

DRN: 1470

MEMORANDUM

TO : ALL RMANCOM MEMBERS
ALL CENTER/RESIDENTIAL CARE FACILITY HEADS
ALL SOCIAL WELFARE SPECIALISTS
ALL UNIT/SECTION HEADS
RPMOs

FROM : The REGIONAL DIRECTOR
DSWD-NCR


SUBJECT : SHARING OF RMO 004 SERIES OF 2022 OR GUIDELINES
ON SAFEKEEPING OF VALUABLES AND BELONGINGS
OF RESIDENTS IN RESIDENTIAL CARE FACILITIES

DATE : 23 DECEMBER 2022

This is to share with you the copy of the Regional Memorandum Order No. 004 series of 2022 known as Guidelines on Safekeeping of Valuables and Belongings of Residents in Residential Care Facilities

Ensure implementation of this policy guideline to monitor the compliance in your respective D/U/S/C/RCFs.

For your information, ready reference and guidance.



MONINA JOSEFINA H. ROMUALDEZ



MMG/LCD/rsga

DSWD-NCR
RECORDS MANAGEMENT SECTION

Received by: Jen
Date/Time: 12/28

DRN: 1434

MEMORANDUM

FOR : **MONINA JOSEFINA H. ROMUALDEZ**
Regional Director

FROM : **The PLANNING OFFICER IV/OFFICER-IN-CHARGE**
Policy and Plans Division

SUBJECT : **ENDORSEMENT OF GUIDELINES ON SAFEKEEPING OF VALUABLES AND BELONGINGS OF RESIDENTS IN RESIDENTIAL CARE FACILITIES**

DATE : **15 DECEMBER 2022**


APPROVED / DISAPPROVED
Dir. MONINA JOSEFINA H. ROMUALDEZ
Regional Director

This is to submit to you the attached Guidelines on Safekeeping of Valuables and Belongings of Residents in Residential Care Facilities

Pleased be informed that the draft policy paper had undergone review of the Regional Policy Development and Review Committee (RPDRC) and the Regional Management Committee (RManCom). Comments/inputs of both committees were already considered and included in the enhanced document

For your further review, comments and approval.


MARK M. GARCIA


LCDR/REG



REGIONAL MEMORANDUM ORDER

No. 1004

Series of 2022

SUBJECT: Guidelines on Safekeeping of Personal Valuables and Belongings of Residents in Residential Care Facilities

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged. As part of its commitment to this mandate, the Department has continuously upheld the rights of the vulnerable and disadvantaged sectors of our society by implementing social protection programs and services.

Part of these is the provision of temporary shelters through the Centers and Residential Care Facilities (C/RCFs). There are nine (9) RCFs under the management of Field Office - National Capital Region with 24/7 operation that receives from time-to-time referrals of clients whether walk-in or rescued. Significant during their admission are their valuable and belongings in their possessions that cannot be entrusted to anyone in the absence of their family and/or relatives. As such, the admitting Social Worker and/or Executive on Duty need to decide to take these valuables and belongings for temporary safekeeping.

Through the years, with the resident's consent, Residential Care Facilities has settled to turn-over all valuables and personal money to the Social Worker handling the case for safety purposes. It is during the Pre-Admission or Admission Conference that agreements, tasking and role delineation are discussed among partners and it is when residents will be subject to frisking, checking and inventory of belongings. Basically, other belongings like gadgets, cosmetics, perfume, cigarettes, medicines, money, jewelry, calling cards and the like are endorsed to the Social Worker on case for safekeeping. The referring parties together with the parents/relatives and the residents are informed that all endorsed money and other valuables shall be returned upon the discharge of the client. However, even with the existence of this internal policy, there are those residents who still refuse to submit their money for safekeeping leading to unmonitored and undocumented utilization of such. Aside from the valuable and belongings of the resident upon admission, there are also other sources like money from their families/relatives during visitation, money sent by families to the handling Social Worker via money transfer service intended for the resident's personal use.

