

## **Scope of Service and Performance Specifications**

### **1. Introduction**

The Ministry of Gender Equality, and Family Welfare arranges for placement of children who are at risk or are victims of violence and neglect to a place of safety until and unless they may reintegrate a family for their overall development in a safe and conducive environment. These children are placed at the place of safety under Court Orders issued by the District Magistrate.

Further information pertaining to the Ministry can be found on the website:

<http://gender.govmu.org/English/Pages/default.aspx>

### **2. Project Objective**

To arrange for the setting up of specialized Place of Safety from prospective NGOs, other organisations and individuals/groups of individuals.

#### **2.1 Rationale**

The Ministry of Gender Equality and Family Welfare has the mandate to provide protective services and alternative care to children victims of different forms of violence, abuse and neglect. As a measure of last resort, children in need of protection are removed from their family settings and placed in Places of Safety under a Committal Order from the District Courts of Mauritius.

These Place of Safety are mandated to provide all necessary services and provide protection and comfort to these victims. As at date, there are 21 Place of Safety out of which 4 are Government Owned or Rented buildings managed by Non-Government Organisations(NGOs) and 17 NGO run Shelters.

However, there is only one NGO that is currently running a specialized shelter for children with disabilities. It has been noted that there is a dire need for more specialized residential care institutions to cater for the number of children suffering from various disorders and psychiatric needs.

### **3. Scope of Services**

**3.1** The Service Providers shall provide for and be responsible for the day to day management of specialized Place of Safety for Children in distress. Requirements/ Specifications would be as follows;

S/N		Age Group	Gender	Number of shelter	Capacity	Specialized Staffs required
<b>1. Physical Disabilities</b>						
(a)	Physical Disabilities such as (Bed Ridden minors, etc.)	0-18 years	Female	1	25	Medical Practitioner, Occupational Therapist, Physio-Therapist, Specialized Nursing Officer.
		0-18 years	male	1	25	Medical Practitioner, Occupational Therapist, Physio-Therapist, Specialized Nursing Officer. <b>Clinical psychologist</b>
<b>2. Psychiatric Disorder</b>						
(b)	Psychiatric Conditions such as (Epilepsy, Personality Disorders, Conduct Disorder, Autism and Down Syndrome etc.)	4-18 years	Male	2	25 each shelter	Psychiatrist, Psychiatric Nurse.
		4-18 years	Female	2	25 each Shelter	Psychiatrist, Psychiatric Nurse. <b>Clinical psychologist</b>
<b>3. Medical Conditions</b>						
(c)	Minors with specific medical conditions such as (suffering from diabetes, in need of dialysis, in need to wear diaper and suffering from HIV etc.)	0-18 years	Female	1	25	Medical Practitioner, Specialized Nursing Officer. <b>Psychologist</b>

		0-18 years	Female	1	25	Medical Practitioner, Specialized Nursing Officer.
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3.2 The Service Provider shall ensure that services provided are in line with the Child Protection (Place of Safety for the Welfare and Protection of Children) Regulations 2019 which is available at :

[https://gender.govmu.org/Documents/legislations%202020/Child%20Protection%20\(Place%20of%20Safety%20for%20the%20Welfare%20and%20Protection%20of%20Children\)%20Regulations%202019.pdf](https://gender.govmu.org/Documents/legislations%202020/Child%20Protection%20(Place%20of%20Safety%20for%20the%20Welfare%20and%20Protection%20of%20Children)%20Regulations%202019.pdf)

**3.3** Residents should not be requested/allowed to perform heavy duty household chores. Minor chores in respect of personal needs can be requested especially if recommended by Medical Practitioner/Psychologist for Occupational Therapy after approval of Employer/Ministry.

### **3.4 Management**

- (a) The shelter shall be managed in an effective manner by an appropriately qualified/specialized personnel to deliver the best possible care and protection for the residents.
- (b) The shelter shall have external management that oversees the work of the shelter, approves the statement of purpose and function and all policies, and supports the work of the shelter with adequate resources.
- (c) The shelter manager shall satisfy himself/herself that appropriate and suitable care practices and operational policies are in place, having regard to the number of children living in the shelter and the nature of their needs.
- (d) The Service Provider shall have in place mechanisms for assessing the quality and effectiveness of the services being provided particularly care, protection and outcomes for the children.
- (e) The Ministry shall have an oversight on the day to day management of the shelter.

### 3.5 Register

- (a) The Service Provider shall keep a register of all children who live in the shelter.
- (b) The register shall state the date of all admissions as well as discharges and the destination to which the child was discharged to.

