

Department of Social Welfare and Development  
National Capital Region

REGIONAL MEMORANDUM ORDER

No: 001

Series of 2013

**GUIDELINES ON THE USE OF THE INA HEALING CENTER FACILITIES**

**I. Rationale**

The Inang Naulila sa Anak Healing Center (IHC), as a community-based unit with its spacious and conducive area for therapeutic intervention and other psychosocial activities, has been catering to bereaved clients since its inception last December 16, 2006. It is under the management of the National Capital Region since its turn-over to the DSWD by the INA Foundation Inc.

Since 2006, there have been numerous instances when some of the center's rooms were used for various institutional development and capability building activities at the DSWD-Central office. Commonly used areas are the Social Hall, the Sala, and the Conference Room. Due to the frequency of their usage, increase in the payment for the utilities has been observed. Further, difficulty in maintaining the facilities of the rooms being used has also been noted. Thus, last October 21, 2011, Secretary Corazon Juliano-Soliman issued a memorandum limiting the usage of the INA Healing Center in strict adherence to its intended purpose. Said memo also emphasized that all requests should be forwarded to the Office of the Secretary for approval.

The center acknowledges the great contribution that IHC plays in aiding the Central Office and other unit and offices within the region with their use of its facilities. Since there is a need to maintain or upkeep properties/facilities of the center, there should be a clear policy with regards to the proper utilization of the center's facilities. Further, the IHC, recognizing the need to strengthen this mechanism has drafted this policy which shall serve as a guideline aimed at benefiting the department's offices, partners, and stakeholders in their continuous future coordination.

**II. Legal Bases**

**A. National Laws**

- Presidential Administrative Order No. 104 series 2004 – Requiring all government agencies to adopt austerity measures, including the reduction of at least ten percent (10%) in the cost of the consumption of electricity and other utilities.
- Republic Act No. 6713 – Code of Conduct and Ethical Standards for Public Officials and Employees ensures that government employees continue to uphold the high standard of ethics in the public office with utmost

responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.

#### B. DSWD Policies

- Memorandum from the Secretary Dated October 21, 2011 directing all offices, bureaus, services, and units of the Central Office to ensure that the INA Healing Center is utilized according to its intended purpose and that all requests for the utilization of the IHC must be cleared with the Office of the Secretary.
- Section V of A.O. No. 01 Series of 2010 entitled the Amended Standards for Community-based Services highlights the need to ensure that appropriate and ample spaces and facilities are provided for organizational and functional activities of the community-based unit. It provides standards for ensuring that community-based units continue to uphold the standards set for physical structures and safety accorded for the beneficiaries of unit
- Memo Circular No. 05 Series of 2009 or the Omnibus Guidelines Implementing Austerity Measures in the Use of Maintenance and Other Operating Expenses and Capital Outlay Funds which highlights the need for austerity measures in energy consumption, primary utilization of DSWD facilities as venues for IDCB activities, proper use of utilities and reporting of repairs and maintenance.
- Administrative Order No. 04 Series of 2006 or the Standards in the implementation of Psycho-Social Services to Women Victims-Survivors of Violence and their Children in Center and Residential Facilities underscores that physical arrangements/facilities shall promote the physical, emotional and psycho-social well-being of the women victims-survivors and their children and staff of the agency. Also, that these facilities should provide opportunities that will promote psycho-social recovery and protection for their health and safety.

### III. Objectives

#### General Objectives

In general, the guideline aims to ensure that the INA Healing Center will preserve its structure as a venue for the physical, emotional, and psychosocial well-being of the bereaved mothers and their families through the creation of a system that will address the referral, maintenance, and monitoring scheme of the facilities requested for use by units/divisions within the department.

#### Specific Objectives

Specifically, it seeks to address the following objectives:

1. Provide a coordination mechanism on the use of the IHC facilities



2. Promote the maintenance and upkeep of the IHC facilities while maximizing its use for its intended purpose.
3. Adhere to the austerity measures set for the utilization of government offices.

#### IV. Definition of Terms

For the purpose of these guidelines, the following relevant terms are hereby defined:

1. **Department** – refers to the Department of Social Welfare and Development and shall cover the Office of the Secretary, all the Service Offices, Bureaus and Field Offices.
2. **INA (Inang Naulila sa Anak) Healing Center** – is a community-based center catering to bereaved mothers and their families. It sits on a 1,007 square meter lot beside the DSWD-Central Office Compound, Batasan Complex, Constitution Hills, Quezon City.
3. **IHC Facilities** – pertains to all the rooms within the building that are available at the time of the reservation. This may include the following: meditation room, pillow room, conference room, living room, and multi-purpose area. This may also include the following: tables and chairs found inside the rooms, white board, crucifix, altar, & rostrum. Below are descriptive details of the frequently used rooms in the center.
  - a. **Meditation Room** – is an area conducive to meditation and prayer that is often being used for memorial activities and in celebration of the Holy Mass.
  - b. **Pillow Room** – is often being used in the conduct of the therapeutic session composed of individual and group counseling activities.
  - c. **Multi-Purpose Area** – has a seating capacity of 100 often used for training, workshops, seminars, and other indoor activities.
  - d. **Conference Room** – is a six-ten (6-10) seater room conducive for small group meetings.
  - e. **Living Room/Sala** – is a ten-thirty (10-30) seater room conducive for group activities or workshops for moderate-sized group.

