



**Department of Social Welfare, Special Education
& Women Empowerment
Government of Khyber Pakhtunkhwa
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KEY ACRONYMS

CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CMC	Complaint Management Committee
CSO	Civil Society Organization
DGSW	Director General Social Welfare
DO-SW	District Officer Social Welfare
DPO	District Police Officer
DSW	District Social Welfare
DuA	Dar-ul-Aman
GBV	Gender-Based Violence
KP	Khyber Pakhtunkhwa
KPCSW	Khyber Pakhtunkhwa Commission on the Status of Women
NGO	Non-Government Organization
NIC	National Identity Card
RPO	Regional Police Officer
SDC	Skill Development Council
SWWED	Social Welfare, Special Education & Women Empowerment Department
SHO	Station House Office
SOPs	Standard Operating Procedures
TEVTA	Technical Education & Vocational Training Authority
VAW	Violence Against Women
WCC	Women Crisis Center

PREFACE

Historically, the issue of violence against women (VAW) in Pakistan is deeply-rooted in systemic and systematic gender inequality resulting in the low status of women in all aspects of life. Like many previous years once again Pakistan has been named the second worst country in term of gender equality in the world by the Global Gender Gap Index 2020, flanked by Iraq (147) and Yemen (149)¹.

The Government of Khyber Pakhtunkhwa is determined to create opportunities and conditions that would enable women to achieve their due social, economic, legal and political rights. In 2017, the provincial government developed the Women Empowerment Policy, which was unanimously passed the same year by the provincial assembly. The policy focuses on social inclusion, political participation and empowerment, access to justice and economic empowerment of women².

Women and girls experiencing violence often need to leave their existing living arrangements immediately to be safe. Timely access to a shelter can provide a secure and safe accommodation option. Additionally, in theory, shelters act as a transitory space in which women and girls stay until they get the required medical, social, legal, financial and economic support for them to live a life free of violence. In practicality, most women and girls need support towards securing accommodation in the long-term. Exposure to violence has severe consequences for the health and well-being of women and girls and significantly impacts their ability to fully participate in society. In order to lead productive lives, a considerable amount of support, services and assistance is required to ensure recovery. The key to maintaining the safety of women and girls is an understanding of the gendered nature of violence against women and girls, its causes, consequences and how to provide services while promoting the sense of empowerment. This includes ensuring that services are survivor-centered, gender-sensitive and child-friendly.

To provide protection, temporary alternative placement, rehabilitation and other services to women who are at a high risk of experiencing Gender-based violence, the Department of Social Welfare, Special Education and Women Empowerment (SWWED), Government of Khyber has established Shelter Homes/Dar-ul-amans at different Districts of Khyber Pakhtunkhwa.

These Standard Operating Procedures (SOPs) of state-run women shelters/Dar-ul-Amans will ensure timely, efficient, accessible and responsive services for women and girls' survivors of violence and accompanying minors for 24 hours. The principles and objectives of these SOPs are reflections of the human rights guaranteed by the 1973 Constitution of Pakistan and international, legal conventions ratified by the Government of Pakistan. The roles and responsibilities of the staff, management and other stakeholders have been articulated to avoid chances of abuse of power.

Efficiency and transparency have been ensured in the SOPs by developing a technical assistance and grievances resolution through placing an Advisory Committee. The residents/survivors and staff shall be efficiently supported from admission; stay and placement to reintegration stage for onward actions and follow up. These SOPs shall not only standardize services but also pave the way for the promotion of restorative justice for the survivors and vulnerable people of Khyber Pakhtunkhwa. The SOPs should be reviewed regularly and updated according to the needs.

¹ http://www3.weforum.org/docs/WEF_GGGR_2020.pdf

² <https://wde.org.pk/uploads/downloads/pdf/Women%20Empowerment%20Policy%20Khyber%20Pakhtunkhwa%202017.pdf>

1. DEFINITIONS

- 1.1 **“Dar-ul-Aman”** or **“Crisis Center”** shall mean a place where women, girls and accompanied children who need shelter or have faced violence are prone to high risk on account of Gender-Based Violence (GBV) can seek shelter protection. It may be named as shelter home, Women Crisis Center (WCC) and Dar-ul-Aman (DuA).
- 1.2 **“Manager”** shall mean the manager (essentially female) of the DuA/WCC entrusted with the day-to-day and overall administration and management of the shelter. The manager will solely be responsible for the administration and management of DuA/WCC and will not take this as an addition to any other pre-existing job or position in SWWED.
- 1.3 **“Court”** means a body of people presided over by a judge, judges or magistrate acting as a tribunal in civil and criminal cases within the territorial limits of the Islamic Republic of Pakistan.
- 1.4 **“Crisis cases”** means cases in which women/ girls who are victims/ survivors of any form of violence need an immediate response. This includes women/girls who come with injuries and need medical help; rape victims who need to be reported and sent for medico-legal examination (if not already referred by the court); traumatized women and girls who need immediate psychiatric or psychological help; or women and girls who are facing threat to life that need to be reported immediately to the local police station. Women and girls who come to DuAs/WCCs with various needs, such as divorce, child custody etc., and who need support and admission through a regular process do not qualify for the definition of “Crisis” which categorically calls for immediate and prioritized action without any delay.
- 1.5 **“Informed consent”** means that a survivor coming to the DuA/ WCC is given complete information including the risks and benefits of all options and alternatives available to her while she is there. This also includes orienting her regarding her rights and the services available, such as medical care, psychological counselling, legal aid, etc. This will help the survivor to make independent and voluntary decisions without any pressure or coercion.
- 1.6 **“Residential area”** means the part of the building that is reserved for the residents/survivors of the DuA/ WCC. It shall include the residents/survivors’ bedrooms, washrooms, a kitchen, a service room and/ or a classroom, a leisure room and a well-maintained play area for children.
- 1.7 **“Administrative area”** means the part of the building that is reserved for DuA/ WCC management and receiving visitors.
- 1.8 **“Public area”** means an indoor and/or outdoor space within the boundary walls of DuA/ WCC, excluding the residential and administrative areas.
- 1.9 **“Resident/Survivor”** shall mean a woman/ girl and/or her child (for boys the age limit is 10 years admitted to the DuA/ WCC).
- 1.10 **“Gender-Based Violence (GBV)”** is violence that is directed at an individual based on his or her biological sex or gender identity. It includes physical, sexual, verbal, emotional, and psychological abuse, threats, coercion and economic and/or educational deprivation, whether occurring in public or private life³.
- 1.11 **“Violence Against Women (VAW)”** means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or

³ <https://www.womenforwomen.org/blogs/series-what-does-mean-gender-based-violence>

suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life (UN Declaration on the Elimination of Violence against Women, 1993)⁴.

2. OBJECTIVES

The overall goal of the DuA/WCC should not only to provide a temporary protection to women and girl survivors of violence but also to empower them to put an end to violence in their lives and overcome the set of vulnerabilities that made them victims in the first place. The DuA/WCC therefore need to adopt long-term approach where interventions strengthen women's ability to live their lives with their best capabilities after exiting from shelter without depending on others and without the fear of further violence.

