

Guidelines
Social Regulatory Standards

Community-based and Outreach Services

FOREWORD



**MICHAEL
FALZON**

MINISTER

**FOR THE FAMILY,
CHILDREN'S RIGHTS
AND SOCIAL
SOLIDARITY**

We are living in a time where our normal lives are changing.

That which used to be normal now needs to either be changed or done with new precautions in place. The Government is obliged to build and provide a new legislative framework so that people can feel safe in a protective environment.

Even more than before, we need to ensure that the social services we are providing are founded on a cardinal principle; that our clients remain the centre of the care given. At the same time, we need to ensure that everyone who makes use of a community service is guaranteed a high-quality service.

These Social Regulatory Standards will serve as guidelines for service operators to follow. Our duty is to provide a direction for this sector; however, it is everyone's responsibility to follow this set of regulations.

I fully believe that the services offered in our communities should be equal for everyone, irrelevant of ethnicity or any other form of discrimination.

We need to ensure that the services offered are not only able to provide a timely service but are also able to develop and nurture new abilities which they did not possess in the past. This way, we will be achieving social justice because we believe that everyone has the right to progress in life.

We all deserve to live in a society with solid values based on solidarity and distinguished from other societies. To achieve this, we all need to grasp the same chain and stay resilient in the face of future challenges that we may face.



**MATTHEW
VELLA**

**CHIEF EXECUTIVE
OFFICER**

**SOCIAL CARE
STANDARDS
AUTHORITY**

The greatness of a community is most accurately measured by the compassionate actions of its members

CORETTA SCOTT KING

As social welfare service regulator, the Social Care Standards Authority meticulously believes in the service provision being addressed through community-based and outreach social welfare services, predominantly for vulnerable persons to accomplish their life goals and ambitions in a comprehensive manner.

In this regard, for the first time in Malta and following a thorough process of research and public consultation, the Social Care Standards Authority is launching Social Regulatory Standards addressing social welfare service provision being provided at community and outreach level. Thus, such Standards took into consideration the principles of dignity, privacy, right for choice, safety, fulfilment of potential, equality, individuality and diversity in accordance with the philosophy and procedures of the service and the care needs of each individual.

As a customary practice, together with the guidelines for professionals and management working in the provision of such services, the Authority is also launching an easier version for community members and their relatives in order to ensure that the quality indicators emanating from such standards is comprehensible and coherent. Additionally, these Social Regulatory Standards were also discussed and consolidated with professionals and service providers attending for the Collaborative Platform launched for this sector to ensure continuous dialogue and collaboration.

In this respect, the publication of such Social Regulatory Standards shall consolidate the valuable efforts put forward in the execution of efficient and accountable community-based and outreach services whilst ensuring the rights, protection and empowerment of community members in fulfilling their potential.

TABLE OF CONTENTS

Introduction to the Guidelines	6
Principles on which the Standards and Guidelines are based.....	7
Glossary	8
Standard 1: Person-Centred Support Interventions	13
Standard 2: Rights and Empowerment of Community Members.....	21
Standard 3: Safety and Security	29
Standard 4: Data Handling and Information Dissemination	37
Standard 5: Interagency Collaboration and External Relations	41
Standard 6: Service Quality Management	47
Annex I: Information on service provision	55
Annex II: Service Agreement.....	57
Annex III: The Personal Support Plan.....	58
Annex IV: Manual of Policies and Procedures	59
Annex V: Useful Reference Material.....	62

INTRODUCTION TO THE GUIDELINES

These Guidelines establish the level of the service that is expected to be delivered by service providers in line with the provisions established in these Standards and the principles of Community Development. They guide the service provider to take decisions in relation to:

- the sufficiency of community-based and outreach services;
- the choice of workers, who should be adequate and competent to carry out the work entrusted to them; and
- the manner in which these services should be managed.

NOTIFICATION

In this document, **community members** can either be individuals who access community-based services such as social work services or other specific services, offered within a centre, who are seeking to improve their quality of life in aspects they feel they need to be assisted in or individuals who simply wish to participate in projects, initiatives or activities within the community at large.

PRINCIPLES ON WHICH THE STANDARDS AND GUIDELINES ARE BASED:

These Social Regulatory Standards are being established with the understanding that whoever makes use of such services has the right for access to quality care. This should be based on the following basic principles: dignity, privacy, right for choice, safety, realising potential, equality, individuality and diversity. These principles should, however, be realised in line with the rules and the philosophy of the service and the care needs of each individual.

This means that all individuals are able to:

- be treated with respect at all times;
- enjoy meaningful relationships;
- have their privacy and property respected;
- live their life without unnecessary intrusion;
- make their own choices;
- get information on all options available to them;
- feel safe and secure in an environment free from abuse and discrimination;
- reach their goals and make full use of available resources;
- be treated equally to others, irrespective of ethnic background, language, culture, sexual orientation, gender identity, age, ability and faith;
- be valued for who they are;
- develop their abilities; and
- complain responsibly without being intimidated and/or discriminated.

GLOSSARY

‘Authortiy’	means the Social Care Standards Authority as established by virtue of article 5 of the Social Care Standards Authority Act (Cap. 582).
‘Children’	means persons under the age of eighteen (18).
‘Community-based centre’	means a facility from where community services are being offered. Support shall be given from a number of staff members and volunteers who are competent and supervised to carry out their duties in a professional manner. They work collaboratively so that community members make full use of available resources and opportunities to enhance their wellbeing, in line with the principles of community development.
‘Community-based services’	means a range of support services provided to individuals, families and groups in the community who might be facing life challenges, difficulties or situations that require generic and/or specialised support interventions from social care service providers.
‘Community development’	means the collective effort of community members to actively influence decision making, and where possible take decisions themselves in order to promote their integral development through participative democracy. The process involves working with, rather than working for community members, to identify their strengths and needs and support them to build networks and share experiences and expertise in a spirit of respect towards other members and groups. This shall be sustained by organising, educating, empowering and mobilising individuals within communities with the aim of promoting sustainable development, economic opportunities, rights, equality and social justice.

‘Community members’

means a group of people who either share a particular geographical space or else share common characteristics, interests, experiences or situations. The latter type is commonly referred to as ‘communities of interest’. Community members can either be individuals who access community-based services such as social work services, or other specific services offered within a centre, who are seeking to improve their quality of life in aspects they feel they need to be assisted in, or individuals who simply wish to participate in projects, initiatives or activities within the community in general. Therefore, community members can avail themselves of community services, be active participants in community events and can also be providers of services. Their ability to lead a more independent life shall be enhanced where possible. The term ‘individuals’, within the text, is used interchangeably with the term ‘community members’.