Records show that for the past years, following are the challenges encountered to those residents who refused to surrender their valuables and belongings for safekeeping:

- a. Cases of stealing in the cottage by fellow residents that caused the owner to misbehave and become troublesome, difficult to manage and uncooperative during helping interventions;

- b. Borrowing of money by some staff to residents / kept secured by staff but no record given to residents;
- c. Borrowing for personal use by fellow residents;
- d. Possible incidents of purchase of cigarettes and liquors by residents;
- e. Hoarding of personal belongings in the cottage by some residents;
- f. Undeclared money is secretly being reserved to be used by the residents during their plan or attempt of Leave without Permission (LWP) from the center.

These situations boil down to one distinct issue the absence of a system in managing resident's personal valuables and belongings. It is in this premise that effective measures and other mechanisms have to establish to ensure transparency and accuracy of transactions in the receipt and safekeeping of resident's valuables and belongings, thus this policy.

I. LEGAL BASES

A. National Laws

1. **REPUBLIC ACT NO. 6713**, also known as "An Act establishing a code of conduct and ethical standards for public officials and employees to uphold the time-honored principle of public office being a public trust, granting incentives and rewards for exemplary service, enumerating prohibited acts and transactions and providing penalties for violation thereof and for other purposes, Section 4 – Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed and rural areas.

2. **EXECUTIVE ORDER NO. 15**, or the "Redirecting the Functions and Operations of the Department of Social Welfare and Development" – Section 3 states that the DSWD has the Power and Functions to formulate, develop and promote policies, plans, programs and projects in the field of social welfare and development.

3. **REPUBLIC ACT NO. 10173**, otherwise known as the "Data Privacy Act of 2012" – It is the policy of the State to protect the fundamental human right of privacy, of communication while ensuring free flow of information to promote innovation and growth. The State recognizes the vital role of information and communications technology in nation-building and its inherent obligation to ensure that personal information in information and communications systems in the government and in the private sector are secured and protected.

B. DSWD ISSUANCES

1. **DSWD-PMB-SOP-007 dated March 11, 2022 - Revised Case Management in Center and Residential Care Facility** - states that the Houseparent conducts an inventory of the clients/residents belongings and records it. The client/resident referring party and/or parents are required to affix their signature in the inventory of belongings.
2. **DOH – Administrative Order No. 0001, Series of 2017 – Policy Guidelines on the Standards of Care for Older Persons in all Healthcare Settings** – states that secured facilities are provided for the safekeeping of money and valuables of the older person/resident on their behalf. The provider's level of responsibility for the older person's possession is explicit and understood by the service user including their family.
3. **DSWD Administrative Order No. 15 Series of 2012 – Amended Administrative Order No. 11 Series of 2007 – Entitled Revised Standards on Residential Care Service** – that provides ladderized standards on the operations of a twenty-four-hour residential care services for abandoned, abused, neglected or voluntary committed children, youth, women, persons with disabilities and older persons among others.
4. **DSWD Memorandum Circular No. 21, series of 2012 or the “Enhanced Guidelines on the Code of Conduct for Personnel of the Department of Social Welfare and Development” – IV. Norms of Behavior, No. 3** states that Transparency is openness in transactions involving public interest, such as but not limited to financial and procurement transactions, programs, operations, and employment policies and procedures. Transparency leads to accountability, credibility and good governance.
5. **DSWD Administrative Order No. 223 Series of 2002 – Guidelines in the Management of Financial Benefits, Assistance and Compensation from External Resources for Clients in Residential Center and Institutions** – which states in the General Policy that: All compensation and financial assistance received by the officer under this Order except for donations and other under the provisions of the General Appropriation Act (GAA) and Commission on Audit (COA) rules and regulations shall be secured, properly accounted for and used for the exclusive benefit of the residents concerned.

II. OBJECTIVES

Paramount is the best interest and welfare of residents in Residential Care Facilities of DSWD – National Capital Region thus this policy aims to:

1. Ensure every right of residents on the safekeeping of their personal possessions accurate, complete and receipted once discharged from the Residential Care Facility;
2. Maintain clarity, transparency and accountability in recording and reporting of resident's valuables and belongings at any given time;
3. Ensure standard process and procedure in safekeeping and protection of resident's personal possessions; and

4. Instill value of discipline and honesty to residents and to prevent untoward incidents in the center such as stealing among residents and LWP.

III. DEFINITION OF TERMS

Executive on Duty (EOD) – refers to senior staff/employees authorized to execute functions and decisions on behalf of the Center Head.

