Department of Social Welfare and Development **National Capital Region** 389 San Rafael corner Legarda Street, Sampaloc, Manila MEMORANDUM File/ Ref. No. Date: March 19, 2020 FOR ALL D/C/RCF/U/S HEADS **RPMOs** THE REGIONAL DIRECTOR **FROM SUBJECT** Sharing of Regional Memorandum Order No. 001, series of 2020: Amendment to the Management of Clients with Difficult Behavior in the Chapter V, General Policies of Marillac Hills' Manual of Operation (MOO)

This is to share with you the copy of Regional Memorandum Order No. 001, series of 2020: Amendment to the Management of Clients with Difficult Behavior in the Chapter V, General Policies of Marillac Hills' Manual of Operation (MOO) which was approved by the Regional Director on March 15, 2020.

For the Marillac Hills, ensure implementation of this policy and install mechanism to monitor and evaluate the effectiveness of this regional issuance.

For your information, ready reference and guidance.

VICENTE GREGORIO B. TOMAS

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DSWD-NCR RECORDS MANAGEMENT SECTION

Beceived by: 173 3 3 6 PP

Department of Social Welfare and Development National Capital Region

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| No | NAL MEMORANDU 001. | |
| Series | of 2020 | |

Amendment to the Management of Clients with Difficult Behavior in the Chapter V, General Policies of Marillac Hills' Manual of Operation (MOO)

I. Rationale

Marillac Hills' major clientele category consists of pre-adolescents and adolescents ranging from 7-17 years old. Given that this period in life is the time when these residents reach puberty and move from the relative security of their childhood, they are often faced with an array of social and other life challenges. These are often composed of learning how to effectively cope with growth spurts, raging hormones, conflicting thoughts and emotions, peer pressure, problems at home (or school) and experimentation with risky activities (e.g. unprotected sex, drugs, alcohol, etc).

The residents of the center have been subjected to various experiences prior to their admission in Marillac Hills that most likely exposed them to such risk-taking behaviors. Chances are, such actions happen once they get in the center, which contradicts with its internal policies, rules and regulations. These then result to the center executing disciplinary actions to said residents who are unable to comply with the required behavior they needed to exhibit. Marillac Hills has been incorporating discipline to the residents way back, especially during the period when the center only catered to CICLs. Roughly around 60 residents in 2017 and 90 residents in 2018 have been subjected to said disciplinary actions, which is about 25%-50% of the population, for their usual "misdemeanors" of body piercing, stealing, concocting and ingesting solvent, running away and/or having aggressive impulses, etc.

The usual "modes of discipline" have been incorporated in the center's MOO to guide the staff on how to manage these residents with difficult behavior. However, most of the terminologies used, as well as the period of implemention of the disciplinary actions are not in line with the recently passed bill in the Congress, which is the Positive and Non-Violent Discipline of Children Act. Thus, an amendment to the Chapter V, General General Policies (specifically on the Management of Client with Difficult Behavior), of the MOO is being made.

II. Proposed Amendment to Chapter V, General Policies, Management of Clients with Difficult Behavior

Important Note:

- 1. All disciplinary measures shall be associated by counseling and will contribute for the behavioral modification and productivity of the residents while at the center. In addition, all behavior modification will result to positive behavior among residents.
- 2. All disciplinary measures are on a case to case basis, depending on the behavior of the resident. Each of the period for implementation and continuity of the disciplinary measure is subject for evaluation of the Intervention Team and consulted with the Child Participation Council and the resident/s involved.
- 3. Examples of "additional tasks/ assignments" the residents are subject to, include: Making extra rags (number of rags depending on agreement between ITM and resident), doing book reports (books are assigned by the handling Social Worker), helping out with other services (e.g. doing errands in the Dietary service), extra agriculture work (e.g. planting, working in the pig pen), etc.
- 4. Examples of recreational activities the residents are subject and temporarily excluded to, include: parties organized by volunteers, field trips outside of the center, etc.
- 5. Money/Items stolen are considered of "small value" if they amount to less than 1, 000.00PHP. On the contrary, "large value" money/items amount to greater than 1,000.00PHP.

