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Title : **Implementing Guidelines on the Transfer of Golden Acres from Field Office NCR to Field Office IV-A**

I. Background

The Golden Acres (GA), presently situated in Misamis St., Bago Bantay, Quezon City, is one of the three (3) residential care facilities of the Department of Social Welfare and Development (DSWD) for the disadvantaged, neglected and abandoned senior citizens. It was created through an Executive Order issued in July 1929, as a Home for the Aged. It started its operation when twenty-five (25) aged patients confined at the San Lazaro Hospital were transferred to the Home for the Aged originally located in the Welfareville Compound in Mandaluyong.

On April 14, 1968, former President Ferdinand E. Marcos issued Proclamation No. 380, providing a parcel of land situated in Bago Bantay, Quezon City, as a site for the Home for the Aged & Infirm, under Social Welfare Administration (SWA) in line with the decentralization of Welfareville. On September 30, 1969, the site for the Home for the Aged was inaugurated and named "Golden Acres" (GA) under the auspices of the Ministry of Social Services and Development (MSSD).

Currently, the DSWD manages Golden Acres (GA) through its Field Office at the National Capital Region (NCR). Said facility has a total bed capacity of two hundred thirty five (235), but most of the time it serves beyond the bed capacity. For CY 2008, GA served three hundred forty seven (347) senior citizens. The DSWD has no plan to sell the property. The old facility in Quezon City will be closed and the management will make use of said property for other purposes as it may see fit in the pursuit of its mandate.

The proposal to transfer GA to a better location took form in September 2007 because it is facing challenges in its present location such as overcrowding, high cost of repair of its physical facilities, risk to overall health and well-being of its residents due to poor physical structure, lack of space and highly urbanized community and commercial/business surrounding, thus exposing the residents to pollution (air, sound/noise) and urban congestion. With the current expansion of the commercial and business areas near the existing GA facility, the residents are subjected to hazards of fire and other human-induced disasters. These adversely affect the aim of providing the best and utmost care and protection to the older persons as these environmental situations are beyond the Department's control and sphere of influence.

Therefore the transfer aims to provide the older persons with a much better, safer and healthier environment and facilities for the ageing residents. The increasing number of residents can be addressed by the new facility in Tanay, Rizal, wherein there will be more sufficient space to accommodate senior citizens from all over the country. The new facility in Tanay will have its own medical team composed of doctors, nurses, house aides, etc. and will be equipped with an ambulance. In Tanay, Rizal, there is a municipal hospital and

several private hospitals and clinics with facilities and logistics that can be tapped during emergencies. The new GA facility in Tanay is designed also to be a Center of Excellence for senior citizens.

The construction of the new residential care facility in Tanay, Rizal, was constructed in 2009. However, the completion of furnishing is aimed before the end of the first quarter in CY 2010. The start of the physical transfer of personnel/staff, senior citizen clients, reports and documents shall be undertaken right after the completion of the construction. Hence, it is necessary to draw up guidelines to ensure smooth, safe and efficient transfer of GA to Tanay, Rizal.

II. Objectives

General:

This guidelines aims to ensure smooth, safe and efficient transfer of Golden Acres from Quezon City to Tanay, Rizal.

Specific:

1. To plan and undertake transfer activities by phase which shall serve as a blueprint for responsible units, offices, bureaus and services on the smooth transfer of GA personnel, senior citizen clients, records & documents and other supplies to the facility in Tanay, Rizal.
2. To prevent detrimental effects of the transfer to clients, personnel, records & documents, systems of operations to sustain efficient program and case management.
3. To socially and emotionally prepare senior citizen residents and personnel staff in the transfer of Golden Acres to Tanay, Rizal.

III. Implementing Procedures

In order to facilitate a smooth and orderly transfer of GA from FO-NCR to FO IV-A, activities must be undertaken in three phases, including Preparatory (Phase 1), Actual Transfer (Phase II), and Post-Transfer (Phase III).

A. Phase I - Preparatory Phase

This phase facilitates the social preparation of residents, personnel, donors and volunteers, as well as inventory of existing records, equipment, supplies and materials, on the eventual transfer of GA to the new facility in Tanay, Rizal.

Creation of Technical Working Group (TWG)

1. The Technical Working Group is composed of representatives from DSWD Central Office specifically of Administrative Service (AS), Program Management Bureau (PMB), Human Resource Management and Development Service (HRMDS), Social Marketing Service (SMS) and

Offices NCR and IV-A specifically of Operations Division, Technical Assistance Division, Management Division and Centers/Institutions. Representative of Social Welfare Employee Association of the Philippines (SWEAP) shall also join the TWG. Its representative shall be decided by its officers.

