

*National Authority for Child Protection and Adoption*

**Order no. 24/2004**

of March 04, 2004

Published in the Official Gazette, Part I no. 247 of March 22, 2004

For the approval of the mandatory minimum standards for the day care centers

Based on the provisions of the Emergency Ordinance of the Government no.12/2001 on the establishment of the National Authority for Child Protection and Adoption, approved and amended by Law no. 252/2001, and of article 9 paragraph 3 of the Government Decision no. 770/2003 on the organization and operation of the National Authority for Child Protection and Adoption,

the Secretary of state of the National Authority for Child Protection and Adoption issues the present order.

Article 1 The mandatory minimum standards for the day care centers, listed in the appendix that is an integral part of the present order are hereby approved.

Article 2 The present order shall enter into force as of January 1, 2005.

The secretary of state of the National Authority  
for Child Protection and Adoption.  
Gabriela Coman

Bucharest, March 4, 2004  
No. 24

***Appendix***

**MANDATORY MINIMUM STANDARDS FOR DAY CARE CENTERS**

Day care centers, further referred to as DCC, are child protection services aiming at preventing child abandonment and institutionalization, by providing, during daytime, activities such as care, education, recreation-socializing, counseling, development of independent life skills, school and professional guidance etc. for children, and support, counseling, education activities for parents or legal representatives, as well as for other individuals having children in care.

The services provided by DCC are complementary to the efforts of the child's own family, as these derive from parental obligations and responsibilities, as well as to the services provided by the educational facilities and other service providers, according to the child's individual needs in his social and family context.

The standards are grouped on the following areas of interest:

**Advocacy and relationships with the community**

1. Advocacy in the community
2. Active collaboration activities with the families of children attending the day care center

**Activities**

3. Personalized intervention plan
4. Children daily schedule
5. Educational activities
6. Recreation and socializing activities
7. School and professional guidance and psychological counseling
8. Parent counseling and support

**Administration and management**

9. Location, financial resources and facilities
10. Administration and management
11. Annual action plan

**Human resources**

12. Staff recruitment and employment
13. Staff initial and ongoing training
14. Supervision

**Inter-institutional collaboration**

15. Child protection against abuse
16. Collaboration with relevant institutions and professionals

**ADVOCACY AND RELATIONSHIP WITH THE COMMUNITY**

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| <b>Standard #1</b> | <b>Advocacy in the community</b><br><b>The day care center develops advocacy actions in the community in respect to the services provided and their benefits to the children and their families.</b> |
| <b>Result</b>      | <b>The community is aware of the services provided or that can be provided to children by the day care center.</b>   |

**Requirements for the implementation of Standard #1**

- 1.1 DCC initiates and develops community advocacy actions in respect to the services provided, its role in the community, access and operation, as well as the importance of the existence of these services for the children in the community and their families.
- 1.2 At least once a year, DCC supports the organization of community awareness campaigns on child abandonment and institutionalization prevention.
- 1.3 DCC publishes relevant data on its activity on a regular basis. The content of the materials made public is previously approved by the DCC coordinator.

- 1.4 The DCC coordinator ensures that in the media coverage of the cases, the legislation in force in respect to the child's protection in relation with the media and the provisions of the present mandatory minimum standards, further referred to as MMS, on client data confidentiality are observed.
- 1.5 DCC collaborates with the relevant institutions at the level of the community (mayor's office, schools, medical facilities, church, police, etc.) in the purpose of identifying potential beneficiaries.
- 1.6 DCC organizes activities for the recruitment of volunteers from the community.
- 1.7 DCC possesses specialty information made available to the community for consultation.

### **Indicators for Standard #1**

- (I)1.1.1 The number of actions per year promoting the services provided by the center and relating to community advocacy in respect to the necessity for having such services.
- (I)1.1.2 The existence of promotional materials (for example, booklets, brochures), with a content appropriate for the target group (for example children, professionals, media).
- (I)1.2.1 The number of advocacy, education and communication campaigns per year in which the DCC was involved.
- (I)1.2.2 The number of actions per year implemented by the DCC during these community awareness campaigns.
- (I)1.3.1 The annual number of published articles/materials containing relevant data on the DCC activity.
- (I)1.3.2 The content of the published materials, which must bear the signature of the coordinator.
- (I)1.4 The DCC coordinator and the specialty staff know the legislation in force in this field.
- (I)1.5.1 Collaboration methods with the relevant institutions in the community (mayor's office, schools, medical facilities, church, police, etc.) in the purpose of identifying potential DCC beneficiaries.
- (I)1.5.2 The number of collaboration conventions closed with these institutions and their content.
- (I)1.6.1 Recording the implementation of the volunteer recruitment activity.
- (I)1.6.2 The number of volunteer recruitment actions/year.
- (I)1.6.3 Recording the involvement of the volunteers in the DCC activities, including those pertaining to their initial and ongoing training, as well as supervision.
- (I)1.7.1 The existence of specialty information under different forms (printed, electronic, audio-video).
- (I)1.7.2 The number of persons per year accessing specialty materials.

