



MINIMUM CARE STANDARDS - CHILD PROTECTION & WELFARE BUREAU (HOME DEPARTMENT) GOVT.OF THE PUNJAB.

The following minimum care standards need to be followed in all organizations providing residential services to children all across Punjab.

Cleanliness:

1. Proper cleanliness of homes including halls, corridors, rooms, bathrooms and kitchen of all floors.
2. Use of antibacterial liquids for cleaning purpose (Daily basis).
3. Cleanliness among children who are not toilet trained.

Personal Hygiene of Children:

1. Bathing: Daily basis in summer and at least thrice a week in winter.
2. Nails: Proper cutting of nails (Both hands and feet thrice in a month).
3. Hair: Neat, clean and properly cut.
4. Hair oil and anti-lice Treatment (At least once a week).
5. Tooth Brushing (Twice a day).
6. Clothing: Clothes must be weather appropriate and changed (Monitoring on regular basis)
7. Shoes: Must be weather appropriate, neat and clean. No child to be wearing broken shoes.

Basic Hygiene Items for children:

The following basic hygiene items must be provided to the children so that they can properly maintain their personal hygiene:

1. Hair oil and Hair Shampoo
2. Soap
3. Talcum powder
4. Tooth paste
5. Tooth brush
6. Combs/hair brush

7. Nail cutter
8. Hair pins/clips (for girls)
9. Sanitary Items (Hair removing creams and sanitary napkins for girls, razors for boys. It is mandatory above 11 years for both boys and girls)
10. Under garments (It is mandatory above 11 years for both boys and girls)
11. Petroleum jelly and skin lotion

Food & Rules of Dining Hall:

1. Breakfast, lunch and dinner times must be followed and healthy food will be provided as per standard Menu prepared by professional Nutritionist.
2. All the child attendants are directed to recite "Dua" before serving food.
3. Cleanliness of dining hall is necessary before and after serving of the food.
4. All the children will enter in the dining room without shoes.
5. Proper serving sheets and crockery must be provided to the child attendants.
7. All the children will wash their hands properly before and after having food.

Medical Care:

1. Initial health assessment of children on admission.
2. Care of the sick children.
3. Referral to hospital, if required.
4. Referral to psychologist / physiotherapist, if indicated.
5. Provision of medicines.
6. Maintenance of record of the activities.
7. The Dispensing Staff of the section will dispense medicines as per instructions of the Doctor.
8. Health Assessment Findings will be recorded on a specific form.
9. Evening medicine on Sundays and official holidays will be given by Supervisor/ Warden of the respective hostels.
10. Children will also be referred for medico-legal examination and age determination.
11. Medicines / Medical supplies will be requisitioned according to the Essential Drug List considering average monthly consumption of each item and number of children present in the CPI.
12. Prescribed medicines for the referred children advised by hospital doctors will also be arranged if not available in the Stock.

Vaccination:

1. Children below five years of age will be vaccinated as per EPI schedule of vaccination by the Punjab govt.

2. Children above five years of age will be vaccinated against Tetanus and Hepatitis-B.
3. Vaccination will be carried out in collaboration with Health dept. of the Punjab govt. through the local MCH center.
4. Vaccination record will be duly maintained. The vaccination card will be given to the family whom temporary custody of the child is given by the court.

Psychological Counseling:

The ultimate goal of a comprehensive assessment will be help children by identifying intervention strategies. Psychologists will devise various therapeutic/counseling interventions for children that further develop their self-esteem, self-control, personal independence and general psychological wellbeing. Counseling and psychotherapy for individuals or groups will be one such intervention.

1. Comprehensive multi-disciplinary formal\informal assessment of child.
2. Identify and assess the learning, development, social skills, personal independence and adjustment characteristics and needs of the students, as well as, the environmental factors that affect their learning and adjustment.
3. Use assessment data about the student residing children and his/her environment in developing appropriate psycho educational interventions and programs such as collaboration in Behavior management plan, Individualized educational plan, Social skills training program, direct therapy and monitoring etc.
4. Provide consultation to guardians, teachers, and other personnel to enhance the learning and adjustment of students.
5. Maintain accurate service provision records like psycho educational reports, students' \children profiles etc.
6. Submit regular performance reports to the higher authority regarding psychological services.
7. Examination of school records
8. Psychological Testing Formal or informal (Intelligence tests, personality tests, tests of fine and gross motor abilities, Curriculum-based assessment techniques etc)
9. Behavioral Observation
10. CPI Home visit (naturalistic observation method)
11. Compilation of Assessment Results.

Electronic Appliances:

1. Proper heating and cooling system in CPIs.
2. Heaters will start in December.
3. Ceiling fans will start in March and AC/Water Coolers will start in April.
4. Proper arrangement of water in time without delay, in case of shortage of water.

