cycle Extensive Rehabilitation: for carriers of physical, mental, sensory, and/or mixed disabilities.
- » Protected Residences for the elderly: home-like care facilities for non-self-sufficient elderly residents.
- » Semi-residential and Outpatient Rehabilitation: recovery activities and psychosocial readaptation functioning through global non-pharmacological treatment, requiring multidisciplinary doctor-medico-psychological support.
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- » Clinical Record Standardization
- » Aut. Sanitaria D.G.R. 981 of 2008 and-related amendments
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- » List of other facilities

» Other facilities list

Dear Sir/Madam,

this document presented to you constitutes the "Service Charter" of the Casa Protetta Villa Sant'Elia.

It is an informative booklet that will clearly and simply highlight the healthcare and assistance services we are able to offer guests.

The adoption of the Service Charter represents for our Company a document of commitment towards the Exterior and an internal management tool aimed at the continuous improvement of the quality of assistance.



Presentation

Villa Sant'Elia S.r.l. operates in the rethereall-socio-regional, con autorizazione and accreditereient by the Healthcare Service of Calabria Region Calabria.

The facility is dedicated to ensure a dementia eliverdly anziane non-self-sufficient with high frailty, forenning a conctose protected services that can garanttise continuous assistance, basic care and prompt person.

L'organization of services is fondu od on quality, safety, and appropriateness, citraverso through the presence of qualified personel and the adoption of assistance models focused on dignity, well-being, and dirittls of the ospite.

The Casa Protetta accommodates elderly aorg rior needing protect life, Iraiture, eoportities and social gusiter. The squipe multidisciplinary team is responsible for the socio-health, assistance., thelth-related, social relationship, and recreational needs, promdiong a favorable continuum between identity and care.

Who we are

Villa Sant'Elia S.r.l. svolge la propria attivita in the socio-feath-rehabilitative sector through the gestion of an accredited residential unit, accreditati, in convention with the Aziende Healthcare Healthcare Companies.

The Casa Protetta accommodates elderly who need protected life, not manageable at home, the Equipe multidisciplinary team is responsible for all the regarding social integration and opportunities of quais, the personel mentate planning sanitaria freedom, futlistics and recreational brands, favorendo the adefegence of the perseperance pocitive continuumess between identity and care.

Our purpose

Villa Sant'Elia S.r.l. perserve finality that designing, organizing and promotetrisoico-health and rehabilitative services to non-self-sufficient elderly residents, ensuring qualed une at a protected structure.

The Casa Protetta accommodates freedom of daily living spaces with habits and needs compatibility and the preservationof personal capabilities, thattenne dirith, cores management.

The mission

Villa Sant'Elia S.r.l. aims to protectng the health and well-being of non-self-sufficient people with physical, mental, and sensory frailty, through a professional and group-coordinated activity, commitments to meeting freedom post hospitalization assistance, rehabllitation and psychosocial readuption treatments of physical, mental, and/or mixed pathologies, favorandc quality improve.

Legal headquartes:

Via E. Bucciarelli 30, 8810 Catanzaro(CZ)

Tel: 0961 356849


Email: info@villasanteliasrl.it Pec:

villasanteliasrl@pec.it

Head operativa:

Via Carlo Alberto Dalla Chiesa, 10

88044 Marcellinara(CZ)

 Tel: 0961 988168

Principle of Equality and Respect

Article no. 3 of the Italian Constitution paragraph: 2, immediately brings up the need for a differentiated treatment aimed at restoring, starting from the peculiarity of the medical-user condition, his/her being equalized with other citizens.

Within this principle, this operates as an equal consideration for each individual who takes advantage of this/their privacy in terms of relationships between operators and professionals, on one side, guests into account the UNIQUENESS of each guest dwelling in a family within the Care Residence.

The structure is free from discrimination of any kind.

Principle of Participation

Active participation in the healthcare life within the Care Residence is desired to be achieved.

Participation must involve friends and relatives since the information provided by the Center, structure, and sanitarians is shared. This simple means, guarantees INFORMATION and is respectful of the privacy of the guests and their families on the other.

Principle of Impartiality and Objectivity

Anyone who provides a service within Care Residences is required to operate impartially and objectivity in order to ensure adequate assistance.

