



Ministry of Labour and Social Welfare
Government of Zimbabwe

NATIONAL RESIDENTIAL CHILD CARE STANDARDS



Table of Contents

Acknowledgements	1
Foreword	2
Acronyms	3
Definition of Terms	4
Introduction	5
The Standards	6
Standard One: Establishment Of The Residential Child Care Facility	6
Standard Two: Placement Of Children.....	7
Standard Three: Care And Support Of Children	7
Standard Four: Leaving Care	8
Standard Five: Safety And Security	8
Standard Six: Child Protection	9
Standard Seven: Discipline/Behaviour Management.....	10
Standard Eight: The Child’s Health Plan And Treatment	10
Standard Nine: Education	11
Standard Ten: Abscondment/ Leaving Without Authority	11
Standard Elevent: Rights And Responsibilities Of Children.....	12
Standard Twelve: Monitoring, Regulation And Compliance	12
Standard Thirteen: Staffing-Recruitment And Support.....	13
Standard Fourteen: Governance	13
Annexure 1	15
Annexure 2	16
Annexure 3	20
Annexure 4	21
Annexure 5	21

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FOREWORD

The Ministry of Labour and Social Welfare reviewed the National Residential Child Care Standards (NRCCS) in line with the United Nations Guidelines for the Alternative Care of Children. This review will ensure that when institutional care is necessary, it shall afford a positive experience to the child and that children who are leaving care are supported. This will mean that Residential Child Care Facilities shall be able to respond to changing times and be more responsive to children's needs as they grow up to be responsible citizens contributing to national development.

In order to ensure that the rights of children are protected, the NRCCS have been revised in compliance with the United Nations Convention on the Rights of the Child, Article 3 (3) which states that: "set standards of care for children should exist". These standards provide a blueprint for improving child care services and facilities throughout the country, in the best interest of children.

The document is the product of an intensive and thorough process of consultation that incorporates views and aspirations of those involved in, and concerned about child care and protection at district, provincial and national levels, including civil society organisations and residential institutions.

It is the wish of the Government therefore, that these standards are supported and implemented by all residential child care facilities, so that the services provided are in line with the UN Guidelines for the Alternative Care of Children, UN Convention on the Rights of the Child, the African Chapter on the Rights and Welfare of the Child, our own Children's Act and National Orphan Care Policy.

N. Masoka

SECRETARY FOR PUBLIC SERVICE, LABOUR AND SOCIAL WELFARE

ACRONYMS

ACRWC	African Charter on the Rights and Welfare of Children
AMTO	Assisted Medical Treatment Order
ART	Anti-retroviral Treatment
DSW	Department of Social Welfare
ECD	Early Childhood Development
HIV	Human Immunodeficiency Virus
NRCCS	National Residential Child Care Standards
MoLSW	Ministry of Labour and Social Welfare
RCCF	Residential Child Care Facility
UNICEF	United Nations Children's Fund
UNCRC	United Nation Convention on the Rights of Children

DEFINITION OF TERMS

Alternative care - Care for children who are not under the custody of their biological or adoptive parents. It includes foster care, kinship care, residential care and other community-based arrangements that care for children in need of special protection, particularly children without primary caregivers.

Care - This encompasses a set of integrated actions that ensure synergies of protection, physical, emotional, social and cognitive development. Every child is reliant on those with parental responsibility (including individuals acting in a parenting role) to ensure that their basic care needs are met.

Child - A person below the age of 18 years as per the Constitution of Zimbabwe.

Care Plan -The articulated set of actions to be taken based on the findings of the assessment in order to provide care to the child while in the institution.

Child protection - a set of services and mechanisms put in place to prevent and respond to violence, abuse, exploitation and neglect which threaten the wellbeing and safety of children

“The set of laws, policies, regulations and services needed across all social sectors -especially in social welfare to support prevention and response to protection-related risks”(UNICEF)

Confidentiality - the duty to respect the privacy of information shared by and about children and families.

Family Care This refers to families that shall have the responsibility of taking care of children by virtue of their biological or social relationship.