- 2.1 To provide safe and secure accommodation to women/girls' survivors of violence, abuse and exploitation without any discrimination based on religion, ethnicity, caste, nationality, social and economic status.
- 2.2 To assist women/girls' in seeking relief and redressal against violence or threat of violence by state authorities, the family or other private actors, without discrimination.
- 2.3 To ensure the provision of protection and services to women/girls' survivors of violence in a manner that recognizes and respects their right to security, liberty and dignity.
- 2.4 To provide an enabling environment where women/girls' survivors can learn skills for psychological, social and economic empowerment.
- 2.5 To prevent isolation of women/girls in distress and enable them to maintain social contact and engagement.
- 2.6 To support women/girls' through the process of negotiating conditions for reconciliation with/within the family and engender confidence in them by dispelling any sense of isolation and providing awareness about their rights and available services.
- 2.7 To assist women in resettlement after the crisis and to establish alternative social support systems.
- 2.8 To protect women against exploitation resulting from compromises that may be imposed on them in order to take advantage of their vulnerabilities and the perception that no alternatives are unavailable.
- 2.9 To provide women with a peaceful environment in which they can make decisions about their future and determine the appropriate course of action which secure their interests.

3. ADMISSIONS

Following are the details for admission criteria and procedure:

3.1 Admission Criteria:

- 3.1.1 Women in distress (except drug addicts or mentally unstable/challenged women as they will be referred to relevant health facilities for treatment) who are referred to the DuA/WCC through a Court, Deputy Commissioner Office shall be eligible to reside in the DuA/WCC.

⁴ UN General Assembly. (1993), Declaration on the Elimination of Violence Against Women, <http://www.refworld.org/docid/3b00f25d2c.html>

- 3.1.2 Any woman survivor of any form or threat of violence, including physical, psychological, sexual or life threats, with or without a court order is eligible to reside in the DuA/ WCC.
- 3.1.3 For minors, cases of girl child custody will be taken up by the DuA/ WCC through the Court/ Child protection commission for further referral to relevant institutions.
- 3.1.4 A resident/survivor taking protection in the DuA/WCC who is accompanied by her child/ children will be entitled to keep them. However, a male child above the age of Ten (10) years will not be allowed to reside at the DuA/ WCC. A male child above the age of seven (07) years can be referred to Zamung Kor⁵. If for any reason, the child cannot be transferred to Zamung Kor, he can stay with the mother if less than the age of Ten (10) years. A male child above the age of Ten (10) years will be referred to the Child Protection and Welfare Commission. To accelerate the process the referral should be made through District Officer SWWED. The girl child of any age can stay with the survivors.
- 3.1.5 To discourage the practice of repeated visits/stays without taking any concrete decision on their respective cases of violence, women survivors who left the DuA/WCC after staying for a few days for more than four times; escaped previously from DuA/WCC; or were asked to leave in case of inflicting any harm to other residents/survivors will not be given the admission.
- 3.1.6 Non-Muslim survivors shall be received and admitted without any discrimination.
- 3.1.7 In case any women/girls do not fulfil the criteria as mentioned in 3.1.1, they shall be sent back to the area magistrate for referral to any other appropriate institutions available in the district.

3.2 Admission Procedure:

- 3.2.1 The Manager of the DuA/ WCC shall ensure that an admission form is completed and signed by every resident/ survivor without any coercion and pressure. Picture of the survivor (taken with consent) should not be attached on the admission form but the release form for record purpose. [Biometric entry can be ensure at the time of entrance and exit] except in uncertain condition/situation detailed mentioned in 21.
- 3.2.2 The manager of the DuA/WCC ensures that residents/survivors have received information regarding the admission criteria during the orientation given to them at the time of admission to the DuA/WCC. The Manager shall also ensure that each resident/survivor understands the standard operating procedures and provides informed consent before signing the admission form and to abide by them.
- 3.2.3 Women can be admitted to the DuA/WCC at any time. The working hours of the Manager of the DuA/WCC and other officers, like clerical staffs, are from 9:00 am to 5:00 pm as per government official time. Women/girls can be admitted to the DuA/WCC by the Manager or, in her absence, by the person in-charge during these hours. Some of the staff members including watchmen; security (present at the premises of the DuA on 24/7 hours basis); and/ or warden (who live in the proximity on rotation) Women and girls' survivors of violence can be admitted any time by these staff member in case of admission outside of the Manager's working

⁵ Zamang Kor is a midway house under provincial government Khyber Pakhtunkhwa, where State Children with limited options are housed, counselled and trained by professionals to become engaged citizens.

hours. A set of admission forms must be provided by the Manager/ Assistant/ Warden to the person on duty outside of working hours and on off-days.

- 3.2.4 Other than courts; cases should be registered in the nearest police stations of Dar-ul-Amans for security purpose of survivors/residents and the department. Naib Qasid should submit their particulars in the daily diary of respective police stations on need basis.
- 3.2.5 In case a woman/girl does not fulfil the criteria mentioned in 3.1 i.e. suffers from any severe physical disease or psychiatric disorder; and/or is liable to endanger other residents/survivors, she may not be admitted⁶. The applicant may be sent to the Area Magistrate to obtain a court referral. If the Court decides about the woman/girl's ineligibility to reside in DuA/ WCC, the applicant at short notice would be referred to another appropriate institution available in the district/province of Khyber Pakhtunkhwa.
- 3.2.6 Applications for admission must include:
- The name, age, religion and nationality of the applicant;
 - The reason(s) for seeking shelter;
 - Free and voluntary consent received from the applicant to reside in the shelter;
 - Willingness expressed by the applicant to abide by the rules of the shelter;
 - Declaration regarding whether there is any criminal case registered against the applicant or is she required for investigation in any such case;
 - Information on any pending civil or criminal litigation and whether legal aid is required;
 - Name, age and gender of any minor child/children accompanying the applicant along with the statement exonerating the DuA/WCC from any responsibility except the provision of facilities;
 - The Applicant shall put her thumb impression on the filled application form even if she has signed the same.

4. DURATION OF STAY

- 4.1 Except court cases, the duration of stay for a resident/survivor of the DuA/ WCC shall be limited to a period of three to Six (3 to 6) months.
- 4.2 The period specified in 4.1 would be extendable for further (06) months after a recommendation by the Advisory Committee⁷ as mentioned in the section 18. The Advisory Committee shall make its recommendations after considering the resident's circumstances including, but not limited to, age, background, general medical health, etc.
- 4.3 Further extensions shall only be made after getting written approval from the Advisory Committee.
- 4.4 This will not apply to court cases. For Court cases, the duration of stay depends upon the settlement/decision of the case by the court.

⁶ The decision of women stay should be based on the medical and psychiatric examination from a reliable hospital

⁷ The Advisory Committee is defined, along with the numbers/types of members, process and duration of membership and other related information, towards the end of the document.

5. WORKING DAYS AND HOURS

- 5.1 The working hours of the Manager of the DuA/WCC and other officers, like clerical staffs, are from 9:00 am to 5:00 pm, Monday-Friday as per government official time. The staff members such as security guard/watchmen, and/ or warden are present at the premises of the DuA on 24 hours rotation basis. The Manager must depute, following a rotation scheme, a Naib Qasid, a security guard/watchman and a driver to be present on off-days and timings outside working hours to ensure a continuous presence of the staff and security. The arrangements shall be made in addition to the provision of security guards/watchman in regular working hours.
- 5.2 There shall be two wardens, instead of one, for taking the responsibility during day and night on rotation. The scales for appointing a warden and other staff members should be standardized.
- 5.3 There shall be four security guard/watchman.
- 5.4 The Manager shall be required to make regular unannounced visits to the DuA/WCC during nights and public holidays to assess the functioning of the institution. They should be accessible at any time when the residents/survivors need special assistance.