‘Competent person’

means a person who has the appropriate theoretical and, or practical knowledge and, or experience which render him capable and, or authorised to undertake specific activities, in line with national legislation, standards or directives issued by the applicable authorities.

‘Holistic assessment’

means the process by which the staff identifies the needs and aspirations of community members in relation to their health, personal, emotional, spiritual and psychological care, protection and social networking, family support and what services should be delivered to satisfy these needs and aspirations.

‘Independent representative’	means a person who is independent from any aspect of the service and from any agency involved in the provision of service, working in the name of the person availing himself of the service or in his interest. The representative carries out such work after having been formally appointed to do so by the community member in whose name the said representative is acting, or as stipulated by law, such as in the case of guardianship.
‘Interdisciplinary team’	means a team made up of a number of professionals from a range of disciplines working collaboratively to deliver comprehensive care that addresses the needs of individuals availing themselves of the service. The team works for a common purpose, shares common goals and responsibilities and mobilises resources to fulfil its role.
‘Key worker’	means a worker responsible for co-ordinating the individuals’ action plan.
‘Management’	means a person or persons who act on behalf of the service provider to provide leadership to staff and to oversee and control the proper functioning of the services offered to community members.
‘Outreach services’	means services which are developed with the aim of reaching out to citizens in a community to encourage them to identify their needs, potential and any limitations. Resources are provided for community members to access services and available support networks. Outreach services are fundamental especially amongst marginalised groups, families and individuals in the community. Ultimately, the most appropriate support interventions are delivered through a number of generic and specialised services. Provided that for the purposes of these guidelines, the definition of “outreach services” shall only consist of the above.

‘Performance indicator’	means an active descriptor of what service providers need to do to ensure service outputs that support the quality indicators.
‘Personal support plan’	means a document that is based on a holistic assessment of the individuals that specifies how the individuals’ needs and aspirations are going to be met. It also includes the resources required to fulfil such plan. If services are required by a family as a unit, the support plan will be compiled to reflect the situation and the exigencies of all the individuals within the family.
‘Policies and procedures’	means documents ¹ released by management that regulate how the service shall operate.
‘Quality indicator’	means a statement that sets out the requirements to achieve compliance with a standard.
‘Service provider’	means a person or organisation that provides support through a range of services offered to community members.
‘Specialised support services’	means services that are usually required by individuals or groups who present complex needs and who might be at risk themselves or may be of risk to others. Specialised services are usually recommended when generic services or mainstream interventions prove insufficient to cater for the identified needs.

1 Refer to Annex IV: Manual of Policies and Procedures

‘Staff’

means a person engaged by the service provider, wherein one of the person’s responsibilities is to provide individual and group support and care. Staff members may also assume administrative duties simultaneously with their caring roles. Staff members working in the administration of an organisation or a centre shall oversee the planning and implementation of organisational plans and actions and the enforcement of rules and procedures. Provided that for the purposes of these guidelines, the definition of “staff” shall only consist of the above.

‘Volunteers’

means persons who offer their help in a range of activities to support other people without getting remunerated financially for their work. Mutual benefits shall exist in the relationship between the volunteers and the organisation in which they are volunteering.

STANDARD 1:

PERSON-CENTRED SUPPORT INTERVENTIONS

STANDARD STATEMENT:

This Standard promotes rights that ensure that service delivery shall be fair, transparent and comprehensive to be able to respond to evolving needs. A person-centred support plan shall be devised upon a holistic assessment carried out for every community member requesting services.

QUALITY INDICATORS:

1. The service provider shall safeguard the right for community members to access quality services in an easy and fair manner to reinforce community development.
2. The service provider and the community members who intend to request any service shall enter into a written agreement, which sets out the terms and conditions for receiving said service.
3. Community members shall be able to identify and discuss aspects of their life they feel they need to be assisted in and the staff shall provide the necessary support as part of a thorough planning process.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider shall safeguard the right for community members to access quality services in an easy and fair manner to reinforce community development.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 There shall be enough awareness of the services provided through outreach, media and networking with other entities.
- 1.2 If 'outreach' is part of service provision, efforts shall be exerted to widen the geographical area for service delivery to be increasingly accessible especially for the most vulnerable.
- 1.3 Other potential strategies for intervention to ensure that the most vulnerable are being reached shall be continuously explored.
- 1.4 Relationships shall be maintained and nurtured with organisations from the local community that are of fundamental value when it comes to acquiring information about different target groups especially when it comes to tackling poverty and social exclusion.
- 1.5 The environment from where the services are offered shall be inclusive, informal and non-clinical where non-bureaucratic and person-oriented systems are adopted and are accessible to everyone.
- 1.6 If a case requires immediate attention due to pronounced vulnerability, rapid response and assistance shall be provided without unwarranted delays.
- 1.7 Due attention shall be given to persons who are identified as being highly at risk and vulnerable especially children and the elderly.

- 1.8 Eligibility criteria shall be clearly defined in the manual of policies and procedures and made accessible in formats that can be understood by community members.
- 1.9 Fair, transparent and non-discriminatory procedures shall be part of the process when carrying out assessments and allocating cases. Priority cases shall be adequately justified.
- 1.10 If there is a waiting list, this shall be managed properly and fairly with clear criteria on how this could be dealt with in due time.
- 1.11 Referrals and assessment processes shall be performed without unnecessary delays to avoid putting community members at risk.
- 1.12 During the intake process, the necessary checks shall be undertaken to identify whether the individuals are currently availing or have in the past availed of other services, be them therapeutic, residential or community in nature, so as to better tailor service provision and offer the necessary assistance.
- 1.13 A proper handover of information about individuals, both when receiving a referral and when referring to other agencies, shall be made in line with respective data protection regulation².
- 1.14 Efforts shall be made to ensure that transition from one service to another is smooth and does not cause unnecessary risks to the community members involved.
- 1.15 An acknowledgment shall be issued upon a request for service and the source of referral is informed about the processing of the application.
- 1.16 An assessment shall be carried out by a competent person to better prioritise service provision according to urgency of needs and to distribute resources and facilities accordingly to maximise benefits.
- 1.17 The management shall contribute to service improvement by identifying trends, strengths, limitations and barriers of access to services and commit to analyse outcomes and propose solutions to address specific geographical requirements.