Family Unit - This term refers to a housing unit within a residential childcare facility that shall have the sole responsibility for providing care to children placed in the facility. It is made up of the houseparent/caregiver that is a surrogate parent and who takes care of the child's protection, physical, emotional, social and cognitive development of the child's. The family cluster shall take all necessary measure to resemble a typical biological family.

Probation officer - A Social Worker who is appointed in terms of Section 46 of the Children's Act (Chapter 5:06) to protect and safeguard the interest of children.

Residential Child Care Facility - A residential child care facility is any establishment that provides overnight accommodation for children under 18 years as stipulated by the Children's Act (Chapter 5:06) Sections 28,29 and 31 includes places of safety for emergency care, transit centers and all other short and long-term residential care facilities.

Staff - All individuals employed by the residential child care facility including house parents/caregivers, program and administrative staff and technical and domestic support staff

Standards - A standard indicates a quality of performance that is measurable and is required in the management and delivery of services

INTRODUCTION

In Zimbabwe children have been traditionally cared for within the community with the nuclear and extended family expected to take a leading role. However, in the current environment increasing numbers of children are unable to grow up within their own families and are thus being placed in alternative care as per the 6 tier approach of the National Orphan Care Policy, one of which is placement 'Residential Child Care Facilities'. While, the National Orphan Care Policy foresees institutionalization should be the last resort, there is still a need to ensure that those children in institutions enjoy full protection of their rights, and stay in institutions that adhere to minimum standards of care. In consideration of this and of the special responsibility of States to care for and protect children, the Ministry of Labour and Social Welfare (MoLSW) introduced the National Residential Child Care Standards (NRCCS) in order '*to ensure the child such protection and care as is necessary for his or her well-being*' (UNCRC Article 3.2)

These Standards are derived from the United Nations Convention on the Rights of the Child (UNCRC) and the African Charter on the Rights and Welfare of Children (ACRWC). The UNCRC holds States responsible for ensuring that all measures necessary to protect a child are put in place. It further offers guidelines for the alternative care and supervision of children in such placements. The ACRWC recognizes that the child should grow up in a family environment and that *the child who is parentless or who is temporarily deprived of his or her family environment... shall be provided with alternative care.*

Following the ratification of the above treaties, the Government of Zimbabwe went on to include the provision of alternative care for children in its Constitution which led to the development the National Residential Child Care Standards as a guide to those offering such services. These revised Standards are also guided by the Children's Act (Chapter 5:06) and the National Orphan Care Policy (1999) as well as the United Nations Guidelines for the Alternative Care of Children (2009). The MoLSW has a statutory mandate for the care and protection of children including those who are unable to live with their biological families, hence the need for MoLSW to continuously review the NRCCS. These revised standards take note of changes in the child protection system in Zimbabwe as well as the changes in national and international standards.

GUIDING PRINCIPLES

These Standards are embedded in a child rights approach and are anchored on the following principles:-

- Best interests of the child is a primary consideration in all actions that affect the child.
- Child participation is paramount in all matters relating to the child.
- Non-discrimination based on HIV status, disability, religion, ethnicity and gender among others.
- Survival and development of the child.

PURPOSE

To standardize and regulate care and protection of children in all Residential Child Care Facilities.

THE STANDARDS

STANDARD ONE: ESTABLISHMENT OF THE RESIDENTIAL CHILD CARE FACILITY

- 1.1 All intending applicants for the registration of RCCF shall be registered Private Voluntary Organizations and shall obtain an application form (annexure 4) from the Ministry of Labour and Social Welfare, Department of Social Welfare District Offices.
- 1.2 All residential child care facilities shall be registered in terms of Section 28 and 31 of the Children's Act (Chapter 5:06) upon fulfillment of the requirements for registration (annexure 1 and 2). Residential child care facilities shall display their registration certificates in the Administration Office at all times.
- 1.3 No child shall be admitted into a facility before it is registered and issued with a registration certificate by the registering authority which in this case is the Ministry of Labour and Social Welfare.
- 1.4 The facility shall be situated in a location that has easy access to basic social services including schools and clinics.
- 1.5 There shall be age appropriate and disability friendly recreational facilities for all children.
- 1.6 The standard type of accommodation for the residential child care facility shall be of a 'family unit'-type and each unit shall accommodate not more than 8 children at any given time taking note of the age, disability and gender of the children.