### 3.6 Staffing

- (a) The shelter shall have adequate levels of staff (specialized and administrative) to fulfil its purpose and function. Staff needs to be qualified and have the ability to communicate effectively with children.
- (b) All staff, shall be appropriately vetted before taking up duties, through the taking up of past employer references, including the most recent reference and requesting criminal records checks.
- (c) All new staff members should be given formal induction.
- (d) An Indicative list of qualifications of proposed staffing is provided as follows –

<u>Proposed Staffing</u>	<u>Qualification</u>
<b>1. Shelter Manager</b>	<p>A. A Degree in Social Work or Psychology or</p> <p>Administration or Management or an equivalent qualification acceptable to the Ministry</p> <p>B. At least three years of experience in the field of Social Work</p> <p>Candidates should also -</p> <ul style="list-style-type: none"><li>(i) have good organizing, communication &amp; interpersonal skills</li><li>(ii) be able to lead a team of employees</li><li>(iii) be computer literate</li></ul> <p>Candidates should produce written evidence of experience claimed.</p>

<b>2. Officer in charge</b>	<p>A. A Diploma in Social Work or Administration or Management or an equivalent qualification acceptable to the Ministry.</p> <p>B. Previous experience in the post will be an added advantage</p>
<b>3. Administrative Staff</b>	HSC holder
<b>4. Specialized Care givers</b>	<p>(i) Should be aged 25 years and above</p> <p>(ii) School Certificate.</p> <p>(iii) Diploma in Nursing</p>
<b>5. Psychiatric Nurse</b>	<p>(i) Should be aged 25 years and above</p> <p>(ii) School Certificate.</p> <p>(iii) Diploma in Nursing</p> <p>(iv) Experience/Qualifications as Psychiatric Nurse</p>
<b>5. Cooks</b>	<p>(i) Certificate of Primary Education (CPE)</p> <p>(ii) Food handling certificate and knowledge of cooking</p>
<b>6. Security Guards</b>	<p>(i) Duly registered security officers or sub-contract to a firm duly licensed under the Police Act. Provision will have to be made for CCTV cameras at strategic points.</p> <p>(ii) Security guards for day/night.</p> <p>(iii) Certificate of character should be produced.</p> <p>(iv) Physically fit.</p> <p>(v) Medical certificate to be produced upon request.</p>
<b>7. General Worker/ Gardener</b>	Certificate of Primary Education

	Experience in gardening
<b>8. Cleaners</b>	Certificate of Primary Education
<b>9. Driver/Messenger</b>	(i) CPE(Certificate of Primary Education) (ii) Valid driving licence
<b>10. Handyman</b>	(i) Minimum Form III (ii) Certificate of NTC II in Maintenance and Repairs.
<b>11. Psychologist</b>	(i) Master in Clinical Psychology or Psychology with Specialization in Clinical Psychology (ii) Experience in the field would be an advantage
<b>12. Occupational Therapist</b>	(i) Bachelor in Occupational Therap (ii) Experience in the field would be an advantage
<b>13. Physio-Therapist</b>	(i) Bachelor of Physiotherapy or Bachelor of Applied Science (Physiotherapy) (ii) Experience in the field would be an advantage
<b>14. Psychiatrist</b>	(i) Medical Degree with specialization in psychiatry (ii) May be on retainer basis
<b>15. Social Worker</b>	(i) Diploma in Social Work (ii) Work experience with children in NGOs

### 3.7 Supervision and Support

- (a) All staff members shall receive regular and formal supervision, the details of which shall have to be recorded.
- (b) There shall be an effective link between supervision of Service Provider and the implementation of individual placement plans.

- (c) Staff meetings, hand-over meetings and other fora shall take place regularly to facilitate good communication, co-operation and consistency between staff in implementing care plans, providing consistency of care and maintaining safety.
- (d) Service Provider shall ensure that there are support mechanisms in place for staff, in particular for those who have suffered stress or injury in the course of their work.
- (e) The Service Provider shall ensure that all statutory provisions in relation to employment law are adhered to.

### **3.8 Training and Development**

The Service Provider shall ensure that there is effective on-going staff development and training programme for care and education of staff including skills required for children with special needs (physical/mental disabilities, HIV/ AIDS)

### **3.9 Administrative files**

- (a) Managers shall monitor the quality of all unit records, occurrence books and decisions taken by staff and take appropriate action to remedy deficiencies and to safeguard the interests of residents and staff.
- (b) Relevant records relating to children (additional to their care files) shall be kept in perpetuity.
- (c) The shelter shall have clear financial management systems and records.

## **4. Monitoring**

- (a) An authorised person designated by the Supervising Officer of the Ministry of Gender Equality and Family Welfare shall monitor the shelter on a regular basis to ensure compliance with standards and best practice. Written reports of the monitoring process shall be made available periodically to shelter manager/officer in charge.
- (b) The authorised person shall not be part of the line management of the shelter.
- (c) The authorized person shall note the legal and administrative requirements for the purpose of monitoring and reports in writing under the headings –
  - care practices and operational policies;
  - staffing;
  - accommodation;

- education
- access arrangements;
- health care;
- religion;
- provision of food and cooking facilities;
- fire precautions;
- safety precautions;
- insurance;
- leisure/recreational activities;
- notification of significant events; and
- records.