6. DISCHARGING A RESIDENT/SURVIVOR

- 6.1 A resident/survivor (without a court order) may decide to leave the DuA/WCC during working hours. She shall be required to sign/put thumb impression on a discharge slip before leaving the premises of the DuA/WCC.
- 6.2 A resident/survivor referred by a court shall seek permission from the court in addition to signing off the discharge slip to be allowed to leave the DuA/WCC.
- 6.3 In a discharge case where a surety bond is required by the court, it should be provided to the judiciary by the local administration.
- 6.4 Residents/survivors who remained engaged in the production and sale of handicrafts through the DuA/WCC shall be entitled to their profit at the time of leaving the facility.

7. SECURITY

- 7.1 Security for the building and all its residents/survivors shall always be ensured. Manager DuA/ WCC shall ensure regular contact with the Station House Officer (SHO) of the nearest Police Station.
- 7.2 The Regional Police Officer (RPO)/ District Police Officer (DPO) shall ensure that each DuA/WCC is provided with round the clock security by the area Police to ensure the safety of the staff and residents/survivors. There should be enough number of Policemen & women police constable (at least two) to perform their duty on an alternate basis to prevent exhaustion and maximize alertness.
- 7.3 The Manager of DuA/WCC shall ensure the privacy of the residents/survivors, and the Security Guard/ male Police Constable shall not be allowed to enter the residential area, but in case of emergency only women police constable will be allowed.
- 7.4 Unless accompanied by a female officer, no male member of the staff shall be allowed to enter areas of the DuA/WCC which are reserved for the residents/survivors. In cases where this may be necessary, the residents/survivors shall be informed before the entry of a male into the premises.

- 7.5 The Manager shall also make appropriate security arrangements, in liaison with the SHO of the nearest Police Station, for the security of residents/survivors who need to travel outside the DuA/WCC to attend court hearings or for emergency hospital visits/ hospitalization, especially in cases where danger is apprehended.
- 7.6 Arrangements should be made for biometric attendance for staff of DuA/WCC
- 7.7 Security Cameras with all the required equipment and storage facility should be installed at key entry/exit points of the premises. The manager will have control and monitor the security cameras while warden will only monitor the security cameras.
- 7.8 The height of the boundary wall shall be enough high to meet the requirement.
- 7.9 There should be a spacious building and other infrastructure available in good condition to ensure the smooth functioning of the DuA/WCC.

8. GUIDING PRINCIPLES

The following principles shall guide the functionality of DuA/WCC for the protection and empowerment of women residents/survivors:

- 8.1 The Constitution of Pakistan, and relevant internationally recognized standards, conventions, treaties and/or instruments signed by the Government of Pakistan, guarantee the fundamental rights of liberty and security of every person. These principles shall form the basis for all policies and practices adopted for the provision of shelter and refuge to women/girl who are survivors of violence and in distress.
- 8.2 Women/girls seeking protection and support have the right to be treated by the law and to enjoy the full protection provided by the law in a manner that ensures their respect and dignity.
- 8.3 The DuA/WCC shall operate as places for temporary protection for women/girls, where they receive support and care for the resolution of their problems. These must not be used as custodial institutions, nor be considered an alternative to remand homes or imprisonment for women/girls charged with the commission of an offence.
- 8.4 There shall be no discrimination based on social or economic class, caste, religion, nationality, language and/or profession of the residents/survivors.
- 8.5 The right to freedom of movement of all women must be respected and any exceptions must be strictly by the law and only in the interest of the security and protection of the residents/survivors and the institution. Any such exceptions should be stipulated and communicated to the women at the time of admission.
- 8.6 Crisis cases should be addressed on a priority basis without any undue delay.
- 8.7 Residents/survivors' right to informed choice and voluntary consent for any actions taken on their behalf should be fully respected. Information on the guidelines and the services provided by the DuA/WCC must be accurately and fully conveyed to the residents/survivors in a manner and through means that ensure their full understanding of the communication. SOPs should be translated into the local language and be displayed in the DuA/WCC. Similarly, the Anti- Sexual Harassment Policy, ethical code of conduct and other related policies should be displayed.
- 8.8 Residents/survivors should be given opportunities to participate in all decisions regarding their life and well-being.

- 8.9 The privacy of residents/survivors should be respected, and the confidentiality of all their respective information and records must be fully maintained. There should be a proper mechanism for keeping the records confidential. For example, the personal files of residents/survivors should be kept in lock and key with access given only to the Manager.
- 8.10 The DuA/WCC must adopt appropriate systems of external oversight to ensure a level of transparency of operations. This is necessary to safeguard women/girls from any exploitation and harm and to avoid any malicious allegations which may undermine the reputation and integrity of the institution. Periodic appraisals shall be incorporated in the management system of the DuA/WCC to maintain the quality of services for the residents/survivors.

9. RIGHTS OF RESIDENTS/SURVIVORS

Based on a survivor-centered approach and guided by the basic principles of protection, respect and dignity, the residents/survivors shall enjoy the following rights at the DuA/WCC:

- 9.1 All residents/survivors shall have equal access to all facilities, which are made available from time to time, and services of the DuA/WCC including medical check-up, food, bedding, clothing, awareness-raising sessions, vocational training, psychological and legal support.
- 9.2 All residents/survivors shall have access to the residential area within the compound.
- 9.3 Cases referred by the Court shall be dealt with strict caution, and permission to leave the premises shall only be granted in case of emergency. In this case, the Manager shall be allowed to curtail the freedom of movement of the said resident/survivor and ensure such cases are provided with proper security before residents/survivors leave the DuA/WCC for Court hearings or hospital visit.
- 9.4 Every resident/survivor shall enjoy the freedom of choice and decision regarding anything that concerns their lives.
- 9.5 The procedures of visitors for the residents/survivors from outside DuA/WCC should be visible in the premises of DuA/WCC.
- Except for court cases, residents/survivors shall be entitled to receive visitors [once a week] under arrangements made at least a day in advance of such meetings.
 - In case of the court referred cases, the decision of receiving the visitors should be according to the instructions given by the court and the informed consent of survivors; both are essential, and neither one can be compromised for the other.
 - All visitors shall sign the visitors' register and be subject to security checks for their identity, as well as any items brought within the premises DuA/WCC.
 - The consent shall be taken in writing on a prescribed form for every meeting from the resident/survivor, excluding court cases.
- 9.6 Residents/survivors shall have access to telephone facilities and can make a call for a reasonable time in the presence of shelter staff. However, the usage of mobile phones shall not be allowed. The facility should not be fixed for a particular day of the week but be provided as need is expressed by the survivors. Residents/survivors shall be provided with facilities to send and receive correspondence through the post and/or courier. DuA/WCC staff shall observe and respect the privacy of all

correspondence/communication of the residents/survivors. Survivors should be allowed for telephonic calls to their family members in the presence of shelter administration once a week or need basis.