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| <b>Standard #2</b> | <b>Active collaboration relationships with the families of children attending the day care center.</b><br><b>The staff of the day care center makes all necessary efforts to establish active collaboration activities with the families of children attending the day care center.</b> |
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| <b>Result</b> | <b>The families of children actively collaborate with the center's staff and are aware of the importance of establishing a real partnership with it for the children's harmonious development.</b> |
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### **Requirements for the implementation of Standard #2**

- 2.1 DCC formulates and ethical code for the relationship with the children and their families, created by the DCC coordinator in collaboration with the specialty staff.
- 2.2 The ethical code is made known to the staff, children and their families.
- 2.3 DCC initiates and organizes general reunions, on a regular basis, for informing the parents in respect to the perspectives for the current year, and occasionally, before important events.
- 2.4 DCC initiates and organizes individual reunions, periodically and especially upon the child's intake in the DCC, in the purpose of communicating useful information for parents.
- 2.5 DCC keeps a record of these reunions, though the reports created following them,. The reports are created based on a protocol approved by the DCC coordinator.
- 2.6 The staff is trained in respect to the significance of the child-parent relationship, the importance of the parents' participation as partners in the program and the role of the DCC in supporting and strengthening the child-parent relationship.
- 2.7 Upon the child' intake at the DCC a contract is closed with the child's parents or legal representatives. It is recommended to adapt the draft of contract with the family included in the Order of the Secretary of state of the National Authority for Child Protection and Adoption, the Minister of education and research, the Minister of health and family and of the President of the National Authority for People with Disabilities no. 18/3.989/416/142/2003.

### **Indicators for Standard #2**

- (I)2.1.1 The existence of the ethical code created by the coordinator together with the specialty staff.
- (I)2.1.2 The content of the ethical code (behavior standards, communication attitudes, etc.).
- (I)2.2.1 The staff, children and families know and observe the ethical code.
- (I)2.2.2 The way in which the DCC coordinator supervises the compliance with the code.
- (I)2.3.1 The number of general reunions per year (total number, number of periodical reunions, number of occasional reunions).
- (I)2.4 The number of individual reunions per year (total number, number of periodical reunions, number of occasional reunions).
- (I)2.5.1 The protocol used for creating the reports.
- (I)2.5.2 The content of the reports created following the reunions.
- (I)2.6 The employee files (studies diplomas, graduation certificates for relevant courses, etc.).
- (I)2.7.1 The methods for involving the parents in respect to activities provided to children.
- (I)2.7.2 The existence of the contract with the family (parents/legal representatives) for each child.

## **ACTIVITIES**

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| <b>Standard #3</b> | <b>The personalized intervention plan</b><br><b>The personalized intervention plan is created by the specialty staff based on the needs and specifics of each child.</b> |
| <b>Result</b>      | <b>Each child in the day care center is provided with a personalized intervention plan, updated periodically.</b>  |

### **Requirements for the implementation of Standard #3**

- 3.1 The clients may access this service directly or by referral from the authorities of the local administration, authorized private bodies and other relevant institutions,
- 3.2 The referral from the authorities of the local government is done based on a service plan created for the prevention of child abandonment and institutionalization. The service plan is

created by the local authority where the child comes from or with its direct support. In case of direct request or of referrals from other relevant organization or institutions, DCC notifies the local authority from where the child comes from in order to create the service plan.

3.3 The personalized intervention plan, further referred to as PIP, is created, in a team, by the specialty staff working with the child in the DCC, based on the assessment of each child upon intake in the DCC. PIP is approved by the DCC coordinator and is created by consulting the child, based on age and maturity level, as well as the family or legal representative.

3.4 DCC creates procedures relating to child intake, approved by the local authority where it is located. These procedures are an integral part of the DCC organization and operation methodology, further referred to as OOM.

3.5 PIP contains information on all activities and services provided to children and their families.

3.6 The objectives of the work with the child are realistic, adapted to his/her global level and useful for his/her harmonious development.

3.7 The objectives are assessed periodically and updated based on their completion degree.

3.8 The parents are informed in respect to the PIP creation and their role in implementing its objectives.

### **Indicators for Standard #3**

(I)3.1.1 The number of direct request per year, compared to the number of children admitted based on direct request per year and the compliance with the agreed intake procedures.

(I)3.1.2 The number of referrals on categories per year compared to the number of children admitted based on referrals per year and the compliance with the agreed intake procedures. The authorities of the local government are represented by the specialized public service for child protection, mayor's offices, social work public service at the level of county or local Bucharest Municipality sectors councils, as well as from the level of municipalities and towns, etc.

(I)3.2 The number of children having a service plan and its content.

(I)3.3.1 Each child has a PIP. PIP is signed by the specialty staff having created it and by the child's family or legal representative.

