

**Safe Guarding and well-being Guidelines for
Disability Organisations
A collaborative effort of
Disability Activists Forum WB and Parivaar Bengal
and other Activists of West Bengal
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PREAMBLE

After the back to back deaths of two kids with disabilities in two different organisations for the disabled children, PARIVAAR BENGAL and DAF West Bengal got together and convened a meeting of the Disability Organisations working in West Bengal for a collaborative meeting on 26th February 2019 at Manovikas Kendra.

At the meeting it was decided to develop a format for monitoring safety within the organisations those work with disabled children/people, which will also act as a guideline for directing/sensitising them regarding safety measures to be put in place. A smaller committee was set up at the meeting to work on developing this format.

The document developed by this committee was shared and discussed in a broad based meeting held on **20th September 2019 at Manovikas Kendra**. Almost 48 NGOs and institutions along with individuals working in the sector assembled on 20th September 2019 and after threadbare discussion put forward their valued points. We incorporated many such suggestions and the document was ultimately finalised.

The document, we hope, will be a guideline for the organisations and institutions working with and for persons with disabilities in developing the policies and practices those are user centric, keeping in mind the dignity of the individual and respect for difference. The format suggests the basic frame work and each organisation can adopt it for their own - depending on its size, disabilities dealt with and contextual situation. The frame work is comprehensive and inclusive of all disabilities, to the extent possible.

These guidelines assume that all institutions and organisations working with and for persons with disabilities will seek to provide a healthy, safe and conducive environment for living, learning and working. Safety should be a continuous planned process, an integral part of the management of any organisation or institution. A responsible attitude to safety will act as a motivator internally amongst staff, parents and users who will be reassured that their well-being is of paramount interest. Compliance requires a sustained, systematic and organised approach, revisiting risk assessments, checking, acting on new information.

Every institution/ organisation needs to work through a two pronged approach – developing relevant policy frameworks and applying the same in their everyday practices in order to ensure justice for all people concerned, specifically users of services.

We hope this policy will act as a guide for all organisations working with disabled people and can also serve a monitoring tool for state agencies.

1. Policies that Organisations working with, for and of Persons with Disability should maintain with provisions for safety catering to users and staff:

	Points for Checking	Absent	Present			Remarks
			Basic	Good	Excellent	
1	HR / Staff policy ¹					
2	User policy ² including provisions for safety, security and protection from abuse ³ with respect to Chapter XVI and Section 92 of RPWD Act.					
3	Visitor policy ⁴					

¹For all categories of workers at all levels, resource persons and volunteers - qualifications/training and experience required; background checks; terms of employment; job descriptions with roles and responsibilities; career advancement policy;

²Including terms of admission and continuation; staff –user ratio; terms of relationship between user and service provider including development of Individual Programme Plans (IPPs) involving holistic development (functional, cognitive, social, academic, life skills and leisure) of the disabled child/person ; financial provisions if any

³ Abuse can be defined as any act, or failure to act, which results in a significant breach of a vulnerable person’s human rights, civil liberties, bodily integrity, dignity or general well-being. Abuse includes physical and sexual abuse, psychological harm, financial abuse and neglect/abandonment whether physical or emotional. Abuse can occur in all settings with a particular concern for people still living in closed institutions and for those abused by people in positions of authority.

⁴Includes Inspectors, Governing Body/ Trust members, Parents/ family members, vendors, external service providers, donors, well-wishers etc.

4	Induction policy ⁵					
5	Privacy policy ⁶					
6	Medico-legal policy ⁷					
7	Health and hygiene policy					

Total score

out of

Scoring Pattern

- Absent – no policy present: 0
- Basic – includes only major points or partial directives, needs to be improved: 1.
- Good – includes most points and directives, with possibilities of improvement: 2
- Excellent – comprehensive policy document present, includes most points for consideration in the organisation/institution: 3

2. Infrastructural Arrangements

Scoring Pattern

- Absent –0
- Basic – includes only major points or partial directives, needs to be improved: 1.
- Good – includes most points and directives, with possibilities of improvement: 2
- Excellent – comprehensive policy document present, includes most points for consideration in the organisation/institution: 3

	Points for Checking	Absent	Present			Remarks
	Infrastructural Arrangements		Basic	Good	Excellent	
1	Appropriate access into buildings					

⁵Includes orientation on HR policy, legal frameworks like UNCRC, POCSO Act, RPWD Act, policies of the organisation including Code of Conduct, Gender Policy, Non discrimination policy, privacy policy, protection from abuse policy, disability and gender sensitisation, modes of communication, protocols of the institution/organisation