- 1.7 Each family unit shall have at least one bathroom and toilets shall be user friendly to all children regardless of their age, gender and disability status.
- 1.8 There shall be a clear distinction between residential and administrative areas.
- 1.9 The registration certificate shall be withdrawn and cancelled if conditions of registration are no longer being met which might include the following:-
 - failure to discharge obligation towards children,
 - change of ownership or responsible authority,
 - change in location or physical address

STANDARD TWO: PLACEMENT OF CHILDREN

- 2.1 All children shall be formally committed by a Probation Officer in terms of the Children's act.
- 2.2 Committal of children under the age of three to residential child care facilities shall be the last resort and such placements shall be done to facilities with family type of accommodation. Priority shall be given to infants to ensure that they are integrated into families and communities as soon as possible.
- 2.3 A child shall be placed in a facility near his/her place of origin to maintain regular contact with his/her community and siblings shall not be separated where possible.
- 2.4 All children placed in a Residential Child Care facility shall have their committal documents including their birth certificate.
- 2.5 Children's files and records shall be stored in a locked and fireproof cabinet to ensure confidentiality and safety.
- 2.6 Child's circumstances shall be reviewed timely and proper documentation shall support the child's stay at the institution or discharge into alternative care.
- 2.7 Enrolment registers, indicating the number and ages of children enrolled in the facility, shall be submitted to the Department of Social Welfare monthly or upon request.

STANDARD THREE: CARE AND SUPPORT OF CHILDREN

- 3.1 All children in a residential child care facility shall receive comprehensive care to meet their individual needs and prepare them for independent living.
- 3.2 Regular contact with the parents or guardians shall be facilitated through the District Social Welfare office and the residential care facility shall facilitate the meeting of the child with the parent/ guardian on visit.
- 3.3 Each child shall have a care plan developed by the Probation Officer with the active participation of the child and his/her family. Care plans shall be reviewed initially within 14 days and thereafter monthly.

- 3.4 Superintendents shall keep a record of the child's progress within the care plan during its implementation.

STANDARD FOUR: LEAVING CARE

Children shall be continuously prepared for independent living and empowered to cope with and adapt to life and challenges outside the residential child care facility. They should be supported in becoming self-reliant, self-sufficient and contributing members of society.

- 4.1 The care plan shall contain a discharge plan.
- 4.2 The Probation Officer shall prepare the child before he/she is discharged through the courts and removed from the RCCFs.
- 4.3 Children shall not be removed or discharged from the RCCFs by staff members at the institution.
- 4.4 Efforts shall be made in preparation for discharge to identify foster parents, adoptive parents and half way homes for children without traceable relatives

STANDARD FIVE: SAFETY AND SECURITY

Children, staff and visitors to the residential child care facility shall be safe from risks such as fire and other safety hazards.

- 5.1 Smoke, fire alarms, fire extinguishers, fire guards and other fire-fighting equipment shall be installed, in accordance with the relevant regulations.
- 5.2 There shall be clear safety emergency evacuation plan put in place with emergency exits clearly marked and all children and staff should be made familiar with the emergency evacuation plan.
- 5.3 All children and staff members shall undergo fire drills once every year.
- 5.4 The residential child care facility must have a perimeter fence or wall with a lockable gate.
- 5.5 There shall be measures to ensure the safety of children whilst in transit which include the following:-
 - a) Never transporting children in the rear of a pick-up truck.
 - b) Never leaving children unattended in vehicles.
 - c) Ensure that only licensed drivers transport children.
 - d) Meeting appropriate child to caregiver ratios during the transportation of children.
- 5.6 There shall be supervised access to areas that cause risk and endanger the life of children such as swimming pools and play areas.

- 5.7 Cleaning chemicals must be handled and used carefully and in accordance with the manufacturer's instructions and stored separately from food in clearly identified containers to avoid accidents.
- 5.9 Telephone numbers and contact details for the following agencies shall be posted on the notice board:
- a) The Department of Social Welfare
 - b) Fire Department
 - c) Police station
 - d) Medical assistance, including the nearest medical facility, and ambulance and rescue services.

STANDARD SIX: CHILD PROTECTION

Mechanisms shall be put in place to promote and safeguard the rights and welfare of the children at all times. All complaints from children, staff and stakeholders shall be attended to timeously.