5. Cover all switch boards and electronic appliances which can be accessed by children.
6. Children must be kept away from harmful electronic and heating appliances.
7. Monitoring cameras must be fixed in the CPIs for monitoring purpose and smooth functioning of homes.

Kitchen:

1. Cleanliness of shelf, tandoor, utensils and premises will be ensured.
2. Kitchen staff will have a proper nail and hair cut.
3. Every dietary item will be properly placed in an orderly manner.
4. Every shift will be responsible for cleanliness of kitchen and used utensils.
5. All meal (breakfast, lunch, tea, dinner etc.) will be firstly served to the children and then to the staff etc.
6. There will be a complete ban on entry of unwanted and outsiders in the kitchen.
7. Kitchen staff will immediately intimate about late supply of items or cooking items etc.

Role for Child Attendants:

The child attendants (minimum 01 Child Attendant for 20 children) play an important role in the smooth and better functioning of CPIs. So they should be:

1. Honest
2. Punctual
3. Hard working
4. Vigilant
5. Active
6. Kind and caring attitude while handling children
7. Monitoring of children activities
8. Immediate report to the Managers CPI in case of any serious matter/observation regarding children.

Security:

1. Entry of everyone will be carried out from main gate.
2. All the vehicles will be checked at the main gate/entrance.
3. All security staff will be in uniform.
4. All guards will stay alert during their duties.
5. The guard will inform at gate if he intends to go to toilet.

6. Duty of any guard can be replaced at any time.
7. Particulars of every private vehicles entering into building will be noted & will be inspected / checked thoroughly.
8. CPI Managers will check duties of security guards after office timing.
9. Any guard found not alert will be taken as misconduct.
10. If any child manages to escape, the on duty child attendant, supervisor & Security Guard will be responsible.
11. No guard will leave duty unless next guard takes charge. In case of late coming, he will report to Shift Supervisor & Security Incharge.
12. No security guard & Child Attendant will leave duty without entry in register.
13. All Security Guards will treat children kindly.
14. During duty on gate, everyone will be treated / greeted with respect & honor.
15. CPI Manager will look after matters related to CCTV Cameras & report to The Authority.
16. Irrelevant persons will not be allowed to stand at gate.
17. All Security Guard will be punctual
18. If any guard is found playing games or listening to songs on Mobile will be considered misconduct.
19. If any child is found without attending staff during CPI timings, CPI administration will be responsible.
20. If any officer / official calls for any child, CPI Managers will take receiving. In case of any incident that officer / official will be responsible.
21. CPI & security administration will display approved duty roasters on daily basis.
22. At the change of shift, counting of children, signatures will be taken in presence of supervisor/ warden.
23. School administration will be responsible if any child is found outside school during school timing.
24. Child attendants will leave children at school & take receiving after counting. They will re-count children at off-timing of school & give receiving.
26. At evening, Child Attendant & Security Guard will perform duties on their points during playtime.
27. Child Attendant / office boy will supervise children in court at time of legal custody.
28. Every movement of child will be entered on register.
29. Child Attendant will perform duty inside CPI floors and Security Guard will look after entrance at ground floor.

30. Key box will be maintained in Administration Block and duplicate keys will be kept there under the control of shift incharge.
31. Alarm system will be installed in all hostels, and Administration Block.
32. Regular mock exercises will be organized.
33. Trainings & workshops will be organized on regular basis with 1122 and civil defense.
34. All Security Guards will wear nameplates.
35. Stickers will be installed on the vehicles.
36. Weapons will be kept at safe and secure place.
37. Weapons will be issued only to the trained and responsible guards, who can handle and use those weapons in an efficient and excellent manner.
38. Security Incharge will randomly check the security measures of the CPI and should be responsible for any slackness and deficiency.
39. He will beep on bard about any incident / untoward issue to the competent authority through SMS/telephone and in black and white as well.
40. He will also ensure smooth and uninterrupted working of all CCTV Cameras round the clock.
41. All the Security Guards will ensure their physique and mental health through regular exercise and diet control.
42. Over weight and increased waist will be considered unfit which may result in removal from service.
43. Female staff will be responsible for checking of female visitors.

Emergency Alerts:

Immediate support/help must be provided to the children in case of emergency. The situation includes:

1. Accident/Injury/In case of burn
2. Medical Illness: Even high fever and flu will be considered as emergency.
3. Earthquake: take all children outside from the building in an open area immediately.
4. Fire: Take all children away from fire at safe place.

Building Fitness Certificate:

Building fitness certificate issued by Building Department of Punjab is a must for all organizations.

Hygiene Certificate:

Hygiene certificate issued by concerned Government Department is also mandatory.

