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Meanwhile, effective coordination and collaboration will be critical in the successful implementation of the Minimum Standards of Care. We therefore look forward to continued support from all those involved in promoting and protecting children's rights.

Let us all create a safe environment for the children.

Prof. Elwyn Chomba

Permanent Secretary, Ministry of Community Development, Mother and Child Health

Foreword

In 2001, the Zambian Government embarked on the Child Care Upgrading Programme (CCUP) through the Ministry of Community Development, Mother and Child Health with the support of UNICEF. The programme aimed to transform child care services in Zambia. The Child Care Upgrading Programme addressed five main areas of concern which required changes in:

1. The identification of all child care facilities in Zambia, including day care centres children's voluntary homes, street children's shelters, and places of safety
2. The registration of all child care facilities
3. The collection of information on child care facilities and their employees, and the establishment of a national database
4. The upgrading of skills levels of staff in child care facilities throughout the country, particularly social work practitioners, child care auxiliaries and community workers.
5. The development and application of minimum standards for the operation of child care facilities.

Ultimately, these changes mean that the child care system should be able to respond adequately to changing times so that children's services are more responsive to their needs and children grow up to be responsible citizens contributing to national development.

In order to ensure that the rights of children are protected, the Minimum Standards of Care for Child Care Facilities have been developed in compliance with the United Nations Convention on the Rights of the Child, Article 3 (3) which states that: “set standards of care for children should exist”. In addition, the Juveniles Act Chapter 53 of the Laws of Zambia states that “Juveniles' inspectors must ensure that standards of care in children's voluntary homes are observed.”

The document provides a blueprint for improving child care services and facilities throughout the country, in the best interest of children. The document is the product of an intensive and thorough process of consultation that incorporates views and aspirations of those involved in, and concerned about child care at community, district, provincial and national level, including child care providers and institutions.

It is the wish of Government therefore, that these standards are supported and implemented by all child care facilities, so that the services provided are in line with the UN Convention on the Rights of the Child, our own national Laws and Policies **in the best interest of the child.**

Hon. Emerine Kabanshi, MP
Minister, Ministry of Community Development, Mother and Child Health

Definitions

In the context of these regulations, the following definitions apply.

General definitions

Adult	Any person aged above 18 years.
Admission letter	A document issued by the Department of Social Welfare referring a child to a child care facility.
Alternative care	Care for children who are not under the custody of their biological or adoptive parents. It includes foster families, guardianship, kinship care, residential care and other community-based arrangements that care for children in need of special protection, particularly children without primary caregivers.
Assessment	Determination of the placement needs of a child who requires substitute or alternative care.
Attendance	The number of children being provided with care in an institution at specific times and on specific days.
Attendance list	List of children by gender being provided with care in an institution at specific times and on specific days.
Case management or case work	A collaborative process that assesses the needs of a child, and/or his or her family in order to plan, coordinate, implement, monitor and evaluate the options and package of services required to meet the needs of the child.
Certificate of Recognition	A document issued to the governing body of a facility, acknowledging the existence and operation of the facility by the Commissioner for Juvenile Welfare in relation to Sections 43 of the Juveniles Act Cap 53 of the Laws of Zambia.
Certificate of Registration	A document issued by the Registrar for NGOs to the governing body of a facility authorising the facility owner to operate in a specified location according to Section 13 of the NGO Act No. 16 of 2009.
Child	A person aged below 18 years.
Child care area	The area specifically licensed for use by a child care programme. This may include a specific portion or portions of the building and grounds of a larger facility or one or more buildings at the same location.

Child care facility	Any place or facility operated by any institution, society, agency, corporation, person or persons, or any other group for the primary purpose of providing care, supervision, and guidance of seven (7) or more children, unaccompanied by a parent or guardian, not including those related to the operator of the facility, on a regular basis for at least twelve and one-half (12.5) hours in a continuous seven (7)-day week. Institutions that do not qualify as child care facilities include but are not limited to: A recognised religious organisation, which is qualified as a tax-exemption organisation and does not operate for more than 24 hours in a continuous (7)-day week, is not considered a child care facility. Community Schools, nursing homes and hospices.
Child care facility employees or staff	Administrative, programme or service personnel, whether paid or unpaid, including the licensee when the licensee is an individual.
Child care programme	Those services and activities provided by a facility
Child care policy	Government-approved guidelines regarding child care
Child care plan	A set of activities aimed at addressing the developmental needs of a child for the duration of the time that they are in the institution
Child care worker	A person having primary responsibility for the care of a group of children and meeting the specified qualifications.
Child: carer ratio	The maximum number of children who can be cared for by any one carer. The ratio depends on the type of facility and where the care is taking place as specified.
Commissioner for Juvenile Welfare	The person gazetted under Section 5 and responsible for the welfare of children in accordance with Section 7 of the Juveniles Act Cap 53 of the Laws of Zambia
Committal Order	A legal document granting guardianship to the Commissioner for Juvenile Welfare who may board out a child in need care to a fit person or institution of care in accordance with Section 23 and 24 of the Juveniles Act Cap 53 of the Laws of Zambia.
Day care	The care, supervision and guidance of a child or children under seven (7) years of age including a child with special needs, unaccompanied by a parent, guardian, or custodian on a regular basis, for periods of less than 12 hours per day, and in a place other than the child's own home.

Day care centre	Any facility, under a descriptive title or name such as “Nursery School”, “Kindergarten”, “Play School”, “Child Development Centre” which cares for 13 or more children for less than 12 hours per day. This term applies to the programme, building, grounds, furnishings and equipment.
Department of Social Welfare	The Department in the Ministry responsible for social welfare.
Director of a child care facility	The person responsible for the day-to-day operation and management of the child care facility, including supervision of the planning and implementing of the children's daily activities and supervision of staff.
Discipline policy	A government approved policy outlining the discipline plan administered by facilities or Day Care Centres, which must be available to every parent or guardian.
Enrolment register	Names of children registered with the facility
Enrolment Report	A document describing admission of a child into a child care facility.
Intern	A student or trainee who works, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification.
Juveniles Inspector	A person gazetted under Section 6 and responsible for the welfare of children in accordance with Section 8 of the Juveniles Act Cap 53 of the Laws of Zambia.
Operating policy	Government approved procedures set by the facility outlining the working procedures of that facility.
Police Report	A record of investigations carried out by a police officer on a matter or case.
Relative	Any of the following relationships by blood, marriage, or adoption: parent, grandparent, brother, sister, niece, nephew, cousin, uncle or aunt, and their spouses.
Social Welfare Report	A needs assessment document prepared by a Juveniles Inspector in respect of a child and parent or guardian recommending an appropriate action based on the findings.

Supervision	A child care worker taking responsibility and being accountable for each child in care by giving direct and full attention.
Shall or must	Applies to any procedure, service or action that is mandatory.
Voluntary worker or volunteer	An Individual who works voluntarily without pay or supplements regular staff.
Young Person	A person who has attained the age of 16 years but has not attained the age of 19 years.



Photo: © UNICEF/ Mark Maseko

Child abuse and neglect definitions

Abuse	Harm or threatened harm to a child's health or welfare which can result in physical or psychological injury.
Corporal punishment	Physical punishment defined as, but not limited to, spanking, beating or whipping.
Neglect	Negligent treatment or maltreatment of a child, including the failure to provide adequate food, medical treatment, supervision, clothing or shelter.
Sexual abuse	Includes the employment, use, persuasion, inducement, enticement or coercion of any child to engage in, or having a child assist any other person to engage in, any sexually explicit conduct or any simulation of the conduct for the purpose of producing any visual depiction of the conduct; or the rape, molestation, prostitution, or other form of sexual exploitation of a child, or incest with the child as those acts are defined by the Criminal Procedure Code, Cap 88.
Sexual exploitation	Includes allowing, permitting or encouraging a child to engage in prostitution and allowing, permitting, encouraging or engaging in the obscene or pornographic photographing, filming or depicting of a child for commercial purposes.
Child labour	Work being performed by children under the age of 16 that leads to the detriment and endangerment of the child's psychological, physical, social, spiritual and mental development.
Child Protection	Measures and mechanisms aimed at prevention, care and protection of children.
Child trafficking	Recruiting, transporting, transferring, harbouring or receiving a child within or across a Zambian boarder by abducting, threatening, coercing, fraud or deception, illegally adopting a child, destroying or denying access to identity or travel documents or threatening to abuse the legal system or some other form of power, or the giving or receiving of payments to achieve consent, for the purpose of exploitation.

I. Background

This document describes the Minimum Standards of Care that all centres and institutions caring for children in Zambia must adhere to.

The Zambian Government recognises that keeping children within their own family is the best environment for them to grow up. However, when children are neglected, abused, exploited or maltreated, they may need to be removed to ensure their safety and protection. In these circumstances, a child will need alternative temporary or permanent care. Interim care in centres/institutions may also be necessary for victims of trafficking, migrant children and children in contact with the law as part of the response to enhance their recovery and rehabilitation (refer to the Minimum Standard Guidelines on Protection of Victims of Human Trafficking; and Guidelines: Protection Assistance for Vulnerable migrants in Zambia).

The Minimum Standards of Care are in keeping with the United Nations Convention on the Rights of the Child, the United Nations Guidelines on Alternative Care of Children (UNGA, 2009), and the Juveniles Act, Cap 53 of the Laws of Zambia.

The United Nations Convention on the Rights of the Child provides that in every decision affecting a child, various possible solutions must be considered and due weight given to the child's best interests. All stakeholders need to work together, with mutual responsibility and joint accountability, to successfully manage the different aspects of helping a child within the context of their family, community and society. This will facilitate securing children's hopes and dreams and potential as they grow, allowing them to play their rightful role in society. It is with these considerations in mind that the Minimum Standards of Care have been developed.

These guidelines recommend a two-pronged approach to managing child welfare cases, which should always be based on the principle of **the best interests of the child**:

1. Social Welfare Officers should, wherever possible, prevent the admission of a child into facilities, instead providing supportive and supplemental services to enable the child to remain with her or his family.
2. Facilities should work towards a situation where a child is moved out of institutional care and reunited with her/his family or placed in adoption, as appropriate. For children who cannot be reunited with their family or adopted, a long-term plan for independent living should be considered.

Any intervention to support a child should not only address his or her immediate needs but also take into account that child's specific context and be based on the continuum of child care. Supportive and supplemental services should be provided to facilitate a child's early reintegration into his or her community. Communities and local authorities should not be overlooked as resources for providing basic protection for children.

All child care facilities should carry out permanency planning which ensures stability and continuity, and provides the child with a sense of belonging to a family. They should also make long-term plans to reunite children with their own families, or to place them with adoptive families. A case plan for

each child should be developed when they are admitted into care and periodically reviewed by the Social Welfare Officers who inspect the facility.

Every child care facility should provide structure, policies, procedures and guidelines on the delivery of services to children under their care. To help with this, these guidelines are divided into 11 Chapters, plus appendices and supplementary guidelines as outlined in the table of contents.



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2. Regulatory principles and statutory provisions for child care facilities

2.1. The child's family

While separation of children from their family or relatives is not desired and may not be necessary in most cases, there are some situations where removal is the only action deemed appropriate to ensure the child's safety and to offer the services needed by the child and his or her family.

Although the family may be unable to provide full-time care for the child, the family can, and should be encouraged to, make a significant continuing contribution to the child's life and emotional stability. In addition, the family retains rights concerning the child, unless those rights have been terminated by a court order under section 10, 11, 16 (1)(c) and 18 of the Juvenile's Act Cap 53 of the Laws of Zambia.

Support services must be offered to the child's family while the child is in care. Institutional care is viewed as supplemental parenting or substitute care, in which the child care facility provides only that portion of parental care that cannot be supplied by the legal parents or relatives.

Under the Juveniles Act Cap 53 Section 22, child care facilities have a responsibility to support and maintain children in their care. However, a primary function of every child care facility shall be to work with children and their families, to help them utilise and expand upon strengths within the family, and to assist in family reintegration efforts when that is the goal. All children should continue to be regarded as members of the family unit from which they came. Permanency is the desired goal for all children and therefore, reintegration with the family should be the first consideration. Children's feelings for their own family, even the extended family, must be respected and handled in a manner that will not denigrate either child or parent.

2.2. Type and selection of child care facilities

Where the only option is to remove a child from his or her family or relatives, child care facilities play a vital role. They should provide a home setting for children and recognise the importance of children's families as well as the need for safety and permanence. Children should live in an environment where they can be supported and respected as individuals and receive guidance and help in setting goals based on their own strengths and needs.

The type of child care facility selected for each child must be determined by the child's individual needs, so that trauma is reduced and the child is supported to reach his or her full potential. The selection should include consideration of the need to build the child's self-reliance and self-esteem. Established professional principles, such as Committal Orders and Social Welfare Reports, should always be followed when placing a child.

The type of care selected must:

- recognise and support the individuality and cultural background of the child
- provide the basic elements of physical safety and emotional security and, above all,
- guarantee the preservation of the basic rights of the child. (Section 24 of the Juveniles Act Cap 53 of the Laws of Zambia)

2.3. Statutory provision by child care facilities

The responsibility of every facility, as defined in the Juveniles Act, is to provide developmental experiences for children within a setting that also affords warm and loving care, adequate food, clothing, shelter, safety and education. Children should live in an environment where they can be supported and respected as individuals and receive guidance and help in setting goals based on their own strengths and needs.

