

**STANDARD  
OPERATING  
PROCEDURES (SOPs)  
FOR  
OLD AGE HOMES (AAFIAT) IN  
PUNJAB**



**Department of Social Welfare & Bait-ul-Maal  
Government of Punjab**

## PREAMBLE

To accomplish the mandate of “Social Protection including Institutional Care, Skill Development and Rehabilitation” entrusted to Social Welfare and Bait-ul-Maal Department under Government of Punjab, Rules of Business, 2011 and to achieve the Sustainable Development Goal (SDG) No.1 “*End to Poverty in its all Forms*” through “*implementation of nationally appropriate social protection systems and measures for all and by 2030 achieve substantial coverage of the poor and the vulnerable*”, the following Standard Operating Procedures(SOPs) have been drafted to improve the working of Old Age Homes (Aafiat) across Punjab.

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## OBJECTIVES OF OLD AGE HOME (AAFIAT)

Following are the objectives behind the establishment of Old Age Home (AAFIAT):

1. To provide shelter facility and safe secure living environment to those senior citizens whose families have abandoned them.
2. To provide a conducive living environment through the provision of facilities like boarding & lodging, food, clothing, regular medical checkup & recreational services.
3. To provide them rehabilitative services and try to reconcile them with their families
4. To provide counseling services.
5. To establish a senior citizen's club through active involvement of community members

Based upon the aforementioned objectives, the following SOPs / guidelines are prepared to assist the management / staff of Old Age Home for smooth functioning and better service delivery. These guidelines shall also ensure the protection of rights and dignity of the elderly residing in the old age home (AAFIAT).

**CHAPTER. 1:****1. ADMISSION AND DISCHARGE RULES**

For better delivery of the services and achievement of above mentioned objectives, the following criteria is established to give line of directions to the In-charge and the staff of the institution:

**1.1. ADMISSION/ ELIGIBILITY CRITERIA**

- 1.1.1. Every Punjab Senior Citizen above 60 years of age is eligible for admission without any discrimination of gender, caste, creed and religion.
- 1.1.2. Senior Citizens having non-communicable diseases like diabetes, blood pressure etc. can apply for admission. Self-reliant person who does not need any assistant to perform his/her day-to-day tasks is eligible for admission.
- 1.1.3. Elderly persons with serious or contiguous diseases, insane, and having any acute disability shall not entertain.
- 1.1.4. Priority shall be given to those who are destitute, vulnerable, issueless and have no source of income.
- 1.1.5. Senior citizens having reasonable source of income will not be considered for admission.

**1.2. ADMISSION PROCEDURE**

- 1.2.1 Admission shall be granted after the receipt of application. Following can refer elderly person:
  - 1.2.1.1 Government/Semi-Government Organizations
  - 1.2.1.2 NGOs/CSOs/ Registered Volunteer Social Welfare agencies
  - 1.2.1.3 Siblings/offspring's/Relative of senior citizen
  - 1.2.1.4 Hospitals/Line Departments
  - 1.2.1.5 Political representatives of Local Councils/Chairman Local Zakat Council
  - 1.2.1.6 Philanthropist/Advisory Committee
  - 1.2.1.7 Direct cases.
- 1.2.2. Detailed data of children/relatives including contact numbers, address, occupation, monthly income shall be recorded on Admission Form. **(Annex-A)**
- 1.2.3. The applicant shall be liable to provide bank details. (if any)

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- 1.2.4. Every elderly shall be examined by respective DHQ/THQ within one week of admission. Fitness certificate (physical & mental) must be provided by applicant within one week of admission. Proper record of all medical check-ups shall be maintained in personal file of every elderly. Thereafter follow up check-ups shall be continued during stay of resident in Aafiat.
- 1.2.5. Elderly selected for admission in the old age home shall have to report for admission within one week of his/her selection. However, application shall be processed within a week time. In case of urgency, elderly can be entertained on immediate basis.
- 1.2.6. At the time of admission, personal file of the selected elderly shall be maintained by the In-charge/staff of the home. Primary information will include his/her personal information / case history, family and medical reports etc. and secondary information which will be gathered during sessions with the psychologist including behavior details towards management and other residents, number of visits paid by their families etc.
- 1.2.7. Night stay of children/ relatives shall not be allowed.
- 1.2.8. Personal electronic appliances e.g. T.V, washing machines, heavy electronic appliances and stove etc. shall not be allowed to keep in the rooms.
- 1.2.9. Personal vehicles like bicycles, auto bikes, cars etc. shall not be permitted to keep by residents
- 1.2.10. Maximum duration of stay of the resident shall be of two years. Extension for stay may be given after the approval of the Authority.
- 1.2.11. Permission shall not be granted to couples (husband & wife) to stay in same room.
- 1.2.12. Separate cooking within residential rooms shall not be allowed.

