



SERVICE CHARTER

“Fuoristrada – Mobile Harm Reduction Unit”

Mobile, outreach and low-threshold intervention in urban settings of drug use and marginalisation.

INSTITUTIONAL ACCREDITATION AND FUNDING ARRANGEMENTS

The service is funded by ASL Roma 1 and authorised in the Lazio Region under Regional Determination G05124. With reference to Resolution 607/25 and subsequent amendments and additions, the Street Unit is currently undergoing accreditation with the Regional Health Service.

ORGANISATIONAL STRUCTURE

Legal Representative of Parsec Cooperativa: Dr Maura Muneretto tel. 06 86209991

Medical Director: Dr Mauro Falchetti tel. 347 738 5870

Administrative Manager: Dr Paolo Cassetta tel. 340 2729437

The Street Unit team works according to a shared and integrated approach and draws on the professional expertise of psychotherapists, psychologists, doctors, professional educators and healthcare support workers.

The Legal Representative

PARSEC COOP. SOCIALE ar.l.
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Updated on 06/08/2026

1. NAME OF THE SERVICE

“Fuoristrada” Mobile Harm Reduction Unit

Mobile outreach service for people who use psychoactive substances, aimed at reducing health and social risks, preventing infections, connecting people with local services and promoting access to health rights.

2. MANAGING BODY AND CONTACT DETAILS

Managing body	Parsec Cooperativa Sociale
Commissioning / funding body	Lazio Region / ASL Roma 1
Managing body address	Viale Jonio 331, 00141 Rome
Service telephone	3477385870
E-mail	info@cooperativaparsec.it
Service start date	1996

3. TARGET GROUPS

The service is addressed to:

- People who use psychoactive substances, particularly in active-use settings
- People experiencing homelessness or severe social marginalisation
- People who frequent drug-use or social gathering settings linked to substance use
- People already in contact with local services but at risk of exclusion or relapse

4. PURPOSES AND OBJECTIVES

The Street Unit operates with the following objectives:

- Reduction of harm associated with the use of drugs
- Prevention of transmissible infections (HIV, HCV, HBV)
- Reduction of overdoses and promotion of safer use
- Early engagement and referral to social and health services (SERT/SerD, outpatient clinics, social services)
- Support in contexts of marginalisation and severe social exclusion
- Reduction of stigma and facilitation of access to services
- Improvement of the hygiene and health conditions of the people reached

5. AREA OF INTERVENTION

The service operates across the ASL Roma 1 area, with mobile interventions particularly in:

- Informal gathering places
- Open-air drug-use areas
- Areas close to addiction services (SerD)
- Stations, parks, underpasses and urban spaces characterised by high levels of marginalisation
- Settings identified by local services or social networks

6. OPERATING METHODS

The Street Unit operates through several actions.

6.1 Contact and engagement

- Regular presence in drug-use and gathering settings
- Non-judgemental and voluntary approach
- Building a relationship of trust

6.2 Harm reduction

- Distribution of sterile materials for safer use (syringes, injecting kits, smoking equipment where provided)
- Education on lower-risk drug-use practices
- Information on overdose prevention and emergency management

6.3 Prevention and health

- Information on transmissible infections
- Referral to HIV/HCV testing and other screening
- Information on health services and access to free healthcare

6.4 Referral to services

- Referral and accompaniment to Ser.D. services
- Links with social services, shelters and social-assistance street units
- Support in accessing documents and benefits/services

6.5 Low-threshold support

- Distribution of snacks and essential goods
 - Active listening and relational support
 - Information on social services and rights
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7. ACCESS ARRANGEMENTS

Access takes place mainly through direct contact in the intervention locations. Information and guidance can also be obtained by contacting the service by telephone or e-mail. Participation in activities is voluntary and based on respect for the person, confidentiality and each individual's own pace.

8. METHODOLOGICAL PRINCIPLES

- Low-threshold access
 - Non-judgement and respect for the person
 - Centrality of the relationship
 - Harm reduction as a health and social approach
 - Integration with the network of public services
 - Protection of dignity and rights
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9. HOURS AND FREQUENCY OF INTERVENTION

- Frequency: 5 days a week (Monday – Friday)
 - Daily intervention duration: 3 / 4 mornings 8:30 – 13:30; 1 / 2 afternoons 12:30 – 17:30
 - Method: mobile unit operating across the area, with itinerant coverage and scheduled stops at gathering points
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10. EQUIPMENT AND MATERIALS

- Sterile kits for safer drug use
 - Prophylaxis supplies (disinfectants, gauze, basic medical materials)
 - Information materials
 - Hygiene kits and essential goods
 - Snacks and drinks
 - Overdose prevention devices (where provided for by protocols)
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11. MULTIDISCIPLINARY TEAM

The service is delivered by a team consisting of 1 Medical Director / Manager-Psychologist, 1 Sociologist Supervisor, 2 Educators, 2 Psychologists and 2 Healthcare Support Workers (OSS). The team works in an integrated manner, with weekly meetings, twice-monthly methodological supervision, internal training, coordination, and quantitative and qualitative evaluation of activities.

12. LOCAL COLLABORATIONS

The service works in partnership with:

- Local SerD / SERT services
 - Municipal social services
 - ASL healthcare facilities
 - Third-sector organisations
 - Services for people experiencing homelessness
 - Social and health emergency networks
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13. MONITORING AND EVALUATION

The service carries out ongoing monitoring, evaluation and team self-assessment activities. Recording tools include the daily logbook, the monthly SIRD form provided by the Lazio Region, meeting minutes, and monthly and annual reports.

14. COMPLAINTS AND SERVICE FAILURES

The procedure for managing complaints and service failures provides for the report to be handled as a non-conformity.

Procedure: Each service has dedicated forms for collecting reports and a box in which reports can be deposited. Reports may also be submitted at the dedicated complaints desk.

Once the reports, information concerning the episode, and the details and telephone number of the person lodging the complaint/reporting the service failure, where available, have been collected, the Quality Manager, in cooperation with the Service Manager, initiates the non-conformity management process (as defined in the dedicated management procedure in the Quality Manual). An analysis of the case is therefore carried out immediately and corrective action is initiated to resolve the problem. The effectiveness of the corrective actions undertaken is then verified, and further corrective action is planned with the aim of preventing a similar problem from occurring again.

15. REFERENCES

For further information, please refer to the Methodological Report, the Internal Regulations and the Charter of Rights.