2 Refer to the Data Protection Act (Cap. 586 of the laws of Malta) and Regulation (EU) 2016/679

STANDARD 1: PERSON-CENTRED SUPPORT INTERVENTIONS

- 1.18 Assessments shall be sensitively carried out in light of an individual's personal attributes of age, gender identity, gender expression, sexual orientation, sex, religion, ethnicity, language and physical, mental, intellectual, sensory or social abilities.
- 1.19 Service provision shall revolve around capacity building, thus focusing on enhancing the strengths and bolstering the resilience of a person and providing support to improve them.
- 1.20 A person shall not be discriminated on the basis of re-accessing a service if there is no plausible justification stating otherwise.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider and the community members who intend to request any service shall enter into a written agreement, which sets out the terms and conditions for receiving said service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 Once accepted into the service, community members, or their representatives, shall be fully involved in developing the details of the service agreement to which they agree.
- 2.2 Community members, or their representatives, shall be provided with a dated copy of this written service agreement in a format that they can understand.
- 2.3 Community members shall be supported so that they can understand provisions in the agreement.
- 2.4 Community members, or their representatives, as well as the service provider shall all sign this agreement.
- 2.5 Community members shall give their consent to a number of provisions as established in the service agreement.
- 2.6 The service agreement (both the original and any subsequent updates) shall specify terms and conditions³ of the service, which shall be fulfilled accordingly as per the specific type of service offered. The depth and comprehensiveness of the service agreement is largely determined by the type of service availed of.

3 Refer to Annex II: Service Agreement

STANDARD 1: PERSON-CENTRED SUPPORT INTERVENTIONS

- 2.7 The service agreement shall be reviewed when decisions taken on the personal support plan may entail changes in the provisions of this agreement or if there is a request from behalf of the community members or their representatives.
- 2.8 The service shall be terminated or extended in partnership with community members bearing in mind their needs and expectations.
- 2.9 The wellbeing of the community members in question, their families and significant others, the staff, management and other individuals availing of the service shall be ensured at all times when deciding on termination and extension.
- 2.10 The service shall have policies and procedures⁴ that are easily accessible and are written down in a manner, which community members can understand.
- 2.11 Staff shall read, explain and help community members understand the service's policies and procedures.

4 Refer to Annex IV: Manual of Policies and Procedures

QUALITY INDICATOR 3

3.0 Quality Indicator: Community members shall be able to identify and discuss aspects of their life they feel they need to be assisted in and the staff shall provide the necessary support as part of a thorough planning process.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 Planning of services shall be established upon the principle that community members shall assume their right to control their lives as much as possible, if they are able to do so. An independent representative may be appointed to provide support in situations when they cannot control their life as desired.
- 3.2 Relevant information on the community members shall be acquired through effective communication with them, their significant others, persons working with them and/or their representatives. Information shall be gathered on various aspects of the individuals' life including:
 - 3.2.1 Learning and development of new life skills and improvement of existing ones;
 - 3.2.2 The possibility of accessing external services such as education opportunities and training and employment schemes to enhance job prospects;
 - 3.2.3 Identifying support networks that can be meaningful for the individuals to become more active in the community; and
 - 3.2.4 Information on family members and peers, which shall determine suitability of their involvement as well as their ability to offer the required help.

STANDARD 1: PERSON-CENTRED SUPPORT INTERVENTIONS

- 3.3 Community members together with the staff shall establish goals, which enable them to work on the issues for which they are seeking help and identify the supports required to reach them. This would be part of a plan of action devised for every individual⁵.
- 3.4 The personal support plan shall reflect the individuals' hopes, choices, needs, strengths and responsibilities.
- 3.5 Community members or their representatives shall understand the plan, which should be accessible to them whenever they need it and are given a copy of this document upon request.
- 3.6 The individuals shall sign both the original copy and subsequent amendments to the plan.
- 3.7 With the assistance and coordination of an interdisciplinary team, when necessary, the established plan shall be used to determine whether needs are being met, whether there are any gaps in service provision and what action is required to tackle these gaps.
- 3.8 Staff members working in community-based services or outreach programmes shall adopt proactive approaches that allow for monitoring of individual cases so as to sustain the impact of the interventions applied.
- 3.9 Individuals shall commit themselves to work on the agreed plan and the staff shall help them to do so.
- 3.10 Community members together with the staff, and the management if necessary, shall review the personal support plan to discuss progress made. Frequency of interventions depends on the distinctive needs of the individuals.
- 3.11 Staff and management shall justify and explain any decisions taken which may alter the personal support plan, after effectively involving community members and acknowledging their needs and aspirations whilst helping them understand how these decisions will impact their life.

5 Refer to Annex III: Personal Support Plan

STANDARD 2:

RIGHTS AND EMPOWERMENT OF COMMUNITY MEMBERS

STANDARD STATEMENT:

This Standard promotes rights that ensure that community members shall be guaranteed a holistic, respectful and dignified approach to care with the aim of safeguarding social justice and fundamental human rights as well as promoting their resilience and wellbeing.

QUALITY INDICATORS:

1. The service provider shall ensure that any information is delivered in a timely, complete and suitable manner for community members to understand, without the need for them to feel obliged to give something in return for the exchange of such information.
2. Community members shall be provided with the necessary support to exercise their rights and fulfil their responsibilities.
3. The service provider shall promote active participation of community members and encourages them to exercise their personal choices and realise their full potential.
4. The service provider shall be aware of the community members' dietary requirements and food choices, if food is provided within the community-based centre.
5. The service provider shall ensure that children are provided with suitable and age-appropriate services and are consulted to ensure that the best support is delivered.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider shall ensure that any information is delivered in a timely, complete and suitable manner for community members to understand, without the need for them to feel obliged to give something in return for the exchange of such information.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 Enough information shall be provided on general aspects of service provision⁶.
- 1.2 Individuals shall be provided with information about all options and services available to them including community, residential, and other therapeutic services and are assisted to make the necessary contacts if requested.
- 1.3 Any required information shall be presented in a format that can be understood by the recipients and support is provided whenever assistance is requested.
- 1.4 If the community-based centre offers family support services, such as social work, counselling and educational programmes, community members seeking support should be informed about this and should be assisted if any of such services are requested.

