



# NAYON NG KABATAAN

## MANUAL OF OPERATIONS



## MESSAGE FROM REGIONAL DIRECTOR



As mandated by the Constitution, the Department of Social Welfare and Development National Capital Region acclaims its commitment to uphold the rights of the children through the *Nayon ng Kabataan (NK)*.

NK as a 24-hour Residential Care Facility embraces abused, orphaned and exploited male and female children aged 7-17 years old. The unwavering love and care for the children paved way to the relentless service of the center to ensure that the rights of the children are promoted and protected. The center is a temporary shelter which provides psycho-social care and interventions to the children.

As considered one of the most important assets of the nation, children in the center are nurtured to ensure that they will actively take part in the nation-building. The Center recognizes the inherent right of the children to survival, protection, development and participation.

Our hearts are filled with gratitude as contributions from private individuals as well as the general public continuously flow which greatly helped on the operationalization of the Center. The commitments from the NK staff to provide dedicated and passionate service to the children are treated with utmost appreciation.

May this Manual of Operation enlighten the public on how the Nayon ng Kabataan ensures that children's welfare is a priority as the Department still upholds the belief that 'children are the hope of our nation'.

May we all be inspired to have a burning desire to continuously serve this vulnerable sector.

  
**VINCENT ANDREW T. LEYSON, CESO IV**  
Regional Director  
DSWD-NCR

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Vincent Andrew T. Leyson,  
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# Acronyms

ARDR Received	-	Acceptance and Receipt of Donations
CNSP	-	Children in Need of Special Protection
COA	-	Commission on Audit
CPC	-	Child Protection Committee
DDA	-	Deed of Donations and Acceptance
DEPED	-	Department of Education
DOJ	-	Department of Justice
DOLE	-	Department of Labor and Employment
DSWD	-	Department of Social Welfare & Development
EOD	-	Executive on Duty
GAA	-	General Appropriation Act
HP	-	House Parent
JFMS	-	Jose Fabella Memorial School
LGU	-	Local Government Unit
LSCFI	-	Lions Street Children Foundation Inc.
LSWDO	-	Local Social Welfare & Development Office
LWP	-	Left Without Permission
NC II	-	National Certificate
NCR-FO	-	National Capital Region Field Office
PCAR	-	Parenting Capability Assessment Report
PPMP	-	Project Procurement Management Plan
RAO	-	Regional Administrative Order
RCF	-	Residential Care Facility/Facilities
RI	-	Rehabilitation Indicators
RIS	-	Request and Issuance of Supplies
RSO	-	Regional Special Order
SFI	-	Social Functioning Indicators
SWDA	-	Social Welfare and Development Agency
SWO	-	Social Welfare Officer
SW-OD	-	Social Worker on Duty
WFP	-	Work and Financial Plan
TESDA Agency	-	Technical Education & Skills Development

## **Definition of Terms**

1. **Borrower's Slip** - refers to an official form/slip allowing an employee to use temporarily for official purpose any government supplies, equipment or property and to be returned on specific period of time.
2. **Cellular phone** - refers to a mechanical or electronic apparatus on varied models and specialization to send, receive, transmit information through calls, messages, photos, videos and film clips.
3. **Child Protection Committee** - refers to a group that oversees the implementation of Child Protection Policy in the work stations this includes the residential care facilities.
4. **Child Protection Policy** - refers to an articulation of the commitment of the organization or agency on the promotion and fulfillment of the right of the child to protection as enshrined in the United Nations Convention on the Rights of the Child that aims to safeguard the child from all forms of abuse, violence and exploitation that may be perpetuated by adults or persons in authority and it expresses the Department's shared values, principles and beliefs.
5. **Child** - refers to a person below eighteen (18) years of age, or one who is 18 or over but is unable to take care of or protect oneself from abuse, neglect, cruelty, exploitation or discrimination because of a physical or mental disability or conditions.
6. **Children in Need of Special Protection (CNSP)** - refers to categories of children such as those but not limited to abandoned, neglected, orphaned, street children victims of abuses, exploitations, trafficking and child labors as well as those child in conflict with the law, child witnesses, and child victims of armed conflict that under these conditions they need immediate special care and protection of their rights as a child.
7. **Corporal Punishment** - refers to an act or acts which involve physical force and humiliating or degrading acts imposed upon a child as punishment for an alleged or actual offense inflicted by an adult or by another child who has been given or assumed authority or responsibility for punishment or discipline.
8. **Donation** - refers to all non-repayable transfers of assistance given freely in the form of cash or in kind from domestic or foreign sources, for particular projects or

programs, general support or for any other purposes.

9. **Donation in Cash** - refers to assistance or contribution from the donor entity/individual to the National Government in the form of cash or check regardless of type or currency.
10. **Donation in Kind** - refers to assistance or contribution from the donor entity/individual to the National Government in the form of goods, materials, supplies and equipment.
11. **Escort** - refers to staff/employee of the residential center accompanying resident/s as a guide, support or official representative who shall facilitate turn-over of resident.
12. **Executive on Duty (EOD)** - refers to a senior staff of the center tasked to execute functions and decisions in behalf of the Center Head.
13. **Gate Pass** - refers to an official form/slip permitting an employee to borrow, take, bring out and use, a government property or supply on official purpose/business and is obliged to return complete and in good condition.
14. **Job Orders** - refers to a written order to all staff/officials to perform a certain job emanating from a higher authority given with Terms of Reference (TOR) as contracted for a specific period.
15. **National Certificate II** - refers to a certification issued to individuals who achieve all the required units of competency for a national qualification defined under TESDA training regulations and aligned to specific levels.
16. **Officer of the Day** - refers to a Social Worker scheduled for the day to man, assist, facilitate, admit, coordinate, accept and/or administer any referrals in any form whether on phone calls, walk-ins, or rescued needing assistance for that day of duty.
17. **Positive Discipline** - refers to a non-violent, solution focused, respectful and based on child development principles approach to enabling children learn or develop appropriate thinking and behavior.
18. **Personnel** - refers to permanent, casual, contractual officials and employees of the Department including those of Contract of Service (MOA/Job Order) workers, consultants, on the job trainees and others.

- 19. Public Officials** - refers to those included as elective and appointive officials and employees permanent or temporary, whether in the career or non-career service including military and police personnel, whether or not they received compensation, regardless of amount.
- 20. Resident** - refers to client/s, child/children and or individuals, siblings or groups who are occupants or dwellers on a specific space or place of abode whether on temporary or permanent.
- 21. Residential Care** - refers to a service delivery mode that provides 24 hours group care living as an alternative family care arrangement to residents whose needs cannot be adequately met by their families.
- 22. Safekeeping** - refers to a mode or manner of securing and taking care of one's ownership for its safety and availability.
- 23. Social Media** - refers to collective on line communications.
- 24. Travel Request** - refers to approved written order issued by approving officer to employees whose travel is official in nature and is in accordance to his/her duties and functions for a specific dates and purpose.
- 25. Travel Authority** - refers to a written order granted to employees authorizing his/her official travel on dates and purpose supported with written reports and certificate of appearances once accomplished.
- 26. Valuables and Belongings** - refer to personal possession of great value and importance to the owners such as documents, gadgets, jewels and others.
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## CHAPTER I

### RATIONALE

**A**nchored on the Department of Social Welfare and Development's (DSWD) major thrusts and priorities in attaining its organizational outcomes, is the provision of residential necessary facilities including the completion, renovation, repair of different centers and care facilities to complement the increasing number of workforce and clients and the expanded operations of the Department.

Children in Need of Special Protection (CNSP) such as those but not limited to abandoned, neglected, orphans and victims of abuses, exploitation, trafficking, and street children are among those disadvantaged sectors that are significantly increasing in numbers based on statistical reports and studies made by other pillars in the government.

In such situation where the State recognizes that the ***“child is one of the most important assets of the nation and that every effort should be exerted to promote their welfare and enhance their opportunities for useful and happy life. All children have the right to protection against exploitation, improper influences and other conditions prejudicial to their physical, mental, emotional, social and moral development, thus whenever parents or guardians fail, every child has the right to the care and protection of the State”*** (Philippine Constitution 1987).

The Philippine Government assumed the responsibility of providing residential care to children as early as 1917 when **Republic Act 2671** was passed establishing the first government orphanage at the Welfareville Compound in Mandaluyong, Province of Rizal. The orphanage, formerly known as Units A and Units B together with the other Units in Welfareville Compound was decentralized in the middle of 1960. With the assistance from the United Nations International Children Education Funds (UNICEF) and the determination of the Philippine Government to provide a more modern method of social services, the orphanage was relocated at MIA Road, CAA Compound, Pasay City on September 30, 1968, now known as the **NAYON NG KABATAAN (NK)**.

Nayon ng Kabataan is a 24-hour residential care facility which serves as a temporary shelter and provides psycho-social care and interventions, and protection to children whose age ranges from seven (7) to below eighteen (18) years old and who are abandoned, neglected and orphaned.

About five hundred fifty (550) children are admitted at NK per year. The number of clients started to increase when **Republic Act 7610** or an Act Providing Strong Deterrence and Special Protection Against Child Abuse, Exploitation, and Discrimination was implemented. Another factor seen was due to the limited number of Reception Action Center (RAC) at the local level, therefore NK has become a home for victims of child labor, armed conflict,



trafficking and pornography that are mostly high profiled and court-related cases having engagement from other partner agencies, media, and offices for the arrest and prosecution of both local and foreign perpetrators.

On February 8, 2001, Nayon ng Kabataan returned to its former location in Welfareville Compound, Mandaluyong City with new and modernized cottages that accommodated the same children from Pasay City Complex. Collaboration with Lions Street Children Foundation Inc. (LSCFI) for a sponsored project called Cottage 3-Bahay Magalang ushered for the street children and some staffs from AHON BATA CENTER to be transferred on the said cottage when it was inaugurated in 2002.

Over the years, Nayon ng Kabataan is a home for the Children in Need of Special Protection (CNSP) operating on the Department's mandate in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families, and communities for an improved quality of life. It is in this premise that NK works with its partner stakeholders, volunteers and donors in preserving the lives and promoting the basic rights and welfare of children.

Nayon ng Kabataan is currently occupying an approximately 14,075 sq. meter lot at the central and commercial area of a fastest economic and growing city in Metro-Manila with complementing workforce of Social Workers, Psychologists, Medical Practitioners, House Parents, Project Development and Productivity Officers & Trainers, Special Education Teachers, Dietary and Security Personnel with numbers that meet its standard ratio vis-à-vis the number of children it served.

Achieving its Level I Accreditation in 2016, Nayon ng Kabataan envisioned as a Center of Excellence in the years to come. Budgeted under the General Appropriation Act (GAA) for hiring of additional workforce, for capital and equipment outlays significantly allocated for all residential care facilities nationwide, Nayon ng Kabataan was identified and prepared for Level 2 Accreditation in 2019.

Marking this development highly support the Department's mandate and attainment of Organizational Outcome (OO) 2: Rights of the poor and vulnerable sectors promoted and protected.

## CHAPTER II

### LEGAL BASES

Nayon ng Kabataan recognizes that “every child has the inherent right to survival, protection, development, and participation that in all questions regarding the care, custody, education, and property of the child, hence, his welfare shall be of paramount consideration.” (Article VIII, Presidential Decree 603, The Child and Youth Welfare Code).

Likewise, Nayon ng Kabataan responds to a unique and specific need of a child for the government to carry out its mandate, as enunciated in the Constitution of the Republic of the Philippines, as well as in other provisions as cited in the different laws such as:

#### A. International Instruments

##### 1. U.N. Convention on the Rights of the Child

An international declaration of the rights of the children signed by the State Parties which recognizes and upholds the inherent worth and dignity of the human person and proclaimed that childhood is entitled to special care and assistance and recognizing that the child, for the full and harmonious development of his/her personality, should grow up in a family environment with an atmosphere of happiness, love, and understanding.

##### 2. The Hague Convention on Protection of Children

Article 1.a. – to establish safeguards to ensure that inter-country adoption takes place in the best interest of the child and with respect for his/her fundamental rights as recognized in international law.

Article 1.b. – to establish a system of cooperation amongst Contracting States to ensure that those safeguards are respected and thereby prevent the abduction, the sale of, or traffic of children.

#### A. National Laws, Decrees and Orders

**1. Republic Act 9262 or Anti-Violence Against Women and their Children Act of 2004** which protects women and their children from physical, emotional, sexual, psychological and economic abuses. The law penalizes men with imprisonment if they were found to have committed acts of violence against their wives, girlfriends, or partners.

**2. Republic Act 9208 or Anti-Trafficking in Persons Act of 2003** – institutes policies to eliminate trafficking in persons especially women and children. It has also established institutional mechanisms for the protection and support of trafficked persons and providing penalties for its violation

### **3. Republic Act no. 8043 – The Inter-country Adoption Law**

Section 2 - It is hereby declared the policy of the State to provide such child with love and care as well as opportunities for growth and development. Towards this end, efforts shall be exerted to place the child with an adoptive family in the Philippines. However, recognizing that inter-country adoption may be considered as allowing aliens, not presently allowed by law to adopt Filipino children if such children cannot be adopted by qualified Filipino citizens or aliens, the State shall take measures to ensure that inter-country adoption are allowed when the same shall prove beneficial to the child's best interest and shall serve and protect their fundamental rights.

### **4 Republic Act 7658 - An Act Prohibiting the Employment of Children Below Fifteen (15) Years of Age in Public and Private Undertaking**

Section 1- General Prohibition - that "except otherwise provided in this Rule, children below fifteen (15) years of age shall not be employed, permitted or made to suffer in work, in any public or private establishment in the Philippines".

### **5. Republic Act 7610 – Special Protection of Children against Child Abuse, Exploitation and Discrimination Act**

Section 32.9 Protective Custody –If the investigation discloses sexual abuse, serious physical injury or life-threatening neglect of the child, the duly-authorized officer or Social Worker of the Department shall immediately remove the child from his home or the establishment where he was found and to place him under protective custody.

**6. Republic Act 6713 - An Act Establishing a Code of Conduct and Ethical Standards for Public Officials and Employees**, to uphold the time-honored principle of public service being a public trust, granting incentives and rewards to exemplary service, enumerating prohibited acts and transactions and providing penalties for violations thereof and for other purposes.

1. **Presidential Decree 603 (The Child and Youth Welfare Code)** states that "the child is one of the most important assets of the nation, every effort shall be exerted to promote his welfare and enhance his opportunities for a useful and happy life.

Article 3.2 – The dependent or abandoned child shall be provided with the nearest substitute for a home that will provide love, care and understanding, guidance and counseling and moral and material security.

Article 3.8 –Every child has the right to protection against exploitation, improper influences, hazards, and other conditions or

circumstances prejudicial his physical, mental, emotional, social and moral development.

Article 3.10 –Every child has the right to the care and protection of the State, particularly when his parents or guardians fail or are unable to provide him with his fundamental needs for growth, development, and improvement.

1. **Executive Order No. 123** – The DSWD is mandated to provide care, protection, and rehabilitation to those who have least in life and need social welfare assistance and social work interventions to restore their normal functioning and participation in the community.
2. **Executive Order No. 56** – Authorizing the Ministry of Social Services and Development to take Protective Custody of Child Prostitutes and Sexually Exploited Children

Section 2 – The Ministry of Social Services and Development shall provide suitable programs for the full rehabilitation of the minors under its custody which shall, among others, include the appreciation of proper moral values, psychological or psychiatric treatment, education in the probable physical ailment or disease which they contract or the dangers of unwanted pregnancy and appropriate training skills to prepare them for a decent living.

3. **Presidential Proclamation No. 13 and 20** encouraged the government departments as well as NGOs to involve themselves in the work for the welfare of working children, street children, sexually exploited children, children in armed conflict and other children in especially difficult circumstances.
4. **Guide for Media Practitioners on the Reporting and Coverage of Cases Involving Children formulated in 2008** which states that photographs, images, or video footages of the face or any distinguishing feature of information of a child victim of abuse, child witness, or children in conflict with the law including his/her family members shall not be taken, published or shown to the public in any manner.

#### B. Department's Orders

1. **Administrative Order No. 09, Series of 2017** – CY 2018 DSWD Thrusts and Priorities that in line with core values of ***“Maagap at Mapagkalingang Serbisyo; Serbisyong Walang Puwang sa Katiwalian, at Patas ng Pagtrato sa Komunidad”***, the DSWD will

focus on Organizational Outcomes that will serve as the people's voice in government, able to enunciate welfare and development needs and provide substantive policy inputs for the government poverty reduction plan.

2. **Administrative Order No. 07 entitled –DSWD Child Protection Policy in the Workplace, Series of 2015** provides instructions for its officials and personnel should adhere to a set of core values and principles to protect children and to prevent committing any acts that may damage a child as they perform their duties and responsibilities.
3. **Amended Administrative Order No. 15 Series of 2012 – entitled Amended AO II Series of 2007 – Revised Standards on Residential Care Services** that provides standard indicators in five (5) work areas such as Administration and Organization; Program Management; Case Management, Helping Strategies/Interventions and Physical Structure & Safety that residential care facilities have to comply in attaining Levels of Accreditation.
4. **Administrative Order No. 15 Series of 2009 – Omnibus Guidelines on the Transfer of Residents in DSWD/LGU/Private Social Welfare Agencies to Other Residential Care Facilities** which intends to protect the welfare and best interest of the residents in DSWD, LGU or private residential care facilities as well as delineate the roles and responsibilities of involved agencies, bureaus, units and offices specially on the financial and legal aspects to ensure the delivery of quality services to the residents from residential care facility to another.
5. **Administrative order No. 1 – Standard Operation for Center of Excellence** in which provisions are specified in AO No. 15 where specific indicators per work areas are enumerated in ladderized system in Standards for Residential Care Service
6. **Administrative Order No. 223 Series of 2002 – Guidelines in the Management of Financial Benefits, Assistance, and Compensation from External Resources for Clients in Residential Centers and Institution** which provides system and mechanisms ensuring proper compensation and shall be used for the exclusive benefit of the residents concerned

7. **Administrative Order 148 Series of 2001 – Guidelines in the Management of Residential Care Services** which defines residential care facilities as alternative form of family care and articulate procedures and other mechanisms in managing programs and services ensuring safe environment and protects its clientele being served.
8. **Memorandum Circular No.09 Series of 2006 – Procedural Guidelines on the Receipt and Utilization of Donations in Cash or in Kind** – that provides instructions on the proper accounting, documentation and control processes on the receipt and utilization of all donations received whether in cash or in kind from domestic or foreign sources
9. **Memorandum Circular No. 22 Series of 2004** –the Policy Paper on De-institutionalization of Children which emphasizes the promotion of community based and early intervention efforts, protection of children in residential care and recovery and reintegration of children to family and community thus efforts must geared towards the readiness of the family and community to take care of the children who experienced residential care

### **C. Regional Initiated Policies**

1. **Regional Memorandum Order No. 04 Series of 2017** –Enhanced Operational Guidelines on the Use of Cellular Phones and Access to Internet Creating Social Media in the Field Office/Centers and Residential Care Facilities that would govern propriety in the use of cell phones/gadgets and other forms of social media so it will not unduly affect their efficiency and the usual discharge of their funds in whatever work station they are assigned whether in the Field Office, center and residential care facilities.
2. **Regional Memorandum Order No. 003 Series of 2016** – Policy on Safekeeping of Personal Valuables and Belongings of Clients in DSWD-Nayong Kabataan – that provides instructions, mechanisms and procedures for the proper handling, safekeeping and management of clients' personal valuables and belongings during their temporary custodial care in Nayong Kabataan
3. **Regional Memorandum Order No. 003 Series of 2004** – Guidelines on the Implementation of Regional Security Measures that enumerated general and specific procedures in the conduct of

security measures to protect life, prevent losses & leakage and providing safe environment in the work stations of every employees.

4. **Regional Memorandum Circular No. 002 Series of 2012** – Enhanced Guidelines on Escorting of Residents that ensures resident's well-being is secured and protected, continuous case management is discussed as well as employ responsibility and security of the residents and the travelling escorts.



## **CHAPTER III**

### **VISION/MISSION & GOALS/OBJECTIVES**

#### **Vision**

A center of excellence for children in need of special protection in respect of human dignity and potentials by becoming productive individuals and mainstreamed to society.

#### **Mission**

To provide comprehensive services that are protective, therapeutic and rehabilitative for the children in need of special protection maximizing their full potentials for economic adequacy and self-sufficiency.

#### **Goals**

Train, educate and rehabilitate children in need of special protection to become self-reliant and productive individuals.

#### **Objectives**

1. Provide temporary home for the care, training and rehabilitation of those walk-ins, referred and rescued children within the center's clientele categories.
2. Inculcate more values and positive attitudes to children on different modalities and techniques for character building and
3. Provide learning opportunities to children in need of social protection for socio-economic stability, self-sufficiency and social responsibility.
4. Strengthen engagement and partnership with stakeholders, local counterparts, volunteers and benefactors supportive of this mission.

## CHAPTER IV

### CLIENTELE/BENEFICIARIES

Nayon ng Kabataan provides programs and psycho-social services and interventions to Children in Need of Special Protection with ages between seven (7) to below eighteen (18) years old, both male and female, with varied needs that have to be responded appropriately during temporary care and protective custody.

With intricacy and diverse problems confronted by these children with family origins from far-flung and remote localities in the country, NayonngKabataan serves as the national center for children of the Department for the following clientele categories:

1. **Abandoned Child** - refers to any child who has no proper parental care or guardianship or whose parents or guardians have deserted for a period of at least six (6) continuous months.
2. **Neglected Child** - refers to any child whose basic needs have been deliberately unattended or when left by themselves without provisions for their needs physically and emotionally, and/or without proper supervision.
3. **Orphaned Child** - refers to any child who is deprived due to death of one or both parents and parental authority over him has not been assumed by any surviving immediate relatives and/or nearest of kin.
4. **Child – Victims of Abuse and Other Circumstances**
  - 4.1. **Sexually Abuse-** refers to any child whose condition includes the employment, use, persuasion, inducement, enticement or coercion to engage in or assist another person to engage in sexual intercourse or lascivious conduct or the molestation, prostitution or incestuous acts.
  - 4.2. **Physically Abuse-** refers to any child who suffers from cruelty by work or deed which debases, degrades or demeans his intrinsic worth and dignity as a human being which includes but not limited to lacerations, fractured bones, burns, internal injuries, severe injury or serious bodily harm.

- 4.3. **Child Exploitation**- refers to the use of children for someone else's advantage, gratification or profit often resulting in an unjust, cruel, and harmful treatment of the child. These activities disrupt the child's normal physical and mental health, education, moral or social-emotional development. It covers situations of manipulation, misuse, abuse, victimization, oppression or ill-treatment.
- 4.4. **Child Labor** - refers to the purchase of child's labor power in order to make some profit out of it, whose age/s are below fifteen (15) years old, engages in part time and full time and are exposed in hard work and hazardous conditions that endangers their life, safety, health and morals and that was deceived of remuneration for the service rendered.
- 4.5. **Child Pornography** - refers to any representation, whether visual, audio, or written communication thereof, by electronic, mechanical, digital, optical, magnetic, or any other means of a child engaged or involved in real or simulated explicated sexual activities.
- 4.6. **Victim-Survivor of Trafficking**- refers to any child survivor of trafficking in person regardless of gender, age and status.
5. **Child in Situations of Armed Conflict (CSAC)** – refers to any child who is involved in armed conflict either as a combatant, courier, guide, medics, spy or any similar capacity to aid and support any organized groups in actual use of armed that disrupts normal activities in the specific geographical area.
6. **Street Children** - refers to any child reached out from the streets without any adult companion and are engaging in street activities such as but not limited to begging, vagrancy and other forms of solicitation as their means to survive.
7. **Child in Need of Special Home Arrangement** – refers to any child who is a witness of a heinous crime, on custody dispute of erring parents in court, or in difficult circumstances that require immediate removal from harsh and harmful environment that will prevent further damage and effect on their self-worth and social functioning.

## **CHAPTER V**

### **GEOGRAPHICAL SCOPE & COVERAGE OF OPERATION**

This Manual of Operations shall provide residential care services to those who were assessed that are:

1. Non-Metro Manila residents or those that came from other regions/provinces that ended homeless or at risks due to minority of age and other difficult circumstances encountered and categorically eligible and qualified for admission and temporary shelter;
2. From cities/municipalities in Metro-Manila with court referrals or commitment order where utmost is the safety and protection of the child/children and those rescued by authorities that their participation in the litigation of the case is crucial thus protective custody to these children is recommended;
3. From other DSWD residential care facilities and other social welfare agencies (SWDAs) where the needs of the children are no longer met in their facilities provided that these children shall be within the age bracket and clientele categories of Nayan ng Kabataan;

## **CHAPTER VI**

### **GENERAL POLICIES**

This Manual of Operations shall adapt the DSWD Memorandum Circular No. 07 Series of 2014 entitled: DSWD Child Protection Policy in the Workplace which enumerated the following provisions under Paragraph VI – Code of Conduct on Child Protection as part of the general policies to be implemented in Nasyon ng Kabataan:

#### **A. Rules and Regulations for All Officials and Personnel in the Department**

1. Provide necessary assistance to children beneficiaries without requiring any favors for the official or staff member's personal gain or advantage.
2. Work with, engage, involve or utilize services only of individuals or business entities that do not have any involvement in any child abuse, sexual harassment, exploitation, child pornography and violence.
3. Never be involved in a romantic relationship with a minor.
4. Take immediate action upon learning of or witnessing any unacceptable acts or behavior toward children which occurred within or outside the vicinity of DSWD offices including centers and residential care facilities.
5. Treat a child, whether a beneficiary or a child of a staff member, with respect and never allow behavior that will result in any physical, sexual, emotional and psychological harm.
6. Be considerate to children of staff members who, for various acceptable reasons, need to stay with their parents in the office for a short or limited period.
7. Do not participate in any acts involving child abuse, discrimination against children, child exploitation, violence against children, corporal punishment and any analogous or similar acts.

## B. Residential Care Facilities

1. Always involved children in matters that affect them according to their evolving capacities.
2. Use a positive discipline approach and never use corporal punishment.
3. Never force children to participate in activities or perform acts which are against their religious beliefs and practices.
4. Never engage children in sexually provocative performance or presentations.
5. Never require a child to render or perform tasks which are beyond his/her ability due to age and physical built.
6. Never expose children to violent video games and shows and pornographic materials either in printed or electronic form or introduce them to obscene websites.
7. Never allow visitors, service providers, interns, volunteers, and visiting researchers to treat children inappropriately or in a manner that may be damaging to them.
8. Ensure that media guidelines in the conduct of interviews with children victims of abuse and exploitation and whose cases are being managed by the Department are complied with.
9. In the conduct of interview, utmost care must be observed to avoid words and terms that may offend or harm a child.
10. Take immediate appropriate action on any incident of bullying. The staff shall make an incident report to the Head Social Worker/Center Head, inform the parents of the child, and call for a case conference if necessary to determine critical actions to take. If the case falls under the coverage of Republic Act 9344 as amended, the Social Worker in Charge shall ensure that procedure applicable to cases of children in conflict with the law is followed.