| TYPE OF BEHAVIOR | DISCIPLINARY ACTION | POSITIVE DISCIPLINARY MEASURE | PERIOD OF IMPLEMENTATION OF DISCIPLINARY MEASURE | BEHAVIOR MODIFICATION (This should be the result of disciplinary actions) |
|------------------------|---------------------|-------------------------------------|---|---|
| a. Possession and/or | Residents who | 1 st commission: Verbal | None | The residents who |
| use of personal money | displayed these | warning. | | underwent this |
| (regardless of amount) | behaviors shall be | | | behavior modification |
| and/or electronic | referred to their | 2 nd commission: | 2 weeks | should have already |
| gadgets (e.g. | handling Social | Additional | | understood the |
| cellphone, laptop, | Workers and | tasks/assignments | | importance of their |
| mp3, etc.) inside the | Psychologists for | inside the dormitory. | | safety (and their |
| center without the | | 3 rd commission or | 1 month | personal belongings) |

| | | : | | |
|--|-------------------------|-------------------------------|------------------------|-------------------------|
| knowledge or | counseling and | more: Additional | | and the confidentiality |
| permission of staff | psychoeducation. | tasks/ assignments | \$*** | of their personal |
| | They will also be | inside the dormitory | | information, which |
| | subjected to | and temporary | | would help them refrain |
| | additional tasks and | exclusion from | | from using electronic |
| | assignments inside the | recreational activities | | gadgets and using their |
| | dormitory, as well as | of the center, such as | | personal money while in |
| | be excluded from | parties | | the center. |
| n de la Salanda (Salanda (Sal Salanda (Salanda (Sa | recreational activities | organized/conducted | | , |
| | (e.g. parties) | by volunteers. | | |
| | temporarily, if the | | | |
| · · | behaviors persist. | | | |
| | Moreover, the said | | | |
| | items will be | | | · |
| | confiscated | | | |
| | immediately. | | | |
| b. Possession and/or | Residents who | 1 st commission: | 1 month (with blotter) | The residents who |
| use of sharp objects | displayed these | Temporary exclusion | , | underwent this |
| (e.g. knives, blades, | behaviors shall be | from recreational | | behavior modification |
| etc.), any type of | referred to their | activities of the | | should have understood |
| firearm, alcohol, | handling Social | center, such as parties | | the importance of their |
| tobacco, drugs, and/or | Workers and | organized/conducted | | personal safety and the |
| harmful substances | Psychologists for | by volunteers. | | implication of |
| inside the center. | counseling and | | | bringing/using these |
| • | psychoeducation. | 2 nd commission: | 2 months (with | objects, to help them |
| | They will also be | Additional | blotter) | refrain from subjecting |
| | reported to the | tasks/assignments | | themselves to it. |
| | barangay or the police | inside the dormitory, | | |
| | station for blotter. | with concrete outputs | | |
| | Likewise, they will be | and temporary | | |
| | subjected to | exclusion from | | |
| | additional tasks and | recreational activities | 3 months (with blotter | |
| | assignments inside the | of the center, such as | and without prejudice | |
| | dormitory, as well as | parties | of filing a criminal | |
| | be excluded from | organized/conducted | case) | |
| : | recreational activities | by volunteer | * | |
| | (e.g. parties) | - | | |
| | temporarily, if the | 3 rd commission or | | |
| | behaviors persist. | more: Additional | | |
| | Accordingly, the said | tasks/ assignments | | |
| | objects/firearms will | inside the dormitory | | |
| | | and temporary | | |
| | | composary | | <u>L</u> |

| | | | * | |
|--|------------------------|------------------------------------|--|--------------------------|
| | be confiscated | exclusion from | x Î | |
| | immediately. | recreational activities | | |
| | | of the center, such as | | |
| | | parties | | ! |
| | | organized/conducted | | |
| | | by volunteers. | | |
| c. Use of obscene or | Residents who | 1 st time: Verbal | None | Residents who |
| vulgar language to | displayed this | Warning | | underwent this |
| staff, visitors and/or | behavior shall be | | | behavior modification |
| co-residents. | referred to their | 2 nd | 2 weeks | should have understood |
| | handling Social | commission:Additiona | | how words can hurt |
| • | Workers and | I tasks/assignments | | others, as with physical |
| | Psychologists for | inside the dormitory, | | violence, which would |
| | counseling and | with concrete outputs. | | help them avoid the use |
| | psychoeducationand | | | of destructive language |
| | other applicable | 3 rd commission or | 1 month | altogether. |
| | productive activities. | more: Temporary | - ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | |
| | bionactive activities. | exclusion from | | |
| | | recreational activities | | |
| | | l l | | |
| | | of the center, such as | | |
| | | parties | | |
| | | organized/conducted | | |
| | | by volunteers. | | |
| | | | | Desidents who ongood |
| d. Fabrication of false | Residents who | 1 st commission: Verbal | None | Residents who engaged |
| information against | displayed this | Warning | | in this type of behavior |
| the staff, visitors | behavior shall be | | | should be involved in a |
| and/or co-residents. | referred to their | 2 nd | 2 weeks | counseling session |
| | handling Social | commission:Additiona | | focused on them |
| | Workers and | I tasks/assignments | | reflecting on how using |
| | Psychologists for | inside the dormitory, | | false information |
| | counseling and | with concrete outputs. | | against others could |
| | psychoeducation. | | | hurt those people and |
| | | 3 rd commission or | 1 month | help them change that |
| | | more: Temporary | | behavior into something |
| | | exclusion | | more positive. |
| | | fromrecreational | | |
| | | activities of the | | |
| | | center, such as parties | ************************************** | |
| | | organized/conducted | The second secon | |
| | | by volunteers. | dynamical control of the control of | |
| To the second se | | by volumeers. | Topic and the second se | |
| - | | | | |