2. The TWG members shall jointly hold a monthly meeting to discuss significant progress of the construction of the facility in Tanay, issues/concerns, updates concerning implementation of the transfer plan other concerns that are significant in the transfer of GA to Tanay, i.e. residents and personnel placement and welfare, records and case management, funding, logistics among others. .

Advocacy and Consultation Meeting with Stakeholders

1. FOs NCR and IV-A to plan and implement information and advocacy campaigns through face-to-face interaction and meetings with current and potential donors and volunteers, students, local government officials, relatives and friends of residents among others, as part of the social marketing strategies for the transfer of GA to Tanay, Rizal for continuity of activities to sustain partnership of FO IV-A with them.
2. FO NCR to introduce FO IV-A to GA's current donors, volunteers, schools that are placing students in GA and other stakeholders for sustainability of partnership with them.
3. Field Office IV-A to conduct meetings with potential volunteers and donors including groups and other pious organizations who are primarily concerned with the senior citizens in Tanay, Rizal for future collaboration and tie-up projects once GA is transferred to Tanay, Rizal.

Social Preparation of Residents

1. FO NCR to conduct assessment of the readiness of residents on their transfer to Tanay, Rizal.
2. For NCR, psycho-social preparation of residents shall be undertaken by FO NCR which includes the conduct of individual and group counseling, and interaction sessions with senior citizen residents focusing on their thoughts and feelings on the transfer of the center as well as educate them on the benefits of the transfer.
3. FO NCR to inform and engage the family of the residents and significant others on the planning of activities on the transfer and support the residents in preparing themselves for the transfer as well as commit to continue their visit in Tanay and participation in the helping process.

Placement/Assignment of Personnel

1. DSWD HRMDS;
 - a. shall prepare a separate implementing guidelines for the transfer of GA personnel from FO NCR to FO IV-A addressing concerns on the swapping of assignment; options on transfer and other significant concerns on human resources welfare and development and;
 - b. re-issue appointment of all staff transferring to Tanay, Rizal;
 - c. to plan and conduct capability building program in coordination with FO IV-A for selected FO IV-A personnel including new staff of GA in preparation for their new assignments and functions particularly in managing the facility and caring for older persons.
2. FO NCR to orient FO IV-A staff of GA in Tanay, Rizal on procedures in providing social services and interventions to older persons. FO NCR and IV-A may hold meetings on sharing of information on facility, program, resources and case management.
3. FO IV-A to conduct familiarization tour and sessions on physical facilities, organizational structure, work programs and plans of the new facility with the GA staff in batches.

Preparation of records, documents and equipment

1. FO NCR to;
 - a. complete and update case folder of residents. Each case folder must include all pertinent historical data of client such as medical, health records, updated social case study report and treatment/intervention plan and transfer summary for each resident and;
 - b. shall place all case and administrative records, documents and reports in a safe but accessible container/box ready for turn-over to FO IV-A. These reports and documents must have written inventory to go with the turn-over.
2. FO NCR to provide list of inventory of all fixtures, office, home life and medical supplies, kitchen appliances and other equipments of GA. Utilization or disposition of old equipments and supplies purchased by FO NCR for the facility in Quezon City shall be subject for approval of DSWD IV-A in consultation with DSWD CO Administrative Service.
3. FO NCR shall prepare terminal report of GA in Quezon City which will be turned-over to FO IV-A as reference in managing and sustaining operation of the new facility in Tanay, Rizal.

Responding/Addressing Issues and Concerns of the Transfer

1. SMS shall develop audio visual material on the Golden Acres in Tanay Rizal that will advocate for acceptance and support of the public on the transfer.
2. SMS shall continue to provide OBSUs concerned a summary of news reports or articles in relation to the transfer of Golden Acres and to provide and accurately respond to areas of inquiry or clarification in coordination with the concerned OBSU.

Ceremonial Turn-over of the GA from DSWD NCR to DSWD IV-A

1. The PMB to prepare memo to be issued by the Secretary officially announcing the transfer of the GA from Quezon City to Tanay, Rizal
2. PMB in coordination with FO NCR, FO IV-A, Administrative Service and SMS to facilitate a ceremonial turn-over of the GA to be done in February 2010 to mark the change of management from DSWD NCR to DSWD IV-A.

B. Phase II - Actual Transfer/Turn-over Phase

This includes activities on the actual transfer of Golden Acres from Quezon City to Tanay, Rizal. In this phase, activities pertain to the physical movement of clients, personnel, records, documents and other equipments/supplies from Quezon City to Tanay, Rizal.