Assistance service is provided 24 ore su 24; engaging in personalized assistance, taking into account difficulties of the healthcare-sanitary service; service. Any intervention comes from a specific request of the guest of which, moreover, the operators who take responsibility, guaranteeing interventions beyond what has already been planned (which can then result in prolongations and/or defining new strategies).

Principle of Effectiveness and Efficiency

Both the criterion of EFFECTIVENESS (ascertaining that objectives have been met) and the criterion of EFFICIENCY (the best use of resources for achieving objectives) are intensely carried out in the Assisted and Rehabilitative Healthcare Residence.

Right of Choice

Each person, at any stage of the Care Residence stay, has the RIGHT of CHOICE, has the right to be recognized as a person in the request for treatment solutions suited to their specific needs.

The procedures and timescales for exercising the right of choice are flexible as they keep personal and professional needs in mind, guaranteeing correct information enabling the closest possible managing of their stay, with the possibility of choosing the most suitable healthcare structure possible, in addition to daily activities.



Principle of Effectiveness and Efficiency

Both the criterion of EFFECTIVENESS (ascertaining that objectives have been met) and the criterion of EFFICIENCY (the best use of resources for achieving objectives) are intensely carried out in the Assisted and Rehabilitative Healthcare Residence.

Organization aims to increase the level of quality of socio-healthcare services.

SERVICES OFFERED

Care Residence: Casa Protetta welcomes elderly people who need a structured residential unit, with socio-healthcare assistance and basal and continuous support in daily activities.

Interventions are carried out through **individualized therapeutic** and assistance paths of a socio-health or rehabilitative nature, based on individual needs, with the aim of supporting the person in managing ordinary activities and maintaining residual skills.

Within the Center a multidisciplinary team operates, coordinated by the Service Manager, composed of various professional figures, with the possibility of integrating specialized medical personnel in case of need or upon request.

The activities include:

- Personal care assistance
- Support in daily life activities and mobility
- Continued monitoring
- Basic nursing interventions
- Scheduled medical presence and interventions in case of need
- Interventions aimed at maintaining residual abilities
- Drug administration and therapeutic monitoring
- Preparation and administration of meals, based on specific needs
- Social and basal stimulation activities
- Psychosocial support
- Hygiene and environment cleanliness service
- Management of collective spaces and outdoor activities



The main objective is to maintain, as much as possible, the autonomy and relational fabric of the elderly person, preventing deterioration and guaranteeing conditions suitable for safety and well-being.

Admission Procedures

To be admitted, the user or their representative **must submit an application** to the relevant **health district of affiliation** together with the doctor's proposal form, filled out by the General Practitioner.

Temporary, permanent, or permanent are at short-term relief, family support, or completion of rehabilitative cycles initiated in another Healthcare system facility itere accepted.

For updated **admission information**, it is advisable to contact the Information Office of the facility by calling **0961 996168** or to send an email to the following email address: **info@villasanteliasrl.it**.



Waiting lists for residential and semi-residential facilities.

- **Admissions provided under convenient:** In this case, the waiting list spaces are held and managed exclusively by the Provincial Healthcare Agencies, to which the waiting times and criteria are subject which are not accessible to conventional facilities.
- **Admissions provided in private agreement:** In that case, the private management of the facility is exercised on the basis of availability, taking into account the prognosis of hospital discharge and the priority criteria relating to pathologies.

STAFF

Responsible Physician

- Responsible for the healthcare assistance within the facility.
- Coordinates the **interventions** of all **specialists** and health professional;
- Sets goals for doctors and health teams;
- Evaluates multidisciplinary interventions;
- Responsible for Quality Verification;
- Revision of the Quality Manual;
- Responsible for **managing personnel**.

Geriatric Physician (doctor responsible for the Rehabilitation Modules):

- Coordinate and supervises the multidisciplinary team for the planning their INDIVIDUAL HEALTHCARE REHABILITATION PLANS (HRP).
- Responsible for projects and care plans;
- Evaluate multidisciplinary interventions;
- Responsible for the efficacy; of implemented plans.

Module Physician:

- Responsible for healthcare assistance within the assigned department;
- Responsible for the doctors of their team;
- Sets goals for the module;
- Evaluates multidisciplinary interventions;
- Coordinate the application of the defined plans and procedures;
- Responsibility; for patient's family, the facility care center operators.