6 Refer to Annex I: Information on Service Provision

QUALITY INDICATOR 2

2.0 Quality Indicator: Community members shall be provided with the necessary support to exercise their rights and fulfil their responsibilities.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 The individuals' talents and aspirations shall be acknowledged and respected.
- 2.2 The key worker shall be available to the individuals under his/her care and should ensure that enough time is allocated for every individual encounter.
- 2.3 Community members shall have reasonable time to consider their choices, take decisions and express their feelings.
- 2.4 If individuals request a change in their key worker they shall be supported to discuss with authorised persons the possibility for such change to take place. Support is given to understand any limiting factors related to this choice.
- 2.5 Any language, cultural or communication needs of the community members shall be identified and arrangements are made to address such needs where possible.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider shall promote active participation of community members and encourages them to exercise personal choices and realise their full potential.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 If individuals have an independent representative, in case they are unable to express themselves, the staff shall listen to what the representative has to say on behalf of the individuals as if they are expressing their views themselves.
- 3.2 Community members shall be given the opportunity to avail from advocacy services, if they request so and they have financial means to do so, and to appoint an independent advocate that would support them to access their rights, acquire any information they request and voice their opinion.
- 3.3 Community members engaging in lobby groups with the intention of influencing and challenging political and social systems shall be respected and not discriminated against due to their opinions.
- 3.4 Community members shall be empowered to be independent citizens who remain actively involved within their community by providing information and support to access and benefit from employment, training and leisure opportunities, amongst others.
- 3.5 Diversity shall be treated as an opportunity rather than a threat thus individual differences shall be understood and respected to foster a more inclusive and active environment.
- 3.6 A co-productive environment shall be fostered with bottom-up approaches where the engagement of staff, volunteers and community members is encouraged when organising services, so as to improve accessibility and relevance to those accessing them.

- 3.7 Community members shall be viewed as potential contributors in community development and so efforts shall be sustained to acknowledge their expertise, strengths and advice.
- 3.8 The necessary support shall be provided for community members to be able to manage their own life and address their needs on their own as much as possible as long as this does not cause them harm.

QUALITY INDICATOR 4

4.0 Quality Indicator: The service provider shall be aware of the community members' dietary requirements and food choices, if food is provided within the community-based centre.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 4.1 Meals shall be nutritionally balanced and prepared in a way that respects the community members' ethnicity and religion.
- 4.2 Meals shall be hygienically prepared and are well presented.
- 4.3 Meals shall be prepared and stored in places which are registered with the Food Safety Commission and which comply with any other public health requirements.
- 4.4 Staff preparing, cooking and serving food shall have a valid certificate in food handling.

QUALITY INDICATOR 5

5.0 Quality Indicator: The service provider shall ensure that children are provided with suitable and age-appropriate services and are consulted to ensure that the best support is delivered.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 5.1 Family support or other related services shall accommodate children and be responsive and sensitive to their needs.
- 5.2 Staff working with children shall be competent to do so and adopt the right attitudes at all times.
- 5.3 The physical environment shall be child-friendly and a pleasant place where children feel comfortable.
- 5.4 Efforts shall be exerted to ensure appropriate allocation of services by consulting with children and their significant others about whether it is best for the children to engage in mainstream activities or to link to programmes that are more specialised.
- 5.5 The consent of parent/s, or the guardian (or the independent representative) shall be sought whenever children are going to receive a service or participate in an activity.
- 5.6 The interests, wishes, opinions and expectations of children shall be acknowledged and respected.
- 5.7 The necessary support shall be provided for services to better fit the needs of children. Any required adjustments to the service are performed, where possible.
- 5.8 The relevant consent forms, both those included with the service agreement and others required during service provision shall be duly signed by parents or the legal guardian.

STANDARD 2: RIGHTS AND EMPOWERMENT OF COMMUNITY MEMBERS

- 5.9 Children shall be encouraged to contribute in the planning and organisation of activities, that are age-appropriate for them in which they can participate actively at the local community level.
- 5.10 Children shall be encouraged to engage in volunteering that is appropriate for their age and abilities and that does not cause any potential risks to them.
- 5.11 Children shall not be forced to participate in a community service against their wishes and so their opinion is acknowledged and respected if in their best interest. They are however explained the importance of their participation.

STANDARD 3:

SAFETY AND SECURITY

STANDARD STATEMENT:

This Standard promotes rights that ensure that the service provider shall promote systems that guarantee safety and security of all the staff and community members with the ultimate aim to enhance their experience and overall wellbeing.

QUALITY INDICATORS:

1. The environment from where the services shall be delivered shall be welcoming, safe, accessible and free from avoidable risks.
2. The service provider shall promote systems that ensure safeguarding the privacy of all the staff and community members availing themselves of the service.
3. The service provider shall deal effectively and in a timely manner whenever community members, or their representatives, express concern or submit a complaint.
4. The service provider shall ensure that the community members' health condition and needs are well known by the management and staff, if this might have an effect on service provision in any way.

QUALITY INDICATOR 1

1.0 Quality Indicator: The environment from where services shall be delivered shall be welcoming, safe, accessible and free from avoidable risks.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 The location and design of the community-based centre shall reflect the objectives of service provision.
- 1.2 The community-based centre shall be accessible to everybody⁷.
- 1.3 All staff, management and community members shall be instructed about emergency procedures and everyone should understand what to do in such situations.
- 1.4 Emergency evacuation plans shall be clearly displayed in the premises and appropriate signage is put up in designated locations indicating emergency exits and assembly points, amongst others.
- 1.5 The community-based centre shall be run in a way that protects individuals from any avoidable risks or harm, including physical harm and infection.
- 1.6 The premises shall be kept clean, hygienic and free from offensive odours and intrusive sounds.
- 1.7 The service shall conform to relevant legislation⁸ to avoid and control the spread of infection.

7 The community-based centre should conform to building regulations as stipulated by the Planning Authority and the Commission for the Rights of Persons with Disability.