This Manual of Operations further declares the following general policies:

1. All cases shall be managed with utmost and strict confidentiality. Permit approved by the Regional Director of DSWD-National Capital Region (NCR) shall be secured in support for the interview and use of child's case for research, media documentaries and for other purposes as specified in the existing policies related thereto;
2. Safekeeping of all valuables and personal belongings of any child shall be in accordance with ***Regional Administrative Order No. 003 Series of 2016 entitled – Policy on Safekeeping of Personal Valuables and Belongings of Clients in DSWD-Nayon ng Kabataan.***
3. Staff shall be governed by the existing guidelines and procedures on ***Republic Act 6713 – An Act Establishing of Code of Conduct and Ethical Standards for Public Officials and Employees*** and rewards for exemplary service, enumerating prohibited acts and transactions and providing penalties for violations thereof and for other purposes.
4. Court-related cases received in the center shall be handled and managed by a Social Welfare Officer II who shall represent child's cases in court and documented for purposes of case management and accreditation.
5. Obedience and compliance on the existing national policies relative to "MamamayanMuna, BagoMamaya," "Anti-Red Tape Act," "No Noon Break," "No Gift Policy," "Drug Free Zone," "Smoke Free Area," and other mechanisms being imposed in all government offices, bureaus, sections and services are required to all staff.
6. Recruitment, placement, evaluation, benefits, privileges, leaves and absences of staff of NayonngKabataan shall be in accordance with the governing policies set by the Civil Service Commission and/or as contained in the Labor Code.



7. Handling and management of clients' financial assistance and benefits shall be in accordance ***Administrative Order No. 233 Series of 2002- Guidelines in Management of Financial Benefits, Assistance and Compensation from External Sources for Clients in Residential Care Centers*** and Institutions which stipulates specific procedures in the management, handling, monitoring and reporting of clients' money during their period of custody in the center.
8. Handling and management of donations in cash or in kinds shall be in compliance to ***Memorandum Circular No. 09 Series of 2006 which is also known as the "Procedural Guidelines on the Receipt and Utilization of Donations in Cash and in Kind."***
9. Escorting of the residents shall be in accordance to ***Regional Administrative Order No. 002 Series of 2012 entitled "Enhanced Guidelines in the Escorting of Clients in Centers and Residential Care Facilities*** which stipulates procedures and instructions for compliance in residential care facilities.
10. Deinstitutionalization shall be implemented to all children in compliance to ***Memorandum Circular No. 22 Series of 2004 or the Policy Paper on De-institutionalization of Children.***
11. Leaving/left without permission of resident/s shall not be the accountability of the Head Social Worker/ Residential Care Facility (RCF) Head or any of its staff to consider that the center is not a detention facility but as a residential care facility where the residents live freely, enjoy their rights with liberty and participate in a democratic environment.
12. Supreme to all these policies, guidelines and procedures is the best interest and welfare of the children that any violations against their worth and dignity and are critical to their growth and development shall employ to everyone the rules of the law and its corresponding penalties and punishments.

### **I. ADMISSION PHASE**

#### **A. POLICIES ON ADMISSION OF CHILD/REN**

1. Admission shall be in the clientele categories and age bracket/requirements as mentioned in the manual with proper assessment to determine the immediate need for temporary shelter and protection;
2. Admission shall be supported with three important documents such as Case Study/Summary Report, Referral Letter and medical certificate. Other documents like blotter report, birth certificate and/psychological assessment report shall be required as necessary as possible;
3. All clients to be admitted must be physically healthy and psychologically free from psychosis or any type of mental retardation and bizarre behavior. Any child assessed for hospital care and management during admission shall be the responsibility of the referring office for treatment in the nearest hospital of their choice.
4. Sibling group including those pre-school age child shall also be admitted at the Center to avoid separation and to preserve family relation.
5. Readmission of a child who left without permission or return by any individual or group may be considered once assessed and recommended by the Social Worker.
6. Social Worker on Duty and/or Executive on Duty (EOD) shall admit any child based on their professional assessment and judgment even in the absence of the Center Head.

#### **B. PROCEDURES ON ADMISSION**

The Admission Officer who is either the Social Worker on Duty (SW-OD) or the Executive on Duty (EOD) shall accomplish the following:

1. Receipt of a child whether walk in, reached out and/or referred shall be assisted with considerable care, respect and understanding of their conditions at the time of admission.

2. Pre-admission conference shall be done on advance referrals of LGUs and CCAs. Results may facilitate admission of the child/children or may be denied due to reasons as mentioned in this manual.
3. Secure/check all presented documents upon referral and validate all information declared in the documents from the child/ren and/or from any adult companion and get their written consent. Reliable information and their participation are encouraged in the process.
4. Child/children shall be welcomed, well attended and feel comfortable. Observation on their physical appearances, manifested behaviors and language used shall be recorded for assessment.
5. Accomplish, explain, and discuss the Admission Slip. Also, the center's requirements, procedures, protocols, and encourage their participation during custody period. Facilitate signing of the Admission Slip to include all the Service Units of the center. Each shall be furnished with the copy of the Admission Slip.
6. Body search/inspection and inventory of valuables and personal belongings of the child/children shall be conducted by the House Parent and Security Guards in the presence of the Social Worker/Officer of the Day or the EOD in case admission done at night time.
7. Refer and submit the child/children to the Medical Service Unit for initial physical and medical examination. Their medical records shall be held in strict confidentiality.
8. Introduce newly admitted child/children to all staff and peers to welcome them. Orient them on programs and services, house rules and policies. House Parent should be briefed on the child's case background to further understand child's behavior and interact with properly.
9. Provide them with immediate needs like food, clothing and other supplies for personal care in the cottage where they are assigned.
10. Immediate intake interview with newly admitted child/children shall be done on the same or following day after they took rest and found comfort in the center.

11. Register newly admitted child/children in the Social Service Admission Logbook to accomplish details prescribed in the given template.

### **C. POLICIES DURING POST ADMISSION**

1. A Case Worker shall be assigned for each child admitted in the center and shall facilitate all the requirements in managing each case. An Initial Social Case Study Report shall be prepared by the Case Worker a week after admission which shall be used for case presentation during case conference or Rehabilitation Team Meeting.
2. Each child shall be submitted for a case conference or Rehabilitation Team Meeting after a week for intervention planning. Behavioral Report prepared by the House Parent shall be used as basis for planning relative to child's behaviour observed during the week.
3. An Initial Psychological Assessment on the child done a week after admission shall be presented too in the case conference or Rehabilitation Team Meeting as basis for planning on child's cognitive and psychological condition.
4. Follow up case conference or Rehabilitation Team Meeting shall be done every three (3) months thereafter to monitor status of agreements in attaining objectives of the Intervention or Rehabilitation Plan for the child. Progress Reports from each member of the Rehabilitation Team shall be discussed to identify issues for immediate action planning.
5. Child's case folder shall be marked with "CONFIDENTIAL" and documents submitted by the Rehabilitation Team Members shall appear in the Checklist of Requirements pasted at the case folder.
6. Each Rehabilitation Team Member shall have Clients' Logbook and accomplish Caseload Inventory, Masterlist of Children Served and Child's Profile for documentation purposes.
7. Each Rehabilitation Team Member shall have records of the Minutes of the Rehabilitation Team Meeting and Minutes of Case Conference to be used as basis for monitoring of agreements on cases discussed.

8. Ensure that each child's case folder with complete and properly signed documents, organized filings and updated from time to time.

## II. RESIDENTIAL PHASE

### A. VISITATION TO CHILDREN

1. Visiting time shall be from 9:00 am to 4:00pm.
2. Visiting days for parents and relatives of the children shall be Saturdays and Sundays. Considerations shall be given to unexpected visit from parents and relatives during weekdays particularly those who travel all the way from the province, first time visitors looking for their lost child or response to a letter sent or call made by organizations and media entities.
3. Visitors of the child shall be limited to parents and immediate relatives ONLY. Their bags and other hand-carried belongings shall be checked and inspected by the Security Guard upon their entry.
4. No visitors/relatives shall be allowed or entertained at night time.
5. Visitors shall present valid identification card upon registration at the Security Guard's Logbook and shall be used for the child to recognize them. Persons not identified by the child shall not be allowed to visit or enter the premises. Persons identified by the child as perpetrator/s shall, therefore, be restricted and ban from the center.
6. Visitors shall remain at the visitors' reception area. Roaming and wandering around are prohibited much more to enter in any room in the center.
7. No visitors/relatives of the child shall be allowed to sleep in the center. Special arrangement shall be made to the nearest residential care facility for those who traveled from a far place.
8. Supervised visits shall be done in all cases of child abuse and exploitation. Presence of a Social Worker during the visit is a **MUST** and shall record significant and relevant information gathered during visitation rights.

9. An Incident Report on any untoward events that transpired during visitation shall be submitted. Also a written feedback shall be given to the assigned Case Worker of the child in case the latter was out during the visit of the parents or relatives.
10. Attending Social Worker shall inspect all items brought by the visitors. Body search shall also be done to the child before returning to the cottage.
11. Prohibited items like bladed tools, money, electronic gadgets, telephone number, sketches or location map, letters to desist the child from the case, toxic products and other prohibited supplies concealed and deceitfully handed or kept to the child shall be confiscated and recorded for safekeeping.
12. Banning of family members/relatives from visiting the residents for specific period of time shall be imposed on those found violating security measures of the center.

## **B. AVAILMENT OF OUT-ON-PASS**

1. Approved ***Leave Permit or Out on Pass Slip*** shall be secured/accomplished by the requesting Social Worker or staff from other Service Units on pre-identified residents scheduled for the following specific activities:
  - a. Appearances during court hearings, legal briefings, investigations and execution of sworn statement to government authorities;
  - b. Attendance on invitations outside or within Metro-Manila for exposure and therapeutic interventions like going to malls, sports events, rondalla rendition, meetings, child congress and other socio-cultural activities beneficial for the children.
  - c. Media exposure, passport application, placement interview, medical and psychological referrals.
  - d. On the job training, ALS/PEPT filing of the application and school examination.
  - e. Hospital referrals and confinement.
  - f. Attendance in wake, internment and/or burial of deceased parents and/or immediate relatives.

2. Going out on pass outside of Metro Manila shall be supported with Regional Special Order (RSO) approved by the Regional Director of DSWD-NCR which shall be secured on activities such as field trips, tours, excursions, court appearances, area touring and visit to the resident's family.
3. Approved Leave Permit or Out on Pass Slip shall specify destination, purpose, and name of escorting staff who shall likewise take charge in the preparation and safeguarding of the resident/s during the given activity. Inviting group and/or organization shall also ensure safety of the children during the entire activity and return of the resident/s to the center.
4. Security Guards shall not allow exit or leaving of the resident/s and escorting staffs without the approved Leave Permit or Out on Pass Slip which shall be recorded in their Security Logbook to include time of departure and details of the vehicle being used.
5. Leave Permit or Out on Pass Slip shall be accomplished in advance for a minimum of three (3) days and a maximum of one (1) week except otherwise on urgent hospital referrals where the Social Welfare Officer III and/or the Executive on Duty (EOD) shall approve said request on behalf of the Center Head.
6. Incident that occurred during out on pass of the resident/s shall be reported to the Head Social Worker/RCF Head and transmit to the Regional Office within twenty-four hours.

### **C. CONTROL**

Basic controls are necessary at any given time which vary in accordance with the resident's particular age group, maturational level, nature of behavior disturbances, and such should be done by giving warmth and providing structure that the residents and helping staff have to work collaboratively such shall include the following:

1. Physical facilities that are appropriate for organized daily living program.
2. Protocols, policies, procedures and other control mechanisms are installed for the guidance of everyone and any lapses shall be the basis for policy and program review.



3. Creating structures for the residents to exercise their rights for participation and development.

Control shall be exhibited by every employees with utmost care and demonstration of the following qualities:

1 Warmth that encourages short term compliance and teaches long term values

1. Emotional security
2. Unconditional love
3. Verbal and physical affection
4. Respect for the child's developmental level
5. Sensitivity to the child's needs
6. Empathy with the child's feelings

- In control,



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Structure HELPS the child to learn what is important. It HELPS the child to understand mistakes and do what he can to fix them. It is..

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- Clear guidelines for behaviour
- Clearly stated expectations
- Clearly explained reasons
- Support to help the child succeed
- Encouragement of the child's independent thinking
- Negotiation

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Positive Discipline is:

Non-violent

Solution –focused

Respectful

Based on child development principles



## D. POSITIVE DISCIPLINING

Discipline is a biblical instruction found in the Book of Proverbs. It implies training a child by becoming righteous and trustful to God.

Positive discipline is a non-violent and respectful of the child as a learner. It is an approach to teaching that helps children succeed, gives them information, and supports for their growth. It is a set of principles that can be applied in a wide range of situations and can guide everyone's interactions with the children, not just the challenging ones.<sup>1</sup>

Nayon ng Kabataan shall abide by the Principles of Positive Discipline thus this Manual shall accomplish the following:

1. Instilling discipline to the residents shall be guided by the existing Child Protection Policy of the Department. It shall be carried out with understanding and acceptance of the residents having their own dynamics learned from their childhood experiences and values set on them.
2. Only positive discipline shall be applied to residents especially to those with behaviors that are difficult to manage and handle. There should be mechanisms for identification and execution of positive discipline in the center. Corporal punishment is strictly prohibited.
3. A written agreement or a "KASUNDUAN" that specified conditions amenable and accepted shall be discussed and signed by the resident and shall be carried out and implement throughout the agreed period.
4. Assistance from the barangay, police or any authority in the community shall be requested at any time the resident demonstrated uncontrolled, unusual or peculiar behavior that can be suicidal or homicidal and such shall be prevented and restrained with utmost care and attention.
5. An incident report shall be submitted by Social Welfare Officer of the Day, House Parent, Security Guard and Executive on Duty to the Center Head narrating the circumstances of the events and other details that are specified in the incident report template.

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<sup>1</sup> Joan E. Durrant, Ph.D., *Positive Discipline*..

## **E. LEFT WITHOUT PERMISSION (LWP)**

All measures shall be undertaken to prevent escape or leaving without permission of residents. All staff shall be on guard at all times to consider the ability and different schemes of the residents to hastily escape during their duty.

Leaving without permission (LWP) can be done within the center's activities and/or during outside travels when residents have pre-conceived plan to escape. In cases such as these, the following shall be undertaken by all staff.

1. Thorough search of the entire premises, cottages, and facilities shall be conducted immediately once lost of residents was noticed or reported. Immediate headcount and securing the children in their respective cottage shall be done to prevent further attempt to escape.
2. Incident Report of residents who left without permission from the center are tasked to the following:
  - a. House Parent on duty whenever the incident occurred in the cottage.
  - b. Roving Security Guard if the incident transpired during playtime of the residents from 3:00pm to 5:00pm or P.E. class at school days.
  - c. Escorting Social Worker shall submit a report in case the incident happened during their travel such as attendance to court hearings, home visitations, area tours, and/or permitted during out on pass of the resident/s.
  - d. School Teacher if the incident took place during school hours.
  - e. Assisting Nurse during hospital referrals and confinement.
3. All incident reports shall be accomplished following the prescribed template where circumstances of the incidents, witnesses, and actions being conducted are narrated. This must be supported by Police or Barangay Blotter Report where the said incident was reported and a copy of same shall be secured for record purposes.
4. Report of Incident of LWP shall be submitted to the Center Head within an hour after the incident and within 24 hours to the Regional Director.

5. Immediate call and conduct of home visit shall be done to the child-residents and family. Return of the child shall be requested from the family especially to residents with court-related cases. Need for barangay intervention shall be requested when encountered with difficulties in returning of the child to the center.
6. Incident of LWP shall be recorded in the logbook of the OD/EOD, House Parent and Security Guards. LWP records shall be made available at whenever investigation is conducted. The Center Head shall submit recommendations to the Regional Director for action.
7. For court related cases, report of LWP shall be submitted to the court, Prosecutor, and referring authorities who filed this case in court.
8. Return of residents who left without permission with the disclosure of the actual events that found opposing on the submitted Incident Report shall be given with due recourse thus deliberate concealment of truth and erroneous reporting on the incident of LWP shall be recommended for administrative sanctions.
9. Readmission of residents who left without permission is a general policy in the herein manual thus returning residents shall be attended, accepted and placed to its former cottage. "Talakayan" shall be conducted in the cottage to prepare other children for the said return.
10. The center shall create a committee to handle, monitor and evaluate cases of LWP that its documentation shall be used for future study on challenges encountered.
11. A policy guideline on preventing, managing and handling cases of children with report of LWP or aborted LWP shall be made available for guidance of all staff.
12. Discipline to residents who conspired with the child who left without permission and instrumental on successful escape of the latter shall be imposed selectively and/or collectively.
13. Frequent occurrence of LWP in cottages or any identified places as cited above is tantamount to neglect of duty thus shall be a ground for administrative action to any employee found culpable of this offence.

## **F. INJURY, ACCIDENTS & DEATHS**

Prevention is better than cure. All efforts shall be undertaken to prevent any incident of injury, accident and death thus the following measures have to be implemented:

1. Tools, equipment, supplies and materials that are harmful for daily living of the residents shall be secured with utmost care and safekeeping that access for its use by the residents is avoided. These are bladed and pointed objects, toxic products, solvent, inhalers, paints, medicines and any other forms shall not bring inside or stored in the cottage, school and productivity training center.
2. Gifts received directly by the residents shall be inspected and confiscated any intoxicated items such as astringent, alcohol, toothpaste, solvent, perfumery items and other educational supplies that are bladed and pointed that any resident may use for self-infliction or harming others.
3. Immediate medical attention to any injured resident whether intentional or accidental and shall determine status as emergency needing hospital care and interventions. An incident report shall be submitted to the Center Head within an hour by the staff where the incident occurred.
4. Residents assessed with uncontrolled anger, anxieties and withdrawal shall be monitored and referred for psychological and psychiatric service and management. Daily observation on the behaviour of these types of residents shall be recorded and reported with utmost care and urgency.
5. Death of resident due to neglect and abusive behaviour of staff shall be submitted for investigation on both administrative and criminal liability under existing laws and procedures.
6. Death of resident shall be documented and reported within an hour to the Center head and to the Regional Director within 24 hours and shall advise family or any available relative for preparation and other purposes.
7. The center shall ensure provision of well balanced diet, periodic medical examinations, supplemental feeding for undernourished and sickly residents and

protective environment for healthy living of the residents in avoiding these incidences.



## CHAPTER VII

### PROGRAMS AND SERVICES

Administrative Order No. 148 Series of 2001 provides for the management of residential care services with directions on the administration and implementation of programs and services on collaborative efforts of the multidisciplinary team to achieve the goal of treatment and rehabilitation for each child.

Administrative Order No. 15 Series of 2012 entitled Revised Standard on Residential Care Services was issued to provide ladderized standards on the operation and management on residential care facilities on four major areas with standard indicators for programs and services under Helping Strategies/Interventions.

#### CASE MANAGEMENT

Defined as a problem solving process that enable individual to acknowledge the problem and maximize inner and external recourses for desired results. It also refers to specific social work methods and processes applied to the residents as individuals and/or a group with certain problems that need to be resolve.

Standard requirement suggests the following in case management:

1. Manageable number of residents are handled by the Registered Social Workers and other qualified paraprofessionals.
2. Application of specific social work methods, innovative approaches/strategies, techniques and processes in accordance with the assessment of the residents' problems and treatment plan.
3. Systematic documentation of the helping process as basis for determining appropriate interventions and their effects on the residents being assisted.

Collaborative efforts of the helping team in case management would depend on their skills on assessment of personal and social factors relevant to the case of the resident thus a good and complete data gathering and documentation are basics and essentials both on short termed or long ranged solution or treatment planning. Throughout the process, the Social Worker is a life coach of the resident by offering supportive guidance and strengthens coping skills.

## **1. Case Management Steps and Procedures**

### **1. a. Intake and Assessment**

The Social Worker shall conduct an intake interview with the resident upon admission and/or the following day if the latter was admitted during the night. It is an initial diagnostic process with the use of an interview tool.

The Social Worker shall be guided with principles and techniques in interviewing with the following considerations in conducting intake and assessment interviews:

- ❖ Start where the client is! Obtain significant background as to identification of the resident's family, life history and significant persons that are important or crucial events at childhood. Understanding the background and circumstances surrounding the problem shall help the Social Worker relate and assess the situation of the resident.
- ❖ Consider span of tolerance, gestures and demonstrated behaviour of the resident during interview. Listening is more important with probing on issues related to the presenting problem of the resident. It is important to record all these interactions for data assessment and analysis.
- ❖ Validate all informations indicated from the documents endorsed by the referring office such as the referral letter, case summary, medical certificate and other secondary documents available.
- ❖ Social Worker must be sensitive on signals exhibited by the resident during intake-interview. Adequate facts are enough to come up with initial assessment and initial treatment plan that later incorporated in the Initial Social Case Study Report.
- ❖ The Social Worker shall facilitate referral of the resident to the Medical Service and endorse the medical records of the resident provided by the referring office. Initial psychological assessment shall also be requested to understand the resident's

personality and behaviour within the week after admission.

#### **1. b. Formulation of Treatment Plan**

An Initial Social Case Study Report shall be prepared by the Social Worker a week after admission. Treatment plan shall be discussed during Rehabilitation Team Meeting also a week after admission.

Treatment plans are specific, realistic and time bounded goals geared towards meeting the desired results. Each Rehabilitation Team members shall contribute in the treatment planning based on records and impression on the resident. The Social Worker's treatment and rehabilitation plans are usually discussed and finalized with the resident for contracting.

Social Worker shall evaluate the treatment and any changes shall be discussed during follow up Rehabilitation Team meeting after three (3) months or update the treatment plan on a quarterly basis. The team shall update case progress and attainment of the rehabilitation goals regularly.

#### **1. c. Implementation of Treatment Plan**

Average length of stay (ALOS) of the child shall periodically be evaluated simultaneous with the implementation of treatment plan. Treatment plan can be short term or long term depending on the progress of the resident during implementation phase.

Progress reports from members of the Rehabilitation Team which shall indicate activities undertaken in support to the implementation of the Treatment Plan. It shall emphasize status as to the progress and /or relapses during engagement with the resident. Alternative course of action shall be recommended by the members of the Rehabilitation Team in case goal of the treatment plan for particular service was not attained.

The Social Worker shall secure all these progress report from the members of the Rehabilitation Team for

consolidation and discussion during follow up meetings as scheduled by the Social Worker.

The Social Worker shall update all process recordings which are narrations of the implementation of the Treatment/Rehabilitation Plan. Running records on the other hand shall describe other activities like attendance to court hearing, participation during outreach activities and others that are not in particular in the treatment plan.

Basic in the rehabilitation of the resident is the involvement and availability of the resident's family. Thus as early as treatment planning, contact and locating the resident's family shall be among the important activities to be undertaken by the Social Worker especially during implementation of the Treatment/Rehabilitation Plan that would indeed motivate the resident to cooperate and participate during its implementation.

By then the Social Worker shall conduct regular sessions with the residents at least on a weekly schedule that can be as a social preparation for eventual family and community reintegration and/or for independent living due to absence of permanent family care.

Progressive family reintegration during engagement with the resident and the family shall be among the priorities to be accomplished during the implementation of Treatment/Rehabilitation Plan. Thus, LGU in the locality where the family is residing shall already be involved during the implementation.

Parenting Capability Assessment Report (PCAR) shall be coordinated immediately to the LGU that on the scheduled Rehabilitation Team Meeting the latter shall be invited to discuss findings and recommendations and come up with the plan of helping the family while the resident is undergoing rehabilitation in the center.

It is with utmost consideration that in the whole process of case management, the principle of confidentiality should guide all the members of the Rehabilitation Team ensuring the following measures:

- a. Respect the individual rights of every Child in Need of Special Protection for privacy and confidentiality of the case including all records belonging on the child.
- b. Compliance on media guidelines that visiting press, broadcast personalities, students, researches, volunteers and other groups shall be given with proper orientation on house rules and protocols in the center.
- c. Approved permit from the Field Office and/or a court order shall be secured by anyone who has interest to interview, take pictures, as media materials, or access to records of the child.

#### **1. d. Discharge Planning**

Assessment and evaluation of the Treatment Plan periodically is crucial in discharge planning. The length of stay of the resident shall be based on the recommendations of the Rehabilitation Team as a result of collective assessment and evaluation on the case. The Team should strive to help the resident at the shortest period to effect final reintegration.

Readiness of the resident for family and/or independent living shall always be established with clearances from Service Units involved during case management process. A pre-discharge conference shall be undertaken by the Rehabilitation Team together with the LGU Social Worker to assess the readiness of both the resident and the family.

Absence of family especially those abandoned due to circumstances beyond their control, discharge planning shall indicate other alternative mode of discharge such may include but not limited to transfer to other institutions, foster care, apprenticeship and job placement to ensure safety and protection when discharge.

All discharge plans shall include an aftercare plan based on the recommendations discussed during pre-discharge conference with LGU-Social Worker. Resident for discharge to other institution shall send required documents of the receiving office ahead of time for admission conference scheduled by the latter.

The Local Social Welfare and Development Office (LSWDO) shall be notified once discharged on the child took effect and received by the family. A letter requesting for aftercare monitoring and provision of services shall be made within the week after the discharge.

#### **1. e. After Care Service**

Final reunification with the family and aftercare services is a step-by-step process involving assessment, skills/capacity building and empowerment on the family undertaken by the Local Social Welfare and Development Office (LSWDO).

Reports on aftercare services and supervision provided to the child and family by the LSWDO shall be requested after three (3) months and thereafter for six (6) months.

#### **1. f. Closure and Termination of the Case**

Disengagement phase shall take place due for the following considerations:

1. When goals set by the Social Worker and child have been reached.
2. When after reasonable period of time, there has been little movement to work the attainment of goals formulated.
3. When the child thinks that Social Worker has provided sufficient help so that child is now able to pursue problem-solving on his/her own.
4. When the center does not have the resources needed by the child or the Social Worker does not get approved of.
5. When the systems outside the child make it difficult for the child to continue or the child is influence to discontinue.
6. When the child or Social Worker leaves.