Quality Control Manager:

- The Responsible for Quality Management coordinates, manages, monitors and implements all aspects of the ISO EN ISO 9001-2008 system, in line with it and company procedures.

Psychologist: social health area professional:

- Facilitate interdisciplinary connection;
- Socialization and psycho-stimulation activities;
- Individual and group psychotherapies;
- Consultations for visitors, families and operators;
- Support and guidance to the facility's visitors in drafting and application of personalized projects (IHRP).

Professional Educator / Social Animator / Motor Activity Therapist:

- Organize/maintains and socially activate elderly people.
- Facilitates group activities aimed at psycho-stimulation for the users.
- Collaborates with the Psycho-Social Coordinator in drafting and application of personalized projects (IHRP).

Psychologist:

- Keeps contact with patients' families, accompanies and coordinates whole administrative activities (prefecture, municipalities), related to patients;
- Keeps contacts with healthcare agencies;
- Takes care of part of the activities of the Information Office.
- Coordinates administrative and economic activities, related to accounting, purchases, warehouse.

Social Worker:

- Takes care of all relationships with elderly people and their families.
- Coordinates patient admission, updates relevant administrative documentation, facilitates connections with local operators and supports patients and family caring PAI applications.

Support Staff:

- Auditor, cooks, auxiliary staff etc. carry out general hotel, rehabilitation and assistance activities and other activities related to the needs and environment of the structure.

Physiotherapist:

- Responsible for specific aspects related to the resident's rehabilitation.
- Performs interventions aimed at maintaining and re-educating physical abilities of the users, based on specific needs established by the Responsible Physician.
- Collaborates with the Psycho-Social Coordinator in drafting and application of personalized projects (HRP), or (HRP).

Quality Policy

General Management, with this document, defines and issues to all the components of the Organization, the Quality Policy understood as a set of general guidelines and objectives related to quality.

The Organization's objectives for the Quality are:

- Maintain certification of the Management System for Quality according to UNI EN ISO 9001:2015;
- Offer services that meet Customer requirements and applicable regulatory requirements;
- Increase Customer satisfaction;
- Increase market share;
- Increase efficiency in process performance:
- Improve functionality and **continuous** effectiveness of the Management System for Quality, guaranteeing a continuous training formation aimed at professional improvement and personalized assistance (in compliance with safety policies, the protection of personal dignity and satisfaction of the guests' needs).
- Ensure an environment that safe and supportive for guests; considering that the elderly person often finds themselves in a "weak" position and disabilities often aggravate this fragility.
- Guarantee to the guests the possibility of managing their own lives as much as possible, respecting their personal history and preferences, and if necessary, all assistance and resources availability as necessary,
- Manage collaboration relationships with ASP (Local Health Agencies) and Municipal Companies, promoting meetings, even with volunteer Associations and Tradet notalities, involving all the Municipalities where we operate, to improve guests' lives and social collectivities?.

To this end, the General Management undertakes to:

- Develop and apply the Management System for Quality and continually improve its effectiveness.
- Assure Client's satisfaction:
- Assure that the Quality Policy is comprehensible and disclosed to all components of the Organization;
- Guarantee the participation of staff in company activities, disseminating the updating and monitoring of tracking of the Management System for Quality and providing the necessary resources for achieving the relevant objectives.

The fundamental principles and features of quality service described in the "Charter of Services" are the cornerstone of the Quality Policy as a guarantee of compliance and social impact.

All employees participate in the Organization's activities, in particular, in company activities aimed at continuous improvement. All the activities carried out by the General Management to maintain and improve the Management System for Quality are shared with all the components of the organization, with the ultimate aim of reaching and achieving pre-set objectives.

The entire Management System for Quality as a global management system of the organization is applied by all employees, with the aim of reaching and achieving pre-set objectives.

- Guest social rooms, dormitory rooms and other hotel amenities, are maintained with quality furniture designed for the comfort and maximum safety levels.
- Guests also create to enjoy and safe, attentive to messaged activity and health-tourism.
- Alimentation, teler gal and recreation areas, as a socialization and meeting spot, devoting postival
- Luogin. Theolaa'ernal pag perser'-sarly increase from a are, sornance of time etatiner guests.

MEALS SERVICE

- Breakfast from the 8:00 alla 9:30.
- Lunch from the 12:00 alle ore 16:00.
- Dinner from the ore 16:00 at 7:00.
- A snack at '90:00 AM and 13:00 at 05:30.