(I)3.3.2 The existence of children's assessment upon intake in the center, made by the specialty staff.

(I)3.4 OOM contains procedures relating to children intake in the DCC, approved by the local authorities from their location.

(I)3.5 The content of the PIP.

(I)3.6 The degree of realism of the objective in the PIP.

(I)3.7 The number of PIP assessments per year.

(I)3.8 The parents know the content of the PIP and have clear responsibilities regarding their role in its implementation.

### **Standard #4**

#### **Children's daily schedule**

**The daily schedule of the children in the center takes place taking into account of their age, development level, potential needs and availability, while at the same time being provided with the care required for their harmonious development.**

### **Result**

**The children are appropriately cared for, and the implemented activities are consistent with their age, needs and specifics.**

#### **Requirements for the implementation of Standard #4**

- 4.1 The children's daily schedule takes into account their individual needs in respect to feeding, hygiene and sleep.
- 4.2 The children's daily schedule, besides care, involves combining all other activities implemented in the DCC.
- 4.3 The activities with the children are diversified, adapted to their age and meet their development level and potential.
- 4.4 The children's daily schedule is displayed in a visible and accessible location for the staff and parents.
- 4.5 Caring for children from birth to 3 years is done in compliance with the legislation in force for the organization and operation of nurseries.
- 4.6 Food is provided to children attending the DCC based on the number of hours spent by the children in the DCC. The menus ensure a balanced diet, in compliance with the preferences and biological needs specific for each age group, physician recommended diets and regulation in force on the required level of calories and nutritional elements.
- 4.7 DCC supports organizing festive suppers for celebrating the birthdays of children with priority in their own family.

#### **Indicators for Standard #4**

- (I)4.1 The daily schedule is appropriate to individual needs, resulting from the child's dynamic assessment.
- (I)4.2 The content of the daily schedule.
- (I)4.3 The activities are diversified for each child, without overworking him/her.
- (I)4.4 The staff and parents know the children's daily schedule.
- (I)4.5 The staff know and observe the provisions of the regulations in force relating to baby care.
- (I)4.6 DCC provides children with food (various combinations of main meals and snacks) and the menus are appropriate to the children's preferences, age, recommended diets and regulations in force.
- (I)4.7 The number of festive suppers for celebrating birthdays of children organized or supported by the DCC per year and the location (family, DCC or in the community).

#### **Standard #5**

##### **Educational activities**

**The day care center provides the children with numerous learning situations or activities, including for the development of independent life skills, which are well planned by the specialty staff.**

#### **Result**

**Each child is provided with an educational program appropriate for his/her age, needs, development potential and specifics.**

#### **Requirements for the implementation of Standard #5**

- 5.1 The educator or specialized educator creates the educational program for each child. In case of independent life skills development, he/she consults with the social worker and takes into account the relevant provisions for the respective child listed in the MMS for the independent life skill development service.
- 5.2 The content of the educational program refers to non-formal and informal education. Formal education may be provided in the DCC only in exceptional situations, with the approval of the school inspectorate and by complying with the school curriculum appropriate for the child's age and specifics.

5.3 The objectives of the educational activities are adapted to the development level and potential of each child.

5.4 The educational activities take place individually or in small groups of children, taking into account the age of children and their acquisitions. When creating the children groups, the number consistent with the age group indicated in the table included in the MMS for the residential type child protection service is recommended.

5.5 DCC provides appropriate support to each child, including the material resources required in order to have access to, integrate in and regularly attend the educational facility he/she is registered with, if this is indicated in the PIP.

5.6 The educator/specialized educator supervises school works and upon children's request, provides support for achieving this.

5.7 DCC encourages and supports each child to participate in extracurricular activities organized by the educational facility and the DCC.

### **Indicators for Standard #5**

(I)5.1.1 Each child has an educational program signed by the specialty staff having created it.

(I)5.1.2 The development of the independent life skills takes into account the child's age and the respective provisions in the MMS for the independent life skills development service. Based on the child's age and acquisitions, the program contains objectives relating to school and professional guidance, vocational counseling, job searching, etc.

(I)5.2.1 The content of the educational program.

(I)5.2.2 When formal education takes place in the DCC (for example, for preschool age children not attending kindergartens, street children in the process of school reintegration), the compliance with the legislation in force shall be verified (approval of the school inspectorate, respecting and/or adapting the school curriculum, etc.).

(I)5.4.1 The existence of an educator or specialized educator/group of children/shift.

(I)5.4.2 The method for creating children groups.

(I)5.5.1 The existence of school supplies, materials and equipments required for running specific educational activities in the DCC and for attending the educational facility.

(I)5.5.2 The children's attendance records. The number of children displaying absenteeism and the motivation for this, recorded in the child's file and school documents.

(I)5.6 The number of children for which school work preparation is provided per year. The school performance of each child showing good individual evolution, consistent with the child's development potential.