| | _ +# \$ \$ | | | Desidents and |
|---|------------------------------------|-----------------------------|--|-------------------------|
| e. Attempt to leave | Residents who | Temporary transfer of | 1st commission:1 | Residents who |
| the center without | | the resident to the | month | committed LWP shall be |
| permission/ LWP | | activity area during | | re-oriented as to the |
| (i.e.including during | reported to the | sleep time and | 2 [™] commission: 3 | purpose of why they are |
| court hearings and any | barangay or the police | temporary exclusion | months | admitted in the center |
| outside activities). | station for blotter. In | from recreational | | so they would fully |
| | the center, their | activities. Also, | | understand the |
| | sleeping areas shall | involved resident will | | significance of their |
| | immediately be | be subjected to | | protective custody and |
| | transferred to the | additional tasks and | | help them |
| | activity area, where | assignments inside the | | minimize/diminish their |
| · · | they can be easily | dormitory or to other | | idea of LWP. |
| | monitored by their | services. | | |
| | Houseparents. They | | | |
| | shall also be referred | ** | | |
| | to their handling | | | |
| | Social Workers and | | | |
| | Psychologists for | | , | |
| | counseling and | | | |
| | psychoeducation. | | | |
| | Aside from that, they | | | |
| | will be temporarily | | | |
| | excluded to some | Section 1 | | |
| | recreational activities | | | |
| | in the center (e.g. | | | |
| | parties) and will be | | | |
| i e e e e e e e e e e e e e e e e e e e | assigned extra tasks in | | | |
| | the dormitory or to | | | |
| | other services. | | | |
| f talleton of finha | | 1 st commission: | 1 month (with blotter) | Residents who exhibited |
| f. Initiation of fights | | Temporary exclusion | T HIOHHI (WILL DIOCECT) | these types of behavior |
| and infliction of harm | displayed these behaviors shall be | from recreational | | shall be subjected to a |
| or any type of | | | | psychoeducation |
| aggressive and/or | reported to the | | | focusing on emotional |
| abusive behavior (e.g. | barangay or the police | center, such as parties | - | awareness and emotion |
| hitting, slapping, | station for blotter. | organized/conducted | | management so they |
| kicking) to co- | They shall be referred | by volunteers. | The second secon | would be able to |
| residents, staff and | to their respective | and | 2 | |
| visitors. | Social Workers and | 2 nd commission: | 2 months (with | |
| | Psychologists for | Additional | blotter) | emotions and develop |
| | counseling and | tasks/assignments | | skills in managing |
| | psychoeducation. | inside the dormitory, | | disruptive emotions and |
| | Their sleeping areas | with concrete outputs. | | impulses. |

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| | | from recreational activities of the center, such as parties organized/conducted by volunteers. | | |
| | | 2 nd commission or more: Additional tasks/ assignments to other services and temporary exclusion from recreational activities of the center, such as parties organized/conducted by volunteers. | 2 months (with blotter, without prejudice to filing a criminal case) | |
| h. Vandalism of the center's property. | displayed this behavior shall have their parents/legal guardian pay for the corresponding value of the vandalised property. In cases where the involved resident does not have any parent or legal | The disciplinary measure will depend on the corresponding value/amount of the destructed property. For Small Value Property or Minor Damages 1st commission: Verbal Warning 2nd commission or more: Subject the resident to additional tasks and assignments inside the dormitory and to other services (e.g. dishwashing, cleaning of utensils and cauldrons in the Dietary Service) For Large Value | None 1 month | Residents who exhibited this behavior shall be subjected to a behavior modification that will focus on minimizing the involved residents' tendency to exhibit this behavior until it is fully diminished. |

