



POSITIVE ACTION FOUNDATION PHILIPPINES, INC. (PAFPI)

2613-2615 Dian Street, Malate, Manila

Tel no (63-2) 528-4531/404-2911 Fax (63-2)567-3506

Email Add: pafpiorg@gmail.com / pactionphil@netscape.net

PAFPI Website: www.pafpi.org

System for Center Operation and Management

Schedules

- Processing Referrals – 3x a week, Mondays-Wednesdays, the social worker will accommodate walk-in/referred clients. Referrals beyond schedules shall not be accommodated unless it is urgent.
- Thursdays – meeting/feedbacking with CHOWs/SIOs/PEs (submission of clients' progress report from CHOWs) In cases of urgent concerns about the client, social worker will entertain feedback beyond schedules
- Fridays – intended for paperwork and consultation meetings/updates and reporting of the social worker to the admin/program managers
- Friday 2nd week of the Month – is the schedule for General Assembly among In-House Clients to discuss concerns and to report updates, etc.
- Staff Meeting – Friday after feeding, at around 1-2:00 P.M. will be the regular meeting schedule for staff to discuss concerns, plans and updates for program implementation and monitoring.

Client Admission Guidelines (Walk-In/Referred)

- Walk-in/Referred Clients shall bear their pertinent documents upon access (Confirmatory results, medical abstract, certificate of indigency, proof of identity). This is a gate pass to be able to access PAFPI services
- Social Worker shall conduct an interview to the client or if it is referred by CHOW/ other agencies, the initial records shall be forwarded to the social worker for review purposes whether the client will be accommodated or will be referred to other agency.
- After assessment, social worker will give recommendations to be able to access services (e.g. assistance for a particular medical test/procedure, referral to medical facility, referral to other service providers for financial/livelihood/medicine assistance.

Client Admission Guidelines (Center-Based)

1. 3-Day Notice – any client who applies for temporary shelter shall give 3 days advance notice before admission for the houseparent to make the necessary preparations
 - Client shall write a personal letter addressed to the executive director stating his purpose and the duration of stay in the center. Letter will be subjected for approval of the executive director.
2. Inspection – Client's personal belongings shall be subjected for inspection by the houseparent/center administrator for the purpose of inventory

- For those who have their personal belongings (e.g electrical gadgets/device) except cellphone, client will be charged for electrical consumption if he/she decides to USE it. For those who decide NOT TO USE, it will be handed in for PAFPI's safekeeping and is redeemable upon client discharge from the center.
3. Orientation – Client shall also be subjected in an orientation about the center policies and guidelines for in-house clients
 4. Period of Stay in the Center – compliance with the 15-Day Rule will be strictly imposed. This will be the maximum number of days which will be granted to a client who intends to avail temporary shelter provision. This rule will be stipulated in the Memorandum of Understanding.

Before extension of temporary shelter provision is granted, it shall undergo assessment of the Social Worker and approval of the Executive Director. Without their notice, a client is not allowed to extend temporary shelter in AKDC/BKDC.

5. Use of Center Facilities

- Bed / Electric Fans – is intended for sharing (one is to two)
- Genderization – rooms should be classified by gender. Separate rooms for male and female clients
- Isolation Room – there should be an isolation room intended for those who have current OIs. Dividers will be installed at BKDC bedrooms to come up with an isolation and regular room
- Regular Room – another room for healthier clients
- Comfort Rooms – AKDC In-House Clients shall use the AKDC Comfort Room, in the same way with BKDC In-House Clients. Temporarily, male in-house clients will use the comfort room near the kitchen. Only female in-house clients are allowed to use the comfort room upstairs.

Note: The executive director will conduct spot checking with the center facilities. Cleanliness and orderliness must be maintained.