Child care facilities must provide children with:

- adequate shelter
- an age appropriate balanced, appetising and adequate diet
- comfortable, stylish and properly fitting clothing
- guidance to encourage healthy physical and emotional development
- help in building stable, trusting relationships with adults
- moral and religious guidance.

It is the role of the child care facility to assist children and young people as they prepare for and transition into adulthood. Adolescents should be provided with an opportunity to select and train for a vocation. The facility should also offer experiences in community living, including familiarisation with community resources for work, worship, recreation, shopping and socialisation.

2.4. Legal authority

The legal authority for the regulation of child care is based on the provisions of the Laws of Zambia; Article 24 (2) of the Constitution of Zambia which states: “All young persons shall be protected against physical or mental ill treatment, all forms of neglect, cruelty or exploitation”. The **Juveniles Act, Cap 53** of the Laws of Zambia **Section 3 (1)- (5)**, makes provisions on the powers of a minister of a responsible government ministry in respect of the societies and governing bodies for institutions or agencies working for child care.

Specifically:

Section 8 subsection (1) outlines the powers of the Commissioner for Juvenile Welfare and Juveniles Inspectors. It says, “Hence, it shall be the duty of the Department of Social Welfare, through its duly gazetted officers, to inspect at regular intervals all child care facilities and child-placing agencies that are subject to the provisions of the law. These inspections are to be conducted on a quarterly basis, and should be made as deemed necessary by the department without prior notice. It is an offence to obstruct the Juveniles Inspector from executing his/her duties.”

Sections 43 (1), 44 (1) (2) (3) and 45 (1) say that if any child care facility operates without a valid certificate issued by the Department of Social Welfare, the department may include a temporary restraining order to restrain the institution, society, agency, corporation, person or persons, or any other group operating the child care facility from continuing the violation.

Section 36 (c) provides for the removal of a child or children from any premises or persons found contravening any of the provisions.

2.5. Compliance

The Department of Social Welfare has developed a programme of visits to monitor compliance with the Minimum Standards of Care and ensure that children are protected and properly cared for. These visits include regular visits to provide advice and develop a monitoring plan and investigation visits where there has been a complaint about a facility. For full details, see **Section 3.5**.

3. Procedures and administration

3.1 Registration

Before any person can open a child care facility, a needs assessment must be carried out by the institution showing the need for residential care for children without parental care.

If the individual or organisation can demonstrate that there are no local family-based alternatives, such as kinship care, community care or foster care and that there is a need for a child care facility they must obtain a letter of recommendation from the Department of Social Welfare, including confirmation that preliminary standards to operate a child care facility have been met (How to run a childcare facility booklet). This letter can then be presented to the Registrar for Non-Governmental Organisations to register a home or organisation as required by law under the Non-Governmental Organisations Act No. 16 of 2009. If the application is successful, a **Certificate of Registration** will be issued. This must be taken to the Department of Social Welfare, within a year of registration, where an application for a **Certificate of Recognition** (Licence) is made. This is in line with the Juveniles Act Cap 53, s.32 and s.43, which requires that all voluntary homes and private homes notify the Department of their existence.

3.2. Application for a Certificate of Recognition (Licence)

Since 1 January 2008, anyone operating a child care facility must obtain a Certificate of Recognition from the Department of Social Welfare within a year of being registered.

To apply for a Certificate of Recognition, applicants must submit:

- a) A copy of the Certificate of Registration issued by the Registrar for NGOs
- b) A copy of the Constitution of the organisation that will manage the child care facility. (Section 3.3 sets out what must be covered in the Constitution).
- c) Proof that the facility complies with all structural and health requirements of the local authority.
- d) Proof of payment of prescribed fees.

A Certificate of Recognition will be issued when all of the following items have been provided:

- a) A copy of the Certificate of Registration
- b) A copy of the Certificate of Fire Safety.
- c) A copy of the Health certificate
- a) A Verification report by the District Social Welfare Office confirming that an assessment has been carried out which shows that a child care facility is operating according to the set standards.

When a Certificate of Recognition is issued, the following will apply:

- a) A Certificate of Recognition is valid for a period of four years unless it is revoked due to the child care facility's failure to maintain compliance with the Minimum Standards of Care.
- b) A Certificate of Recognition is not transferable to another facility or location. If the location or ownership of the facility is changed, the Certificate of Recognition shall be automatically revoked. Notification of closure or change of location of a facility must be made to the Commissioner for Juvenile Welfare. A new application form for registration shall be completed prior to all changes of ownership or location.

- c) A facility must establish a written Constitution and operating policies in line with the Minimum Standards, a copy of which must be submitted to the Department of Social Welfare. The Department of Social Welfare must be notified of any policy changes. Additionally, children and their families must be informed about policy changes that have a direct impact on their lives (such as changes in house rules, contact with relatives, etc.
- d) The total number of children in the facility at any given time, including those on the premises (inside and out), in transit, and on field trips or other facility activities, shall not exceed the number specified in the Certificate of Recognition.
- e) The age range of the children served shall not vary from the limits specified on the Certificate of Recognition.

If a Certificate of Recognition application is denied, the Department shall notify the applicant of the decision in writing, indicating the reason or reasons for the denial. An applicant may reapply, depending on the reasons for the denial.

3.3. Constitution of the facility

The Constitution required under **Section 3.2. c)** of these Minimum Standards of Care shall contain at least the following particulars and stipulations:

- a) The name of the child care facility and a description of the category or categories of children to be offered care. Note: All child care facilities must include the following statement in relevant policy documents. “No child shall be discriminated against on the basis of race, colour, creed, sex, national origin, disability or ancestry.”
- b) The composition, powers and duties of the management or governing body.
- c) The powers, obligations and undertakings of the governing body. Governing bodies are to provide overall oversight and direction to the running of the facility and delegate all authority with regard to the care, behaviour management and development of children to the Director of the child care facility.
- d) The procedure in respect of amending the Constitution
- a) The commitment of the governing body to ensure the establishment and maintenance of Minimum Standards of Care
- b) How finances to maintain the facility are obtained and controlled
- c) Proof that the facility can operate for a long enough period of time to ensure security for the children placed with them.

3.4. Denial, revocation or non-renewal of a Certificate of Recognition

An application for a child care facility licence may be denied, or revoked or denied renewal, for any of the following reasons:

- a) If the physical location poses a risk
- b) Violation of or failure to meet any of the Minimum Standards, rules, regulations or recommendations of the Department of Social Welfare in relation to the operation or Certificate of Recognition of the child care facility
- c) Cruelty or indifference to the welfare of any child in the care of the facility
- d) Conviction of a felony or any offence of a violent or sexual nature or an offence involving a child victim of the applicant or of the person designated to manage or supervise the centre
- e) A history of non-compliance with the Minimum Standards
- f) Disapproval from any agency whose approval is required for certification
- g) Non-registration or failure to submit annual returns to the Registrar for NGOs

- h) Any validated instance of cruel, severe or unusual punishment, physical or sexual abuse or neglect if the owner is responsible, or if the employee who is responsible remains in the employment of the facility
- i) Any proven act of fraud, such as falsifying or altering documents required for a Certificate of Recognition
- j) Refusal to allow a Juveniles Inspectors to perform mandated duties, such as denying entrance to the facility or failing to cooperate in the fulfilment of the Inspector's duties.

IMPORTANT NOTE

If an application for a Certificate of Recognition is denied for failure to meet Minimum Standards of Care, the centre shall not continue to operate. If, upon investigation and re-examination, the child care facility continues to meet and maintain minimum standards prescribed by the Department of Social Welfare, the Certificate of Recognition will be renewed.

If upon inspection and re-examination Minimum Standards of Care are not met, appropriate corrective or adverse action shall be instituted. Where conditions are hazardous to the health and safety of children, the Department shall have the right to immediately suspend, limit or restrict the Certificate of Recognition of a child care facility and will transfer any child in the care of the facility to a licensed facility and notify the responsible parent(s) or guardians.

SECTION 7 AUTHORISATIONS

Notices by the Commissioner for Juvenile Welfare The person for the time being holding the office of Chief Social Welfare Officer or Senior Social Welfare Officer, being a Juveniles Inspector, is hereby authorised to exercise or perform the powers and duties entrusted to the Commissioner for Juvenile Welfare under the provisions of the following Sections of the Juveniles Act: 3(4), 4, 19(2), 22(3), 23(a), 23(b), 28, 34, 57, 83, 84, 87 and 88.

The persons for the time being holding the offices of Chief Social Welfare Officer, Senior Social Welfare Officer, being Juveniles Inspectors, are hereby authorised to exercise or perform the powers and duties entrusted to the Commissioner for Juvenile Welfare under the provisions of the following Sections of the Act: 22(2), 7(2) and 8(1).

Extracted from the Juvenile Act, Cap 53 –Subsidiary of Section 7

3.5. Department visits, inspections, investigations and consultations

To ensure that Minimum Standards of Care are being met by child care facilities, representatives of the Department of Social Welfare shall make visits, inspections, investigations and consultations.

Monitoring visits: Made to provide advice on the Minimum Standards of Care and to compile a report.

Scheduled visits: Various aspects of the centre are evaluated for compliance with the Minimum Standards of Care during regular visits to the centre. The emphasis on these visits is to prevent risk to children. All facilities are designated a monitoring plan based on their compliance history.

Investigation visits: When there is a complaint against a child care facility alleging abuse or neglect, a standards violation, or a violation of the law, the Social Welfare Officer must investigate. The officer must notify facility directors of the investigation and report the

results of that investigation, in writing, within 14 days. After this visit, a report to recommend action to be taken should be compiled immediately.

Plan 1 visits: Made quarterly to centres where repeated violations place children at immediate risk, where the centres are too new to have established a compliance record or where inadequate attempts to correct violations have been made.

Plan 2 visits: Made every six to nine months to centres where there have been a few violations that do not put children at immediate risk, and where timely effort is made to correct them.

Plan 3 visits: Made annually to centres that consistently comply or whose violations are few and promptly corrected. These visits are in line with section 45(1) – (4) of Cap 53.

If during any visit the Social Welfare Officer finds that the centre does not meet minimum standards, consultation about the problem area and technical assistance is provided. If a violation is recorded, timeframes for correcting them are noted. Child care facility directors or a designated employee will be asked to sign the monitoring form. Signing the form is only to signify that facility staff have been made aware of the report and in no way indicates that they agree with the finding. Facility staff should discuss any concerns with the visiting Social Welfare Officer. If the concerns are not dealt with, staff should ask for an administrative review through the Commissioner.

It is important that all staff of child care facilities understand the purpose of the Minimum Standards of Care and the reasons for the Social Welfare Officer visits. They can ask questions and the Social Welfare Officer is there to help them understand any actions and options for improvement. When standards of the facility are approved, the Social Welfare Officer will help with information about registration procedures.

The following also applies to Department visits, inspections, investigations, and consultations:

- a) A visit or consultation may be requested by a child care facility Director
- b) The Department shall investigate complaints of alleged violations made to the Department against a child care facility Director, but the Department shall not provide details on the identity of the complainant
- c) The facility Director and all employees and volunteers shall cooperate with Department of Social Welfare representatives and police on any child abuse or neglect investigation, including providing information to the Department and allowing access to children, records and the alleged abuser when it is a member of staff.

Visits made prior to the issuance of the Certificate of Recognition may be made by appointment. Visits made to determine compliance with minimum standards or to investigate a complaint shall be made without prior notice.

3.6. Reports to the Department of Social Welfare

3.6.1 The following reports must be submitted to the Department of Social Welfare, **quarterly** or either **on request** or **when a reportable situation occurs**:

- a) Enrolment register, indicating the number and ages of children enrolled in the facility, upon written request from the Department.

- b) Each facility employee is required to immediately report known or suspected child abuse or neglect to the Director of the facility and/or the Department and police. All information of child abuse and neglect will be treated as confidential.
- c) In an event that the facility Director is suspected of child abuse and neglect, facility employees are required to immediately report to the Department and Police.

3.6.2 The following shall be reported in writing to the Department preferably before the occurrence or, when unexpected, within seven (7) days of the occurrence or within 48 hours if necessitated by an emergency:

- a) Receiving, admission or keeping of foster children, accompanied by enrolment reports
- b) Change in facility ownership or governing body. If a change in ownership occurs, the centre shall not continue to operate until the new owner meets the minimum standards and is authorized to operate a child care facility.
- c) Change in location or physical address. If a change in location occurs, the centre shall not continue to operate until minimum standards are met in the new location and a Certificate of Recognition issued.
- d) Change of the Director of the facility
- e) Alterations to the facility or grounds.

3.6.3 The following shall be reported to the Department within 24 hours of occurrence, with written explanation to follow within seven (7) days:

- a) Any injury to any child in the care of the facility that requires professional medical treatment
- b) Any illness occurring at the facility or away from the facility during outside activities that requires emergency medical treatment
- c) Any traffic accident involving children
- d) Any death occurring at the facility or away from the facility during outside activities
- e) Major damage to the facility
- f) Any litigation involving the facility
- g) Any arrest or conviction of any employee or volunteer
- h) Final outcome or findings of any child abuse or neglect investigation involving the facility, or any employee or volunteer
- i) Any incident in which the health, welfare or safety of a child is at risk.

3.7. Prohibited advertisements

No person, unless specifically authorised or holding a permit, may cause to be published any advertisement which solicits a child or children for care. To solicit a child or children for care means, among other similar actions or terms, to invite, appeal, plead, lure, beg, request, offer, suggest, promote or implore. Both free and paid advertisements are prohibited.