Actual Transfer of Residents

1. FO NCR in coordination with FO IV-A shall lead in the physical transfer of all residents. The staff and the residents shall simultaneously move out of the GA facility in Quezon City so that staff will be able to fully supervise them and ensure their security and safety in the actual transfer.
2. FO NCR in coordination with DSWD CO Administrative Service in facilitating the transfer of residents by providing secured and comfortable vehicles; ambulance shall be used for bed-ridden residents. In case loading could not be completed at a time all together, FO NCR shall assign personnel to attend to the remaining residents while waiting to be fetched for the next batch of clients to be transferred.
3. Medical teams should be assigned each in the GA facility in Quezon City for the remaining residents, another team in the vehicle with the residents in transit and another team in the GA facility in Tanay, Rizal for the incoming residents.
4. Incoming residents from the Quezon City facility shall be conducted by FO IV-A and receiving medical team in a receiving area. For residents who are physically incapable or are bed-ridden, they should be conducted in their respective rooms/quarters with their caregivers.

Turn-over of Pertinent Documents, Records

1. FO NCR shall facilitate turn-over of all administrative, personnel and case records, documents and equipment to FO IV-A. All records, documents and equipment of GA shall be transferred simultaneously with the residents to Tanay, Rizal, in a separate vehicle.
2. FO IV-A shall check all records of GA turned over by FO NCR against the inventory that the latter submitted.
3. FO IV-A, together with FO NCR representative shall place all turned-over reports and documents in the designated filing/holding areas with respective labels and markings.

C. Phase III - Post Transfer Phase

The post transfer phase consists of activities that will orient residents and staff in the new facility and sustain implementation of programs and services of the new GA facility. It will also oversee assessment of strengths and weaknesses in the transfer of GA to Tanay, Rizal. Results of said assessment will be the basis of future action by DSWD Management. The post transfer phase will be within 3 months from the date of completion of actual transfer.

Provision of Technical Assistance

1. Orientation with the clients on the facility and personnel that includes Center Head, Social Workers, Administrative Staff, Psychologist, Houseparents, Medical Team (physician, nurses, dentist), Cook/Dietary Staff, to the client for familiarization on the new Golden Acres shall be conducted.
2. During the transition period of three months, technical assistance from DSWD-CO in coordination with FO NCR and FO IV-A shall be provided to new facility of GA in Tanay, Rizal regarding case management (PMB), fund utilization that includes preparation of Work and Financial Plan CY 2010-2011 (Finance Management Service) and personnel concern (HRMDS).
3. FO NCR to conduct a technical assistance meeting with new GA staff/personnel every month in the three (3) months transition period to assess situations and address issues and concerns.

Post Transfer Assessment

1. FO IV-A to submit post transfer assessment report to PMB on the social adjustment of GA clients and personnel at the end of the 2nd month from date of transfer.

2. The TWG members to convene and conduct a post transfer assessment meeting six weeks from the date of actual transfer based on the FO IV-A post transfer report to immediately respond to the concerns, issues and gaps that may arise and make recommendation on the identified issues and concerns immediately.

Documentation of the Transfer Process

PMB to submit summary report of the post transfer process as a result of the TWG members assessment meeting that highlights the assessment on post transfer, issues and gaps and recommendation to the Undersecretary for Operation and Capacity Building Group (OCBG) copy furnished Assistant Secretary for Luzon two weeks after post transfer assessment meeting of the TWG.

IV. Budgetary Requirements:

A total of Two Hundred Million Pesos (Php200,000,000.00) from Priority Development Allocation Fund (PDAF) of Congressman Jose De Venecia, shall be used for the construction of the new Golden Acres in Tanay, Rizal, and purchase of new equipment, furnitures, supplies and materials. The amount required for activities in the transfer such as meetings shall be charged to hosting office, bureau or service while that of the information dissemination campaigns, and other social marketing strategies shall be charged to CY 2009 and CY 2010 budget of proposing office/service.

The utilization and disbursement of funds shall be subject to the usual budgeting, accounting and auditing rules and regulation.

V. Program Review and Evaluation

FO IV-A shall conduct a Regional Annual Performance Review and Evaluation Workshop the first of which shall be within the 4th quarter of 2010 and year thereafter involving selected DSWD officials, staff, representatives from Local Government Unit of Tanay, Rizal, representative from National Government Agencies, donors, sponsors and volunteers. The purpose of which is to review and evaluate areas in case management, services, physical infrastructure, personnel, fund utilization and the acceptance of the immediate community of the GA and its impact on the community as well.

VI. Effectivity

This Administrative Order shall take effect immediately.

Issued this 25th day of February 2010.


CELIA CAPADOCIA- YANGCO
DSWD Acting Secretary