8 Public Health Act (Cap. 465 of the Laws of Malta)

- 1.8 The use of cameras, including CCTV, shall be restricted to entry ways, passages, lifts and stairs for security and safety reasons only in accordance with General Data Protection Regulations.
- 1.9 If transport is provided as part of the service there shall be clear policies and procedures that ensure that individuals using transport are safe during the journey.
- 1.10 If the community-based centre shall be refurbished or renovated, the Social Care Standards Authority shall be notified with immediate effect.
- 1.11 Certificates, reports and other documents confirming that the service complies with all relevant legislation and procedures such as service registration with the Authority shall be displayed around the premises, in a location which is easily visible to all individuals availing of the service and visitors.
- 1.12 If workers from the authority require community members to take part in the inspection of the service that they are receiving, the latter shall be given the opportunity to do so and are free to decide whether to participate or not.
- 1.13 The most appropriate support interventions shall be identified and applied in case there are legal conditions restricting community members' rights in some way or another.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider shall promote systems that ensure safeguarding the privacy of all staff and community members availing themselves of the service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 Management and staff shall safeguard individuals by identifying factors which may trigger situations of risk while identifying solutions and responsive actions that reduce likelihood of occurrence or reoccurrence of risk.
- 2.2 Community members shall be fully involved in the evaluations of their own risk. They are responsible for their own actions and are expected to contribute towards ensuring their own health and safety and that of others.
- 2.3 Staff shall record all accidents or incidents including episodes where control of challenging behaviour is required.
- 2.4 Where required, adaptations to the service shall be carried out to safeguard the health and safety of community members as well as of others.
- 2.5 In case of challenging behaviour or any violent situation, restrictive care shall only be exerted if other interventions fail and for the minimum duration possible and as stipulated by law.
- 2.6 Any incident or accident shall be clearly documented, reported to management and investigated accordingly by the management and, if required and as legally permitted, by relevant authorities.
- 2.7 Relatives, representatives or other persons shall be informed of incidents or accidents with the consent of the community members involved or if this is legally required.

- 2.8 Staff shall be committed to ensure that the community-based centre is free from bullying, harassment and any other form of abuse to ensure physical and emotional safety to all who attend the centre.
- 2.9 Community members shall not be discriminated against on the basis of sex, sexual orientation, age, race/ethnic origin, religion/belief, gender identity, gender expression, sex characteristics, language, family responsibilities, mental health status or physical, intellectual, sensory or social abilities. Allegations of discrimination shall be fully investigated according to established procedures.
- 2.10 If any of the community members' behaviour challenges the principles of the service, they shall be provided with professional support after being properly assessed in line with the procedures and rules of the service.
- 2.11 Staff shall inform individuals about other services they can refer to which can help them in the eventuality that they are requested to stop using the service, due to the service's rules and procedures.
- 2.12 Community members shall be encouraged to participate in regular evaluations of service provision to ensure that this remains relevant to their individual needs at any point in time.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider shall deal effectively and in a timely manner whenever community members, or their representatives, express concern or submit a complaint.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 Community members shall be able to discuss any concern they might have with any of the staff, management or a higher authority, at an appropriate time and in a confidential and private manner, without fearing retribution.
- 3.2 Community members shall be informed on how to provide feedback about service provision to the service provider or any other relevant third party.
- 3.3 The management shall acknowledge all concerns and complaints put forward by community members and gives account of proceedings and outcomes of investigation and any action to be taken.

QUALITY INDICATOR 4

4.0 Quality Indicator: The service provider shall ensure that the community members' health condition and needs are well known by the management and staff, if this might have an effect on service provision in any way.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 4.1 The community members or representatives shall provide adequate information of any health and/or medical condition, allergies and medicine and/or medication if this is required to be known amongst staff and management to ensure that their wellbeing is safeguarded at all times.
- 4.2 The service shall have clear policies and procedures⁹ with regards to the preparation, administration and management of medicine and medication if these need to be administered during provision of service.
- 4.3 The management shall adhere to relevant regulation when it comes to storing and disposing medicine, medication and supplements safely if medicine and/ or medication needs to be administered during provision of service.
- 4.4 In the event that individuals are feeling unwell and feel that they need healthcare services, staff shall contact the appropriate persons and/or authorities as agreed in the service agreement.
- 4.5 The name, duties, responsibilities and authority of each person involved in the process of managing medicine or medication shall be clearly documented. Community members are aware of who has access to the medicines and who can participate in its administration.

⁹ Refer to Annex IV: Manual of Policies and Procedures

STANDARD 3: SAFETY AND SECURITY

- 4.6 Any medication being administered shall be prescribed by the doctor and used solely by the individual that it was prescribed to.
- 4.7 The persons preparing and administering medicine shall be competent and authorised to do so.
- 4.8 The administration of medication shall be documented on a treatment card.

STANDARD 4:

DATA HANDLING AND INFORMATION DISSEMINATION

STANDARD STATEMENT:

This Standard promotes rights that ensure that the service provider shall comply with data protection measures when it comes to using, processing, retaining and disseminating confidential information pertaining to community members.

QUALITY INDICATORS:

1. The service provider shall keep a record of important documentation and other relevant information relating to the community members in line with respective laws¹⁰ and regulations.
2. The service provider shall ensure appropriate safe keeping and sharing of information pertaining to community members in line with respective laws and regulations.

¹⁰ Refer to Data Protection Act (Cap. 586 of the laws of Malta) and Regulation (EU) 2016/679

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider shall keep a record of important documentation and other relevant information relating to the community members in line with respective laws¹¹ and regulations.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 Community members shall have the right to their personal information in accordance with the General Data Protection Regulation, if they make such a request in writing.
- 1.2 Community members shall be informed from the outset why their personal information is required and how it is intended to be used. This is explained in simple terms and in an open way in the service agreement where there is also reference to relevant consent forms.
- 1.3 Any personal information pertaining to community members shall be processed according to the Data Protection Act.
- 1.4 Personal information about community members shall only be requested and used solely for the purpose of service provision and only the relevant information is gathered from behalf of the individual.
- 1.5 Staff shall be aware when to ask for certain information and how much to ask of it.
- 1.6 Personal information pertaining to both community members availing of the services and the staff shall be accurate and thus shall be reviewed accordingly and kept up-to-date from time to time.

11 Refer to Data Protection Act (Cap. 586 of the laws of Malta) and Regulation (EU) 2016/679

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider shall ensure appropriate safekeeping and sharing of information pertaining to community members in line with respective laws¹² and regulations

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 All staff and management shall demonstrate their ability to adhere to general data protection regulation by presenting the relevant policies, measures and strategies of compliance as part of the policy on confidentiality.
- 2.2 All confidential information about individuals and families availing of the service shall be securely stored and is only shared with others with their consent and as established in the service agreement, unless the law requires otherwise.
- 2.3 Staff shall inform community members of the reasons when and why certain information cannot be kept confidential and who has access rights in accordance with the policies and procedures of the service.
- 2.4 To ensure protection of data against unauthorised access, loss, damage and inappropriate handling, a competent person, usually a data protection officer, shall be appointed to give proper instructions to all staff on data protection issues including regulations and consequences of any breach.
- 2.5 The service shall have a clear retention policy that specifies retention periods for different types of data gathered so as to avoid personal data being kept unnecessarily.
- 2.6 All community members availing of the service shall understand and respect boundaries with regards to confidentiality.

