

## **DAR-UL-AMAN MINIMUM STANDARDS**

MINIMUM STANDARD	REQUIRED CHARACTERISTICS	MEANS OF VERIFICATION (MoV)
SECURITY – PROTECTION OF RESIDENTS' SAFETY		ldings that provide them adequate protection from inside and
A. Premises conditions	outside threats	
Type of building	Government or rented	Physical infrastructure/building of DUA
If rented building, state if there is an existing plan for a governmental one.	For rented building: land should be allocated and building under construction to achieve this standards.	Letters for land identification by IC/DOSW/Concerned line department.  Visit of the building, letters sent by IC to building department.
DUA is located within 10 km of police station, hospital and Court.	DUA should be accessible to emergency response of police and medical services i.e. 1122 and 15 routs.	Distance from nearest police station, hospital and Court should be less than 10 km.
Sufficient number of bedrooms is accessible as compared to DUA capacity.	For governmental buildings, all bedrooms are being used. For rented buildings, no. of beds that can fit compared to capacity. <sup>1</sup>	Physical check/Count
5. Sufficient number of bathroom and washrooms are accessible as compared to DUA capacity.	1 bathroom for 4-8 residents <sup>2</sup> . All bathrooms are in use.	Physical check/Count
6. Boundary walls are more than 2 meters high from the outside.	All boundary walls need to be more than 2 meters to achieve this standard. For rented building: if roofs or terraces are joint with neighbor, security fence should be installed.	Physical check: Measure the walls from outside the premises For rented building, all the correspondence with the land lord to install the fence
7. Security wires (or broken glass) are present on boundary walls.		Check of wire/broken glass all over the outside wall
8. Rungs (iron bars) are fixed at outside or inside windows.		Check of all windows
9. The main entrance gate is locked.	Lock and key should be available.	Check if the working locker is available. Check that the keys of the main gate are with the guard/chowkidar/IC/assistants.
10. Residential area is separated from staff area and can be locked.	A door, a locker and a key should be available.	Gate/main door separating the residential area. Keys should be available with guards/chowkidar/IC/assistants.
B. Security management		
11. Police patrols in the area of the DUA every day.	Every day	Contact numbers of District Police Office Letter sent by IC to police station for patrolling or minutes of telephonic calls Police patrolling schedules Register signed by Police guards during patrolling or signature on visitors' register Ask guards
12. Lady Warden or any other female arrangement by District Government or any DUA female staff is present after working hours inside DUAs and has keys of residential area.	Lady Warden or any other female who is present after working hours is properly orientated regarding security measures for DUA residents.	Notification or office order of lady warden + Job Description. Visitors' register (in case of female arrangement by district government) Attendance sheet (in case of any DUA female staff) Physical check.
<ol> <li>DUA opening and closing hours for staff are respected.</li> </ol>	SWD official working hours. Entry or attendance or visitors' registers should have a column mentioning timings.	Attendance and entry register (filled by staff members and, at the end of the day, counter-signature of IC) or visitors' register (filled by guard at the main gate)
14. DUA visiting hours for visitors are respected.	No visit should be permitted before or after official hours.	Hours as per Court timings. Visitors register + ask residents.
15. Police guard / armed guard or Chowkidar is present at the main gate.	Security guard or chowkidar should stand at the main gate inside the premises.  IC should ensure that security guard or chowkidar participates in proper mock/drill exercises led by IC (biannually for permanent Security guard or chowkidar and need based for new and temporary Security guard or chowkidar).  These exercises can be conducted in collaboration with DPO/security agency/1122.  Rotation scheme for police/security/armed guard or chowkidar is in place.	Letter or telephonic call minutes to police for allocating police guard Schedule of guards Direct observation Check that, during the time of visit, there is always a guard or chowkidar standing inside premises at the gate. Check the joining date, schedule and report of recent mock/drill exercises.
