

**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		
FROM	THE REGIONAL DIRECTOR		
SUBJECT	<u>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)</u>		

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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RECORDS MANAGEMENT SECTION

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Date/Time: _____

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Department of Social Welfare and Development
National Capital Region

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)**

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 implementation 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 use of personal money (regardless of amount) and/or electronic gadgets (e.g. cellphone, laptop, mp3, etc.) inside the center without the	Residents who displayed these behaviors shall be referred to their handling Social Workers and Psychologists for	<p>1st commission: Verbal warning.</p> <p>2nd commission: Additional tasks/assignments inside the dormitory.</p> <p>3rd commission or</p>	<p>None</p> <p>2 weeks</p> <p>1 month</p>	The residents who underwent this behavior modification should have already understood the importance of their safety (and their personal belongings)

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

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

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

		<p>from recreational activities of the center, such as parties organized/conducted by volunteers.</p> <p>2nd 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.</p>	<p>2 months (with blotter, without prejudice to filing a criminal case)</p>	
<p>h. Vandalism of the center's property.</p>	<p>Residents who 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 guardian, the maximum disciplinary measure shall be implemented upon her. Likewise, she shall also be referred to their respective Social Workers and Psychologists for counseling and psychoeducation, and will be given additional tasks and assignments in the dormitory or to other</p>	<p>The disciplinary measure will depend on the corresponding value/amount of the destroyed property.</p> <p><u>For Small Value Property or Minor Damages</u></p> <p>1st commission: Verbal Warning</p> <p>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)</p> <p><u>For Large Value Property or Major</u></p>	<p>None</p> <p>1 month</p>	<p>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.</p>


	so they can divert their attention to something else.			with the preoccupation of sexual addiction.
j. Concoction and/or Ingestion of Solvent/ Improvised Solvents	Residents who displayed this behavior shall be referred to their respective Social Workers and Psychologists for counseling and psychoeducation. They shall also be given additional tasks and assignments in the dormitory, if the behavior still persists, so they can divert their attention to something else.	1st commission: 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).	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.
		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). Also for temporary exclusion of the resident to recreational activities in the center.	2 months	
k. The Act of Puncturing the Skin for Body Piercings and/or Tattoos	Residents who displayed this behavior shall be referred to their respective Social Workers and Psychologists for counseling and psychoeducation. They shall also be given additional tasks and assignments in the dormitory, if the	1st commission: 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).	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.
		2nd commission or more: Subject the	2 months	

	<p>behavior still persists, so they can divert their attention to something else.</p>	<p>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). Also for temporary exclusion of the resident from recreational activities in the center.</p>		
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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