#### V. Scope and Coverage

These guidelines shall apply to all requests of Offices/Bureaus/Services of the Department as well as partners and stakeholders with similar projects as that of INA Healing Center.

## VI. General Policies

1. The INA Healing Center facilities should be utilized only for its intended purpose which is to provide services to its clientele and its staff. This shall primarily be composed of activities geared at promoting psychosocial recovery from the experience of grief such as individual counseling, therapeutic activities, sports, health, and wellness activities. Secondary to this is the conduct of organizational development and capability building activities for the staff and employees of the department such as meetings, trainings, fora, focus group discussions, conferences, seminars and other capability building activities.
2. All requests for the use of the IHC facilities by Offices/Bureaus/Services/Units and other organizations shall be directly submitted to the Office of the Secretary.
3. The Regional Office or the INA Healing Center shall facilitate the approval of requests for the utilization of IHC facilities by endorsing them to the Office of the Secretary in case the requests were directly submitted to them.
4. The Offices/Bureaus/Services/Units and other organizations shall present the approved request from the Office of the Secretary to IHC Officer-in-Charge or Executive Officer of the Day at least one (3) days prior to their utilization.
5. Utilization of the facility will depend on the approved request by the Office of the Secretary.
6. Requesting office is expected to adhere to the maximum capacity allowed per room.
7. Users are expected to strictly adhere to the code of ethics of government employees and to observe proper decorum while in the building premises

## VII. Implementing Procedures

### A. Before the Use of the Facilities

1. Requesting parties shall secure reservation slip from the Office of the Secretary. However, for availability purposes, they shall coordinate with the INA Healing Center.
2. Only activities indicated in the request slip approved by the Secretary will be allowed to be conducted on the date requested.
3. In case of cancelled activities, the requesting party should inform the center at least a day prior to the scheduled date of the activity.



## B. While Using the Facilities

1. The requesting party must bring their own training equipment and materials.
2. Loitering, littering, smoking, drinking liquors, vandalism, and engaging in illegal gambling among others are strictly prohibited.
3. Users are expected to stay in their reserved rooms and to refrain from roaming around the other areas of the center since there may be clients who are undergoing counseling and therapeutic sessions.
4. The center discourages users to bring their children whom they cannot supervise.
5. Use of the amenities shall strictly adhere to the austerity measures being implemented with efforts to follow the 10% monthly reduction in cost of consumption in the electricity and other amenities. Thus, users are expected to:
  - a. Rely on natural lighting during clear and sunny days considering that the center is encased in glass windows except during dark and rainy seasons.
  - b. To turn off air condition, electric lights, and water faucets when not in use.
  - c. Air conditioner units should be turned on only at 9:00 AM and turned off by 4:00 PM.
6. The requesting party is required to seek permission from the Center Head for any physical alteration to the rooms.
7. No nails, tacks, screws, or attachments of any kind are to be applied to the walls or woodwork nor should anything be done to mar or deface the building, its furnishings, or appliances.

## C. After the Use of the Facilities

1. After the conduct of an event, the users must return the room set-up to its original arrangement.
2. All trash is expected to be properly disposed in the waste bins.
3. Users are also expected to surrender to the security guard on duty the equipment and other amenities of the room that they have borrowed including the remote control for air conditioner.
4. At the end of every activity, rooms will be immediately inspected by the IHC staff on duty to check on any damages or alterations which may include but not limited to the following:

- a. Damage to furniture shall include tables, chairs, and fixtures that are destroyed and altered from its original form.
  - b. Broken faucets and bulbs
  - c. Vandalized walls and furniture
  - d. Lost furniture or fixture
5. The requesting party shall be accountable for any damage / loss in the furniture or fixtures which shall be immediately restored and/or replaced. Compliance to this will serve as basis in assessing / recommending future request of an office on use of IHC Facilities.

## **VIII. Institutional Arrangement**

This section discusses the roles and responsibilities of the involved/concerned unit or offices:

### **A. INA Healing Center**

1. Assess availability of the facility being requested and provide necessary orientation on the requesting party about the use of IHC facilities.
2. Inform the region for the approved request by the Office of the Secretary.
3. Monitor the utilization of the facilities and provide feedback to the regional office and Office of the Secretary on the untoward incident and damage that may arise. Follow through on the repair, replacement and renovation on the damaged facility by the concerned user.
4. Responsible on the general upkeep of the facility for its long term use

### **B. National Capital Region- Field Office**

1. Attend to the center's request and concern especially on cases of upkeep of facilities.

### **C. Stakeholders/Partners**

1. Consciously follow the guidelines on the use of IHC facility.
2. Encourage to support the implementation of the center's programs and services.

### **D. Office of the Secretary**

1. Approve or disapprove the requests forwarded.

2. Attend to the issues and concerns of the center forwarded by the regional office.

IX. Effectivity

This guideline shall take effect immediately upon its approval. Issued in the City of Manila this 16<sup>th</sup> day of May, 2013.

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