- 6.1 Every Residential Child Care Facility shall have a Child Protection Policy which shall be approved by the Department of Social Welfare.
- 6.2 Each facility employee is required to immediately report known or suspected child abuse cases to the Director of the facility, to the Department of Social Welfare and the police.
- 6.3 There shall be a reporting framework which outlines timelines and channels for reporting for use by both staff and children.
- 6.4 Children shall be informed of grievance and complaints handling procedures and all reported grievances and complaints shall be attended to immediately
- 6.5 The Residential Child Care Facility shall carry a risk assessment and develop a risk matrix.
- 6.6 Publishing of information, photographs, videos, audios or anything that reveals the identity of the child is prohibited as stipulated in Section 5 of the Children's Act (Chapter 5:06) .
- 6.7 There shall be online safety guidelines to protect children when using the internet and e-learning platforms. Children shall have **supervised** access to the internet and telephone to avoid cyber bullying and viewing of pornographic material.
- 6.8 The RCCF shall have at most a caregiver to child ratio of 1:8 depending on children's needs, age and health.
- 6.9 All visitors to the residential child care facility shall be approved by the Department of Social Welfare. Approval for all international visitors shall be done by the Secretary for Labour and Social Welfare. All requests for visitor's clearances shall be submitted two weeks prior to the visit through the District Office.

- 6.10 An abridged version of the Child Protection Policy must be read by all visitors, and donors, and they shall commit to its implementation by signing a commitment letter (annexure 4).
- 6.11 The RCCF shall maintain a visitor's register which shall be available for inspection on visit by the Department of Social Welfare.
- 6.12 Children's visits outside the institution including overnight outside activities shall be cleared by the Department of Social Welfare and request for the visits shall be submitted 14 days before the outing. Application for Section 48 authority shall be done prior to the child leaving the country.
- 6.13 All institutions shall have child led child protection committees and shall promote age appropriate child participation

STANDARD SEVEN: DISCIPLINE/BEHAVIOUR MANAGEMENT

Acceptable behavior shall be positively encouraged and positive discipline techniques employed. Corporal punishment is prohibited.

- 7.1 There shall be a clause on behavior management with age appropriate disciplinary measures to be included in the Child Protection Policy.
- 7.2 Children shall be informed of unacceptable behavior and the consequences.
- 7.3 All staff members shall be trained in alternative forms of discipline.
- 7.4 Cruel, severe, or unnecessary punishment shall not be inflicted on children and no child shall be allowed to discipline another child.
- 7.5 Threats of removal from the residential child care facility shall not be used as a form of discipline and the use of discipline associated with denial of food or not allowing children to use restrooms is prohibited.
- 7.6 The residential child care facility shall maintain a written record of all forms of discipline used on children which shall be available for inspection by Department of Social Welfare.

STANDARD EIGHT: THE CHILD'S HEALTH PLAN AND TREATMENT

The physical, emotional and health needs of each child shall be identified and access to appropriate medical and other health services shall be provided including support on personal care issues.

- 8.1 There shall be a Health Policy promoting the health of all children including immunization. The policy should be disability and HIV sensitive.
- 8.2 Hygiene standards shall be upheld at all times including in food preparation and personal hygiene to avoid the spread of diseases.

- 8.3 Each residential child care facility shall have a menu chart as provided for in the National Nutrition Policy.
- 8.4 The residential child care facility shall have a well-equipped first aid kit to be used in emergency cases and staff shall be trained in first aid.
- 8.5 Trained staff members shall only administer medication prescribed by medical practitioners and all prescribed drugs shall be stored in a locked cabinet.
- 8.6 Any injury, illness, outbreak of diseases and death shall be reported to the District Social Welfare Offices.
- 8.7 Children shall receive age appropriate health education including sexual reproductive health education.
- 8.8 Medical records shall be kept in the child's personal file with strict confidentiality.

STANDARD NINE: EDUCATION

The residential child care facility shall actively promote individualized and age appropriate, stimulation and education of children as provided for in the Education Act (*Chapter 25: 04*).