- 9.8 Residents/survivors shall be entitled to make grievances, suggestions and/or requests about any matter concerning their personal or communal environment. The Manager shall ensure that all efforts are made to entertain reasonable requests from residents/survivors while having regard for available resources.
- 9.9 All matters which residents/survivors wish to communicate under this sub-rule shall be communicated in writing and addressed to the Manager of the DuA/WCC.
- 9.10 In case a grievance is raised by any resident against the Manager DuA/WCC, such a complaint shall be addressed to the Chairperson of the Advisory Committee who shall ensure that it is properly investigated and appropriate action is taken, if necessary, as mentioned in section 19.
- 9.11 All residents/survivors shall be entitled to and allowed free access to any record, detail or information stored by the DuA/WCC Manager about the resident/survivor available in any form and/or including information kept electronically. The resident/survivor shall be provided with the aforementioned access and copies of any such record on request during office hours.
- 9.12 Any resident/survivor who may be required to be present before the Police for any investigation, court appearance or in connection with any other judicial proceeding shall be given to the custody of the Police. This shall be subject to receipt of a notice and/or warrant in writing expressly requiring the presence of such resident/survivor, provided that the relevant police party consists of at least one female police officer.
- 9.13 The Manager shall ensure that all local emergency phone numbers including but not limited to police, fire brigade and medical rescue are displayed in all communal places within the DuA/WCC.
- 9.14 Access to timely, clear and accurate crisis information for any woman/girl who has, or is, experiencing physical, sexual or other forms of violence, regardless of her whereabouts and the time of day/night, is vital in supporting access to services and safety. Crisis information includes the rights of women and girls, the range and nature of services available and is provided in a non-blaming, nonjudgmental manner. The information must be made available in a way that enables women/girls to consider the range and choices and to make choices independently.

10. DEALING WITH RESIDENTS/SURVIVORS

The following are Standard Operating Procedures that need to be adhered to while dealing with residents/survivors:

- 10.1 Consent will be called 'informed consent' only when:
 - All information is conveyed to the resident.
 - All possible advantages and disadvantages of any related decision are discussed with the resident.
 - It is given without any stress, pressure or coercion.
 - The resident is in a safe and comfortable place.
 - She is given enough time to think and take the decision.
- 10.2 Consent shall be taken in writing and verbal consent would only be adequate in situations where there is no legal requirement or documentation required to provide a particular service to the resident.

- 10.3 In the case of an unaccompanied girl child resident, the decision in the best interest of the child shall be taken by the DuA/WCC. In the case where the best interest of the survivor is in dispute, the decision must be taken through clearly defined steps and in consultation with other service providers and the Advisory Committee.
- 10.4 In the case of adult residents/survivor the consent of the resident should be taken as final.
- 10.5 Residents/survivors shall be provided with a private, secure and comfortable environment to discuss their situation and identify possible options for future course of action.
- 10.6 The decision of the residents/survivors shall not be influenced in any way.
- 10.7 Confidentiality of the residents/survivors is always to be maintained. Thus, names, address or any other identifying information about the resident or their respective family must not be discussed within the DuA/WCC, with any other institutions and/or media.
- 10.8 The decision as to which information regarding the resident can be shared and with whom shall only be taken after consultation and informed consent from the resident.
- 10.9 The resident/survivor shall never be used to advance the interest of the DuA/WCC or any service provider. Using residents/survivors in such a manner would be considered as exploitation and make the offender liable to appropriate legal action.
- 10.10 Only persons with relevant expertise, for example, the “warden”, or “assistant warden” a “trained person” shall address the needs of the residents/survivors.
- 10.11 All residents/survivors, their families and concerned visitors shall be informed about their rights and obligations mentioned in the SOPs. In case the resident/survivor is an orphan, their concerned visitor should be provided with an orientation on SOPs of DuA/WCC.
- 10.12 Room allocation for residents/survivors shall be carried out after dividing them into groups (single residents/survivors and those with children) to ensure comfortability of everyone.
- 10.13 Children must have appropriate nutrition meals according to their dietary requirements, facilities for basic education and space for leisure activities and entertainment.

11. BREACH OF CODE OF CONDUCT

- 11.1 Corruption, threat, emotional, verbal or physical abuse; forced labor; prostitution; forced or imposed decisions; retention of residents/survivors’ personal property (including money); and violation of residents/survivors’ privacy by DuA/WCC staff shall be considered as “misconduct”.
- 11.2. Disciplinary action shall be taken by the SWWED against the Manager or staff of DuA/WCC about any alleged misconduct that is brought to the notice of the department.
- 11.3 Immediate action will be taken against referral services providers, consultants and volunteers working with resident staff found guilty for the abuse of power.
- 11.4 Immediate actions will also be taken against any resident who is engaged in causing harm to other residents/survivors. For court-referred cases, the complaints regarding survivors can be presented to Area Magistrate. For cases not referred by the court, the Manager of the DuA/WCC can file a complaint to the District Officer/Directorate of Social welfare Department.

12. SERVICES

Navigating the range of services, options and decisions available can be daunting for women and girls experiencing intimate partner and non-partner gender and/or sexual-based violence. Skilled assistance from trained staff can assist women and girls to access the most appropriate services and make informed choices that ensure her safety, are empowering and uphold her rights. Following are the services required by the residents/survivors that shall be provided by the DuA/WCC directly or through a referral system.

12.1 Medical Facilities

- 12.1.1 The DuA/ WCC shall be adequately linked to the nearest District Headquarters Hospital so that residents/survivors are provided medical services without any delay.
- 12.1.2 The Manager DuA/WCC shall arrange monthly visits for a general check-up by a lady doctor.
- 12.1.3 Medical examination of each resident/survivor with all necessary lab tests shall be performed immediately after her admission to the DuA/ WCC and the linked/associated government hospital should provide this facility.
- 12.1.4 The senior management officials (representative of health department) of the hospital should also be a part of the team that ensures the provision of medical services to the incoming and outgoing residents/survivors of the DuA/WCC.
- 12.1.5 The manager of the DuA/WCC shall maintain the first-aid facility for residents/survivors. There should be a fully-equipped, first-aid box available at all times. At least one person in the staff should be trained to provide first aid in case of emergency.
- 12.1.6 The doctor and the manager/warden shall be responsible for maintaining the confidentiality of the results of medical examinations, which shall be carried out in private. The results of the tests shall not be used against the resident in any circumstances.
- 12.1.7 The medical records of each resident shall be maintained by the DuA/ WCC and handed over to the resident at the time of discharge. A copy of each document is kept in file for future reference and record purposes.
- 12.1.8 The manager DuA/WCC shall have access to a pharmacy in the linked government Hospital.
- 12.1.9 The manager shall coordinate and facilitate vaccination campaigns in DuA/WCC with the assistance of the health department.
- 12.1.10 In the case of a pregnant resident, the manager shall ensure pre- and postnatal care. There should be a provision of LHV or medical technician/officer in the DuA/ WCC for pre- and postnatal care.
- 12.1.11 In case of childbirth, the Manager DuA/ WCC shall make adequate arrangements for the child to be born in a government hospital in proximity to the DuA/WCC.
- 12.1.12 There shall be adequate arrangements for the support and care of newborn children in the DuA/WCC including timely immunization, appropriate nutrition and clothing. The lactating mother shall also be given the required and essential care and nutrition for better health of both mother and child.
- 12.1.13 The DuA/WCC shall provide a birth certificate to any child born during the resident's stay by facilitating the process at hospital. If the resident does not have the CNIC, they can be supported through NADRA.