<ol> <li>Control of each visitor and staff,         officials/officers, political representatives:         Identity check and body check at DUA         entrance.</li> </ol>	Security guards are provided with metal detectors in working condition.	Ask the procedure for visitors to the guards. Visitors' register should include NIC card number and address + phone number + relationship with resident + signature.  Check that all documents/papers for visits are classified in IC's

<sup>&</sup>lt;sup>1</sup> Accommodation area should be average 5 square meters per person, according to international understanding of required accommodation area per person. <sup>2</sup> In emergency settings, Sphere Standard recommends one bathroom for maximum 20 persons.

Approved by SWD – 17<sup>th</sup> April, 2014 Page 1

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	ID card should be asked, name should be written on the visitors register with ID card number, address, purpose of the visit, relationship with the resident, signature. They should ask IC if the visitor should enter and if the person is visiting a resident, she should give her free consent.  Body check procedure should be in place and bags should be checked —	office and correspond to the visitors' register. + Written procedure/instructions issued by DG office. Interview with guards/Chowkidar
17. Consent given by resident to meet her visitors.	need a procedure for women visiting DUA who have to be body checked.  Procedure needs to be followed.	Consent forms signed by residents for each visits.
	Troccuare needs to be followed:	Visitors' register.  Comments: cross check the 2 means of verification
<ol> <li>Men (visitors, staff, officials/officers, political representatives) are systematically escorted by a female inside the residential area.</li> </ol>		Interview with residents  Comments: "systematically" means each and every time.
19. Close liaison with the nearest police station, especially to update them about possible incidents and/or threats.	Need based meeting Minutes of the meeting should be signed by both IC and police representative	Minutes of meetings OR written requests in form of letters by IC with police officers or minutes of phone calls with police. Or minutes of meeting with Advisory Committee if one member is police officer.  Minutes of phone calls
<ol> <li>Emergency contacts list in place in Urdu and English (police, fire brigade, hospitals).</li> </ol>	In IC room, DUA staff office, clinical/service provider room and entrance of Admin block.	Emergency contact list should be updated and in IC room and staff room and residential area.  Comments: check the date of last update of the emergency list
21. First aid box is accessible to staff (day and night).	Accessible by DUA staff at all times	Register of first aid box (in/out) Check location of first aid box: in DUA staff room.  Cross shock list of participants with staff list, photos, reports, in
<ol><li>DUA staff and IC are trained/refreshed on first aid.</li></ol>	Need refresher every 6 month	Cross check list of participants with staff list, photos, reports, in order to make sure that all staff has actually participated to the training. Refresher once every 6 months.
23. DUA staff or IC provides session on first aid to residents once a month.	Once in a month	Activity form/number of residents attended session or pictures.
24. Fire extinguishers are in place and working (within law).	Maintenance with in every six months	Comments: "within law" means: Number of fire extinguishers depending on size of DUA (IC has to check with Rescue 1122), expiration date/sign of needle, and state of the extinguisher (full, half full, empty).  If they are not available (under refill or repair) see the procedure / letter/receipts with the IC
25. DUA staff is trained on using fire extinguisher and immediate response to fire.	Need refresher every six months	1122 training report (date) if available 1122 training list of participants Interview with staff on the use of fire extinguisher. Photographs in hard or soft + visitor's register.
26. Emergency exit approved by Rescue 1122 is present in building	DUA IC and staff should be trained on it.	Physical check of emergency exit. Letter or certificate of emergency exit approval by 1122
27. Emergency exit plan is visible and displayed in floor plan. DUA staff and residents are trained and aware of the emergency exit plan (to be displayed and available in English and Urdu).	DUA IC and staff should be trained on it. Residents should be aware of it.	Physical check of emergency plan in Urdu: in staff room and residential area. Interviews with staff & residents Written procedure Comments: check if everybody knows the procedures of the emergency plan i.e. What to do, where to go, who is responsible of gathering residents etc.
<ol> <li>A drill (mock exercise) is conducted by staff or IC for residents once a month on how to deal in emergency situation.</li> </ol>	According to the 1122 guidelines	Pictures. List of participants to the drill.
<ol> <li>Police security (preferably lady constable) is provided for transfer of residents (court cases mandatory and referred cases/ direct cases upon request and need).</li> </ol>	Systematic: For the court cases followed all the defined procedures. For direct cases followed all the required procedures.	Register/documents forwarded by IC to concerned authorities i.e. Judicial Magistrate/police department and their response.