**Closure and termination of the case** shall be done on the basis of the above circumstances. Other than these, an Aftercare Report provided by the LSWDO shall also be considered for terminating the case preferably for a period of six (6) months.

In the event that the child was returned to the center within this period, the case shall be reactivated with the same process started at the beginning.



## HELPING STRATEGIES/INTERVENIONS

This refers to set or series of activities or combination of services directly provided to the residents that facilitate the realization of each rights and the attainment of the helping goals for the residents.

This Manual of Operation enumerates the following programs and services in Nayon ng Kabataan adopting right based approach which is to promote and protect child rights for survival, protection, fullest development and participation. A temporary shelter for the care, protection and rehabilitation of Children in Need of Special Protection (CNSP), varied activities are provided for its clientele group.

### A. SOCIAL SERVICES

Manned by Registered Social Workers (RSW) with position title of a Social Welfare Officer that is headed by a Social Welfare Officer III

(SWO III) who supervises all programs, projects and activities executed and delivered by Social Workers in the performance of their duties and function in the said Service Unit. Social Workers can either be permanent or under Cost of Service (COS-MOA Worker) that the latter is subjected for renewal or termination of contract on the basis of performance evaluation which determines effectiveness, efficiency and competency for the job.

The Service Unit shall meet the standard requirement of client : worker ratio for Social Workers with 20-25 cases per worker. Court related cases shall be managed, handled and represented in court by a Social Welfare Officer II,

Social Services are interventions undertaken by Social Workers on case management process aiming to achieve helping goals to residents through collective and collaborative efforts and expertise of a multidisciplinary team.

Requirements in the case management shall be accomplished by Social Workers from admission of the child to termination of the case. Services rendered are psycho-social care using appropriate social work methods and other modalities such as Individual Case Work, Group Work, Group Therapy, Family Conferencing, Family Counseling and the likes with intention of family reunification, community reintegration and mainstreaming to other forms of placement such as:

## **1. Alternative Family Care**

### **a. Foster Care**

This service is a social work intervention that provides planned substitute parental care to a child/children by a licensed foster family when their biological parents are unable to care for them temporarily.

Foster family care as an alternative family care has the following conditions:

- It is temporary, short term for about less than six months or long term basis which is over six months or more.



- The goal is to return the child/children to their biological family or prepare their placement for adoption.
- It does not alienate them from their biological family.

**Foster Family Care is either of the following:**

1. **Regular Foster Family Care-** the placement of an unrelated child/children with normal development regardless of age to a licensed foster family;
2. **Kinship Care** – the placement of a child/children to their relatives or godparents who are licensed to take their custody.
3. **Foster family care for children with special needs** – the placement of the child with special needs such as those with disabilities, victims of abused and exploited children and whose parents are in difficult circumstances such as on detention or parents are HIV positive.

**b. Adoption**

Is a permanent placement for a child/children declared legally available for adoption. Social Worker shall facilitate all the activities and documentation prescribed in the law relative to declaring the child legally available for adoption.

Social Worker shall also present the child/children to the Regional Foster Care and Adoption Matching Committee and to Inter Country Adoption Board when the child/children recommended for Special Home Findings.

**2. Job Placement for Independent Living**

Is a work based job opportunities for trained residents that undergone advanced training course or have passed competency assessment to qualify for the issuance of National Certification II (NC II) from TESDA.

Rehabilitation Team Members shall convene to determine readiness of trained residents for job placement. Social

preparation and securing of job requirements such as birth certificate, registration to Social Security System, Phil-Health, PNP/NBI clearances, and BIR Tax Information Number (TIN) shall be obtained by Social Workers once the residents are considered for work based training for a period of time.

Staff from Productivity Service shall facilitate placement of trained residents to partner employment offices for their actual job exposures, assist and mediate for their needs and monitor their progress and behavior within three months of job immersion.

Rehabilitation Team Members shall determine discharge of trained residents for independent living to consider the requirements that resident must be of legal age, have the capacity to protect self, strong will to live independently, decisive and trustful to improve life ahead.

Financial assistance and other support services shall be provided to residents discharged for independent living during transition period for relocation/housing expenses, food and transportation for 15 to 30 days supports. Monitoring of their placement shall be done for a period of 3 months to 6 months ensuring their safety and protection in the work place and receive appropriate compensation towards termination of support from the center.

### **3. Placement for Continuing Education**

Nayon ng Kabataan provides education to its residents until Grade 10. Placement for continuing education of the residents is one of the indicators for rehabilitation of the residents. Thus, facilitation of partnership to other agencies shall be made for continuing education of the residents where they can study independently of their choice course or degree.

Rehabilitation Team Members shall assess and recommend residents for continuing education based on the requirements prescribed by accepting agency. Further, they shall allow the residents to undergo a week long immersion in preparation for the program.

Social Workers shall facilitate all the documentary requirements and shall attend on scheduled meetings and conferences asked

by the accepting agency. Further, school supplies and other materials required to bring during placement period shall be requested in advance and shall be issued once placement or transfer of residents takes placed.

#### **4. Counselling**

Is a series of interviews planned and carried out by the Social Worker for the purpose of unearthing inner or unresolved feelings and problems of the resident/s demonstrated in anxieties, aggression, misconduct and other forms of misbehaviour as supported with incident and/or behavioural reports.

Counselling is a helping relationship that involves active participation of the Social Worker and the resident where problems are examined and discussed for solutions.

Social Worker shall conduct purposive counselling to an individual or group of residents reported with common difficult behaviour and coordination shall be made with the Psychologist for assessment and therapeutic modalities responsive to their needs. This requires techniques in counselling that the Social Worker has to execute in different categories of children assessed for counselling session.

Counseling Session Plan shall be formulated by Social Workers that shall record all sessions conducted and terminations shall be made once the objective and agreements with the resident/s have been met.

#### **5. Support Services**

These are essential services that are basic requirements in the helping interventions such of these include the following:

- 5.1. Referral service is the ability of the Social Worker to access and avail the resources of an office or agency for the services needed of the residents not available in the center.

Social Service shall have a Directory of Resources, Directory of Local Social Welfare and Development Office and a Directory of Child Caring Agencies for easy and

immediate accessing and networking of the residents' needs.

Social Workers should consider the following during referral of residents:

- ◆ Ascertain resident's readiness for a referral eliciting feelings which may involve doubts, apprehension and misconceptions about seeking service elsewhere.
- ◆ Determine together what resources best matches the needs of the resident.
- ◆ While exploring possible options for referral, respect the resident's right to self determination and offer recommendation as to which resource is likely to be most beneficial.
- ◆ Avoid making false promises or conveying unrealistic reassurance about what another agency can do in assisting the resident;
- ◆ Avoid specifying what the next practitioner will do; other useful measures are:
  - Write out necessary facts about contacting the resource
  - Provide resident with the name of a specific contact person at the resource
  - If the resident's problem is complex, provide the resident with a brief written statement addressed to the resource detailing problem situation
  - When resident manifests apprehension about going to resource alone, arrange for a family or friend to accompany the resident. Behavioural rehearsal may also be employed
  - Have the resident call the resource from the office to make an appointment.

- 5.2. Communication service requires the skill of Social Worker to convey, deliver, record and transfer information that is being used in the entire management of the case. Social Worker shall represent in court and in other offices for the

services needed of the resident. Communication develops social interaction between the Social Worker and the residents that shall be facilitated on purposive, creative and developmental activities and/or modalities to increase enthusiasm and participation of the residents.

- 5.3. Life Skills service is providing opportunities for the residents to acquire basic knowledge on daily life activities that would expand their sense of responsibility towards themselves and to others. Personal life skills shall be imparted to the residents that would increased their knowledge about self, their values, inner resources, coping and decision making. Social Workers serve as a life coach of the residents they managed.

Social Service is direct and interactive in dealing with the residents and in other Service Units in the center thus it,

1. Leads the Rehabilitation Team in formulating, implementing, monitoring and evaluating Rehabilitation Plan in agreement with the child.
2. Conduct social preparation on the child during legal briefings and consultations, court hearing, family reintegration, job placement and those identified for independent living.
3. Maintains collaborative partnership with the Local Social Welfare Offices for assistance and services for families of the children, assessing parenting capability towards return of the child/children and for monitoring and after care services.
4. Conducts cottage monitoring and children's assembly to gather issues and complaints through "Cottage Talakayan" and "Residents General Assembly" which are internal mechanisms as participatory consultations with liberality to identify, decide and resolve their own problems.
5. Serves as Focal Person in different committees that pertain to gender and development, child's protection and participation, education, and in other mechanisms to be installed based on the need and demands for the service.
6. Supervises Child Protection Committee (CPC) in collaboration with the Rehabilitation Team ensuring active

involvement of its officers and members in the conduct of their planned activities, electoral selection and other assigned tasks.

## **B. MEDICAL SERVICE**

This service provides preventive, curative and rehabilitative interventions to residents. These are the conduct of routine physical examinations, immunizations, de-worming, growth monitoring, vitamin supplementation, environmental health and sanitation, in-patient care and out-patient consultations aiming to prevent sickness and morbidity.

Health Workers complementing this Service includes Licensed Medical Officer and Nurses who are on permanent status or under Contract of Service (COS-MOA Worker) and shall functions and performs the following activities for the residents:

- 1.1. Physical examination shall be conducted to all admissions to determine current health status for provision of immediate and necessary medical interventions.
- 1.2. Annual and bi-annual physical examinations shall be undertaken to all children/residents and reports shall be submitted for record and ready reference whenever medical and health status of the child/resident is required.
- 1.3. Medical and health records of the residents that contain medical history, growth/medical monitoring charts, quarterly weighing, immunizations, prescriptions, results of laboratory examinations and other related records shall be maintained, secured and marked "**Confidential**".
- 1.4. Long and short term medical plan shall be formulated and incorporated in the over-all Care Plan or Rehabilitation Plan for the child/resident.
- 1.5. Attendance and participation during the scheduled Rehabilitation Team Meeting (RTM) is a must and shall ensure availability of medical records of the child/resident for discussion, updating and agreements setting.

- 1.6. Hospital referrals which include for laboratory examinations, medical consultations and treatment, therapy sessions, hospitalization and confinement shall be coordinated and facilitated in advance for immediate preparations of supplies, documents and financial requirements.
- 1.7. Results of hospital referrals and doctor's order shall be reported and acted upon immediately especially on infectious and emergency cases.
- 1.8. Medical profile of the child/resident shall be prepared and be made available once requested by other Service Units, parents, relatives and/or other partner agencies whenever the child/resident is discharged, transferred or for referral.
- 1.9. Strict compliance on doctor's orders on administration and dispensing of medicines in cottages shall be carried out with precautions, appropriate instructions and monitoring to all House Parents ensuring safety and protection from any harm and effect due to misuse and neglect during tour of duty.
- 1.10. All medical records of the children/residents shall be kept with utmost care, secured and marked "CONFIDENTIAL".
- 1.11. Wellness, healthy lifestyles, and other health related topics shall be discussed on lectures, video presentations, workshops and actual demonstration on a monthly basis with submitted reports as documentary evidences of the activity conducted.
- 1.12. Daily routines, monitoring and recording of activities undertaken shall be ensured and done on purpose in the execution of each duties and functions and delivery of services to the children/residents.

- 1.13. Health and sanitation in cottages where the children/residents are housed shall be monitored and appropriate instructions shall be made to prevent infectious diseases or occurrence of any such in the cottage.
- 1.14. Health lectures, wellness activities and other life skills for the residents and employees shall be conducted monthly as part of performance commitment and compliance to health awareness and management policies.

Further, the following shall be observed, accomplished and delivered in the Medical Service:

1. Ensure safekeeping and security of medicines stored in the clinic. No resident shall be allowed to have access in the medicines cabinets, first aid kit and stock room to prevent loss and/or misuse of medicines that would cause harm and damage to residents.
2. Dispense medicines on “First In-First Out” to prevent expirations, discard and wastage. Inventory of medicines and updating of stock cards shall be done on a monthly basis for inclusion in the Monthly Physical Counts of Supplies and Materials submitted to the Field Office.
3. Record all donations and other generated resources tapped during coordination with the Hospital Medical Social Service and from other partner agencies, private individuals and organizations supportive on health and medical management of the residents.
4. Serve as Focal Service in all medical missions and activities coordinated by the Local Health Department Office, private organizations and other offices to conduct and perform in the center
5. Submit incident report on any loss of supplies and equipment, leaving without permission of a resident during hospital referral, and abuses, neglect and mismanagement of medical resources.



6. Ensure maintenance and up-keeping of the medical facility and report any damage that needs immediate repair and renovation.
7. Monitor and records dispensing of medicines allotted at the EOD First Aid Kit and provide receipts to EOD once replenished;
8. Escorts residents who are for discharge to family or relatives or those for transfer to other institution whose conditions need proper endorsement of their medical conditions to the receiving family or office.
9. Petty cash received from Executive on Duty (EOD) Money to be used for hospital referrals, coordination and confinement of the residents shall be properly accounted and submitted with original official receipts, medical prescriptions, doctor's orders for laboratory examinations and summary of expenses. Refunds shall be surrendered together with the receipts while reimbursement incurred shall be paid in return to the staff. Further avoid splitting of procured items and shall comply to all COA and accounting rulings on the use of petty cash advances.

### **C. PSYCHOLOGICAL SERVICE**

The Service Unit is headed by a Psychologist with support staffs comprising of Psychometricians and Activity Workers who can be a graduate of BS Psychology or AB Psychology. They can be Permanent, Contractual and under Cost of Service (COS-MOA Worker) status. Nayan ng Kabataan shall hire Registered Psychologists on whatever status of appointment or employment in compliance to Republic Act 10029 or the Philippine Psychology Act of 2009.

DSWD Memorandum Circular No. 02 Series of 2008 – Revitalizing the Role of the Psychologist in the Case Management System in the DSWD Centers and Residential Care Facilities emphasized the importance of Psychologists in the helping process.

Republic Act 10029 or the Philippine Psychology Act of 2009 was enforced on January 8, 2013 with its Implementing Rules

and Procedures established for the hiring of PRC Registered Psychologist III holding at least a Master's degree in Psychology. The Psychologist I position may be occupied by a registered Psychologist or a registered Psychometrician at the least.

Psychological assessment and evaluation through administration of battery of tests and therapeutic sessions using different modalities are the main functions of the Psychological Service in the healing, recovery and rehabilitation of the residents with history of abused, neglect, abandonment and other circumstances that its impact have to be overcome using their coping skills and other available resources.

It is an auxiliary service to other discipline in the rehabilitation of the child with interventions such as psycho-diagnostic assessment, psychotherapeutic approach, guidance service and therapeutic learning activity.

The following shall be undertaken of the service:

1. Psychologist shall attend on scheduled pre-admission/admission conference and during pre-discharge/discharge conference as initiated and coordinated by the Social Service. Agreed schedule to discharge a child shall give time for the Psychologist to conduct an exit interview.
2. Conduct of initial psychological assessment (IPA) on newly admitted child within a week or seven (7) days after admission. Referral shall come from the Social Service with initial findings taken from intake interview.
3. A more comprehensive psychological evaluation on the resident shall be given at least two weeks after the Initial Psychological Assessment (IPA) and follow up reassessment/evaluation shall be conducted every six months thereafter for updating the residents' progress.
4. Initial Psychological Assessment Report shall be presented during Rehabilitation Team Meeting a week after admission of the child/children. It shall be the basis for the Team to formulate Treatment/Rehabilitation Plan on particular child who shall agree to participate during its implementation;

5. All children needing immediate psychological assistance whether individual or in group work shall refer to the Social Service and a Referral Slip signed by a Social Worker shall be forwarded to the Psychological Service for the needed interventions.
6. Information about the residents such as the biographical data, case category and cottage assignment are specified in the Referral Slip **for Initial Psychological Assessment (IPA)**. A Social Case Study Report of the Social Service shall be required for residents' referred for **psychological evaluation** while the **recent Incident Report** shall be required for the resident's **with behavioural problem**.
7. Accept Referral Slip signed by the Social Service on cases for Psychological Assessment Report for any resident who is for psychiatric treatment and referral to National Center for Mental Health (NCMH). Children/residents observed demonstrating difficult behaviour or manifesting bizarre and/or unusual behaviour due to trauma shall be reported to the Social Service likewise shall issue Referral Slip for psychological assessment once said condition was assessed on the child.
8. Initial Psychological Assessment (IPA) and/or Psychological Evaluation Report shall be treated with confidentiality and for internal use during Rehabilitation Team Meeting or case conference. Thus all Psychological Report shall be forwarded to the Social Service in which the latter shall discuss with the Psychologist the content of the report to be presented during case conference or Rehabilitation Team Meeting.
9. Any report undertaken by a Psychologist who does not have a PRC license as Psychologist may prepare reports on residents for internal case management that such report can only be used by Social Workers for reference.
10. A PRC licensed Psychologist regardless of position may prepare a report for external case management and such can be presented by the Social Worker to other offices for official and legal purposes. Psychological assessment cited in the Social Case Study Report (SCSR) shall refer to the Psychologist as the source of the gathered data.

11. As Agency Field Instructor (AFI), the Psychologist shall attend, assist, supervise and evaluate students for on-the-job training or internship with special permit issued from the Field Office. An Evaluation Report and other attachment shall be forwarded to Capability Building Section (CBS) of the Field Office within fifteen (15) days for the issuance of clearance and Certificate of Completion
12. Psychology students with permit to conduct research study shall be assisted by the Psychological Service with orientation on the protocols, house rules, procedures and other similar limitations in the center in order to protect the identity of the subject during research.
13. Psychological learnings through conduct of lectures, other related activities and observance of national events like the National Mental Health Week shall be documented and incorporated in the monthly accomplishment that shall be submitted on given timeline.
14. The Psychological Service shall maintain the Trauma Care Room (TCR), Play Therapy Room, Interviewing/Testing Rooms and reception area with utmost care and safety of its records, supplies and equipment and shall comply to the following internal policies

#### **PROCEDURAL POLICIES ON THE USE OF TRAUMA CARE ROOM (TCR)**

- a. TCR shall always be available at daytime whenever receipt of resident is made upon referrals.
- b. It shall be managed by the Psychologists who shall implement its house rules and ensure safety and protection of the residents during receipt and service at TCR.
- c. Psychological Service shall ensure accountability in the use of TCR by maintaining inventory of equipment and supplies and report any loss or damage due to resident's uncontrolled behavior.

- d. Psychological Service shall record all residents entries and observe their behavior during time out.
- e. Use of TCR shall be given in priority to residents assessed with trauma due to domestic violence.
- f. The Psychologist shall allow the resident to leave when the resident clearly calmed down and is compliant with instructions.
- g. The Psychologist shall conduct a debriefing of the resident when the resident is ready to leave the TCR.
- h. Confidentiality agreements regarding the resident referred to the TCR shall be made with the Rehabilitation Team. Events that transpire during resident's stay in the TCR shall only be discussed in private meeting with the Rehabilitation Team.
- i. Psychologist shall maintain TCR logbook to register all children referred for therapeutic care. This may contains the date, name, nature of complaint, time, and other observable behavior.
- j. Psychologist shall always be present to guard, observe, and record activities in the room.
- k. Psychologist shall submit feedback report to referring Social Worker, Medical Office or House Parent and provide appropriate recommendation before returning resident to the cottage.

**PROCEDURAL POLICIES ON MAINTAINING  
SECURITY  
AND PROFESSIONAL USE OF PSYCHOLOGICAL  
TEST MATERIALS AND RESULTS**

- a. The psychological tests shall be for the use of the psychological service staff ONLY.
- b. On the job psychology student trainees shall be allowed to use the psychological tests with the approval and supervision of the assigned Agency Field Instructor (AFI) of the center.

- c. The psychological service staff shall ensure accountability in the use of the psychological tests by maintaining inventory of equipment and supplies and report any loss or damage.
- d. All psychological tests shall be kept in locked filing cabinet when not in use.
- e. Protocols of psychological tests results and answer sheets shall be kept in one filing for record purposes.
- f. Protocols of psychological tests results and answer sheets shall only be for the use of psychological service staffs and shall NOT or NEVER be shared with other staff for confidentiality purpose as there is a psychological report with consolidated and analyzed data submitted to the Social Worker for case management purposes.
- g. Psychological tests materials shall be used ONLY officially in Nayan ng Kabataan for the purpose of assessment for residents and NOT for the personal use of any staff in those in Psychological Service.
- h. Psychological tests results shall be shared and explained to the resident if requested but NOT the test protocol itself as it will lose its validity.
- i. Psychological Service shall maintain an inventory of the psychological tests materials for submission to Property Custodian for consolidation.
- j. Ensure presence of a psychologist whenever psychological test are in use.
- k. Psychologist shall monitor tests materials and availability of answer sheets/booklets that shall be replenished or ordered once depleted.

#### **D. DIETARY SERVICE**

Provision of food and other dietary activities are essential components in managing programs and services to residents.

Planning, preparation, food handling, serving and distribution should be in accordance with the nutritional, social, and emotional needs of the residents and shall recognize the importance of food in the healing, recovery and therapeutic value to any of the residents.

Dietary Service shall be headed by a Nutritionist or a Dietician regardless of position but acts as a senior staff who shall be posted permanently in the center. Hiring of additional dietary personnel such as Cook and Administrative Aide regardless of status of appointment or employment shall be considered subject to availability of funds and positions.

Posting and detailing of House Parents shall be considered in situations where Cooks are separated from the service due to retirement, resignation, end of contract or transferred. Authority as designated dietary staff shall be secured and approved with corresponding Regional Administrative Order (RAO).

Approved Menu Plan circulated from the Field Office shall be complied and implemented in the center. Likewise, residents diagnosed as hypoallergenic on a certain food and limitations due to cultural beliefs, a special diet shall be prepared and served.

The Dietary Service Unit ensures health and nutritional needs of the residents in the performance of their duties and functions shall accomplish the following:

1. Collaborate with the Medical Service on residents found moderately and severely undernourished or with medical problems that such considerations must be given with priority for supplemental feeding, hot milk provisions and vitamins supplementations.
2. Prepare and submit Work and Financial Plan for Dietary Service for fund allocation, preparation of documents for procurement of food and dietary supplies and monitoring of per capita cost incurred during period of reporting.
3. Food handling and management shall be in accordance with the prescribed requirements on hygiene and sanitation imposed by the Sanitary and Inspection Office of the City

Health Department. Compliance to these requirements shall be monitored and documented by the Medical Service.

4. Dietary Service shall be conscious on “First In-First Out” policy on delivered food supplies to avoid wastage.
5. Maintains inventory of equipment, tools, supplies and materials procured and delivered for the use of Dietary Service. All these items shall be recorded at stock cards and for safekeeping that any loss shall be reported for immediate replacement of responsible dietary staff on duty. Items that are reported broken or damaged and beyond repairs shall be reported as waste materials for condemn.
6. Three shifting schedule shall be observed in the service which are as follows:
  - From 4:00am to 12:00pm for early morning preparation of resident’s breakfast, morning snacks and lunch.
  - From 6:00am to 2:00pm for early preparation of lunch, afternoon snacks and marketing of delivered food supplies
  - From 7:00am to 4:00pm for early preparation of dinner and supplemental feeding; cleaning and storage of delivered food supplies.
7. Kitchen helpers shall be recommended by the Social Service with the approval of the Rehabilitation Team Members. Clearances shall be secured from the Medical and Psychological Services prior to placement in the kitchen.
8. Kitchen helpers shall be assigned at the cleaning and washing area for security reasons. Daily supervision and monitoring the residents assigned in the kitchen shall be the responsibility of the Dietician and/or any senior staff of the service.
9. Monitoring board indicating current number of children per cottage, menu for the day, assigned duty, residents scheduled for travel, planned activity for the day and staff on duty shall be posted and updates daily for ready reference of the kitchen staff during food preparation and distribution;



10. Food distribution for residents in the cottage shall not be entrusted to any child/resident instead the House Parent on Duty shall be responsible to get cooked meals and other food supplies for the cottage. A logbook where all these are indicated for distribution shall be signed by the House Parent in receipt of the food for the day allotted for the cottage.
11. No other personnel except those in the Dietary Service are allowed to enter in the food storage area and stock rooms. Executive on Duty (EOD) shall decide to open the Dietary Service in cases where Cook or any of the dietary staff are absent during early morning food preparation and/or no available food to be served to new admissions at night/dawn referrals.
12. Cottage monitoring shall be conducted by Dietician especially during meal time. Recommendations shall be discussed to the Head House Parent and Property Custodian for immediate planning and actions of the agreements reached.
13. Conducts Nutrition Month Celebration and other relevant special events as instructed and in the observance of said affairs. The event shall be documented and reports shall be submitted thereafter. This further shall be attached to liquidation report for any cash advances requested for such events.
14. Conducts Dietary Service Staff Meeting every month and emergency meetings whenever it is necessary. Minutes of the meeting shall be conducted five (5) days after the meeting for records and as part of documentary evidences during their performance evaluation.
15. Attendance to seminars, trainings and workshop whether said activity is center initiated, FO-NCR facilitated and/or external invitations shall recommend dietary staffs and be required to submit feedback report of training attended in compliance to existing guidelines.
16. Prepares and submit monthly accomplishment reports, feedbacks and documentation of activities on given timeline.

## **E. HOMELIFE SERVICE**

This manual stipulates the important and significant functions of the Homelife Service in the management of the residents and cottages during group living experiences, home training, and other life skill activities while engaging with the residents during the entire helping interventions.

Homelife Service shall be supervised by a House Parent IV or a House Parent III whichever is available on plantilla. Supervisory functions for this position are lengthily discussed separately in the job description of personnel. Nonetheless, the House Parent IV/III shall perform in accordance to its duties and functions and other tasks delegated by the Head Social Worker/RCF Head and as ordered by the Regional Director.

This Service Unit has direct daily interactions with the residents having a non-stop twenty (24) hours of entirely child rearing and cottage management where it is expected to create a homey environment to ensure that the residents experience family living as provided by the House Parents being the significant adults and acting as surrogate parents of the residents. Thus they are expected to act and demonstrate themselves with utmost respect and integrity by becoming a role model to every resident.

House Parents are expected to accomplish the following responsibilities for the Children in Need of Special Protection (CNSP) in Nasyon ng Kabataan:

### **1. Child Management**

- a. Child rearing and nurturing with provision of unconditional love, care and protection for every child in care.
- b. Help residents to develop life learning experiences and relationship.
- c. Help residents to meet dependency needs such as being cared for and protected.
- d. Help residents to become increasingly independent and able to assume appropriate responsibilities.