Houseparent – refers to an employee who portrays a mother/father-figures/guardian roles to the residents while inside the center. Houseparents are responsible for assisting the Officer of the Day (OD) or Executive on Duty (EOD) during the conduct of inspection and inventory of client's valuables and belongings upon admission.

Officer of the Day (OD) – refers to a staff 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 emergency/immediate assistance for that tour of duty.

Residential Care Facility (RCF) – refers to a center or institution that provides residential care service to the poor, vulnerable and disadvantaged individuals or families in crisis providing appropriate intervention geared towards the healing, recovery and reintegration of residents with the family or community.

Resident – refers to clients/individuals who are occupants or dwellers on a specific space or place of abode whether on temporary or permanent.

Safekeeping – refers to a mode of manner of securing and taking care of one's ownership for its safety and availability.

Social Worker - is a practitioner who by accepted academic training and social work professional experience possesses the skill to achieve the objectives as defined and set by the social work profession. Social Workers are responsible for safekeeping the personal valuables and belongings of residents while in the RCF.

Valuables and Belongings – refers to personal possession of great value and importance of the owner.

- a. *Documents* – printed, or electronic matter that provides information or evidence of a specific person or that serves as an official record. This includes the following: birth & baptismal certificate, school records, medical records, identification cards, court-related documents and other referral documents.
- b. *Money* – any circulating medium of exchange owned by the client upon admission and all compensation and financial assistance received by the resident while at the RCF.

- c. *Gadgets* – a small mechanical or electronic device or tool, especially an ingenious or novel one owned by the resident.
- d. *Jewelries* – ornaments, such as bracelets, necklaces, or rings, especially when made of precious metals set with gems possessed by the resident.

IV. SCOPE AND COVERAGE

This policy shall apply to all residents admitted in Residential Care Facilities who at the time of admission and/or during the period of custodial care have in possession personal valuables and belongings.

V. GENERAL POLICIES

1. All clients shall be oriented on the policy upon admission and shall be provided with detailed information on how their surrendered properties are managed while they are in the center.
2. Only the client's documents (if available) will be surrendered to the Residential Care Facility. Other valuables and belongings shall be kept by their family/relatives.
3. Clients with no identified family members at the time of admission shall surrender their valuables and belongings subject to inspection and inventory and shall be properly receipted by the Officer of the Day (OD) and/or Executive Officer of the Day (EOD). Once family members are located, the resident's personal possessions shall be shown to them upon visitation and be given to them upon successful validation by the OD/EOD.
4. Only the Officer of the Day (OD) and/or the Executive on Duty (EOD) are allowed to receive and secure valuables and belongings of resident/s upon admission.
5. Only Social Workers are permitted to safekeep all the resident's valuables and belongings while at the center. Management of money shall be compliant with *Administrative Order No. 223 Series of 2002*.
6. A safety vault or a locker to secure all these valuables and belongings is necessary and shall be made available. Any loss of these valuables and belongings shall be immediately reported to proper authorities for proper disposition.
7. All personal valuables and belongings of residents as per inventory and receipt shall be returned in complete quantity, amount and quality during discharge with receipts duly signed by the resident. In the event that the resident had spent some of their money, a copy of the cashbook for in and out cash with corresponding receipts shall be provided to the resident subject to their acknowledgement.

8. If the resident committed Leave without Permission (LWP) and with valuables and belongings under the safekeeping of Residential Care Facility, the Social Worker shall give the resident one (1) month to take these valuables and belongings otherwise will be reported to the Field Office for proper disposition.
9. In case of death of a resident with family/relatives, the resident's original copy of documents shall be turned over to them. Documents of residents with unknown family members shall be properly archived by the Social Worker.
10. Confiscated valuables and belongings obtained from stealing shall be given back to the owner. If the owner could not be identified, the confiscated valuables and belongings shall be reported to the Field Office for proper disposition.
11. Confiscated harmful objects shall immediately be endorsed to the Property Custodian for inventory and proper disposal.

