

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.

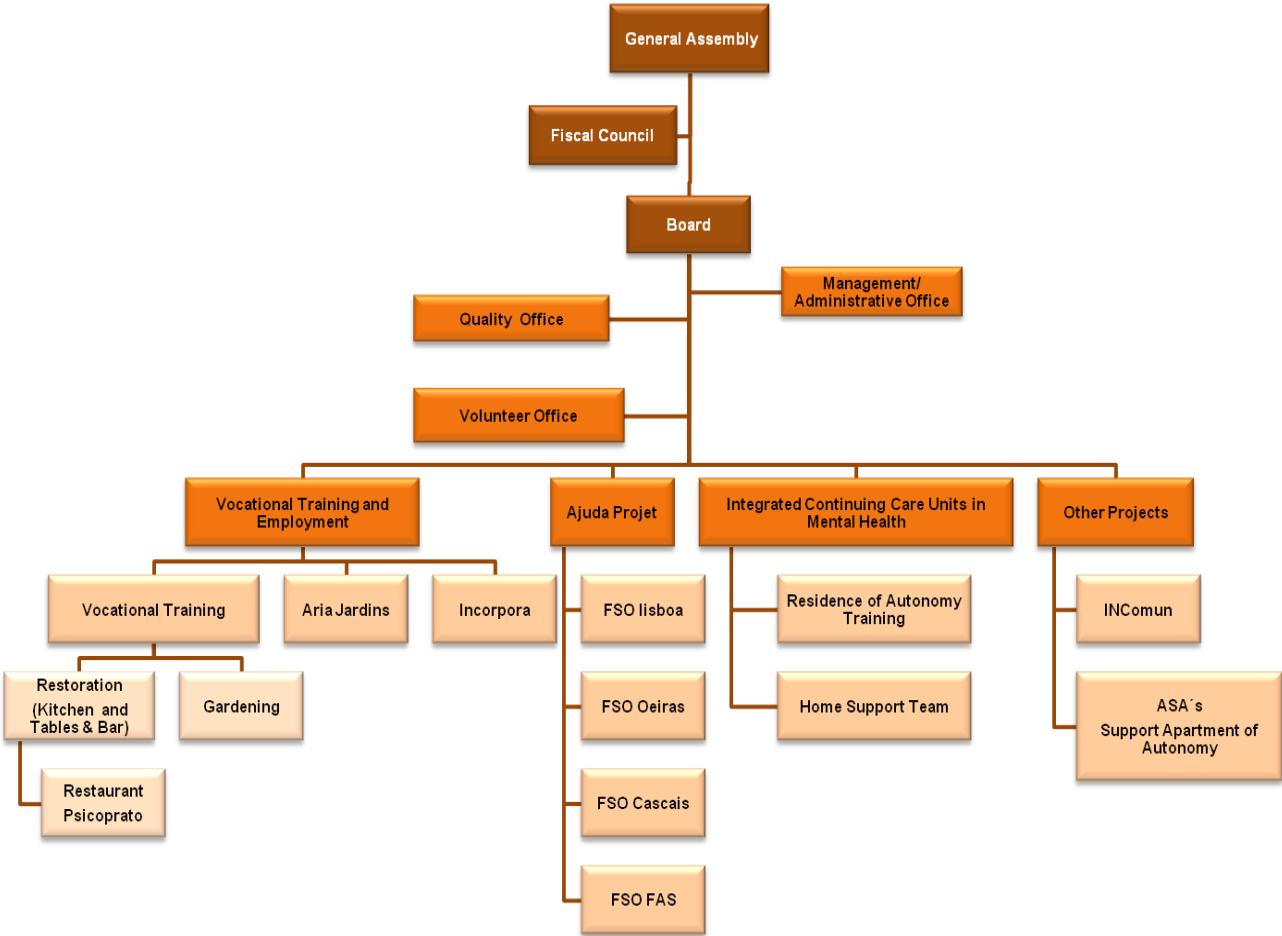
ARIA intends to be recognized as an institution of excellence in the field of psychosocial rehabilitation and training for people with mental health problems.

### 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



## Quality Office (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)

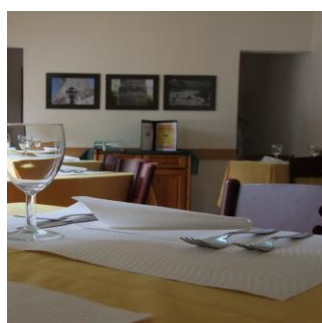
The GV is responsible for recruiting and managing the exchange of volunteers to support the activities of the institution and for training volunteers, enabling them to support the mental health field.

## 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.

<b>Initial training</b> , lasting for 2020 hours, with 720 hours of job training.	<b>Curso de Jardinagem e Espaços Verdes</b>
<b>Continuous training</b> , lasting 400 hours.	<b>Curso de Restauração – Empregados de Mesa</b>
	<b>Curso de Restauração – Ajudantes de Cozinha</b>



Entidade formadora certificada





## 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 nine people with mental health problems and 15 people at a psychosocial disadvantage.

In 2007 ARIA Jardins received the BEST SMALL INSERTION COMPANY AWARD FROM EUROPA, conferred by CEFEC - Social Firms Europe.



