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**WOMEN & CHILD DEVELOPMENT DEPARTMENT
GOVT OF ODISHA**

NOTIFICATION

No. 8810 Dated 3-6-14
File No-WCD-WW-MISC-0008-2014

1. Background :

Women in distress need shelter homes when they are rescued from situation of violence, abuse, desertion, trafficking and such other conditions. While these women are in the shelter homes, standards of care have to be followed so that they are able to lead a life of dignity.

Shelter Homes are those which operate under schemes such as Short Stay Home or Swadhar or Ujjawala or have a component of rehabilitation and reintegration or any other.

A need has been felt for creating standardized guidelines to lay out a framework to improve the standards towards care, protection and safety of women in different shelter homes. The Standards of care as notified will be reviewed periodically for relevance and amended accordingly for further improvement. Monitoring of the implementation of the standards of care will do by appropriate authority as notified by the Department.

Decisions regarding the institutionalization of any minor (accompanied or unaccompanied) have to be done as per the directions of the Child Welfare Committee (CWC) of the concerned District. For children of residents and minors, standards of care guidelines as issued in the notification dated 30.10.2012 of W & CD Department on Operational guidelines for Child Care Institutions for maintaining standards of care in Child Care Institutions have to be followed.

2. Standards of Care:

2.1 Physical Infrastructure

Location	Norms of Building
<ul style="list-style-type: none">The location of the Home should be to minimize risk to the residents.Favorable ambience (Not close to a red light area, wine shops and slums etc)Should be provided with other amenities such as water, electricity, sanitation, approach	<ul style="list-style-type: none">Dormitory : 50 -60Sq .ft. per resident & 40 Sq.ft. per childToilet : at least 1 for 5 residentsOpen space for recreation and washing/drying arrangements.Safe Drinking water and water availability in bathrooms.Proper cleanliness standards in the

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<p>ad etc.</p> <p>ards</p> <ul style="list-style-type: none"> • 24 Hour security Arrangement. • Free from inflammatory or hazardous substances such as kerosene, petrol, pesticide, phenol, acid, bleaching powder etc. • Lady Warden/Superintendent should be present in the dormitories/residential area of the residents at all times. • Toilets and bathing areas should not be open and should have privacy. • Disaster management (preparedness, mitigation etc) protocols should be followed. Shelter Home staff and management are particularly encouraged to undertake self study courses available on Disaster Management(http://nidmssp.in/courselisting.html) 	<p>premises</p> <ul style="list-style-type: none"> • Drainage and Garbage disposal • Cleanliness in Kitchen, Bathrooms etc. • Cross ventilation, fans and lighting • Barrier free access for women with disability. • All doors (bathrooms, toilets, kitchen, storage, bedrooms) should have provisions for opening from outside in case of emergency. • Safety measures for fire fighting • Building should have been constructed in accordance with the norms, procedures and approval of the competent authority. • Whether rented premises or of own, all documents related to building such as plan approval, drawing, occupancy certification etc should be available in the office of the Home.
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2.2 Other-Standards of Care

SI No	Standards	Norms
1	Non-Discrimination	<ul style="list-style-type: none"> • The Shelter Home should have a written document on non-discrimination on grounds of caste, creed, religion, region and such. The statement should indicate what procedures will be followed and by

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whom in case of violation.

- Reader friendly version of this policy should be displayed in local language and in a location which is accessible by all.
- Women should be made aware of their rights and responsibilities in relation to non-discrimination.

2. **Confidentiality**

- No information about a resident will be given to any outsider without the permission of the authorized personnel of the Home and the informed consent of the resident.
- The resident should not be exposed to media and complete confidentiality should be maintained about the personal identity of the resident.

3 **Good Health and hygiene practices**

- Women's spaces, rooms, bathrooms and other areas should be clean at all times.
- Each Home should have sufficient staff for cleaning purposes; under no circumstances should any of the women be made to clean the bathrooms or any other place.
- Facilities for women should be separate from staff facilities.

4 **Clothing and Bedding**

- Should be independent, comfortable and according to season and age.
- Should be cleaned regularly.
- Each resident should be provided with an individual cot & bedding, 3 bed sheets, 3 pillow covers, 1 blanket, 1 pillow and 1 mosquito net every year.