12.2 Psychological Support

Women and girls' survivors of violence face number of challenges that affect their mental and emotional health. Crisis counselling is essential in assisting women and girls to achieve an immediate sense of security, reaffirm their rights and alleviate feelings of guilt and shame. Counselling can improve the emotional health of women and girls which can consequently increase their access to other opportunities like education and employment.

- 12.2.1 The manager of the DuA/WCC must ensure that the psychological condition of each resident/survivor is assessed at the time of admission and basic counselling is provided through individual and/or group sessions.
- 12.2.2 There should be a permanent position of at least one psychologist in DuA/WCC. In case of absence of a psychologist:
 - The medical superintendent of nearest Hospital shall arrange for the services of a psychologist on the request of the manager.
 - The selected staff of the DuA/WCC shall be trained in providing basic counselling and psychosocial support to the residents/survivors. However, this should be a temporary solution until a full-time psychologist is on board.
- 12.2.3 To maintain confidentiality, the psychologist shall be provided with a private room for the counselling sessions. The information given by the residents/survivors to the psychologist during the session must be kept confidential.
- 12.2.4 The manager of the DuA/ WCC along with psychologist shall maintain liaison with the psychiatry department of a governmental hospital near the DuA/WCC.
- 12.2.5 The psychologist/manager may refer residents/survivors for psychiatric help in case of mild psychiatric illness. If severe psychiatric illness/symptoms arise during survivors' stay, which was not revealed during their admission process, they should be sent to the psychiatry department of the associated government hospital. The decision of the further stay should be based on the medical and psychiatric examination from the hospital (as mentioned in 3.5).

12.3 Legal Aid

- 12.3.1 A panel of pro bono lawyers shall be associated with DuA/WCC, preferably consisting of 60% women and 40% men. The advisory committee can play a role in creating this panel.
- 12.3.2 The manager of the DuA/WCC should identify a small committee of pro bono lawyers in the panel. This committee shall be connected with local government departments and police stations and maintain a regular liaison with the Bar Association, Judiciary, Law and Human Rights Department, NGOs & members of the civil society to seek help for the residents/survivors about their cases.
- 12.3.3 Legal advice and assistance shall be provided to residents/survivors by pro bono lawyers who need such help and give informed consent to the manager.
- 12.3.4 In case of not having any legal advisor available, the manager of the DuA/WCC or any relevant staff authorized by the manager will present the survivors' cases in court to avoid any unnecessary delays. Residents/survivors shall be made fully aware of the available courses of action and the possible implications of opting for pursuing their cases in the court.
- 12.3.5 The manager of the DuA/WCC shall ensure that the pro bono lawyers clearly understand their role and can perform the voluntary services keeping in

consideration the ethical standards of dealing with survivors of violence including, but not limited to, ensuring of the survivors' respect, dignity and privacy.

- 12.3.6 Legal Advisor (pro bono or if the survivor has a lawyer in her individual capacity) shall provide the residents/survivors with a regular update of their cases pending in the courts.
- 12.3.7 Legal Advisor may act as a mediator between the resident and her family if the resident gives consent for such an initiative.
- 12.3.8 If a resident is discharged from the DuA/ WCC while her case is pending in the court, the management of the DuA/ WCC shall be obliged to provide her with all the "attested copies" of the documents about her case.
- 12.3.9 The District Public prosecutor shall extend necessary support and assistance to the manager for the provision of legal services to the residents/survivors.

12.4 Building Economic Reintegration Skills

- 12.4.1 To build the vocational skills of the residents/survivors, which can help them for better integration into the community, DuA/WCC shall make arrangements for training sessions to be conducted within its premises. DuA/WCC staff should be facilitated by the SWWED in terms of building linkages and networking with relevant departments and organizations working on different vocational skills such as TEVTA, Skill Development Council (SDC)⁸ and other vocational training institutes. A member from TEVTA shall also be in the advisory committee.
- 12.4.2 Residents/survivors shall be given information on entrepreneurship, income-generating activities and availability of jobs. A mechanism shall be developed that creates linkages for entry into local markets for the residents/survivors such as micro-finance, soft loans, business and enterprise training and connection with business incubation centres⁹.
 - After residents/survivors exit from a shelter, there shall be a systematic follow up on facilitating access to vocational training, income assistance and social protection.
 - Wherever possible, residents/survivors who are motivated to work after leaving shelter shall be provided an access to financial support for income-generating opportunities such as seed funding for business start-up (linking to banks for loans, philanthropists, Bait-ul-mal, etc.).¹⁰
- 12.4.3 The manager shall ensure adequate opportunities for display and sale of products made by the residents/survivors. The profit from the selling of the products should be given to residents/survivors regularly.

13. OTHER FACILITIES AND SERVICES

- 13.1 All communal areas in the DuA/WCC shall always be freely accessible to residents/survivors without any restriction unless necessitated by repair or maintenance work.
- 13.2 The manager shall ensure that a strict hygiene routine is followed by all residents/survivors in respect of all communal areas. To ensure compliance, clearly marked waste disposal bins will be provided which are cleared and/or cleaned at least once a day.

⁸ SDC has a registered vocational training centre working in Peshawar since 1998.

⁹ Business incubation centers provides startups with the resources and tools they need to establish themselves as successful entrepreneurs. There is one in Peshawar called National Incubation Peshawar.

- 13.3 The manager shall ensure that leisure rooms are equipped with at least one television maintained in good working condition, books, newspapers and board/card games for free use by the residents/survivors.
- 13.4 Residents/survivors shall be provided with balanced meals at least three times a day according to the prescribed scales/schedules. Meals must consist of 2250 kcal per person consisting of meat or vegetables/lentils and fruits.
- 13.5 A proper weekly menu and scale shall be notified by the Director of Social Welfare for adult and minors on the recommendation of the Health Department.
- 13.6 Provision of clean drinking water at an appropriate temperature shall be mandatory.
- 13.7 Residents/survivors and their children shall be provided with personal appropriate clothing. Clothing under this clause means shalwar kameez and a dupatta (or any culturally appropriate dress), shoes, socks, undergarments, slippers and appropriate items for the winter season (i.e., shawl, sweater etc.).
- 13.8 Women/girls shall be provided with hygiene kits including tooth powder/toothpaste, toothbrush, soap, towel, comb, oil, anti-lice shampoo, and sanitary pads when admitted to the DuA/WCC, once in a month or/and when required.
- 13.9 The manager shall ensure the provision of a safe deposit box for storing cash and/or jewellery belonging to residents/survivors. Such items shall be stored on request against receipts of items. Personal belongings kept in the safety deposit box shall be returned to the residents/survivors upon exit from the DuA/WCC.
- 13.10 If any resident needs to go outside the premises of the DuA/WCC for medical care or for a court appearance, she shall be provided with transport maintained for this purpose.
- 13.11 Availability of office vehicle for residents/survivors shall be ensured at all times. The manager shall maintain appropriate transportation for use of residents/survivors and staff members of DuA/WCC only for official purposes.
- 13.12 In case of unavailability of the office vehicle, the manager can get support from Rescue 1122 and also ensure one women police constable with the survivor/resident.

14. DAILY ACTIVITIES CURRICULUM FOR RESIDENT

14.1 Overview

- 14.1.1 All residents/survivors shall be provided with opportunities to attend basic education classes, vocational trainings and recreational activities. All activities at the DuA/WCC for residents/survivors shall be provided /facilitated free of cost.
- 14.1.2 The schedule of daily activities/time table shall be planned and displayed in the premise.
- 14.1.3 Resident/survivor meetings with administration/ relevant staff shall be held on daily basis.