Prohibited advertisements include, but are not limited to: printed and published materials; descriptive literature and aids; speeches, talks, and presentations; flyers; booklets and pamphlets; signs and posters; illustrations and depictions; newspaper, radio, television, magazine, Internet, and other media advertising; letters and direct mail advertising; and any materials used by agents. Prohibited advertisement also includes printed and illustrated material or descriptions on cups, mugs, pens, pencils or other objects.

3.8. Record keeping

Children's records

Children's records and information about children and their families shall be kept confidential and stored in a locked and fireproof cabinet

Children's records shall include, but need not be limited to, the following:

- a) A pre-Admission Record, on the required form, which includes child's name, sex and age
- b) Birth certificate
- c) Name, address, and telephone number of child's parents, including emergency contact information
- d) Name, address and telephone number of child's doctor
- e) Signed authorisation for emergency medical treatment
- f) Special needs or instructions
- g) A statement signed by a parent or guardian detailing a list of people to whom a child's details may be disclosed.
- h) Immunisation records or cards and/or under-five card depending on the age of the child
- i) Child care plan (see **Chapter 6.2**)

Birth registration

Birth registration is the official recording of the birth of a child by a state administrative process. It is the permanent and official record of a child's existence and is every child's right. It is also important in securing other rights, such as a child's right to a nationality, to protection, and to accessing services such as healthcare and education, and in the acquisition of a passport and national registration card.

To ensure protection of children's rights, child care facilities and Juveniles Inspectors must:

- a) Ensure that where necessary parents, guardians or the facility, with the help of the Department of Social Welfare, officially register a child and that a Birth Certificate is obtained placed in the child's file.
- b) For all children under five years of age, the Juveniles Inspector must ensure that their file contains their Under-Five Card and Birth Certificate. Where these are not available, child care facilities, in collaboration with the Department of Social Welfare, should ensure that a written statement (a general affidavit signed by the officer admitting the child) is posted on the child's file explaining why.

Facility records

Facility records, including the following, must be kept for the current year and the two previous years:

- a) Certificate of Registration
- b) Certificate of Recognition from the Department of Social Welfare
- c) Daily attendance records for all employees and children
- d) Children's records that comply with the criteria listed above
- e) Employee records that comply with the criteria outlined in **Chapter 4.5**.
- f) Transportation checklists
- g) Vehicle safety check records
- h) Donation records of both financial and material donations received

Visitor register and visitors confidentiality declarations.

Children's and facility records should also meet the following criteria:

- a) Individual children's records shall be on file in the facility from the child's first day of admission.
- b) Each child's record shall be kept for a period five (5) years after the child has left the care of the facility, after which it must be surrendered to the Department of Social welfare.
- c) All records shall be filed in alphabetical order.
- d) Records shall contain originals, or clear copies, of required information.
- e) Inactive records and files shall be maintained separately from active records.
- f) Confidential information about children and their families shall not be used or disclosed for any purpose not directly related to the well-being of the child, and must only be accessible to authorised employees. Confidential information includes discussions about children and parents.
- g) Every facility employee, volunteer and intern must sign a confidentiality declaration form, which should be kept on file.
- h) Visitors, including visiting donors, must sign a declaration form that they will not disclose any personal information about children or take pictures without the prior written consent of the Director and in the case of pictures of children, from the children themselves. Forms should be kept on file.
- i) Minutes of Board and case committee meetings.

3.9. Complaints procedures

Every child care facility must operate a simple, clear and accessible Complaints Procedure. Complainants must be listened to, taken seriously and outcomes acted on.

The Complaints Procedure must be written and made available to the children in the facility, their parents or guardians, employees and authorised officers.

Under the procedure, child care facilities must:

- a) Provide contact details for relevant authorities, including the Department of Social Welfare
- b) Consider and investigate all complaints and ensure that a complainant is notified of the outcome
- c) Handle all complaints in a sensitive and confidential manner
- d) Keep an accurate and detailed Complaints Register of all complaints. The register will be signed by the Juveniles Inspector following any visit to the facility. The Complaints Register must include the following information:
 - i. Name of complainant and contact details
 - ii. Nature of complaint
 - iii. Date and time of complaint
 - iv. Action taken in response to the complaint
 - v. Result of complaint investigation
 - vi. Information provided to the complainant.
- e) Every child care facility shall have a Case Committee with representatives from the Social Welfare Department, the police and health services.

3.10. Child protection

The protection of every child from abuse, neglect and exploitation must be every child care facility Director's first priority. Every facility must develop and implement a Child Protection Policy which links into local child protection procedures approved by the Department of Social Welfare. The

Director must ensure that all staff, volunteers and interns working with and looking after children put the policy into practice.

Child care facilities must have a written statement based on the national child and social welfare policies and procedures, clearly stating employee responsibilities with regard to the reporting of suspected child abuse or neglect. The statement must include contact names and telephone numbers for making reports and should include procedures to be followed in the event of an allegation being made against a facility employee or volunteer. These procedures must be shared with parents or guardians before their child is admitted to the facility.

To ensure that children remain free from abuse, child care facility Directors must ensure that:

- a) There is a Child Protection Policy in place and that every member of staff, volunteer or intern is able to implement it
- b) Every member of staff has attended child protection training and is aware of their responsibility to report to and liaise with child protection agencies in any situation where a child has been, or is at risk of being, neglected or abused
- c) All employees are aware of the need to keep concerns confidential or limited to as few people as need to know
- d) All caregivers are trained in child care.
- e) All employees sign a code of conduct for Residential Child Care Facilities



Photo: © UNCG/Georgina Smith

4. Child care facility employees

4.1. Minimum qualifications of employees

4.1.1. Facility Director

Child care facility Directors are responsible for knowing, understanding and implementing the Minimum Standards of Care and ensuring that all employees know, understand and implement them also.

Facility Directors must be fit persons to care for children and manage a facility in an appropriate manner. They should meet all of the following criteria and have the necessary qualifications:

- a) Hold a Grade 12 school certificate or above
- b) Hold a recognised diploma in child care or a related field approved by Technical Education Vocation and Entrepreneurship Training (TEVETA)
- c) Have satisfactorily completed at least two years of relevant work in the child care sector
- d) Have proven management and financial capacities to run a facility according to the Minimum Standards
- e) A Police Clearance Certificate (Certificate for Criminal Record)
- f) Have signed the institutional child protection policy

4.1.2. Child care worker

Child care workers in child care facilities must meet all of the following criteria and have the necessary qualifications:

- a) Aged 18 years or above
- b) Hold a Grade 12 school certificate or above
- c) Have satisfactorily completed a career certificate or vocational training programme in the provision of child care
- d) A Police Clearance Certificate
- e) Sign the Institutional Child Protection policy

4.1.3 General staff, interns and volunteers

Interns and volunteers may assist in a child care facility, provided they meet all of the following criteria and have the necessary qualifications:

Local volunteer

- a) Aged 18 or above
- b) Attained a minimum of Grade 9 at secondary school
- c) A Police Clearance Certificate
- f) Have signed the Institutional Child Protection policy
- d) Is supervised by a qualified member of staff.

International volunteer

- a) Aged 18 or above
- b) Hold a high school diploma, its equivalent, or above
- c) Criminal record clearance
- d) Immigration clearance
- e) Have signed the Institutional Child Protection policy
- f) Is supervised by a qualified member of staff.

Interns

- a) Aged 18 or above
- b) Accredited to a local or international training institution
- c) A Police Clearance Certificate
- d) Have signed the Institutional Child Protection policy
- e) Is supervised by a qualified member of staff.

Even when interns or volunteers comply with the criteria above, they must not be left alone with, or in charge of, a group of children and should only work under constant supervision from a qualified facility employee. Interns and volunteers may, however, be counted in the child: carer ratio of the facility. See **Section I I** for ratio requirements.

Other employees

All other members of staff, must meet all of the following criteria:

- a) Aged 18 or above
- b) Attained a minimum of Grade 9 at secondary school
- c) Hold relevant qualifications for the assigned work
- d) A Police Clearance Certificate
- e) Have signed the Institutional Child Protection policy.

4.2. Job descriptions

The facility must have a written job description for all employees working in or for the facility. They should meet professional standards and the following criteria:

4.2.1. Child care facility Director's job description

The Director's job description must include the following responsibilities:

- a) Administer the facility's daily operations in compliance with the Minimum Standards of Care to ensure that children are:
 - i. Provided with a healthy and safe environment
 - ii. Given the opportunity to develop stable and caring relationships; and
 - iii. Provided with an environment that fosters cognitive, social, emotional, physical and spiritual growth.
- b) Provide employees with a job description and assignments, and supervise employees, including conducting an annual review and appraisal and producing a personal development plan and training for each member of staff.
- c) Submit to the Department of Social Welfare, within two (2) weeks of his or her employment, information on any new employee to allow for processing of a personal record
- d) Ensure that any employee designated to be in charge when the Director is absent from the facility is given the authority and is competent to administer the facility in compliance with the Minimum Standards of Care.
- e) Provide regular reports to the Department of Social Welfare in line with the requirements in the Minimum Standards
- f) Is responsible and accountable for the financial management of the facility in accordance with generally accepted accounting principles (GAAP) and for maintenance of the facility.

4.3. Staff screening and suitability

No person can be employed in a child care facility unless they meet requirements under the Minimum Standards of Care and are cleared by criminal history and central registry background checks completed by the Criminal Investigation Department of the Zambia Police Service. Criminal clearance statements (Police Clearance Certificates) must be kept on file at all times by the child care facility and shall be produced upon request to any appropriate officer. Criminal record clearance is not transferable from one employer or facility to another. All staff in a child care facility must obtain completed copies of the *Mandatory Criminal History Check Notice* and the *Criminal History Information Consent and Release Form* prior to their employment.

No person with a record of a felony such as murder, manslaughter or criminally negligent homicide, should be employed in a child care facility or have contact with the children living in it. This includes anyone convicted of any sex-related crime, including all those offences against children as provided for by law under Sections 44 (1)-(3), 34 (a) (b), 36 (1a-d) and 46-53 of the Juveniles Act, Cap 53 and Amendment of Part XV of the Penal Code Cap 87 No. 25 of 2005 Sections 136, 137 (1) (2), 138, 142 and 143.

Until charges are dropped, a person who is charged with any felony scheduled above or who is the subject of an official criminal complaint (related to those offences) that has been accepted by the Director of Public Prosecutions must not be at the facility or have contact with the children in its care.

OFFENCES AGAINST JUVENILES/CHILDREN TO WHICH SPECIAL PROVISIONS OF THE JUVENILES ACT-CAP 53 APPLY:

Murder or manslaughter of a juvenile: infanticide

Any offences under Sections 136 or 137 of the Penal Code, Cap 87 (Amendment, 2005)

Any offences against a juvenile under Sections 137, 155, 156, 157, 158, 159, 199, 247 or 248 of the Penal Code, Cap 87

Any offence under Sections 46, 47, 48, 50 or 54 of the Juveniles Act, Cap 53

Any offence under Section 8 of the Suicide Act, Cap 89, where the person who killed him or herself is a juvenile or child

Any other offence involving bodily harm of a child or juvenile (as amended by S.I No. 1 of 1967)

4.4. Minimum employee health requirements

Prior to employment, personnel must submit required medical information to establish their physical and emotional ability to provide the necessary supervision and guidance to children. This must include proof of an initial physical examination performed by a licensed practising medical doctor.

Once employed, child care facility employees must:

- a) Seek appropriate professional consultation and treatment from any Government-approved institution when there is indication they have a physical, emotional or mental condition that could be detrimental to the children's care. The said person shall not care for children until the condition is corrected to the satisfaction of the examining licensed practising physician and the Department of Social welfare or the facility's Board of Directors.
- b) within 30 days of starting employment and annually thereafter obtain a written statement from a practising medical doctor certifying that he or she is in good health, physically able to care for children, and is free from infectious and contagious diseases.
- c) Food handlers must be examined every six months.

4.5. Employee records

Records must be kept on all employees, including interns and volunteers, from the time of employment. These should be kept confidential and filed alphabetically. Files should be held for at least five (5) years after an employee has left the facility, but health records may be returned to a former employee upon request. Inactive files should be maintained separately from active files.

Each employee record must contain certified copies of required information and include, but need not be limited to, the following:

- a) An employment application for each regularly employed and substitute member of staff. This should include the date of hire, all pertinent personal information, past work experience, and verification of education and initial training.
- b) Proof that the employee is known in the community to be of good reputation. This should be in the form of at least three verified reference checks with people who are not related to the employee.
- c) Copy of official identification document with picture
- d) Signed Declaration of Confidentiality
- e) Completed Police Clearance Certificate
- f) Documentation showing how the employee meets minimum standards for age and education
- g) An employee statement providing information about any convictions and pending charges alleging violation of any offence listed in the Psychotropic Substances Act
- h) Employee's contract and job description
 - i) Employee's record, including the types and dates of training received, the name or names of Institutions and reports of review and appraisal meetings
- j) Documentation showing that the employee has received orientation on the facility's policies and procedures (see **Chapter 4.6** below) and met pre-service training requirements.

4.6. Employee orientation

The facility's Board of Directors shall plan and implement induction procedures for all new employees. These should include:

- a) A minimum one-day orientation on facility policies and practices
- b) Orientation and training on facility health and safety procedures, and,
- c) In the case of child care workers, four days of supervised child care.