- 9.1 Children shall receive age appropriate stimulation and ECD education. All children shall receive primary, secondary and tertiary education and participate in extra curriculum activities that lead to optimum use of their capacities and potential.
- 9.2 A record of each child's educational history including the child's educational achievements, needs and aspirations shall be kept. Each child's learning process shall be closely monitored and their school reports and certificates included in their files.
- 9.3 Caregivers shall actively participate in school activities and assist children in doing their homework. Caregivers must ensure that children have space and time to do their homework and prepare projects.
- 9.4 Children with special educational needs shall be supported and remedial assistance to be prescribed where required.

STANDARD TEN: ABSCONDMENT/ LEAVING WITHOUT AUTHORITY

Procedures shall be put in place to avoid children leaving the residential child care facility without permission

- 10.1 Children shall be monitored at all times to avoid abscondments.
- 10.2. In the event of a child absconding or leaving the care centre without authority, the residential child care facility shall make a report in writing to the Probation Officer.

- 10.3 The Probation Officer shall make a report to the Police and parents/ family of the child that he/she is missing.
- 10.4 In the event that the child returns to the residential care facility, he/she should be referred to the Probation Officer for further management of the case.

STANDARD ELEVENT: RIGHTS AND RESPONSIBILITIES OF CHILDREN

All children in residential child care facilities have rights as defined by the Constitution, the Children's Act, as well as the UNCRC and the ACRWC.

- 11.1 Children shall be taught about their rights and responsibilities.
- 11.2 Children shall have right to privacy and having personal items.
- 11.3 Children shall have a right to a care plan and its implementation that is developed in consultation with them depending on their evolving capacities.
- 11.4 All children shall be informed about the rules, expectations and procedures including the child protection policy, the expected behavior while staying in the institution, as well as the grievance mechanisms and how they can report abuse in case it happens.
- 11.5 Children shall have a right to positive discipline that is respectful of their integrity
- 11.6 Children shall have the right to take part in the child led child protection committee.
- 11.7 Children shall have the right to keep in touch with parents, family, friends unless if it is not in their best interest.

STANDARD TWELVE: MONITORING, REGULATION AND COMPLIANCE

All Residential Child Care facilities are required to comply with these NRCCS. Any residential child care facility which is not able to comply in full with the Standards will have its registration certificate withdrawn and cancelled.

- 12.1 Probation Officers shall conduct monthly monitoring visits to the RCCF and maintain contact with each individual child to ensure their psycho-social wellbeing is achieved.
- 12.2 Probation Officers shall conduct mandatory inspection visits twice a year to all RCCFs to ensure compliance with NRCCS. Monitoring and inspection visits can be made without prior notice to the residential child care facility.
- 12.3 All Residential Care Facilities are required, within a stipulated time-frame, to address all identified areas as per the findings of the monitoring or inspection visit by the Probation Officer. Failure to address these identified areas within the given time-frame will lead to de-registration of the facility.

12.4 Where conditions are hazardous to the health and safety of children upon inspection, the Department of Social Welfare shall have the right to immediately remove children and deregistration of the facility shall be done.

STANDARD THIRTEEN: STAFFING-RECRUITMENT AND SUPPORT

There shall be written policies and procedures which adhere to the Labour Act (*Chapter 28:01*) with provisions for recruiting staff at all levels, including volunteers and interns.

- 13.1 The RCCF shall have an Organogram detailing required qualifications for each role.
- 13.2 The RCCF shall employ at least one registered Social Worker amongst its staff and a matron with a nursing background shall be employed if taking care of children below the age of three years.
- 13.3 All caregivers and volunteers shall be literate with at least an Ordinary Level Certificate and a certificate relevant to child care.
- 13.4 Staff members shall have qualifications in line with their job requirements with clear job descriptions and signed contracts. Performance appraisals shall be done bi-annually. All documents related to staff shall be kept in a staff file which is available at the institution.
- 13.5 A representative of the Department of Social Welfare shall be part of the interview panels when recruiting senior staff.
- 13.6 All staff members, volunteers and interns shall sign the confidentiality declaration form (annexure3) upon assumption of duty.
- 13.7 Interns or volunteers shall not be left alone in charge of children and shall only work under constant supervision from a qualified facility employee
- 13.8 Recruitment of all staff members, interns and volunteers shall depend on police clearance (vetting) and medical examinations. All staff members, interns and volunteers shall undergo medical clearance twice a year.
- 13.9 Staff members shall retire at the age of 60 in terms of the Labour Act.