14.2 Awareness Sessions

- 14.2.1 An awareness session on the SOPs and general protection/security issues shall be held with the resident/s when upon entering the DuA or once in every three months.
- 14.2.2 Many women/girls are likely to have limited knowledge about their rights and the range of options available to them. Accurate and timely information about matters such as divorce/marriage laws, child custody, guardianship, migration status and assistance to navigate justice and policing responses are important in ensuring the

safety of women and girls. The manager shall organize sessions on legal aspects, women's rights and basic health and hygiene.

14.2.3 Such information sessions shall take place at least four times a month.

14.2.4 The manager shall ensure that the residents/survivors are provided with relevant material in the form of brochures, visual displays, discussions, etc. Specific training sessions shall be provided to residents/survivors who express a desire to improve their knowledge on the issues.

14.3 Socio-Educative Activities for the Children

The effect of experiencing violence directly or indirectly can have a devastating impact on children. Children have the right to access services that need to be age-appropriate, sensitive and child-friendly.

14.3.1 According to their age, children residing in the DuA/WCC with their mother shall be provided with the opportunity to get educated and take part in collective socio-educative activities.

14.3.2 There shall be a teacher trained in child education and development.

14.3.3 In case of absence of the teacher, warden/staff or any other educated women from amongst the residents/survivors shall be encouraged (but not forced) to teach other women and children. Such women should be provided basic training for teaching children.

14.3.4 There shall be a well-equipped and well-managed play area in the DuA/WCC.

14.4 Recreational Activities

14.4.1 Recreational activities inside the DuA/WCC shall be organized for the residents/survivors regularly. The residents/survivors shall be provided with games such as carom-board, badminton, etc.

14.4.2 Special occasions, national and religious holidays shall be celebrated, such as Eid-ul-Adha and Eid-ul-Fitr. Non-muslims shall be allowed to observe and celebrate their religious practices and other ceremonies.

14.4.3 National and international days, especially events related to women's rights, shall be celebrated.

14.4.4 The manager of the DuA/WCC shall subscribe to selected magazines/newspapers and purchase books that would be of interest to the residents/survivors. There should be a small library at every DuA/WCC that includes books, magazines and other material, especially on women's rights.

14.4.5 There should be a computer facility at the DuA/WCC, alongside computer training, so that residents/survivors can get involved in the freelance market. They shall also be provided with digital literacy workshops.

15. TRAINING OF STAFF

15.1 The Social Welfare Department shall ensure training of the staff to DuA/WCC through a regular training session to ensure continued improvement in the quality of services. The staff of DuAs shall also be encouraged to identify their training needs through appraisals.

- Training on SOPs and case management skills shall be ensured for the staff members of DuAs

- 15.2 The manager of the DuA/WCC shall ensure that the staff members actively attend regular training session on:
 - A refresher's training on SOPs shall be given to the staff on an annual basis
 - Gender issues, legal literacy, family laws, handling psychological distress, sensitization on gender-based violence, especially domestic violence
 - Team management, financial and administrative management
 - Technical and vocational skills
- 15.3 The training session shall be carried out by the private and public institution. During and after these sessions, the progress of the DuA/WCC staff shall be assessed through a laid down assessment criterion which shall be provided by the training group to the manager beforehand.
- 15.4 The staff shall undergo a psychological assessment on an annual basis.

16. POST-SHELTER FOLLOW-UP

- 16.1 Experiencing violence leads to long-term consequences for the social wellbeing of women. Follow-up programs of shelter need to be expanded to the continuity of care service model specific to the needs of women either living independently or with families.
- 16.2 The Darul Aman/Women Crisis Center shall have clear procedures for regular follow-ups of on-going and concluded cases through phone calls and/or visits by the shelter management for at least up to one year.
 - Follow-up phone calls shall start from the day survivors exit from the Darul Aman /WCC and continue up to one year through regular intervals set and approved by the residents/survivor.
 - In the case where there is threat or increased risk associated with the life of survivor, follow-up via visiting the survivors is a must.
- 16.3 The DuA/WCC shall provide sustained support for the holistic recovery of the survivor for a minimum of 6 months after exiting the shelter. This would include follow-up, referral services, mentoring for vocational skills, supporting survivor in attaining jobs and accommodation.
- 16.4 The follow-up mechanism should be built into the agreement of reconciliation with the family or in the discharge documentation to reduce resistance to future intervention.
- 16.5 Consent of the survivor for follow-up must be sought. However, not having survivors' consent should not be used as an excuse for not following-up the case. If survivors are not comfortable with the follow-up process, other strategies should be sought. This can include, for example, making a phone call to a person who the survivor trusts or a follow-up visit or call by the lawyer.
- 16.6 A staff member leaving the premises of the DuA/WCC for follow-up of the case, such as court hearings or legal procedures, need to be accompanied by a security guard and/or another staff member.
- 16.7 The entire process of the follow-up, including every step, shall be documented and added in the survivors' file.

17. REFERRAL SERVICE

- 17.1.1 While exiting the DuA/WCC, the survivors shall be referred to appropriate services. They can either be provided with a referral directory that includes the contact information of all services and/or they can be referred to a specific service according to their needs and requirements.

- 17.1.2 The referral directory shall include the contact information of service providers, organizations and institutions providing the services including but not limited to:
- Psychiatric/psychological counselling
 - Medication
 - Legal aid
 - Shelter support
 - Police
 - Organizations that can help in economic reintegration, such as Bait-ul-Mal, and institutes that provide credits or other financial support, such as vocational training centres

17.2 Referral Building

- 17.2.1 There should be a complete referral directory within the DuA/WCC that shall be updated regularly.
- 17.2.2 To formulate and update the list and to include any service on the list, the manager of the DuA/WCC shall visit and have meetings with the concerned department/service provider to:
- Gather up-to-date information about service providers, organizations and institutions and to have the opportunity to see the services first hand
 - Give orientation to the service providers on the kind of cases DuA/WCC would be referring, such as domestic violence and rape
 - Provide an orientation on the needs and expectation of the DuA/WCC from the service providers
 - Provide an orientation on the ethical handling of survivors of violence. The service providers shall be aware of all the dos and don'ts of dealing with survivors of violence to ensure the protection and dignity of survivors
 - Receive a written consent from service providers to volunteer their time and services for the survivors
- 17.2.3 After obtaining consent of service providers to work with survivors voluntarily, the manager of the DuA/WCC shall send a formal letter to organizations which are to be added in the referral list.
- 17.2.4 A record/directory of names and contact information of the service providers, organizations and institutions shall be maintained at the DuA/WCC of all referrals.
- 17.2.5 Services can close, relocate, raise their costs or change their procedures. Therefore, it is essential to update the information in the directory regularly (for example, every six months) to avoid giving survivors misinformation. Not only can misinformation waste survivors' time, money and energy but also put them at risk, especially in resource-poor settings where funding is scarce.
- 17.2.6 For referring survivors to a specific service, the manager of the DuA/WCC shall confirm that the contact information of the service provider, organization and institution is updated.
- 17.2.7 The process of referral should be continuously monitored and reviewed. There should be a complete follow-up with both survivors and referrals. The survivors shall be encouraged to report to the manager of the DuA/WCC in case of any complaint with the referrals.