The employee's record should contain a statement signed by the employee and the Director confirming that the employee has received the necessary orientation.

4.7. Employee pre-service training

Before new employees without relevant training or experience in a regulated child care facility are given responsibility for a group of children, they must complete two weeks of pre-service training covering the following areas:

- a) Developmental stages of children
- b) Age-appropriate activities
- c) Positive guidance and discipline of children
- d) Fostering children's attachment, identity and self-esteem
- e) Helping children overcome separation and loss of their parents
- f) Health and safety practices in the care of children
- g) Positive interaction with children
- h) Supervision of children and prevention of child sexual abuse
- i) Detection and reporting of suspected child abuse and neglect
- j) Psycho-social counselling on HIV
- k) Basic facility management.

If employees provide care for children younger than 24 months (two years) of age, pre-service training must be provided and must cover the following topics:

- a) Recognising and preventing shaken baby syndrome
- b) Preventing sudden infant death syndrome
- c) Understanding early childhood brain development
- d) Promoting attachment (bonding).

4.8. Employee in-service training

Governing bodies or facility Directors shall conduct, at a minimum, one employee training session or meeting each quarter. The training session or meeting should include such matters as:

- a) Programme planning
- b) Sharing new materials
- c) Discussing facility policy

Documentation of the training sessions or meetings, including the date of the session and signed employee attendance records, must be kept on file in the facility.

All child care staff must obtain at least 15 hours of infant and child care training annually, inclusive of First Aid training. The training must be from at least one of the following areas:

- a) Child development
- b) Care of children with special needs
- c) Adult and child health
- d) Nutrition
- e) Safety and risk management
- f) Curriculum planning
- g) Identification and care of ill children
- h) Recognition of child abuse, neglect and sexual abuse and reporting responsibilities
- i) Cultural diversity And Gender Awareness.
- j) Professional development, such as communication, time management, and stress management.

Staff should also receive age-relevant child care training, depending on the age of children assigned to their care. For example, this might cover care of infants, toddlers, pre-school or school-age children.

4.9. Employee service conditions

Employee conditions of service should be based on fair labour practice and should take into consideration the stressful nature of the work. Employee service conditions should clearly reflect the right to safety and protection and the link between ethical practice and fair labour.

IMPORTANT NOTE

All staff hired after the effective date of these regulations shall meet experience, education, and training and age qualifications. Verification of qualifications shall be on file in the facility.



Photo: © UNCG/Georgina Smith

5. Child care facility space and equipment

5.1. Space

All child care facilities must meet the following space requirements:

- a) Provide at least 2 x 3 square metres of indoor activity space, measured wall-to-wall on the inside, for each child in the centre. This must not include single-use areas such as bathrooms and kitchens.
- b) Provide at least 2 x 2 square metres of outdoor play space for each child using the outdoor area at any one time.
- c) Provide separate care rooms and outdoor play areas for children less than 18 months of age, except in child care facilities where 12 or fewer children are receiving care.
- d) Where children under the age of five (5) years are using outdoor play areas, ensure the areas are enclosed by a fence of at least two metres. The enclosed area should have at least two exits that can be opened immediately by facility employees. One exit may be an entrance to the building.
- e) Girls' and boys' bedrooms and bathrooms should be separate. No more than six children should share a bedroom to create a family atmosphere and space for personal belongings.

5.2. Noticeboards

The following documents and notices must be displayed permanently in a conspicuous place in each child care facility:

- a) Certificate of Registration or approval from the Registrar of NGOs
- b) Certificate of Recognition and approval from the Department of Social Welfare
- c) Evaluation and monitoring form for compliance with the Minimum Standards of Care
- d) Deficiency, corrective or adverse notices reports from the Department of Social Welfare
- e) Fire inspection Certificate
- f) Health Department inspection Certificate
- g) The facility's emergency procedures
- h) The facility's emergency numbers
- i) Menu for meals and snacks

Documents a) – g) can be displayed in the Director or staff's office; documents h - i) should be placed where the children can see them.

Telephone numbers and contact details for the following should be posted next to or close to the facility's telephone:

- a) Fire department
- b) Police station
- c) Medical assistance, including the nearest medical facility, and ambulance and rescue services
- d) Poison control centre
- e) Substitute staff/carers
- f) The Department of Social Welfare.

If a facility was licensed before 1 January 2008 and can demonstrate that the property lease, deed restrictions, building code or fire restrictions prohibit compliance with square metre requirements for children under 18 months, the facility will not be required to meet those standards.

5.3. Telephone access

All child care facilities shall provide an operational telephone for facility business only which children have access to. The Department of Social Welfare must be notified of:

- i. The telephone number of the facility
- ii. Any time when the facility telephone is out of service
- iii. Any change of telephone number.

5.4. Play equipment

Safe and child-friendly play equipment of sufficient quantity and variety for indoor and outdoor use must be provided for children. The equipment shall be appropriate for the age and number of the children cared for in the child care facility and should provide for the needs of children as follows:

- a) Equipment which encourages active physical play, such as climbing apparatus, swings and wheel-toys.
- b) Equipment that encourages quiet play or activity, such as sand, clay, crayons, paints, story and picture books, dolls, puzzles, and music.

5.5. Resting equipment

Each child care facility must provide at least one comfortable seat per child and must ensure comfortable arrangements for rest when children below the age of 10 are in the care of the facility for more than seven (7) hours.

Individual and appropriate sleeping arrangements must be provided for each child as follows:

- a) State and local health requirements regarding sleeping arrangements must be met.
- b) Each child shall be provided with an age-appropriate mat, cot or bed which will be for individual use
- c) Waterproof or washable mats, cots or beds must be provided for each child who may wet the bed during sleep.

5.6. General equipment standards

Child care facility equipment shall be maintained in good repair and, where relevant, must meet the following standards:

- a) Buildings, grounds and equipment must be cleaned, repaired, and maintained to protect the health of children.
- b) Child care buildings must provide adequate light, ventilation and heat.
- c) All sleeping equipment must be clean, linen must be washed and disinfected as often as necessary, including before being used by a different child and when soiled.
- d) Storage space within easy reach of children must be provided for the storage of play materials in appropriate play areas. Toy chests with attached lids are prohibited.
- e) Individual spaces for each child's clothing and personal belongings must be provided.
- f) Suitably sized chairs and adequate table space shall be available for each child aged 2 years and above.
- g) The facility must have a number and variety of appropriate indoor and outdoor equipment and materials to facilitate children's play.
- h) Space must be provided for children who become ill or are injured at the facility. Items used by an ill child shall be disinfected before being used by another child.
- i) If the facility cares for children with disabilities, the space and equipment must be fit to meet the special needs of each child (e.g., wheelchair accessible etc)

5.7. Bathroom facilities

Each child care facility must provide appropriate bathroom facilities, which meet the following criteria:

- a) Bathrooms shall be located inside, on the same floor level, and under the same roof as activity areas.
- b) Bathrooms must be equipped so that children can use them independently and staff can supervise as needed.
- c) Toilets and hand washing sinks used by children shall be of appropriate height, or shall be adjusted for easy use with stable platforms, seat adapters or both, as needed.
- d) Bathrooms must be supplied with adequate running water, soap, toilet paper and towels.
- e) The following number of bathroom fixtures must be provided:
 - i. At least one flush toilet for every 15 children aged 18 months and above. Where flush toilets are not available, facilities must provide three (3) pit latrines for every 17 children. Urinals may be counted in the ratio of children to toilets but may not exceed 50 per cent of the total number of toilets. Bathrooms containing urinals must also have flush toilets.
 - ii. At least one hand washing sink for every 15 children who are 18 months or above
 - iii. At least one sink, dish washing or hand washing facility in each nappy-changing area
 - iv. At least two bath tubs and two showers per facility, with portable plastic tubs acceptable.

5.8. General sanitation

Proper sanitation practices significantly reduce the spread of disease. Germs can be easily spread in child care facilities, especially in toilet areas and on toys. Practising good personal and environmental hygiene reduces the incidence of infectious disease. To ensure high levels of sanitation, child care facilities must adhere to the following:

- a) Ensure drinking water is supplied in a safe and sanitary manner.
- b) Keep sanitation equipment clean, sanitary and in good working order.
- c) Undergo an annual sanitation inspection by the relevant local authority, and keep on file a written report of the inspection.
- d) Comply with any corrections, restrictions, or conditions stated in the sanitation inspection report.
- e) Any surface contaminated by body fluids such as saliva, mucus, vomit, urine, stools, or blood should be cleaned and disinfected immediately, following the Standard Precautions in Guideline IV.
- f) Toilet areas, including sinks, countertops, taps, handles, doorknobs, toilet bowls and toilet seats, should be cleaned daily. These areas should be cleaned immediately when soiled.
- g) Potty chairs and changing tables should be cleaned and disinfected after each use.
- h) Floors should be cleaned daily or immediately when soiled.
- i) Carpets and rugs should be vacuumed daily or shampooed immediately when soiled.
- j) Large toys should be cleaned weekly or immediately when soiled.
- k) Small toys that children can place in their mouths should be cleaned and disinfected after each use.
- l) Rubbish should be removed from rooms where children and adults will be present.
- m) Rubbish should be stored in closed containers that prevent access by children, insects, rodents and other animals.

- n) Child care facilities must be connected to a sanitary sewage system. Where possible the system must be connected to a public sewage system.
- o) Measures must be taken to keep the facility free of insects and rodents. Only professional exterminators can perform extermination.

In addition, child care facilities must ensure that children and employees adhere to the following sanitary standards:

- a) Children must wash their hands with soap and running water after toileting and before and after eating and use clean drying material, such as paper towels or their own towels, to dry their hands.
- b) Staff must wash their hands with soap and running water before or after each of the following:
 - i. Before and after changing a nappy
 - ii. After assisting a child with toileting
 - iii. Before feeding a child
 - iv. Before and after handling or serving of food
 - v. Before and after caring for a child with symptoms of communicable disease
 - vi. After personal toileting.

5.9. Hazard prevention

Child care facilities shall be free from apparent hazardous conditions, and must meet the following guidelines:

- a) Drugs, poisons, harmful chemicals, all products labelled “Keep out of reach of children”, equipment, and tools shall be locked away from the children in a cabinet or storage area.
- b) All flammable, poisonous and other hazardous substances and materials shall be kept in a locked cupboard.
- c) All containers shall be labelled with the name of the substance or material contained therein.
- d) No firearms or ammunition shall be kept or allowed at the centre with the exception of those carried by law enforcement officers.
- e) Stairways used by children shall have hand railings at an appropriate height for the age of children cared for in the facility.
- f) Clear glass doors shall be plainly marked at child level to avoid accidental impact
- g) Medicines and drugs for children or staff shall be kept in a locked cupboard and in a separate location away from toxic chemicals and other harmful items. Refrigerated medications shall be kept in a secure container to prevent access by children and avoid contamination of food.
- h) Age-appropriate barriers shall be erected around fire places, heaters and fans that are accessible to children.
- i) Exposed electrical outlets shall have protective covers. The covers shall be large enough to prevent being swallowed.
- j) First Aid supplies shall be available at all child care facilities. Suggestions for First Aid supplies may be obtained from the Red Cross.
- k) Consumption or possession of alcohol or use of non-prescription narcotic or illegal substances is prohibited on all child care facility premises.
- l) Smoking or tobacco usage is prohibited on all child care facility premises.

5.10. Fire and evacuation policy

Fire equipment must be in place and staff trained to use it. Fire safety and evacuation training for all staff must be conducted at least once a year.

A plan for the evacuation and care of children in case of fire, serious accident or injury, or power failure shall be established and posted in a conspicuous place in the centre.

Fire evacuation drills shall be conducted at least once per quarter. These shall be conducted at various times of the day and shall be documented, including the following information:

- a) Date and time of day of drill
- b) Number of children involved in drill
- c) Duration of drill
- d) Problems noted and solutions required, if any
- e) Signatures of participating employees.



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6. Admission and care of children

6.1. Admission of children

Where necessary, the child and his or her family must receive support and be involved during the decision-making and admission process.

Before any child is admitted to a child care facility, the facility must:

- a) Secure the following information about the child:
 - i. Social Welfare Report and Committal Order
 - ii. Birth certificate and Under Five Card
 - iii. Admission letter
 - iv. Police report
- b) Provide children (depending on their age), parents, guardians and Social Welfare Officers with a printed copy of the facility's daily programme, discipline policy and complaints procedure.
- c) Provide children, parents, guardians and Social Welfare Officers with information about the caregivers appointed specifically to care for the child and how contact will be maintained with the child's parents or relatives/community.
- d) Ensure a sensitive introduction and orientation into the facility and the group to which the child will belong and ensure that each child has a person to trust and guide them through the introduction period.
- e) Siblings (brothers and sisters) with existing bonds should be kept together and cared for in the same group, unless there is a clear risk of abuse or other justification in the best interests of the child. If it is not possible for siblings to live together, the child care facility should encourage and facilitate contact between them.

6.2 Child care plan

A system must be in place for reporting the progress of each child to the Department of Social Welfare, the child's family and other relevant stakeholders.

- a) Each individual child must have a child care plan based on an assessment of the child's needs and what is laid down in the Committal Order.
- b) The child care plan should contain clear directions with regards to promoting physical, social, educational, emotional and spiritual development of the child. Where necessary the child must be provided with therapeutic programmes or services from a psychologist or therapist.
- c) The child care plan is regularly evaluated and updated, and progress reported to the Department of Social Welfare, parents or guardians.
- d) Children are involved in the development and evaluation of their child care plan according to their age, maturity and emotional development.