- e. Enhance resident's self-esteem with praises and recognition on repeated successes, concrete achievements and approval.
- f. Maintain physical care by ensuring that food, meals and snacks are served on time; creating a pleasant atmosphere and eating with them at meal time. Moreover, by warranting every schedule that residents have enough sleep time and rest, caring for and comforting the sick and maintaining a reasonably clean and orderly place for the residents to live in.
- g. Sustain needs for personal care by ensuring that each resident wears suitable clothes and in good condition; has set of clothing for school, spiritual activities, special functions and daily wear; provisions of toiletries and other personal care items must at all times be made available for daily used;
- h. Develop good and acceptable habits by helping the child meet social expectations that are appropriate for each age and developmental level e.g. social manners, toilet habits, dressing, language usage, peer interactions, and the likes as accompanied with corresponding rules and procedures for routine use of the residents.
- i. Develop decision abilities of each resident by providing opportunities that are motivating and participatory specifically in planning of individual's daily chores and weekly assignment and other activities for life skills aiming towards self-reliant and independence.
- j. Teaching values emphasizing ethical principles, religious observance, moral and spiritual development by inculcating character building, biblical teachings and beliefs.
- k. Discipline everyone with care by helping the residents learn and act with responsibility. As the person in authority for the discipline of a resident in accordance with administratively defined approach and imposition of control, such as:

- Has the position to give, share and withhold disciplinary measures
  - Decide methods of discipline in consultation with the children and within the limits of the center's policy and will contribute to resident's treatment goal
  - Allow the resident to participate in planning and development of disciplinary policies
- l. Report any unusual behaviour, manifestations and indiscriminate act of aggression of any resident for possible immediate intervention of other members of the Rehabilitation Team.
  - m. Maintain self control and understanding on the limitations of the residents and give focused on parental duties and accomplishing developmental activities in the cottage.
  - n. Work with the residents in any gainful and productive activities much more provide them with opportunities for leisure activities and other socializations that would promote healthy relationship, respect for individual, acceptance of each limitations and understand each contributions for self and others improvement.
  - o. Guided with the principles of human behavior, child's rights, professional ethics, Child Protection Policies and Code of Conduct for Government Employees, the service shall maintain office decorum, healthy and democratic environment, ensuring honesty and integrity in the work place.

## **2. Cottage Management**

- a. Safety and protection of the residents in the cottage shall be ensured by employing safety measures and procedures to prevent any incidents or accident, injury or death;
- b. Cleanliness, orderliness and up-keeping of the cottage shall always be maintained as part of the home training activities of the residents during their daily group living.
- c. Report any damaged, broken and defective electrical connections, water pipes and faucets, window glasses

and others for immediate repair and replacement to avoid harm to residents.

- d. Train residents to use and handle government properties with care and maintenance and to avoid wastage;
- e. Ensure implementation of austerity measures on the use of supplies, water, electricity and other necessities provided to the residents.
- f. Keep records and inventory of supplies, materials, tools and equipment issued for daily use of the residents.
- g. Conduct regular inspection of water and electrical connection, window grills, door knobs and ceiling that often destroyed by residents to escape or leave without permission.
- h. Conduct surprise inspection of cabinets, beds, handbags, ceiling and culverts where bladed weapons, pointed tools, hard stick and iron bars could be hide or kept by the residents for any future purpose.
- i. Teach residents to take care, protect and appreciate their cottage as their home and living quarters for daily living.
- j. Request for minor repair and replacement of broken, damaged or affected equipment, fixtures, building and furniture shall be accomplished on prescribed template and after an authorized administrative staff inspected and concurred the need for such;
- k. Precautionary measures shall be undertaken for the safety and protection of the residents during conduct of termites treatment, repair of facilities , movement of the residents & equipment from one cottage to another and in emergency situations and disasters.

In collaboration with the different Service Units, the Homelife Service shall undertake the following in carrying out their duties and functions:

## **1. Coordination**

Rehabilitation Plan for each resident shall be accomplished per coordination by the House Parents with the different Service Units involved during planning at Rehabilitation Team Meeting (RTM). Any progress, lapses or any incident transpired during implementation of the plans shall be recorded and coordinated to the following:

- a. Social Service shall convene members of the Rehabilitation Team to review and assess status of implementation of the agreed plans for each resident. Changes in the plan shall be discussed and explained to the resident for his participation during its implementation;
- b. Medical Service shall assist the House Parent whenever a resident is being brought in the clinic for any sign and symptom needing immediate medical attention and referrals.
- c. Psychological Service shall attend to the Referral Slip presented by the House Parent for a resident manifesting unusual behaviour needing psychological counselling and stress management;
- d. Educational Service thru its Focal Person shall assist the House Parent in identifying and recommending residents for school enrolment, attendance in school activities, report on absenteeism and truancy and with incomplete uniform. The House Parent shall endorse on headcount all residents to the receiving Teacher assigned per grade level who shall sign in the House Parent's logbook and vice versa.

## **2. Reporting**

All House Parents shall prepare the following reports:

- a. Observation Report which shall be done after two weeks after admission of the resident and shall be submitted immediately thereafter or whenever changes of behaviour occurred and immediate action shall be done.
- b. Anecdotal Report which shall be submitted on a monthly basis citing progress of a resident based on indicators stipulated in the given template.

- c. Behavioral Report which shall be based on the indicators agreed for implementation as specified in the Rehabilitation Plan. The House Parent shall be keen enough to identify and interprets behaviours demonstrated by the residents during their engagement. Disciplines and other control mechanisms addressed to the resident shall also be cited and shall be submitted on a quarterly basis.
- d. Report on Days of Care of Residents shall indicate daily statistics of residents actually-in which also determine number of new admission and discharge for the month. This shall be submitted every end of the month as supported with matrix or list of residents that are newly admitted or discharged.
- e. Incident Report of Resident/s who Left With Out Permission, and other occurrence of incidences damaging to self, to properties and to other persons shall be submitted in the prescribed template narrating actual circumstances and actions taken.
- f. Monthly Accomplishment Report is obliged for the House Parent to submit indicating statistics of served clients, narrative highlighting major accomplishment and challenges encountered for policy review and formulation.
- g. Consolidation of Monthly Accomplishment Report of the Homelife Service shall be the primary responsibility of the House Parent IV.

### **3. Attendance to RTM and case conference**

- a. House Parent shall attend to case conferences and Rehabilitation Team Meeting whenever the assigned resident for monitoring is presented and discussed. Submitted progress/behavioural reports of the House Parents shall be used for additional information and other details can be elicited from the House Parent during verification and/or validation of the given report.
- b. House Parent shall give updates on the status of the Rehabilitation Plan that shall be carried out with the resident in the cottage. Any disclosure of the residents about their identities, background, reasons and/or other related circumstances about themselves shall be recorded and presented during the meeting.

- c. House Parent shall keep records and minutes of the RTM and feedback all agreements to all other House Parents assigned in the cottage for consistency and purposive implementation of the rehabilitation plan.
- d. House Parent designated as Cottage Leader shall assist the House Parent IV in cottage monitoring and supervision thus shall represent in behalf of the House Parent IV whenever the latter is on official business and on leave of absence.

#### **4. Cottage Daily Routines & Schedule of Activities**

Part of the daily group living of the residents is home training and experiences that have to be planned out for consistent, well organized yet flexible structure adaptable for each resident. This must be periodically reviewed, enhanced or modified based to actualize needs of the resident when changed.

There are routine activities from sunrise to sundown aiming to imbibe values, discipline and control that the residents have to gain as they encounter the crucial stage of their development apart from their homes. Planned schedules should allow the residents to enjoy play, rest and sleep although pre-occupied with school activities, productivity training and household tasks.

Basic is the requirement for personal care and grooming that would promote the well-being of the resident as accepted routine and pleasurable experiences in the center. Thus there should be adequate amount of supplies for personal care to include clothing and footwear that would increase self esteem and personal sense of responsibility of the residents.

##### **a. Schedule of Daily Activities of the Residents**

This manual specifies daily schedule of activities of the residents in the cottage which have to be therapeutic in nature and purpose shall be in congruent with the desired results indicated in the Rehabilitation Plan for each resident. It is expected that participation and involvement of each resident is encouraged. Any manifested behaviour during or while undertaking any of the prescribed schedules shall inform the Social Service immediately.



Household chores shall be distributed fair and just taking into considerations the age, health condition, interest ability and readiness of the residents with end results of assumed responsibility and gained self satisfaction for contributing in the collective works in the cottage.

House Parents must at all times available to supervise and be ready on the queries of the residents while in the conduct of these activities. Moreover, all observable behaviour, discussion and suggestions of the residents shall be recorded and discussed during group assembly or “talakayan”.

House Parent shall assist, support and supervise those officers and members of Child Protection Committee in their respective cottages and shall monitor their attendance, location and movement whenever delegated tasks assigned outside of the cottage.

House Parent shall not allow any resident to leave the cottage without visitors/call slips from SWO-OD, Case Worker or EOD to avoid/prevent left without permission of the resident or from any untoward incident that may transpired while outside of the cottage.

House Parent shall not allow borrowing of resident from their cottage or from other cottages avoiding any situations unless otherwise shall be coordinated and allowed by the SWO-OD/EOD on a limited period of time.

House Parent shall not allow any resident to leave the cottage at night time or at dawn to assist in the kitchen for early morning food preparations. Any incident will happen during this period shall be the accountability of the House Parent on Duty.

House Parents shall report any lost resident or missing resident at bed time. Head counting shall be done frequently at bed time and monitor movement of any residents from sleeping quarter to the comfort room or in other rooms that may disturb tranquility of the sleeping hours of other residents.

Proper orientation on the schedule of activities of residents shall be provided to newly admitted residents and frequently

reiterated to all residents during “Talakayan” and General Assembly. Consultations with the residents to modify said schedule shall be made with understanding and acceptance by all including staff and monitoring Social Worker.

Schedule of Activities shall be readable and each activity shall be explained to residents in the cottage. Details of the schedule shall be understood from the youngest to the oldest resident that obedience and cooperation shall be required from them to avoid any disagreements with other co-residents.

Nayon ng Kabataan shall post its daily schedule of activities in the cottage where it can be readily and easily read by everyone.

<b>DAILY SCHEDULE OF ACTIVITIES OF NK RESIDENTS</b> Weekdays, Monday to Friday		
<b>TIME</b>	<b>A C T I V I T I E S</b>	
	<b>IN-SCHOOL</b>	<b>NON-SCHOOLING</b>
	<b>MORNING SCHEDULE</b>	
4:45-5:00	<ul style="list-style-type: none"> <li>Wake up time/fixing of beddings/washing ups</li> </ul>	
5:00-5:30	<ul style="list-style-type: none"> <li>Morning prayer/Exercise</li> </ul>	
5:30-6:00	<ul style="list-style-type: none"> <li>Dining preparation</li> <li>Personal care/dressing up/school preparations</li> <li>Cleaning up of cottage and surrounding</li> </ul>	
6:00-6:45	<ul style="list-style-type: none"> <li>Breakfast</li> </ul>	
6:45-7:00	<ul style="list-style-type: none"> <li>Cleaning up/School Endorsement</li> </ul>	
7:00-12:00	<ul style="list-style-type: none"> <li>School Attendance</li> <li>Productivity Training</li> <li>Morning snack</li> </ul>	Household chores
		Medical Care
		Individual/Group Sessions with Social Worker/Psychologist Socio-cultural Food preparations Morning snack
	<b>AFTERNOON SCHEDULE</b>	
12:00-1:00	<ul style="list-style-type: none"> <li>Lunch</li> </ul>	

1:00-2:00	<ul style="list-style-type: none"> <li>School Attendance</li> </ul>	Nap time/Laundry
2:00-4:00	<ul style="list-style-type: none"> <li>Productivity Training</li> <li>Afternoon snack</li> <li>Child Protection Committee (CPC) Hours</li> </ul>	Lecture Hours
		Group sessions
		Socio Cultural
4:00-5:30	<ul style="list-style-type: none"> <li>Playtime</li> </ul>	
	<ul style="list-style-type: none"> <li>Flag retreat (every Friday)</li> </ul>	
5:30-6:00	<ul style="list-style-type: none"> <li>Cleaning up of cottage &amp; surrounding/Wash up time</li> </ul>	
6:00-6:30	<ul style="list-style-type: none"> <li>Evening prayer/Bible sharing/Dining preparations</li> </ul>	
6:30-7:30	<ul style="list-style-type: none"> <li>Dinner/cleaning-up</li> </ul>	
7:30-8:30	<ul style="list-style-type: none"> <li>Tutorial/School assignments &amp; review of lessons</li> </ul>	
	<ul style="list-style-type: none"> <li>Film showing/viewing (every last Friday)</li> </ul>	
8:30-9:00	<ul style="list-style-type: none"> <li>Family bonding time/TV viewing</li> </ul>	
9:00-4:45	<ul style="list-style-type: none"> <li>Lights off/Bedtime</li> </ul>	

<b>SCHEDULE OF ACTIVITIES OF NK RESIDENTS</b>	
Weekends, Saturdays/Sundays & Holidays	
<b>TIME</b>	<b>A C T I V I T I E S</b>
<b>MORNING SCHEDULE</b>	
4:45-5:00	<ul style="list-style-type: none"> <li>Wake up time/fixing of beddings/ wash up</li> </ul>
5:00-5:30	<ul style="list-style-type: none"> <li>Morning prayer/Exercise</li> </ul>
5:30-6:30	<ul style="list-style-type: none"> <li>Dining preparation</li> <li>Personal care/dressing up</li> <li>Laundry preparations</li> </ul>
6:30-7:00	<ul style="list-style-type: none"> <li>Breakfast</li> </ul>
7:00-10:00	<ul style="list-style-type: none"> <li>Cottage general cleaning</li> <li>Bible Studies with Saved by Grace (every Sunday)</li> <li>MORNING SNACK</li> <li>Attendance to outreach activities</li> <li>Laundry time</li> <li>Gardening &amp; drainage cleaning</li> <li>Football Practice Hours</li> </ul>
10:00-11:30	<ul style="list-style-type: none"> <li>Talakayan/Social Worker's Hours with the Kids</li> <li>Socio-cultural /dance practices</li> <li>Group sessions</li> </ul>
11:30-12:00	<ul style="list-style-type: none"> <li>Dining preparation/Wash up time</li> </ul>
<b>AFTERNOON SCHEDULE</b>	
12:00-1:00	<ul style="list-style-type: none"> <li>Lunch time</li> </ul>

1:00 -4:00	<ul style="list-style-type: none"> <li>• Afternoon siesta/relaxation time/TV viewing</li> </ul>
	<ul style="list-style-type: none"> <li>• Arts and Crafts</li> </ul>
	<ul style="list-style-type: none"> <li>• Child Protection Committee (CPC) Hours</li> </ul>
	<ul style="list-style-type: none"> <li>• AFTERNOON SNACK</li> </ul>
	<ul style="list-style-type: none"> <li>• Attendance to research/outreach/prayer meeting</li> </ul>
	<ul style="list-style-type: none"> <li>• Laundry &amp; drying time/gardening</li> </ul>
4:00-5:30	<ul style="list-style-type: none"> <li>• Playtime</li> </ul>
5:30-6:00	<ul style="list-style-type: none"> <li>• Cleaning up of cottage and surroundings</li> </ul>
6:00-6:30	<ul style="list-style-type: none"> <li>• Wash up time/Evening prayer/Dining preparation</li> </ul>
6:30-7:30	<ul style="list-style-type: none"> <li>• Dinner time</li> </ul>
7:30-9:00	<ul style="list-style-type: none"> <li>• Group bonding time/TV viewing</li> </ul>
	<ul style="list-style-type: none"> <li>• House Parent's Hours with the Kids</li> </ul>
	<ul style="list-style-type: none"> <li>• Tutorial on school assignments</li> </ul>
	<ul style="list-style-type: none"> <li>• School days preparations</li> </ul>
9:00-pm	<ul style="list-style-type: none"> <li>• Lights off</li> </ul>
4:45-am	<ul style="list-style-type: none"> <li>• Bedtime</li> </ul>

## 5. Supervision and Schedule of Duty

The House Parent IV shall conduct daily monitoring of the scheduled activities in the cottage. Provision of technical supports to House Parents shall be made during monitoring and supervision to House Parents to further equip them during their tour of duty.

There shall be a required number of House Parent per shift per standard ratio in each cottage such as follows:

- a. 1:30 for residents ages 13 years old to below 18 years of age
- b. 1:20 for residents ages 7 years old to below 13 years of age

In consideration of the forty-five (45) bed capacity of each cottage, there shall be two (2) House Parents every eight (8) hours shifting schedule for five (5) days a week. Each House Parent shall be entitled for two off-duties per week with the following existing schedule:

- a. 1<sup>st</sup> shift - 6:00am to 2:00 pm
- b. 2<sup>nd</sup> shift - 2:00pm to 10:00 pm
- c. 3<sup>rd</sup> shift - 10:00 pm to 6:00 am

A House Parent II shall be identified to act as the Cottage Leader who is tasked to be the focal and spoke person in the group. A Schedule of Duty of House Parents for the month shall be prepared in agreement among themselves as reviewed by the House Parent IV and submitted for approval of the Residential Care Facility Head

Schedule of Duties of House Parents for succeeding month shall be submitted on prescribed timeline which is every 20<sup>th</sup> day of the current month in NK Administrative Service and shall be forwarded to FO-HRMU every 25<sup>th</sup> day of the current month in accordance to existing guidelines.

Request for change of schedule due to emergency and family matters shall only be allowed provided that a request letter shall be addressed to Residential Care Facility Head for approval as recommended by the House Parent IV. It shall indicate also signatures of requesting staff as well conformity of the accepting House Parent who shall render duty during the former's absence.

Internal agreement or altering the approved schedule of duty is NOT allowed. In the event that absences may occur at any given circumstances, the House Parent shall inform or notify the Cottage Leader, the House Parent IV or Administration Office so as to find available House Parent for reliever or the House Parent on duty at that time shall be advised to render straight duty as overtime or excess hours rendered thus availing of compensatory off duty (CDO) shall be recommended based on existing policies and procedures.

Considered as a senior staff of the center, House Parent II shall render as Executive on Duty (EOD) and such assignment as EOD shall be included in the cottage's Schedule of Duty for the Month. EOD-Duty in the cottage shall only be allowed whenever there is lack of manpower or absence of staff to render duty in the cottage.

House Parents are required to report to the center thirty (30) minutes before their scheduled time of duty so as there will be sufficient time for endorsement, head counting and turn-over of responsibilities.

Physical count of the residents under their watch shall be conducted prior to endorsement. The incoming staff on duty shall ensure that all residents, supplies, equipment and

logbooks are properly accounted and recorded. Problems encountered during the day by the outgoing duty shall be included in the endorsement.

Any untoward incident encountered during tour of duty shall be recorded, blotter and reported to the Residential Care Facility Head or to the Officer of the Day (OD)/Executive on Duty (EOD) for appropriate action.

House Parent IV shall ensure that House Parent under Contract of Service (COS) particularly in Cottage 3-Bahay Magalang shall be in tandem with a House Parent on permanent or regular status during their shifting schedules.

House Parents shall observe the prescribed dress code during their tour of duty. Wearing of slippers, short pants, tight leggings, tight pants and other obscene clothing is "PROHIBITED". Repeated violations despite several reminders to call their attention are tantamount for progressive disciplining.

House Parents shall submit their respective Daily Time Record (DTR) in congruent with the approved Schedule of Duties within five (5) days after end of the month. DTR shall be supported with Travel Request, Certificate of Appearance, Approved Leave of Absence/Compensatory Day Offs, Feedback Report of Training Attended and Monthly Accomplishment Report.

## **F. PRODUCTIVITY SERVICE**

Nayon ng Kabataan is accredited as a TESDA Training Center for four (4) training courses such as Cosmetology, Sewing, Electronics and Carpentry. Partnership between DSWD-NCR, Lions Street Children Foundation Inc., Reyes International Hair Cutters and Mandaluyong City Manpower Development ushered for the advanced training and job placement opportunities for trained residents of Nayon ng Kabataan. A Memorandum of Agreement (MOA) signified this engagement for and in behalf of NK residents.

This service provides training, livelihood and skills acquisition to prepare the residents to be productive in preparation for independent living. It offers varied skills training designed as life skills for the residents for economic gain once mainstreamed and develops sense of responsibility, love for work and savings.

Headed by a Project Development Officer II (PDO II), the Service Unit has its workforce consisting of a Manpower Development Officer I, Social Welfare Assistance and a detailed House Parent II that these personnel are TESDA –NC II accredited that permit them to function and perform as Livelihood Trainers in the service. Hiring of additional personnel under Contract of Service (COS) shall be considered subject to availability of funds.

Attendance to the different skills and livelihood is a MUST to all residents. Training courses are part of the academic curriculum of the residents enrolled in Jose Fabella Memorial School (JFMS) – Nasyon ng Kabataan Unit with grades provided every grading period for Technical & Livelihood Education (TLE) subject.

Available skills training in the center are enumerated below:

### **1. Cosmetology Course**

This refers to basic and advanced training on haircutting, beauty care, body massage and spas are provided to trainees during its training period. Advance Training is the actual placement of trainees in Reyes Haircutters for three (3) months. Training fees and other logistic needs of the trainees are accessed and provided by Lions Street Children Foundation Inc. After completion of the advanced training, trainees are distributed to the nearest Reyes Hair Cutters Salon for On-the Job Training (OJT) and apprenticeship with minimal daily allowance.

### **2. Sewing Course**

This refers to training on pattern making, use of high speed machines, motorized ordinary machines and other specialized machines for button holes, edging and embroidery. Trainees are required to complete five (5) sewing projects such as blouse, full dress, short pants, long pants and men's polo shirts. Trainees are required to accept repair works of torn clothes of other residents, sew curtains, table and chairs cloth, and other sewing activities during center's events.

Part of their exposure is their attendance and participation in the Sewing Competition initiated by other agencies and offices such as DEPED, Manpower Development Office and the likes.

### **3. Electronics Course**

This course is coordinated to Mandaluyong Manpower Development Office for provision of Trainer with training modules on the given course. Understanding electronics through lectures and actual demonstration of its parts and features is being conducted in process. Repairs and actual trouble shooting of defective radios and other devices are hands on to trainees and production of portable radios shall serve as their output during the training period.

Honorarium for the Trainer and other expenses for tools and supplies are funded through the sponsorship of Lions Street Children Foundation Inc.

### **4. Basic Carpentry Course**

This training is coordinated to Mandaluyong Manpower Development Office for the provision of Trainer in Carpentry. Identification of carpentry tools, materials and measurement are basic requirements of training course. Production of miniature houses, picture frames, tables and chairs are part of their actual demonstration of skills gained from the training. Masonry and other carpentry works are also being taught on actual demonstration performed within the center's premises.

### **5. Baking Course (bread and pastries)**

Training equipment in this course are fabricated and ordered by the Shell Shared Services Asia B.v. with items from heavy duty electric oven to dozen of muffin molders and trays. Additional baking tools and fixtures are funded by Lions Club Singapore Quay.

Production of bread and pastries on a whole day process from preparation of baking supplies, measurement of solid and liquid ingredients, dough molding, baking, and



garnishing is being attended and demonstrated by the trainees. Breads and pastries are distributed in school and cottages intended for morning and afternoon snacks of the residents.

## **6. Basic ICT/Computer Course**

An ICT Instructor manned the computer training laboratory. Used computer desk tops and laptops are and installation of equipment and fixtures computer tables, electric fans, and wirings for internet connection were sponsored by Shell Shared Services B.v. Asia.

The following procedures shall be applied in the conduct of the training courses in six (6) months:

1. Inventory of residents with ages from 14 years old to below 18 years of age shall be available during identification and assessment of enrolees. Profile of residents shall be provided by the Social Service.
2. Assessment of potential enrolees shall be done by members of the Rehabilitation Team who shall determine eligibility of the residents for training. Indicators for eligibility requirements shall be provided by the Productivity Service.
3. Group assembly shall be conducted to qualified potential enrolees for orientation about the skills training and gather interest based applicants for final interview and assessment.
4. Qualified enrolees shall be referred to Medical Service for health clearance and for psychological assessment by the Psychologist. Results shall be the basis for proper and appropriate training placement of the resident.
5. Skills training attended by the residents shall be part of the academic requirements thus shall be attended and completed by the residents for the needed grade or rating for the subject.

6. Personality development, social etiquettes and social manners that are included in the training modules shall be conducted in preparation for on the job training (OJT), apprenticeship or employment of the trainees;
7. Conduct of Basic Business Management Training (BBMT) shall be made for residents who are ready for independent living that life skills on planning, budgeting, savings and investing are mechanisms for social preparations;
8. Graduates on cosmetology course shall undergo advanced training course as commitment of partnership with Ricky Reyes International Haircutters, Inc. (RRIHI) which requires use of modern equipment and introduction of new beauty styles and procedures.
9. Graduates on sewing and cosmetology course shall undergo NC II Assessment as commitment of partnership with TESDA in which certificate shall be used for employment.
10. Trainers of the above skills training shall passed NC II assessment and accredited by TESDA.
11. Submit accomplishment reports, progress reports, OJT monitoring and other related reports every end of the month and shall be incorporated in the monthly narrative report of the center.
12. Enter/Maintain/Sustain engagement both to new and existing partnership supportive on productivity and livelihood training of the children.
13. Monitor and supervise all residents graduated from any of these livelihood skills training during On the Job Training (OJT), apprenticeship and in preparation for independent living ensuring their safety and compliance of the employer to agreements during job preparation and engagement.
14. Assist these graduates in securing their pre-employment documents or job requirements as well as their housing needs with financial assistance for their relocation and transportation during their OJT and/or apprenticeship.

The Productivity Service as part of its entrepreneur component shall be the sole and responsible in the management of NK Productivity Display Center which are as follows:

1. Security, maintenance and supervision of Product Display Center shall be ensured once it is open and ready for operation.
2. Inventory of products on sales shall be accomplished and be made available with corresponding records of sales and cash book for audit and accountability.
3. Procedures and other mechanisms for the operation of the Product Display Center shall be formulated on its management and ensure transparency and honesty in the overall operation of this initial entrepreneur in the center.
4. Submit monthly accomplishment reports, financial reports and other marketing related activities that is important and crucial in the operation and management of the Product Display Center.

## **G. EDUCATION SERVICE**

Education should be an integral part of the group living program and in the entire Rehabilitation Plan for each child. Provision of continuing education through formal, non-formal and special education to residents shall be made possible in partnership with the Department of Education.

Special Education Teachers from Jose Fabella Memorial School (JFMS) are detailed in Nagon ng Kabataan with existing Memorandum of Agreements (MOA). A Social Worker was tasked as a Focal Person in Education to link the need of Teachers and students during the school year.