17.3 Ethical Consideration in Referrals

- 17.3.1 The service providers at the referral list should be sensitized and trained to deal with the survivors of violence. The referral list/directory shall have only the service

providers/organizations who are aware of all forms of violence against women, girls and children; have sensitivity towards issues of violence; commit to working with people without discrimination of class, gender, race and ethnicity; have attended an orientation on ethical guidelines; are prepared to deal with the cases of VAW; are aware of their role in interacting with survivors; and are willing to work on a voluntary basis or at a nominal fee to cover the case expenses.

- 17.3.2 Survivors should actively define their needs and decide what options meet those needs best to avail the referral services. The survivor must be informed in case of gaps/limitations of the referral services and be prepared for the kind of service they may receive.
- 17.3.3 The manager or any other person in the DuA/WCC shall not discuss any information regarding the survivors with service providers without their consent.

18. ADVISORY COMMITTEE

18.1 Overview

- 18.1.1 The Advisory Committee, notified by the Secretary, SWWED, Khyber Pakhtunkhwa shall ensure the regular oversight of the DuA/WCC and their services.
- 18.1.2 A monitoring committee can be formed from amongst the members of the Advisory Committee to support the performance of the DuA/WCC.

18.2 Membership of the Advisory Committee

- 18.2.1 The tenure of the Advisory Committee shall be for 2 years.
- 18.2.2 The number of members, including Chairperson and the Secretary of the Advisory Committee, must not be less than eight and more than 10.
- 18.2.3 The manager of the DuA/WCC shall be the Secretary of the Advisory Committee.
- 18.2.4 The members of the Advisory Committee shall include the following:
- i. One representative from senior management of the nearest government hospital.
 - ii. One clinical Psychologist
 - iii. One representative of the District Bar Association / women lawyer
 - iv. One female from academia i.e., university/college
 - v. One senior member from TEVTA or the head of any training or vocational college
 - vi. One female police officer
 - vii. One representative from the local district government

18.3 Selection/Nomination/Notification/Disqualification of Members

- 18.3.1 The committee shall select a Vice-Chairperson from among its members through a majority vote. The Vice-Chairperson shall act as Chairperson in his/her absence.
- 18.3.2 All members shall have a right to vote in the meetings of the Advisory Committee. No person shall be nominated in more than one Advisory Committee at a time. However, these conditions shall not apply to the nomination of a co-opted member for a fixed period.
- 18.3.3 The selection/nomination and notification of the Advisory Committee of DuA/WCC shall be made by the Secretary, SWWED on the recommendations of the District Officer, Social Welfare Department of the relevant district.
- 18.3.4 An office-bearer of a political party shall not be a member of the Committee.

- 18.3.5 Until a new committee is nominated, the existing committee shall continue working to ensure smooth work and easy transition.
- 18.3.6 It is important to refrain from creating subcommittees from the existing Advisory Committee. There should be one committee, the Advisory Committee, where the roles are divided amongst the members.
- 18.3.7 Any member who remains absent from three consecutive meetings shall cease to be a member of the Committee. The Secretary, SWWED shall notify the replacement of that member at the district and provincial level.
- 18.3.8 Any member who acts in a manner prejudicial to the interest of the DuA/WCC shall be removed from membership.
- 18.3.9 The provincial Director Social Welfare Department, Government of KP shall have the powers to dissolve any Advisory Committee at the district and provincial level respectively if any misappropriation is established. The credible complaint can be forwarded in writing by any other member of the Committee, residents/survivors of DuA/WCC or other officials working in the DuA/WCC.

18.4 Function of the Advisory Committee

The Advisory Committee shall perform the following functions:

- 18.4.1 Support, advise, monitor and motivate the manager and staff for better functioning of the DuA/WCC and to improve the quality of services being offered to the residents/survivors.
- 18.4.2 Mobilize and facilitate the DuA/WCC staff in allocating and managing the funds received from the government and/or donations from private sources to support and improve the facilities available to the residents/survivors.
- 18.4.3 Advise and guide the manager in setting any dispute/grievances of the residents/survivors and also offer assistance in resolving disputes between residents/survivors or between the management and the residents/survivors.
- 18.4.4 Provide support to the manager to organize and observe national days and other function being held at the DuA/WCC.
- 18.4.5 Develop a positive image of the DuA/WCC in the society/community.
- 18.4.6 Assist the management of the DuA/WCC in strengthening liaisons with other service providers to build a strong referral network.
- 18.4.7 Refer survivors to DuA/WCC.
- 18.4.8 Assist the manager of the DuA/WCC in devising training, learning, integration and employment opportunities for the residents/survivors.
- 18.4.9 Maintain case studies of the residents/survivors, with utmost confidentiality, and keep a track of their reintegration process for at least two years. Ensure provision of quality and responsive services including legal, medical or financial service after survivors leave the shelter. Arrange equipment/machines, soft loans and other such articles which may help the residents/survivors in their post shelter employment and integration.
- 18.4.10 Ensure that the annual report is developed specifying the number of residents/survivors and inventory donations/income and expenditures. The comments of the Committee shall be reflected in the annual report to maintain check and balance.
- 18.4.11 Monitor the health of the residents/survivors and ensure that a clean environment is maintained at the DuA/WCC.

- 18.4.12 The chairperson Advisory Committee is authorized to monitor and support the manager of the DuA/WCC in management of funds received through different donations or by the government. can:
- have full control over the utilization of funds collected by the Committee through its efforts.
 - Open a bank account and operate it with the joint signatory authority of the Chairperson and the manager of the DuA/WCC.
 - Accord anticipatory approval of incurring an expenditure of up to Rs.5000/- out of Advisory Committee account.
- 18.4.13 The advisory committee will constitute a complaint management committee comprising of its three members to resolve the complaint/ grievance received from the residents/survivors.
- 18.4.14 The ToRs of the Complaint Management Committee will be finalized by the advisory committee.

18.5 Meeting of the Committee

- 18.5.1 The chairperson shall have the jurisdiction to convene the scheduled and emergency meetings. The meeting of the Committee shall be presided by the Chairperson /Secretary of the Committee. In the absence of the Chairperson, any two members may call a meeting of the Committee if needed.
- 18.5.2 At least one meeting should be held every month.
- 18.5.3 Prior notice of at least one-week shall be mandatory for a routine and a minimum notice of 24 hours shall be given before an emergency meeting is convened.
- 18.5.4 The quorum of the meeting shall be one-third of the total membership; however, a Quorum of 51% has to be met for any decision to be approved.
- 18.5.5 All the proceedings of the Committee meetings shall be properly documented and the minutes submitted to the Secretary Social Welfare, Government of Khyber Pakhtunkhwa, who shall monitor the functioning and achievements of the Committee within his area of jurisdiction and report to the higher authorities.

18.6 Mode of Decision Making

All decisions of the Committee shall be taken in the following manner:

- 18.6.1 The Committee shall decide through a majority vote.
- 18.6.2 In case of equal votes, the Chairperson shall have the decisive vote.
- 18.6.3 In case of serious differences of opinion not being resolved at the committee level, the matter shall be recorded in the minutes of the meeting and referred to the Secretary Social Welfare, in case of major issues.

19. DETAILS OF RECORD-KEEPING AND DOCUMENTATION

Each DuA/WCC shall maintain a proper record of the admissions and discharge of each resident.