6.3 Care-giving responsibilities

The caregiver is responsible for developing a relationship with the children in her or his care that is based on affection, understanding and respect.

- a) The caregiver must pay individual attention to each child in their care and make a conscious effort to build up trust and understand the child. The caregiver should always communicate openly, honestly and respectfully with the child.
- b) Respect means that physical punishment must never be used.
- c) Respect includes recognition of the importance of the background of the child. When

possible and desired by the child, he or she should have the opportunity to speak their home language and take part in important cultural and religious rites.

- d) Every child must have a locked box or cabinet in which to keep their personal possessions.
- e) Through affection and respect, caregivers set an example and encourage and help children to respect each other

6.4. Child participation

Children and young people have the right to be included in all decisions that affect them, according to their age and maturity. These include decisions about their current placement, contact and reintegration with their families, transition to any other placement, leaving care and preparation for independent living.

- a) The child care facility must show that it encourages children to participate in decisions about their living circumstances and that their opinions are taken seriously. This can be in the form of a children's panel with representatives elected by the children or regular meetings in which children can freely express their opinions.
- b) Children must be included in the development of their individual care plans and co-sign these plans when this is age and development appropriate. The implications of the care plan should be explained to all children according to their age and maturity. Care is based on this individual plan and the plan is regularly evaluated and updated and progress is reported to parents, guardians and Department of Social Welfare.
- c) Children must have free access to their case worker and be able to speak with him or her privately.
- d) Children must have the maximum appropriate choice and involvement in decisions regarding contact with their birth families and relatives and their immediate and future circumstances, including their reintegration into their family and/or community.

6.5 Health care

All children in the care of the facility must have access to and receive adequate health care.

- a) The child care facility must ensure that all children are given a medical check-up at admission and have access to medical treatment and, in the case of trauma and mental health disorders, psychological and mental health care.
- b) Medical records must be complete and up-to-date, and kept in the child's personal file with strict confidentiality.
- c) If a child has a disability, disease or infection, caregivers must receive relevant training in the care, treatment and use of medication.
- d) The person with the authority to take decisions on medical matters, for example the Commissioner for Juvenile Welfare, the parent or guardian, must be clarified at the time of admission and kept in the child's records. The Director of the Child Care facility is responsible for decisions regarding urgent medical treatment or operations and must notify the Commissioner for Juvenile Welfare.
- e) Children must receive appropriate health education including safe reproductive health education.

6.6 Education

Every child in the child care facility must be provided unconditionally with appropriate and relevant education suitable to their capacity, circumstances and developmental needs and given assistance to make effective use of the education provided.

- a) Children living in the child care facility should receive their education in the local community

education facility or school.

- b) When the child care facility includes a school or day-care centre, it must be open to children in the local community and follow the Zambian mainstream curriculum for public or private schools.
- c) The school must be registered with the Ministry for Education.
- d) Children should receive primary and secondary education in programmes that lead to optimum use of their capacities and potential. Where needed, children should be encouraged to participate in extra classes to ensure that they can remedy any deficits in their education due to their circumstances before they were placed in the child care facility.
- e) Child care staff must ensure that children have space and time to do their homework and prepare projects.
- f) Each child's learning process should be closely monitored and their school reports and certificates included in their files. Where appropriate they may be displayed in the child care facility to provide encouragement.
- g) If children drop out of school, they should be provided with vocational or skills training to improve their future employment opportunities.
- h) Scholarships should be sought for university students to guarantee completion of their studies, even when they leave the child care facility.
- i) Children with learning difficulties or other special needs must receive special education and be provided with additional equipment (e.g. hearing equipment) to enable them to reach their full potential.

6.7 Nutrition

Meals prepared for children in care must be well-balanced and nourishing. All meals provided should meet the following criteria:

- a) Children in care for more than four (4) hours shall be provided meals that include each of the four basic food groups: carbohydrates, minerals, vitamins and protein.
- b) Each meal should provide approximately one-third to one-half of the recommended daily dietary requirement. See **Guideline II** for more information.
- c) Additional servings of nutritious food over and above the required daily minimum shall be made available to children as needed, if not contradicted by special diets.
- d) Children in full-time care shall have snacks twice daily and meals three times daily.
- e) Children's food shall be served on individual plates, napkins, paper towels or in cups as appropriate.
- f) Each child's hands shall be washed with soap and running water before and after snacks and meals.
- g) Meals must be served to children who are in the facility at the ordinary mealtimes.
- h) Food shall not be used as a punishment or reward.
- i) Where a facility provides food, weekly menus for meals and snacks shall be displayed on a noticeboard, with substitutions posted on or near the menu.
- j) Children shall be permitted to bring their own food to the centre. Where a parent or guardian provides the daily meal, they should be encouraged to prepare meals which are well-balanced and nutritious but with the understanding that what the parent or guardian provides is acceptable.
- k) Parents and guardians must supply information on foods that their children are allergic to.
- l) Infants are to be fed and supervised individually, according to the following:
 - i. Infants shall be held while feeding

- ii. A bottle shall not be propped at any time
- iii. Bottled formula for infants must be labelled and should be supplied by the facility, parents or guardians
- iv. Parents and guardians shall, where possible, supply the child care facility with a schedule of feeding times for their infants.

Drinking water shall be readily available to the children in single service cups or cups that can be sanitised. Drinking fountains are permissible. Children shall be offered water at least every two and one-half hours and after each outdoor activity.

6.8 Daily programme

Child care facilities must provide a daily programme that ensures that children feel at home, stimulates child development, bonding and attachment, and ensures that the child can develop their full potential:

- a) Activities and assistance should support the holistic development of the child and be based on their individual needs and desires.
- b) The programme must leave space for children to develop their talents and participate in extramural activities in the community.
- c) Children must be supported to overcome trauma and establish self-esteem and resilience. The programme should provide space for social emotional activities (life books, memory boxes, hero books, etc.) to ensure that children's roots and background are known and that they understand why they are in the child care facility.
- d) Daily programmes must allow for flexibility and changes, as deemed necessary.
- e) The programme of activities shall be adhered to with reasonable closeness but should accommodate and have due regard for individual differences among the children.
- f) The programme shall provide time and materials for both vigorous and quiet activity; for the children to share or to be alone; and for indoor and outdoor play and rest.
- g) Regular time must be allowed for routines such as washing, eating, resting and putting away toys. The programme should also include activities to stimulate the child's preparation for life outside the facility with age-appropriate chores and participation in household activities such as the preparation of meals.
- h) Children in full-time care and below the age of 10 years shall have a rest period of at least 30 to 45 minutes every afternoon.

6.9. Care for children during night hours

Child care facilities that provide overnight care, that is care after 21 hours (9pm), must adhere to the following:

- a) Follow the requirements for employee standards as previously stated
- b) Ensure that at least one employee is present at all times during night care (see **Chapter 10.2.** for more details)
- c) Each child shall have a separate bed, which should consist of age-appropriate mats, cots or beds that are comfortable and are waterproof or washable.
- d) No physical restraints shall be used to confine children to bed.
- e) Activities and routines must meet the unique needs of children in night care.

Exits must be lit so they are visible at night. In areas where there is no electricity, lanterns or koloboyi (home-made lantern) can be used.

6.10. Additional care requirements for children below 18 months of age

It is best for children under the age of three to be in family type alternative care to promote attachment to a limited number of caregivers in order to reduce trauma and allow healthy brain development. Small children should be integrated into society and families as soon as possible.

Children under 18 months of age have specific care needs. When caring for children less than 18 months, facilities must meet the following criteria:

- a) An employee must always be in the room when such children are present.
- b) Children in cribs, while awake, may remain in their cribs for up to one hour as long as they remain content and responsive.
- c) Each child must be allowed to explore outside the crib or playpen each morning and afternoon.
- d) A child not yet ready for table food must be fed a formula or age appropriate diet approved in writing, signed and dated by a medical practitioner, nutritionist, parent or guardian. The information should be updated and approved as changes occur.
- e) Children must be held while being bottle-fed.
- f) Children no longer being held for feeding must be fed in a manner that ensures their safety and comfort.
- g) Bottle feeding must comply with the criteria set out in **Chapter 6.7**.
- h) There should be age appropriate toilets in the facilities.

7. Children's rights while in a child care facility

Under the United Nations Convention on the Rights of the Child and the Zambian Constitution, all children have rights. Those relevant to being in a child care facility, which all child care facilities must ensure are met and upheld, are listed below.

All children in a child care facility have the right to:

- a) Know their rights and responsibilities
- b) A programme of care and development, which includes a plan for family reunification, security and life-long relationships
- c) Participate in formulating their care plan, to be informed about it and to make changes depending on their age.
- d) Expect that their plan is based on an appropriate and competent assessment of their development needs and strengths and, where possible, is in the context of their family and community environments
- e) A regular review of their care plan
- f) Be fed, clothed and nurtured according to set minimum standards and to be given the same quality of care as other children in places of care
- g) Be consulted and be able to express their views, according to their abilities, about significant decisions affecting them
- h) Reasonable privacy and to the possession of personal belongings
- i) Be informed of the behaviour expected by child care providers
- j) Care which respects their cultural, religious and linguistic heritage and the right to learn about and maintain that heritage
- k) Regular contact with parents, guardians and friends, unless a court order or their care or development programme indicates otherwise, or unless they choose otherwise
- l) The involvement of their family or significant others in their care and development programme, unless proved not to be in their best interests
- m) To return to live in their community as determined by the facility and Department of Social Welfare
- n) Be free from physical punishment (see **Chapter 9**)
- o) Expect to receive positive disciplinary measures appropriate to their level of maturity (see **Guideline I**)
- p) Protection from all forms of emotional, physical, sexual and verbal abuse
- q) Education appropriate to their level of maturity, aptitude and ability
- r) Be informed that prohibited items in their possession will be removed and withheld
- s) Respect and protection from exploitation and neglect
- t) Opportunities to learn and develop their capacity to demonstrate respect and care for others
- u) An interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody, care and development
- v) Privacy during discussions with families and significant others, unless this can be shown not to be in the interests of the child
- w) Send and receive mail which is not read by others, provided that in those rare cases when mail must be read by a child care provider, the child has a right to be present or to give permission for mail to be read without being present
- x) Be listened to and speak up about important decisions in the facility.
- y) Complain and be informed about the complaints procedure for children in their facility.

8. Transportation of children

8.1. General transportation guidelines

Any child care facility that provides transportation for children assumes additional responsibility and liability for the safety of the children. Where transport is provided, even on an irregular basis, the facility must have a transportation plan, as outlined below in **Chapter 9.2**.

- a) Ensure children use safety belts at all times.
- b) Provide approved and properly installed child passenger restraint systems, car seats, or other appropriate child passenger safety seats appropriate for the mode of transportation for all children.
- c) Never transport children in the rear of a pick-up truck.
- d) Never leave children unattended in vehicles.
- e) Ensure only licensed drivers transport children.
- f) Meet appropriate child:carer ratios during the transportation of children.
- g) Ensure that people under the influence of alcohol or drugs do not operate vehicles to transport children.
- h) Carry out routine inspections of vehicles to ensure that all safety features are operational.
- i) Not allow smoking in vehicles that are transporting children.

8.2. Transportation plan

Where transportation is provided, even on an irregular basis, each child care facility shall have a written transportation plan, including the following information:

- a) The type of transportation provided: to and from home; to and from school; and on field trips.
- b) If transportation between home and school is provided, the plan shall also state:
 - i. Geographical areas served
 - ii. Time schedule of transportation services
 - iii. Number of children against the capacity of the vehicle

9. Disciplinary procedures

9.1. Discipline policy

Each child care facility shall establish a written discipline policy which details the methods of discipline to be used. This statement must be made available to parents, guardians and Juveniles Inspectors.

The following guidelines are applicable and shall be included in the written discipline policy.

9.2 Inappropriate and prohibited forms of discipline and punishment

- a) Discipline shall be appropriate to the age and development level of each child.
- b) Disciplinary methods must not include the assignment of inappropriate exercise or work.
- c) The use of physical restraints as punishment is prohibited.
- d) Cruel, severe, unusual, or unnecessary punishment must not be inflicted on children, including, but not limited to, the use of items such as hot sauce, lemon juice, vinegar or soap, as punishment.
- e) No child or group of children shall be allowed to discipline another child.
- f) When a child is removed from a group for disciplinary reasons, he or she should never be out of sight of a facility employee.
- g) The use of discipline associated with food, naps, or bathroom procedures is prohibited. No child shall be deprived of meals or any part of meals for disciplinary reasons.
- h) Group discipline for individual behaviour is prohibited.
- i) Threats of removal from the child care programme must not be used as a form of discipline.
- j) Discipline which demonstrates discrimination on the basis of cultural or linguistic heritage, gender, race or sexual orientation is prohibited.
- k) Corporal or physical punishment is prohibited. The following must not be used as disciplinary practices:
 - i. spanking
 - ii. slapping
 - iii. kicking
 - iv. pushing
 - v. beating
 - vi. pinching
 - vii. hitting
 - viii. thumping
 - ix. hair pulling
 - x. ear pulling.
- l) The use of verbal abuse, including but not limited to, the following is prohibited:
 - i. yelling
 - ii. shouting
 - iii. name calling
 - iv. shaming
 - v. making derogatory remarks about a child or a child's family
 - vi. using language that threatens, humiliates, or frightens a child.