The following are the implementing procedures under this Service:

1. All residents shall not be deprived of education thus they shall be enrolled in the school in formal and/or special education classes.
2. "NO Wearing of Complete Uniform-NO Entry" shall be strictly observed in all grade levels unless with justifiable reasons for consideration. This instruction aims to discipline all residents on proper school attire during classes.

3. Teachers shall report any untoward or unusual behaviour of the students to the Social Service for appropriate intervention. Moreover, reporting of student who left without permission that occurred in the school premises shall be the responsibility of the assigned Teacher during the incident.
4. Teachers shall secure the permanent school record of students from the last school they have attended. On the other hand, Social Service shall be responsible in securing the birth certificate of the child if available.
5. Provisions of school supplies and materials to be used in classroom activities, programs and events shall be issued to teachers and students.
6. Teachers shall participate in all center's events, center initiated training, seminars and program activities as planned.
7. Teachers shall recommend students for review class and examinations on PEPT, A&E and/or ALS.
8. All other requirements in this Service shall be coordinated to the Social Worker –Focal Person In Education for organize and systematic coordination with the Teachers detailed/assigned in Nayon ng Kabataan.

#### **H. SOCIO-CULTURAL& RECREATIONAL SERVICE**

Activities under this service are therapeutic and conducted both in indoor and outdoor where the residents participate based on individual interests, skills, age and health conditions. These are opportunities in developing their potentials or talents and serve as their relief on their aggression, anxieties, frustrations and boredom. Expected from this service includes the following:

1. Inculcating Filipino cultures and values shall be the goal of the service. This can be conducted in different modalities such as cultural dances, rondalla, sports and games alike.
2. Nayon ng Kabataan has a soccer field to train young residents on football games. This service shall assist football players to be more competitive in all games they are invited to compete.
3. All socio-cultural and recreational activities for the residents shall be outlined, planned and incorporated in the Annual Work and Financial Plan of the center ensuring fund allocations in

materializing these activities that are beneficial for the rehabilitation of the children.

4. A Sports Coordinator/Activity Worker shall be assigned to undertake, implement and conduct all socio-cultural activities for the children in coordination with other Service Units of the center.
5. NK Rondalla shall be supervised and monitored by the Productivity Service in the absence of the Sports Coordinator/Activity Worker. Reports and other related documents required for the payment of honorarium of its trainer shall be submitted to the Sponsoring Agency on a monthly basis.
6. Conduct of national special events such as Family Day, Children's Month Celebration, Philippine Mental Health Week, Women's Month, Boys and Girls Week and others shall be observed and implemented based on its annual theme and guidelines for consciousness awareness and advocacy.
7. Accomplishment Reports shall be submitted on every activity conducted with attached documentations and executive summary indicating highlights and summary issues and concerns as basis for policy review, planning, funding requirement and others.

## **I. SECURITY SERVICE**

All security measures, procedures, rules and regulations shall be in accordance to Regional Special Order No.003 Series of 2014 re: Guidelines on the Implementation of Regional Security Measures.

As an internal security mechanism in Nayan ng Kabataan, the following shall be accomplished in carrying out the duties and functions of the Security Guards:

1. The schedule of duty of the Guards shall be on three (3) shifting from 6:00 am to 2:00 pm; 2:00 pm to 10:00 pm and 10:00 pm to 6:00 am.. Guard post shall not be abandoned at anytime. Thus, there should always be Guards posted at the main gate and roving Guards in the entire premises.
2. Guards shall always be maximized during escorting of residents in court hearing, outside events and referrals

especially to those residents who are on protective custody and with threats to abscond or left without permission (LWP)

3. Guards shall always be on call during emergencies and shall be available whenever residents are in havocs that disturb and harm other children unreasonably.
4. Liquors and prohibited drugs are banned and shall not be allowed in the guard post and in the premises of the center. Guards caught intoxicated during tour of duty shall be submitted for progressive disciplining and/or administrative complaints if found abusive.
5. Guards shall be maximized during surprised inspections in cottages and confiscate any bladed weapons, pointed tools, liquid for substance abuse and stolen belongings which shall be recorded for safekeeping.
6. Guards shall observed “NO SMOKING” in the premises thus shall require all visiting individuals and groups to observe this policy as directed and imposed in the existing government laws and procedures.
7. Guards shall not engage themselves in any sports games in the center during their tour of duty unless otherwise these activities are planned in advance for official purpose and wellness program for staff.

In the event wherein organic security guards resigned or retired from the government service thus vacated positions considered dissolved, Nayan ng Kabataan shall procure security service providers to maintain the number of security guards of the center. Budget for the procurement of security guards shall be included in the Work and Financial Plan for Calendar Year (WFP) as well as in Project Procurement Management Plan (PPMP).

Procurement of private security guards shall be in accordance to existing rules and regulations as embodied in Republic Act 9384 or the Procurement Law and in other governing rules covering its mode of payments of salaries, incentives, overtime and the likes.

As such Terms of Reference in the procurement of private security guards shall be elaborated in the contract which is not limited to the following:

1. The Security Agency shall deploys competent, motivated and honest security guards to Nasyon ng Kabataan to protect its officials and employees against bodily harm and injury and properties from theft, pilferage, robbery, arson and other unlawful acts.
2. The security guards are required to be thoroughly familiar with the Eleven General Orders, the Code of Ethics and the Code of Conduct as enumerated in RA 5487 implementing rules and regulations:
3. Private Guards shall abide and observed on all measures, policies, and procedures directed in the center and shall be subject for performance assessment and evaluation as basis for their posting, renewal and/or extension of service in Nasyon ng Kabataan.

### **ELEVEN GENERAL ORDERS**

1. To take charge of his post and all company properties in view and to protect/preserve the same with utmost diligence.
2. To walk in an alert manner during tour of duty, keeping always on the alert and observing everything that takes place with sight or hearing.
3. To report all violations of orders instructed to enforce.
4. To relay all calls from posts more distant from the guard house than his own.
5. To quit from post only when properly relieved.
6. To receive, obey, and pass on to the relieving all orders from company officers or officials, supervisors, post-in-charge or shift leaders.
7. To talk to no one except in line of duty.
8. To give the alarm in the case of fire or disorder.
9. To call the superior officer in any case not covered by instructions.

10. To salute all company officials, superiors in the agency, ranking public officials and officers of the Philippine National Police Force.
11. To be especially watchful at night and during the time for challenging, to challenge all persons on or near his post, to allow no one to pass or loiter without proper authority.

### **CODE OF ETHICS**

1. As a security agent, his fundamental duty is to serve the interest or mission of his agency in compliance with the contract entered into with the clients of the agency he is supposed to serve.
2. He shall be honest in thoughts and deeds both in his personal and official actuations, obeying the law of the land and the regulations prescribed by his agency and those established by the company he is supposed to protect.
3. He shall not reveal any confidential matter that is confided to him as security guard and such other matters imposed upon him by law.
4. He shall act at all times with decorum and shall not permit personal feelings, prejudices and undue friendship to influence his actuation in the performance of his official duties.
5. He shall not compromise with criminals and other lawless elements to the prejudice of the customer of his client but assist government in relentless drive against lawlessness and other forms of criminality.
6. He must carry his assigned duties as security guard or watchman as required by law to the best of his ability and safeguard life and property to the establishment he is assigned.
7. He shall wear his uniform, badge, patches and insignia properly as a symbol of public trust and confidence as an honest and trustworthy security guard, watchman and private detective.
8. He must keep his allegiance first to the government, to the agency he is and to the establishment he is assigned to serve with loyalty and dedicated service.



9. He shall diligently and progressively familiarize himself with the rules and regulations laid down by his agency and that of the customer or clients.
10. He shall at all times be courteous, respectful and salute his superior officers, government officials and officials of the establishment where he is assigned and the company he is supposed to serve.
11. He shall report to perform his duties always in proper uniform and neat in his appearance.
12. He shall learn at heart or memorize and strictly observe the laws and regulations governing the use of firearms.

### **CODE OF CONDUCT**

1. To carry with him at all times during his tour of duty his license and identification card and the permit to carry firearms.
2. He shall not use his license and privileges to the prejudice of the public, clients or customers and his agency.
3. He shall not engage in any unnecessary conversation with anybody except in discharge of his duties or sit down unless required by the nature of his work and at all times keep himself alert during his tour of duty.
4. He shall not read newspapers, magazines, books, etc. while actually performing his duties.
5. He shall not drink intoxicating liquor immediately during or before tour of duty.
6. He shall know the location of the fire alarm box near his post and to sound the alarm in case of fire or disorder.
7. He shall know how to operate the fire extinguisher at his post.
8. He shall know the location of the telephone and the telephone number of the police precincts as well as the telephone number of the fire stations in the locality.

9. He shall immediately notify the police in case of any sign of disorder, strikes, riot or any serious violation of the life and property.
10. He shall familiarize himself with Republic Act No. 5784 or the Private Security Agency Law and its implementing rules and regulations.

## **CHAPTER VIII**

### **ADMINISTRATION & ORGANIZATION**

This Manual of Operation discusses the organizational structure of the center which has a clear definition of responsibilities and duties of each staff, the personnel management and relationships between and among persons and functions are described.

There is a specific organizational chart of the center which indicates flow of work and other functions to accomplish per service as per policies and systems as implemented in the center.

#### **A. Staffing and Personnel Management**

Nayon ng Kabataan as a residential care facility that serves as temporary home of Children in Need of Special Protection (CNSP) shall observe the policies set by the governing organizations such as the Civil Service Commission and/or as contained in the Labor Code on recruitment, placement, evaluation, benefits, privileges, leaves and absences of personnel.

It shall comply on the Code of Ethics for Government Employees and shall abide on the Department's guidelines in maintaining transparency, good governance, effective management and utilization of funds as expected to perform based on the Department's mandate in serving disadvantaged sectors. It shall be guided with the implementation of Integrity Management Program where it establishes a corrupt free environment and personnel in the center.

It shall at all times provide opportunities for professional and personal development of staff as well as rewards and incentives as stipulated in the existing guidelines on praise and awards.

Functionality of Grievance Committee and Progressive Disciplining Committee shall at all-time monitored and provided with technical support and assistance through attendance to trainings, seminars and conference. Both shall comply with the requirements in handling of complaints on erring staff as per existing policies and guidelines handed by the Department.

In determining the staffing requirements in the center, it shall be based on the prescribed standard sets by the regulatory office of the Department. It shall determine the type of clientele, the size and nature of the center thus a clear line of responsibility, authority, work plan and accountability for efficient and effective delivery of the service to its residents.

The existing helping team in the center shall work collaboratively in the implementation of the Rehabilitation Plan for each resident. All efforts and resources shall be made available in ensuring that services are coordinated and focused on the individualized need of the residents. The success of the

treatment and rehabilitation program for the residents lies on the enduring commitment, cohesiveness of the team in achieving the goal and unconditional service in restoring the life and functioning of each of the residents.

The composition of the Rehabilitation Team shall not be limited to the following staff of the center:

- a. Social Workers as the lead or focal staff in convening the team and preparations to be done during the meeting. Presentation of the Case Studies of each residents shall be done in bullets and power points.
- b. Psychologist shall present assessment and status of the psychological assessment performed to each child;
- c. House Parents shall report observations and progress on the behaviour of each children while under custody;
- d. Project Development Office shall give accounts on the attendance, participation and progress of each child during skills training;
- e. Teachers shall report behaviour and academic progress or limitations of each resident during classroom attendance.
- f. Medical staff shall present the status of the health and medical conditions of each resident.
- g. Security Guard shall be provided with information relative to the behaviour and proper dealing the residents while implementing security measures.

### **A.1. Organizational Structure**

This manual shall indicate existing structure of the center and a chart shall be posted in conspicuous place or area.

Organizational chart shall be designed and crafted based on the number of existing personnel indicating line of authorities, positions and areas of assignment. Proof of this chart is included in the annexes.

## **A.2. Schedule of Duty**

Personnel of Nasyon ng Kabataan shall abide on the rulings of the Civil Service Commission where it stipulates that all government employees should render at least eight (8) hours in a day for five (5) days or a total of forty (40) hours in a week. They shall render services on shifting schedules as that would meet the above requirements of the said governing body.

Each Senior Staff or Supervisor of the Service Unit shall prepare and/or review the schedule of duty for the month submitted for approval of the Center Head. They shall monitor attendance of their subordinates and shall instruct them to avoid internal arrangement and refrain from loafing, habitual absenteeism, tardiness and use of cellphone during tour of duty.

The House Parents are required to report to the Center thirty minutes before their scheduled time of duty for them to have sufficient time for case endorsement.

Senior Staff to mention Social Workers, Supervisors and Cottage Leaders shall render as Executive on Duty (EOD) as scheduled and during holidays, Saturdays and Sundays to man and supervise the operation of the center.

Executive on Duty (EOD) shall start at 5:00 o'clock in the afternoon and ends at 8:00 o'clock in the morning of the following day or for a total of 16 hours of duty. They shall be entitled to a compensatory day-off on stagger basis within six months.

Vacation leaves must be filed five (5) days in advance, in consultation with their respective Supervisor who shall recommend for approval.

The Center Head shall visit and monitor the center at any given time especially during weekends and holidays and shall always be ON-CALL for any emergencies reported for immediate action.

## **B. Financial Management**

### **B.1. Budget Allocation and Utilization**

This Manual shall stipulate requirements pertaining to financial matters in compliance to General Appropriation Acts (GAA) and COA rulings:

- a. A Work and Financial Plan (WFP) shall be prepared in accordance to actual activities being undertaken in the

center and shall allocate budget based on prescribed parameters of expenses per item.

- b. WFP shall be in consonance with the thrust and priorities of the Department supported with Financial Plan, Monthly Cash Programming, and Project Procurement & Management Plan (PPMP)
- c. Request for budget obligation shall be supported with approved Project Proposals, Purchase Request, Bill of Quotation, Canvass Sheets, Purchase Order and Abstract of Canvass following the flow chart of procurement process in general. It shall in compliance to RA 9184 or Government Procurement Reform Act.
- d. Payment of dealers and contractors shall be made once services are delivered and complied the prescribed requirements as set in the Procurement Law;
- e. All projects completed shall be documented and reported and ensure liquidations on Procurement Service, National Food Authority and other entities.

## **B.2. Status of Funds**

The center shall refer and confer at all times to Finance Management Unit of the region for updates on the status of funds of the center. Monitoring of implementation of Work and Financial Plan and Monthly Cash Program (MCP) shall be accomplished and reports shall be submitted every end of the semester.

Request for realignment of funds shall be made within the prescribed period and shall justify for such request. Refunds from procurement transactions shall be requested as supported with Notice of Request and Obligation Status Adjustment (NROSA) and approved letter for refund by the Regional Director.

## **B.3. Cash Advances**

Cash advance shall be sufficient for the recurring expenses of the center. The Center Head as the accountable and bonded officer shall request for replenishment at least 75% or as the need requires by submitting a replenishment voucher with all supporting documents duly summarized in a report of disbursement (Section 176 of GAAM, Vol. 1)

Cash advance shall not be used for payment of regular expenses such as rentals, subscriptions, light and water and the likes. Payments out of cash advance shall be allowed only for amounts not exceeding P15,000.00 for each transaction. Splitting of transactions to avoid exceeding the ceiling is NOT ALLOWED.

Request for regular and special cash advance shall be supported with: a) Copy of authority by the Agency Head b) copy of approved application for bond and c) estimate of expenses.

Only one (1) cash advance is allowed for any bonded and accountable officer.

#### **B.4. Liquidation of Cash Advances**

Cash advances shall be liquidated in accordance with the guidelines pertaining to the officials concerned (Section 179 of GAAM Vol. 1). Submission of liquidation shall comply with the timeline as set in the existing guidelines or instruction from the Field Office.

Accountable Officer shall renew bond application upon expiration.

#### **B.5. Handling and Management of Donations**

Memorandum Circular No. 09 Series of 2006 entitled "Procedural

Guidelines on the Receipt and Utilization of Donations in Cash or Kind rationalizes that in Section 12 of the CY 2005 General Appropriation Act authorizes the Department to accept donations, contributions, grants, bequests or gifts, in cash or in kind, from various sources, domestic or foreign, for purposes relevant to its functions.

Donation refers to all non-repayable transfer or assistance given freely in the form of cash or in kind from domestic or foreign sources, for particular projects or programs, general support or for any other purposes.

Donation in Cash refers to assistance or contribution from the donor entity/individual to the National Government in the form of cash or check regardless of type of currency.

Donation in Kind refers to assistance or contribution from the donor entity/individual to the National Government in the form of goods, materials, supplies, and equipment.

As stipulated in the guidelines, all donations received, in cash or in kind, shall be covered by a Deed of Donation and Acceptance (DDA). Moreover, an Official Receipt shall be issued by the Collecting Officer for cash donations. The DDA shall be notarized to be charged on the funds for the operating costs of the centers or office.

Further stressed that the recipient residential care facility shall prepare a pre-numbered Acknowledgement Receipt of Donations Received (ARDR) which shall be properly accomplished and duly signed both by the Head of the residential care facility or the donor and/or authorized representative.

In case of cash donations received for general purpose or for common use by the residential care facility, submission of Work and Financial Plan and Project Proposal is required for the utilization of of the donated funds.

The guidelines further recognized the Commission on Audit (COA) instructions stating that some fixed assets are acquired through contributions or donations from the private sector, other government agencies, both local and foreign and non-governmental organizations citing the following conditions:

- a. A “deed of donation” from the donor to the done should be one of the attachment papers of the donated asset, stipulating among others the intent for the use of the said donation.
- b. The done government agency should attach an “acceptance of donation” among the papers of the donation.

Nayon ng Kabataan shall comply on these instructions relative to the management, handling, and utilization of donations in cash or in kind. It shall submit Monthly External Resource Generation Report using Summary Report of Donations Received (SRDR) supported with Requisition and Issue Slip (RIS), Report of Supplies and Materials Issued (RSMI) and Report on Physical Count of Supplies and Materials Including Donations.

### **C. Property and Supply Management**

It is a state policy that “all resources of the government shall be managed, expended or utilized in accordance with law and regulation, and safeguard against loss or wastage through illegal or



improper disposition with a view to ensuring efficiency, economy and effectiveness in the operation of the government. The responsibility to take care that such policy is faithfully adhered to rests directly with the Chief of Head of the government agency concerned". (Section 2, PD 445.)

Nayon ng Kabataan shall comply and abide on the existing rules, regulations and as embodied in the law relative to property and supply management by:

1. Installing internal control over property and supply management system such as imposition of Borrowers' Slips, Gate Pass, on the spot inventory and physical counts.
2. Observe compliance on procurement law.
3. Compliance to COA rulings as to procurement, management, issuances and reporting of property and supply of the center.

The center shall submit prescribed reports such as Inventory of Plants, Property and Materials (IPPM), Report on Physical Counts, Inventory of Waste Materials, and other reports relative to property and supply management.

Receipts of donated fixed assets such as equipment, fixtures, land, buildings and the likes shall be in compliance to Memorandum Circular No. 9 which stipulates and accounts all requirements relative to donations in kinds.

Receipts of clients' valuables, money and belongings shall be in accordance with the approved Regional Order re: Guidelines on the Safekeeping of Clients Valuables and Belongings and in Department Order re: Reports of Financial Assistance and Benefits of Clients which instructed to submit report per timeline.

#### **D. Records Management**

There should be a specific area for safekeeping of records of the center and a Record Officer shall be responsible in the filing, storing, safekeeping and retrieval of records.

Record management is essential and basic requirements in the organization. It provides references for objective evaluation of the effectiveness of the program and its implementation. It serves as basis for the continuity of the service, supervision, teaching, statistical reporting, research, monitoring and evaluation.

It shall observe the following:

1. Confidentiality of records shall be maintained and shall not be given to any unauthorized persons unless otherwise with written instructions from the Regional Director and or maybe required by law , court or quasi-judicial order.
2. Confidential and Restricted Records are within the confines of the personnel herein. No other personnel shall be allowed to access said documents for other purposes prejudice to the Department.
3. Maintain upkeep of the record room to avoid damaged due to terminates, fire or by other means.
4. Ensure the record room is properly locked that entry of unauthorized person shall be avoided with signage **“ONLY AUTHORIZED PERSON IS ALLOWED”** posted at the main door.
5. All documents, records and boxes shall be labeled and marked **“Confidential”** as supported with inventory of records, list of boxes and other documents prescribed by the Field Office.
6. Report of records for disposal shall be submitted periodically indicating life period, classifications and other requirements prescribed in the law on safekeeping, management, archive and disposing of official records.
7. Persons who can access confidential and restricted records include officials from the Field Office such as the Regional Director, Assistant Regional Directors and Division Chiefs pertaining to their areas of work and jurisdiction.

## **E. Information and Communication System**

In the advent of modern technology and to be competitive to other Asian countries, the government imposed electronic transactions in all levels of the government.

Paperless transactions shall be observed in Nayan ng Kabataan so as to live with the demands on day to day electronic transactions. Thus, the center shall ensure installation and maintenance of internet connection or any available Wi-Fi connection if service provider is not available in the locality.

Data banking shall be installed and maximized for immediate retrieval of data use for reporting, researching and audit. It shall comply with the requirement of one (1) computer per staff with regular maintenance by ICT personnel from the Field Office.

Residents of the center shall have the opportunities to use internet connections during their ICT Training for research purposes.

## **F. Volunteer Program**

As defined, “volunteer service is deliberate effort given without pay or remuneration by any individual or organization who desires to share in the responsibilities of the government and society in uplifting the quality of life of its citizenry. It is a service freely and willingly given without thought of any compensation or reward. It is a gift from the heart an act regarded as public service at the finest”.

Memorandum Circular No. 01 Series of 2007 re: Volunteer Program for DSWD Employees was founded on Administrative Order No.214 S. 2002 also known as “Implementation of the Bayanihan Bayan Program for Government Service in DSWD that supported Memorandum Order No. 45 which directed the Philippine National Volunteer Service Coordination Agency (PNVSCA) to organize a government volunteer program.

Administrative Order #218 S. 2002 also known as “Omnibus Guidelines on the DSWD National Volunteer Program of the Bayanihan Bayan Program (BBP) that provides detailed systems, and procedures on recruitment, screening and selection of volunteers, training on volunteerism, areas for volunteer work, deployment of volunteers, accreditation of volunteers and other incentives/recognition, monitoring and reporting, termination as well as evaluation.

Nayon ng Kabataan shall comply in the above policy guidelines and shall submit reports of volunteers permitted under Bayanihan Bayan Program with supporting documents such as Daily Time Record (DTI), Accomplishment Report and Evaluation Report as prescribed in the above guidelines on Volunteer Service Program.

With this, Nayon ng Kabataan shall advocate, campaign, recruit, and recommend applicants for Volunteer Service Program during outreach program, students immersion on practicum placement, special events and the likes and recommend applicants to the Field Office for issuance of permit and placement authority.

## **CHAPTER IX**

### **HUMAN RESOURCE & PERSONNEL**

Personnel management in NayonngKabataan shall comply under the existing laws, policies, and procedures for government employees as prescribed by the Civil Service Commission (CSC) and/or as contained in the Labor Code specifically on recruitment, placement, evaluation, wages, benefits, privileges, leaves and absences.

Further, it shall provide opportunities for all staff for career and personal development, for rewards and incentives and shall define actions of staff for progressive discipline in accordance with its existing policies and procedures. Having competent and efficient personnel is a mission needing collaborative efforts of the center. Required number of staff in NayonngKabataan shall be determined based on its bed capacity, its size or population and type of clientele being served and its mandate in the organization. Also it shall have a clear line of responsibility, authority, delineation, and accountability for effective and efficient delivery of services.

Gender biases in the hiring and managing of staff shall be avoided. However, it shall also consider any abuses and gender related past events in the hiring of staff more so careful evaluation of staff shall be made by the Center's Praise and Selection Committee for the renewal of staff under contract of service or job orders.

Grievance mechanism shall be active and functional on any erring staff. Moreover, care for the staff shall have outlined activities such as health and wellness, staff development, team building, stress management and other opportunities for career and self-care investment.

A Center's Praise and Selection Committee shall be established to assess, deliberate and evaluate applicants for any available vacant positions in the center. Job interview and assessment shall be conducted by a Psychologist while written examination shall be undertaken by the Center Head or the Center's Praise and Selection Committee Secretariat prior to scheduled deliberation.

#### **A. STANDARD REQUIREMENT**

Administrative Order No. 15 Series of 2012 stipulated the standard requirements in the management and operation of a residential care facility. Nayon ng Kabataan is a shelter – care that provides temporary protection and care to children requiring emergency reception as a result of unforeseen events such as

abandonment by parents, dangerous conditions of neglect or cruelty in the home, being without adult care because of crisis in the family or a court order holding them as material witnesses. (PD 603-Child and Youth Welfare Code)

This manual categorizes these children under this provision that as such shall comply with the following standard requirements:

## **1. Caseload of Staff (Staff: Client Ratio)**

### **1.1. One (1) Full time Registered Social Worker**

1.1.1 1:30 children needing intensive casework

1.1.2 In case of mixture of intensive and non-intensive cases, intensive cases shall not exceed ten (10) cases at a time with a maximum of thirty (30) mixed cases

1.1.3 Excess cases of the Social Worker can be managed by the Social Welfare Officer III but limited to maximum of five (5) cases only.

### **1.2. One (1) House Parent per shift for a number of residents as follows:**

❖ 1:30 children aged 13-17 years old

❖ 1:20 children aged 7-12 years old

### **1.3. One (1) Administrative Aide (Clerk) for a number of staff in the unit:**

❖ 1:5-10 staff per Service Unit

Hiring of Administrative Aide (Clerk) on Contract of Service (COS) or Job Order (JO) in the Administrative Office shall be considered due to bulk of works on financial and procurement requirements, personnel management, supply/property and records management as well as in general assets and building maintenance.

## **A. STAFF QUALIFICATIONS AND JOB DESCRIPTIONS**

### **1. Social Welfare Officer V/Residential Care Facility Head**

*Qualifications:*

Registered Social Worker preferably with Master's Degree in Social Work or at least finished 75% of the academic requirements with two (2) years experiences working with children and youth; 2 years supervisory experience; mature and with leadership qualities, has the ability to supervise, plan and direct the work of staff members.

*Job Description:*

- a. Perform administrative functions, implements and executes policies and procedures;
- b. Responsible for program directions and coordination and exercises general supervision over the implementation of various programs and makes periodic assessment of the same;
- c. Supervises and provides direction of personnel through the assigned supervisors;
- d. Prepares budget estimates or proposals and supervises the expenditures of budgeted funds;
- e. Promotes and maintains good working relationship within the community, explores, taps and utilizes community resource;
- f. Facilitates submission of periodic reports of clients to courts and recommends termination of clients cases;
- g. Consolidates accomplishment reports of the different disciplines and submit the same to the Regional Office.