| services, | | | | |
|--|--------------------------------|-----------------|--|---------------------------|
| behavior st | if the <u>Damages</u> | | • ************************************ | 1984 (1994) |
| OEMOVIOU SI | un persists. 1 ^s | | . | |
| ole spiller | | * | 2 months | |
| e de la companya del companya de la companya del companya de la co | | he resident to | (biotter) | |
| The state of the s | | al tasks and | | |
| Sept. | 1.热化 | ents inside the | | |
| State of the state | dormitor | | | |
| and the second s | | ervices (e.g. | | |
| Manual Control of the | | ning, cleaning | | |
| The excellent and the second and the | | ensils and | | |
| - Approximate the second secon | cauldrons | | | |
| n-March | Dietary S | ervice). | | |
| ************************************** | -nd | | | |
| n-a reconstant | · · | 1 | 3 months | |
| accining and a second a second and a second | 1 | Subject the | (blotter) | |
| All Property of the Control of the C | | to additional | | |
| The state of the s | 1 | assignments | | |
| | · • | ne dormitory | | |
| * . | | other services | | |
| | (e.g. | dishwashing, | | |
| | • | of utensils | | |
| | i | drons in the | | |
| | i | Service). Also | | |
| | for | temporary | The state of the s | |
| | exclusion | | | |
| | resident | to | | |
| | | nal activities | Total according to | |
| | in the cen | | | |
| i. Involvement in Residents | . | į. | ommission:1 | Residents who engage |
| lascivious actswithco- displayed | | l tasks and | month | in this type of behavior |
| residents, visitorsor behavior | | nts inside the | T-p-p-s | shall be subjected to |
| staff. referred | to their dormitory | · . | ommission or | psychoeducation |
| respective | Social other se | 1 | re:2 months | sessions which focus on |
| Workers | · • | ing, cleaning | demonstra | helping them identify |
| Psychologis | j. | ensils and | and the same of th | triggers to these sexual |
| counseling | and cauldrons | | and agrammen. | behaviors and reshape |
| psychoeduc | 1 | ervice). | - de la compansión de l | distorted thoughts |
| They shall | { | | | about sexual behaviors |
| given addit | | | | so they could develop |
| | nments in | | | healthier choices and |
| the dormit | 1 | | | coping skills to minimize |
| behavior st | all persists, | | | their urges and deal |

| | so they can divert | | • | with the preoccupation |
|---------------------|--------------------------|-------------------------------|------------|--|
| | their attention to | | lines: | of sexual addiction. |
| | something else. | | | |
| j. Concoction | Residents who | 1 st commission: | 1 month | Residents who exhibited |
| and/or Ingestion of | displayed this | Subject the resident to | | this behavior shall be |
| Solvent/ | behavior shall be | additional tasks and | | subjected to a behavior |
| Improvised | referred to their | assignments inside the | | modification that will |
| Solvents | respective Social | dormitory and to | | focus on minimizing the |
| | Workers and | other services (e.g. | | involved residents' |
| | Psychologists for | dishwashing, cleaning | | tendency to exhibit this |
| | counseling and | of utensils and | | behavior until it is fully |
| | psychoeducation. | cauldrons in the | | diminished. |
| | They shall also be | Dietary Service). | | |
| | given additional tasks | • | | |
| | and assignments in | 2 nd commission or | 2 months | |
| | the dormitory, if the | more: Subject the | | |
| | behavior still persists, | resident to additional | | |
| | so they can divert | tasks and assignments | , | |
| | their attention to | inside the dormitory | | |
| | something else. | and to other services | | |
| | | (e.g. dishwashing, | | |
| | | cleaning of utensils | | and the second s |
| | | and cauldrons in the | | |
| | , | Dietary Service). Also | | |
| | | for temporary | | |
| | | exclusion of the | | |
| | | resident to | | |
| | | recreational activities | | |
| | | in the center. | | |
| k. The Act of | Residents who | | 1 month | Residents who exhibited |
| Puncturing the Skin | displayed this | Subject the resident to | 2 11101101 | this behavior shall be |
| for Body Piercings | behavior shall be | additional tasks and | | subjected to a behavior |
| and/or Tattoos | referred to their | assignments inside the | | modification that will |
| and/or ractoos | respective Social | dormitory and to | | focus on minimizing the |
| | Workers and | other services (e.g. | | involved residents' |
| | Psychologists for | dishwashing, cleaning | | tendency to exhibit this |
| | counseling and | of utensils and | | behavior until it is fully |
| | psychoeducation. | cauldrons in the | | diminished. |
| | They shall also be | Dietary Service). | | diffinished. |
| | given additional tasks | Dictary service). | | |
| | and assignments in | 2 nd commission or | 2 months | |
| | - | | 2 monuis | |
| | the dormitory, if the | more: Subject the | | |

| | | |
|--------------------------|---------------------------|--|
| behavior still persists, | resident to additional | |
| so they can divert | tasks and assignments | |
| their attention to | inside the dormitory | |
| something else. | and to other services | |
| | (e.g. dishwashing, | |
| | cleaning of utensils | |
| | and cauldrons in the | |
| | Dietary Service). Also | |
| | for temporary | |
| | exclusion of the | |
| | resident | |
| | fromrecreational | |
| | activities in the center. | |

III. EFFECTIVITY

This order shall take effect immediately upon approval and rescind orders which may be contrary thereto.

Issued in the City of Manila this 19th of March 2020.

VICENTE GREGORIO B. TOMAS

Regional Director