STANDARD FOURTEEN: GOVERNANCE

All residential child care facilities shall have a written Constitution with clear governance procedures outlaying different levels of authority which distinguish the owners of the facility and staff members involved in the day to day activities at the facility.

- 14.1 There shall be a functional Board with an oversight role and policy making for the RCCF. Minutes of Board meetings shall be shared with the District Social Welfare Office.

- 14.2 The Board shall ensure that the Management of the RCCF complies with the National Residential Child Care Standards.
- 14.3 A Management Committee consisting of the Head of the institution and staff members under him/her shall be put in place for the day to day running and administration of the Residential Child Care Facility.
- 14.4 The RCCF shall submit an annual activity report, a record of material donations received and audited financial statement for the year within three months after the end of the year.
- 14.5 The Department of Social Welfare shall be notified of any litigation involving the residential child care facility.

REQUIREMENTS FOR REGISTRATION OF CHILDREN'S HOMES

Children's homes/ residential child care facilities are registered by the Ministry of Labour and Social Welfare in terms of the Children's Act (Chapter 5.06).

The registration process of a prospective children's home begins at the local District Social Welfare Office closest to the proposed home. The District Office should approve the need to have a children's home in their District.

Requirements for registration include:

- i) A registration certificate of the Private Voluntary Organization or Church that intends to run the home.
- ii) The organisation should have in place a Board of Directors with a minimum of 7 members that will oversee the running of the children's home.
- iii) The Board should provide proof of ownership/title deeds to the property/building/ house that will be used as a children's home.
- iv) The Local Authority should issue Rural District Council/Town Planning Authority for change of use of the proposed property from residential use to children's home.
- v) The buildings should meet the National Residential Child Care Standards that include family set -up houses instead of dormitories.
- vi) The home should employ a registered Social Worker, Administrator and also a Matron with a Nursing background if they intend to take in babies/ children below the age of three years.
- vii) Police clearance and medical clearance for staff members who will be in direct contact with children at the home
- viii) An Environmental Health Technician's inspection report of the home for suitability and recommendation on maximum number of children that can be accommodated at the home.
- ix) A Child Welfare Officer's inspection report based on the National Residential Child Care Standards
- x) An application form will be filled once the above conditions for registration have been met.

NB. Please note that there are no registration fees paid to the Department.

The Children's Act (Chapter 5.06) is also clear that placement of children into a children's home is the mandate of the Probation Officer in the Department of Social Welfare. Placement of children by undesignated officials and into an unregistered home is therefore non-procedural and an offence in terms of the Children's Act.

Children's Protection and Adoption Regulations, 1972

SECOND SCHEDULE (Section21)

RESIDENTIAL CHILD CARE FACILITIES CHECKLIST FOR REGISTRATION, AND INSPECTIONS

1. Grounds, eating-room and verandas

- (1) There shall be provided an out-door play-area of six square meters per child.
- (2) The grounds must be free of obstructions or other hazards likely to cause accidents, and must be capable of easy supervision.
- (3) The premises must be adequately and effectively enclosed, and provided with secure gates.
- (4) Adequate shade shall be provided. If no natural shade is available, shelter constructed of non-inflammable material must be erected, to conform to local authority by-laws.
- (5) Measures to minimize glare and dust outdoors must be promoted.

2. Play - Adequate and safe play-equipment must be provided equipment

3. Play- room. The play-room shall provide three square meters of floor space per child.

4. Rest-room The rest-room shall be adequately ventilated

Beds shall be one meter apart. (This standard does not apply to infants, that is children twelve months of age and under)

5. Ventilation

- (1) The window area shall be at least ten percent of the floor in every room.
- (2) At least half of each window should be made to open.
- (3) There must be adequate cross ventilation.

6. Isolation- A room must be available of any child who becomes unwell sick-room

7. Equipment

- (1) A bed must be provided for each child.
- (2) For each child, one small chair, which allows the child to sit with both feet on the floor, and suitably low tables must be provided.
- (3) Adequate and separate storage space must be provided for children's clothing.