## **2. Social Welfare Officer III**

*Qualifications:*

Bachelor's degree in Social Worker, with 2 years of relevant work experiences, 8 hours of relevant training, RA 1080 (Social Worker)

*Job Description:*

- a. Under general supervision, provides direction in the implementation of social welfare programs and services in the center.
- b. Develop, executes and implements policies and programs and renders administrative decisions on matters within the limits of delegated authority;
- c. Implements programs and services of the center;
- d. Supervises Social Workers in the performance of their duties and assign workload to ensure equitable and proper distribution of caseload.

- e. Provide technical assistance and handle limited and difficult cases.
- f. Maintains collaborative and harmonious relationship with other entities and agencies, private and public in promoting social welfare and development in the center;
- g. Conducts regular supervisory conferences for staff development and more effective program interpretation and implementation;
- h. Conducts orientation, on the job training and supervises field placement of Social Worker students.
- i. Facilitates rehabilitation team meetings, case conferences and consultations.
- j. Evaluates performance of Social Workers on case management that completeness of documents and updated recordings shall be accorded with technical support and supervisory notes.
- k. Performs delegated tasks in the absence of the Center Head.

### **3. Social Welfare Officer II**

#### *Qualifications:*

Registered Social Worker with 1 year of relevant experience of working, four (4) hours of training, RA 1080 (Social Worker)

#### *Job Description:*

- a. Provides social work services to Children in Need of Special Protection in the center and their families;
- b. Obtains and prepares social case studies;
- c. Coordinates and works closely with the members of the Rehabilitation Team;
- d. Assists the Social Welfare Officer III in planning program of activities;
- e. Maintains close coordination with the court and the Local C/MSWDO and other Child Caring Agencies (CCAs);
- f. Prepares narrative and statistical reports, prepares and maintains records of activities and does other related work.
- g. Prepares and submits project proposals, case studies and other reports.
- h. Maintains completeness of documents of case folders with updated recordings.
- i. Facilitates intervention plans in collaboration with the members of the Rehabilitation Team.

- j. Facilitates networking and linkages to partner LGUs, NGO, GOs, GAs and other private agencies in support of programs, projects, and services in the center.
- k. Assists/prepares clients for court hearing and submit report to court when required.
- l. Orient and assist visiting groups, students on field placement, outreaches, and researchers during the conduct of their activities in the center.
- m. Conducts regular cottage monitoring and facilitate “TALAKAYAN” to clients.
- n. Act as focal staff in assigned/delegated tasks or committees.

#### **4. Social Welfare Officer I**

##### **Qualifications:**

Bachelor’s degree in Social Work (RA 1080 RSW), experience non required; training none required.

##### **Job Description**

- 1. Under immediate supervision, implements social welfare programs and services and does related tasks.
- 2. Performs/conducts, interviews, home visits to clientele.
- 3. Prepares case studies, recordings and documentation on cases being managed.
- 4. Provides necessary interventions, guidance and counselling
- 5. Maintains networking with other NGAs, LGUs, GOs and NGOs and submit assessment reports.
- 6. Attend to incoming referrals, visitors inquiries, outreaches and provide orientation on center’s policies and procedures and media exposure.
- 7. Participates/Attends rehabilitation team meeting, committee membership and act as a Focal Person of a particular service.
- 8. Submit monthly accomplishment report, work plans, feedbacks, caseload inventory, and other related report for compliance.
- 9. Performs other delegated tasks relative to case management and administrative works.



## **5. Medical Officer II**

### *Qualifications:*

A licensed medical practitioner with two years relevant experiences in the field of medicines

### *Job Description:*

- a. Takes charge of the over-all supervision of the Medical Service Unit;
- b. Schedules and conducts regular and monthly meetings of the unit;
- c. Provides physical check up on day and night admissions;
- d. Conducts daily rounds in the cottages;
- e. Formulates and implements a comprehensive medical treatment plan for all the children;
- f. Coordinates with the Social Service regarding the residents' needs and schedules for operation/referrals to a hospital and laboratories;
- g. Attends Rehabilitation Team Meeting and conferences;
- h. Submit monthly updated medical records of children and statistical reports of the Medical Service Unit;
- i. Submit monthly updated medical records of children for presentation to placement committee meetings;
- j. Coordinates with the Social Service and other Units of the center;
- k. Supervises student affiliates like Nursing students;

## **6. Psychologist III**

### *Qualifications:*

A licensed Psychologist, with mastersdegree in related profession, leadership capacityandwith good oral and written communication skills

### *Job Description:*

- a. Administer oral and written tests to determine degree of intelligence, interest and attitudes of children in the center;
- b. Conducts individual and group interview to appraise their personality structures;

- c. Interprets and evaluates test results and submit written accounts on test results and recommends actions to be undertaken by the Rehabilitation Team;
- d. Perform or act as a Resource Person on topics pertaining to the behavior of the Children in Need of Special Protection (CNSP);
- e. Prepare and submit monthly accomplishment reports of the Psychological Unit;
- f. Conduct different modalities on children needing psychological and therapeutic interventions in groups or individual activities;
- g. Submit comprehensive psychological evaluation of the child for petition to declare children legally available for adoption, in regional matching and adoption placement.
- h. Provides guidance and counseling to the children who have personal, occupational and emotional problems.

## **7. Psychologist I (Psychometrician)**

### *Qualifications:*

A graduate of BS Psychology with 1 year of progressively responsible experience in clinical setting and/or guidance counseling

### *Job Description:*

- a. Perform as a psychometrician that administers psychological tests and interprets test results and provides recommendations;
- b. Presents psychological diagnosis in case conferences;
- c. Supervises the management of cases being handles;
- d. Conduct therapeutic sessions to children with behavioural problems;
- e. Attends conferences, workshops, seminars, staff development and activities for professional growth;
- f. Supervises students/volunteers on field placement who observe/participate in the agency program;
- g. Provides staff development/team building activities and skills enhancement to staff;
- h. Performs other related tasks.

## **8. Activity Therapist/Worker**

### *Qualification*

A graduate of BS Psychology with 1 year of progressively responsible experience in clinical setting and/or guidance counseling

### *Job Description*

- a. Conducts initial psychological assessment to new admitted residents with reports to submit as basis for initial intervention planning discussed during Rehabilitation Team Meeting.
- b. Formulates individual and group psychological intervention plan as assessed and recommended for therapeutic activities responsive to their need towards restoring their self-worth and functioning.
- c. Provides therapeutic activities in different modalities, approaches and techniques which may include but not limited to sports, play, dance and other social cognitive and interactive mechanisms appropriate for the age group and experiences of the children.
- d. Maintains and updates session reports with follow up monitoring of resident's behavior and participation based on intervention plan.
- e. Monitors existing policies and identify policy issues and procedures relative to psychological services for policy recommendations.
- f. Submits periodic reports and other reportorial requirements as evidential outputs for performance evaluation.
- g. Collaborates effectively and efficiently with the Rehabilitation Team during helping interventions ensuring implementation of agreements discussed during RTM.
- h. Ensures maintenance, safety, security and implementation of house rules on the use of Trauma Care Room for children.
- i. Assists in capacitating the children through life skills, value inculcation, other opportunities that will improve residents' self-image by becoming responsible adults
- j. Attends meetings, and other staff development activities.
- k. Performs other related tasks.

## **9. Dentist**

### *Qualifications:*

A licensed /graduate of BS Dentistry (RA 10080), with 4 hours of training and one (1) year relevant experience in the given profession

### *Job Description*

- a. Under general supervision, perform dental services to employees and clients.
- b. Assists in the formulation and evaluation of policies and procedures on the dental health program in the office.
- c. Provides dental assessment, oral examinations and undertake procedures like tooth extraction, oral prophylaxis, dental treatment and others.
- d. Maintain and update dental records of the children.
- e. Determine dental age of children;
- f. Submits monthly and annual accomplishment reports as prescribed;
- g. Maintain and update inventory of equipment and supplies provided for the service;
- h. Maintain upkeep of the facility;
- i. Attends Rehabilitation Team Meeting and General Staff Meeting;
- j. Performs other related tasks.

## **10. Nutritionist / Dietician**

### *Qualifications:*

A licensed and a graduate of BS Nutrition having relevant training and work experienced in the field of food and nutrition

### *Job Description:*

- a. Prepares monthly cycle menu of the center;
- b. Prepares and coordinate market orders to the dealers for weekly supplies of food stuff;
- c. Helps and supervises daily food handling and managing from preparations, cooking and serving of regular diet/meals of the children with appropriate distribution per cottage;

- d. Prepare Monthly Schedule of Duty of staff under her supervision;
- e. Ensure/verify food deliveries are in accordance with the market order;
- f. Prepare request for food and kitchen equipment based on approved Work and Financial Plan;
- g. Interprets the dietetic prescription of the physician;
- h. Trains and transfer technology to cooks and other kitchen personnel.
- i. Trains and supervises kitchen helpers and volunteers;
- j. Weighs and assess nutritional status of all the residents in the center;
- k. Visits/monitor food intake and distribution in cottages.
- l. Documents all procurement, deliveries and food storage for inventory and audit;
- m. Prepares and submits reports.

## **11. Nurse II**

### *Qualifications:*

A licensed and a graduate of BS Nursing, with trainings and relevant experienced in nursing.

### *Job Description:*

- a. Supervises direct the activities of the Nurses and nursing students if any;
- b. Carries out specific medical programs and activities as scheduled;
- c. Prepare Work and Financial Plan and PPMP of the Medical Service;
- d. Schedules Nurses' duties, day off and other related tasks subject to the approval of the Medical Officer;
- e. Conduct quarterly inventory of medical supplies and takes charge of the pharmacy;
- f. Counters initial on the approval of travel request, vouchers, leaves of absence, time records of the Medical Staff;
- g. Attends staff meetings and case conferences;
- h. Conducts lectures on topics relative to medical and health issues as scheduled;
- i. Prepare Monthly and Annual Work Plan of Activities of the Medical Service;

- j. Updates and keeps all medical records related to the children's medical conditions and programs.
- k. Recommends to the Medical Officer measures to improve the Medical Service.

## **12. Nurse I**

### *Qualifications:*

A licensed and a graduate of BS Nursing with training and relevant experienced in nursing and other health related services.

### *Job Description*

- a. Executes doctor's orders;
- b. Prepares and administers medicines and performs treatment to children in the clinic and cottages
- c. Performs referrals of the children in government hospitals and submit feedback thereafter;
- d. Monitor cottages on the practice of health and sanitation;
- e. Ensure that the children confined in the clinic are properly attended and provided with their daily needs;
- f. Attends to admission and discharges of the children referred to the Medical Service;
- g. Documents progress of children while on duty.

## **13. Project Development Officer II**

### *Qualifications:*

With government eligibility, graduate of a 4 year course, with relevant work trainings and experiences and preferably with TESDA NC II Accreditation

### *Job Description*

- a. Directs and provides the general supervision of the productivity and skills training program for the children;
- b. Executes skills training program, policies and recommends changes for policy and program review;
- c. Evaluates the implementation of the skills training program;
- d. Ensure training modules are in accordance with TESDA;

- e. Prepares training programs and schedules to include program materials and monitoring tools to be used in the conduct of the training.
- f. Prepares Work and Financial Plan and PPMP of the Productivity Service and submit project proposals for every activity recommended for budget allocations.
- g. Work with the Rehabilitation Team on problems and difficult cases on training and job placement;
- h. Facilitate signing of Memorandum of Agreements with partner stakeholders supportive on the skills training program for the children;
- i. Explores/network/arranges on the training and job placement of residents identified for independent living;
- j. Accomplish delegated tasks.

#### **14. Manpower Development Officer II**

##### *Qualification*

With government career level (professional)/2<sup>nd</sup> level eligibility, a graduate of any four (4) year course or a bachelor's degree, training experienced on related course required, preferably with NC II

##### *Job Description*

- a. Perform as trainer in skills training productivity and other technology classes for children enrolled in skills development which includes preparation and introduction of new improvised instructional aids, methods and devices for children within their course level.
- b. Administer periodic tests and evaluation of children to determine level of learning and performances in training courses attended.
- c. Identify, collaborate, and network need for partner stakeholders to support the Department's mission.
- d. Coordinate, collaborate and monitor placement of trained clients for open employment, apprenticeship and on the job training opportunities.
- e. Facilitate, monitor, and submit reports status of existing MOAs with partner stakeholders and donors.
- f. Maintain collaborative support and coordination with other members of the Rehabilitation Team in determining status of rehabilitation of the children on academic and technological aspect.
- g. Monitor and ensure complete attendance of all children enrolled in Productivity Livelihood and Skills Training and submit reports

- of their progress and status as part of their academic requirement.
- h. Submit accomplishment reports, progress reports, feedback reports, incident reports, and other required reports as basis in the evaluation of her performance.
- i. Formulate program materials, policies, and procedures that are relevant, innovative and developmental toward improvement of the training program
- j. Perform other delegated tasks.

## **15. Manpower Development Officer I**

### *Qualifications:*

With government career level (professional) /2<sup>nd</sup> level eligibility, a graduate of any 4 year course or a bachelor's degree, training experience none required, training none required..

### *Job Description*

- a. Assist the Project Development Officer (PDO) in attaining the objectives and purpose of the training program for the residents;
- b. Work collaboratively with PDO and members of the Rehabilitation Team in assessing of residents qualified for skills training program and/or job placement and return to family.
- c. Acts as trainer in any training course available in the center;
- d. Prepares and introduces new improvised instructional aides, methods and devices.
- e. Administers periodic tests and evaluation to determine level of learning and performance of clients.
- f. Administers trade tests recommendations to TESDA for proper licensure and eventual job placement.
- g. Taps resources to improve knowledge and skills for technology transfer to clients.
- h. Advocates for support from other agencies for enhancement of skills to MDOs.
- i. Prepares and submits assessment report and other requirements.
- j. Monitors the implementation of programs and services provided.
- k. Acts as resource person when requested.
- l. Maintains records of inventory of training tools, equipment, supplies and materials and made them available during training, inspection and inventory.
- m. Maintains upkeep of equipment and training facilities



- n. Prepares and submit accomplishment reports.
- o. Attends staff meetings and conferences.
- p. Perform other delegated tasks.

## **16. ICT Instructor**

### *Qualification*

A graduate of BS Computer Engineer or a four year related course with teaching skills to execute training modules on information and communication technology; preferably can transfer technology in trouble shooting and other advanced ICT programs and hard wares. TESDA NC II Accredited is considered.

### *Job Description*

- a. Under general supervision, performs functions related to computer program activities and does other related tasks.
- b. Develops new customized systems and maintains existing customized/documentation systems;
- c. Trains residents as computer encoders/users and in trouble shooting
- d. Review and revise training modules applicable and relevant to clients.
- e. Act as ICT focal of the center that complaints related to computer or ICT be referred to action.
- f. Supervise all trainees and provide technical support during on the job training.
- g. Maintain  
computer laboratory or the training facility itself that need for repair and improvement of the facility shall be reported for immediate action.
- h. Ensure safekeeping and protection of computer equipment and other gadgets installed for the use the trainees.
- i. Submit inventory of equipment, administrative tools, supplies and materials and also of those defective and assessed for disposal.
- j. Submit monthly progress of trainees and corresponding periodical grades to JFMS Teachers,
- k. Assist the Productivity Services in all assigned activities during special events or center events.
- l. Submit trainees qualified to receive certification of recognition during its commencement exercise.

- m. Escort trainees whenever there are outside trainings or other activities required.
- n. Attend meetings, trainings, and conferences.
- o. Perform other delegated tasks.

## **17. Social Welfare Assistant**

### *Qualifications*

Completion of two years studies in college, one (1) year of relevant experience, four (4) hours of relevant training, career service (sub-professional) 1<sup>st</sup> level eligibility.

### *Job Description*

- a. Under immediate supervision, performs social work activities in the center, assists the immediate supervisor as to apply management functions, assists and performs in the record management, assists in the implementation of programs and services and does other related tasks.
- b. Conducts interviews to clients for provision of psychosocial interventions as recommended to the Case Manager.
- c. Refers clients to concerned LGUs, NGOs and other private agencies for further intervention and assistance.
- d. Assist in the safekeeping of supplies, tools and equipment.
- e. Monitor progress of clients while undergoing training and submit progress reports.
- f. Submit monthly accomplishment reports.
- g. Submit feedback reports on trainings attended.
- h. Assist the Supervisor in carrying out and implementing the work program in the Productivity Service

## **18. Program Sports Coordinator**

### *Qualification*

Completion of two years studies in college, one (1) year of relevant experience, four (4) hours of relevant training, eligibility none required.

### *Job Description*

- a. Formulate 3 Year Program Plan for Socio-Cultural – Recreational and Civic Activities for the children and staff ensuring 100% attainment of objectives/purpose of activity,

- active participation and utilization of budget and supplies during the entire duration of the activity.
- b. Act as Focal Person during scheduled outreach activity program of partners, donors, and volunteers and special events in the center for the preparation and after care of program venue, supplies and equipment in coordination with appropriate Service Units.
  - c. Prepare Monthly Work Plan of Activities for children in school and out of school for productive undertakings and outright participation of the children.
  - d. Formulate house rules, policies and procedures in the conduct of sports and other related activities that will maintain order and control in the implementation of the planned activities.
  - e. Facilitate activities in relation to socio-cultural-recreational and civic activities to include managing/supervision of NK Rondalla, NK Football Team and other organized teams to attend external invitations and requests.
  - f. Develop or innovate other program activities that are therapeutic and rehabilitative for the children with difficult behavior in coordination with the Psychological Service.
  - g. Prepare and submit project proposals indicated in the 3 Year Program Plan for funding support and implementation on timeline.
  - h. Submit monthly accomplishment reports, incident reports, progress reports and other reports upon request.
  - i. Coordinate with Social Service for the use of equipment, supplies and equipment on stockpile and maintain/secure their use during project implementation.
  - j. Perform other tasks such as serve as escort during emergency referrals, hospital watcher and/reliever in cottages where House Parents are on scheduled leave of absence.

## **19. House Parent IV**

### *Qualifications*

High school graduate, 3 years of relevant experience, 16 hours of relevant training, eligibility none required (MC 11, s. 96 cat. III)

### *Job Description*

- a. Under general supervision, provides supervising and tutorial assistance to home life services, evaluates programs and activities in homelife service and does other related tasks.

- b. The over-all supervisor of the Homelife Service who shall supervises and monitors activities of homelife staff.\
- c. Conducts homelife meetings.
- d. Monitors proper utilization of supplies.
- e. Prepares/reviews and requests supplies for homelife service.
- f. Prepare/submit of the work programs of the homelife service.
- g. Recommends policies/programs to improve rehabilitation programs.
- h. Implement rehabilitation program for clients.
- i. Review and countersigns performance rating of staff in homelife service.
- j. Submit periodic reports of homelife service.
- k. Models spiritual, moral values, organizational values, worth ethics to peers and residents.

## **20. House Parent II**

### *Qualifications:*

High school graduate; experience none required, training none required; eligibility none required (MC 11 s.cat. III)

### *Job Description*

- a. Under general supervision, implements home life services to the residents of the center, acts as substitute parents and does other related tasks.
- b. Implements home life activities for safety, care and behavioural modification of residents of the center.
- c. Orients house rules and regulations of the center and monitors adherence.
- d. Provides tutorial session and oversees activities for the residents.
- e. Conducts group sessions and recreational activities.
- f. Provides guidance on table manners/setting, work and spiritual activities, good grooming and home management of personal effects.
- g. Prepares and submits behavioural observation reports.
- h. Attends staff meeting/conferences and case management conferences.
- i. Acts as watchers in the hospitals.
- j. Follows –up residents in school and skills training activities.

- k. Acts as Executive on Duty being a senior staff of the center.
- l. Prepare and submit monthly accomplishment reports and monthly schedule of activities of House Parents
- m. Facilitate group sessions and “talakayan” to residents.

## **21. House Parent I**

### **Qualifications**

High school graduate, experience none required, training none required, eligibility none required (MC 11 s. 96 cat. III)

### **Job Description**

- a. Under immediate supervision, performs the role of parents to the children under custody and does related tasks.
- b. Counsel residents and initiates constructive social atmosphere.
- c. Explain the purpose, procedures and rules and regulations of the center.
- d. Directs the work, study and recreational activities.
- e. Supervises group living chores, meals, personal hygiene, and care of clothing and linens use
- f. Coordinates with other professional staff regarding individual reports
- g. Prepare and submit observation report, anecdotal report and behavioural report periodically.
- h. Attend monthly meetings, rehabilitation team meeting and other program activities initiated in the center.
- i. Assist the immediate supervisor in the preparation of monthly accomplishment reports and in activities where the cottage is being assigned to accomplish.

## **22. Cook II**

### **Qualifications**

Elementary school graduate; experience none required; training none required; eligibility none required ((MC 11, s. 96 Cat III).

### **Job Description**

- a. Under general supervision, perform supervisory kitchen management functions and does other related tasks.

- b. Ensures planned daily menus are prepared and followed;
- c. Sees the preparation of ordinary and therapeutic diet for normal and morbid individuals or groups.
- d. Receives and interprets dietetic description of physicians.
- e. Receives food supplies and determine fitness for consumption
- f. Issues food supplies to cook and kitchen helpers
- g. Supervises all food service personnel
- h. Maintains the cleanliness of kitchen and mess areas and equipment
- i. Maintain/safe keep inventory of equipment and appliances
- j. Maintain/updates inventory of food supplies on stock cards
- k. Supervises food allocation and distribution in all cottages
- l. Assist the Nutritionist/Dietician in the management of the kitchen and in the preparation and submission of reports.

## **23. Cook I**

### **Qualification**

Elementary school graduate; experience none required; training non required; eligibility none required (MC 11 s.96 Cat III)

### **Job Description**

- a. Under immediate supervision, performs kitchen management, functions and does other related work.
- b. Plans menu guide in coordination with Nutritionists/Dietician.
- c. Does regular marketing, prepares and cook meals of the residents
- d. Maintain cleanliness in the kitchen and dining areas
- e. Install proper management and storage of food supplies/ kitchen wares
- f. Prepares monthly food consumption report.
- g. Assist in the distribution of cooked food in all cottages.
- h. Keep records of food supplies delivered and consumed during the day.
- i. Assist in up-keeping and maintenance of stock rooms and in updating of stock cards and other recording required in the service.
- j. Attend meetings, center's special events, trainings and seminars in compliance to Civil Service Commission (CSC) rulings and other personnel related policies,

- k. Submit oneself for individual performance evaluation and career coaching sessions and activities.
- l. Perform other related tasks.

## **24. Administrative Assistant IV**

### **24.1. Clerk /Liaison**

#### *Qualification*

Completion of two years studies in college, 1 year of relevant work experience, 4 hours of relevant training, career service (sub professional) 1<sup>st</sup> level eligibility.

#### *Job Descriptions*

- a. Under immediate supervision, assists in the performance of administrative support and clerical functions and does other related works.
- b. Maintains data bank of the unit.
- c. Prepares communications.
- d. Does other related such as review of financial reports, inspection of supplies and materials, acts a record custodian and acts as secretariat in assigned committees.
- e. Submit monthly accomplishment report of the unit.
- f. Assist the Center Head in relation to clerical duties and functions.
- g. Acts as a liaison, records all incoming and outgoing communications.
- h. Attends meetings and represents the Unit/Center in the general assembly and other meetings as delegated.
- i. Orient staff on administrative policies and guidelines and assist in complying of personnel requirements.
- j. Performs other related tasks as delegated.

### **21.2. Driver**

#### *Qualification*

Elementary school graduate, experience required; training none required. with driver's license (MC 11 s.96 Cat III)

#### *Job Description*

- a. Under immediate supervision, operates assigned motor vehicle of the center, attends to minor repairs and engine trouble shooting.
- b. Conducts clients, officials and employees to and from destination
- c. Cleans and maintains assigned vehicle
- d. Check-up vehicle before each trip to ensure safety
- e. Accomplishes/submits tickets/reports
- f. Acts as courier of official documents whenever requested.
- g. Submit vehicles for registration and insurance payments.
- h. Ensure maintenance for car washing, change oiling, minor and major repair works, electrical and other machine requirements.
- i. Submit reports on Movement of Vehicles, Garage Reports and gasoline expenditures.
- j. Return the vehicle safe and protected in the center.

### 21.3. **Security Guard I**

#### *Qualification*

High school graduate, experience none required, training none required, Security Guard License (MC 11 s.96 cat. III)

#### *Job Description*

- a. Under immediate supervision, performs protection and security functions and does other related works.
- b. Safeguards and protects building and building premises, properties, cash, equipment, vehicles, supplies, cargo, firearms, mail and similar items against robbery, theft, pilferage, fire, damage and other similar hazards.
- c. Guards and checks cargoes and goods being loaded or unloaded and conduct the same to destination.
- d. Guards and protects premises, compounds, shops, warehouses and motor pools from unlawful entry.
- e. Takes note of persons and vehicles entering and leaving the premises and inspect/searches them for contrabands, prohibited articles and stolen property.
- f. Accosts suspicious persons and reports unusual happenings and accidents;
- g. Maintains order within the vicinity.
- h. Issues gate passes to authorize persons.



- i. Inspect conditions of building to detect needed repairs and reports same to authority.
- j. Performs other related tasks as delegated and requested by other service units.

20. 1. **Security Guard II**

*Qualification*

High school graduate, experience none required, training none required, Security Guard License (MC 11 s. 96 Cat. III)

*Job Descriptions*

- a. Under general supervision, performs administrative support functions relative to protection and security and does other related work.
- b. Supervises the guarding activities of a small number of security guards.
- c. Conduct periodic inspection of subordinates guards and posts.
- d. Makes daily reports and entries in the logbook
- e. Heads patrol and forms relief or detail guard.
- f. Transmit to men new order or the directives of the head of office.
- g. Investigates petty offenses and violation reported by subordinates.
- h. Submits feedback and accomplishment reports.
- i. Performs routine guarding duties.

## CHAPTER X

### PHYSICAL STRUCTURE & SAFETY

Administrative Order No. 17 Series of 2008 provides sets of indicators categorized into five (5) work areas which include physical structure and safety as basis for standard requirements of accreditation of centers and residential care facilities.

Indicators declared that physical facilities shall be designed to promote the well being of the residents and the staff. It shall conform to the basic safety standards and program requirements for the day to day operation and implementation of the social welfare agency's (SWADA) programs and services.

Those SWADAs which complied with the set indicators shall be awarded with certificate of accreditation valid for three (3) to five (5) years depending on the assessment of Standard Bureau. The accredited SWADAs shall be continuously provided technical assistance either by the Bureau or concerned Field Offices.