(I)5.7 The extracurricular activities recorded in the children's files together with the justifying documents (for example, participation tickets, reports of accompanying staff, children's opinions). The children's degree of participation in extracurricular activities organized by the educational facility and the DCC respectively.

### **Standard #6**

#### **Recreational and socializing activities**

**The day care center provides children with recreational and socializing activities in order to achieve a balance between learning activities and relaxation and game-play activities**

#### **Result**

**The children are presented with recreational and socializing activities that help them maintain the physical and psychological balance required for their harmonious development.**

### **Requirements for the implementation of Standard #6**

6.1 The educational staff create the program of recreational and socializing activities, including sleep and rest periods, taking into account the preferences and particulars of each child.

6.2 Recreational and socializing activities are planned together with the other professionals avoiding overworking children.

6.3 The children, based on age and maturity level, as well as the parents are informed in respect to the recreational and socializing opportunities promoted in and outside (in the community) the DCC, as well as in respect to how they can be supported to participate in these activities.

6.4 DCC ensures the necessary conditions and materials, according to the children's age and options, for running recreational and socializing activities in the DCC and in the community.

6.5 Each child is supported to develop positive relationships with the others: with parents/other adults important to them, with the children in the DCC and in the educational facility attended by them, with the DCC staff and, as appropriate, with other professionals involved in the implementation of the service plan.

6.6 The staff are trained accordingly in order to contribute to the emotional development of the child, by verbal and non-verbal communication, counseling, socializing activities and positive assessments.

#### **Indicators for Standard #6**

(I)6.1.1 The daily schedule contains recreational and socializing activities which are provided to the children in the DCC. The recreational and socializing activities are decided based on the PIP recommendations for all children attending the DCC.

(I)6.1.2 The implementation of the recreational and socializing activities, the location and content of these activities.

(I)6.2 The involvement of the professionals in the planning of recreational and socializing activities.

(I)6.3 The children and their parents know the opportunities for spending spare time. The displayed daily schedule, written announcements, promotional materials (booklets, brochures, posters), etc. regarding recreational-socializing activities in the DCC and the community.

(I)6.4.1 Materials existent in the DCC: books, magazines, video, audio-cassettes, promotional materials. The toys and the equipments for spare time are appropriate from a qualitative and quantitative point of view and are suitable for the age of the children in the DCC.

(I)6.4.2 Accounting documents relating to the purchase of materials and equipments required for the activities promoted by the DCC, reimbursements of expenses made by children in recreational-socializing activities in the community.

(I)6.5 Discussions with the children, families and staff. The existence of recorded opinions of children and families.

(I)6.6 Employee files (study diplomas, graduation certificated for relevant courses, etc.).

#### **Standard #7**

##### **School and professional guidance and psychological counseling**

**In addition to the services provided by educational facilities and other service providers, the day care center provides children with support for school and professional guidance, as well as psychological counseling.**

#### **Result**

**The children are provided with quality services consisting of psychological counseling and school and professional guidance, based on their age, development level, needs, abilities and interests.**



**Requirements for the implementation of Standard #7**

7.1 The psychologist creates the school and professional guidance program which contains specific objectives based on the particulars of each child.

7.2 The parents are involved in making operational the intervention objectives set by the school and professional guidance program.

7.3 The psychological counseling takes place upon request or whenever the psychologist considers it to be in the benefit of the child, based on his/her age, development level and needs.

7.4 The counseling activity takes place individually and/or in a group in a specially designed and securing location for the child.

7.5 Counseling is a planned activity, with specific objectives, which in case of the group counseling are negotiated with the children, based on their age and maturity level.

**Indicators for Standard #7**

(I)7.1.1 The existence of the school and professional guidance program signed by the psychologist.

(I)7.1.2 The number of children participating in school and professional guidance programs.

(I)7.1.3 The number of school and professional guidance meetings per child per year.

(I)7.1.4 The number of group school and professional guidance meetings per year.

(I)7.1.5 The reports containing the progress of each child following individual and/or group meetings organized in the school and professional guidance program.

(I)7.2 The involvement of parents in the school and professional guidance program.

(I)7.3.1 The number of children per year requesting the help of a psychologists.

(I)7.3.2 The number of children per year identified by the psychologist as requiring counseling.

(I)7.3.3 The number of children per year provided with counseling.

(I)7.4.1 The number of counseling sessions per child per year.

(I)7.4.2 The number of group counseling sessions per year.

(I)7.5 Planning counseling sessions per child.

**Standard #8****Counseling and support for parents**

**The day care center provides parents with counseling and support upon request or whenever the specialty staff considered it to be in the benefit of the child and his/her family.**

**Result**

**The parents and other members of the extended family or legal representative and/or child's caretaker are provided with counseling and support by the specialty staff of the day care center, helping them to solve the problems confronting them in respect to the psychological development of the child and the various legal, medical and social aspects.**

**Requirements for the implementation of Standard #8**

8.1 The counseling and support activity is addressed to the family or, in lack thereof, to the legal representative and/or child's caretaker.

