

Annex 1. UNIMORE PROVISIONS FOR THE CONTROL AND LIMITATION OF COVID-19

Foreword

The purpose of this document is to identify and communicate the conditions adopted in the University for the regulation of measures to control and contain the spread of Covid-19 in the workplace, and forms an integral part of the "Operational indications for the full resumption of in-person activities updated to October 2021".

It is compulsory for all personnel in service at the University to attend a Training Course on the use of anti-COVID security measures made available electronically at:

<http://dolly.sicurezza.unimore.it/mod/page/view.php?id=166> under "COVID-19 Emergency" or, optionally, "COVID-19 Smart Course". The Course is also available to all students accessing the University facilities, who will be invited to attend it.

1. OPERATIONAL METHODS APPLICABLE TO ALL ACTIVITIES

1.1 Procedures for access to UNIMORE

All the provisions of the Health Authorities, political-administrative authorities and the Rector for access to the University must be respected, and in particular the provisions of the Operational Regulations cited in the introduction. The Director of the Department/Centre/Facility will be responsible for the application of the University provisions.

Access to University premises is regulated, for ANYONE, by:

1. verification of possession of the COVID-19 green certificate or equivalent certification (section 6.8),
2. use of respiratory protection (surgical mask or FFP2),
3. verification of body temperature (which should be $<37.5^{\circ}\text{C}$),

It is also recommended, as an additional measure, to respect social distancing.

Students may access university facilities only if they have a green certificate, which will be checked on a random basis. Students who fall into the vaccination exemption category may access university facilities by showing their exemption certificate.

In any case, the University reserves the right to carry out random checks within its own facilities, both of the certificate's validity and of any classroom reservation, not only at the time of entry but also during the day.

The staff responsible for control must first be officially appointed by the facility manager. All staff are asked to ensure that all provisions are respected and thus to exercise the right 'social control' to emphasise the importance of compliance to prevent outbreaks of coronavirus infection.

Facility managers can activate "Support staff" to support the management of small groups or special situations in order to prevent crowding and/or inappropriate behaviour. The "Support staff" does not have a predefined profile, nor a particular training obligation, and can be identified among both teaching staff (e.g. classroom/laboratory teachers) and technical (or technical-administrative) staff.

Access to all premises must be regulated and monitored, for example by encouraging staggered entry and exit of staff and students, preferably with different entrances and exits, in order to avoid crowds and/or overcrowding, especially in the clocking areas, in the common areas and in the corridors.

The obligation to track ALL persons (staff members, temporary staff, assignees, scholarship holders, contract holders, doctoral students, undergraduates, students, maintenance staff, visitors) on entry and exit, by means of a badge, paper or electronic register or any other method that the Director deems useful, remains in force.

1.2 Managing a symptomatic COVID-19 case in UNIMORE

If a person present at the University develops symptoms that can be traced back to COVID-19, or if he/she is a "close contact" of a positive person, he/she must immediately report this to his/her direct supervisor and be isolated in a suitable room (see next paragraph). In the first case, the other people with whom the person has been in contact for more than 15 minutes at a distance of less than one metre, i.e. people sitting around the symptomatic person, should also be identified and reported, following the instructions of the Local Health Authority. The subject will be invited to go home and advised to contact his general practitioner, who will notify the competent Public Health Department of the COVID case. If the subject is a UNIMORE employee, he/she should send the sickness certificate to the personnel office, as is standard practice.

Given the resumption of face-to-face teaching, a suitable room should be identified in each building where teaching activities take place in order to isolate a person with symptoms attributable to COVID-19, as there is a possibility that the person may not be able to leave the building immediately. Such a room can only be used for the isolation of COVID-19 cases if it is really necessary.

The room(s) in which the person who developed the symptoms was isolated must be banned until it has been sanitised in accordance with the provisions of Circular No. 5443 of 22 February 2020 of the Ministry of Health, which will be carried out by a specialist company.

If a person receives a report from a colleague or student that he/she is positive for COVID-19, or that he/she is believed to be a close contact of a COVID-19 sufferer, he/she must immediately inform the Director (or his/her delegate) who, in turn, will contact the SPP or the University COVID contact person to initiate any subsequent steps in the procedure (contact with the AUSL, etc.).