## Incorpora Program

INCORPORA is a labor intermediation program promoted by the "la Caixa" Foundation, which favors the collaborative work of the various social entities of the Incorpora network, with the objective of providing integral advice in all phases of the process of professional integration in the open market, of people at risk or actual situation of social exclusion.

ARIA is one of the entities of the Territorial Center of Lisbon, which offers a free service, with specialized technicians (Monitoring Technician and Business Prospector), who accompany the process at all times, in order to ensure successful professional integration.



# Ajuda Project

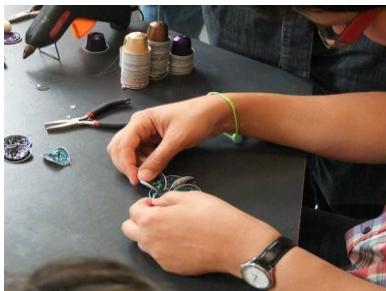
## Social-Occupacional Forum

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.



# Integrated Continuing Care Units in Mental Health (UCCISM)

## Residence of Autonomy Training

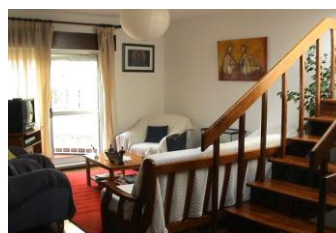
As part of the implementation of the Integrated Continuum of Mental Health Care Network (RCCISM), ARIA reconverted its Protected Life Units into Residence of Autonomy Training (RTA) with two modules: Restelo and Algés.

RTA is located in the community and is intended for people with reduced or moderate degrees of psychosocial disability due to severe mental illness who are clinically stabilized and retain some functionality. The stay in the RTA has a maximum duration of 12 consecutive months.

The services provided are based on the psychosocial rehabilitation model, with the objective of improving the quality of life of clients, enhancing and encouraging their participation / responsibility in the elaboration of their project of life and integration in the community.

This unit ensures:

- Daily activities of psychosocial rehabilitation;
- Psychosocial support, including family members and other informal caregivers;
- Sensitization and training of family members and other informal caregivers;
- Access to general medical care and specialty psychiatry;
- Nursing care;
- Training and supervision in medication management;
- Food;
- Hygiene and comfort care;
- Clothing treatment;
- Conviviality and leisure.





## Home Support Team



As part of the implementation of the Integrated Continuum of Mental Health Care Network (RCCISM), ARIA created the Home Support Team, ARIA at Home.

This unit is designed to provide care to people with severe, clinically stabilized mental illness who need a program adapted to the degree of psychosocial incapacity for the rehabilitation of relational skills, personal and domestic organization and access to community resources.

The EAD provides the following services:

- Promotion of autonomy in basic activities of daily living;
- Promotion of autonomy in instrumental activities of daily living;
- Facilitating access to occupational, leisure or recreational activities;
- Sensitization, involvement and training of family members and informal caregivers in care delivery;
- Access to general medical care and specialty psychiatry;
- Supervision and management of medication.

## Other Project

### Incomum Project

ARIA is the promoter of the Incomum, a project to provide integrated care, clinical and psychosocial rehabilitation, through the mobile team that intervenes with children and youths with mental health problems between 10 and 25 years of age and living in the municipalities of Lisbon, Oeiras and Cascais.

## Other initiatives

### ASA's - Support Apartment for Autonomy

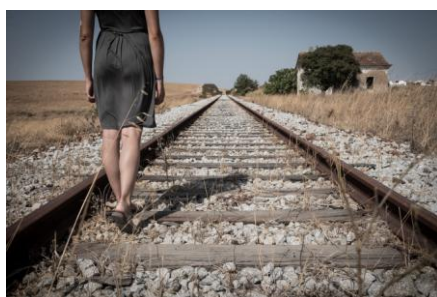
The general objective of this unit is to establish a short-term program that aims to cement the participants' autonomy process, enabling them and their significant ones to actively participate in family and community life through support in the development of their personal project and training of competences for homecoming and / or independent living. In the form of rest of the caregiver, it is intended to provide a welcoming, supervised environment and with a daily program of activities for people who, due to personal or family health needs, need to leave home for a short time.



The ASA's had the support of BPI to qualify, through the awarding of the honorable mention for the project C3apacitar

### Photography Exhibition: "A Look at Mental Health"

It is an exhibition of photography that illustrates many statistical numbers that are coming to us on the situation of mental health in Portugal ... We would like our contribution to make possible the change, although small, although slowly, for a way to deal with the disease less stigmatizing, since we are all very close to this reality, perhaps more than we might think.



"42.7% of the Portuguese at some point in their lives have already suffered from a psychiatric illness"

## **ARIA's Contact**

Praça de Goa, n.º 4

Bairro do Restelo

1400 – 184 Lisboa

TM.: 00351 21 364 10 99/366 01 64

Fax: 00351 21 366 01 65

Email: [aria.sede@gmail.com](mailto:aria.sede@gmail.com)

**[www.aria.com.pt](http://www.aria.com.pt)**

**<https://pt-pt.facebook.com/ARIA.com.pt/>**