5 **Nutrition & Food safety**

- The weekly menu chart should be displayed in the dining room and outside the office. The indicative menu is given in **Annex A.**

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		<ul style="list-style-type: none">• Each Shelter Home should follow the food safety guidelines issued by W & CD Deptt vide letter no-15096/SWCD dt-27th July 2013
		<ul style="list-style-type: none">• Staff should be aware of the nutritional requirements of Women at varying ages.• Special diet chart should be prepared for children, lactating mothers, pregnant residents, residents with special conditions such as HIV/AIDS, diabetes etc and sick/bedridden residents.• For children below the age of 6 years who stay with the women residents, linkage with the nearest Anganwadi center has to be established so that the children are able to get the benefits of food and nutrition.
6	Medical	<ul style="list-style-type: none">• Each Shelter Home should have a fully stocked First Aid Box.• The Shelter Homes should have a visiting doctor and nurse.• All the incoming residents should be examined medically within 24 hours of arrival.• Every resident should be medically examined once every month and health record should be maintained for each resident. (Health card in Annex B)• For serious cases, the concerned resident should be taken to the nearest government hospital.• General medical facilities have to be tied up with local civil hospital/CHC/ PHC.• The Shelter Homes should have referral network with de addiction centers for

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		<p>those residents who have a problem of substance abuse/alcohol addiction.</p> <ul style="list-style-type: none">• The Shelter homes ensure proper registration of births and deaths.• In case of death of a resident, all necessary proper procedures must be followed such as informing nearest relative, police and municipality authority.• The Shelter Homes should have arrangement for caretakers who will escort residents during hospitalization and also facilities for transportation of sick patients.• For pregnant women, linkage with the nearest Anganwadi center is essential so that they are able to avail all the benefits meant for them under the scheme.
7	Education	<ul style="list-style-type: none">• In case of minors, when they are institutionalized in shelter homes as per the direction of the CWC, the shelter homes should arrange to send them to the nearest Government run school. The transportation (if required) to the school should be arranged by the institution.• An alternative schooling facility/Bridge Course (with the help of Sarva Sikshya Abhiyan) should be provided to the dropout adolescent girls who are in the shelter homes.• Adult women interested in pursuing education should be encouraged.• For the children (below 6 years) who accompany the women resident, pre school education facilities should be provided and/or linked to the nearest

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		Anganwadi center.
8	Vocational Training	<ul style="list-style-type: none">• The Homes should provide vocational training to the eligible residents in partnership with ITI, employment mission and other district administrative agencies.
9	Life Skill Education	<ul style="list-style-type: none">• There should be regular classes for residents on life skills such as grooming, socialization, communication, conflict management, stress management etc. Both formal and informal processes, including mentoring, exposure visits etc. should be used.• Innovative and creative tools of teaching life skills should be used such as art/craft etc which will restore a sense of well being and dignity.
10	Legal Aid/Assistance	<ul style="list-style-type: none">• The shelter home should have a part time professional legal advisor who could provide legal aid/assistance to the residents, including residents with special needs. There should be tie up with Odisha State Legal Service Authority(OSLSA)/District Legal Service Authority(DLSA) for free legal aid for residents.• Arrangements should be made with enforcement agencies to recover all properties of the aggrieved women/victim from the place of exploitation.• The legal advisor should prepare the residents for trial (through mock trail or any other role play/discussion method).• The shelter home should provide all facilitation so that the women resident can avail benefits under the Odisha Victim compensation scheme.(Refer Home Department's notification dated

		<p>12th July 2012 and subsequent amendments)</p> <ul style="list-style-type: none"> • Adequate protection measures have to be provided by the shelter home to the woman resident in case they are witnesses or have to depose. • Case follow up should be done such as timely production in court, providing safe transportation to the resident.
11	Counseling	<ul style="list-style-type: none"> • All the residents should have access to a trained counselor and psychologist. In house facilities should be encouraged.
12	Recreation Facilities	<ul style="list-style-type: none"> • A weekly recreation plan should be prepared in each and every Shelter Home in consultation with the Management Committee. • The Shelter Homes should make arrangements for indoor games, facilities for outdoor games, music, television, picnic and outing, excursions cultural programmes etc for the residents. • For picnics and excursions, adequate safety and security measures have to be taken. • De stressing activities like yoga, meditation to be taken up.
13	Individual Care Plan	<ul style="list-style-type: none"> • The Superintendent, Counselor along with the Social Worker should prepare a care plan for every resident in the home who is in the shelter home for more than a month. • The care plan should be prepared taking into consideration the educational background and interests/talents/skills of the resident (to be recorded in a

