

Internal regulation of the residents of Villa Serena

("Annex F" to the Service Charter)

It is necessary that the resident of Villa Serena maintain a serious and dignified behaviour, abstaining absolutely from noises or activities that may disturb other cohabitants, both inside and outside the accommodations, or in any case, from events that may upset the serenity of living cohabitation.

In particular, the resident is forbidden to:

- Use alcoholic beverages outside of those programmed with meals (if there are specific medical prescriptions);
- Keep an undignified demeanour towards the community;
- Remove, damage or destroy objects owned by Villa Serena, its staff and other residents;
- Keep their dowry in disarray and, in general, all that belong to them;
- Smoking in bedrooms and, in general, in areas other than those designated as "smoking areas";
- Throw food at cats from the windows of the rooms windows or near the building;
- Use electric stoves or stoves in rooms, except in special cases authorized by the Management;
- Keep firearms, cutting weapons and blunt objects;
- To be in default of paying the fee.

Infringements and penalties:

In the event of non-compliance with the aforementioned regulations of conduct, the resident will incur in the following measures:

1. Reprimand;
2. Admonition;
3. Dismissal.

The above measures must be justified.

The simple reprimand is communicated to the person concerned by letter from the RSA Nursing Manager or the Head of the Rest Home, according to the reference department.

The admonition measure is adopted by Management following a debit notification proposed by the Head of the Operating Unit. This must be justified within 10 days.

The dismissal measure is adopted by the Management.

The resident and his guarantor will be notified in writing of the admonition and dismissal measures.