- 19.1 The following forms shall be used at various points:
- Admission form
 - Detail case history initial assessment form (signed by the survivor and person who is filling the form)
 - Referral Form
 - Service provided Form [Service provided Form including;
 1. Psychological counseling
 2. Medical Health Record
 3. Telephonic meeting with detail discussion
 4. Follow-up with conclusion
 - Exit/discharge, form that shall be filled, and all necessary case report shall be handed over along with the personal articles or cash
- 19.2 All personal information shall be kept confidential and be shared only with the full and informed consent of the resident/survivor.
- 19.3 Records will be kept in the soft/ digital versions with complete data of residents/survivors at the time of admission.
- 19.4 Registers shall be maintained for:
- Gate entry
 - Survivor's Admission and discharge
 - Staff attendance (morning & evening)
 - Residents/survivors' attendance (morning & evening)
 - Residents/survivors' property
 - Medicine and hygiene
 - Telephonic meeting register
 - Vocational Register
 - Dispatch register
 - Family meeting /visitor register
 - Referral
 - i. Resident food consumption/stock register
 - ii. Visitors' remarks

Additional points:**Collection of documents from survivor/residents**

If available:

- A copy of Computerized National Identity Card
- Legal documents (if any)
- Medical record (if she is under treatment, pregnant, having chronic illness, injured etc.)
- Any other (e.g. previously she has taken shelter or any other assistance from any other organization or individual regarding her case, educational documents that may help for searching job for her etc.)

Security Protocols:

Security is one of the essential components of safe shelter and rehabilitation. To keep the environment safe and to protect survivors from further harm the following steps must be kept in consideration.

- Proper checking of survivor's luggage
- A survivor cannot own or keep mobile phone during her stay at shelter [WCC/DuAs].
- Outsiders or family members are not allowed to visit shelter [WCC/DuAs] directly.
- Shelter [WCC/DuAs] address and location must be confidential.
- Shelter staff is not allowed to give survivors information to anybody.
- Medical checkup is necessary for stay at WCC/DuAs (Pregnancy test and proper history of medical illness).

Social Re-integration:

The purpose of re-integration is well-social-readjustment of the survivor so that she may become an active member of the society. Decision is taken by the survivor and her counselor/psychologist can only help the survivor to think over their decisions and consequences or options may be given by the case management committee. Further actions may be taken for the betterment of the survivor. Following are the categories for survivors/residents re-integration;

- Provision of admission in schools (for children with hostel facility)
- Support single mother with living stipend for starting small business
- Reconciliation with the family

Vocational Rehabilitation & Skill Development:

VR and SD is the most important program to provide training in a specific trade with the aim of gaining employment and the restoration of someone to a useful place in society and to promote philosophy of independent living, to maximize the integration of GBV survivors in community leadership, empowerment, independence and productivity.

Vocational rehabilitation (VR) is a set of services offered to survivors and these services are designed to enable participants to attain skills, resources, attitudes, and expectations needed to compete with the challenges of life.

According to the interest of survivors vocational skill programs are arranged within Dar-ul-amans. Such skills are about cooking, housekeeping, stitching, knitting, drawing etc. as per the interest of survivors for advance skill learning or for short courses.

Family Reconciliation:

Interpersonal conflicts are almost inevitable within families. The closeness and intensity of family relationships along with differences among family members in knowledge, desires, values, abilities, etc., account for much of this turmoil. Family members are often deeply hurt in the course of their conflicts and sometimes there is a significant breach of trust, occasionally a family member will consider a certain offence unforgivable and will not seek reconciliation. Usually, however, family members try to recover a sense of personal and relationship wellbeing by endeavoring to forgive and reconcile. This can be a long and difficult process. In family reconciliation through caring conversation, it is possible to bring forth preferred ways of thinking and interacting that can lead to forgiveness and reconciliation, Reconciliation entails the restoration of trust in a relationship that has been damaged. It is a major interpersonal achievement. Both parties must be involved and both must contribute to a resolution.

Mediation:

Mediation is the essential part of family reconciliation. Mediation is the way/process of resolving disputes between two parties with concrete effects in which the survivor and opposite party sit together and work out for the resolution of their conflict. In the process of mediation, the two parties to a dispute, with the assistance of a neutral third party (the mediator), identify the disputed issues, develop options, consider alternatives and endeavor to reach an agreement. The mediator has no advisory or determinative role in regard to the content of the dispute or the outcome of the resolution but may advise on or determine the process of mediation whereby resolution is attempted.

In case family reconciliation is subject to conflict, management between two parties or the possibility of mediation between the conflicting families/ parties is explored.

2.1: Uncertain Situation:

At the time of registration into WCC/DuAs, manager will take care of all uncertain situations and inform to their relevant department on time. These uncertain conditions may include;

- Uncertain Death [natural or not]
- Chronic disease
- Escaped from DuAs/WCC
- Attack on DuAs/WCC
- Kidnapping of residents/survivors

The manager shall ensure to register the particulars along with picture of residents/survivors to the nearest police stations for any future uncertain situation. If the staffs feel that the residents/survivors will make issue with in DuAs/WCC the manager will inform to the relevant department and District Officer on it.

Person with disabilities [PWDs]:

Survivors/residents with disabilities face additional types of abuse. They may:

- Have their medications intentionally withheld or overdosed.
- Experience financial abuse and extortion.
- Receive threats of abandonment.
- Have trouble during bath, and dressing
- Have access to adaptive equipment restricted
- Have difficulty in communication or mobility.
- Have caretakers intentionally ignore personal care and hygiene.
- Survivors/residents have barriers to seeking support from outside sources, including isolation, lack of communication devices and interpretation, lack of transportation, lack of privacy, community spaces that are architecturally inaccessible, and societal attitudes about disability
- Make no assumptions based on appearance or communication. A person's disability may be severe than it appears.
- Talk directly to the abuse survivor and not the care provider, family members, case manager, social worker or interpreter.
- Involve parents, caregivers, spouses, partners, service providers and other family members only if a survivor gives full consent after reconciliation.
- Person may be guarded by family members or service providers and support staff may be walking a fine line between the wishes of a client, and their guardian, family members, and agency policies and practices.
- Take special notice of any person who answers for and does not ever leave the survivor. This person may be working with or be the abuser.
- People with cognitive disabilities and/or mental illness may take longer to process feelings and information. Take additional time if needed for intake, advocacy and counseling services.
- Abuse survivors may have extremely limited knowledge about sexual activity, their own bodies and they may have been instructed not to talk about either.
- Go slowly and take your cues from the person.
- Support the survivor in making decisions and choices as you would any other survivor.
- Keep in mind that living a normal life does not make a person with a disability extraordinary or heroic or special.
- The sexual assault survivor is the client, but, often, family members, care providers and staff from various disability agencies expect that you will automatically give them all information about the circumstances of the survivor. Check with your state protective services system to determine the reporting mandate in your area.
- All standard rules of confidentiality apply when serving a person with a disability - with the exception of states which have mandatory reporting laws regarding abuse, neglect or exploitation of adults with disabilities. Extend the same respect for client confidentiality for a person with a disability as for any other survivor. Staff must get signed releases before talking about the case with family members, service providers, or others.

- If the person has a legal guardian, you may be required by law to provide the information to that guardian. However, guardianship can be limited and not apply to all aspects of a person's life so check it out.
- If a client with a disability has signed a release of information, go over the form with the survivor and make sure they clearly understand what information the staff will share and to whom and under what circumstances.