8. Accommodation for infants

- (1) Infants must have separate sleeping-accommodation.
- (2) Seventeen cubic meters of space per infant must be provide.

9. Toilet facilities

- (1) All sanitation on the licensed premises shall be waterborne.
- (2) There shall be a minimum provision of one water-closet for every ten children.
- (3) Chamber-pots may be provided for use for children under three years of age, provided that a cleaning sluice is installed.
- (4) Closet-seats not more than two hundred and fifty four millimetres above floor-level shall be one metre. Where premises area adapted for use as a crèche, any extra wash-hand basins required must conform to this standard.
- (5) Small wash-hand basins not more than five hundred millimetres above floor-level shall be installed, with a reasonable supply of hot and cold water. Where premises are being adapted for use as a crèche, any extra wash-hand basins required must conform to this standard.
- (6) There shall be one wash-hand basin for every eight children, provided that the minimum number of basins shall not be less than two.
- (7) A bath must be available with hot and cold water.
- (8) Facilities must be provided for the separate storage of towels, face clothes and tooth brushes. Each child shall have a towel, face-cloth and tooth-brush for his personal use.

10. Kitchen

- (1) Hot and cold water must be laid on to the kitchen sink.
- (2) There must be adequate and suitable storage space for food.
- (3) Adequate crockery and cutlery of a suitably hygienic type must be provided.
- (4) suitable facilities for cooking, storage and refrigeration of food must be provided.

11. Laundry Facilities must be provided for the rinsing of soiled napkins and garments.

These facilities must not have direct communication with any room used for the storage, preparation or serving food.

12. Water supply An adequate and pure water supply must be laid in the premises.

13. Food

- (1) Sufficient food of an approved standard of purity and wholesomeness must be provided.
- (2) Detailed menus must be provided for inspection.

14. Staff

- (1) Caregivers shall be available at all hours to take care of the children.
- (2) This responsible adult must satisfy the registering authority that he or she is capable of caring for healthy children.
- (3) For every 8 children, there shall be at least one supervisor,
- (4) Each member of the staff shall have a medical examination, including X-ray before taking up employment, and at such intervals thereafter as may be decided by the medical officer of health.
- (5) Staff shall wear clean uniforms or clothing and aprons.

15. Infants

- (1) Children under three years of age (infants) may be admitted into RCCF subject to following conditions:
 - (a) a Matron who is a registered nurse is employed
 - (b) where more than one infant is kept at the RCCF, the number of staff must be increased appropriately and for this purpose, one infant shall be regarded as two children.

16. Health

- (1) No infant or child or member of staff suffering from, or suspected to be suffering from any infectious disease shall be admitted to the RCCF until certified free from infection by a qualified medical practitioner.
- (2) Infectious diseases in this context, shall mean_
 - (a) scarlet fever (scarlatina);
 - (b) diphtheria
 - (c) small pox
 - (d) acute poliomyelitis;
 - (e) epidemic cerebra-spinal meningitis
 - (f) whooping cough
 - (g) measles;
 - (h) mumps;
 - (i) german measles (rubella);
 - (j) chicken-pox;
 - (k) scabies (itch);
 - (l) ring worm of body and;
 - (m) scalp;
 - (n) impetigo;
 - (o) typhoid fever;
 - (p) all para-typhoid fevers;
 - (q) all forms of dysentery;
 - (r) vulvo vaginitis

- (3) If the RCCF has a crèche all children at the crèche shall wear hats and shoes when engaged in outside activities.
 - (4) All children must have resting time of not less than one hour during each afternoon.
 - (5) An arrangement must be made with a medical practitioner so that he may attend any child in the RCCF or crèche in cases of emergency or when the child's own medical practitioner is not available.
 - (6) Every RCCF or crèche must have an approved first-aid kit available for use by trained staff members.
- 17. Domestic Staff:** Adequate washing and changing facilities shall provided for domestic staff.

