

MINIMUM CHILDCARE STANDARDS FOR CHILDCARE ORGANISATIONS

Section 1. Information

Standard 1. Charter of the childcare organisation

Every childcare organisation (hereinafter - organisation) follows the Charter which stipulates the objectives, tasks and functions of the organisation, approved by the superior body of the organisation.

Standard 2. Internal disciplinary rules for the personnel of the organisation

Every organisation has internal disciplinary rules for the personnel, approved by the management of the organisation. The rules stipulate the norms regulating the professional relations between the personnel and reflecting the peculiarities of the type of the organisation. Every individual breaching the rules is accountable according to the procedures defined by the RA Labour Code.

Standard 3. General Information

3.1 Information about the organisation

Every organisation provides for general information (address, telephone number, e-mail, name of the contact person), as well as information about the activities of the organisation including: foundation, history and traditions of the organisation, memorable events, personnel and children, peculiarities of the care provided to the children, assistance provided by other organisations and sponsors, cooperation, etc.

3.2 Information for children

Relevant information is provided to the children in every organisation about the services, facilities of the building, facilities for emergency evacuation, information about first aid and protection in emergencies surroundings, and other information important for the children.

3.3 Simplicity of the information

The written information about the organisation shall be simple and understandable for everybody – the children, personnel, parents and legal representatives of the children.

Section 2. Protection of the child's rights

Standard 4. The child's rights

4.1 The care and upbringing of the child in the organisation are carried out in accordance with the requirements of the Convention on Child's Rights and the RA Law on Child's rights.

4.2 Ensuring the child's right to complain

The organisation ensures the right of the child and of people acting from the interests of the child to complain. The organisation stipulates procedures to complain and has a special box for complaints.

Standard 5. Safety of the child

5.1 The organisation ensures the safety of the child both within and outside the organisation.

5.2 The children are provided with opportunities to use comfortable, safe, secure and affordable transportation means.

Standard 6. Protection of the child

The organisation shall ensure the protection of the child from:

6.1 abuses (psychological, physical, sexual), cruel treatment and exploitation, as stipulated by the legislation;

6.2 criminal, as stipulated by the legislation;

6.3 in the cases of complaining;

6.4 carelessness, injustice and ignorance;

6.5 conditions harmful for the health.

Section 3. Entering and integration in the organisation

Standard 7. The child in a new social environment

7.1 The organisation ensures the introduction of the admitted child to the personnel and children of the organisation. The child is allowed to bring the assets and pets valuable for him/her (harmless for the others) in the organisation.

7.2 The individual peculiarities of the child are taken into account to adapt the child in the new social environment to ensure the integration of the child in the organisation. (Special attention should be paid to the disabled children to facilitate their integration in the new environment and to develop their skills for independency).

Standard 8. Study of the case and elaboration of the individual plan

8.1 The multi-disciplinary commission of the organisation studies the case of the admitted child and elaborates the individual plan of the child, with his/her participation and consulting with his/her parents (legal representatives or relatives). Simultaneously the personnel of the organisation explain the child the reason of his/her placement in the organisation.

8.2 The care and the work with the children in the organisation are carried out according to the individual plans, providing individual approach to every child.

8.3 The organisation ensures the regular revision of the individual plan of the child and the regular supervision of the implementation of the individual plan (internal – by the multi-disciplinary group and externally – by the superior body).

Section 4. Care

Standard 9. Continuous care

The care in the organisation is provided to the child temporarily until the child is returned to the biological family or is placed in an alternative family (adoption, foster, guardianship/trusteeship). The organisation ensures the principles of the continuity of the care and creates family-like conditions for the children, emphasising the individual rather than group approach.

Standard 10. Food

10.1 The child is provided with healthy, sufficient and relevant food in the organisation.

10.2 The child is provided with safe drinking water in the organisation.

10.3 The child shall be fed according to the relevant nutrition regime.

10.4 The organisation provides for individual approach to the children requiring dietary or special nutrition regime.

Standard 11. Clothing

The organisation ensures the participation of the children in choosing their clothes and personal belongings.

Standard 12. Opportunities for privacy (conditions for personal needs, hygiene)

The organisation provides private facilities for the private needs of the children (personal hygiene). If necessary the personnel may accompany the children.

Standard 13. Minor expenses of the child

The child in the organisation is provided with small funds for personal minor expenses. The personnel of the organisation support and encourage the children to spend the aforementioned funds wisely and efficiently.

Standard 14. Premises, safety of the premises

14.1 Safe, comfortable and appropriate residential area is provided to the child in the organisation, taking into account the gender, age and health condition of the child. A separate room is provided to the caregiver in the residential area for infants and children with special needs.

14.2 Sufficient residential area is provided to every child in the organisation, taking into account the peculiarities and needs of the children with special needs.

14.3 The building of the organisation is provided with ventilation, heating and lighting, according to the needs of the personnel and children residing in the organisation.

14.4 The organisation has an evacuation plan. The personnel and the children of the organisation are trained to have the relevant skills to act appropriately in emergencies (fire, earthquake, flood, etc). A special emphasis is put on the training of the disabled children.

14.5 The organisation is provided with fire exits, fire alarm and fire fighting equipment.

14.6 The organisation provides for clean and safe environment excluding air, soil and water pollution.

14.7 The organisation ensures the security of the premises and the protection of the area from traffic.

14.8 The organisation has safe and clean playgrounds appropriate to the peculiarities of the age groups of the children.

Standard 15. Health

15.1 The organisation is provided with medical (including initial and regular medical check-ups, first aid), psychological, medical-sanitary preventive services, pharmaceutical services and medical equipment.