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		<p>prescribed format for all residents and kept in the resident's personal file) (Annex-C). Residents should be consulted while determining their care plan.</p>
		<ul style="list-style-type: none">• This plan should include an Economic Rehabilitation plan/Educational Plan.• The individual care plan should aim at the final re integration with community/ family or repatriation.• This care plan should be followed up and updated from time to time for each resident even after repatriation for at least upto 3 years.• Residents, who are not in the formal education system, should be admitted to livelihood training as soon as possible after admission to Shelter homes. To the extent possible, all livelihood training should lead to job placement after the stay in the Shelter Homes. State initiatives and programmes such as State Employment Mission, Odisha Livelihood Mission should be explored for tie ups.• Formation and membership in Self-Help Groups should be encouraged to access microcredit finance, placement services for employment and to obtain support for starting small businesses.• Corporate tie-ups should be explored for developing livelihood training, which increases the employability of the resident. Career counseling should be provided on a regular basis.
14	Record Keeping (Related to residents)	<ul style="list-style-type: none">• The residents' case history, file and personal information should be kept confidential with only designated persons

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having access.

- Residents should have access to their records on request and staffs should assist them in understanding the content.

14 **Security**

- Shelter Homes should have clear guidelines on number of staff needed on duty, according to number of residents in the Shelter Homes, which are adhered to. Duty records of all staff especially resident Superintendent should be maintained.
- There should be a secure compound around the Shelter Home and day and night security guards should be employed.
- Adequate fire fighting arrangements should be done and staff and residents should be trained to use the equipment.
- Emergency phone numbers should be displayed at a prominent place in the building.
- The residents who are suffering from psychological disturbances, any task with sharp/hazardous instruments/substances such as knives, screw drivers, ropes and wire should be avoided to the extent possible and if unavoidable to be done under proper supervision.
- All doors (bathrooms, toilets, kitchen, storage, bedrooms) should have provisions for opening from outside in case of emergency.
- Disaster Management Plan should be in place.
- Punishments for example deprivation of

		<p>sleep, meals, physical and mental torture, solitary confinement, verbal abuse should not be resorted to.</p>
		<ul style="list-style-type: none"> • Only visitors authorized by the guardians should be allowed to visit the residents. The identification of these visitors should be checked prior to meeting the resident.
15	Sufficient trained/professional staff in the Home	<ul style="list-style-type: none"> • Prescribed number of trained staff should be available in the Home as per the scheme as applicable. • Staff education, qualification, experience, character certificate, identity proofs and references of all staff should be checked properly. • Regular training and exposure should be provided to the staff. Each staff should have a personal file in which all records relating to their recruitment, work and training are stored. • Job description of various staff in a Shelter Home has been provided vide Annex D.

3. Procedures to be followed for admission and exit of Residents:

For Admission:

1. Primarily the shelter home is meant for women/girls in difficult situations (as categorized in the Swadhar, Ujjawala & Short Stay Home Schemes) and they deserve to be admitted.
2. In case a woman comes for Shelter on her own without any reference, information about her admission should be sent to the nearest Police Station.
3. For minors, admission procedures have to be followed as per the directions of the CWC.
4. A Plan for re-integration of the resident shall be drawn up at the time of admission. The plan should be framed in consultation with the resident.

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6. The new resident have to be given an orientation about the rules, physical structure, staff and other such related aspects of the home.
 7. There must be a medical check up by a Doctor within 24 hours of admission and all observations noted in the Health card.
 7. The name of the new resident has to be entered in the admission register and a listing of all personal belongings must be entered in the personal belonging register.
 8. A separate register have to be maintained for minors.
 9. A photograph should be taken for the personal file of the resident.
 10. Allotment of accommodation and issue of supplies must be done on admission.
 11. For children below 6 years and pregnant and lactating mothers, linkage with ICDS center have to be established.
 12. Care and Services: Initial rapport building, familiarity with the Home, counseling and peer group interaction must be done with the new resident

For exit:

1. An aftercare plan should be formed with identified support and assistance, formed in collaboration and consultation with the resident and the other key stakeholders.
2. The Home should ensure that all the residents leaving the homes should have a valid identity card such as Aadhar card or voter I card and a Saving Bank Account.
3. All the personal belongings of the resident received at the time of admission should be handed over.