ANNEXURE 3

STAFF/VOLUNTEER/INTERN/TRAINEE/STUDENT'S DECLARATION OF CONFIDENTIALITY

This is to declare, acknowledge and understand my responsibilities as a staff member /volunteer/ intern/ trainee/ student in carrying out my duties at.....
.....(name of facility) I.....
.....do hereby declare and commit to the following:

I will keep in strictest confidence any personal details or confidential information, particularly that concerning children, which may become known to me during the course of my duties as a member of staff/volunteer/intern/trainee/student. I will maintain confidentiality of all information relating to children's assessments, referrals and follow ups. I understand and agree to comply with all policies set by the Residential Child Care Facility and the Department of Social Welfare.

I understand that the term 'personal and confidential information' includes any information concerning children, including but not limited to, personal details, diagnosis or treatment, police investigations, court proceedings, information about their health conditions, family/financial statuses and shelter location. I undertake neither to disclose any such information, make any references which could identify them to unauthorised persons* nor to discuss it with any person in a public place or where others could hear it.

I will be free of any financial or other pressures (family) or conflicts of interest that might cause me to act in other than an impartial or nondiscriminatory manner or which might compromise my impartiality during my contact with the child. I will keep the Director informed, in a timely manner, of any activities, prior association, affiliations or relationships which might compromise my adherence to commitments made in this declaration.

I understand that I may reveal information about children to the Residential Child Care Facility Director or Social Worker and authorised Officers from the Department of Social Welfare and the Police for facilitation of appropriate action only.

I undertake to maintain my confidentiality after my term as a staff member/ volunteer/ intern/ trainee/student comes to an end. I understand that any unauthorised disclosure of information by me will result in the termination of my role as a staff member/volunteer/intern/trainee/student and also render me liable to legal action.

Signed: Date:

Witness..... Date:

*Unauthorised persons

1. Some relatives, friends, acquaintances, neighbours
2. Medical staff not involved in the care of children
3. Members of the public, including staff/volunteers not dealing directly with the child
4. The media (print or electronic)
5. Researchers or any telephone caller purporting to have a relationship with the child or who claims to be the parent's partner, investigator, relative or caregiver.

The above list is not exhaustive. Care should be taken not to disclose personal or confidential information for any reason.

If you have any questions, please contact the Department of Social Welfare (in your District)

No information shall be given by telephone to any person

Annexure 4

Commitment letter to be signed by visitors to the Residential Child Care Facility.

I.....have read the child protection policy for and hereby commit to follow it during and after my visit to the institution. I undertake neither to take photos or videos of children for publication nor to disclose information of children whom I have come in contact with during my visit to the institution.

I understand that my visit to this institution was approved by the Department of Social Welfare and that any disclosure of information of the children by me is a chargeable offence

Signed:

Date:

Annexure 5

APPLICATION FORM FOR REGISTERING AN INSTITUTION IN TERMS OF SECTION 31 OF THE CHILDREN'S ACT (CHAPTER 5:06) (Form 18)

(Section 19 of the Children's Protection and Adoption Regulations, 1972)

1. Name of Institution
2. Address: Physical.....Postal.....
3. Contact numbers
4. Name of owner.....
5. Specify the category of child or young person which the institution proposes to admit.

Write "Yes or "No opposite the following:

- a) Children in need of care.....
- b) Children with disabilities.....
- c) Mentally challenged children.....
- d) Physically handicapped children (state type).....
- e) A day crèche.....
- f) Children paid for by parents or relatives.....
- g) Other (state type).....

Boys Girls

6. Minimum and maximum age of children of Minimum.....
Maximum

7. Maximum age up to which children or young persons may be retained
.....

8. Number of children or young persons for whom accommodation is available
.....

9. Number Total floor space

a) Family Units
b) Individual bedrooms.....
c) Dining-rooms.....
d) Indoor re-creation rooms.....
e) Reading-rooms.....
f) Isolation room.....
g) Water-supply.....
h) Sanitation.....

10. Arrangements made for medical and dental examination and treatment of children or young persons
.....

11. What charges are to be made in respect of children placed with you privately by parents or relatives? (if operating a crèche)
.....
.....

12. The religious persuasion in accordance with which the institution is conducted
.....
.....

13. List of staff (Designation required and not the names of the incumbents)

Designation	Sex and race	Qualifications
.....
.....
.....
.....

(If space is insufficient, submit on a separate sheet)

14. Any further information.....
.....

Signature..... Date.....

Designation

