

**DEPARTMENT OF WOMEN & CHILD DEVELOPMENT  
GOVT. OF NCT. OF DELHI,  
1-A CANNING LANE, K.G. MARG, NEW DELHI  
(STATE CHILD PROTECTION SOCIETY)**

F. No. 61 (1065)/W.P.(C) 5137/13 & 3269/2014/DD(CPU)/DWCD/2017

Dated :-

**GUIDELINES AND COMPLIANCES FOR SAFETY AND SECURITY OF CHILDREN IN  
CHILD CARE INSTITUTIONS**

&

**STANDARD OPERATING PROCEDURES FOR SITUATIONS RELATING TO  
EMERGENCY OR ESCAPE FROM CHILD CARE INSTITUTIONS**

The purpose of these guidelines, compliances and standard operating procedures is to spell out the mandatory requirements, duties and responsibilities of officers and staff posted at Child Care Institutions (CCIs) in Delhi.

Some possible situations of emergency/escape in the CCIs may be the following:

1. Escape ;
2. Fire or other similar occurrence ;
3. Infighting/mischief/vandalism amongst/by children.

All Child Care Institutions must have adequate numbers of security supervisors/officers, security guards and other staff deployed to ensure proper safety and security of the children in the institution. The Superintendent In-charge of the Child Care Institution is required to follow the Guidelines, Compliances and Standard Operating Procedures (SoPs) given below in the event of any incident as mentioned above at the Child Care Institution.

**GUIDELINES & COMPLIANCES**

1. Adequate number of CCTV cameras must be installed at prominent places of the CCI, specifically at the entry and exit gates, perimeter walls, staircases, playgrounds, dining room, entertainment room and administration block so that the activities of the children are monitored effectively.
2. The Superintendent Incharge must prominently display important phone numbers of the nearest Police Station, Fire Station, CATS Control Room, Toll Free 1098 Childline, Doctor-on-Call/Nurse, Child Welfare Committee and Juvenile Justice Board concerned, including at the office of the Superintendent Incharge and Welfare Officer.
3. An alarm, separate from the ordinary bell, must be installed with a switch prominently installed in/near the Superintendent Incharge's office, in a manner so that it is accessible to all staff at all times (and is not located inside a locked room/office). The alarm must be audible throughout the CCI via adequate number of sirens.
4. A spot must be designated in the CCI - to be called "Assembly Point" - being a place where all children and officers/staff are required to gather in case of any emergency

situation. The Assembly Point should preferably be an open area, close to the periphery of the building.

5. Adequate number of Fire Extinguishers must be installed at prominent places in the building ; and annual checking/refilling of fire extinguishers/cylinders must be ensured. All officers and staff at the CCI must be familiarised on how to use Fire Extinguishers in case of need.

High-mast flood lights must be installed along/near the perimeter/boundary walls. Perimeter/boundary walls must also have barbed wires for the purpose of safety.

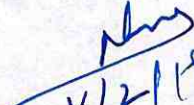
**IN THE EVENT OF ESCAPE/FIRE/INFIGHTING/MISCHIEF OR OTHER SIMILAR EMERGENCY OR INCIDENT, THE OFFICERS AND STAFF AVAILABLE MUST DO THE FOLLOWING :**

1. Sound the alarm.
2. If dark, switch on all lights inside the CCI, lights along the perimeter wall and on the outside of the building.
3. Direct all children to gather at the Assembly Point and immediately take a head-count.
4. Lock all entry/exit gates. No entry or exit of children be permitted, EXCEPT in case of fire, earthquake or other similar incident that may require immediate evacuation from the building, in which case children must be ushered-out through all available exits to a safe location under supervision by officers/staff present and be kept under vigil, at a common point outside the building.
5. Identify high-risk and vulnerable children (unruly children/young children/children with special medical or other needs) and designate staff members to specifically watch-over them.
6. In the case of escape from CCI, immediately :
  - A. dispatch search team/s to trace the whereabouts of child/children in and around the CCI ;
  - B. speak to friends of child/children concerned, to ask if they have any clue as to where the child/children may have gone ;
  - C. enquire from persons in neighbourhood, to gather any available lead or information about escape ;
  - D. present photographs and description(such as clothes, distinguishing features etc.) of children found missing to Police on arrival ;
  - E. inform parents/guardians (if any) of missing children.
7. In the case of fire/earthquake or other similar incident, immediately :

- F. ensure evacuation of children from all rooms/dormitories/washrooms/classrooms, etc., usher children out through all available exits to a safe location at a common point outside the building and keep children under vigil ;
  - G. use available Fire Extinguishers ;
  - H. call the Fire Brigade ;
  - I. call the Police ;
  - J. call the CATS Control Room.
8. In the case of medical emergency :
- A. Call Doctor-on-Call/Nurse immediately ;
  - B. inform CATS Control Room at 102 or 1099 and call for Ambulance ;
  - C. if none of the above is available, arrange for the affected child to be moved to the nearest Nursing Home/Hospital under supervision/guard.

Note :- Department has decided to invite suggestions/comments on the draft **Standard Operating Procedures** (SOP) before finalization. Hence, comments are invited for final SOP. Suggestions/comments sent via email at [WCD@nic.in](mailto:WCD@nic.in) before 07/03/2018. The subject line of your email must include "**Suggestions/comments on the draft SOP**".

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Programmer  
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16/2/18