8.2 The specialty staff counsel and support the parents based on their needs, upon request or whenever it is considered to be in the benefit of the child and of his/her family.

8.3 The specialty staff identify the needs of the parents starting from the development stages of every child and taking into account the personality and particulars of each child.

8.4 Counseling takes place individually and/or in a group.

8.5 DCC supports the organization or organizes parent education programs – known as “schools for parents”. These are organized based on a curriculum created in compliance with the legislation in force and based on the needs identified in the community.

#### **Indicators for Standard #8**

(I)8.1-8.2 The number of families/legal representatives/child’s caretaker per year accessing counseling services.

The number of families/legal representatives/child’s caretaker per year identified by the psychologist as requiring counseling services.

The number of families/legal representatives/child’s caretaker per year provided with counseling.

Counseling sessions planning.

Types of counseling provided by the DCC to families/legal representatives/child’s caretakers (for example, psychological, medical, social, legal counseling) per year.

Types of support provided by the DCC to families/legal representatives/child’s caretakers (for example, financial/material aid, facilitating access to other services) per year.

(I)8.3 The methods for identifying the needs of parents/families/legal representatives/child’s caretakers.

(I)8.4.1 The number of counseling sessions per year attended by each parent/family/legal representative/child’s caretaker.

(I)8.4.2 The number of group counseling sessions per year attended by each parent/family/legal representative/child’s caretaker.

(I)8.5 The number of parent education programs per year supported/organized by the DCC.

The content of the parent education programs.

The organization of the parent education program, according to the legislation specific to the educational, medical, or adult professional training system.

The annual number of training cycles attended by parents/families/legal representatives/child’s caretakers.

### **ADMINISTRATION AND MANAGEMENT**

#### **Standard #9**

##### **Location, financial resources and facilities**

**The day care center has a location accessible to the members of the community, sufficient financial resources and appropriate facilities for completing all activities.**

#### **Result**

**The children and families in the community are provided with quality services provided by the day care center.**

#### **Requirements for the implementation of Standard #9**

9.1 DCC operates in an appropriate, safe building, adapted to the services it provides, as well as to the particulars of the beneficiaries.

9.2 DCC is located in an accessible place for all members of the community, from the point of view of the means of transportation and the location of other community services they may benefit from.

- 9.3 DCC has a sufficient number of spaces for running all types of activities including administrative activities, sanitary facilities, and kitchen.
- 9.4 DCC is located in an area where the general safety of the children is not affected and possesses all permits required by law for its operation.
- 9.5 The funds allocated to the DCC by the service provider are sufficient for the fulfillment of its mission and the provisions of the present mandatory minimum standards.
- 9.6 The DCC coordinator has the responsibility to provide additional funding sources, mainly by identifying and mobilizing community resources, in order to ensure the implementation in the community of the necessary activities and DCC long term self-sufficiency.
- 9.7 The DCC coordinator has the responsibility to overview the use of DCC run funds.

### **Indicators for Standard #9**

- (I)9.1, (I)9.3 The building is structurally safe and the locations are sufficient in number and furnished appropriately for their purpose, in accordance with the mission and the provisions of the present mandatory minimum standards.
- (I)9.2.1 The members of the community have various means of access to the DCC.
- (I)9.2.2 The DCC is provided with facilities for people with disabilities, according to the legislation in force.
- (I)9.4.1 The DCC is located in an area that does not endanger the children's safety.
- (I)9.4.2 The existence of all permits required by law for operation (sanitary authorization, fire department authorization, etc.).
- (I)9.5 – (I)9.7 The budget allocated annually to the DCC by the service provider (specialized public service for child protection, authorized private bodies or authorities of the local government).

### **Standard # 10**

#### **Management and administration**

**The day care center has an efficient management and administration that ensure its optimum functioning in accordance with its mission.**

#### **Result**

**The children and families are provided with quality services based on their needs.**

### **Requirements for the implementation of Standard #10**

- 10.1 The DCC operates in compliance with the legislation, certified by official documents.
- 10.2 The DCC coordinator is responsible to put the DCC mission in writing, to display, disseminate and advocate it both within the DCC and in the community.
- 10.3 The DCC has an internal rulebook or internal operation norms, based on the employer, reflecting the spirit of democratic values of respect for the rights of the child and the individual; these are approved by the DCC coordinator and made known to the entire staff.
- 10.4 The DCC coordinator organizes periodically – at least once a month or whenever necessary administrative meetings with the entire staff. These meetings are planned, have a posted agenda and their content is recorded in minutes.
- 10.5 The principle of team work is promoted through training activities, through the method of creating and revising job descriptions for each employee, as well as through all internal communication activities of the DCC. Reunions of the specialty staff making up

the DCC multidisciplinary team (for example, for debating the PIP implementation) are organized periodically or whenever necessary and are recorded.