See Guideline I: Alternatives to physical or corporal punishment for positive alternatives for

10. Supervision of children

10.1. General supervision requirements

Children shall be supervised at all times.

While on duty with a group of children, child care workers must devote their entire time to supervision and participating with children in their activities. When the groups are small and in a family-type setting, the caregivers can be involved in household activities like cooking and at the same time supervise the children.

At nap time, children may be grouped together with one child care worker supervising the sleeping children while other child care workers rotate various duties. All children sleeping must be in sight of the supervising child care worker.

10.2. Child: carer ratios and groupings

Adequate numbers of child care workers, or child: carer ratios, are important in providing good quality care to children and retaining child care workers.

Where children are placed in full-time (alternative) care, care should be based on a family-type model with children living in small groups so that staff can give children individual attention and respond to their personal needs. When there are children in the facility who are disabled or have special needs, this should be reflected in a higher child: carer ratio to ensure that adequate care is given to each child. The primary caregiver is responsible for all major care activities, such as personal care, meals, homework and recreation. This helps to promote a family environment and is a good basis for adult-child bonding.

The number of children per child care worker, and group, must not exceed the following:

Age group	Child:carer ratio	Maximum group size
0 to 11 months	4	10
12 – 17 months	5	13
18 to 23 months	6	15
2 years	6	15
3 years	8	15
4 years	8	20
5 years	8	20
6 to 8 years	8	20
9 to 12 years	8	20
12 to 18 years	10	20

The ratios detailed above are based on, and subject to, the following:

- Child: carer ratios are based on the age of more than half of the children in the group.
- Child care facilities seeking to care for groups of children larger than the maximum size in one room may do so, but only when the following conditions have been met:
 - The group is split into two smaller groups, where neither group exceeds the maximum group size outlined above and child: carer ratios are maintained for each group.
 - The room is divided so that the two groups are separate. Separation can be by

means of placement of shelves, accordion doors, or low movable walls that divide the area so that children in one group feel like a substitute family and experience a family atmosphere.

- iii. Child care workers know which children they are responsible for and children may know who their primary carer is, so that consistency of care can be maintained and bonding and attachment is promoted.
- b) Maximum group sizes may be exceeded, provided child: carer ratios are maintained for each group, under the following conditions:
 - i. For a maximum of 30 minutes for groups of children aged between 18 months and 4 years.
 - ii. For a maximum of one and one half hours for children aged five years and above.
 - iii. For field trips and outdoor play and naptimes, for the length of the activity.

The following criteria for child: carer ratios also apply:

- a) During naptime, children aged 18 months and above may be under the supervision of half (50 per cent) the required child: carer ratio, but only if an additional 25 per cent of the ratio is maintained in the building and not counted in the ratio for any other group.
- b) When the youngest child in the group is under six months of age, the oldest child in the group must not be more than 18 months older than the youngest child, unless there are fewer than 12 children at the child care facility.
- c) If there are 12 or fewer children at the facility, the following ratios may be used:

Number of children less than 18 months	Number of children 18 months to 4 years	Number of children 5 to 13 years	Maximum number of children allowed
0	8	4	12
	7	5	
	6	6	
	5	7	
	4	8	
	3	9	
	2	10	
	1	11	
	0	12	
1	5	5	11
	4	6	
	3	7	
	2	8	
	1	9	
	0	10	
2	4	4	10
	3	5	
	2	6	
	1	7	
	0	8	
3	2	2	7
	1	3	
	0	4	
4	0	0	4

The ratios detailed above are subject to the following:

- a) Children aged below 18 months do not have to be cared for in separate areas.
- b) An employee can be involved in meal preparation, but must be able to supervise children at the same time.
- c) Supervision cannot be reduced during nap time.

10.3. Care ratios during outside activities

The following child: carer ratios must be maintained during field trips and activities conducted outside the child care facility:

Age of youngest child	Number of staff	Number of children
0 to 23 months	1	1
2 years	1	1
3 years	1	6
4 years	1	8
5 years	1	10
6 years and older	1	12

The ratios detailed above are also subject to the following:

- a) The number of child care workers may be supplemented by parents or volunteers trained in the facility's policies and procedures for supervision on field trips, to meet the above ratios.
- b) When children on a field trip or outside activity are in an enclosed or controlled area, the facility may maintain the facility child: carer ratio.

10.4. Conducting outside overnight activities

The following must be adhered to in the case of outside activities operated by a child care facility:

- a) Facilities must notify the Department of Social Welfare of overnight outside activities to be undertaken at least seven (7) days before the outing.
- b) Notice of outside activities or field trips must be posted on the notice board at least 48 hours before a trip and remain posted until the group or groups have returned.
- c) Parents and guardians must be informed where applicable of outside activities.
- d) Notices of outside activities must contain the following information:
 - i. Details of the group or groups of children who will be on the trip
 - ii. Where the group will go
 - iii. When the group will leave the facility and when they will return.
- e) Child care facility employees who are supervising a field trip must carry emergency medical consent forms signed by the legal guardian and emergency contact information for each child in the group.
- f) Employees who are part of an outside activity or field trip must be supplied with a written list of children who are part of the group.
- g) Access to First Aid supplies must be readily available to the group and accompanying employees.
- h) A staff member with current First Aid training and a staff member with current training in Pulmonary Respiratory Rescue for infants and children must be present at all outside activities and on all field trips.

10.5. Water activities

The following child: carer ratios apply when a facility uses a splashing or wading pool that is more than 45cm deep:

Age of youngest child	Number of children	Number of staff
0 to 12 months	4	2
13 to 17 months	5	2
18 to 23 months	7	2
2 years	9	2
3 years	13	2
4 years	16	2
5 years	20	2
6 to 8 years	22	
9 to 13 years	25	2

If a child care centre engages in any water activities, all accompanying teachers must be trained swimming rescue guards.

11. Leaving care and after care support

11.1. Leaving care and reintegration process

When children are ready to leave the child care facility and reintegrate into their family or community, the child care facility must prepare and support them through a step-by-step process. Children themselves must be included in the decision-making process and given ample time to decide whether they are ready to go ahead or whether there are issues that they need support in resolving before they return to their family or community. The reintegration process must always be in the best interest of the child.

Steps towards reintegrating a child and young person include:

- a) Facilitating visits to the family or community
- b) Providing counselling
- c) Preparing their personal belongings
- d) Providing telephone numbers and contact details so that they can seek help once they have left the facility
- e) Linking to support services in the community
- f) Ensuring that they can continue with their studies, if applicable
- g) Providing future careers with support, advice and assistance to make the reintegration a success.

11.2. Transition to independent living

During their stay in a child care facility, children and young people should be continuously prepared for independent living and empowered to cope and adapt to life's challenges in the outside world. They should be supported in becoming self-reliant, self-sufficient and contributing members of society.

The child care facility should therefore provide each child with:

- a) Access to education and opportunities to acquire life skills and good values
- b) Help in developing self-sufficiency in accordance with needs identified in his or her care plan
- c) Daily responsibilities according to their age and ability
- d) Training in daily dealing with money, legal matters, insurance and other practical matters
- e) Opportunities to practice independent living and develop life skills, for example through training apartments or camps
- f) Support to develop a social network and maintain contact with people in their network
- g) Help in finding appropriate and affordable accommodation and the basic equipment and furniture they will need when they leave the child care facility to start independent life.

11.3. Communication and documentation

No child or young person must leave the facility without all proper legal requirements being met and their future properly secured.

This includes:

- a) All parties involved in the leaving care process being provided with relevant information according to their role in the process and level of understanding, with respect for the privacy of the child or young person and their family.
- b) All legal requirements for the discharge of the child must be met and documentation completed and communicated with the Department of Social Welfare.
- c) Each young person being properly informed about the leaving care process and the possibilities for future support if needed
- d) Each young person being involved in the decision-making and planning process for leaving care and their future life.
- e) The child care facility ensuring that children and young people leaving the facility acquire all national legal documents (i.e., a Birth Certificate and ID card).

11.4. After care support

Child care facilities have a responsibility towards young people who have left care to ensure their smooth transition into society.

In order to fulfil this responsibility, child care facilities must:

- a) Have an open door policy so that young people can return to visit their friends in the facility, participate in events and ask for support
- b) Maintain contact with children and young people who leave the facility to monitor their progress and report and tackle problems during the first year after leaving care

Appendix I

Excerpts from the Day Nurseries Act

Schedule

Prescribed Forms

The Day Nurseries (Forms) Rules

Form I: (Rule 2)

Form of Register to be kept by a Local Authority under Section 5 of the Day Nurseries Act

Date of Registration	Name of Nursery (if any)	Plot Number	Box Number	Road	District	Telephone	Name and address of person in charge

The Day Nurseries (Forms) Rules

Form 2: (Rules 3)

Form of Application for Registration of a Day Nursery under Section 6 (I) of the Day Nurseries Act.

To: _____

Local Authority Ref. No. _____

The Day Nurseries Act
(Section 6)

As I propose to receive (am receiving) into my care and control at the under mentioned premises, children to be looked after for reward from periods exceeding two consecutive provisions of the Day Nurseries Act.

Fee units _____ accompany this application.

_____ Application/Person in charge

Date _____

Name and Location of Premises to be registered as a Day Nursery

Name of nursery (if any)

Plot number _____

Road _____

District _____

Box number _____

Telephone number

Applicant's address (if different from above)

1. Full names of applicant

2. Age of Applicant

3. Period of residence in Zambia

4. Period of residence in local authority area in which day nursery is situated

5. Full names of applicant's husband

6. Occupation of husband

7. Full names of applicant's children (if any):

Age _____

Age _____

Age _____

Age _____

8. Details of other occupants of the premises

9. Brief details of any special qualifications held by applicant

10. Brief details of applicant's experience in the field of child care

11. State number of children for which proposed nursery is to cater:

(a) for continuous periods exceeding five hours in any one day

(b) for lesser periods in any one day

* Delete as required

12. State age group of children to be catered for-

(a) Number babies (under one year)

(b) Number of toddlers (one to three years)

(c) Number of children over three years and under seven
years _____

13. During what periods in any one-day will the proposed nursery be open?

Including Saturday?

Including Sunday?

14. Full details of staff to be employed in running nursery (see Appendix attached).

15. What arrangements are proposed for regular medical examination of staff?

16. State-

(a) Number and approximate sizes of rooms to be used by children :

(b) Which of these rooms are in use for other purpose (Please specify):

17. Will separate rooms be used for distinctive activities- i.e., eating, resting, and playing?

18. What provision is there for the isolation of a sick child?

19. Description of toilet facilities for children:

(a) Washing

(b) Closets

20. Description of feeding arrangements and types of meals proposed:

(a) Mid-morning

(b) Lunch

21. Description of special facilities available for handling babies:

(a) Laundry

(b) Resting

(c) Feeding

22. State whether a register of children will be maintained, including history of infectious diseases

23. State whether nursery will insist on all children being vaccinated against smallpox and inoculated against polio, diphtheria and whooping cough.

24. Description of nursery furniture and fittings provided or to be provided

25. Description of play amenities:

(a) Indoors

(b) Out of doors

26. State fees to be charged at proposed day nursery, for,

(a) morning only

(b) whole day

27. What insurance cover do you have or you intend taking out regarding accidents? _____

28. Any additional information?

Applicant/Person in

charge_____

Details of Staff to be employed in Running Nursery

Name	Address	Age	Qualifications	Experience

(As amended by No. 123 of 1963)

Form of Certificate of Registration of a Day Nursery by a Local Authority under Section 8 (1) of the Day Nurseries Act.

The Day Nurseries
(Section 8)

Certificate of Registration of a Day nursery

This is to certify that

Has premises at

Registered as a Day Nursery under the provisions of section 8 (1) of the abovementioned Act.

This Certificate has been issued by the

conditions.

(Signed)
Appointment
For and on behalf of
Date

Appendix II

List of Criminal Offences, the Penal Code, Amended Act 2005-Cap 87

Offences against morality

Due to the amendment of the Penal Code Cap 87, which was carried out on 28 September 2005 and enacted by the Parliament of Zambia on 7th October 2005, the following offences against morality were amended:

Sections 136 and 137 of the principal act were amended as follows:

1.1 ABDUCTION OF CHILDREN C/SECTION 136

Any person who unlawfully takes a child out of the custody of or protection of the child's father, mother or other persons having lawful care or charge of the child and against the will of such father, mother, or other persons, commits a felony and is liable, upon conviction, to imprisonment for a term of less than ten years and not exceeding ten years.

1.2 INDECENT ASSAULT C/SECTION 137

(1) Any person who unlawfully and indecently assaults any child or other person commits a felony and is liable, upon conviction, to imprisonment for a term of not less than fifteen years and not exceeding twenty years.

(2) It shall not be a defence to a charge of an indecent assault on a child to prove that the child consented to the act of indecency.

(3) Any person who is found in any building or dwelling house or in any veranda or passage attached thereto or in any yard, garden or other land adjacent to or within the cartilage of such building or dwelling house not being a public place –

(a) For the purpose of and from motives of indecent curiosity gazing at or observing any other person or child who may be in a state of undress or semi-undress; or

(b) With intent to annoy or indecently to assault any child or person who may be therein;

Commits an offence and is liable, upon conviction, to imprisonment for a term of not less than two years and exceeding not five years.

1.3 SEXUAL HARASSMENT C/SECTION 137A

(1) Any person who practices sexual harassment on a child commits a felony and is liable, upon conviction, to imprisonment for a term of not less than three years and not exceeding five years.