4. Grievance Redressal:

The Management Committee of the Shelter Homes shall set up a grievance redressal mechanism in every Shelter Home. A Resident's Response Box shall be installed in every Home at a place easily accessible to residents away from the office set up and closer to the rooms or dormitories.

The Resident's Response Box, whose key shall remain in the custody of the District Inspection Committee, shall be checked every week by the representative from the District Inspection Committee.

A Resident's Suggestion Book shall be maintained in every Shelter Home where the complaints/ideas/suggestions received from the residents will be recorded along with the action taken by the Management Committee. Such action and follow up shall be communicated to the District Inspection Committee on a monthly basis.

The residents should also provided with pre-stamped inland letters (at least 50 per home) pre-addressed to the District Collector for sending their grievances. These inland letters should be kept in the dormitories of the institutions and be available at all times to the residents.

tion and Monitoring:

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	Agency	Roles	Periodicity
1	<p>District</p> <p>District Inspection Committee Chairperson- Additional District Magistrate(ADM)</p> <p>Members :</p> <p>CDMO</p> <p>Representative of Superintendent of Police(SP)</p> <p>Chief Executive of ORMAS</p> <p>One lady member of Child Welfare Committee of the concerned district</p> <p>District Social Welfare Officer(DSWO)</p>	<ul style="list-style-type: none"> • Oversee the conditions in the Homes including safety standards. • Review the standards of care and protection; look out for any incidence of violation of women right's. • Look into the functioning of the management Committee • Grievance redressal 	<p>Quarterly</p> <p>Resident's Response Box shall be checked every week by the representative from the District Inspection Committee.</p>
2	<p>Home</p> <p>Superintendent</p> <p>Management Committee</p>	<ul style="list-style-type: none"> • Address day to day issues and oversee daily routine, quality of food, education, safety, etc. • Management of the home and monitoring the progress of every resident as per the 	<p>Daily</p> <p>Weekly</p>

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			Individual Care Plans.	
3	Residents	Resident Committees: Mess Committee, Recreation Committee, Safety & Hygiene Committee Interaction with the Superintendent and the Management Committee Suggestion Box in Homes Inland Letters addressed to District Inspection Committee	<ul style="list-style-type: none"> • Reporting abuse and exploitation by peers and caregivers • Creative expression of their views through wall papers, newsletters, paintings, music and theatre. • Contribute through ideas, suggestions and complaints towards the improvement of the condition of the Home. 	As and when grievance arises or on a fortnightly basis and for suggestions on improvement it should be on a fortnightly basis.

6 Reporting Protocol & Record keeping by the Shelter Home

The Shelter Home will periodically (Quarterly and annually) report to the District Inspection Committee on the activities of the Home.

For smooth and transparent running of the Home, the shelter home has to maintain the following records and registers and more as and when necessary:

1. Admission register (adults and minors separate)
2. Daily Attendance Register of residents
3. Daily attendance register of staff
4. Register of residents on long leave
5. Exit register of resident

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6. Personal belongings register – on admission and at exit
 7. Visitors signature register
 8. Personal file of each resident
 9. Health card file of residents
 10. Care plan file of register
 11. Accounts related – daily cash book, receipt book, ledger, passbook, bank statement, audit report
 12. Annual activity report
 13. Correspondence with police
 14. Case register

7. Code of conduct and Protection Protocol

On the basis of these guidelines, each institution has to develop a Women Protection Protocol (a sample template has been provided (**Annex E**) which should include the code of conduct, reporting line in case of violence against Women and appropriate measures to be taken against the perpetrator.

The primary objective of the protocol is to provide a safe and secure environment for all residing in the Shelter Home. The protocol should be provided with a set of rules and regulations that has to be followed. It should also have provision for disciplinary action against offenders/violators.

As a part of protection protocol, each Home has to designate one of its staff members, preferably a lady as the designated *Women Protection staff*. Another lady staff member has to be appointed as the *Lady Warden*. Similarly during travel of residents, the institutions need to ensure that a lady escort is provided for. Institutions also need to ensure that right of privacy of each and every woman is protected.

7.1 Role & Responsibilities of the Designated Women Protection staff

1. Ensure that all stakeholders associated with the institution are aware of Women Issues.
2. Maintain effective working relationships with other agencies and services.
3. Take decisions on action required for specific concerns at the institutional level.
4. Liaise with appropriate authorities for suspected cases of abuse.
5. Ensure that individual records are secure and confidential.
6. Identify and monitor women at risk at the Shelter Home level.
7. Provide guidance to the parents, women and staff about obtaining suitable support.