¹² Refer to Data Protection Act (Cap. 586 of the laws of Malta) and Regulation (EU) 2016/679

STANDARD 5:

INTERAGENCY COLLABORATION AND EXTERNAL RELATIONS

STANDARD STATEMENT:

This Standard promotes rights that ensure that the service provider shall encourage community members to maintain significant community involvement in activities and initiatives as well as sustain meaningful relationships for them, if this does not imply any harm to the individuals, whilst ensuring collaboration with external entities to ensure effective and cohesive partnerships.

QUALITY INDICATORS:

1. The service provider shall communicate with significant persons close to the community members availing themselves of such services and retains such contact, if this does not harm the same individuals.
2. The service provider shall collaborate with third parties, including professionals and support bodies, so as to enhance the care and wellbeing of the community members and families availing themselves of the service, and also to improve the quality of community life.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider shall communicate with significant persons close to the community members availing themselves of such services and retains such contact, if this does not harm the same individuals.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 Staff and management shall identify the micro, meso and macro environments that the community members operate within and should seek to acquire the necessary information to better understand emerging contexts.
- 1.2 Service provision shall enhance the opportunity for community members and families to establish friendships and connect with other people to avoid the risk of being socially isolated.
- 1.3 Staff and management shall be able to demonstrate their understanding of the relationship that exists between community members and their families or significant others so as to determine the ability of the latter to contribute to informal and/or formal support for community members.
- 1.4 Families and persons significant to the community members shall be respected and provided with the necessary support to enhance their quality of life.
- 1.5 Families and persons significant to community members shall be supported to establish useful partnerships with professionals and relevant services so that they work for the benefit of the community members.
- 1.6 Community social work and family therapy, if offered as part of the service, shall provide the necessary guidance for families to develop skills to better manage their life. This shall be done to reduce the risk of poverty, social exclusion and crisis and cope with different situations.

- 1.7 Staff shall value the opinions of family members, representatives and significant others of the individuals seeking support, acknowledges their expectations of the service and provides information on how their concerns or comments will be dealt with.
- 1.8 If legally permitted and if necessary, families and significant others including any identified support networks and other useful contacts shall be engaged in shared decision making through interaction and collaboration with different persons or entities that could provide care.
- 1.9 Networks that the community members and families make part of shall be identified and sustained if it is in their best interest.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider shall collaborate with third parties, including professionals and support bodies, so as to enhance the care and wellbeing of the community members and families availing themselves of the service, and also to improve the quality of community life.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 Workers and entities external to the community-based centre shall be recognised as key partners and enablers who work with the service provider to organise the community members' participation in meaningful activities.
- 2.2 If community members have changing needs that cannot be met by the service, then, with their consent or that of their representatives, they shall be referred to other professionals, persons or entities who can give the level and type of care that they need.
- 2.3 Sharing of information shall be purposeful, in line with the Data Protection Act and in line with relevant policies developed by the management of the service.
- 2.4 There shall be awareness of the functions and contact details of other services that can meet the needs presented by community members to ensure a more holistic and integrated approach to care but also to avoid duplication of services.
- 2.5 Potential networking opportunities aiming at enhancing the self-esteem and sense of belonging of community members shall be identified especially amongst highly vulnerable and marginalised groups.
- 2.6 Information shall be acquired on specialised support services in case these are required by community members.

- 2.7 Peer support systems shall be strengthened by providing the opportunity for community members to engage in support groups that can contribute to their wellbeing.
- 2.8 Initiatives that facilitate the coming together of different groups of people in the community, especially the most vulnerable and marginalised, to act in a collective manner to voice their concerns, to set up common goals and to help organise activities that help sustain a better quality of life for all shall be effectively planned and executed.
- 2.9 Partnerships with other providers shall be established with the aim of raising one's profile so that people can refer to specific services when needed, improving resource mobilisation, sharing best practices and raising awareness and sensitivity towards social needs of individuals.
- 2.10 Efforts shall be made to introduce innovative technologies and approaches that may improve service delivery.
- 2.11 Efforts shall be made so that any collaboration with third parties is done in such a way as to avoid community members being prejudiced or stigmatised.
- 2.12 Information shall be conveyed in a consistent manner across agencies so as to avoid community members being misinformed and misled when using multiple services.
- 2.13 Successful partnerships and networks shall be maintained by regularly evaluating the quality and consistency of the relationships established with third parties by identifying progress made against set targets across the board.

STANDARD 6:

SERVICE QUALITY MANAGEMENT

STANDARD STATEMENT:

This Standard promotes rights that ensure that the management and staff shall be accountable to deliver quality support and care in the most respectful and transparent manner.

QUALITY INDICATORS:

1. The service provider shall ensure professional and ethical practice that is safe and appropriate to the emerging needs of the community members availing themselves of the service.
2. The service provider shall implement transparent recruitment and selection strategies.
3. The service provider shall plan for the continuous development and training of its staff and the improvement in service provision.

QUALITY INDICATOR 1

1.0 Quality Indicator: The service provider shall ensure professional and ethical practice that is safe and appropriate to the emerging needs of the community members availing themselves of the service.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 1.1 Staff and volunteers shall know how to put all policies and procedures into practice and operate in a manner that is consistent with the values and philosophy of the community service.
- 1.2 Staff and volunteers who work directly with the community members shall be supervised by competent persons.
- 1.3 Staff meetings engaging all management and staff should at least be held once every month.
- 1.4 Staff and volunteers shall use methods designed according to up-to-date knowledge and best-practice guidelines in accordance with the service's philosophy and objectives.
- 1.5 The management shall continuously strive to improve practice.
- 1.6 The management and staff shall maintain effective communication between them and ensure continuity of care.
- 1.7 Staff and volunteers shall perform their work according to the Code of Ethics and Code of Practice of their profession and the procedure drawn up by the management of the community service that shall reflect ethical practice in line with the mentioned codes.
- 1.8 Staff and volunteers shall respect boundaries and understand what information is allowed to be disclosed with community members and other people and to what extent this should happen.

