

Associação de Reabilitação e  
Integração Ajuda



**ARIA**

## Who we are

ARIA – Associação de Reabilitação e Integração Ajuda, is a Private Institution of Social Solidarity (IPSS), without lucrative ends, that works with people with mental health disabilities in psychosocial disadvantage. It was created in 1991, by a group of mental health providers.

## Our mission

To help the mentally ill to acquire the necessary resources for their rehabilitation and social-professional integration.

## Our values

**Respect** - For the protection of human rights and diversity of people, appreciating different cultures and knowledge.

**Responsibility** - Commitment to clients, family members, technical staff and partners where they are weighing the benefits and consequences of our actions.

**Cooperation** - Revealing the collaboration of all to pursue the mission and objectives of ARIA, through good communication, teamwork and dedication, in order to maximize the contributions of all to a common end

## Our vision

ARIA aspires to a better future for people with mental health problems and psychosocial disadvantage, made possible by the greater availability of specialized services and quality, contributing so to improve their quality of life.

## Our policy of quality

ARIA promotes a continuous improvement process of planned activities, based on reviewing performance and setting goals explicit, with the aim of improving the actual quality of care.

Our work is based on a dynamic approach and guided by three principles: customer focus, continuous process improvement and involvement of employees and partners.

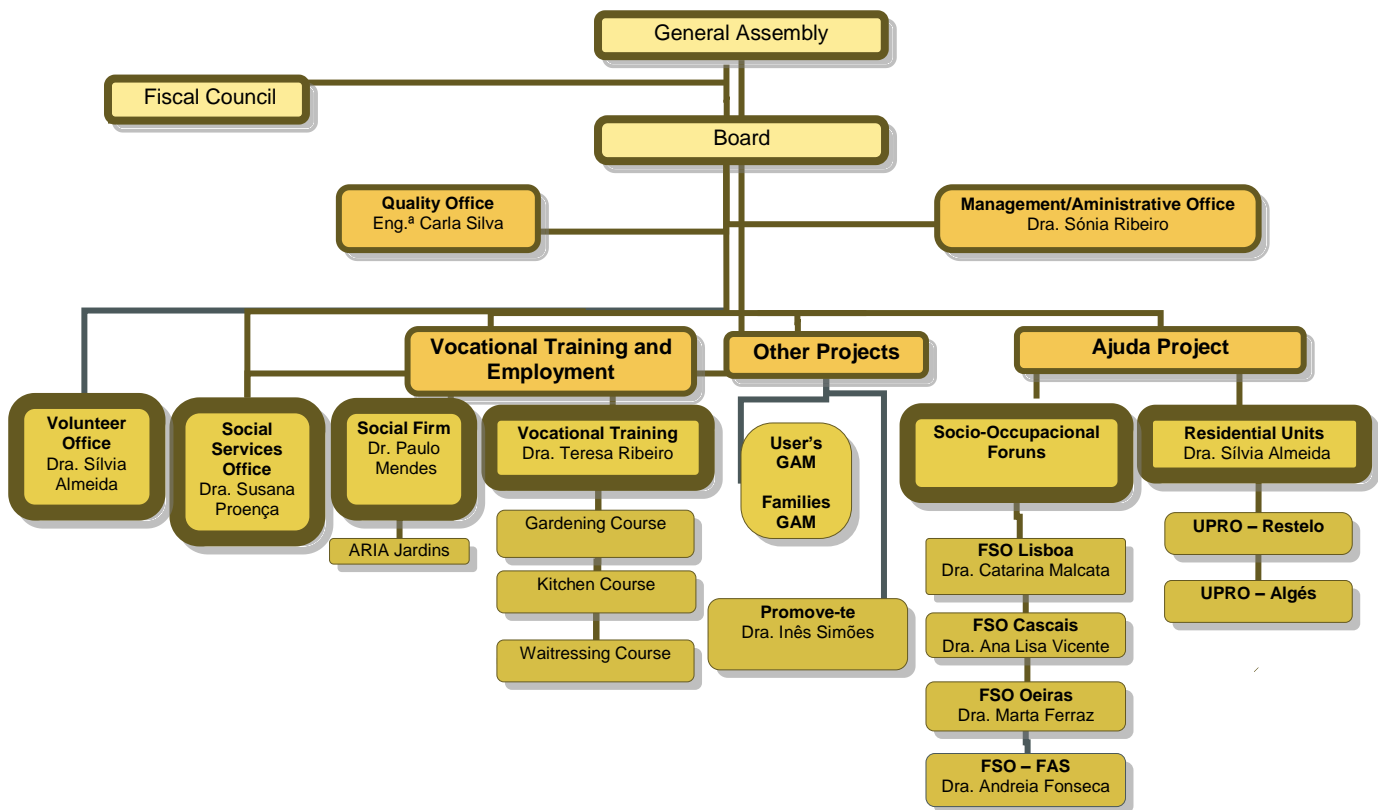
ARIA intends to be recognized as an institution of excellence in the field of psychosocial rehabilitation and training for people with mental health problems.