30. IC checks if all residents are there and cross checks the attendance sheet with admission and discharge forms.	Every day / every morning	Attendance sheet, admission and discharge forms, signatures of IC  Comments: Cross checking should be done once a month.
31. The building is in safe condition with specific focus on children.	Preventive measures should be taken to ensure safe electrical installation/ building stairs/ kitchen access.	Physical check of electrical installations, sharp elements, etc.
PROTECTION OF RESIDENTS' WELLBEING  A. Access and availability of food	All residents should have access to pro-	per food and nutritional supplements according to their needs and
32. 3 meals per resident per day	in line with SWD menu and resource	Accounting books, Donation register, Check of storage room,
33. Implementation of SWD balanced diet menu	As per DUA guidelines 2250 Kcal per day	Interviews with residents & staff, Stock register of food items.  Interviews with residents  Menu in Urdu, diet schedule displayed in residential area and admin block.  Cross check food stock and food issuance register
B. Access and availability of clean water		
34. Each resident has access to 6 liters of clean water per day.	6 liters per day	Capacity of liters of the water tank as compared to capacity of residents. Interviews of residents Comments: Any usage of water: cooking, washing, drinking, etc.
35. Water filter(s) in place, working, and accessible any time for drinking water.		Direct observation: one filter for each water tap. Direct observation: new filters in the storage room. Accounting books (to see when filters were last bought to check that they are changed regularly).

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77. Water winder part changed every horse months where months where months in the months are cleaned rotes year.  88. Writer each some cleaned rotes year.  89. Water conden months are cleaned rotes year.  99. Water conden months are placed and working placed in the other place and working placed in the other places.  99. Water conden months are placed in the place of	36.	Water filter(s) are cleaned weekly.	Every week	·
Second content and an element of residents'   Second content and sec	37.		Every three months	Schedule for cleaning cartridge
3. Mater couler in place and working pelectric variety couler (post or post) couler (post or post) couler (post or post) couler (post) or post of the post of th	38.		Twice a year	Physical check of tank
South Section   South Sectio	39.		5 liters	Check of water cooler
Milliman or well analysis and an organization of continued and continu				in shelter homes that have proper hygienic conditions in place and
11. Proper bedding is provided to each resident.  22. Baltarom, waldarom, Withen, bedroom, editors rapportly indeed provided to be defined a company of the control of the	40.		Minimum one functional fan or	·
distance from an eleaned everyday with eleaning products. Versiches to the cleaning products of the control of	41.	Proper bedding is provided to each resident.	One bed, two bed sheets, one pillow, one pillow case and one blanket per resident capacity inside DUA	·
washroom. 4. Bed sheets, pillow cases, blankets are changed and cleaned regularly. Claning of basiletest every six months, plately is sun once in a case to compare the products (hygiene kits) for residents.  5. Availability of fee of cot classing/hygiene products (hygiene kits) for residents. comb, toward and cannot from the compared to compare the compared to compared to compare the compared to compare the compared to compared to compare the compared to compared to compare the compared to compare the compared to compared to compare the compared to compare the compared to compare the compared to compare the compared to compared to compared to compared the compared to compared to compare the compared to compared to compared to compare the compared to compared to compared the compared to compare the compared to compare the compared to compare the compared to compare the compared to compared to compared to compare the c	42.	clinical room are cleaned everyday with	(male/female) otherwise by residents Cleaning products: disinfectants,	Schedule of cleaner, Accounting books, Physical check of the
45. Availability of free of cost deaning/hygiene products (cleaning of blankers every six months) putting in sun once in a week in winter  45. Availability of free of cost deaning/hygiene products (hygiene kits) for residents.  46. All residents who do not have clothing at admission are provided with clothing's by DUA.  46. All residents who do not have clothing at admission are provided with clothing's by DUA.  47. Waste inside and outside DUA is removed on require basis.  48. Teach Besident provided with clothing's by DUA.  49. See the section of the control of the clothing of the control of the clothing at admission are provided with clothing's by DUA.  49. Waste inside and outside DUA is removed on require basis.  49. Waste inside and outside DUA is removed on require basis.  49. Waste inside and outside DUA is removed on require basis.  49. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Waste inside and outside DUA is removed on products.  40. Comments between the resident in provided in the products.  40. Comments between the resident in provided in products.  40. Waste inside and outside DUA or to district hospital within two weeks of admission.  40. Comments between the remover foliation products.  40. Specific nutritional supplement of program and breatthering within a district product and products and products and products and products and products.  40. Comments between the provided in products and products	43.	•		Physical check