### 1.3. DISCHARGE RULES

- 1.3.1 Upon the request of blood relatives of the resident, he/she shall be discharged with his/her written consent and approval of Advisory Committee after complete investigation.
- 1.3.2. The foster family may be selected if required and the resident handed over to that family with the consent of the resident and approval of Advisory Committee after the complete investigation.
- 1.3.3. At the time of discharge, In-charge/staff shall fill Discharge Form (**Annex-B**).
- 1.3.4. The relatives/guardians shall submit written declaration/affidavit before taking over the resident.

### 1.4. EXPULSION

In spite of counseling and advice, if any resident does not follow rules and regulations of the home and exhibit undesirable /objectionable moral and social behavior shall be expelled from the home with the approval of respective Advisory Body and handed over to the person who has referred that elderly person. (in case the advisory body is not functional, the In-charge has the same Authority.)

### 1.5. HOLIDAYS

The Old Age Home shall remain open throughout the year. Upon the written request of blood relatives, the resident shall be allowed with his/her consent to spent holidays or some part of the holidays with relatives.

## Chapter 2:

### INSTITUTIONAL CARE SERVICES

#### 2.1. BOARDING AND LODGING FACILITY

- 2.1.1 Safe & Free of cost boarding and lodging facility shall be provided to all admitted residents (M, F&T).
- 2.1.2. Neat and clean airy rooms shall be provided along with all requisite accessories such as bedding, cabinet, box, utensils, etc. The sharing of rooms shall be allocated as per gender.
- 2.1.3. Healthy environment shall be provided in the facility.
- 2.1.4 Food shall be provided according to calories required as per menu prescribed/notified by nutritionist.
- 2.1.5 Winter and summer clothing, shoes, hygiene products shall be provided to the residents as per need.
- 2.1.6. Separate wards/sections shall be allocated for male/female & transgender residents.
- 2.1.7. Residents shall be encouraged to do daily chores on voluntarily basis.

#### 2. 2 MEDICAL FACILITIES

- 2.2.1 Medical examination shall be carried out of every resident.
- 2.2.2 Medical checkups shall be arranged by panel of senior doctors from Health Department in the first week of every month.
- 2.2.3. All staff and residents shall be trained on first aid. First aid box shall be available in the facility and updated on regular basis.
- 2.2.4. In case of sudden illness, medical checkup shall be arranged and medicines provided as per written prescription of Doctor.
- 2.2.5. In case of serious medical issue diagnosis, resident shall be referred to nearest hospital for proper treatment recommended by senior Doctor.
- 2.2.6. Food supplements and insulin to the residents shall be provided as per prescription of doctor.
- 2.2.7. Physiotherapy sessions as per need by physiotherapist shall be arranged.
- 2.2.8. Services of psychologist shall be arranged for psychological support and counseling sessions to residents on weekly basis

#### In case of death:

- 2.2.9. In case of sudden death of a resident, ambulance 1122 shall be called immediately and dead body shifted to hospital.

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- 2.2.10. If any guardian/ family of resident available, then dead body shall be handed over to them. after completing all codal formalities.
- 2.2.11. In case of death of unclaimed residents, funeral shall be arranged with the help of respective Advisory Committee.
- 2.2.12. Death certificate of the deceased resident shall be attained from the respective hospital and copy of same submitted to NADRA. All record related to the deceased resident shall be entered on MIS (Management Information System) as well as added in personal file.