(2) A child who commits an offence under sub section (1) is liable to such community service or counselling as the court may determine in the best interest of the child.

(3) In this section, sexual harassment means –

(a) a seductive sexual advance being an unsolicited sexual comment, physical contact or other gesture of sexual nature one finds objectionable or offensive or which causes discomfort in one's studies or job and interferes with academic performance or work performance or conducive working or study environment.

(b) Sexual bribery in the form of soliciting or attempting to solicit sexual activity by promise of reward;

(c) Sexual threat or coercion which includes procuring or attempting to procure sexual activity by threat of violence or victimisation; or

(d) Sexual imposition using forceful behaviour or assault in an attempt to gain physical sexual contact.

1.4 DEFILEMENT OF CHILD C/SECTION 138

(1) Any person who unlawfully and carnally knows any child commits a felony and is liable, upon conviction, to a term of imprisonment of not less than fifteen years and may be liable to imprisonment for life.

(2) Any person who attempts to have unlawful carnal knowledge of any child commits a felony and is liable, upon conviction, to imprisonment for a term of not less than fourteen years and not exceeding twenty years.

(3) Any person who prescribes the defilement of a child as a cure for an ailment commits a felony and is liable, upon conviction, to imprisonment for a term of not less than fifteen years and may be liable to imprisonment for life.

(4) A child above the age of twelve years who commits an offence under subsection (1) or (2) is liable, to such community service or counselling as the court may determine, in the best interests of both children.

1.5 PROCURING A CHILD OR OTHER PERSON FOR PROSTITUTION, C/SECTION 140

(1) Any person who –

(a) Procures or attempts to procure any child or other person to have unlawful carnal knowledge either in Zambia or elsewhere, with any person or other persons for pornography, bestiality or any other purpose;

(b) Procures or attempts to procure any child or other person to become, either in Zambia or elsewhere, a common prostitute;

(c) Procures or attempts to procure any child or person to leave Zambia, with the intent that the child or person may become an inmate of or frequent a brothel elsewhere; or

(d) Procures or attempts to procure any child or person to leave that child's or other person's usual place of abode in Zambia with intent that the child or other person may, for the purpose of prostitution, become an inmate of or frequent a

brothel either in Zambia or elsewhere commits a felony and is liable, upon conviction, to imprisonment for a term of not less than twenty years and may be liable to imprisonment for life; provided that no person shall be convicted of an offence under this section upon the evidence of one witness only, unless such witness be corroborated in some material particular by evidence implicating the accused.

I.6 HARMFUL CULTURAL PRACTICES C/SECTION 157

(1) Any person who conducts or causes to be conducted a harmful cultural practice on a child commits a felony and is liable, upon conviction, to imprisonment for a term of not less than fifteen years and may be liable to imprisonment for life.

I.7 CHILD PORNOGRAPHY C/ SECTION 177A

(1) Any person who engages a child or other person –

- (a) In a pornographic performance;
- (b) In the production of a pornographic film or other material; or
- (c) In a pornographic activity of any nature;

Commits an offence and is liable, upon conviction, to a term of imprisonment of not less than fifteen years and may be liable to imprisonment for life.

(2) Any person who-

- (a) Sells to a child pornographic material;
- (b) Compels a child to watch a pornographic film or view pornography on the Internet or elsewhere or in any form intended to corrupt the child's morals;

Commits an offence and is liable, upon conviction, to a term of imprisonment of not less than fifteen years.

(3) A child who commits an offence under subsection (2) is liable to such community service or counselling as the court may determine is in the best interest of the child.

I.8 ASSAULT OR BATTERING OF CHILD C/SECTION 248A

(1) Any person who commits an assault or battery on a child occasioning actual bodily harm commits an offence and is liable, upon conviction, to a term of imprisonment of not less than five years and not exceeding ten years.

Summary of offences against morality

Section	Offence	Police may arrest without warrant	Maximum punishment under Penal Code
133.	Rape	Yes	Imprisonment for life
134.	Attempted rape	Yes	Imprisonment for life
135.	Abduction	Yes	Imprisonment for sixteen years
136.	Abduction of girl under two years	Yes	Imprisonment for seven years
137. (1)	Indecent assault on females	Yes	Imprisonment for fourteen years
137. (3)	Indecent insulting of females	Yes	Imprisonment for annoying – 1 year
138. (1)	Indecent insulting of females	Yes	Imprisonment for life
138. (2)	Attempted defilement of girl under sixteen	Yes	Imprisonment for fourteen years
139	Defilement of an idiot or imbecile	Yes	Imprisonment for fourteen years
140	Procuration	Yes	Imprisonment for two years
141	Procuring defilement by threats or fraud or administering drugs	Yes	Imprisonment for two years
142	Householder permitting defilement of girl under twelve on his premises	Yes	Imprisonment for five years
143	Householder permitting defilement of girl under sixteen on his premises	Yes	Imprisonment for two years
144	Detention with unlawful intent or in brothel	Yes	Imprisonment for two years
145	Male person living on earnings of prostitution persistently soliciting	Yes	Imprisonment for two years

146	Woman aiding, etc, for gain prostitution of another woman	Yes	Imprisonment for two years
147	Keeping a brothel	Yes	Imprisonment for two years
148	Conspiracy to defile	Yes	Imprisonment for three years
149	Attempt to procure abortion	Yes	Imprisonment for fourteen years
150	Woman attempting to procure her own abortion	Yes	Imprisonment for seven years
151	Supplying drugs or instruments to procure abortion	Yes	Imprisonment for three years
152	Unnatural offences	Yes	Imprisonment for fourteen years
153	Attempt to commit unnatural offence	Yes	Imprisonment for seven years
154	Indecent assault on boys under fourteen years	Yes	Imprisonment for seven years
155	Indecent practices between males	Yes	Imprisonment for five years
156	Incest by males	Yes	Imprisonment for five years
157 (1)	If female person is under the age of twelve	Yes	Imprisonment for life
157 (3)	Attempt to commit incest	Yes	Imprisonment for two years
158	Incest by females	Yes	Imprisonment for five years

Appendix III

Offences against children and juveniles; Sections 46-53, Juveniles Act, Cap 53.

Offences against juveniles

49. (1) if any person who has attained the aged of sixteen years and has the custody, charge or care of any juvenile wilfully assaults, ill-treats, neglects, abandons or exposes him, or cause or procures him to be assaulted, ill-treated, neglected, abandoned or exposed, in a manner likely t cause him unnecessary suffering or injury to health (including injury to or loss of sight or hearing or limb or organ of the body and any mental suffering) that person shall be liable to a fine not exceeding six thousand penalty units or to imprisonment for a term not exceeding two years or to both

(2) For the purposes of this section –

- a) a parent or other person legally liable to maintain a juvenile shall be deemed to have neglected him in a manner likely to cause injury to his health if he has failed to provide adequate food, clothing, medical aid or lodging for him;
- b) where it is proved that the death of a child under three years of aged was caused by suffocation (not being suffocation caused by disease or the presence of any foreign body in the throat or air passages of the child) while the child was in bed with some other person shall, if he was when he went to bed under the influence of drink, be deemed to have neglected the child in a manner likely to cause injury to his health.

(3) A person may be convicted of an offence under this section –

- a) notwithstanding that actual suffering or injury to health, or the likelihood thereof, was obviated by the act of some other person;
- b) notwithstanding that actual suffering or injury or detriment to health, mind or body has not occurred; and
- c) notwithstanding the death of the juvenile in question liable to a fine not exceeding one thousand five hundred penalty units or to imprisonment for a period not exceeding six months, or to both.

(2) Nothing in this section shall affect the liability of a person to be charged with an offence under sections on hundred and forty-two and one hundred and forty-three of the Penal Code, but upon trial of a person under those sections or any one of them, it shall be lawful for the court, if it is satisfied that he is guilty of an offence under this section, to find him guilty of that offence.

(As amended by No. 13 of 1994)

49. (1) Where it is shown to the satisfaction of the magistrate empowered to hold a subordinate court of the first or second class, on the complaint of any person, that a girl under the age of sixteen years is, with the knowledge of her parent or guardian, exposed to the risk of seduction or prostitution or of being unlawfully carnally known, or is living a life of prostitution, the magistrate

may adjudge the parent or guardian to enter into a recognizance to exercise due care and supervision in respect of the girl.

(2) The provisions of the Penal Code with respect or recognizances to be of good behaviour (including the provisions as to the enforcement thereof) shall apply to recognisances under this section.

50. (1) If any person causes or procures any child or, having the custody, charge of care of such a child, allows him to be in any street, premises or place for the purpose of begging or receiving alms, or of inducing the giving alms (whether or not there is any pretence of singing, playing, performing, offering anything for sale or otherwise), he shall be liable to a fine not exceeding seven hundred and fifty penalty units or to imprisonment for a term not exceeding three months or to both.

(2) If a person having the custody, charge or care of a child is charged with an offence under this section and it is proved that such child was in any street, premises or place for any such purpose as aforesaid, and that the person charged allowed the child to be in the street, premises or place, he shall be presumed to have allowed him to be in the street premises or place for that purpose unless the contrary is proved.

(3) If any person while singing, playing, performing or offering anything for sale in a street or public place has with him a child who has been hired out to him, the child shall, for the purposes of this section, be deemed to be in that street or public place for the purpose of inducing the giving of alms.

(As amended by Act No. 13 of 1994)

51. If any person gives or causes to be given -

(a) to any child under the age of five years any intoxicating;

(b) without the consent of his parent or guardian, to any child over the age of five years any intoxicating liquor;

(c) to any child any spirituous liquor;

Except upon the order of a duly qualified medical practitioner, or in the case of sickness, apprehended sickness or other urgent cause, he shall be guilty of an offence and liable to a fine not exceeding one hundred and fifty penalty units.

52. (1) The holder of the license of any licensed premises shall not allow a child, other than an infant, to go to, or to be in the bar of licensed premises during the permitted hours.

(2) If the holder of a licence acts in contravention of this section or if any person causes, or procures, or attempts to cause or procure, any child, other than an infant, to go to, or to be in the bar of licensed premises during the permitted hours, he shall be liable to a fine not exceeding in respect of any subsequent offence, sixty penalty units.

(3) If a child, other than an infant, is found in the bar of any licensed premises during the permitted hours, the holder of the licence shall be deemed to have committed an offence under this section unless he proves that he had used due diligence to prevent such child from being admitted to the bar or that the child had apparently attained the age of sixteen years.

(4) Nothing in this section shall apply to the case of any child who is in any railway restaurant car, railway or airport refreshment room, or other premises constructed, fitted and intended to be used in good faith for any purpose for which the holding of a licence is merely auxiliary.

(5) In this section -

“bar” in relation to any licensed premises, means any open drinking bar or any part of the premises exclusively or mainly used for the sale and consumption of intoxicating liquor;

“the holder of the licence of any licensed premises” means –

- (a) the holder of a licence issued under the “Liquor Licensing Act”;
- (b) the person authorized to sell traditional beer in accordance with the provisions of the Traditional Beer Levy Act;
- (c) the secretary of any club registered in accordance with the provisions of the Clubs' Registration Act;

“infant” means a child up to the apparent age of three years and actually carried by some other person.

“Licence” means a licence issued under the Liquor Licensing Act or the Clubs' Registration Act and any authority to sell traditional beer in accordance with the provisions of the Traditional Beer Levy Act;

“Licensed premises” means –

- (a) any premises in respect of which a licence to sell liquor is in force in accordance with the provisions of the Liquor Licensing Act;
- (b) a place where traditional beer is sold in accordance with the provisions of the Traditional Beer Levy Act;
- (c) a club registered in accordance with the provisions of the Clubs' Registration Act;

“permitted hours” means those hours of the day during which intoxicating liquor may lawfully be supplied in licensed premises.

(As amended by Act No. 13 of 1994)

Children at Entertainments

53. (1) No child shall, except under licence granted by a juveniles inspector, take part whether as performer or attendant in any entertainment in connection with which any charge, whether for admission or not, is made to any of the audience with a view to profit or personal gain; and every person who causes or procures a child, or being his parent allows him, to take part in an entertainment in contravention of this section shall be liable to a fine not exceeding one thousand five hundred penalty units.

(2) The Minister may exempt any entertainment or class of entertainment from the provisions of this section.

(As amended by Act No. 13 of 1994)

Appendix IV

Letter of Confidentiality to be signed by all staff working in a child care facility

STAFF/VOLUNTEER/INTERN/TRAINEE/STUDENT'S DECLARATION OF CONFIDENTIALITY

This is to declare, acknowledge and understand my responsibilities as a staff member/volunteer/intern/trainee/student in carrying out my duties at(name of child care facility).