Client Discharge Guidelines

- All clients who will leave the center shall inform the houseparent/center administrator one day before leaving
- Conduct exit interview to the client
- Client should write his personal thank you letter to the organization (PAFPI) to acknowledge the services that was rendered. This will be attached to the client's record extended to partner agencies as part of documentation
- Termination Report should be made upon center discharge of the client

Guiding Principles

- No Borrowing/Lending of Money (staff to clients, clients to clients, clients to staff) – everyone should observe and practice this principle to avoid personal conflicts caused by monetary issues

- Language Use and Voice Tones – Foul words and expression are discouraged, note the presence of children, visitors and significant others who might have wrong impressions about this manner
- Untoward attitude should be subjected for sanctions (e.g. disrespect to staff/volunteers, drinking liquor, gambling, scandalous fights)
- Personal/Intimate Relationship – is discouraged. (client to client relationship) in compliance to the code of ethics

Roles and Responsibilities of In-House Clients

1. Counterpart – each in-house client should have their own counterpart while they stay in the center. There are the following:
 - Schedule of Cleaners (Kitchen, Living Room, Bed Room, Comfort Room, Office Premises) – all in-house clients should have their schedules in doing household activities to maintain the cleanliness and orderliness of the center grounds
 - Conform to the posted signage in all areas (e.g. Comfort Rooms, Living Rooms)
 - Purchasing of Supplies Needed (Dishwashing Products, cooking aid (gas) and other significant needs) – each client should have at least 100.00 upon entry as contribution to sustain these needs. In cases that a client will extend his/her stay in the center, he/she needs to pay the certain amount until he/she is terminated for temporary shelter services.
 - Officer-of-the-Day – there will be an in-house client who will be assigned as officer of the day, who will be in-charge of the completion visitors log-in, write incident report in cases of occurrence during office hours, beyond office hours, the house parent is in-charge. Officer-of-the-Day can help in doing clerical tasks in the office (filing, photocopying, etc.)

2. Rules and Regulations
 - Schedule of Laundry – set individual schedules of laundry so that clothesline will be readily available. Scheduling will also control the water consumption
 - Observe proper usage and consumption of water and electricity – Switch off lights when not in use, turn off the water faucets when not in use.
 - Safety measures – In-house clients should observe curfew hours. Gate is officially closed at 9:00 P.M. and no one is allowed to loiter outside the center. Lights off/Bed Time will be at 10:00 P.M.
 - Visitors – ensure that visitors follow the same rules and regulations, inform the staff in-charged if in case visitor/s will have an overnight stay
 - Posting Itineraries – for clients who are working and for those who have outside appointments, giving formal notice before leaving is a must. Informal communication is not considered (e.g. texting)
 - Waking hours – in-house clients waking time will be at 7:00 A.M. This gives an ample time to do household assignments (e.g. cleaning the premises, preparing food for breakfast) as well as the time to do personal stuff (e.g. taking a bath, eating)
 - Proper Grooming – in-house clients should dress presentably and had taken a bath before office hours resume. This is purposely to look personable in cases there are visitors/guest who will come around.

- Offense – three counts of offense shall be the basis for termination of temporary shelter provisions.

GUIDELINES FOR ENABLER’S PROVISION (FOR SIO)

Documents Needed for Enabler’s Assistance (to be provided by the client)

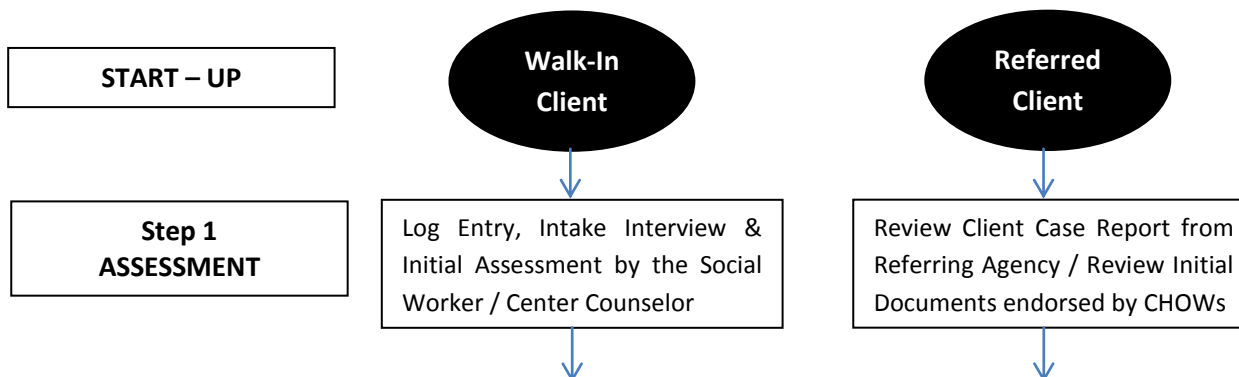
- Certificate of Indigency
- Confirmatory Result
- Personal Letter of the Client
- Medical Abstract
- Medicine Prescription (with Price Quotation)
- Preliminary Assessment Report from the Treatment Hub