### **2.3. RECREATIONAL FACILITIES**

- 2.3.1. TV lounge/common room shall be established placing color television with proper sitting arrangements and air conditioner/gas heater etc.
- 2.3.2. Indoor games like Ludo, carom board etc. shall be made available.
- 2.3.3. Residents shall be taken out for some picnic or visit to some amusement park or historical place with the assistance of Advisory Committee/ philanthropists.
- 2.3.4. Different activities for the mental and intellectual engagement of the residents shall be organized with the help of Advisory Committee.
- 2.3.5. A library equipped with book shelves having religious, historic, fiction, poetry books, newspaper stand with provision of two newspapers and magazines on daily basis as well as other accessories shall be established.
- 2.3.6. Different national, international & religious days shall be celebrated in true spirit

### **2.4. RELIGIOUS SERVICES**

- 2.4.1. Dars-e-Quran and religious education shall be provided to the Muslim residents of old age home. However, religious freedom shall be observed.

## **2.5. RE-INTEGRATED SERVICES**

- 2.5.1 Through counseling of blood relations of the residents, reunion/re-integrated opportunities may be created. (Gazetted SW Area Officer shall be deputed by respective Divisional Director to assist In-charge Old Age Home).
- 2.5.2 Counseling services to the residents as well as their family/relatives shall be provided for reintegration and rehabilitation of residents.
- 2.5.3 The In-charge of old age home shall coordinate with BISP and other Social Protection platforms for inclusion of residents in the Social Protection Programs i.e. provision of cash grant benefits etc.
- 2.5.4 Pocket money shall be provided (as per prescribed rate) to the residents on monthly basis to meet their personal expenses.
- 2.5.5 Senior Citizen Club shall be established to provide services to day scholar senior citizens (Rules will be established later on)

## **2.6. SECURITY**

- 2.6.1 Security guards with licensed arms shall be deputed at the main gate round the clock.
- 2.6.2 Security cameras shall be installed at main places such as gate, exit door, dining room, corridors etc. Cameras shall be in working conditions with at least two weeks backup facility.
- 2.6.3 Visiting days and timings shall be fixed for the visitors
- 2.6.4 Proper entry of all visitors shall be made on visitor's register and allowed to enter after proper physical checking.

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## Chapter 3:

### 3.1. GENERAL INSTRUCTIONS/ RESPONSIBILITIES OF IN-CHARGE AND STAFF OF OLD AGE HOME

In-charge shall be responsible for following:

- 3.1.1 To ensure over all administration of the facility as per Job description.
- 3.1.2 To ensure safety and security of the residents.
- 3.1.3 To ensure provision of basic facilities to the residents i.e. food, medical, psychological, recreational and religious activities.
- 3.1.4 To ensure implementation of approved menu by nutritionist.
- 3.1.5 To ensure updating of MIS on daily basis.
- 3.1.6 To ensure cleanliness and orderliness of the institution
- 3.1.7 The in-charge shall restrict entry of visitor in the residential area.
- 3.1.8 To prepare case histories and maintain personal files including case history, all record such as medical reports for each resident.
- 3.1.9 To ensure replacement & cleanliness of water filters along with date clearly mentioned on it.
- 3.1.10 To provide hygienic items to the residents as per need.
- 3.1.11 To ensure provision of medical facilities and refer to the hospitals per requirement. If the resident is suffering from serious contagious disease shall be isolated and take care as per prescription of doctor.
- 3.1.12 To ensure that all the facilities provided to residents are free of cost during their stay at old age home.
- 3.1.13 To ensure safety of valuables of the institution
- 3.1.14 In-charge shall maintain record of all donations (Cash & Kind) received and its utilization in proper manner.
- 3.1.15 Resident's confidential details and record shall be respected and maintained.
- 3.1.16 In-charge shall make unannounced / surprise visits to Old Age Home during night and public holidays to assess the functioning of home.

3.1.17 Duty schedule / roaster of supporting staff (helper, attendant) must be made clear during Public / Gazetted holidays.

(Job Description of each staff member at Annex E)

### **3.2. RIGHTS OF RESIDENTS**

- 3.2.1 All residents have a right of privacy and it shall be respected during his/her stay at old age home.
- 3.2.2 All the residents shall have equal access to all facilities including medical checkup, food, bedding and clothing and all other facilities provided by the old age home from time to time.
- 3.2.3 Residents shall be treated with dignity and respect all the time without biases.
- 3.2.4 Resident's positive relationship and attachment shall be encouraged.
- 3.2.5 Resident's sense of identity shall be maintained.
- 3.2.6 Every resident shall enjoy freedom of choice and decision concerning their personal life.
- 3.2.7 Residents shall be engaged in the useful and healthy activities.
- 3.2.8 There shall be no discrimination on the basis of class, gender, color, caste and religion.
- 3.2.9 Residents shall be treated in polite and respectable manner.