The menu is set for weekly and changes sesonionally based on the holiday period (Christmas, Easter, etc.). The menu complies with controls controiy-onging the Health Authorities and can oleamare personalized menus provided for the gossts'thet,apy inecesssary.

TELEPHONE SERVICE

- The guests can use their telephones in the dormitory rooms.
- Cordless Phones are available in the living rooms for guests.

LAUNDRY SERVICE

- Residence stee landdencen sig apr'fedl Realtianoiare nersonaly:

CLEANING AND ENVIRONMENT SANITATION SERVICE

- The recreational area and dormitory rooms are cleaned and disinfected, dally, A general spaces resare regularly.

OPENING HOURS OF THE ADMINISTRATIVE OFFICE

- The Sanitary Healthcare Residence / Rehabilitation Reside- nos straa on monday + Firday 9:00 tto t52:60; from 00:00 anen [3:00 101.07:00.

VISITING HOURS

- Daily from 10:30 am - 12:20 am - 1:00- noon and from 4:00 pm- 6:30.

RELIGIOUS ASSISTANCE

The guests' religious needs are dil'ettut with the presence of the Catholic Parrish Priest on Sunday(s).

SILENCE AND TRANQUILITY

The guests are respectell to keep the environment that is caporaars tof earsistenrs. Exauce the inferention of oven to reduce the volume of radio and television. The must be persented on sinding from 1:30 pm and 18:30-and [10:30 pm and 22:30 am-6:30.

SMOKING

Tobacco use is strictly prohibited, and listenas that the duthorily is strictly prohibited.

The Health authority is proh'ibited^a the interior area.

SMOKING

- Leading encouraged to respect the health and anomer.
- Tobacce use in bedrooms js strictly proh'ibited. Use allowed an_ently arato at the health loraaly airtret in least aram presentn non_-permitted area

COMPLAINTS

- The guest or thair representative can report any complaints the folrwing methods.
 - by wintng a compaint latter to The General Biraction of VILLA SANTELIA of Vie Albero Dalla Chiesa, 10 - 30,89100 Catanzaro(CZ)
 - infortiaans'invitgenstj, it.
 - Complants ary: with nome ressoñ and-date, and and signature of the guetr; presenter;
 - email to info@villasanteliasrl.it Usta will be sert; these verifications, and hctification to by sirnne;pretedisantellareti.it.

CUSTOMER SATISFACTION

The Quality policy é yearly used getoried in the Clients satsfaction- asisterred, stjora the quality- (mprovement present for (vrsitur aljuxtes), pretfal.S. çiriatu'are from the lufe Office or distributed perio- çiotially and allowed visitors.

PERSONAL DATA

- Guests' religious needs are frested in compliance of the Catholic Parrish Priest.
- The'guests resçitry encourages to the respectell or keep the environment quiet, and lurmay inferotn- the volume of radio and television entaridos only allowexf the yeneral areas veider the naabstarzaton; l'uhçh, the Health Authority proh'ibite the bhoking arreccsante from the quest whose teleatone rearn, relaxed thei irotall and promatielsl iternantoni, wall are ted at artalsté on info@villasanteliasrl is complam form undarge checked, within it's days of receipt, and the reduted the tançatal of receipt, communica ated to guest within 30 days or regpt.

CUSTOMER SATISFACTION

The quality selts agpit ander ire Quality policy. Sestion the quality policy entaced thowing and accestimants, car pievedic aasissehments at the quality (improvements by the improvement of Customer Satisfaction.

The Quality Control Management department staff are available to quests, who can always hoth to wif'ise within the fiold resunated to the arjever, of tnerpretations (herour' of reading the ques impre diijestiwa,

Emmausksistente Polissano Ella is the Processing Data Controiler, Emmaus Religiosa 1

Em,mausleSistente Pollissano; Extai privacy@vilal'ananisfl.it.

STAFF TRAINING, PERMISSIONS, MEDICAL RECORD REQUEST, QUALITY STANDARDS, DATA MANAGEMENT.. DEFECTIVES ...

STAFF TRAINING

The Organization, in order to assure that the staff engaged in activities affecting the quality of the service, according to the specific length of service profile, periodically undergoes activities of training, updating and check.

PERMISSIONS

Related to residential services, through the authorization of the medical officer, civilian permissions can be granted to guests as permissions during the day to relieve from Clinical facility.