(d) The authorised person shall meet with the children and enquire about their welfare and happiness.

(e) The authorised person shall see that all children have an allocated social worker and a care plan

(f) The authorised person shall read records of sanctions, physical restraint, complaints and unauthorised absences, shall discuss any issues arising from these with the Shelter Manager/Officer in Charge.

(g) All significant incidents shall be notified to the authorized person immediately and subsequently in writing.

(h) The authorised person shall satisfy himself or herself that the shelter is in compliance with all the legal and administrative requirements and standards in respect of children's residential shelters.

## **5. Children's case and care records**

(a) A comprehensive written care plan shall be developed for each child by the officer in charge in consultation with parties concerned. The care plan shall include an assessment of each child's educational, psycho-social, emotional, behavioural and health requirements and identify how the placement will support and promote the welfare of the child.

(b) Each child shall have a permanent, private and secure record of his or her history and progress that contains all relevant documentation and is maintained by the officer in charge of the shelter.



- (c) Records shall be written to a standard and in a style defined by the shelter, and are clearly expressed and free from colloquialisms and stereotypes.
- (d) Each care file in the shelter shall have the original or a copy of the child's birth certificate and copy of court order.
- (e) Case and care records shall be kept in a way that helps effective care planning and maintains appropriate levels of privacy and confidentiality about the children's circumstances. The record shall show that the children's views are sought and recorded.
- (f) All case and care files shall be kept in perpetuity using an appropriate medium.

## **6. Food and Nutrition**

- (a) Children shall have adequate quantities of nutritious food and their preferences are taken into account in planning menus. Children who are vegetarian or who have special dietary requirements shall be offered a range of suitable and nutritious food and due attention is given to the ethnic identity of the minor.
- (b) Children shall have easy access to food, and are gradually encouraged to develop healthy eating habits.
- (c) As far as possible, children shall be involved in decision-making process at the level of the shelter, especially with regard to food.

## **7. Education**

- (a) The educational needs of each child shall be addressed. Each child shall be encouraged to reach his or her educational potential.
- (b) The shelter manager shall take an interest in the child's education, attend all relevant school functions and meetings, and support the children in the shelter by having the physical facilities and household routine for homework and study.
- (c) The shelter manager in consultation with the school, shall ensure an educational assessment is carried out for any child where there are any questions relating to ability, specific learning difficulties, under achievement or specific talents.
- (d) Children with deficits in educational attainment or temporarily not attending school shall be supported with non-formal educational possibilities.
- (e) Children approaching school leaving age are strongly encouraged to participate in third

level education or vocational training programmes as appropriate to their abilities, interests and aspirations, and this is reflected in their care plan.

(f) Access under supervision to ICT facilities shall be provided for by the Service Provider.

## **8. Sanitary Care and Clothing**

(a) The Residents should always be provided with clean and ironed clothing. Service Provider should arrange for regular cleaning of the premises including toilets, bath and yard.

(b) The quality of care shall meet physical, emotional and spiritual needs of the child.

(c) There shall be some personal space for belongings (a cupboard or wardrobe), as well as multiple personal sets of clothes and particularly underwear which shall not be shared among the children for personal hygiene reasons. Issues of personal hygiene shall be dealt with sensitivity and with dignity.

## **9. Race, culture, religion, gender and disability**

(a) All children in care shall enjoy the same opportunities as their peers and shall not be subjected to any form of discrimination.

(b) Children shall be allowed to practice their religion.

(c) The shelter shall recognize the importance of family as a source of heritage and identity. Information about the children's family and community shall be collected and shared with the children in a way that is accessible to them.

(d) All staff shall be made aware of the shelter's policy on diversity and anti-discrimination and operate this in their daily practice.

## **10. Managing behavior**

(a) The shelter shall have a written policy for responding to inappropriate behavior that clarifies the rights and responsibilities of both children and staff members. All staff shall be encouraged to consider the underlying causes of inappropriate behavior and day-to-day practices are in place to support children in managing their behavior. Children should understand the behavior expected of them. They should know that positive behavior would be rewarded and that sanctions can be applied for unacceptable conduct.

(b) Children shall be not subject to any form of treatment that is humiliating or degrading in accordance with the Child Protection Act 1994<sup>1</sup>.

(c) The shelter shall have a written policy that promotes a positive and safe environment.