The Facility Supervisor is responsible for the following:

1. with the possible support of the Teacher (if he/she is a student), he/she must collaborate with the Health Authorities for the identification of possible "close contacts". During the investigation period, UNIMORE may ask possible close contacts to cautiously leave the building, according to the Health Authority's indications.
2. he/she should limit the possible communication of the person's name exclusively to the Prevention and Protection Service. Please note that personal data relating to the health status of individuals are classified by the current legislation on Privacy (GDPR Regulation 2016/679, Legislative Decree no. 101/2018 and Legislative Decree no. 196/2003), as sensitive data.
3. fill in the google form to report the incident (to the University COVID Contact, SPP and DT): COVID-19 - CASE REPORT, available at

(<https://docs.google.com/forms/d/e/1FAIpQLSc3Ry1IW5qOC84aA4m7p0m8Bu7lvE6smCLF4SZ60RKYRpmSQ/viewform>)

Fill in the following google form, to report the post-COVID return and also to indicate cases, reported with the previous form, with a negative molecular swab result.

(<https://docs.google.com/forms/d/e/1FAIpQLSeNnTWT0pAApbHJHGTjmItCwt5FSPuI-1X5nHD95cPQkpumog/viewform>).

Please note that re-entry must take place when the anti-COVID-19 tests are negative (see paragraph 6.6).

2. HYGIENE PRECAUTIONS

It is of primary importance, as well as mandatory, that people present at the University continuously adopt all the correct behaviour and hygiene precautions in order to minimise contact with surfaces potentially contaminated by the virus. To this end, the need to:

1. avoid crowds and keep as much distance between people as possible, compatibly with the regular course of activities

2. use a mask, especially when you are in common areas, there are several people in the room and/or you are near other people.
3. carry out correct and frequent hand hygiene: remember that hand hygiene is achieved both by washing with soap and water and by disinfecting with hydro-alcoholic solutions made available in the various environments.
4. ensure a frequent change of air by opening windows, especially in common areas, where possible in accordance with climatic conditions and the characteristics of the premises.
5. sanitise all work surfaces and tools, especially if in common use, before and after use with chlorine or alcohol-based disinfectants.
6. the equipment and tools necessary for outdoor activities must also be cleaned and disinfected at every change of user and in any case at the end of each day as in indoor activities.

3. CLEANING AND SANITISATION

Referring to the Ministry of Health circular 5443 of 22 February 2020:

Cleaning - "Cleaning" means cleansing with a solution of water and detergent.

Sanitisation - "Sanitisation" means decontamination or elimination of the viral load with appropriate disinfectant solutions - reference UNI 10585: 1993.

Cleaning and sanitising can be carried out separately or in a single process using products that have a dual action; it is important to remove dirt or residues of dirt that may contribute to making the entire process ineffective.

Cleaning activities by staff and employees must be carried out using gloves and a mask.

The administration provides staff with materials and preparations for the cleaning referred to in point 3.1, and also for the possible disinfection of the toilet on their own.

3.1 Rooms and surfaces

Cleaning will be carried out at the following frequencies:

twice a day for toilets near classrooms and teaching laboratories;

once a day for classrooms, libraries, study rooms and teaching laboratories (indicated in the teaching proposal plan) and for the remaining toilets;

twice a week for common areas (foyers, corridors, lifts, etc.), studies, research laboratories, meeting rooms and offices.

Everyone is asked to cooperate as much as possible in leaving desks and worktops clear at the end of work so that the staff can clean them.

3.2 Clean-up in case of a suspected COVID-19 case

Case indications are given in paragraph 1.3 Management of a symptomatic COVID-19 case in UNIMORE

3.3 Summer and winter ventilation/air conditioning systems

For all summer and winter air-conditioning systems, the operating instructions contained in the ISS Covid report no. 33/2020 will be adopted.

4. MANAGEMENT OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

4.1 Masks

UNIMORE requires the use of surgical masks by anyone who enters the premises, for the entire duration of their stay and the performance of all activities. The use of so-called community masks is not allowed.

As an alternative to surgical masks, FFP1, FFP2 and FFP3 valve-free filtering masks are permitted. If a person is fitted with a filtering face piece WITH a valve, they must wear a surgical mask over it.

Lecturers and technical-administrative staff in contact with students, while carrying out their teaching activities, must use an FFP2 mask, possibly combined with a full face shield to protect their eyes and face both in the classroom and in the laboratory.