15.2 The children in the organisation are provided with appropriate facilities and possibilities to lead a healthy life (nutrition, sports, personal hygiene, leisure, etc).

15.3 The children in the organisation get advice and consulting on puberty and safe sexual life.

15.4 Every child in the organisation has a medical card.

Standard 16. Education and upbringing

16.1 The organisation provides for the comprehensive development of the child, taking into consideration the psychological, gender and age peculiarities, interests, needs and the cultural factors of the child.

16.2 The organisation ensures the secondary education of the children generally in the secondary public school of the community, in exclusive cases – within the given organisation.

16.3 The specialised organisations, if possible, promote the involvement of the children in integrated and inclusive educational programmes.

16.4 The organisation ensures the participation of the child and his/her parents (legal representatives) in making decisions concerning the education of the child.

16.5 Special programme on the development of the personality of the child is elaborated in the organisation that includes: the preparation of school homework, reading, active games, professional orientation, participation in the household of the organisation (preparation and choice of the meals, cleaning, etc), attending various clubs (sports, art, etc) and other activities (including outside the organisation) promoting the development of the child.

Standard 17. Leisure

17.1 The organisation provides for the reasonable involvement of the child in choosing and planning his/her leisure.

17.2 The organisation ensures the participation of the children in excursions, sports and other educational events.

Standard 18. Cultural values

18.1 The formation of the national conscious of the child, the knowledge of national traditions and customs are promoted at the organisation,

18.2 The formation of the conscious of the member of the family and the gender roles are promoted at the organisation.

18.3 The freedom of thoughts and religion and the understanding of the values of life are promoted at the organisation.

Section 5. Contacts with the personnel, family and others

Standard 19. Relations between the personnel and the children

19.1 The relations are based on mutual respect, trust, good will, mutual support and cooperation that promote the development of the independence and self respect of the children.

19.2 The organisation practices approaches that promote the self-recognition and self-esteem of the children.

19.3 The organisation provides a caregiver to every child.

19.4 Consistent work is implemented at the organisation to correct the unacceptable behaviour of the children.

19.5 Punishments are applied to mischievous and unmanageable children, taking into account their age, level of development and explaining why the behaviour is unacceptable and why the punishment is applied. Any physical punishment is prohibited (including limitation of food, clothes and personal hygiene). However, in some cases physical force may be used to prevent injuries or damages to the property. It is prohibited to forbid the children visiting their families as a way of punishment.

19.6 The organisation informs the family of the child about the violations conducted by the child and the ways of punishment applied to the child.

19.7 The management of the organisation informs immediately the parents of the child and the relevant police department about the escape of the child (when the whereabouts of the child is unknown) or when the child is absent without a permission (when the child visited home and did not come back in due time)

19.8 Psychological consulting is provided to the personnel, parents and the children if necessary to smoothen the relations between them.

Standard 20. Contacts with the family and relatives

20.1 The organisation ensures the contacts of the child with the family and the relatives. The care of the child, his/her individual plan, the relations with the family are planned, organised and implemented from the interests of the child rather than from the convenience of the organisation.

20.2 The organisation provides for the involvement of the parents (legal representatives) and the relatives of the child in the implementation of the individual plan of the child, except the cases when the aforementioned persons are deprived from that right by a court decision.

20.3 The organisation ensures the participation of the parents (legal representatives) and the relatives of the children in the works of the pedagogic council of the organisation.

Standard 21. Contacts with the friends and others

The organisation assists and encourages the contacts with the friends and others.

Standard 22. Visits

The organisation provides for visits to the child, except the cases when the parent (legal representative) is drunk or is in an inappropriate shape.

Standard 23. Communication

The organisation provides for all necessary means of communication: telephone, letter writing, a separate room for visits, etc.

Section 6. Leaving the childcare organisation

Standard 24. Individual plan for the future life of the graduate

The individual plan for the future life of the graduate is elaborated in the organisation.

Standard 25. Consulting and information to the graduate

The organisation provides consulting and information to the graduate about the possibilities of various support networks.

Standard 26. Documents of the child leaving the organisation

The organisation provides the child leaving the organisation (graduate, returning to the biological family, placed in adopting or foster family) with the required documents (birth certificate/passport, medical card, etc).

Section 7. Functional description of the organisation

Standard 27. Management and personnel of the organisation

27.1 The management of the organisation ensures the application and supervision of these Standards.

27.2. The management of the organisation ensures the acquisition of the means required for the application of these Standards.

27.3 The management of the organisation ensures that adequate number of personnel is recruited, according to the type of the organisation and the number of children/groups in the organisation.

27.4 The management of the organisation ensures that the members of the personnel working directly with the children have adequate qualifications (social worker, social pedagogue, psychologist, medical nurse and other specialists required for the given type of the organisation), excluding those of criminal past.

27.5 Every member of the personnel must have job description and position passport, approved by the superior body.

Standard 28. Training of the personnel

The organisation ensures the education and regular training of the members of the personnel directly working with the children.

Section 8. Monitoring

Standard 29. Monitoring the operation of the organisation

29.1 The organisation provides for regular and targeted monitoring both internal and external.

29.2 The responsibility for following the defined monitoring criteria is put on the management of the organisation and the monitors.

29.3 The management of the organisation provides for the conduction of the planned monitoring. Constraining or prohibiting the conduction of the monitoring is considered to be a breaching of the Standard 29.1

29.4 The management of the organisation presents quarterly reports to the superior body on the operation of the organisation, in the frames of these Standards.