- 1.9 Staff and volunteers shall be culturally sensitive and demonstrate the ability to communicate and interact with all community members in the best way possible, irrespective of the individuals' ethnicity, beliefs, religion or cultural background.
- 1.10 Every effort shall be made by staff and volunteers to be aware of the progressive needs and changing behaviour of community members and offer the required support.
- 1.11 Staff and volunteers shall use appropriate language when speaking with or about community members availing of the service and must strictly avoid discriminatory jargon at all times.
- 1.12 Staff in charge of organising the provision of medication shall know how to store and administer medication safely and in the way that suits best the individuals, in line with the doctor's prescription.
- 1.13 The role of volunteers in community services shall be appreciated and recognised thus more persons, including individuals availing of the service, should be reached and encouraged to engage in as volunteers and given the appropriate support and training.
- 1.14 Staff and volunteers shall follow their job description and they do not carry out any tasks which do not fall within their competencies. Other duties shall only be performed if properly guided or trained and given that these fall within the limits of their sphere of work.
- 1.15 Staff and volunteers shall offer practical help (if and as required) to persons with disability to gain access to the building.
- 1.16 Staff and volunteers shall always be sensitive and supportive.
- 1.17 Staff shall dedicate enough time and attention to each case that falls within its responsibility.
- 1.18 Staff and volunteers shall know when and from whom they should seek help when they feel unable to cope with a particular situation or when they feel that an issue does not fall within their competence.

QUALITY INDICATOR 2

2.0 Quality Indicator: The service provider shall implement transparent recruitment and selection strategies.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 2.1 All staff shall be adequately qualified, trained and/or experienced to carry out tasks according to current best practices.
- 2.2 The number of trained staff having the necessary skills shall always be sufficient to provide the required support and care, at all times.
- 2.3 There shall be a qualified first aider¹³ and an equipped first aid box at all times.
- 2.4 Staff and volunteers working in community-based centres shall be recruited and selected following a thorough process which includes:
 - 2.4.1 Verification of identity;
 - 2.4.2 Verification of qualifications;
 - 2.4.3 Verification of police conduct; and
 - 2.4.4 Verification of the Protection Of Minors Act certificate.
- 2.5 Volunteers shall have the right qualities, values and attitudes to work with community members just as any other paid staff.
- 2.6 Responsibilities shall be assigned to volunteers without taking advantage of these persons who carry out work without being remunerated.

13 In compliance with the Workplace (First Aid) Regulation – Legal notice 11 of 2002, as amended by Legal notice 348 of 2011

- 2.7 Staff shall attend a comprehensive induction process that would expose it to elements of service provision, which include communication, duties, health and safety and safeguarding the most vulnerable, amongst others.

QUALITY INDICATOR 3

3.0 Quality Indicator: The service provider shall plan for the continuous development and training of its staff and the improvement in service provision.

PERFORMANCE INDICATORS:

The service provider ensures that:

- 3.1 The service shall have a procedure for the continuous professional development and ongoing training of all staff and volunteers. This training should ensure that:
 - 3.1.1 Staff and volunteers are more aware of and are non-judgemental towards community members in aspects related to religion, culture, gender identity and sexual orientation;
 - 3.1.2 Staff responsible for handling food acquires valid certification in food handling;
 - 3.1.3 Drivers have a valid driving licence;
 - 3.1.4 Adequate number of staff have a valid Basic First Aid certification¹⁴;
 - 3.1.5 Adequate number of staff have a valid Mental Health First Aid certification; and
 - 3.1.6 Staff takes the required action in an emergency including a fire emergency.
- 3.2 Staff supervision and performance appraisals shall be carried out on a regular basis by a person appointed by the provider from within or outside the service to identify any training needs required by staff and volunteers as well as to ensure optimal quality in service delivery.

¹⁴ In compliance with The Workplace (First Aid) Regulations - Legal Notice 11 of 2002 as amended by Legal Notice 348 of 2011

- 3.3 The wellbeing of staff and volunteers shall be safeguarded and support is given to maintain a healthy work-life balance.
- 3.4 There shall be commitment towards enhancing quality improvement systems by strengthening feedback mechanisms for all staff, volunteers and community members availing of the service.

ANNEX I: INFORMATION ON SERVICE PROVISION

Below is a non-exhaustive list of important information that should be available to those accessing community services.

DETAILS AND CONTACTS:

1. Details of the management, administration and community-based team including their training, qualifications and areas of expertise.
2. Contact details of other useful services such as the Social Care Standards Authority.

GENERAL INFORMATION ABOUT THE SERVICE:

3. Details of the philosophy, aims and objectives of the service and how these will be achieved.
4. List of services that community members can avail from as part of their programme.
5. Eligibility and access to services.
6. Availability of service provision in term of days during the week and hours of operation.
7. Rules pertaining to entry and exiting the premises.
8. Managing waiting lists and establishing priority of access.
9. The venue/s from where services are provided.
10. What happens when services are not available to cater for particular requests.
11. What happens when community members request a change of their key worker.

12. Equal opportunities and working against discrimination, violence and bullying.
13. Any applicable charges incurred for using the service and the services covered by these charges.
14. Transport service availability and applicable fees.
15. Cooperation with other services and/or professionals.
16. Declaration of rights and responsibilities and consequences should these be violated.
17. Issues that require the consent of community members or their representatives.
18. The conditions under which control over challenging behaviour can be exerted and how action is taken.
19. Declaration that the service abides with pertinent laws and regulations.
20. The role of medication and issues of preparing, storing and administering where applicable.

POLICIES AND PROCEDURES AS ESTABLISHED IN ANNEX IV, WHICH INCLUDE:

21. The procedure related to accessing records pertaining to community members.
22. The procedures that enable community members and others to submit complaints and feedback.
23. The procedure to be followed during an emergency situation.

ANNEX II: SERVICE AGREEMENT

The below is a non-exhaustive list of important information that can be found in the individuals' service agreement which largely depends on the type of service being delivered:

1. The signatures of everyone involved (including the individuals').
2. The date when the agreement was made.
3. The date the service starts being provided.
4. The duration of service delivery, if possible to indicate.
5. Clear information about whether there are financial charges associated with the service, the nature of these charges and to whom they are payable.
6. The name and profession of the service provider, the location from where the service is being provided and the frequency with which the service is provided.
7. Consent by the individuals, or their representatives, for the sharing of information about them, in line with Data Protection Regulation.
8. Consent by the individuals, or their representatives, for participating in organised activities and events unless otherwise required by legal conditions.
9. Information about any health condition and/or nutritional requirement that might affect service provision.
10. Information about how to change any detail in the service agreement or how to terminate it.
11. Information about the development of a personal support plan for individuals as well as reviews of such plan.