bits: soap, toothpaste, tooth brush, Rogister of stocked tems  women hygiene products and working prouder.  46. All residents who do not have clothing as who may be provided with clothing's by DUA admission are provided with clothing's by DUA and admission are provided with clothing's by DUA and admission are provided with clothing's by DUA and adequate to keep the resident in good health.  47. Waste inside and outside DUA is removed on regular basts.  48. Anderized  84. Each Resident (women/children) receives a medical consultation inside DUA or to district hospital within two weeks of admission.  49. Specific nutritional supplement for pregnant women as prescribed by doctor.  40. Children under 6 months to 5 years are getting influencessary as prescribed by doctor.  50. Children under 6 months to 5 years are getting milk supplement if necessary as prescribed by doctor.  51. Volunteer doctors wist DUA at least once a week.  52. A comfortable and well equipped private room.  53. A comfortable and well equipped private room.  54. Perganan women are systematical and postional provisional provisi		Bed sheets, pillow cases, blankets are changed and cleaned regularly.	once a week Cleaning of blankets every six months / putting in sun once in a week in winter	each admission. Blankets: every 6 months. Cleaning Products, Cleaning Schedule, Physical Check
admission are provided with clothing's by OUA.  **Part of Amount of Comments o		products (hygiene kits) for residents.	kits: soap, toothpaste, tooth brush, comb, towel and sanitary napkins, women hygiene products and washing powder.	Register of stocked items Register of issuance to residents (signed or thumb impression by residents) Interview with residents
Register of medicines (calcium, iron & folic acid) Check internal pharmacy (calcium	46.		shalwar kameez, 1 dupatta, and 1 pair of shoes suitable for the climate and adequate to keep the resident in	Register of stocked items Register of issuance to residents (signed or thumb impression by residents)
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Medical consultation inside DUA or to district hospital within two weeks of admission, all residents should undergo a medical check up	М	EDICAL, LEGAL AND PSYCHO-SOCIAL SERVICES	.,,.(,	
Pregnant and breastfeeding women so prescribed by doctor.  Pregnant and breastfeeding women should receive supplements of iron and folic acid + calcium supplement (based on indication of doctor and preferably in first trimester)  Comments: check how often tablets have been provided to pregnant women in the supplement prescribed by doctor.  Por a baby less than 6 months, exclusive breastfeeding is the healthisted way to feed him. Babies who are exclusively breastfeed (mother has enough milk) receive no pre-lactates, water, teas or complementary foods.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.  For children of the age above 6 months specific nutritional supplement is provided.  For children of the age above 6 months specific nutritional supplement is provided.  For children of the age above 6 months specific nutritional supplement is provided.  For children of the age above 6 months specific nutritional supplement is provided.  For children of the age ab	48.	medical consultation inside DUA or to district	all residents should undergo a medical check up  Residents with a disability, psychiatric problems and specific epidemics should be referred to appropriate institutions within 3	Medical Register/ Admission and discharge form
milk supplement/nutritional supplement if necessary as prescribed by doctor.    Mathiest way to feed him. Babies who are exclusively breastfed (mother has enough milk) receive no pre-lactates, water, teas or complementary foods.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 5 years, milk/specific nutritional supplement is provided.   For children of the age above 6 months to 6 years of modicines. Check with registers admissions/discharge form for children. Preferably prescribed by doctor for nutritional supplement to be provided.   For children of the age above 6 months to 6 years of milk supplement should be prescribed by doctor.	49.	• • • • • • • • • • • • • • • • • • • •	Pregnant and breastfeeding women should receive supplements of iron and folic acid + calcium supplement (based on indication of doctor and	pharmacy (calcium, iron & folic acid) Preferably should be given by doctor. <b>Comments</b> : check how often tablets have been provided to