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7.2 Display Board

1. Display Board 1: (at the main gate/ main door of the shelter home)
 - Name of the Shelter Home:
 - Address for Correspondence:
 - Designated Women Protection Staff Member/ Superintendent (Name & Contact details):
2. Display Board 2 : Information Board (main wall or at a prominent place within the shelter home):
Name, Designation, Contact No.
 1. Collector & Sub Collector
 2. Superintendent of Police
 3. DSWO & Protection Officer
 4. State Commission for Women.
 5. Block Development Officer
 6. Tehsildar
 7. In charge Local police station
 8. Mahila Sishu Desk
 9. Women Help Line
 10. Doctors & Ambulance

7.3 Oath, Code of Conduct

The Oath and Code of Conduct should be signed by each staff member and shall be displayed on the Notice Board of the Shelter Home.

Code of Conduct for Staff

- ✓ All women shall be treated equally without any discrimination
- ✓ The best interests of the women (residents) shall be paramount
- ✓ Members/ Management/ staff shall not use any women (resident) in their homes or for any manual work.
- ✓ The suggestions of the women (residents) will be taken constructively
- ✓ Transparency and accountability shall be followed in all affairs of the Institution/Hostels.
- ✓ No use of alcohol, drugs and others substances will be permitted.
- ✓ During travel of residents to court/administrative offices etc. the institutions shall ensure a lady escort.
- ✓ A lady staff shall be appointed as Home Superintendent.
- ✓ Nobody shall use vulgar or offensive language to any residents and shall not show any act intended to shame, humiliate, and degrade.
- ✓ Visiting hours & return hours should be maintained.

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- ✓ Children (below the age of 6 years) of residents will be taken care of and will be permitted to stay with the mother. All facilities under ICDS will be made available to the children.
- ✓ Any minor rescued, accompanied or unaccompanied will be produced before the Child Welfare Committee of the district.
- ✓ Residents will be involved consistently in management of their own affairs through formation of committees.

Oath.
 We (Shelter Home) recognize each woman/resident as a right holder and treat each and every woman equally irrespective of caste, religion, socio-economic status, ethnicity and language. We are a registered organization and adhere to all the laws and rules made by the government for women.
Signature of the Head of the Organizations, Governing Members & all Staffs

7.4 Monitoring and follow up of various forms of abuse, Discrimination and violence

The women who reside may face violence in the form of abuse, discrimination and physical/mental torture. Some of the typical instances may be as follows:

- Has an injury which is not typical of bumps and scrapes.
- Frequently/regularly has unexplained injuries.
- Offers conflicting and confused explanations about source/cause of injuries.
- Exhibits significant changes in behavior, performance and attitude.
- Indulges in behavior which is inappropriate for her age.

Any member of the staff or resident can act as a whistle blower and bring this to the notice of the SuperIntendent/Management Committee.

The following procedure needs to be followed at different stages.

7.4.1 Reporting Abuse

Any resident or member of staff may raise concerns about a resident with the designated Women Protection staff or the Superintendent or the Lady Warden and these concerns should be recorded. Such concerns should also be brought to the immediate attention of the District Inspection Committee and the District Collector within 24 hours in writing (or through a telephone call in case of emergencies).

The information should be recorded in a clear, precise and factual manner on the same day. Particular attention should be paid to safeguard the privacy of the women who has been identified as 'at risk'. The resident alleging abuse should not be stigmatized in any way.

On receiving information, the District Collector shall cause a detailed enquiry to be done and take action as appropriate. (101)

7.4.2 Dealing with a disclosure

If a woman discloses that she has been abused in some way, the member of the staff should:-

- ❖ Listen to what is being said without displaying shock or disbelief
- ❖ Accept what is being said
- ❖ Allow the women to talk freely
- ❖ Reassure the women without making promises
- ❖ Not promise confidentiality as it may be necessary to pass on the information for mobilizing action.
- ❖ Reassure the women that what has happened is not their fault.
- ❖ Stress that it was right on her behalf to inform
- ❖ Listen, rather than ask direct question
- ❖ Not criticize the perpetrator
- ❖ Explain the procedure to be followed to address the issue.