### Quality objectives:

- Ensure the provision of quality services, responding wherever possible to the needs and expectations of its customers, contributing to their well-being and improving their quality of life.
- Promote personal and professional development of employees in order to improve their skills and stimulate their involvement in the institution, fostering continuous improvement of services.
- Betting on investment in technology and information systems / communication, ensuring the improvement of the organization through internal clear and rigorous administrative procedures and management, which contribute to the continuous improvement of the effectiveness of the Quality Management System.
- Preserving the environment through rational and efficient use of natural resources and energy, and awareness of all employees and customers in order to raise interest for a better environment.

ARIA received the AWARD OF MERIT - Benefit 2010, awarded by the Calouste Gulbenkian Foundation.

## Organizational chart of ARIA



### Office of Quality (GQ)

The GQ has the responsibility of implementing the Quality Management System, ensuring the planning, organization and registration of the quality system, including internal audits, ensuring that any non-conformities can be corrected quickly and effectively.

### Volunteer Office (GV)

The GV is responsible for recruiting and managing the exchange of volunteers to support the activities of the institution and for training volunteers, enabling them to support the mental health field.

### Social Services Office (GSS)

The GSS is responsible for the reception of candidates to clients of ARIA, their screening and referral, internal or external and monitoring of cases consists in solving problems, particularly with regard to issues of Social Security, Social Welfare, housing, health, family, other areas.

## Areas of Intervention

### Vocational Training Programs and Employment

**AIMS:** To promote socio-economical autonomy of people with severe mental health problems and reinforcement of their socio-professional skills, through a theoretical-practical learning framework and professional qualification and employment.

✧ **Gardening Course**

Number of trainees per course: 10

✧ **Catering Course – Waiters**

Number of trainees per course: 8

✧ **Catering Course – Kitchen Helpers**

Number of trainees per course: 8

**Duration: 1956 hours**

(In training at workplace for the last six months)

**Co-financing**



**Entity accredited by**



## Social Firm

The Social Firm ARIA Jardins seeks to answer a growing niche market and assume a social responsibility in fighting against exclusion, professionally integrating people with mental health problems and people at a psychosocial disadvantage.



Our Services: Gardening projects, recovery and maintenance of gardens; Projects and installation of irrigation systems; Installation of landscape; Floral arrangements for congresses and other events; Counselling

The social firm ARIA Jardins in 2007, was elected the BEST SMALL BUSINESS AWARD FOR INSERTION OF EUROPE, conferred by CEFEC - Social Firms Europe.

## Co-financing



## Projecto Ajuda

**AIMS:** To provide the target population with residential support in a protected and rehabilitating environment and to promote dignified quality of life and, at the same time, stimulate participation and responsibility in daily life tasks within the community.

Co-financing



## Residential Units

Residential support in the community for 7 clients, focusing on autonomy training of young and adults with severe psychiatric problems and chronic course, clinically stable, who need significant support, but that may have the potential development by integrating a psychosocial rehabilitation program.

The ARIA has two UPRO's: Restelo and Algés.

### Aims:

- Provide support to the target population in a protected context and residential rehabilitation.
- Promote quality of life and simultaneously encourage and assist the participation and accountability in the tasks of daily life and community.
- Promote the rehabilitation and promote independence and social integration, to enable learning habits.
- Provide for coexistence in standard groups.
- Allow a close connection to the community by facilitating the effective and progressive integration and avoid institutionalization of users.



## Social-Occupacional Forum

Psychosocial rehabilitation center for 30 persons with mental health disabilities in psychosocial disadvantage. It provides a range of activities for skills training, occupational, recreational, educational, cultural and social, in order to promote independence and quality of life.

ARIA has four Socio-Occupational Forums: Lisbon (2 units), Oeiras and Cascais.

### Aims:

- Promote adherence to a treatment plan;
- Support in the elaboration of a life project;
- Strengthening capacities for autonomy, choice and advocacy;
- Foster (re) acquisition of skills;
- To facilitate the creation and / or extension of a supportive social network;
- To promote the socio-professional integration;
- Provide support, information and advice to families, enabling them to deal with the problem of his family;
- To sensitize the environment for mental health problems;
- Promote quality of life and mental health.





## New Project

ARIA is the promoter of a provision of integrated care pilot project, clinical and psychosocial rehabilitation, through the creation of a mobile team that will intervene with children and young people with mental health problems between 10 and 25 years of age and residents in the municipalities of Lisbon, Oeiras and Cascais. This project will take place between September 2014 and February 2016.

This project is based on evidence that early intervention in mental health problems allows a more favorable development and reduce its impact on the disability and exclusion procedures. In this pilot project the ARIA has established partnerships with the Hospital West Lisbon, the Portuguese Society of Family Therapy and the Logframe - Consulting and Training to establish a network to response at following objectives: promote the favorable evolution of the health problem mental and facilitate the inclusion of beneficiaries in regulatory frameworks in each age category (home, school and employment), enabling the support network to support the recovery process and inclusion, as well as identify the key factors for successful networking and intervention spread good practice.

### Promotor



### Partners



### Co-financing



FUNDAÇÃO  
CALOUSTE GULBENKIAN  
CIDADANIA ATIVA



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