## **11. Health and safety**

(a) A child shall have a medical assessment on admission to care. Care records shall contain, as far as possible, clear and complete record of all medical and health information regarding the child. A note shall be recorded on file where information is absent outlining the efforts made to obtain same.

(b) Children shall receive medical, dental, ophthalmic or other specialised services when required.

(c) All children shall have access to a medical practitioner. All children shall have an individual medical card.

(d) The Service Provider shall share appropriate information with the general medical practitioner to enable him or her offer optimum care.

(e) Care records shall contain a clear record of all medication administered, both prescribed and across the counter.

(f) The shelter shall have a no-smoking policy that prohibits staff smoking in the shelter. Staff should also not smoke outside the shelter or when sharing transport.

## **12. Contact with families**

(a) Contact with families is a very important aspect for the good development of the child. The officer in charge of the shelter shall encourage and practically support contact with parents, family and significant others unless the court restricts contact. Arrangements shall be made for the supervision of visits if need be.

(b) The wishes of siblings to be placed together are respected wherever possible. If they cannot be accommodated together, arrangements are made for them to have high levels of contact.

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<sup>1</sup> With the promulgation of the Children Act 2020, the Child Protection Act 1994 will be repealed.

- (c) In the case, where a child does not have contact with his family, the officer in charge and staff shall explain the reasons clearly and these are documented in the care plan.

### **13. Insurance and Pension**

- (a) The shelter should subscribe mandatorily to a comprehensive insurance policy covering public liability for children and employees of the shelters. The employee should also be registered at National Pensions Fund.

### **14. Leisure and Recreational Activities**

The Service Provider should make arrangement to organize/provide leisure and recreational/indoor and outdoor activities for residents of the shelters. They shall also celebrate festive occasions in a special way with activities of choice of the residents, as far as possible.

### **15. Personnel requirement/Staffing**

The Service Provider shall provide, *inter alia*, the following personnel –

- (a) adequate administrative staff;
- (b) trained child caregivers in the ratio below –

SN	AGE GROUP	CATEGORIES	RATIO OF CAREGIVERS Caregivers : children	REMARKS
6	0 ≤ 18 years	Special Needs: Trisomy	1:2	

		Cerebral Palsy Epileptic Autism Heavy Impairment (physical and Mental) Behavioural	1:1 1:1 1:1  1:1 “prise en charge” should be done differently, and ratio should be in accordance with age and severity	
7	0 ≤ 18 years	Sexual Abuse	“prise en charge” should be done differently, and ratio should be in accordance with age and severity of abuse.	
8	0 ≤ 18 years	HIV	“prise en charge” should be done differently, and ratio should be in accordance with age, vulnerability of health.	

- (c) at least two cooks for daily preparation for residents;
- (d) at least two cleaners and one handyman for proper maintenance of premises including toilets and for minor repairs of furniture, appliances and equipment;
- (e) transport services for the conveyance of residents;
- (f) security services – by a security company duly licensed by the Police;
- (g) the Service Provider shall arrange for presence of the required number of staff at the shelter on each shift;
- (h) the Service Provider shall arrange for the services of Psychologist to give necessary support/counselling to residents.

#### **16. Obligations of Service Provider**

- (a) Service Provider shall admit any person referred to it by the Employer and shall not admit any person without prior approval of the employer.
- (b) Service Provider shall keep detailed records of all residents which should be made available to Employer or any other Government Officer for inspection.
- (c) Service Provider shall submit to Employer a monthly report on each resident, giving details of health condition, behavior and any other matter.

- (d) Service Provider shall not allow any person other than the employees working for the Shelter and Government officers, to have access to the premises of the Shelter or to have contact with residents without prior approval of Employer.
- (e) The Service Provider shall not submit any report or details on any resident to a third party, other than a Ministry/Department, without prior approval of the Employer.
- (f) The Service Provider shall keep books recording in details all income and expenditure for the Shelter. These books should be made available to Employer or other Government Official for checking/auditing purposes.
- (g) Service Provider shall ensure confidentiality of all cases referred to him or her.
- (h) Service Provider shall not take, compile and/or store photographs of residents for the purpose of publicity in any of the media available, especially on social media including Facebook or any e-data.
- (i) The Service Provider shall have to keep the premises, furniture and equipment in good condition. The Service Provider shall ensure that the children are not allowed to stay or to spend time at a caregiver or staff's residence.
- (j) A complaints procedure clearly outlining the following shall be established by the Service Provider to record complaints of residents.

## **17. Services provided by Employer**

This Ministry shall carry out inspections and follow-up visits with residents. The Child Development Unit through its Child Rehabilitation Services would arrange for parental visits in particular cases; facilitate meetings amongst siblings and reinsertion of minors in their families. Presentation of residents before Magistrate for Court Order will be undertaken by the Ministry. The Service Provider shall provide assistance for accompanying of residents where necessary.