#### A. Location and Design

Basic is the accessibility of the residential care facility to community facilities such as schools, churches, clinics or hospitals, recreational centers for networking of services to meet the needs of the residents.

For safety conditions in the neighborhood, the facility must be far from dangerous structures like gas and power stations, conflict areas, cliff, rivers or safety measures are installed to prevent loss of life and harm to physical and health condition that may be caused by these structures elements. However, Nayan ng Kabataan is located where informal settlers reside and occurrence of fire is inevitable at any given time. With the frequent fire occurrence in the area, fire trucks and fire hydrants were positioned by the Local Government of Mandaluyong City to counteract fire incident in the neighborhood. Any lawless activities, violence and disorder in the community that may disturb Nayan ng Kabataan can readily be responded and acted upon by authorities.

Posting of roving security guards in the entire compound and frequent inspection of perimeter fence shall be maintained ensuring safety and protection of the residents, staffs and properties of the facility.

Designs shall be supported with built plans prepared by a Licensed Civil Engineer and a qualified Architect to meet the requirements imposed by the

Local Building Officials Office for the issuance of Occupancy Permit as pre-requisites in the accreditation of the facility.

Buildings and cottages are specifically designed to serve its purpose on the need of the clientele being served of the facility. It shall be fire resistant, concrete and strong to lessen impact on injuries, escapes and damages caused by any types of disaster and assaults. It shall be equipped with safety devices approved by the local fire department; tools and equipment for health and sanitation allowed by the local health department, adequate supply of potable water and eco-waste management paraphernalia.

The Site Development Plan shall be the basis in constructing additional buildings in Nayan ng Kabataan that vacant lot spaces shall be assess and determine the appropriate facility for its use and purpose.

## B. Facilities and Accommodation

Building facilities are assets of the Department that have to be maintained for longer life used and purpose. Indicators for accreditation required residential care facilities to meet at least MUST indicators for Level 1 which are

### 1. Administrative Building

Central area for administrative transactions equipped with office system and other administrative tools and equipment that it shall comply with the policy of 1 computer per administrative staff. It shall provide space for reception of guests and visitors and other amenities for their comfort and convenience. Cleanliness, orderliness and five (5) S principles shall be observed and applied at all times.

### 2. Social Service Building

Manned by Social Workers with room spaces for Social Welfare Officer III and Case Managers that each shall be provided with office supplies and equipment to carry out their duties and functions effectively and efficiently.

The Social Service Building shall serve as the area for case management where receipts of referrals shall be attended; intake-interview on clients shall be conducted and other related activities that would help in the movement of cases handled by Social Workers. Further, it shall maintain a record room for

safekeeping of filing cabinets where case folders are stored with confidentiality.

### 3. Medical Service Building

The facility serves as an examination and treatment area where medical and dental procedures undertaken and carried out. It has room spaces for medical examination, isolation room for contagious and other viral infections, storage room for drugs, medicines and supplies and reception area for visiting individuals, groups and students. It shall be equipped with medical/dental equipment, tools and materials for ready use of the residents.

Partnership with Kabataan Charity Inc. organized by Mr. Fernando Kuhnel, a former resident of Nayon ng Kabataan, shall be maintained and nourished for sponsorship of proposed needs of the service.

### 4. Psycho-Social Building

A two-storey building constructed through donation of Branchforth Foundation, Inc.. The facility serves as office spaces for Psychological Service, Productivity Services and Home Life Service equipped with administrative equipment, tools, testing materials and fixtures.

The upper room spaces shall be used for trainings, seminars, meetings and conferences and shall be made available whenever coordinated by other offices from the Field Office and from other residential care facilities for the conduct of their activities. A room connected to conference room is the Knowledge Management Room that shall be maintained and secured for library and research use.

4.1. Psychological Service maintains a Trauma Care Room, Play Therapy Room and Interviewing/Testing Room where psychological related activities are conducted by Psychometricians, Activity Therapists and AFI Students on placement.

4.2. Productivity Service room serves as office space for the staffs apart from the training rooms located near the covered court area. It shall accommodate records of

trainees, office equipment and training supplies and materials stocked at the storeroom of the service unit.

- 4.3. Home Life Service room serves as office space of the House Parent IV where individual supervision, job coaching and official consultations with House Parents or subordinates shall be conducted with privacy and reassuring.
5. School Buildings were constructed through the sponsorship of civic organizations – Rotary Club of San Miguel, Manila for students in grade levels 1 to 4 while Branchforth Foundation Inc. sponsored construction of additional school building for grade levels 4 to 10 to include a faculty room, comfort rooms for boys and girls and a stock room.
6. Sports Materials Stock Room was constructed and donated by C. M. Pancho Construction Company located near the soccer field that whenever sports supplies and materials are needed the same shall be made available for use. Maintenance of this facility is being assigned to Focal Social Worker and Sports Coordinator of the center.
7. NK Stock Rooms adjoining the front perimeter fence where security guards shall take watch entries of persons, monitor lights and electric fans at any given time, prevent movement of residents near the area and submit report on lawless and forced entry of intruders. It has five (5) rooms with wider spaces for non-food items that are both procured and donated.
8. Security Guards' House that comprised of security guard's post, comfort rooms for male and female and NK power house. Space for safekeeping of guard's belongings and other issued supplies for their use shall be maintained. Biometric for registering attendance of staffs, logbooks for attendance of other detailed employees, locker for safekeeping of visiting groups and family shall be maintained at all times at the Guard's Post. Safety measures at the guard's post shall be observed with diligence and shall be posted for information of everyone.
9. Baking Course Training Building was funded through Sen. Pia Cayetano's program fund. Furnished with modernized fabricated stainless baking equipment and safety measures were installed to prevent accident and injuries on staff and trainees. It is

located in an open space with ventilation need for oven used. Expansion of the baking building shall be constructed to serve number of children attending this course.

#### 10. Productivity Skills Training Building

The building was constructed in partnership with the Lions Street Children Foundation Inc. with rooms consisting of Electronic/Carpentry Room, High Speed Sewing Room, Beauty Care Room and Hair Cutting Room. Maintenance of this facility such as termite treatment, retiling and minor repairs and improvements are financed by the said partner.

11. Covered Court was constructed in partnership with the Lions Street Children Foundation, Inc. that serves as a venue for all social events of the center and daily use by the residents for their playtime and other indoor activities.

12. Dietary Building was constructed for food preparation, cooking and serving. It has separate stock rooms for dry goods and wet products delivered for daily consumption of the residents. Further it has separate room spaces for food cutting preparations, food and utensils washing area, cooking area, Nutritionist's office room, lavatories and LPG depository. Improvement of dietary building was sponsored by Global Payments Inc. and Office of Congressman of Lone District of Mandaluyong City. Expansion for dietary building shall be materialized on approved project under GAA Fund CY 2018.

13. Cottages – Four (4) houses for the residents were constructed with 35 to 45 bed capacities of each cottage. It has four (4) bedrooms, living room, dining room, mess room, stock room, staff room, lavatories and open quadrangle for play and other household activities.

13.1. Cottage 1 – Bahay Matiyaga also called Pink House occupies by young girls assessed have fully adjusted in the daily living requirements in the center.

13.2. Cottage 2 – Bahay Maunawain also identified as Blue House where older boys from 14 to 18 years old are housed with male staffs assisting for their need for male figures.

- 13.3. Cottage 3 – Bahay Magalang or Green House was constructed in partnership with Lions Street Children Foundation, Inc. where young boys from 7 to 13 years old and other special children are housed for daily living. Nine (9) to ten (10) House Parents both male and females on shifting schedules shall be maintained and consider dynamics of these children for any planned activities. It has a separate conference room being used for meetings of LSCFI and practices of rondalla trainees. Further, it shall maintain operation of the Play Therapy Room sponsored by LSCFI for therapeutic activities to be conducted by Activity Therapists of the center.

A laundry area located at the back of the cottage was constructed and financed by LSCFI which is too spacious used for washing and drying area.

- 13.4. Cottage 4- Bahay Masipag or Peach House is being occupied by older girls and newly admitted girls who are under observations during adjustment period. Maintaining four (4) to five (5) House Parents shall be considered due to presence of new referrals that can influence other trusted girls to misbehave or escape.

14. Blue Building sponsored by Rotary Club of Makati that room spaces are being used for classroom of students under special education and the other room is for storing of equipment used during outreach programs of visiting groups and organizations.

#### C. Sanitation and Waste Management System

The residential care facility must be generally clean, free from clutter, dirt and waste matter. It shall also be free from rodents, insects and stray animals. Pets inside the facility, proper hygiene is also observed. Zero waste management shall be observed, proper waste segregation and functional drainage and sewerage system must support the Clean Air Act.

With these instructions, Nayon ng Kabataan shall conduct the following for compliance:

1. General cleaning of cottages shall be observed on a monthly basis on weekends wherein all residents have to participate giving specific assignments to scrubs walling, tables and chairs;

to remove all garbage, dirty rugs and clothing, broken glasses and other items that are worn out and for disposals.

2. Bayanihan Activity is a one day cleaning up project for all staff and children on a quarterly basis to maintain health and sanitation in all facilities and the entire compound. Provision of cleaning materials during the drive shall be planned ahead with specific date, time and area of cleaning assigned shall be announced or discussed at General Staff Meeting.
3. Domestic pets such as dogs and cats shall not be allowed to live inside the cottage or be cared/stayed/slept with the residents to prevent bites and other infections. Pets shall be reported to the Local Health Department for their removal and confinement to appropriate animal facilities.
4. Termites control and treatment shall be conducted every quarter for maintenance of the buildings as well as to poison rodents of chemicals used during treatment and beehives found in trees, gutters and roofing.
5. Dislodging or extricating of drainage and sewerage shall be coordinated to appropriate agencies or offices and allocate funds for its implementation.
6. Tall trees, grasses and branches encroaching in roofing and gutters shall be cut, trimmed and removed to prevent spread of mosquitoes and other harmful insects and parasites.
7. Garbage shall be packed in black bags and shall not be dumped elsewhere instead a designated dumping area shall be placed near the main gate where garbage truck can readily haul dumped waste materials. Maintenance staff shall clean up and manage the dumping area to avoid breeding of flies, roaches and other harmful insects.
8. Provision of garbage containers in each cottage, offices and facility shall observed segregation of “NABUBULOK” at “HINDI NABUBULOK” and recycled waste materials shall be used for other purposes.
9. Left- over food, fish intestines, peeled and rotten vegetables and fruits shall be dumped in a compost pit to fertilize vacant land for vegetable gardening. This includes dried leaves, barks and



branches shall be made as fertilizers in plants and other growing trees.

#### D. Emergency and Safety Measures

The standard requirements indicate under this area that a residential care facility must be compliant on its given indicators that:

1. Evacuation/exit plan, warning system and emergency exits are clearly installed with signage/s and known to all staffs and residents.
2. Firefighting gadgets are available and functional this includes fire extinguishers or its equivalent like sand and water.
3. Inflammable materials and other dangerous substance for home use shall be kept and locked in a cabinet with designated person to monitor its use.
4. Organize Disaster Management Committee Team that will be in-charge in ensuring that disaster risks and vulnerabilities are not present in the facility and that there will be zero casualty.
5. Staffs are able to open the doors to any rooms from the outside in case of emergency. Main exit door should have outward opening.
6. First aid kits available and strategically located either in clinic or quarters. Medicines are safely stored in secure cabinet and administered only by authorized person with proper prescription and advice.
7. Keep electrical cords and electrical outlets out of reach of children.
8. The facility is declared safe by proper government authority. Available and updated certificates on fire safety, building occupancy and water potability.

## ANNEXES & APPENDICES

ANNEX NK-SS-CM

DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

Case No. \_\_\_\_\_

Category: \_\_\_\_\_

Assigned SWO: \_\_\_\_\_

### ADMISSION SLIP

This is to certify that \_\_\_\_\_, \_\_\_\_\_ years old was admitted in NAYON NG KABATAAN on \_\_\_\_\_ at \_\_\_\_\_.

Referred \_\_\_\_\_ (Date) \_\_\_\_\_ (Time) by \_\_\_\_\_

(Name of Person/Position/Office/Address/Contact Nos.)

For: ( ) Temporary Shelter ( ) Long Term Abandoned Child  
( ) Protective Custody ( ) Others \_\_\_\_\_

Cottage Assignment: \_\_\_\_\_ Received by: \_\_\_\_\_

(House Parent on Duty)

### MEDICAL CLEARANCE

Vital Signs:

Initial Medical Impressions

Height : \_\_\_\_\_

Weight : \_\_\_\_\_

Temperature : \_\_\_\_\_

▪ EENT : \_\_\_\_\_

▪ Abdomen : \_\_\_\_\_

▪ Extremities: \_\_\_\_\_

▪ Others : \_\_\_\_\_

PWD (specify): \_\_\_\_\_

• Other Remarkable Physical Appearance

\_\_\_\_\_  
Nurse on Duty/MDO III

RECEIPT OF CLIENT  
BELONGINGS

RECEIPT OF CLIENTS VALUABLES &

SERVICEUNIT	SIGNATURE	ITEM/DESCRIPTION	QUANTITY	AMOUNT	RECEIVED BY
Social Service					
Medical Service					
Psychological					
Productivity					
Homelife Ser					
Dietary Service					
Education					
Security Service					

<p>I certify that the above mentioned personal cash, valuables and belongings were entrusted to Nayon ng Kabataan for safekeeping. I agreed to this arrangement and these will be returned to me once I discharged. <b><i>(Ako ay nagpapatunay na ang mga bagay, cash, at gamit na personal ay aking pansamantalang ipinatago sa pag iingat ng Nayon ng Kabataan. Ako ay umaayon sa ganitong usapan.)</i></b></p> <p>_____</p> <p><i>Name of Client/Pangalan at Lagda ng Bata</i></p>	<p>I certify that I do not have any cash, valuable, or belongings entrusted to Nayon ng Kabataan upon my admission in the center. <b><i>(Ako ay nagpapatunay na WALA akong ipinatago na cash, gamit o bagay sa Nayon ng Kabataan ng ako ay tanggapin para sa pansamantalang pangangalaga.)</i></b></p> <p>_____</p> <p><i>Name of Client/Pangalan at Lagda ng Bata</i></p>
<p>AKO si _____, _____ taong gulang ay nagpapahintulot sa DSWD Nayon ng Kabataan na isagawa ang mga sumusunod habang ako ay nasa kanilang pansamantalang pangangalaga:</p> <ol style="list-style-type: none"> <li>1. Isagawa ang ano mang eksaminasyon sa aking pisikal na katawan para sa aking kalusugan at medical na kundisyon;</li> <li>2. Magsampa ng kaso sa pulisya at korte laban sa mga taong nagsamantala at umabuso sa aking karapatan bilang bata;</li> <li>3. Ayusin ang mga dokumento ng aking kapanganakan at pag-aaral.</li> <li>4. At isagawa ang mga pangangailangan makatutulong sa aking rehabilitasyon at pagbabalik sa aking pamilya.</li> </ol> <p style="text-align: right;">Pinatutunayan ni:</p> <p>_____</p> <p>Pangalan at Lagda ng Bata/Petssa <span style="float: right;">Referring Party</span></p>	

#### DOCUMENTS RECEIVED FROM REFERRING OFFICE

Documents	Check if Available	Agreements during Admission
Referral Letter		
Accomplished GIS		
Case Summary Report		
Others		

\_\_\_\_\_  
Signature of Receiving SWO-  
OD/EOD

Concurred by:

APPROVED BY:

\_\_\_\_\_  
Social Welfare Officer III

SWO V/RCF Head

ANNEX NK-SS-CM

Department of Social Welfare and Development  
National Capital Region  
**NAYON NG KABATAAN**  
Welfareville Compound, Acacia Lane, Mandaluyong City

<b>DISCHARGE CLEARANCE</b>							
Date Discharged:		Case Number:		Category:			
Name of Client:		Age/Sex:		Date Admitted:			
<b>MEDICAL CLEARANCE</b>							
Medical Findings/Impressions							
_____ Medical Officer/Nurse OD							
<b>SERVICE UNIT CLEARANCE</b>							
SOCIAL SERVICE	MEDICAL SERVICE	PSYCH SERVIE	DIETARY SERVICE	PRODUCTIVI TY SERVICE	HOMELIFE SERVICE	EDUCATIO N SERVICE	SECURITY SERVICE
DATE:							
<b>RECEIPT OF PERSONAL CASH/VALUABLES &amp; BELONGINGS</b>							
ITEM DESCRIPTIONS	QUANTITY	AMOUNT		RECEIVED BY:			
<i>(Note: Use back page if needed)</i>							
<b>RECEIPT OF CLIENT/TURN-OVER OF CLIENT</b>							
<b>THIS IS TO CERTIFY</b> that I received from <b>DSWD-NCR-NAYON NG KABATAAN</b> the child							

_____, _____ years old with appropriate clearances as-indicated above and witnessed the return of the above cash, valuables and belongings on this date: _____ at _____.		
Signature Over Printed Name:		<b>Documents Submitted:</b>
Position/Cell No.		( ) PCAR
Agency/Office		( ) Birth/Baptismal Cert.
Office Address		( ) Parents Consent

Administered by:

Recommending Approval:

\_\_\_\_\_  
SWO-OD/Case Manager  
Officer III

APPROVED BY:

Social Welfare

\_\_\_\_\_  
RCF Head

ANNEX-NK-SS-CM

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
National Capital Region  
**NAYON NG KABATAAN**

**GENERAL INTAKE SHEET**

Date : \_\_\_\_\_

**I. Identifying Information**

Name of Client : \_\_\_\_\_ Age : \_\_\_\_\_  
Sex: \_\_\_\_\_  
Address \_\_\_\_\_  
Date of Birth \_\_\_\_\_ Place of Birth \_\_\_\_\_  
Religion \_\_\_\_\_ Occupation \_\_\_\_\_  
Highest Educational Attainment \_\_\_\_\_ Name of School \_\_\_\_\_  
School Address \_\_\_\_\_ Name of Adviser: \_\_\_\_\_

**II. Problem Presented**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**III. Brief Physical Condition/Child's Description During Admission (distinguishing features, appearance, grooming, mannerism, and others:**

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#### IV. Family Composition

Name	Age	Relationship to Minor	Educational Level	Occupation	Monthly Income	Remarks

##### A. Major Life Events: (mark + if yes/- if no)

_____ death of parents	_____ victim of sexual
_____ abuse	
_____ abandonment	_____ victim of physical
_____ abuse	
_____ separation from the family	_____ victim of verbal
_____ abuse	
_____ serious accident	_____ with suicidal
_____ tendencies	
_____ victim of natural/manmade disaster	_____ acquired disability
_____ victim of demolition	_____ mistaken identity
_____ victim of apprehension/detention	_____ others (pls.
_____ specify)	

##### B. Enduring Life Strain

_____ poverty	
_____ constant need to earn for the family	_____ exclusion from
_____ school	
_____ physical illness (pls. specify)	_____ exclusion of peers
_____ lack of education/educational opportunity	_____ with disability
_____ lack of recreational facilities	_____ others (pls.
_____ specify)	

##### C. Life Transition

\_\_\_\_\_ moving from one neighborhood to another  
 \_\_\_\_\_ changing peer group  
 \_\_\_\_\_ moving to another place of residence due to demolition  
 \_\_\_\_\_ moving to another place of residence due to disaster

\_\_\_\_\_ moving from biological family to a kinship foster placement  
\_\_\_\_\_ beginning romantic relationship to opposite sex also of minor age  
\_\_\_\_\_ beginning romantic relationship of parents  
\_\_\_\_\_ others (specify such as romantic relationship to adult or LGBT)

D. Developmental Changes

\_\_\_\_\_ developmental childhood 1-6 years old  
\_\_\_\_\_ school age 7-12 years old  
\_\_\_\_\_ adolescence 13-18 years old

E. Normalization

\_\_\_\_\_ legality/law enforcement (weak)  
\_\_\_\_\_ availability of:  
    ▪ commercial sex -Yes ( ) No ( ) Location: \_\_\_\_\_  
    ▪ substance/illegal drugs Involvement of ( ) Father ( ) Mother ( ) Siblings ( ) Others  
    ▪ pornographic materials to include video tapes  
    ▪ internet café accepting minors to play violent games/porno –Yes ( ) No ( )  
    ▪ red houses/casa/prostitution dens  
\_\_\_\_\_ price least expensive  
\_\_\_\_\_ advertising/sponsorship/media presentation  
    ▪ advertisement promoting liquor/cigarettes/clubs/red houses  
    ▪ television shows  
    ▪ movies  
    ▪ printed materials  
\_\_\_\_\_ community acceptance  
    ▪ source of income (specify \_\_\_\_\_) Location \_\_\_\_\_  
        ○ involvement in actual trade/production –Yes ( ) No ( )  
            ▪ Drugs \_\_\_\_\_ Snatching/Theft \_\_\_\_\_ Location \_\_\_\_\_  
\_\_\_\_\_ role of culture (culturally accepted)  
    \_\_\_\_\_ smoking  
    \_\_\_\_\_ drinking  
    \_\_\_\_\_ abuse  
    \_\_\_\_\_ gambling  
    \_\_\_\_\_ illicit relationship  
    \_\_\_\_\_ polygamous  
    \_\_\_\_\_ incest relationship  
    \_\_\_\_\_ begging  
    \_\_\_\_\_ rugby sniffing

F. Feelings/Behavior Towards the Incident - Yes (+) No (-)

**BEHAVIOR**

\_\_\_\_\_ stow away  
\_\_\_\_\_ withdrawal  
\_\_\_\_\_ irritable  
\_\_\_\_\_ unresponsive/passive  
\_\_\_\_\_ delinquent behavior  
\_\_\_\_\_ indulge in illegal substance  
\_\_\_\_\_ stealing  
\_\_\_\_\_ snatching  
\_\_\_\_\_ begging  
\_\_\_\_\_ )  
\_\_\_\_\_ staying in the street  
\_\_\_\_\_ others (pls. specify: \_\_\_\_\_)

**FEELINGS**

\_\_\_\_\_ happy  
\_\_\_\_\_ contented  
\_\_\_\_\_ feeling of boredom  
\_\_\_\_\_ belongingness  
\_\_\_\_\_ hatred  
\_\_\_\_\_ guilt  
\_\_\_\_\_ independence  
\_\_\_\_\_ rebellion  
\_\_\_\_\_ Others (specify: \_\_\_\_\_)

G. Attachment

\_\_\_\_\_ mother  
\_\_\_\_\_ father  
\_\_\_\_\_ peer  
\_\_\_\_\_ cousin

\_\_\_\_\_ grandmother  
\_\_\_\_\_ aunt  
\_\_\_\_\_ uncle  
\_\_\_\_\_ neighbor  
specify)

\_\_\_\_\_ school/classmate  
\_\_\_\_\_ teacher  
\_\_\_\_\_ girlfriend/boyfriend  
\_\_\_\_\_ others (pls.

#### H. Skills

\_\_\_\_\_ problem solving  
skills  
\_\_\_\_\_ coping skills  
skills  
\_\_\_\_\_ interpersonal relationship  
\_\_\_\_\_ survival skills  
\_\_\_\_\_ critical thinking  
\_\_\_\_\_ others (pls. specify) \_\_\_\_\_

\_\_\_\_\_ communication  
\_\_\_\_\_ decision making  
\_\_\_\_\_ vocational skills  
\_\_\_\_\_ comprehension  
\_\_\_\_\_ self-awareness

#### I. Resources

##### INTERNAL RESOURCES

\_\_\_\_\_ intelligence  
\_\_\_\_\_ spirituality  
children  
\_\_\_\_\_ discipline  
\_\_\_\_\_ resourceful  
\_\_\_\_\_ respectful  
services  
\_\_\_\_\_ obedient  
organization  
\_\_\_\_\_ education  
organization  
\_\_\_\_\_ submissive  
\_\_\_\_\_ others (pls. specify: \_\_\_\_\_)  
services  
levels  
specify)

##### EXTERNAL RESOURCES

\_\_\_\_\_ family  
\_\_\_\_\_ other street  
\_\_\_\_\_ peers  
\_\_\_\_\_ street educators  
\_\_\_\_\_ vocational  
\_\_\_\_\_ people's  
\_\_\_\_\_ faith-based  
\_\_\_\_\_ health services  
\_\_\_\_\_ recreational  
\_\_\_\_\_ LGU staff at all  
\_\_\_\_\_ identified NGO  
\_\_\_\_\_ civic organization  
\_\_\_\_\_ others (pls.