months to 5 years, milk/specific nutritional supplement is provided.  The Registers admissions/discharge form for children.  Preferably prescribed by doctor for nutritional supplement to be provided.  Accounting books, storage.  Comments: check how often they are used and cross check with registers/admissions discharge form for children.  Once a week  Tollounteer doctors visit DUA at least once a week.  Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)  Medicines prescribed by doctor are available for residents in DUAs pharmacies.  Systematic  Medicines prescribed by doctor are available for residents in DUAs pharmacies.  Systematic  Systematic  Systematic  Systematic  For ANC of normal pregnancy 3 visits a prescribed by doctor.  Systematic  For ANC of normal pregnancy 3 visits a prescribed by doctor.  Systematic  For ANC of normal pregnancy 3 visits a prescribed by doctor.  Systematic  For ANC of normal pregnancy 3 visits to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  Systematic  Register of referred patients  Medical reports  Comments: cross check register for residents and the Number of women referred for those who are pregnant.	50.	milk supplement/nutritional supplement if	exclusive breastfeeding is the healthiest way to feed him. Babies who are exclusively breastfed (mother has enough milk) receive no pre-lactates, water, teas or complementary foods.	<b>Comments</b> : check that residents have the knowledge that child less than 6 months should receive only breastfeeding milk if possible. If mother cannot breastfeed or not enough: adapted milk supplement should be prescribed by doctor.
week.  52. A comfortable and well equipped private room is allocated for medical consultation.  53. Medicines prescribed by doctor are available for residents in DUAs pharmacies.  54. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as prescribed by doctor.  55. Pregnant women are systematically referred to  55. Pregnant women are systematically referred to  55. Pregnant women are systematically referred to  56. Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)  56. Physical check Respect of check list of medical room (check list to be cross checked with inventory register/list in case all equipment is not in the medical room).  57. Medicines/ stock management register  18. Updated stock list of pharmacy  19. Prescription, bills  19. Register of referred patients  19. Medicines/ stock management register  19. Updated stock list of pharmacy  19. Prescription, bills  20. Register of referred patients  20. Medicines/ stock management register  20. Updated stock list of pharmacy  20. Prescription, bills  21. Register of referred patients  22. Comments: cross check register for residents and the Number of women referred for those who are pregnant.  23. Medicines prescribed with inventory register/list in case all equipment is not in the medical room).  24. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as prescribed by doctor.  25. Pregnant women are systematically referred to  26. Systematic  26. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as prescribed by doctor.  27. Register of referred patients  28. Register of referred patients  28. Register of referred patients  28. Register of referred patients  29. Prescription, bills  29. Register of referred patients  20. Register of referred patients			months to 5 years, milk/specific	Check internal pharmacy (nutritional supplements) Registers admissions/discharge form for children. Preferably prescribed by doctor for nutritional supplement. If mother cannot breastfeed or not enough: milk supplement to be provided. Accounting books, storage.  Comments: check how often they are used and cross check with
52. A comfortable and well equipped private room is allocated for medical consultation.  Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)  Systematic  Systematic  Systematic  Systematic  Medicines prescribed by doctor are available for residents in DUAs pharmacies.  Systematic  Systematic  Systematic  Systematic  For ANC of normal pregnancy 3 visits to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  Systematic  Systematic  Systematic  For ANC of normal pregnancy 3 visits to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  Systematic  Respect of check list of medical room (check list to be cross checked with inventory register/list in case all equipment is not in the medical room).  Medicines/ stock management register  Updated stock list of pharmacy  Prescription, bills  Register of referred patients  Medical reports  Comments: cross check register for residents and the Number of women referred for those who are pregnant.	51.	_	Once a week	Volunteers' register, visit sheet
for residents in DUAs pharmacies.  Dydated stock list of pharmacy Prescription, bills  Prescription, bills  Register of referred patients Medical reports Comments: cross check register for residents and the Number of women referred for those who are pregnant.  Prescription, bills  Register of referred patients Medical reports Comments: cross check register for residents and the Number of women referred for those who are pregnant.  Register of referred patients  Register of referred patients  Register of referred patients		A comfortable and well equipped private room is allocated for medical consultation.	shared with the other disciplines if no facilities available, confidentiality must be respected)	Respect of check list of medical room (check list to be cross checked with inventory register/list in case all equipment is not in the medical room).
54. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as prescribed by doctor.  55. Pregnant women are systematically referred to  55. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  56. Pregnant women are systematically referred to  57. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  57. Pregnant women are systematically referred to  58. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  58. Pregnant women receive antenatal and postnatal consultation (PNC) by a doctor or as to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.  59. Pregnant women are systematically referred to  60. Pregnant women are systematically referred to  70. Pregnant women are systematically referred to  70. Pregnant women are systematically referred to	53.		Systematic	Updated stock list of pharmacy
		postnatal consultation (PNC) by a doctor or as prescribed by doctor.	For ANC of normal pregnancy 3 visits to Dr. every 3 months, PNC 1 visit is necessary within two weeks after delivery.	Register of referred patients Medical reports Comments: cross check register for residents and the Number of women referred for those who are pregnant.
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	MINIMUM STANDARD	REQUIRED CHARACTERISTICS	MEANS OF VERIFICATION (MoV)
		the absence of IC) by a trained focal person at appropriate time(when labor pain starts)& delivery is conducted in a hospital	<b>Comments</b> : "systematic" means each resident who is going to give birth has to go to hospital/clinic.
	Residents (women and children) are systematically referred to hospital in case of emergency AS per emergency protocol.	Systematic	Emergency protocol Register of referred patients Reports from hospitals
	All children under 5 years old are vaccinated (Diphtheria, Tetanus, Peruses, polio, tuberculosis) as per national IPA program.	Systematic If there is a child under 5 years old, IC has to refer him to doctor.	Vaccination records (individual file) Visitors' register (vaccinator), doctor's referral to vaccinators
58.	Epidemics are immediately detected, treated and referred if necessary (diarrheal diseases, measles, peruses, scabies).	Systematic Volunteer Doctor informs immediately the IC & SWD Directorate in writing Volunteer Doctor arranges the treatment of cases either at DUA or at hospital within 2 days from diagnosis	Epidemics Reports from doctors comments
59.	Any suspected case of communicable disease (TB, HBV, HCV, STD, HIV/AIDS) is immediately detected, treated and when needed referred.	Systematic Any resident showing symptoms of any CD is treated and referred to hospital within one week of diagnosis Suspected cases are encouraged for early diagnosis (HIV/AIDS)	Reports from doctors, Pharmacy Register, Register of referred patients
60.	Children are treated with anti- parasite.	Systematic For children from 2-5 years old, systematically treated every 6 months. All treatment given is preferably prescribed by doctor.	Medicines distribution lists Inventory of medicines available in DUA pharmacy
61.	Health awareness sessions are organized for residents and DUA staff.	Once a month (for residents) Every 3 months (for DUA staff)	Volunteers' register, Teachers' register, Health assessment register
	B. Psychological	Every 5 months (for DOA stair)	register
62.	Comfortable and well equipped private room for the counseling session is in place to maintain confidentiality.	Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)	<ul> <li>Physical check.</li> <li>See check list of Basic item.</li> <li>Locker available in service provider.</li> <li>Blank printed Service forms (Psychological profiles) available etc.</li> <li>Manuals by SWD-Punjab are available in service room.</li> </ul>
63.	Volunteer psychologists visit DUA twice a month.	At least twice a month	Volunteers' register, Visitors 'register, visit sheet. Volunteer Management Strategy <sup>3</sup> Manuals by SWD-Punjab are available in service room.