I.....do hereby declare and commit to the following:

- I will keep in strictest confidence any personal details or confidential information, particularly that concerning children, which may become known to me during the course of my duties as a member of staff/volunteer/intern/trainee/student with ----- (name of child care facility).
- I will maintain confidentiality of all information relating to assessments, referrals and follow ups. I understand and agree to comply with the policies, procedures and rules set forth and obtaining in different partner organisations or any such acts which allow for disclosure of personal information.
- I understand that the term '**personal and confidential information**' includes any information concerning children, including but not limited to, personal details, diagnosis or treatment, police investigations, court proceedings, information about their health conditions, family/financial statuses and shelter location. I undertake neither to disclose any such information to **unauthorised persons*** nor to discuss it with any person in the public place or where others could hear it. I should also not disclose names of children who I may come in contact with in my capacity as a staff member/volunteer/intern/trainee/student, or make any references which could identify them to unauthorised persons
- I understand that I may reveal information about individuals to the child care facility Director or authorised persons from the Social Welfare Department of police for facilitation of appropriate action only.
- For each client that I assess or deal with, I will be free of any financial or other pressures (family) or conflicts of interest that might cause me to act in other than an impartial or non-discriminatory manner or which might compromise my impartiality during my contact with the client. I will keep the Director informed, in a timely manner, of any activities, prior association, affiliations or relationships which might compromise my adherence to commitments made in this declaration.
- I undertake to maintain confidentiality after my term as a staff member/volunteer/intern/trainee/student comes to an end. I understand that any unauthorised disclosure of information **by me** will result in the termination of my role as a staff member/volunteer/intern/trainee/student and also render me liable to legal action.

Signed:

Date:

Personal Details

Name and Address:

Sex:

Age:

Religious Denomination:

Mobile Number:

NRC No:

Witness

Name:

Organisation:

Tel:

Fax:

Email:

Signature:

(District Social Welfare Officer)

***Unauthorised persons**

1. Some relatives, friends, acquaintances, neighbours
2. Medical staff not involved in the care of children
3. Members of the public, including staff/volunteers not dealing directly with the child
4. The media (print or electronic)
5. Researchers or any telephone caller purporting to have a relationship with the child or who claims to be the parent's partner, investigator, relative or caregiver.

The above list is not exhaustive. Care should be taken not to disclose personal or confidential information for any reason.

No information should be given by telephone to any person, NOT even to authorised persons.

If you have any questions, please contact

The Department of Social Welfare (in your District)

Or write to:

The Commissioner of Juvenile Welfare

Department of Social Welfare

P. O. Box 31958

Lusaka

Appendix V

Principles of child care

The principles below underpin all child care work to ensure that it protects and promotes children's rights and contributes to children's well-being, learning and development.

Family centred: support and capacity building should be provided through regular developmental assessment programmes that strengthen the family's development over time.

Continuum of care: young people at risk (and their families) should have access to a range of differentiated services on a continuum of care, ensuring access to the least restrictive and most empowering environments and programmes appropriate to their individual developmental and therapeutic needs.

Continuity of care: the changing social, emotional, physical, cognitive and cultural needs of the young person and their family should be recognised and addressed throughout the period of child care. Links with continuing support and resources, when necessary, should be encouraged after the child has left the child care facility.

Family preservation: all services should prioritise the goal to have young people remain within the family or in the community context, wherever possible. When a young person is placed within the continuum of care, child care facilities should aim to retain and support communication and relationships between the young person and their family, unless proven not to be in the child's best interests and to maximise the time which the young person spends in the care of his or her family.

Permanency planning: every young person within the continuum of care should be provided in the shortest time possible with the opportunity to build and maintain lifetime relationships within a family or community context.

Accountability: everyone who works with young people and their families should be held accountable for the delivery of an appropriate and high quality service.

Normalisation: young people and their families should be exposed to normal challenges, activities and opportunities that promote participation and development.

Rights of young people: the rights of young people as established in the UN Convention on the Rights of the child and the Zambian Constitution shall be protected.

Empowerment: the resourcefulness of each young person and their family should be promoted by providing opportunities to use and build their own support networks and to act on their own choices and sense of responsibility.

Restorative justice: the approach to young people in trouble with the law should focus on restoring societal harmony and putting wrongs right, rather than on punishment. The young person should be held accountable for his or her actions and where possible make amends to the victim.

Effective and efficient: all actions with young people and their families should be rendered in the most effective and efficient way possible.

Integration: services to children, young people and families should be holistic, multi-sectoral and delivered by a multi-disciplinary team wherever possible.

Child centred: positive development experiences should be ensured for young people, both individually and collectively. Appropriate guidance and support should be ensured through regular assessment and action planning which enhances the young person's development over time.

Community centred: services should be conceptualised within the community, and support and capacity building to communities should be provided through regular developmental assessment and programmes which strengthen the communities' development over time.

African renaissance: recognising that all the people of Zambia are Africans, all services to children and families should reflect an understanding of the African context in which they are based and should consciously support the African renaissance.



Photo: © UNICEF/ Mark Maseko

13. Guidelines

Guideline I

Alternatives to physical punishment

Guideline II

Guidelines for feeding children in child care facilities

Guideline III

Guidelines on sanitising and maintaining equipment used in the preparation of food

Guideline IV

Standard precautions: Cleaning up body fluids

Guideline I

Alternatives to physical or corporal punishment

In addition to infringing children's rights to human dignity and physical integrity, physical punishment and other forms of humiliating and degrading punishment are ineffective forms of discipline. It is therefore important to find alternative forms of discipline that encourage children to learn from their mistakes.

- Give praise when children obey or when they do things well. This encourages children to model their behaviour on positive reinforcement, and it encourages them to learn self-discipline.
- Practise what you preach. If children in your care are not allowed to use bad language or swear, neither should you.
- Be realistic in what you expect from children at different ages, and don't punish them for things they cannot be expected to know or do. It's the carer's responsibility to keep children safe by removing the possibility of physical danger.
- Encourage children to solve their own problems, such as using 'restorative justice' which aims to involve both 'victim' and 'offender' in meeting together to devise a plan on how to repair harm caused or relationships hurt. At the same time, plans to prevent future misbehaviour can also be developed.
- Do not use threats or shout at children. It is better if children do as you ask because they understand the reasons why, rather than because they are frightened or bullied.
- Try and use 'good' words about the children in your care. Naming, bad-mouthing and humiliation lead to a lower self-esteem, and can become self-fulfilling prophecies.
- Negotiate a compromise, even if you have to reconsider your own views. Think: 'How important is this? Does it affect the child's safety?'
- Use guidance and counselling methods, especially with older children. If needed, call on a senior member of staff or someone respects and ask this person to discuss the negative effects of the child's behaviour with him or her.

Children learn by doing, so it might help to give the child a non-abusive task to perform, preferably one that is related to what he or she has done wrong. A child who has to fix, clean or tidy something that he or she has broken or dirtied will be less likely to repeat that behaviour in future – but children should not be made to perform domestic labour.

Source – Ministry of Education

Guideline II

Guidelines for feeding children in child care facilities

Child care facilities have a responsibility to provide a nutritious and balanced diet for all children in their care. They should provide three meals per day that between them meet children's nutritional needs to enable them to grow and develop into healthy adults.

Minimal nutritional requirements according to age

Age group	Energy (Calories)	Protein (gms per day)
1 - 3 years	1,800	27
4 – 6 years	700	35
7 – 9 years	2,150	35
10 – 17 years	2,600	40

Different food types contribute to a balanced diet. These include:

- cereals and cereal products (such as maize, sorghum, millet and rice) which provide carbohydrate
- starchy roots and tubers (e.g. cassava and sweet potatoes) which provide carbohydrate
- beans, pulses, oilseeds and nuts (e.g. soya beans) which are high in protein
- fruit and vegetables, which are an important source of vitamins and minerals
- fish, meat, poultry and game which provide protein
- insects (e.g. inswa and caterpillar), which are rich in protein and minerals
- eggs, milk and milk products, which are high in protein
- oil and fats which provide essential fatty acids

Supplementary feeding may be needed when children are (or are at risk of becoming) malnourished.

Sample daily meals to provide a balanced diet

BREAKFAST

Energy foods
(Carbohydrates)

Samp, Rice, Bread, Sweet Potatoes, Cereals

Body-building
foods
(Proteins)

Milk, Peanut butter, Beans

Protective foods
(Vitamins/
Minerals)

Vegetables, Fruit, Fruit juices

Others

(Sweeteners, Oils)

Sugar, Oil,
Honey,
Butter

LUNCH/SUPPER

Energy foods
(Carbohydrates)

Nshima, Potatoes, Bread, Sweet Potatoes,
Pumpkins, Rice, Pasta, Nana, Noodles

Body-building
foods
(Proteins)

Meat (Beef, Pork, Chicken)
Fish, Kapenta, Insects (Inswa, Caterpillar),
Eggs, Groundnuts, Soya, Peas

Protective foods
(Vitamins/
Minerals)

Vegetables (Cabbage, Rape,
Chibwawa, Sweet Potato leaves)
Fruits, Fruit juices

Others

(Sweeteners, Oils)

Cooking Oil
Animal fat
Margarine
Honey

For example, a daily meal plan for children in a child care facility might look like this:

Breakfast

100g meal samp
30 mls milk
20g sugar

3 slices of bread
20g sugar
5g peanut butter
250mls tea

Lunch or Supper

350g nshima
60g cowpeas
50g cassava leaves, boiled
100g masau fruit, as a snack

350g nshima
25g boiled chicken
50g boiled cabbage

350g nshima
60g beans
50g boiled rape

350g nshima
30 beef stew
60 boiled rape

350g nshima
60g fried kapenta
50g boiled cabbage

350g nshima
50g boiled dry fish
50g boiled rape

Use of tomato, onion and cooking oil in the preparation of the above meals is also encouraged.

Guideline III

Guidelines on sanitising and maintaining equipment used in the preparation of food

Maintenance and cleaning

The general establishment and equipment should be kept in an appropriate state of repair and condition to:

- a) Facilitate all sanitation procedures.
- b) Function as intended, particularly at critical steps.
- c) Prevent contamination of food, from metal shards, flaking plaster, debris and chemicals.

Cleaning should remove food residues and dirt which may be a source of contamination. Disinfecting may be necessary after cleaning.

Cleaning chemicals must be handled and used carefully and in accordance with the manufacturer's instructions and stored separately from food in clearly identified containers to avoid the risk of contaminating food.

Cleaning procedures

Cleaning procedures will involve, where appropriate:

- a) Removing debris from surfaces and dismantling all equipment as required so that all surfaces are exposed for cleaning
- b) Applying a detergent solution to loosen soil (dirt) and bacteria film.
- c) Rinsing with potable water, which is in compliance with WHO guidelines for drinking quality water or one of a higher standard, to remove loosened soil and residues of detergents. Non-potable water (e.g. for use in fire control, steam production refrigeration etc.) if supplied to a premises shall be identified and shall not connect with, or allow reflux into, potable water systems.
- d) Dry cleaning or other appropriate methods for removing and collecting residues and debris.
- e) Where necessary, disinfecting.

Cleaning programme

Cleaning and disinfecting programmes should ensure that all parts of the establishment are appropriately clean, and should include the cleaning of cleaning equipment. They should be continually and effectively monitored for their suitability and effectiveness and, where necessary, documented. Where written cleaning programmes are used, they should specify:

- a) Areas, items of equipment and utensils to be cleaned
- b) Responsibility for particular task
- c) Method and frequency of cleaning
- d) Monitoring arrangements.

Where appropriate, programmes should be drawn up in consultation with a relevant specialist expert adviser. Such a person will help in setting up a Hazard Analysis Critical Control Point (HACCP) system in the food preparation line, a system that identifies, evaluates and controls occurrence of hazards associated with food.

Source: Lusaka City Council

Guideline IV

Standard precautions: Cleaning up body fluids

Treat urine, stool, vomit, blood, and body fluids as potentially infectious. Spills of body fluid should be cleaned up and surfaces sanitised immediately.

For small amounts of urine and stool on smooth surfaces, wipe off and clean away visible soil with a little detergent solution. Then rinse the surface with clean water. Apply a sanitiser to the surface for the required contact time.

For larger spills on floors, or any spills on rugs or carpets, wear gloves while cleaning. While disposable gloves can be used, household rubber gloves are adequate for all spills except blood and bloody body fluids. Disposable gloves should be used when blood may be present in the spill.

Take care to avoid splashing any contaminated material onto the mucus membranes of your eyes, nose or mouth, or into any open sores you may have. Wipe up as much of the visible material as possible with disposable paper towels and carefully place the soiled paper towels and other soiled disposable material in a leak-proof, plastic bag that has been securely tied or sealed. Use a wet/dry vacuum on carpets, if such equipment is available.

Immediately use a detergent or a disinfectant-detergent to clean a spill area. Then rinse the area with clean water. For blood and body fluid spills on carpeting, blot to remove body fluids from the fabric as quickly as possible then spot clean the area with a detergent or disinfectant rather than with a bleach solution. Additional cleaning by shampooing or steam cleaning the contaminated surface may be necessary.

Sanitise the cleaned and rinsed surface by wetting the entire surface with a sanitising solution of bleach in water (1/4 cup of household bleach in 1 gallon of water) or an industrial sanitiser used according to the manufacturer's instructions. For carpets cleaned with a detergent or disinfectant, sanitising is accomplished by continuing to apply and extract the solution until there is no visible soil. Then follow the manufacturer's instructions for the use of the sanitiser to be sure the carpet is sanitised by the treatment. Dry the surface. Clean and rinse reusable household rubber gloves, then treat them as a contaminated surface in applying the sanitising solution to them. Remove, dry and store these gloves away from food or food surfaces. Discard disposable gloves.

Mops and other equipment used to clean up body fluids should be:

- a) Cleaned with detergent and rinsed with water
- b) Rinsed with a fresh sanitising solution
- c) Wrung as dry as possible
- d) Air-dried.

Afterwards, you should also wash your hands; even if you wore gloves, remove and bag clothing (yours and those worn by children) soiled by body fluids and put on fresh clothes after washing the soiled skin and hands of everyone involved.

Source: Ministry of Health