#### V. Activities or Source of Income in the Street

\_\_\_\_\_ vending  
\_\_\_\_\_ carwash boy  
\_\_\_\_\_ rugby user  
\_\_\_\_\_ porter  
\_\_\_\_\_ barker  
\_\_\_\_\_ begging/solicitor

Earning Income: (Specify amount/day) \_\_\_\_\_  
Hours of stay in the street: \_\_\_\_\_  
Specific Location: \_\_\_\_\_  
Length of stay in the street: \_\_\_\_\_  
Common substance used: \_\_\_\_\_  
Specify source/where to purchase: \_\_\_\_\_

#### VI. Initial Assessment (Professional Impression)

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VII. Recommendations

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VIII. Initial Intervention Plan (1-3 months)

Objectives 1: 2: 3:		
Identified Problems 1 2: 3.		
Activities 1: 2: 3.		
Evidential Output:	Documentation	Date
	▪ Letter to parents	
	▪ Letter to LSWDO	
	▪ Letter to School last attended	
	▪ Birth Certificate/Baptismal Certificate	
	▪ Referral Slip to Other Services	

Prepared by:

Conformed by:

\_\_\_\_\_  
SWO/Case Manager

Client/Minor

Reviewed/Supervised By:

Noted by:

\_\_\_\_\_  
SWO III

\_\_\_\_\_  
RCF Head

**ANNEX NK-ADM**

Republic of the Philippines

Department of Social Welfare & Development  
National Capital Region  
NAYON NG KABATAAN

Date: \_\_\_\_\_

\_\_\_\_\_  
NK-ADM

Control

No.  
\_\_\_\_\_

## LEAVE PERMIT/OUT ON PASS

Is hereby given to the child and/or to the following children of Nayon ng Kabataan  
whose names are listed below:

Name of the Child/Children	Cottage	Escorting Staff/Position	
<b>TRAVEL DETAILS</b>			
Departure Date			
Destination			
Purpose			
Vehicle/Driver			
Requested By:	Cottage HP/HP IV	SWO-OD/EOD	Security Guard
Name & Signature	Name & Signature	Name & Signature	Name & Signature
<b>RECOMMENDING APPROVAL</b>		<b>APPROVED BY</b>	
<b>SWO III</b>		<b>RCF HEAD</b>	

## RETURN TO NAYON NG KABATAAN

Arrival Date/Time	
Remarks:	

Recorded/Attested By:

\_\_\_\_\_  
Security Guard on Duty

SWO – OD/EOD

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
**NAYON NG KABATAAN**

ANNEX NK-ADM

<b>TRAVEL REQUEST</b>	
<b>Copy 1 – for Attachment to DTR/TEV</b>	
<p style="text-align: center;"><b><i>Travel Details</i></b></p> <div style="display: flex; justify-content: space-between;"> <span>( ) Official</span> <span>( )</span> </div> <div style="border: 1px solid black; padding: 2px;">Personal</div> <div style="border: 1px solid black; padding: 2px;">Employee:</div> <div style="border: 1px solid black; padding: 2px;">Position</div> <div style="border: 1px solid black; padding: 2px;">Departure Date:</div> <div style="border: 1px solid black; padding: 2px;">Time:</div> <div style="border: 1px solid black; padding: 2px;">Destination:</div> <div style="border: 1px solid black; padding: 2px;">Purpose:</div> <div style="border: 1px solid black; padding: 2px;">Arrival:</div> <div style="display: flex; justify-content: space-between; border: 1px solid black; padding: 2px;"> <span>Date :</span> <span>Time:</span> </div> <div style="border: 1px solid black; padding: 2px;">Signature:</div> <div style="border: 1px solid black; padding: 2px;">Approved by:</div> <div style="border: 1px solid black; padding: 2px; text-align: center; margin-top: 10px;">_____ RCF Head</div>	<p style="text-align: center;"><b><i>Certificate of Appearance</i></b></p> <p style="text-align: center;">This is to certify that Mr./Ms.</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%; border-bottom: 1px solid black; text-align: center;">(Name)</div> <div style="width: 45%; border-bottom: 1px solid black; text-align: center;">(Position)</div> </div> <p style="text-align: center; margin-top: 10px;">(Name of Office/Agency)</p> <p style="text-align: center;">has appeared to this office: on</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 60%; border-bottom: 1px solid black;"></div> <div style="width: 35%; text-align: right;">for the</div> </div> <p style="text-align: center; margin-top: 10px;">purpose of</p> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <div style="border-bottom: 1px solid black; margin-top: 10px;"></div> <p style="text-align: center; margin-top: 20px;">Issued this ____ day of _____ 2019</p> <div style="border-top: 1px solid black; margin-top: 20px; text-align: center;">           _____            Signature Over Printed Name/Position         </div>
===== == == ==	
<b>TRAVEL REQUEST</b>	
<b>Copy 2– for Security Guard</b>	
<div style="display: flex; justify-content: space-between;"> <span><b>Date :</b></span> <span>( ) Official</span> <span>( )</span> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;"><b>Personal</b></div> <div style="display: flex; justify-content: space-between; border: 1px solid black; padding: 2px; margin-top: 5px;"> <span>Employee :</span> <span>Position:</span> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Destination:</div> <div style="border: 1px solid black; padding: 2px; margin-top: 5px;">Purpose:</div> <div style="display: flex; justify-content: space-between; border: 1px solid black; padding: 2px; margin-top: 5px;"> <span>DATE</span> <span>TIME</span> </div> <div style="display: flex; justify-content: space-between; border: 1px solid black; padding: 2px; margin-top: 5px;"> <span>Departure:</span> <span>Departure :</span> </div> <div style="display: flex; justify-content: space-between; border: 1px solid black; padding: 2px; margin-top: 5px;"> <span>Arrival :</span> <span>Arrival :</span> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 10px; height: 40px; position: relative;"> <div style="position: absolute; bottom: 10px; left: 10px;">           _____            _____            Signature of Employee         </div> <div style="position: absolute; bottom: 10px; right: 10px; text-align: right;">           _____            Signature of Service Supervisor         </div> </div>	

APPROVED BY:  <div style="border-bottom: 1px solid black; width: 200px; margin: 0 auto;"></div> RCF Head
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ANNEX NK-SS-CM

Republic of the Philippines  
 DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
 National Capital Region  
**NAYON NG KABATAAN**

<b>INTERNAL REFERRAL SLIP</b>			
<b>Requesting Unit:</b>		<b>Receiving Service Unit:</b>	
		<b>Date :</b>	
Identifying Information			
Name of the Child			
Age/Sex/Category			
Date of Birth			
Cottage			
Date Admitted			
Court Related Case			
Referred for			
Specific Reasons for Referral			
Attached Documents			
<input type="checkbox"/> SCSR Report	<input type="checkbox"/> Incident Report	<input type="checkbox"/> Behavioral Report	<input type="checkbox"/> Medical/Dental ;Report
Referred by			
Position			
Received By/Date	<b>Report Due On:</b>		
Schedule of Interventions (Indicate specific date/s)			
Interview Session	Psyche Test/Exam	Therapy Sessions	Physical Examination
Dental Assessment	Legal Service	Skills Assessment	Others (Specify)

<b>INTERNAL REFERRAL SLIP</b>			
<b>Requesting Unit:</b>		<b>Receiving Service Unit:</b>	
		<b>Date :</b>	
Identifying Information			
Name of the Child			
Age/Sex/Category			
Date of Birth			
Cottage			
Date Admitted			
Court Related Case			
Referred for			
Specific Reasons for Referral			
Attached Documents			
<input type="checkbox"/> SCSR Report	<input type="checkbox"/> Incident Report	<input type="checkbox"/> Behavioral Report	<input type="checkbox"/> Medical/Dental ;Report
Referred by/Position			

Received By/Date			
Schedule of Interventions (Indicate specific date/s)			
Interview Session	Psyche Test/Exam	Therapy Sessions	Physical Examination
Dental Assessment	SCSR/Intake Interview	Skills Assessment	Others (Specify)
REPORTS DUE ON:		PLS. SUBMIT TO:	

ANNEX NK-ADM

FOR : THE RESIDENTIAL CARE FACILITY HEAD  
DSWD-NCR – NAYON NG KABATAAN

DATE : \_\_\_\_\_

INCIDENT REPORT			
NATURE/TYPES OF INCIDENT			
DAMAGED TO SELF/ OTHER PERSONS	DAMAGED TO PROPERTY	ACTS OF DISOBEDIENCE	OTHER MISBEHAVIOURS
<input type="checkbox"/> Bullying	<input type="checkbox"/> Stealing	<input type="checkbox"/> School Absenteeism	<input type="checkbox"/> LWP
<input type="checkbox"/> Physical Assault	<input type="checkbox"/> Breaking	<input type="checkbox"/> Training Absenteeism	<input type="checkbox"/> Uncontrolled Anger
<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> Throwing	<input type="checkbox"/> Complain HH Chores	<input type="checkbox"/> Aggression
<input type="checkbox"/> Group Fights	<input type="checkbox"/> Tearing	<input type="checkbox"/> Boy/Girl Relationship	<input type="checkbox"/> Malingering
<input type="checkbox"/> Slashing	<input type="checkbox"/> Arson	<input type="checkbox"/> Argue with Adults	<input type="checkbox"/> Disrespect 2Authority
<input type="checkbox"/> Tattooing	<input type="checkbox"/> Others	<input type="checkbox"/> Others:	<input type="checkbox"/> Others:
IDENTIFYING INFORMATION			
Date:	Time:	Place:	Service Unit:
HP/On-Duty	SWO/On-Duty	EOD	Roving SG
PERSONS INVOLVED			
NAME OF CHILDREN/STAFFS		IDENTIFIED WITNESSES	
1. _____		1. _____	
2. _____		2. _____	
3. _____		3. _____	
BACKGROUND/CIRCUMSTANCES SURROUNDING THE INCIDENT			
(Use back page for additional space)			
ACTION TAKEN		DOCUMENTS SECURED	
<input type="checkbox"/> Pacify	<input type="checkbox"/> Advice Giving	<input type="checkbox"/> Blotter Report	<input type="checkbox"/> Pictures
<input type="checkbox"/> Mitigate	<input type="checkbox"/> Refer to SWO	<input type="checkbox"/> Medical Report	<input type="checkbox"/> FGD Report
<input type="checkbox"/> Isolate	<input type="checkbox"/> Refer to Medical	<input type="checkbox"/> Sworn Statements	<input type="checkbox"/> EOD Report
<input type="checkbox"/> Discipline	<input type="checkbox"/> Refer to	<input type="checkbox"/> OthersL	

Psychologist	
<b>IDENTIFIED GAPS/ POLICY ISSUES</b>	<b>RECOMMENDATIONS</b>
1. _____ _____	
2. _____ _____	
3. _____ _____	
4. _____ _____	
5. _____ _____	
Prepared/Submitted by:  _____	Reviewed/Supervised by:  _____
_____ HPOD/SWO-OD/EOD	_____ Service Unit Supervisor

ANNEX NK-SS-CM -

Republic of the Philippines  
 DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
 National Capital Region  
**NAYON NG KABATAAN**

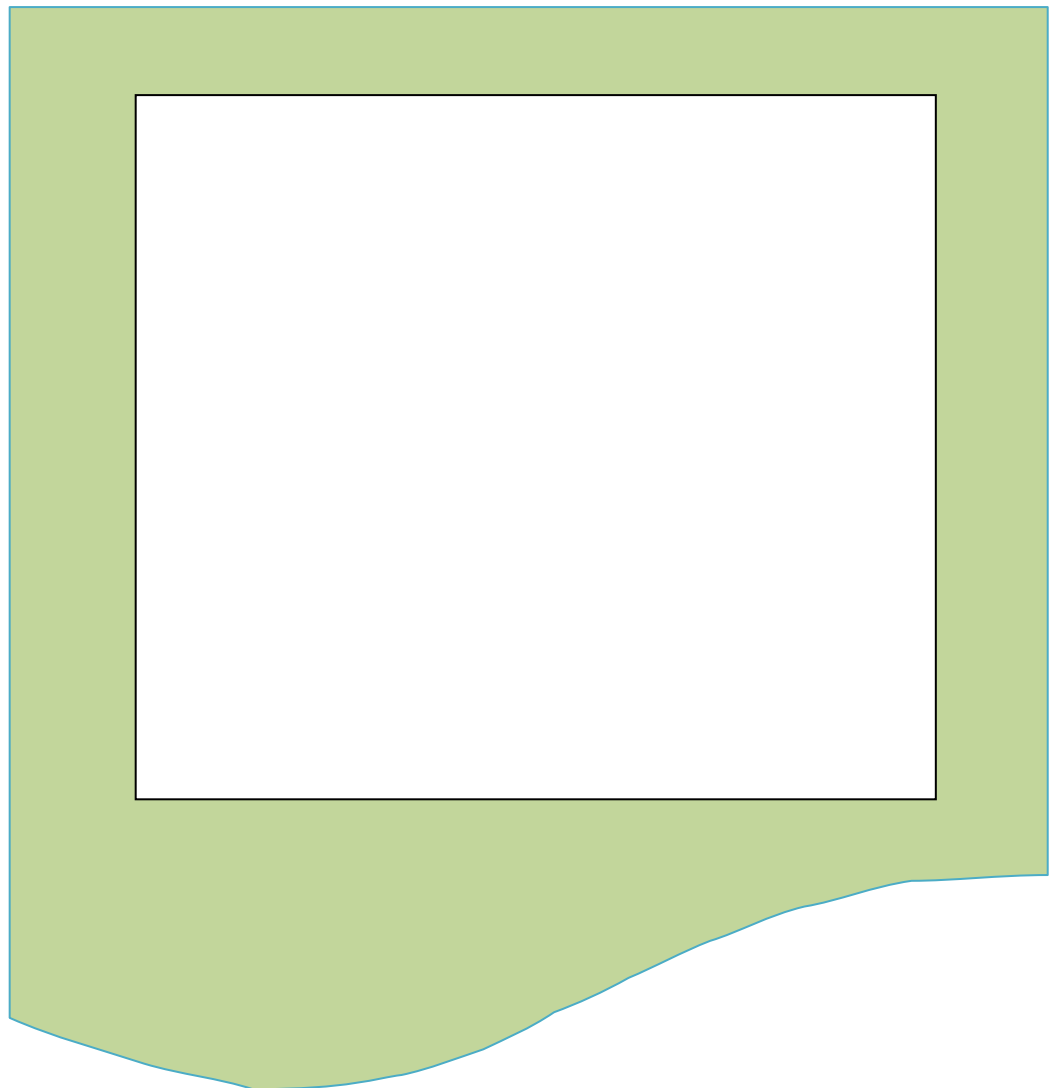
<b>INITIAL FINDINGS REPORT</b> Date: _____ Case Category: _____	
<b>Identifying Information</b>	<b>Physical Description Upon Admission</b>
Given Name:	Attire:
Alias/Nickname:	Complexion:
Alleged Age:	Distinguishing Marks:
Date of Birth:	Disability:
Place of Birth:	Overall Appearance:
Address:	
Last School Attended/Grade Level:	
Address/School Location:	
Problem Presented: <input type="radio"/> Rescued <input type="radio"/> Referred <input type="radio"/> Others	
<b>Initial Findings/Gathered Information Upon Admission</b>	

Observations/Impression			
<input type="radio"/> No eye contact	<input type="radio"/> Restless	<input type="radio"/> Lying	<input type="radio"/> Denial
<input type="radio"/> Apprehensive	<input type="radio"/> Irritable	<input type="radio"/> Inconsistent	<input type="radio"/> Timid
<input type="radio"/> Crying/Sad	<input type="radio"/> Cooperative	<input type="radio"/> From other Centers	<input type="radio"/> Intimidating
Other observations (pls. specify)			
Prepared by:		Supervisory Notes/Comments:	
<hr/>		<hr/>	
<hr/> Admitting Social Worker/SWO - OD		<hr/> Social Welfare Officer III	
Technical Assistance/Recommendations:			
<hr/> RCF Head			

ANNEX NK-SS-CM-

\_\_\_\_\_

a



DATE TAKEN

ACTIVITY:

NAME :

ALIAS : AGE : SEX :

BIRTHDATE :

BIRTHPLACE

GIVEN ADDRESS:





_____ Social Welfare Officer III
TA/COMMENTS/REMARKS:
_____ RCF HEAD

ANNEX NK-SS CM

HOME VISIT FEEDBACK REPORT	
Visit Date: _____ <input type="radio"/> With Client <input type="radio"/> With/out Client	Visited Area: _____
Objectives of the Visit: 1. _____ _____	
2. _____ _____	
Client's Information	Contact Person's Information
Name : _____	Name: _____
Age : _____ Sex: _____	Age : _____ Sex : _____
Date Admitted: _____	Occupation: _____
Category: _____ ALOS: _____	Relationship to Client: _____
Given Address: _____	Located Address: _____
School Last Attended: _____	Contact No. _____
Actual Grade Level: _____	Parents Status: <input type="radio"/> On Detention <input type="radio"/> Employed <input type="radio"/> Separated
Place of Work: _____	Place of Work: _____
RESULTS/FINDINGS	AGREEMENTS REACHED

*(Please indicate home-socio-economic conditions/family& community situations & resources/dynamics of the family, plan and priorities towards the client. Identified options/alternatives and LGU supports and assistance such as Pantawid beneficiary,...)*

SOCIAL WORKER'S ASSESSMENT	PLAN OF ACTION/RECOMMENDATION
----------------------------	-------------------------------

Submitted by:  _____	Reviewed/Supervised by:  _____
Social Worker/Case Manager	Social Welfare Officer III
TA/COMMENTS/REMARKS:          _____	
_____ RCF HEAD	

ANNEX –NK -ADM

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

**REPORT ON STATEMENT OF DEPOSIT, WITHDRAWALS, AND BALANCES  
OF FINANCIAL ASSISTANCE, PERSONAL MONEY FOR RESIDENTS IN RESIDENTIAL CARE  
FACILITIES  
FOR THE MONTH OF \_\_\_\_\_CY \_\_\_\_\_**

DATE AMOUNT RECEIVED	NAME OF RESIDENTS	NAME/ADDRESS OF SOURCE/ PAYING AGENCY/PROJECT	AMOUNT & PURPOSE OF PAYMENT (Check No. if applicable)	AMOUNT OF BALANCE	DATE RECEIPT OF BALANCE	DATE OF CLOSURE OF ACCOUNT	STATUS OF CLIENT'S CASE	R E M A R K S




Prepared by:

Reviewed by:

Approved by:

\_\_\_\_\_  
Social Welfare Officer

\_\_\_\_\_  
Social Welfare Officer III

RCF Head

ANNEX –NK-SS-CM

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
**NAYON NG KABATAAN**

### REPORT ON COTTAGE MONITORING & TALAKAYAN WITH RESIDENTS

<b>ACTIVITY</b>				
<b>DATE CONDUCTED</b>	<b>TIME:</b>			
<b>COTTAGE</b>				
<b>HP ON DUTY</b>				
<b>OBJECTIVES</b>				
<b>RESULTS OF MONITORING/TALAKAYAN</b>				
<b>Problems/Issues Identified</b>	<b>Discussion</b>	<b>Complained Staff/Client</b>	<b>Agreements/Implementation Dates/Resp. Person/s</b>	
				Client's Signature
				Client's Signature
				Client's Signature
				Client's Signature

<b>Identified Policy Issues</b>	1.			
	2.			
	3.			
	4.			
<b>Plan for the Next Meeting</b>	1.			
	2.			
	3.			
	4.			
Prepared by:		Conformed:		
_____		_____		
Cottage Monitoring Social Workers		House Parent/Cottage Leader		
<b>TECHNICAL ASSISTANCE/ INPUTS/RECOMMENDATIONS</b>				
_____		_____		
Social Welfare Officer III/Date		RCF Head/Date		

**ANNEX NK-SS-CM-**

REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

### CHILD SPECIFIC PLAN

CASE MANAGER			
CASE NO.	CASE CATEGORY:		
NAME OF THE CHILD	AGE:	SEX:	
DATE OF BIRTH	PLACE OF BIRTH:		
HEALTH/MENTAL CONDITION	<input type="radio"/> Well child/Normal <input type="radio"/> Mentally Challenge <input type="radio"/> PWD <input type="radio"/> Specify:		
DATE OF ADMISSION	TIME :		
TYPE OF ADMISSION	<input type="radio"/> Rescued <input type="radio"/> Referred <input type="radio"/> Walk-in <input type="radio"/> Transferred <input type="radio"/> Others:		
LENGTH OF STAY IN RCF			

GOALS :

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

GOALS	TASK	ACTIVITIES	TARGET DATE	PROBLEM ENCOUNTERED	RESPONSIBLE PERSON	EXPECTED PUTPUT

REMARKS:						
(Attached						

Prepared by:  
BY:

Reviewed/Supervised by:

APPROVED

-----  
----- Case Manager  
RCF Head

-----  
SWO III

-----

**ANNEX HS-COT\_\_**

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

**PROGRESS REPORT**

From \_\_\_\_\_ to \_\_\_\_\_, 20\_\_\_\_

Name of Resident: \_\_\_\_\_ Age: \_\_\_\_\_

\_\_\_\_\_ Category: \_\_\_\_\_

(Pangalan ng Bata)

(Edad)

(Kategorya)

Date Admitted: \_\_\_\_\_ Social Worker :

\_\_\_\_\_

**PROGRESS OF THE RESIDENT ( Pagbabagong Paglago ng Bata)**

- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_

**PROBLEMS ENCOUNTERED (Mga Kinaharap na Suliranin ng Bata)**

- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_

**ACTION TAKEN (Mga Tugon o Solusyon Ginawa sa mga Kinaharap na Suliranin ng Bata)**

- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_

**RECOMMENDATION (Kaukulang Hangarin sa Ikaibabaw ng Bata)**

- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_
- \_\_\_\_\_  
\_\_\_\_\_

Submitted by:

Supervised by:

\_\_\_\_\_  
\_\_\_\_\_  
House Parent

HP IV/Acting Supervisor

***ANNEX HS-COT***

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

**HOUSE PARENT ANECDOTAL REPORT**



NAME OF RESIDENT: \_\_\_\_\_ AGE: \_\_\_\_\_

CATEGORY: \_\_\_\_\_

DATE ADMITTED: \_\_\_\_\_ DATE TRANSFERRED: \_\_\_\_\_

FROM COTTAGE: \_\_\_\_\_ TO COTTAGE \_\_\_\_\_ REFERRED

BY: \_\_\_\_\_

REASONS FOR TRANSFER:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

#### OBSERVATIONS

1. Significant behavior (relayed during sessions/dialogue/observed/portrayed during stay in the cottage)

A. Positive \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

B. Negative

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

C. Relationship with Co  
Residents \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

D Recommendations

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

4. \_\_\_\_\_  
 \_\_\_\_\_  
 5. \_\_\_\_\_  
 \_\_\_\_\_

Prepared/Submitted by:

Supervised by:

\_\_\_\_\_  
 \_\_\_\_\_  
 Monitoring House Parent/Date  
 Supervisor

HP IV/Acting Homelife

**ANNEX HS-  
COT**

Republic of the Philippines  
 DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
 National Capital Region  
**NAYON NG KABATAAN**

<b>DATA FOR CLIENT DAYS OF CARE</b> <b>for the month of _____</b> <b>COTTAGE: _____</b>				
DATE	ACTUAL IN As of _____	ADMISSION	DISCHARGE	TOTAL REMAINING NO. OF RESIDENTS
<b>Month:</b>				
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
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22				
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26				
27				
28				
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30				
31				

Prepared/Submitted by:

Supervised by:

House Parent Cottage Leader  
Supervisor

HP IV/Acting Home Life

ANNEX HS-COT

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN

### BEHAVIORAL RATING SCALE FOR CLIENTS

(to be accomplished by House Pare)

CHILD'S NAME:		AGE: ( ) MALE ( ) FEMALE		Rating Period: From _____ To _____	
SOCIAL WORKER:		HOUSE PARENT:			
DATE ADMITTED:		CASE CATEGORY:		2019	
Legend: (1) Good (2) Better (3) Best (4) Outstanding					
DEMONSTRATED BEHAVIORS & ATTITUDE		ADJECTIVAL RATING			
		1	2	3	4
1	Calm, not easily agitated, slow to anger				
2	Unperturbed, at ease, not troublesome				
3	Friendly, sociable, good interpersonal relationship				
4	Pleasant, respect elders, obedient				
5	Well accepted and get along with others				
6	Healthy, not malingering				
7	Well organized & orderly on belongings				
8	No report of stealing or get belongings of others				
9	Quiet, talk with sense and humor				
10	Patient, wait for his/her turn, undisturbed				
11	Attentive, understand and comprehend instructions, alert in thoughts and action				
12	Eat on time, unmindful of others at meal time, shows table manners & etiquette				
13	Converse well, talk softly and wait when to talk				
14	Admit mistakes when necessary, not blaming others, quick to accept faults				
15	Open to correction, forgiving, takes problems and solutions objectively				

16	Active, playful, good stamina					
17	Not easily affected emotionally on simple things, control self from crying,					
18	Talks with respect, good natured, refrain from obscene and heartless words					
19	Sleep soundly at bed time					
20	Toilet trained, no report of bed wetting					
21	Helpful with gladness, observant and give true and reliable facts when asked					
22	Takes care of self, no report of self-harm or harming others.					
23	Respect others' belongings and keep self from damaging or breaking NK properties					

Over-all Impression on the Child:

\_\_\_\_\_

Recommendation:

Submitted By: \_\_\_\_\_

Supervised By: \_\_\_\_\_

**ANNEX NK-PS**

Republic of the Philippines  
 DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
 National Capital Region  
 NAYON NG KABATAAN TRAINING CENTER  
 PRODUCTIVITY SERVICE

<b>PROGRESS/BEHAVIORALREPORT</b>			
<b>Name:</b>		<b>Course:</b>	
<b>Coverage:</b>			
<b>Rating Scale:</b> {5} Outstanding {4} Very Satisfactory {3} Satisfactory {2} Fair {1} Needs Improvement			
<b>PART I – TASK BEHAVIOR</b>			
1	Engagement	Interested, invested, spontaneous and participated	
2	Coordination	Easily manipulates tools and materials for tasks	
3	Follows Direction	Follows multi-step instruction without assistance	
4	Quality Work	Neat, organize, and attentive to details	
5	Independence	Proceed & works independently. Ask assistances at appropriate time.	
6	Initiative	Proceed without encouragement and/or does task even it is not being told	
7	Decision Making	Makes decision independently.	
8	Concentration	Focuses for duration of works	
9	Frustration Tolerance	Endurance to complete work and does not give up	
10	Problem Solving	Recognizes necessary steps to achieve goals and proceed independently	
<b>PART II – GENERAL BEHAVIOUR</b>			

1	Appearance	Clean, neat and appropriate	
2	Actively	Does impede task and functions	
3	Expression	Full range, congruent to the situations	
4	Cooperation	Complies in appropriate conversation and interaction with others	
5	Socialization	Engage in appropriate conversation and interaction with others	
6	diligence	Creative, attentive, persistent and careful	
7	Courtesy	Polite, courteous and considerate	
Comments:		Recommendations:	

Rated by:

Reviewed by:

Noted by:

\_\_\_\_\_

\_\_\_\_\_

Trainer/Date

PDO II/Unit Supervisor

RCF Head

ANNEX NK-  
MED

Republic of the Philippines  
DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT  
National Capital Region  
NAYON NG KABATAAN  
**Medical Service**

FOR : **THE RESIDENTIAL CARE FACILITY HEAD**  
Nayon ng Kabataan

DATE : \_\_\_\_\_

SUBJECT: **FEEDBACK ON  
REFERRAL/LABORATORY TEST/PROCEDURE/THERAPY SESSION**

IDENTIFYING INFORMATION		
Resident's Name		Hospital:
Age/Sex		Department:
Cottage		Attending Physician:
Escorting Staff		Diagnosis:
REASON FOR REFERRAL		
<input type="radio"/> Emergency <input type="radio"/> Follow-up <input type="radio"/> OPD Referral <input type="radio"/> Laboratory Test <input type="radio"/> Therapy Session <input type="radio"/> Others		
Activities		
Results		

<b>Doctor's Advice</b>
<b>Medcines Procured</b>
<b>EOD Petty Cash Received:</b> <div style="display: flex; justify-content: space-between;"> <div>OR No. _____ Amount _____</div> <div>OR No. _____ Amount _____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>OR No. _____ Amount _____</div> <div>OR No. _____ Amount _____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>OR NO. _____ Amount _____</div> <div>OR No. _____ Amount _____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>CNRR No. _____ Amount _____</div> <div>CNRR No. _____ Amount _____</div> </div>
<b>Follow Up Schedule:</b>

Prepared/Submitted by:	Attested by:	Comments/Technical
Support by:		

_____ Nurse-On Duty	_____ Medical Officer II	_____ SWO V/RCH Head
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