

Brussels / Vienna, June 2024

Dear Emanuela, Cristiano, Dario, Piergiorgio, Antonio and the FT Italia team,

Herewith you receive the **efhco** audit report and the supporting summary. We would like to thank you for welcoming the EFHCO auditor Laura Fernandez at **Fondazione Théodora Onlus, Italy**. You have provided her with all the requested documents (and much more information) during the three days she spent with your organization reviewing your work in accordance with the **efhco** quality label criteria. Your team presented each aspect of your organization with great care and thoughtfulness.

The board members have received the report and given notice to the review. The board acknowledges that our full member **Fondazione Théodora Italia** abides to the **efhco** quality label criteria. The report reflects on the positive developments that FT Italia displays within healthcare clowning in Italy.

Our **efhco** quality label auditor was particularly impressed by

- The creative spirit in the hard-working office team, all well connected, communicative and actively liaising between the different hospitals and their medical staff, the FT Italia clown teams and all stakeholders involved.
- Your lively passion for what you do at all levels of red nose work.
- Inspiring - The very positive feedback from all hospital staff met during her on-site auditing visits.
- The very well thought through method of audition and training new clowns.
- The enthusiasm for your donors for your work and your creative fundraising ideas.

Some key points within the **efhco** quality label criteria:

- The Artistic Team should keep an eye on the structure of the trios in the hospitals. Sometimes, when there could have been a clear beginning, middle and end to a visit, or routine, it was not always clear when to leave the room at the most effective moment.
- Give some thought to an expanded form of coaching for clowns working as duos and trios.



The **efhco** board wishes our new full member all the best for your glowing & growing activities. We are looking forward welcoming you at the next **efhco** Annual Meeting in Edinburgh in October 2024.

Ivana Bacanovic, **efhco** Chair

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