

**DEPARTMENT OF SOCIAL WELFARE
GOVERNMENT OF NCT OF DELHI
GLNS COMPLEX, DELHI GATE, NEW DELHI
(Persons with Disabilities Welfare Branch)
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F.No.82/1048/Misc/ADIII/DSW/2019/Pt I/307-345


Dtd-06/04/2020

COMPLIANCE OF ORDER OF HON'BLE SUPREME COURT IN SUO MOTU WRIT PETITION (CIVIL) NO.4 OF 2020

The orders of the Hon'ble Supreme Court in the above-mentioned matter dated 3rd April 2020 are about directives for action to be taken by various duty holders for prevention and control of COVID 19 in the Child Care Institutions. While the Deptt. of Women and Child Development is the principal department for this matter, the Social Welfare Department is responsible for implementation of the directives contained in the above said order for children with intellectual disability in government run Asha Kiran Complex and all such other homes whether run by government or private institutions. Though the Apex court's order is about the CCI but there are many takeaways from the said order which is considered useful in prevention and control of COVID 19 in other care and shelter institutions such as homes for senior citizens et al under the control and regulation of the Social Welfare Department.

This Department has already sent out guidelines dated 11th March and 18th March 2020 for prevention and control in residential institutions. In light of the above said order of the Apex Court and in addition to aforementioned guidelines, a comprehensive guideline for circulation to Superintendents of all residential institutions is issued for compliance:

1. Superintendents of all residential institutions will proactively take steps to ensure that residents are protected from risk of harm arising out of spread of Novel Coronavirus .
2. All Superintendents should make the staff aware of the new National Help lines on COVID 19 i.e. 1075 and 1800-112-545 for seeking any queries or clarifications on the issue. Child line 1098 also is continuing to operate. The Ministry of Health & Family Welfare, GOI helpline 01123978046 and Delhi Govt helpline 01122307145, WhatsApp number-8800007722 can also be noted. All Helpline numbers to be prominently displayed on notice boards/ prominent locations for staff to act upon.
3. Medical and paramedical staff posted in the Homes should undertake regular screening of the residents to check symptoms of COVID 19 such as fever, dry cough, breathlessness etc.
4. In case of any resident exhibiting symptoms of COVID 19, the CMO/ Medical officer will be immediately alerted by the duty staff and necessary steps will be taken by the CMO/ medical officer as per protocol including isolation, protection of staff and residents from possible infection, notifying district authorities concerned and shifting to hospital as per medical advice. Para medical staff if any posted in the home shall be on full alert to detect any case of exhibition of symptoms of COVID 19.



5. Isolation/ Quarantine facility for as many number of residents, so far as practicable, and as advised by the CMO/ Medical Officer in-charge should be set up which, on short notice, can be put in operation.
6. Outsiders visiting shall be curtailed unless under court directions or in official capacity. However, in such cases also strict precautions such as thermal screening, washing of hands with soap/ sanitiser, wearing of mask etc will be followed before allowing entry. Visitors/ staff having symptoms such as cough or fever or breathlessness shall not be allowed to enter the home/ institution.
7. Residents should be trained and counselled by staff on importance of social distancing. Residents with intellectual disability should be counselled in simple language that they can understand and follow.
8. Social distancing should be practised by staff and demonstrated as example to the residents. Shaking hands, hugging, standing closer need to be strictly avoided. Distance of at least two meter should be maintained. Residential institutions for senior citizens may take special care to ensure social distancing since COVID 19 carries greater risk for the older persons.
9. Superintendents will ensure availability of adequate water at all times for proper hand washing with soap and water. Situations of shortage of water supply should be anticipated to the extent possible and handled proactively by calling for emergency DJB Tanker water supply so that there is no water shortage in the home/ institution. Water storage and facilities may be reviewed from time to time to ensure adequate storage and prevent any leakages.
10. All water and sanitation facilities and frequently used surfaces shall be cleaned and disinfected daily at least once a day with proper disinfectant, including kitchens, bathrooms, toilets, door handles, flush handles, door knobs, door and window handles, wash basins, taps, light switches, desks, tables, chairs, phones, door bells, gates, railings, toys and teaching aids etc
11. It should be ensured that periodic cleaning schedules are adhered to by sanitation staff
12. Dirty laundry should not be shaken in order to prevent possible dispersal of the Novel corona virus through the air.
13. Washing of laundry should be done with adequate amounts of soap/ detergent and dried completely before use.
14. All packages of food items/ groceries / courier packages/ parcels may be cleaned and disinfected before bringing inside the home/ institution. Hands should be properly sanitised after this process or disposable gloves should be used.
15. Disinfection should be done with diluted household bleach solutions or 70% alcohol based sanitisers or common household disinfectants.
16. Wherever face masks or other things such as soap, alcohol based sanitisers etc are needed the same should be made available to the staff.
17. It should be ensured that residents are provided with adequate hygiene facilities including menstrual hygiene products. Availability of adequate water for sanitation and drinking needs of the residents should be ensured.
18. Waste disposal should be handled hygienically. No waste should be allowed to collect in the complex and sanitation staff should dispose off the waste in the nearest municipal bin or proper liaison be maintained with the Municipal authorities



for removal of waste. In case of medical waste, protocols for waste disposal as prescribed may be adhered to under supervision of the CMO/ Medical officer in-charge.