The permission can be requested by specific forms also by the referent of a family members authorized during the reception phase.

DISCHARGES

From the moment the discharge date has been established, the families are promptly advised by the operators of the social area following an organization scheme. The discharge module filled with information relating to the user's health condition that has led to discharge, exclusive release, condition of access in other structures, possible rehabilitation therapies, different phone numbers for educational practice is an integral part of the Healthcare medical form, must be completed in all its parts. It is important not to delay the return all clinical documentation awaited in excess of ninety hours, to bring with him the personal clothes and to perform mandatory practices of discharge at the accelerated reception office. For the return

MEDICAL RECORD REQUEST

A copy of the medical form can be requested by applying to the Clinical Direction of the structure. Within seven days from the arrival of the request, the copy of the medical form will be provided;

- written request by the user's host (signed sub, photocopy of identification document/nt attached);
- copy of user cohabitation in case of death (a photocopy of the identity document of the demander attached).

QUALITY STANDARDS

The Protected Sanitary Healthcare Residence and Rehabilitation, prepares documentary/informative models and reference facilitators aimed at improving and the better quality of services offered by the Organization of Sanitary and Assisted Residence and Rehabilitation.

DATA MANAGEMENT

The Healthcare Sanitary Assisted Residence for protective monitoring organization plans informative/formative events in order to spread awareness of compliance and information security.

- improve social services with respect to user needs age, developing skill sets and numerically and progressively improving the Organization's organization of services;
- regularly run tests of observation, repertuiness of the operators for the development of knowledge and experience to the professional level ready for the continuous est gio;
- act to constantly improve outgoing information activities aimed at activities with more and better delineated outlines of management.

HACCP

Hazard Analysis and Critical Control Points, implements the HACLP provisions as required by propriatev Ieligitative Decree August 13, 2007 n° 155/97; foresters at the performance of controls of the requirements provided by legislation and the precautions respectot all the precautions regarding the status of messu/ariminile inside. food products and the practices of imierobiological checks in oder to verify the effctiveness of the entire chain food hygiene.

ATTAINGMENT DLGS No, 81 of 2008 et seq.

The Organization implementec, HACCP provisions of that the legislative, decree regarding security and safely at work-related risks inside the structure, preparing appropriate emergency plans.

TYPICAL DAY FOR GUESTS



7:15 AM PERSONAL CARE - BREAKFAST

In the morning, between 7:15 and 9:30, guests are assisted with personal hygiene, according to individual needs, and then proceed to have breakfast.

9:30 AM VARIOUS ACTIVITIES (health, recreational, personal, etc.)

The morning is spent in common areas or outdoors, where if the weather permits, guests engage in organized activities led by professional educators. Recreational and socializing initiatives are emphasized, while health care personnel are focused on motor stimulation and activities of daily living (ADL). Medical, nursing, psychological, and rehabilitative care are provided to guests.

12:00 PM LUNCH

Lunch is served at 12:00 PM in the dining room, where guests are assisted by the appropriate attendant.

1:00 PM - 6:00 PM AFTERNOON REST - FAMILY VISITS - VARIOUS ACTIVITIES

From 1:00 PM to 6:00 PM, generally guests rest in their rooms unless justified activities lead them to the park or common relaxation room, possibly resuming planned activities and visiting the unit's areas in freedom.

6:00 PM DINNER

Dinner is served in the dining room, followed by relaxation time (TV, Entertainment).

9:00 PM Guests retire to their rooms for the night.

VILLA
Sant'Elia
CASA PROTETTA



Villa Sant'Elia

Assisted Living Facility

Management: Villa Sant'Elia S.r.l

Location: Panoramic location in a hillside area in the municipality of Marcellinara, 20 Km from Lamezia Terme and 15 Km from Catanzaro.


Room type: Rooms with 1 or 2 beds and bathroom.

Medical staff: Geriatrician, Psychiatrist, Neurologist, Internist.

Rehabilitation activities: Gym, physical therapy

Services offered: Pharmacy, transportation (minibus, ambulance), hairdresser, podiatry, religious functions.

Admission process: To facilitate procedures and access updated information, it is advisable to contact the Information Office.

 **Phone:** +39 0961 996168



Villa Sant'Elia S.r.l.

Sede Legale:

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