	Women receive individual counseling) consultation as per counseling protocol.	Within the 1 <sup>st</sup> two weeks of admission	Volunteers' register, Visitors' register, consultation forms.  Check maintenance of filled service form 'A2' without going through the form itself
65.	Group counseling sessions are organized for residents as per counseling protocol.	Twice a month	Volunteers' register, Visitors' register, group session form.  Reports of psychologists + Check maintenance of psychological profile (service form B) without going through the file itself.  DUA monthly report with summary (in numbers) of assessments, nature of assessments.
66.	Awareness sessions for DUA staff on psychoeducation are conducted every 2 months.	Every 2 months	Volunteers' register, Visitors' register, Reports of psychologists, attendance sheet, Awareness sessions materials/ forms Service form B DUA monthly report
67.	Residents who suffer from psychiatric diseases are referred to mental health practitioners.	Systematic	<ul> <li>Referral Forms release of Information Consent Form 'A4' filled</li> <li>Referral form 'C' for referral filled by psychologist and recommended by DUA In-charge</li> </ul>
	C. Legal		recommended by DOA in-charge
68.	Comfortable, well equipped and private room for the counseling session is in place to maintain confidentiality.	Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)	Physical check Check list
	Volunteer lawyers visit DUA twice a month.	At least twice a month	Volunteers' register Visitors' register
70.	Group legal awareness sessions are organized once a month for residents as per legal manual.	At least Once in a month <b>Comments</b> : focus group discussion with residents	Volunteers' register, Visitors' register Reports of lawyers, Awareness sessions forms (clearly mentioning the topics of the sessions).
71.	Sensitization sessions for DUA staff (legal issues) at least every 3 months.	Every 3 months	Volunteers' register, Visitors' book Reports of lawyers, Awareness sessions materials/forms, GBV session by IC
72.	DUA arrange residents' transfers to the court for hearing, case solving and follow-up.	Systematic	Movements register, court order/consent form, Legal aid form, Reports of lawyers  Comments: only admin expense charged i.e. photocopies etc.
73.	Residents are getting consultation and counseling by a lawyer for their cases within two weeks of admission.	Within first two weeks of admission and/or upon needs	Volunteers' register, Visitors' register reports of lawyers, individual counseling session <i>Comments</i> : Only admin expense charged i.e. photocopies etc.
74.	IC has meeting with pool of lawyers at least every two months	Every 2 months Clear agenda is drafted	Minutes of meeting Reports of ICs
75.	IC sends the list of 10 lawyers to her respective Bar association for nomination, every 12 months.	Before expiry of pool of lawyers process is followed List comprises active volunteer lawyers who are committed to deliver legal services	Copy of nomination letter and nomination list sent to Bar Association by IC Copy of nomination letter/list on Bar Association's letter head with its stamp received from Bar Association

 $^{\rm 3}$  Once Volunteer Management Strategy is validated by SWD, it will be applicable.

	MINIMUM STANDARD	REQUIRED CHARACTERISTICS	MEANS OF VERIFICATION (MoV)
76.	IC sends the list of nominated pool of lawyers to SWD for notification every 12 months.	SWD's approval is in writing IC does follow up of notification by SWD.	Copy of letter of request for notification by IC along with approved nomination list of respective Bar association Copy of approved letter and list of notified lawyers for the year by SWD
	D. Social		
77.	Well equipped classroom is in place inside DUA.	Systematic (this room could be shared with the other disciplines if no facilities available, confidentiality must be respected)	Physical Check  Basic pedagogical material i.e. books, note books, white/blackboard, pens Syllabus break up displayed Time table/ schedule of classes displayed For quality improvement 'Class room progress assessment template' filled at least once in two months.