19. All staff including those working as caregivers, gardeners, drivers etc shall follow regular hand wash protocols.
20. Staff entering the institution should be screened daily by the medical personnel deployed in the home to rule out any symptoms of COVID 19 and in case any symptoms such as dry cough, fever or breathlessness etc are noticed, they may be further probed about their possible contact or exposure to any COVID 19 affected person or person with a travel history and appropriate measures of referring the staff to a medical facility should be taken.
21. All residents should not congregate in dining, reading and recreational areas at one time. Rather, they may be called out in batches for dining or for reading and recreation so that norms of social distancing are implemented.
22. Advance planning for meeting emergency situations should be in place. All staff should be aware of whom to contact and procedure in case of medical emergency arising out of COVID 19. Contact numbers should be prominently displayed on Notice Board and prominent locations. Authorities contacted should give immediate directions as to seeking emergency medical help, seeking admission in hospital etc. In case of Child care institutions, permission of Child welfare Committee, if needed, may be obtained on mail or telephone but subsequently to be formalised through written orders.
23. Any therapies, treatments or psychological counselling that some residents are undergoing should be continued with the available resources/ staff.
24. Caregivers should be oriented by the Psychiatrist/ clinical psychologist/ welfare officer, CMO and paramedical staff about the features of COVID 19, Do's and Don't's and possible stress in residents especially children and older persons and persons with pre-existing psychiatric issues and how to deal with the same.
25. Residents should be encouraged to share their concerns and worries about the COVID 19 and dealt with in an open and transparent manner by the concerned psychiatrist/ Welfare officers/ psychiatric social workers/ counsellors / clinical psychologists and caregivers.
26. Concerns and queries of Staff about the COVID 19 epidemic should be dealt with by the Superintendent and CMO / MO In-charge as well as the Psychiatrist and clinical psychologist, if available, so that staff are motivated to perform their duties with due precautions and are also able to handle the concerns of residents appropriately.
27. Stigmatising behaviour on the part of residents or staff towards any staff or resident with coughing or sneezing should be discouraged. Rather precautions of sneezing into tissue or handkerchief or inside the elbow, right respiratory practices and safe disposal of tissue in waste, hand washing etc should be emphasised.
28. Bullying, exclusion of some residents for their lack of cough and sneeze etiquette be avoided and such residents or children should be taught the correct etiquette to prevent spread of infection.
29. Gender Violence: Looking at the possibility of violence, especially gender based/ sexual violence in times of stress and frustration due to limitations placed on activities and outings, the Welfare officers/ Psychiatrists/ counsellors/ Psychiatric



Social Workers in the Institution should pay careful attention to see that such incidents do not occur by adoption of proactive stress prevention and stress management techniques

30. Stress management : Activities like Yoga, breathing exercises, drawing and painting, clay modelling, meditation , singing, chanting and bhajans, reading, story telling sessions, indoor play and any other activities as appropriate for the age, physical and mental capacities of the residents should be organised periodically , while following the social distancing norms so that residents are able to relax and feel stress free.

All Superintendents and in-charge of different residential Institutions are requested to take measures for implementation of above guidelines. The District Committee constituted to fact-check will ascertain the status in various Institutions with reference to above guidelines.

Encl:- Orders of the Hon'ble Supreme Court in suo motu writ petition (civil) no.4 of 2020.



(S.B. Shashank)

Director, Social Welfare

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Copy by mail to -

1. All Superintendents of Residential Institutions of Deptt of Social Welfare
2. All District Social Welfare Officers
3. All in-charges/ Superintendents of Residential Institutions for PwDs and Senior Citizens run by NGOs

Copy for information by mail to –

1. Secretary to Minister, Social Welfare, GNCT of Delhi
2. Addl Chief Secretary, Home, GNCT of Delhi
3. Pr. Secretary Social Welfare, GNCT Of Delhi
4. OSD to Chief Secretary, GNCT of Delhi
5. All Dy Directors, Deptt of Social Welfare



(S.B. Shashank)

Director, Social Welfare