The University provides surgical masks (one per shift) for students carrying out laboratory activities, in accordance with the procedures established by the individual Departments/Facilities. Students may request a full face shield as an additional measure.

For your own health and the conscious use of the mask, everyone is asked to pay attention to:

- wear it correctly, following the instructions provided by the distributor and on the website: <http://www.spp.unimore.it/site/home.html>
- handle and remove it correctly, avoiding touching potentially contaminated parts, and place it on a clean surface with the inside facing up when not in use
- replace it after a day's work (or if damaged or wet)
- dispose of it correctly in the undifferentiated waste containers provided in the facility (using the special bags provided to avoid creating potentially infected areas).

4.2 Face shield or visor

UNIMORE, in this phase of the emergency, provides, at the request of the Facility Manager, the optional use of visors as an additional measure to the surgical mask (or filtering facepieces). The face shield shall be handed over to the user, who shall also take care of the necessary maintenance and disinfection and keep it in view of subsequent use, without handing it back.

The use of the face shield as an alternative measure to the surgical mask is only permitted to facilitate communication with people with hearing difficulties (hearing impairment or deafness)

4.3 Disposal of PPE

Used PPE (including face masks) must be disposed of properly in the bags provided.

Paper handkerchiefs, which are not allowed to be disposed of in paper recycling containers, must also be disposed of in closed bags.

For this purpose, special bins with lids and a double bag have been set up for disposing of masks, gloves, used paper handkerchiefs, paper and disinfectant wipes. The container should be marked with a description of the use (FOR MASKS ONLY, etc.) and (INDIFFERENTIAL COLLECTION).

After disposing of used PPE, it is recommended that proper hand hygiene is always carried out. If PPE has been used to manage a case of COVID-19 (or suspected COVID-19), it should be collected separately from the previous ones and specifically reported.

5. ORGANISATION OF ACTIVITIES

5.1 Space management and consumption

UNIMORE provides access to common areas, where the vending machines will be in function. In order to avoid crowds, it is forbidden to stay near the vending machines to consume products.

The consumption of food and beverages is not allowed in the University's classrooms, while the consumption of food and beverages in common areas identified by the Managers of each structure is allowed, guaranteeing the appropriate distance.

5.2 Teaching activities

UNIMORE promotes a return to 100% of teaching activities in presence, for all classes, continuing to wear masks and frequently changing the air, and recommending, where the number of students and the availability of space allow it, greater interpersonal distance compatible with the regular

course of activities, as an additional measure to the use of the mask and the possession of the green pass.

Depending on the characteristics of the degree programme and the teaching organisation, the Departments, in collaboration with the chairpersons of the degree programme, are responsible for identifying the most appropriate ways of reorganising teaching activities where there are isolation/quarantine obligations for the teacher or the class, as well as guaranteeing students who fall into the category of exemption from vaccination the possibility of attending lessons remotely.

5.2.1. Internships, School-to-Work Alternations, Training Traineeships/PCTOs and visits by non-university students

No in-person activities may be carried out at University facilities with non-university students until the end of the health emergency.

5.2.2. Proficiency and graduation examinations

Proficiency and graduation examinations are held in person. However, all students who find themselves in one of the following situations are guaranteed the possibility of taking examinations in remote mode:

- have a physical disability
- are Covid positive
- are under quarantine;
- are in areas from which, in relation to possible future new restrictions, they cannot travel;
- are unable to be present on the day of the examination for reasons related to the administration of the vaccine scheduled for the day of the call, the day immediately before or the day immediately after;
- are Italian or foreign students resident abroad.

Students who, for one of the reasons listed above, wish to take advantage of the possibility to sit examinations in remote mode are required to sign the relevant self-declaration no less than 48 hours before the test.

For degree examinations, each candidate may invite other people as indicated in the Operational Directions. It is important to communicate the names of the people who will be present (in order to allow for tracking) and they must be communicated well in advance (2-3 days before the degree session) to the teaching coordinator who will provide the list of possible attendees to the porter's lodge to allow access. Access to the facility can only take place with a green pass. Access to the lecture room is permitted after hygiene of the hands and wearing a surgical mask, which must be correctly positioned and kept in place for the entire time spent in the room.