### **Indicators for Standard #10**

- (I)10.1 The existence of documents certifying the establishment and operation of the center (decisions, authorizations, articles of association, partnership agreements, etc.).
- (I)10.2.1 The mission of the DCC is displayed in a suitable and accessible place for all interested parties. The existence of promotional materials (flyers, brochures, etc).
- (I)10.2.2 The DCC mission is known by the center's staff and by the DCC beneficiaries.
- (I)10.2.3 The employees know and are aware that the activities they carry out contribute to the fulfillment of the DCC mission.
- (I)10.3.1 The existence of the internal rulebook/internal operation regulations.
- (I)10.3.2 All employees know the provisions of the internal rulebook/internal operation regulations.
- (I)10.4.1 The number of administrative meetings with the staff/month/year. The meetings are organized in order to discuss, for example: activities relating to children care, revising DCC procedures.
- (I)10.4.2 The content of the minutes.
- (I)10.6 The number of DCC multidisciplinary team reunions/month/year. The documented content of these reunions.

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| <b>Standard #11</b> | <b>The annual action plan</b><br><b>The day care center operates in compliance with the provisions of an annual action plan created based on the provisions of the mandatory minimum standards and the needs identified in the community.</b> |
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| <b>Result</b> | <b>The children and families in the community are provided with quality services based on their needs.</b> |
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### **Requirements for the implementation of Standard #11**

- 11.1 The DCC coordinator, in collaboration with the specialty staff, creates the annual action plan based on the present mandatory minimum standards.
- 11.2 The annual action plan is endorsed by the service provider, who has the obligation to monitor its implementation.
- 11.3 The annual action plan is revised periodically and whenever required.
- 11.4 At the end of each year, the specialty staff write the DCC activity report for the respective year, which is supervised by the DCC coordinator and conveyed to the service provider.
- 11.5 The DCC annual activity report is available to all interested parties.

### **Indicators for Standard #11**

- (I)11.1.1 The existence of the annual action plan written by the coordinator in collaboration with the specialty staff.
- (I)11.1.2 The content of the annual action plan.
- (I)11.2.1 The endorsement of the annual action plan by the service provider.

- (I)11.2.2 The monitoring reports created following the visits by the individuals appointed by the service provider.
- (I)11.3 The number of revisions of the DCC annual action plan per year.
- (I)11.4 The existence of the DCC activity report at the end of each year, bearing the signature of the DCC coordinator. The report is held by the DCC and the service provider.
- (I)11.5 The methods for informing the interested parties in respect to the content of the annual activity report.

## **HUMAN RESOURCES**

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| <b>Standard #12</b> | <b>Staff recruitment, employment and number</b><br><b>The staff of the day care center is carefully and responsibly selected through a process of recruitment and selection that takes places in compliance with the legislation in force and meets the needs of the center.</b> |
| <b>Result</b>       | <b>The children and their families are provided with quality services provided by the staff of the day care center with professionalism, respect and empathy towards them.</b>   |

### **Requirements for the implementation of Standard #12**

- 12.1 The employer has the obligation to hire qualified staff that will meet the provisions of the present mandatory minimum standards and of the annual action plan. If the DCC operates in an area with communities of ethnic minorities, it is recommended that the specialty staff included professionals speaking the language of the respective minorities.
- 12.2 The DCC has a set of criteria for the selection of the staff, in compliance with the DCC specifics, the needs of the community and the legal provisions in force.
- 12.3 At employment, the personality traits of each candidate that are necessary in working with children will be compulsorily taken into consideration.
- 12.4 The employer may have, under the law, other types of staff than the ones listed in the DCC position list, in the purpose of fulfilling the DCC mission in optimum conditions.
- 12.5 The specialty staff must have socio-human studies.
- 12.6 The DCC coordinator must have a University degree and experience of at least one year in child and family services. At employment, priority will be given to professionals with managerial training.
- 12.7 The DCC coordinator ensures that the job descriptions are revised based on the dynamics of the requirements of the respective positions.
- 12.8 The staff number and structure are sufficient and appropriate for covering all services provided by the DCC according to the present mandatory minimum standards and the annual action plan.

### **Indicators for Standard #12**

- (I)12.1 Study diplomas and other documents certifying the qualifications of the hired staff.
- (I)12.2 Staff selection criteria.
- (I)12.3 Documents and materials certifying staff recruitments. Existing information in the employee file regarding the interview for the respective position.
- (I)12.4 The DCC position list and the complete organizational chart of the service provider.

(I)12.5 – (I)12.7 The organizational chart, study diplomas, labor contracts, volunteering contracts, job descriptions, employee files.

(I)12.8.1 The staff number and structure according to the organizational chart.

(I)12.8.2 The adults-children ratio.

### **Standard #13**

#### **Initial and ongoing staff training**

**The staff of the day care center has the training and abilities required for working with children and youngsters, as well as in a team.**

### **Result**

**The children and their families are provided with quality services by well trained professionals, with empathic and communication abilities.**

### **Requirements for the implementation of Standard #13**

13.1 Each employee of the DCC has the necessary qualification for fulfilling the tasks of their respective position.

13.2 At employment, if lacking initial training in the child welfare sector, each professional is provided with training in this sector, covered by the employer's budget.

