

The Synod Commission for the Diaconia (**CSD-Diaconia Valdese**) is a non-profit ecclesiastical body which connects, coordinates and develops services and institutions expressing the Waldensian Evangelical Church's values in their provision of social welfare and support services, hospitality and training.

The term Diaconia derives from the Greek word "diaconeo", "to serve", and relates to the belief that services rendered to those in need express God's unreserved love for each and every one of us. Diaconal service is therefore an integral part of our faith and mission: together with the Churches preaching, it is the instrument through which the message of the Gospel is witnessed.

To put oneself at the service of those most in need does not mean, however, imposing one's solutions on others. That is why the CSD-Diaconia Valdese chooses ***To serve by working with people***, and to abandon the logic of a one-way relationship that extends from those who help, to those who receive it. It prefers instead to create a relationship of reciprocity, in which those who help and those who are helped collaborate together to achieve a common goal, by valuing and respecting the contributions, desires and opinions of both.

The CSD-Diaconia Valdese embraces all people without discriminating on the basis of gender, identity or culture. The Diaconal service is secular: it has no confessional imposition and is governed by the principles of transparency, quality and the effectiveness of its interventions. Its main activities and services include:

- Offering care and support services to disadvantaged people, such as: older people, children and young people, disabled people, and migrants and asylum seekers in difficulty. This is achieved through the management of day-time activities and initiatives, specialized residential facilities, integration projects, and education and training
- promoting learning, training and retraining for its staff through its own training agency
- promoting voluntary work both in Italy and abroad
- supporting the Waldensian and Methodist churches in the development of social community based projects, termed 'Diaconia Community' projects
- managing hostels, guest houses, holiday homes and hotels open to anyone
- offering opportunities for learning and sharing through local and national initiatives

The person, whether a user, client, guest or worker, is the principal focus of the whole Diaconal service, thus giving the service its meaning; people are not just at the center of the service, but those who guide its choices, those whose satisfaction with the service is sought, and those for whom we aim to provide a serene climate which fosters listening, respect and participation.

The CSD-Diaconia Valdese dedicates constant attention to meeting the needs of the people with whom it works, to the continuous improvement of its services, and to the health and safety of the people involved in the design and provision of services. To this end it operates a quality management system that integrates attention to quality, safety and the environment, which involve all its functions and workers, and which commit the CSD-Diaconia Valdese to pursuing the following objectives:

- involving all staff and collaborators in defining, achieving and evaluating the objectives decided at different levels and in the various fields of its intervention
- continually improving these management systems to promote adaption and response of its service to changes in the type of users, staff, laws, regulations and social contexts.
- creating awareness among its workers and managers, at all levels, of the importance of listening and attention to those with whom they work, be they guests, users, clients or work colleagues.
- offering staff the knowledge and skills to work professionally, responsibly and safely.
- guaranteeing the psycho-physical and social well-being of all the people involved in the projects and services of the CSD-Diaconia Valdese

The system foresees, at different levels, the identification of objectives, their pursuit, and their monitoring and evaluation, and creates a cycle of continuous commitment and attention to these objectives. All the staff, engaged in different levels and services, are required to adhere to the requirements and procedures of this system.

The CSD-Diaconia Valdese is committed to constantly updating its Quality and Health and Safety systems, to ensure continuous improvements in its ability to engage in the service of others.

Torre Pellice 21.05.2019

The President of the CSD -
Diaconia Valdese / Employer