Classrooms must have the following minimum equipment:

- alcohol-based hand hygiene gel;
- surface disinfectant;
- any transparent film for covering mixed-use computing devices or disposable wipes for sanitising them if they are to be used during the examination.

5.3 Research activities

The person in charge of the activity of each research group must implement the prevention and protection measures foreseen for the activity being carried out and, in addition, enforce the obligation to wear the surgical mask if there is more than one person per laboratory, recommending, moreover, the observance of the greatest possible interpersonal distance compatible with the regular performance of the activities.

In the laboratory, it must be possible to perform hand hygiene, which must be carried out before putting on protective equipment and before using instruments, especially shared instruments. At the end of the activity, staff must sanitise surfaces (counters, hoods, worktops, etc.).

5.4 Study/office activities

General precautions are also in force for office activities: the use of respiratory protection (surgical mask or filtering facepieces), hand hygiene, the frequent change of air in the room in accordance with climatic conditions and the characteristics of the premises, respect for the greatest possible interpersonal distance compatible with the regular performance of activities. If operating conditions do not allow interpersonal distancing, barriers (of various materials, preferably transparent, e.g. polymethylmethacrylate, polycarbonate) may be used to separate workstations.

5.6 Library activities

For the Library System and for all activities aimed at guaranteeing access to facilities and the use of services, please refer to the detailed operational note of the SBA Director, on the activities to be carried out and the behaviour to be maintained in the libraries according to a precise health protocol agreed with the competent authorities.

5.7 Seminars, conferences and public events

It is recommended that an EVENT MANAGEMENT PLAN be drawn up, specifying the salient details such as whether the event will be held outdoors or indoors, identifying the space and how the management of

1. entrance and attendance (including the conservation, in respect of privacy, for 20 days after the event, of the lists of those present)
2. verification of COVID green certification;
3. availability of hand hygiene gel at the entrance;
4. obligation to use a surgical mask;
5. information on behaviour to be adopted (i.e. presence of specific signs);
6. social distancing with or without the presence of support staff (with management of the room or outdoor space to prevent gatherings)
7. the presence of fire-fighting and first aid personnel.

The event must also be communicated in advance to the Prevention and Protection Service and the Technical Management. The latter should also be informed of any cleaning requirements (including sanitisation) to be carried out before and/or after the event.

6. HEALTH SURVEILLANCE

On 29 April 2020, a circular letter was issued by the Ministry of Health, setting out the operational indications relating to the activities of the competent doctor, in the context of measures to combat and contain the spread of the SARS-CoV-2 virus in the workplace and in the community.

The University pays particular attention to frail individuals in the management of health surveillance, both in relation to age and previous pathologies, since these factors are associated with a greater susceptibility to the development of more serious clinical pictures and complications following the SARS-CoV-2 infection. In particular, among the various activities that must be performed by the Competent Doctor, health surveillance is particularly important in a particular context such as the current pandemic period.

6.1 Medical examinations

All types of medical examinations for health surveillance pursuant to Article 41, paragraph 2, letters a, b, c, d, e, e-bis, e-ter of Legislative Decree 81/08 and subsequent amendments and additions, as well as medical examinations pursuant to Legislative Decree 101/2020 (radio-exposed personnel) are regularly resumed.

On the day agreed for the medical examination, workers must not have a fever and/or any other symptom ascribable to SARS-CoV-2 infection.

6.2 Instrumental examinations

Instrumental examinations that may expose people to COVID-19, such as spirometry and other examinations that cannot be performed in appropriate environments and with appropriate protective equipment, shall be suspended.

6.3 "Fragile" personnel

For the protection of fragile workers, UNIMORE, in line with the legislation currently in force, provides the right to make use of the agile work mode. On this point, see Director's Note Prot. 0253058 of 12/10/2021.

For personnel suffering from chronic or multimorbidity pathologies or with pathologies that may determine a condition of greater fragility to the risk of COVID-19, an examination on request by the subject to the Competent Doctor pursuant to art. 41 c. 2 lett. c. as described in one of the following paragraphs, is appropriate in order to verify whether further measures to protect health during work are necessary.

It remains necessary for the worker to take an active part in reporting this condition of frailty to the competent doctor. To make an appointment for a visit to the competent doctor of the University, please contact the following e-mail address: segmedlav@unimore.it

6.4 Medical examination for employees with a frail condition

On the occasion of the medical examination, it is necessary that the worker presents the medical documentation related to the diagnosed pathologies, to support the assessment of the Competent Doctor.