13.3 In the purpose of improving the knowledge, abilities and skills relating to meeting the needs of the children and their families, each DCC employees including its coordinator, are provided with at least 42 hours per year of ongoing training in the child welfare sector or in related interdisciplinary fields, financed from the employer's budget.

13.4 The DCC professionals are encouraged to participate in different training courses, including seminars and conferences, which may help them to optimize their work.

13.5 The permanent education of the specialty staff, as well as the ongoing training for all DCC employees, will be promoted, supported and recorded by the DCC coordinator.

13.6 The volunteers act based on clear contracts, in compliance with the legislation in force.

13.7 The DCC has the obligation to provide a minimum number of 14 hours of training for volunteers, before the commencement of their activity.

13.8 The ongoing professional training of volunteers will be supported, promoted and recorded by the DCC coordinator.

13.9 At employment, if lacking training in the management of social services, the DCC coordinator will be provided with training in this field, supported by the employer's budget.

13.10 The DCC coordinator is provided with at least 21 hours of training per year in service management, covered by the employer's budget.

13.11 The permanent education and the ongoing professional training of employees is done in compliance with the legislation in force, through courses organized in the educational, medical and adult professional training system.

### **Indicators for Standard #13**

(I)12.1 – (I)13.10 The personal file of each employee, including the file of the service coordinator and of the volunteers, contains the documents required by the legislation in force, including graduation certificates for the initial and ongoing training mentioned in the present mandatory minimum standards. Examples of related and/or interdisciplinary sector relevant to the DCC staff: child psychology, social work, prevention of child abuse, neglect and exploitation, including trafficking and worst forms of child labor, domestic violence.

(I)13.11 The graduation certificates with national recognition and the ones with recognition by the employer. For the latter, the manner in which the training program was organized will be checked using the criteria listed in the legislation regulating the adult professional training.

**Standard #14**                      **Supervision**  
**The day care center possesses an efficient system for the supervision of human resources, allowing its operation at optimum efficiency.**

**Result**                              **The staff are motivated and efficient, providing quality services to the clients of the day care center.**

#### **Requirements for the implementation of Standard #14**

14.1 The DCC coordinator has the obligation to provide the internal and external supervision of the specialty staff and the volunteers.

14.2 The DCC coordinator organizes periodical individual or team supervision meetings with the DCC specialty staff, and upon their request. All meetings are recorded.

14.3 The supervision of volunteers is provided by the staff appointed by the DCC coordinator.

14.4 The service provider has the obligation to provide supervision for the DCC coordinator.

14.5 The supervision is provided by professionals with a University degree in social-human studies with training in supervision or at least 2 years of extra experience in child and family services than the supervised.

#### **Indicators for Standard #14**

(I)14.1-(I)14.2 The number of individual and team supervision meetings per employee/month/year.

The number of supervision meetings at the request of the employees/team/year.

(I)14.3 The number of supervision meetings per volunteer/month/year.

(I)14.4 The number of supervision meetings for the coordinator/month/year.

(I)14.5 Recorded documents pertaining to supervision.

### **INSTITUTIONAL COLLABORATION**

**Standard #15**                      **Child protection against abuse**  
**The day care center promotes and applies measures for protecting children against all forms of intimidation, discrimination, abuse, neglect, exploitation, inhumane or degrading treatment.**

**Result**                              **The children live in conditions of safety and wealth, any suspicion or accusation of abuse being promptly and correctly solved by the entire staff, according to the legislation in force.**

#### **Requirements for the implementation of Standard #15**

15.1 DCC has written procedures relating to preventing, identifying, notifying, assessing and solving suspicions or accusations of child abuse, created based on the legislation in force.

These procedures are approved by the SPSCP director and are made know to the children, based on age and maturity level, families or their legal representatives, as well as to the staff.

15.2 The children and their families/legal representatives are informed, through available means, in respect to these procedures, as well in respect to the rights of the children.

15.3 The children are encouraged and supported to notify any form of abuse by the staff, other children in the DCC or any person from outside the DCC.

15.4 DCC maintains a record of all cases of intimidation, discrimination, abuse, neglect, exploitation (including sexual or labor exploitation), inhumane or degrading treatment in the notifications and complaints register.

15.5 The staff suspecting or identifying child abuse, neglect or exploitation cases, in or outside the DCC, has the obligation to notify them to the SPSCP and to inform the DCC coordinator, according to the legislation in force, as well as to record them, according to the provisions of the present MMS. The staff appointed by the DCC coordinator, with the approval of the SPSCP, may provide or participate in the initial assessment of the child abuse, neglect and exploitation situation notified to the SPSCP, and its result are recorded in the mandatory notification and child abuse, neglect and exploitation situations initial assessment form. The form is conveyed to the SPSCP within 48 hours after the date of the initial assessment. The model of the mandatory notification and child abuse, neglect and exploitation situations initial assessment form is an appendix to the methodological guide on the multidisciplinary team and network prevention and intervention in child abuse, neglect and exploitation situations.