7.4.3 Record Keeping

When a resident has made a disclosure, the member of the staff should:-

- ❖ Make brief notes as soon as possible after the conversation.
- ❖ Record the date, time, place and any noticeable non-verbal behavior and the words used by the student/resident.
- ❖ Draw a diagram to indicate the position of bruising/injury, if any.
- ❖ Record statement and observations rather than interpretations or assumptions.

7.4.4 Allegations involving staff

If a women/girl/parent/guardian/relatives/custodian makes a complaint against a member of the staff, the person receiving the complaint must take it seriously and immediately inform the Superintendent/ Lady Warden/ Women Protection staff. A record of the concerns must be made, including a note of witnesses. If the Designated Women Protection staff is the subject of the allegation, the matter should be directly referred to the Management/ Project Director. An internal enquiry has to be conducted and the whistle blower should be provided immunity from any retribution or disciplinary action.

This shall come into force with immediate effect.

Arti Ahuja

Commissioner cum Secretary to Govt

Memo No. 8811 / WCD.

Date 3-6-14

Copy forwarded to all Departments of Govt. for information.

Memo No. 8812 WCD

Deputy Secretary to Govt

Date 3-6-14

Copy forwarded to the Chairperson, Odisha State Commissioner for Protection of Child Rights, (OSCPCR)/ Chairperson Mahila Vikash, Samabya Nigam (MVSN)/ Chairperson Odisha State Commission for Women (OSCW)/ Chairperson, State Social Welfare Board/State Commission for Persons with Disability /Director for welfare of PWDS, Bhubaneswar/Director, OSCPS /Managing Director, MVSN/Project Advisor, SRCW for information and necessary action.

Deputy Secretary to Govt

Memo 8813

Date 3-6-14

Copy forwarded to All Collectors /All DSWOs /Secretary all Shelter Homes for Women for information and necessary action.

Memo 8814

Deputy Secretary to Govt

Date 3-6-14

Copy forwarded to the P.S to Hon'ble Minister W & C.D /P.S to Commissioner-cum-Secretary to Government W & CD Department /P.S to Director Social Welfare, W & CD Department for kind information of Hon'ble Minister W & CD, /Commissioner- cum- Secretary to Govt. W & C.D. Department and Director Social Welfare, W & CD Department

Deputy Secretary to Govt

Date 3-6-14

Copy forwarded to ICDS Monitoring Cell, W & CD Department for information and necessary action.

They are requested for webhosting the Notification in the Department Website.

Memo 8816

Deputy Secretary to Govt

Date 3-6-14

Copy forwarded to the Director, Printing, Stationery and Publication, Madhupatana, Cuttack for information and necessary action.

It is requested to publish this Notification in the extra ordinary Gazette of the next issue and supply 100 copies to this Deptt.

Deputy Secretary to Govt

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Annex A: Simple menu for adult sedentary Woman

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Break Fast	Lunch	Snacks	Dinner
<i>Suji Upma or Rice flake upma</i>	<i>Rice</i>	<i>Tea</i>	<i>Roti or Rice</i>
<i>Tea</i>	<i>Dal</i>	<i>Rice puffed</i>	<i>Dalma</i>
<i>One Banana</i>	<i>Sag, vegetable curry</i>		
	<i>Curd</i>		

Annex B: Individual Health Card

Name of the Shelter Home

1. Name of the resident
2. Date of Admission
3. Age
4. Height
5. Weight
6. Diet
7. State of health on admission
- 8 Results of monthly medical examinations and weight

Date.....

Remarks and initials of the Superintendent

Note-Particulars about health should be entered by the Medical Officer.

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Annex C: Individual Care Plan

A. General Information

- a. Admission No:
- b. Date of Admission:
- c. Name of Protective/Shelter Home:
- d. Details Address of the Organization:

B. Personal Details

- a. Name of the Resident-
- b. Identity Proof No:
- c. Age:
- d. Nationality:
- e. Religion:
- f. Caste:
- g. Detail Postal Address:
- h. Family Back Ground:
- i. Purpose of being placed in Home:

C. Summary of Case History (give details)

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D. Health Status:

- a. Is the woman/girl currently being treated for any illness or other physical problem?
- b. Does the women/girl have any special needs?
- c. Is there any history of mental illness?
- d. If yes to any of the above, Please give details and attach doctor's/medical report and type of treatment being received

E. Educational Status

- a. Education level:

F. Emotional & Psychological Support

- a. Is there any history of abuse? (Physical or emotional) 24-May-12 12
- b. Is the woman/girl currently undergoing counseling? If so, please give reason.
- c. Please give details of counseling.