The following is a NON-EXHAUSTIVE list of conditions to be taken into account, based on the documents of the Italian Society of Occupational Medicine (SIML Note of 17/03/2020 "Operational indications for competent doctors working in medium, small and micro enterprises in relation to the identification of hypersusceptible subjects") and AIDII:

age over 60 (SIML), immunocompromised individuals, people with chronic diseases such as cancer, hypertension and other chronic cardiovascular or respiratory diseases, diabetes, severe obesity or underlying medical conditions, particularly if not well controlled, such as renal insufficiency or hepatopathy.

6.5 Medical examination for employees affected by COVID-19

For employees discharged from the hospital as a result of COVID-19, the medical examination provided for in Article 41, c. 2 lett. e-ter of Legislative Decree 81/08 and subsequent amendments and additions is mandatory (visit on request), regardless of the duration of absence due to illness, in order to verify the suitability for the job.

This visit is carried out upon presentation of a certificate of negative results, in accordance with the procedures issued by the competent territorial Prevention Department.

6.6 Communication for post COVID-19 return of Unimore personnel

The protocol of 6 April 2021 updating the measures to contrast and contain the spread of the SARS-CoV-2 virus in the workplace lays down the conditions for the readmission of workers after absence due to Covid-19 illness. In particular, the protocol establishes that a worker who is positive after the 21st day and a worker who is in close contact with an asymptomatic positive case will be readmitted to work only after the molecular or antigenic swab has been negative, carried out at an accredited facility or authorised by the health service.

In order to comply with the protocol, UNIMORE, through the Azienda Ospedaliero-Universitaria di Modena (University Hospital of Modena), provides a specific pathway for teaching, research, technical and administrative staff, as well as research fellows, postgraduates and PhD students.

If on the 21st day after the Sars-CoV-2 infection the swab is still positive (i.e. after the AUSL release) or in the case of asymptomatic close contact with a positive case (after having carried out a 10-day quarantine ordered by the AUSL since the last contact with the positive case), it is necessary to request a swab at the following e-mail address: sorveglianza.covid@aou.mo.it

The worker should inform the competent doctor of the need for certification by writing to: sorveglianza.covid@aou.mo.it

In order to facilitate communication, please compose your email as follows:

- subject: REQUEST FOR A TAMPON for return to work of UNIMORE personnel
- text: I, the undersigned (name and surname) born on (date)
- telephone numbere-mail.....
- Department/Department/Office
- Role (teacher/staff/other) asks to perform an anti-Sars-CoV-2 swab for the return to work after [indicate only the case in question]

1. positive after the 21st day post-COVID-19 (in this case please attach the letter from the Public Health Department of the end of the mandatory isolation)

2. asymptomatic close contact of positive case (in this case please attach letter from Public Health Department of isolation)

- enclosed: the isolation or quarantine order received from the Public Health Department.

The worker will be invited by e-mail to take the swab at the drive-through of the Ospedale Civile di Baggiovara and will receive the result of the swab via his personal electronic health file within 24-48 hours.

If the result of the swab is NEGATIVE, the doctor in charge will send a communication to the Unimore dedicated email, authorising the worker to return to work.

In the event that the swab is POSITIVE, a new molecular/antigenic swab will be rescheduled 5 days later.

We would also like to remind you that POSITIVE workers (symptomatic or asymptomatic), who subsequently prove to be negative to the molecular swab, in order to return to work must send the employer, through the competent doctor, the certification of the NEGATIVIZATION of the swab. The worker must inform the competent doctor of the need for certification by writing to: sorveglianza.covid@aou.mo.it, enclosing the NEGATIVE result of the swab.

All UNIMORE workers are invited to activate the Electronic Health File in order to receive the swab reports in real time. Tampon reports will not be transmitted by email or in hard copy for security and privacy reasons, as well as to avoid queues or crowds at counters.

For those who have not yet activated the FSE, it is possible to do so by activating the SPID (Sistema Pubblico di Identità Digitale, further information <https://www.spid.gov.it/>). With the activation of the SPID (Sistema Pubblico di Identità Digitale, further information

<https://www.spid.gov.it/>), it will be possible to access the FSE and all the digital services of the Public Administration.