78.	A leisure room with TV, books, and games for residents (women & children) is available and in use at all times.	Systematic (if space is available)	Physical Check Interview with the residents
79.	Religious classes are conducted by DUA teachers.	Twice a week	Physical Check, Activity Reports  Teaching material & Schedule of classes  Attendance Register for Non Formal Education & Religious classes  Time table/ schedule of classes displayed for cross check with time table  Syllabus break up
80.	Occupational activities are organized by DUA teachers or training institutes as Sanatzar or any other for residents.	Twice a week	Physical Check, Activity Reports Outputs of activities, Schedule of classes  Attendance Register for occupational training activities  Time table/ schedule of classes displayed for cross check with time table  Syllabus breakup  Sewing machines in use  Raw Material available
81.	Literacy classes for residents are organized by DUA teacher.	Twice a week	Physical Check, Activity Reports, Teaching plans Exercise books of students  Attendance Register for Non Formal Education & Religious classes  Time table/ schedule of classes displayed for cross check with time table  Syllabus break up
82.	Socio-educative activities are organized by DUA teachers, psychologists or mothers for children as per children's manual.	Twice a week	Schedule of classes and activity time for children (incl. after 3pm) Activity Reports Teaching plans Exercise books of students  Attendance Register for Non Formal Education & Religious classes  Availability of children Activity Manual (English& Urdu version)  Time table/ schedule of classes displayed for cross check with time table  Books & material donated by MDM for children
83.	All residents are provided with information and skills for income generating activities, and availability of jobs outside DUAs.	Skills for capacity building are provided daily by DUAs handicraft teachers and, at least once a week, information about jobs and skills development opportunities.	Contents and schedule of classes, attendance register List of skills development institutions/organizations displayed and update every three months.
84.	Events with residents and DUA staff are organized on regular basis.	On the announced public/ international	Schedule of classes & Activity Reports.  Event participation list/pictures/MPR.  Participation registers for DUA residents for event participation'.  For verification cross check with monthly report submitted to DUA In-charge for the month  Event report
85.	Children have access to a safe indoor/outdoor playground at all times.		Comments: at least twice a year.  Schedule of person responsible to supervise Physical check of games in use Interview with children
DO	OCUMENTATION AND RECORDS KEEPING		
0.0	A. Residents records  Pecidents' personal records are stored and		Physical check
	Residents' personal records are stored and locked.		Physical check
87.	Residents have access to personal files including services files.	Upon official request from residents and handover of a copy at the time of discharge (services files) – trainings. Residents should be aware of this right in classrooms.	Interview with residents
88.	Inventories of residents personal belongings in place.	All belongings are restituted to residents at discharge.	Physical check of the record One register for inventories + mention in the personal file: Cross checking the two means of verifications.
	Residents sign (or print with their thumb) admission and discharge form.	Record of admission and discharge forms are available and kept under lock.	Physical check
90.	Medical, legal, psychological records are maintained and locked.		Physical check of records/files.
	Free consent is given by resident before discharge.	Residents should sign the form or print them with their finger. To ensure that, trainings and FU are needed.	Agreement forms
92.	All information/awareness material displayed in residential are in Urdu.		Physical check. Comments: schedules, emergency exit plan, menu, SOPs, volunteers list, etc.
93.	All data collection tools are in use on regular (daily, weekly and monthly) basis.		Resident statistics, admission and discharge form, visit sheet, health and hygiene forms.
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MINIMUM STANDARD	REQUIRED CHARACTERISTICS	MEANS OF VERIFICATION (MoV)
B. Documentation		
<ol> <li>DUA guidelines and Minimum Standards are available in IC and service room.</li> </ol>	In IC office <u>and</u> DUA staff office	Physical check 2 copies should be available in DUA.
95. Medical, legal, psychological and psychosocial manuals, books, protocols and service forms, are available.	In the clinical room <u>and</u> IC office	Physical check of services forms, manuals, books, protocols etc and ensure the access to volunteers.
96. Inventories of DUA equipment and furniture are done once a year	In IC office	Inventories/stock register. Stamped inventory list.
97. Donations inventories and record of issuance of donated items are in place	In IC office	Donation register, Stocks register, Register of Distribution of donation to residents
98. Each service providers fills visit sheets.	In IC office	Physical check
<ol> <li>Financial documents (BM-26 and BM-29, cash book and contingency register) of past 6 months are in place.</li> </ol>	In IC office	Physical check of accounting books, Invoices, Payment vouchers
100.Advisory Committee is notified.		Notification letter
101.Advisory Committee meets once a month.	In IC office	Files, agenda and attendance sheet Minutes of meetings signed by participants