⁶For both users and staff, includes CCTV monitoring

⁷ Should include process to be followed for dealing with specified medical conditions and in case of medical emergencies, including linkages with closest medical facility

2	Width of corridors following access norms ⁸ with provision of Hand Rails					
3	Width of all Doors - rooms/work spaces/ toilets following access norms					
4	Proper ventilation available in all possible spaces					
5	Non slip floors in all areas ⁹					
6	Furniture ¹⁰ at appropriate height					
7	Accessible Toilets					
8	Accessible drinking water facility					
9	Proper lighting inside and outside the built environment					
10	CCTV monitoring/ surveillance ¹¹ (if any)					
Additional for Sick room/ residential accommodation						
11	Width of Doors following access norms					
12	Appropriate Door locks					
13	Appropriate and accessible Dining Spaces					
14	Accessible and appropriate spaces for washing utensils and clothes					
15	Accessible and appropriate play area					
16	Accessible Fire safety measures present					

Total Score _____ **out of** _____

3. Good /Safe Practices

Scoring

- None: 0
- Occasional: 1
- Mostly: 2
- Compliant: 3

a. Entry/Exit and other Safety Measures

	Points for checking	None	Present			Remarks
			Occasional	Mostly	Compliant	

⁸ Specified in National Trust/WHO directives

⁹ Excellent if present in all spaces, Good if present in most spaces, Basic if present in limited spaces

¹⁰Beds, tables, lockers, tables and chairs etc.

¹¹Check places where used if appropriate and adequate

1	Use of ID cards for staff/users/others					
2	Records of Entry/ Exit maintained					
3	Manning of entry/ exit Gates					
4	Appropriate safety measures followed in Organisation Vehicle ¹²					Optional; if not applicable, total score will vary
5	Caregiver/Teacher present in organisation vehicle					Optional; if not applicable, total score will vary
6	Records of use of organisation vehicles and users maintained					Optional; if not applicable, total score will vary
7	Measures for handing over to staff/parents in place					
8	Display of Dos and Don'ts of CPP at prominent places.					
9	Accessible Fire safety information provided to all users					
10	Access to Roof (only under strict supervision)					

Total Score **out of**

b. Internal space arrangements

	Points for checking	None	Present			Remarks
			Occasional	Mostly	Compliant	
1	Appropriate arrangement of accessible furniture ¹³					
2	Use of assistive devices					
3	Regular Maintenance of assistive devices					
4	Regular cleaning of campus/rooms/toilets					
5	Use of disinfectant etc					
6	Safe practices in use of Electrical and Electronic Gadgets					
7	Safety measures regarding connections					
8	Monitoring and Maintenance of					

¹² Seating, seat belts etc

¹³ tables, seating, storage etc

	infrastructure and equipment					
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Total Score _____ **out of** _____

c. Safety Responsibilities

	Points for checking	None	Present			Remarks
			Occasional	Mostly	Compliant	
	Use of Rooms/Play area/ Therapy Rooms/ Others¹⁴					
1	Allocation for classes and duty bearer					
2	Unlocking and locking					
3	Cleanliness					
4	Maintenance					
		For Residential Accommodation / Canteen				
	Accommodation					
5	Cleaning of rooms, beds and linen, utensils, toilets					
6	Cleanliness of inmates					
7	Cleanliness in Kitchen and preparation of food					
	Food and Feeding Protocols					
8	Safe food served/prepared					
9	Safe feeding practices adopted					
10	Safe drinking water available					
11	Safety practices followed in Kitchen					
12	Proper Cleaning of utensils					
13	Measures for management of menstrual cycles present					
14	Manning of toilets					
15	Privacy policy for use of toilets					
16	Garbage disposal practices					
17	Regular Fire drills					
18	Responsibility assigned during Fire emergency					

¹⁴Includes physiotherapy, speech therapy, hydrotherapy, occupational therapy, recreational therapy and other therapeutic intervention

¹⁵Includes roof, garden, waiting area etc.

Total score out of

d. Emergency Response

	Points for checking	None	Present			Remarks
			Occasional	Mostly	Compliant	
	Emergency services					
1	Arrangements for Primary Medical interventions present					
2	Disasters evacuation plan					
3	Identified medical facilities for emergency					
	Crisis/ Emergency response¹⁶					
4	Plan for emergency response present					
5	Responsibilities and accountability established					
6	Reporting of crisis					
7	Protocols for managing crises established					
8	Emergency response measures in place					

Total Score

out of

¹⁶Crises like illness of child/inmates, accidents/suicide, critical injury, missing person, violent incident, natural disasters etc.