6.7 Return from foreign countries

We remind you of the obligations deriving from national regulations for all citizens returning from foreign countries and ask you to follow the indications given in the Covid-19 Emergency Phase 3 Guidelines. For updates on the countries from which entry is prohibited and on the behaviour to be adopted by those entering Italy, please consult the website:

WWW.SALUTE.GOV.IT/VIAGGIATORI

Information is also available at the following links of the Department of Public Health of the AUSL of Modena:

- <http://www.ausl.mo.it/coronavirus-numeriutili>

- <http://www.ausl.mo.it/flex/cm/pages/ServeBLOB.php/L/IT/IDPagina/39389>

6.8 Equivalence of COVID-19 Green Certification

6.8.1 Equivalent vaccines

For the purposes set out in the COVID-19 green certification regulations, Circular 42957 of 23 September 2021 of the Ministry of Health states that the following vaccines, administered by foreign competent national health authorities, are recognised as equivalent to those carried out under the National Strategic Vaccine Plan for the prevention of SARS-CoV-2 infections (administered to foreign or Italian nationals). Equivalent vaccines are

- Vaccines for which the marketing authorisation holder is the same in the European Union (Annex 3);
- Covishield (Serum Institute of India), produced under license from AstraZeneca;
- R-CoVI (R-Pharm), produced under licence from AstraZeneca;
- Covid-19 vaccine-recombinant (Fiocruz), produced under license by AstraZeneca.

Furthermore, as per the communication of the Ministry of Universities of 1 September 2021, with reference to article 9-ter of DL 22 April 2021, no. 52, as amended, the possession and display of the Covid-19 green certification within the university institutions, do not apply "to subjects in possession of a SARS-Cov-2 vaccination certificate issued by the competent health authorities of the Republic of San Marino, pending the adoption of the circular of the Ministry of Health that defines vaccination modalities in line with the indications of the European Medicines Agency, and in any case no later than 15 October 2021" (under evaluation for extension).

In addition, UNIMORE also allows access to its facilities to holders of a SARS-Cov-2 vaccination certificate issued by the competent health authorities attesting to the administration of the Sputnik vaccine.

These certificates, in order to be accepted by the controlling authorities, must contain

- identification data of the holder (name, surname, date of birth);
- vaccine data (name and batch);
- date(s) of administration of the vaccine;
- identification of the issuer of the certificate (State, health authority).

Vaccination certificates, in paper and/or digital format, must be drawn up in at least one of the following languages: - Italian; - English; - French; - Spanish; - German.

If the certificate is not issued in one of the five languages indicated, it must be accompanied by a sworn translation. The validity of vaccine certificates is the same as that of the green COVID-19 certificate (EU digital COVID certificate) issued by the Italian state.

For an update on vaccination certificates equivalent to those issued by the Italian State, please consult the attached document (Annex 3).

6.8.2 Documentary mismatches in the certification of vaccination

In some cases there have been episodes in which people, despite having been vaccinated, are not in possession of green passes due to various types of errors in data entry that have not allowed the generation of the vaccination document. These individuals can access UNIMORE facilities, provided they can prove that they have received the anti-COVID vaccination (single or double dose) with official documentation issued by the SSN.

6.8.3 Vaccination exemption

Access to UNIMORE facilities is allowed to all subjects who present a certificate of exemption from vaccination. Until 30 November 2021, unless further provisions are made, certifications may be issued, free of charge, directly by vaccination doctors of the Vaccination Services of the Regional Health Service Agencies and Bodies or by the general practitioners of the patient operating within the national anti-SARS-CoV-2 vaccination campaign.

Certificates may not contain any sensitive data about the person concerned (e.g. the clinical reason for the exemption) other than those essential for identifying the person, the expiry date of the certificate and the identifiers of the certifying doctor.

7. PSYCHOLOGICAL SUPPORT

UNIMORE is aware of the possible emotional difficulties that its staff may encounter during the resumption of activities.

For this reason, the University counselling desk remains active at a distance (via Skype, Google Meet, Whatsapp video call, mobile phone) and is aimed, as in the past, at University employees experiencing psychological situations of inadequate organisational wellbeing, as well as work-related stress, burn out, mobbing

(<http://www.benessereorganizzativo.unimore.it/site/home/sportello-ascolto.html>).