### **3.3. ADVISORY COMMITTEE**

- 3.3.1 Policy guidelines of Advisory Committee are attached at **Annex-C**

### **3.4. DOCUMENTATION AND RECORD KEEPING**

The following registers and forms shall be maintained under the supervision of In-charge:

- Attendance registers of residents
- Staff attendance register
- Visitor's register
- Personal file record of residents
- Admission and discharge form
- Movement register
- Medicine and Doctor Prescription register
- Dietary expenditure register
- Budget register, Cashbook, inventory and stock register
- Donation register
- Dairy & Dispatch register
- Activity register
- Contingent bills & paid vouchers
- Dead stock register
- Medicine register
- Death record
- List of bank accounts of residents
- Other relevant registers

### **3.5. MONITORING AND EVALUATION SYSTEM**

For the better service delivery, it is mandatory to have monitoring and evaluation system in place. The basic tools of M&E system are monthly, quarterly and annual progress reports which shall be submitted by In-charge of the institution at the end every month as well as updation on MIS.

The monitoring visits shall be conducted by respective Divisional Director, Deputy Director and Officers from Directorate level to improve quality of services in the Institution.

### **3.6. DISCIPLINARY CODE**

- 3.6.1 All residents shall have to observe the disciplinary code of the institution.
- 3.6.2 Political, religious and sectarian debate or propoganda within the premises of Old Age Home shall be strongly prohibited.
- 3.6.3 If anyone found indulged in anti-state activities, quarrelling with the other resident, creating noisiness & calling bad name to the institution, he/she shall be immediately stuck off with the consultation of Advisory Committee. (if Advisory body is not functional, In-charge shall take action)
- 3.6.4 The residents shall not allowed begging or asking the visitors for anything or BAKHSHEH. If anyone found indulging in such activities, the admission shall be immediately stand cancelled.
- 3.6.5 The residents shall not be allowed to have any contact with donors and receive donation directly.
- 3.6.6 Smoking in the residential area shall not be allowed, however smoking place shall be defined by the In-charge.
- 3.6.7 The residents shall not be allowed to by-pass the In-charge/Advisory Committee for any of his/her issue.
- 3.6.8 The residents shall not be allowed to interfere in the working of management of the institution.
- 3.6.9 The residents shall not be allowed to exit the facility without getting permission.
- 3.6.10 Residents shall keep their rooms clean and shall not damage institution's property.
- 3.6.11 The residents shall not be allowed to keep any pets in the institution.
- 3.6.12 The residents shall be required to appropriately dress up outside the rooms. (shorts etc. are not allowed)

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### 3.7. DONATIONS RULES

- 3.7.1 Any kind of donation in personal benefit of the In-charge or the staff of the facility is strictly prohibited.
- 3.7.2 A donation register shall be maintained for the record of all donations in kind and cash
- 3.7.3 The donation received from any donor shall be deposited in the bank account of respective advisory Committee.
- 3.7.4 The In-charge shall remain present or depute any official at the time of distribution of the donation items either cash or kind.
- 3.7.5 In-charge shall maintain record of all donation (cash and kind) received and its utilization on prescribed Donation Form. Donations shall be entered in stock register as well. (Donation Form is **Annex- D**)

Whereas it is expedient and necessary in the public interest and for good governance to provide measures for improvement of efficiency and quality of services, the above guidelines are hereby approved

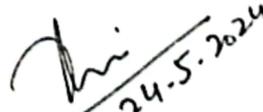
With the approval of

**SECRETARY TO GOVERNMENT OF THE PUNJAB  
SOCIAL WELFARE AND BAIT-UL-MAAL  
DEPARTMENT**

**ENDS.NO.DSW-AD(CW)-AAFIYAT/2022 8637-8653** dated: 24-05-24

A copy is forwarded for information to:

1. All Divisional Directors, Social Welfare & Bait-ul-Maal Punjab with the directions to ensure implementation of SOPs.
2. All Incharges Old Age Homes / Aafiat with the directions to immediately follow the SOPs and ensure copies of the same in offices.
3. PS to Secretary, Social Welfare & Bait-ul-Maal, Punjab

  
24-5-2024

**Amina Munir**  
Director General  
Social Welfare & Bait-ul-Maal

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