G. Creativity

- a. Describe the aptitude of the woman/girl has.

H. Social Mainstreaming

- b. Is the woman undergoing any vocational training? Please specify.
- c. Is there any special training is given to special need women/girl?

Please state the most suitable option for the women/girl as per mentioned

above

Sly No	Component	Status	Proposed Plan
1	Health		
2	Social Mainstreaming		
3	Economic		

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Annex D: TERMS OF REFERENCE FOR STAFF OF SHELTER HOMES

(applicable as per scheme or the shelter home may appoint from its own resources)

Sly No	Staff	Roles & Responsibilities
1	Resident Superintendent/ Superintendent/Project Director (Ujjawala Homes) Asst. Director (Ujjawala Homes)	<ul style="list-style-type: none">• Overall incharge/administrative head of the Home.• Admit the residents.• Stay within the Home.• Establish linkages with other agencies for providing various support services to residents like vocational training, exposure visits etc.• Ensure standards of care are maintained in the homes.• Monitor and track abuse at the Home level.• Ensure training and capacity development of various staff of the Home.
2	Doctor(Part Time)	<ul style="list-style-type: none">• Attend to sick residents• Conduct a thorough medical examination within 24 hours of admission of the resident.• Refer the resident to a medical facility as and when required.•
3	Trained Nurse(Full Time)	<ul style="list-style-type: none">• Attend the sick Residents.• Assist the doctor during

		<p>through medical examination of the residents.</p> <ul style="list-style-type: none"> • Maintain medical records of each residents in the home. •
4	Counselor(Full Time/Part time)	<ul style="list-style-type: none"> • Provide Counseling to every resident of the Homes. • Also provide counseling to the needy women through telephone. • Assist the Resident Superintendent in managing the Home.
5	Clerk(Typing, Accounting and Store Keeping)	<ul style="list-style-type: none"> • Maintain the Accounts of the Home. • Prepare proposals for GIA from the department and other agencies. • Prepare and send Utilisation Certificates to donors. • Procure and maintain stock of various items required in the Homes. • Maintenance of the Homes.
6	Social Worker	<ul style="list-style-type: none"> • Responsible for Field level activities. • Assist in formation of Community Vigilance Groups. • Assist in formation and functioning of Balika Sanghas. • Assist for sensitization

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		workshops/seminars. <ul style="list-style-type: none">• Report to the Project Director of the Home.
7	Clinical Psychologist(Part Time)	<ul style="list-style-type: none">• Attend the mentally challenged residents.• Check up of the regular diet, medicine of the mentally challenges residents.• Record keeping of the mentally challenges residents.
8	Guard/Chowkidar	<ul style="list-style-type: none">• For Safety and Security of the Homes.
9	Peon	<ul style="list-style-type: none">• Attend the Home

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Annex-E: Template for Women Protection Protocol

1. Name of the Institution:
2. Address for Correspondence:
3. Designated Women Protection Staff:
4. Contact Details:
5. Introduction:
 - a. Objective of the Protocol
 - b. Oath
 - c. Components of the Protocol
6. Statutory Frame Work
7. Protocol for identifying and handling abuse
 - a. Monitoring mechanism
 - b. Reporting mechanism
 - i. Roles & responsibility of the Designated Women Protection Staff.
 - c. Record Keeping
 - d. Safeguarding the women at risk
8. Code of conduct for all staff

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Reference

1. Minimum Standards of Care by Institutions & Service Providers providing Protective & Rehabilitative facilities to victims of Commercial sexual exploitation /Sex Trafficking-Order-Issued by Govt of Andhra Pradesh
2. Draft Minimum Standards of Care in Homes for Survivor of Sexual Violence and Trafficking by Govt of Kerala
3. Operational Guidelines for Child Care Institution for maintaining standards of Care in Child Care Institutions-Govt of Odisha
4. Swadhar Scheme of Govt of India
5. Ujjawala Scheme of Govt of India
6. Short Stay Home Scheme of Govt of India
7. Guidelines for Establishment, Recognition and Grant-in-Aid to Institutions imparting Education to Children with Disabilities.
8. ITPA

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