15.6 The staff suspecting or identifying child abuse, neglect and exploitation situations in which other DCC staff members are involved have the obligation to immediately notify the DCC coordinator, which shall apply the provisions of the legislation in force. In case the DCC coordinator does not notify these situations to the SPSCP, in the period indicated by the present MMS, the staff that have informed the coordinator have the obligation to make this notification.

15.7 If necessary, the DCC coordinator notifies, as appropriate, the paramedics, police and/or district attorney.

15.8 The verbal or physical abuse of children is strictly prohibited in the DCC, and is sanctioned under the law.

15.9 The DCC provides psychological support and counseling to children who have been intimated or discriminated. In case of abused, neglected or exploited children, the SPSCP sets the service plan and ensures its implementation, according to the provisions of the methodological guide on the multidisciplinary team and network prevention and intervention in child abuse, neglect and exploitation situations.

15.10 The DCC ensures that the entire staff (including auxiliary personnel, temporary employees or volunteers) attend training courses on the issue of child protection against abuse, neglect and exploitation.

15.11 DCC ensures the implementation of parent education programs on the issue of child protection against abuse, neglect and exploitation.

### **Indicators for Standard #15**

(I)15.1.1 The OOM contains procedures on protecting the child against abuse, neglect and exploitation situations.

(I)15.1.2 The staff know these procedures.

(I)15.2.1 The children and their families/legal representatives have knowledge in respect to the rights of the children and how to file a notification/complaint in respect to any intimidation, abuse, neglect, exploitation (including sexual or labor exploitation), inhumane or degrading treatment.



(I)15.2.2 The existence of information materials relating to these procedures and the rights of the children.

(I)15.2.3-15.3 The annual number of notifications made by children, family or legal representatives in respect to suspicions or clear situations of child abuse.

(I)15.4 The DCC notifications and complaints register includes the record of notifications and complaints in respect to child abuse.

(I)15.5 The annual number of child abuse, neglect and exploitation situations notified by the DCC to the SPSCP compared to the number of situations recorded in the complaints and abuse register.

The number of mandatory notification and initial assessment form filled in by the DCC staff and send to the SPSCP.

The annual number of abuse, neglect and exploitation cases notified by the DCC and monitored by the SPSCP.

The number of active abuse, neglect and exploitation cases (pending solution), notified by the DCC and monitored by the SPSCP.

(I)15.6 The annual number child abuse, neglect and exploitation in which DCC members are involved compared to the annual number of notifications recorded by the SPSCP regarding this type of situations for the respective DCC, but received from other individuals than the DCC staff or coordinator.

(I)15.7 The annual number of situations having required the intervention of the paramedics, or the police and district attorney respectively.

(I)15.9 The content of the PIP.

(I)15.10 The employee files, participation diplomas to such courses.

(I)15.11 Recording the parent education programs.

## **Standard #16**

### **Collaboration with relevant institutions and professionals**

**The day care center collaborates with the other community services supporting children and their families, including with professionals in this sector.**

## **Result**

**The children and their families are provided with quality services based on their needs, including those identified by the professionals of the day care center, in the purpose of preventing abandonment and institutionalization.**

## **Requirements for the implementation of Standard #16**

16.1 The DCC specialty staff assess the needs of children and their families in respect to other services they should be provided with and which the DCC is unable to provide.

16.2 The DCC collaborates with all social players involved in the implementation of the service plan for the prevention of child abandonment and institutionalization.

16.3 In the purpose of fulfilling its mission, the DCC collaborates in network with all involved regional and national community services and programs for the support and protection of children and families.

16.4 The DCC maintains a permanent contact with the community in the purpose of adjusting current programs and activities and for initiating new activities and programs in the child abandonment and institutionalization prevention sector.

## **Indicators for Standard #16**

(I)16.1.1 The existence of the assessments of the children in the DCC in respect to the need for other specialty services which the DCC is unable to provide to children and families.

(I)16.1.2 Communication and collaboration methods with the local authorities where the children attending the DCC come from.

(I)16.2.1 Collaboration conventions with the institutions and services involved in the implementation of the service plan for the prevention of child abandonment and institutionalization (content, number).

(I)16.2.2-16.3.1 Recording relevant information pertaining to children provided with other specialty services supplied by other institutions/centers.

(I)16.3.2 Collaboration agreements and the number of programs per year in which the DCC is involved.

(I)16.4 The DCC operates with various methods and means for maintaining a permanent connection with the community, in respect to requests for specific services, notification of needs or situations relating to the prevention of child abandonment and institutionalization, etc. (for example, phone service designed for this issue, P.O. box, collection boxes in various locations in the community and others).