VI. IMPLEMENTING PROCEDURES

A. *Inspection and Inventory of Resident's Valuables and Belongings*

1. Orientation on the implementation of this policy to the client and referring party during the pre-admission and/or admission conference;
2. The Officer of the Day (OD) and/or the Executive on Duty (EOD) together with the Houseparent-on-duty conduct inspection and inventory of the client's valuables and belongings in a separate logbook and should be reflected in the Admission Slip (*Please see Annex B*)
3. Issuance of inventory receipts to the client and furnish a copy of the inventory to the Houseparent-on-duty.

B. *Safekeeping and Protection of Resident's Valuables and Belongings*

1. Turn-over of all valuables and belongings to the Supervising Social Worker;
2. Endorsement of valuables and belongings to the assigned Social Worker for safekeeping and management;
3. Secure with utmost care and preserve for future use the residents' valuables and belongings will be done as follows:
 - a) Documents shall be secured with confidentiality in the individual case folder and can only be returned or presented for legal and official purposes;

- b) Money shall be deposited in the resident's savings account. The Social Worker shall be the co-signatories of the account, if the resident is a minor. If the amount is less than the initial deposit required by the Bank, the Social Worker shall temporarily keep the amount in the safety vault until such time that the amount is sufficient for opening of an account. Every transaction should be reflected in the Report on Statement of Deposit, Withdrawals, and Balances of Financial Assistance, Personal Money for Residents in Residential Care Facilities (*Please see Annex C*)
 - c) Gadgets and jewelries shall be kept in a locker or safety vault which could be accessed by the resident with supervision of the Social Worker.
4. Turn-over of other valuables and belongings upon visitation of resident's family/relatives once located;
 5. The Social Worker shall submit a status report for each resident's valuables and belongings to the Supervising Social Worker during the conduct of monthly supervision for consolidation and submission to the Center Head.

C. Discharge of Resident from the Residential Care Facility

1. Presentation of resident's valuables and belongings during the pre-discharge conference and setting of agreements with the accepting party;
2. Return of valuables and belongings to the resident with receipt signed by the resident and attested by the accepting party.

VII. INSTITUTIONAL ARRANGEMENT

A. Field Office

- a) The Office of the Regional Center Coordinator (ORCC) provides technical assistance, monitor and evaluate the implementation on the effectiveness of the guideline.
- b) Finance Management Division together with Management Audit Analyst to conduct a regular audit of inventory of resident's money and valuables and provide technical support in the safekeeping and management of said items.
- c) Administrative Division facilitate appropriate action on turned-over valuables and belongings of clients

B. Residential Care Facilities

- a. Ensure effective implementation and compliance to the guideline;
- b. Monitor the overall implementation of this policy and submit a feedback report to the Field Office.

C. Referring and Accepting Party (Regional Offices, Local Government Units and other partner agencies)

- a. Provide logistical requirements;
- b. Ensure continuous case management of client/s and/or after care services;
- c. Submits After Care Feedback Report to the Residential Care Facility.

VIII. EFFECTIVITY

This guideline shall take effect immediately upon approval.

Issued in Manila, this 22 day of December, 2022.



MONINA JOSEFINA H. ROMUALDEZ
Regional Director

Republic of the Philippines
 DEPARTMENT OF SOCIAL WELFARE & DEVELOPMENT
 National Capital Region
(Name of Residential Care Facility)

ANN

**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	REMARKS

Name of the Child and Signature: _____
 Admitting OD / EOD and Signature: _____
 Witnessed by: _____

 Date: _____

ADMISSION SLIP

Date : _____
Time : _____
Case no. : _____

Name of Client: _____
Age: _____ Sex: _____ Contact no.: _____
Complete Address: _____
Date of Birth: _____ Place of Birth: _____
Civil Status: _____ Educational Attainment: _____
Religion: _____ Occupation: _____

Mode of Admission: Walk-in Referral

Referring Party: _____
Complete Address: _____
Contact no: _____

Initial Data	Impression
Height	_____ Medical Officer / NOD
Weight	
Pulse Rate	
Temperature	
Blood Pressure	

Inventory of Belongings upon Admission:

Quantity	Item/Supplies

Supplies Issued to Client upon Admission:

Quantity	Item/Supplies

Admitted by:

Social Worker / EOD

Receiving Houseparent

Attested by:

Referring Party

Approved by:

PROCESS FLOW CHART

