

## **ANIA CARES, THE PSYCHOLOGICAL EMERGENCY SERVICE FOR ROAD ACCIDENT VICTIMS**

ANIA Cares is the first psychological emergency service for road accident victims and their family members, supported by Italian Insurance companies, through the ANIA Foundation (ANIA is the Italiana Association of Italian Insurance companies). It was created in association with the Department of Psychology Sapienza University of Rome and the Italian Police. The main target of ANIA Cares is to support victims suffering heavy trauma or family members of those people that died in road accident, through a specific psychological protocol that helps them cope better with a trauma.



ANIA Cares started three years ago: ANIA Foundation created a board led by Annamaria Giannini, well known Italian professor of psychology, with two of the most important experts in the world in the psychology of trauma:

- Roger Solomon, a psychologist and psychotherapist specializes in the areas of trauma and grief, consultant for the US Senate and the main psychologist supporting September 11 victims and Katrina Hurricane victims;
- Richard Mollica, Director of the Harvard Program in Refugee Trauma (HPRT) of Massachusetts General Hospital and Harvard Medical School and faculty member in the Counseling Psychology and Global Mental Health program at William James College.

They have created an innovative operation protocol aimed to train psychologists treating road accident victims and their family members. Subsequently, ANIA Foundation selected 100 psychologists in Italy to start the second operative phase.

ANIA Foundation created a toll-free number (800 893 510), operative 7 days a week 24 hours per day and set up a network involving the most important hospitals in four Italian cities: Niguarda Hospital in Milan, Carreggi Hospital in Florence, Gemelli Hospital and Sant'Andrea Hospital in Roma and Carreggi Hospital in



Campobasso. The psychologists work in association with the accidentale emergency wards of these hospitals and they are in contact with the call center of the toll-free number. When a road accident victims call this number, he/she gets in contact with one of the psychologists of the network and start the program.

At the same time, ANIA Foundation created a special training program for insurance adjusters and other insurance workers that are in contact with road accident victims and their family members. The same program was created for policemen and policewomen in order to create a specific communicative protocol when approaching family members of a road accident victim. There are three different operation manuals available on ANIA Foundation web site <http://www.fondazioneania.it/progetto-aniacares-2018/res/manuali-operativi>

ANIA Cares is considered unique and a revolutionary project, because there is no other program that involves insurance companies.

The toll-free number has been operative since January 2017 and ANIA Foundation illustrated the results of the first two years of the project during a meeting held the last week of February.

Throughout the last two years over 1.240 people called the toll-free number and one third of calls were from Rome. Over 350 people have been treated by psychologists of the ANIA Cares network through 850 psychological sessions. See global report at <http://www.fondazioneania.it/upload/news/315/file-774/ania-cares-i-risultati.pdf>  
ANIA Foundation is working to help the ANIA Cares program expand in other cities.

Besides ANIA Cares, ANIA Foundation created a special project named “Un passo in avanti” (A step forward) for paraplegic and tetraplegic people following a road accident. They can use exoschelethons, special robotics legs, that helps mobility. This project is totally supported by ANIA Foundation, in association with the University of Foro Italico in Rome. At present 39 people are benefitting from the “Un passo in avanti” project.

Related link:

[www.fondazioneania.it/progetto-aniacares-2018](http://www.fondazioneania.it/progetto-aniacares-2018)

<https://www.unpassoinavanti.it/>



## THE FIRST PSYCHOLOGICAL EMERGENCY SERVICE FOR ROAD ACCIDENT VICTIMS

Supported by Italian Insurance companies through ANIA Foundation

Since 2017 including to most important hospitals of 4 Italian cities:

- **Roma** – Sant'Andrea Hospital and Gemelli Hospital
- **Firenze** – Carreggi Hospital
- **Milano** – Niguarda Hospital
- **Campobasso** – Cardarelli Hospital

A network of 100 psychologists trained by a special protocol created by some of the most important psychologists of trauma.



### FIRST RESULTS

- ☐ Over 1,240 calls
- ☐ 351 people treated
- ☐ 850 psychological sessions

#### Toll-free number 24/7 for:

- Road accident victims suffering heavy trauma
- Family members of people died in road accident