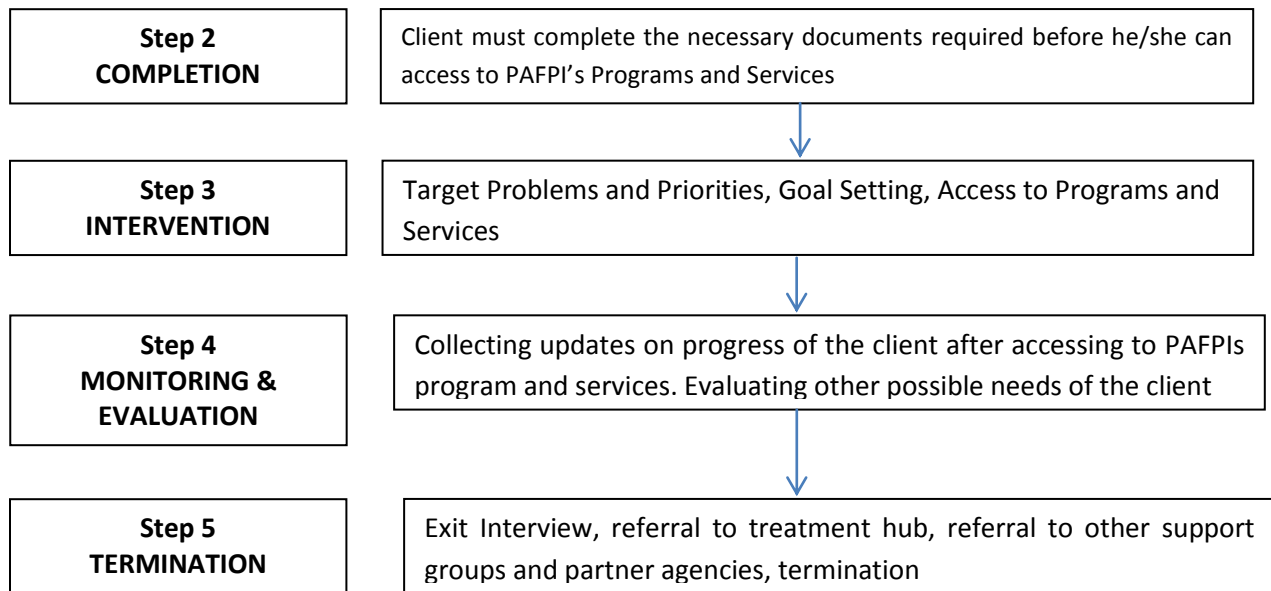
Enabler’s Assistance will be limited to the following scope of services:

- Provision of Transportation Allowance
- Provision of Meal Allowance
- Provision of Laboratory and Ancillary Procedures
- Provision of Medicines for Treatment of OIs

Client’s Criteria Checklist for Accessing Enabler’s Support	
<input type="checkbox"/>	Unemployed, has no source of income
<input type="checkbox"/>	Unable to sustain medical needs
<input type="checkbox"/>	Employed but with insufficient income / below minimum level
<input type="checkbox"/>	With present OI’s
<input type="checkbox"/>	Disowned by the family
<input type="checkbox"/>	Self-Supporting
<input type="checkbox"/>	Undisclosed Status
<input type="checkbox"/>	Client required for further Medical Procedures/Evaluation
Appointment Date:	

Client Admission Flow Chart (Non-Center Based)





Client Admission Flow Chart (Center-Based)