ANNEX III: THE PERSONAL SUPPORT PLAN

The below is a non-exhaustive list of important information that can be found in the individuals' personal support plan:

1. Holistic assessment of needs and interventions required.
2. The care being received and the care received in the past.
3. Needs which will be addressed as part of service provision which include services related to:
 - 3.1 Social work;
 - 3.2 Individual and family counselling;
 - 3.3 Support from other people who are in a similar position;
 - 3.4 Risk profiling;
 - 3.5 Facilitating access to external services such as those related to housing, training, education and employment schemes; and
 - 3.6 Job prospects and how these can be improved (if necessary).
4. Personal dietary preferences and special requirements including allergies where applicable.
5. Preferences with regards to hobbies and social, leisure, cultural and spiritual activities.
6. Specific communication arrangements that are necessary to provide individuals with effective support.
7. Contact details of persons to be involved in reviews (including professionals and relatives) including details of a person whom the individuals trust and that can be contacted in case of need. This person is identified by the individuals or the independent representative and can also be the independent representative him/herself.

ANNEX IV: MANUAL OF POLICIES AND PROCEDURES

The service provider shall develop comprehensive policies and procedures that cover all areas of service provision. The below is a non-exhaustive list of policies and procedures that should be included in the manual.

1.0 OPERATIONAL POLICIES AND PROCEDURES

- 1.1 Confidentiality policy
- 1.2 Data Protection policy:
 - 1.2.1 Record keeping and access to records including:
 - 1.2.1.1 Incident and accident reports;
 - 1.2.1.2 Medical records;
 - 1.2.1.3 Records of complaints
 - 1.2.2 Consent of individuals
 - 1.2.3 Retention of Personal Data and File Destruction
- 1.3 Personal Support Programme:
 - 1.3.1 Review meetings
- 1.4 Behaviour management:
 - 1.4.1 Dealing with aggressive behaviour;
 - 1.4.2 Condemning and rectifying irregularities
- 1.5 Harassment policy:
 - 1.5.1 Sexual harassment
- 1.6 Allegations of discrimination
- 1.7 Abusive treatment
- 1.8 Allegations of bullying
- 1.9 Complaints policy
- 1.10 Privacy of individuals and staff
- 1.11 Transport:
 - 1.11.1 Service and maintenance of vehicles;
 - 1.11.2 Insurance and license;
 - 1.11.3 Conduct of drivers;
 - 1.11.4 System of pick-ups and drop-offs of persons;
 - 1.11.5 Support from the staff
- 1.12 Food and nutrition
- 1.13 Contributions and Donations

2.0 STAFF

- 2.1 Code of Conduct and Ethical Performance towards individuals and other staff
- 2.2 Supervision policy
- 2.3 Recruitment:
 - 2.3.1 Employment contracts;
 - 2.3.2 Job descriptions
- 2.4 Performance appraisals
- 2.5 Training and development
- 2.6 Staff meetings
- 2.7 Staff supervision
- 2.8 Changing the key worker
- 2.9 Complaints by staff
- 2.10 Staff handover
- 2.11 Staff ratios
- 2.12 Volunteers

3.0 HEALTH & SAFETY

- 3.1 Evaluation of service:
 - 3.1.1 Self-evaluation;
 - 3.1.2 Registration and inspection by the authority
- 3.2 Evaluation and management of risk
- 3.3 Environmental health
- 3.4 Health and safety
- 3.5 Injuries:
 - 3.5.1 Self Harm
- 3.6 Medical procedures:
 - 3.6.1 Preparation of medicine;
 - 3.6.2 Documentation on treatment cards;
 - 3.6.3 Storage, access and editing of treatment cards;
 - 3.6.4 Administration of medicine;
 - 3.6.5 Safe disposal of medicine;
 - 3.6.6 Refusing medicine;
 - 3.6.7 Administration of medicine Pro re nata;
 - 3.6.8 Storage of medicine

4.0 EMERGENCY PROCEDURES

- 4.1 First Aid:
 - 4.1.1 Basic First Aid;
 - 4.1.2 Mental Health First Aid;
 - 4.1.3 Access to a defibrillator
- 4.2 Emergency management and evacuation
- 4.3 Fire safety
- 4.4 Medical emergency

ANNEX V: USEFUL REFERENCE MATERIAL

- Access for All Design Guidelines 2011 (published by the then KNPD).
- Briefing Paper (No. 21-B 2011) on Interagency collaboration by Myfanwy Mc Donald and Kate Rosier from the Australian Institute of Family Studies.
- CHCCD412B Work within a community development framework published by the Community Services and Health Industry Skills Council (Commonwealth of Australia, 2012).
- Community Tool Box and frameworks for guiding, supporting and evaluating the work of community and system change. (Chapter 24, Section 7: Developing and Increasing Access to Health and Community Services). Center for Community Health and Development at the University of Kansas, U.S.A.
- Data Protection Act, (Cap. 586) No. XX of 2018 of the Laws of Malta.
- Equality for Men and Women Act I of 2003, as amended by Legal Notice 427 of 2007; and Acts IV of 2009, IX of 2012, XVIII of 2014, and VII and XI of 2015 of the Laws of Malta.
- Food Safety Act XIV of 2002, as amended by Legal Notice 426 of 2007; and Acts XXIX of 2007 and VI of 2011 of the Laws of Malta.
- Human Services Quality Framework – Measuring quality, improving services (Version 4.0), Department of Communities, Child Safety and Disability Services, Government of Queensland.
- Mental Health Act (Cap. 525) Act XXII of 2012 as amended by Legal Notice 206 of 2017 of the Laws of Malta.
- Occupational Health and Safety Authority Act XXVII of 2000, as amended by Act XXXII of 2007; Legal Notice 426 of 2007; and Act X of 2013 of the Laws of Malta.
- Public Health Act XIII of 2003, as amended by Act III of 2004 and Legal Notice 427 of 2007 of the Laws of Malta.

- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).
- Social Care Standards Authority Act No. XV of 2018 of the Laws of Malta.
- Supporting People's Empowerment & Engagement in Health and Care (2015) webinar by Dr Lourdes Ferrer, Director of Programmes at the International Foundation for Integrated Care based on a working paper developed with the Division of Health Systems and Public Health of the WHO Regional Office for Europe.
- Workplace (First Aid) Regulations, Legal Notice 11 of 2002 as amended by Legal Notice 348 of 2011 of the Laws of Malta.

Social Care Standards Authority

469, Bugeia Institute, St Joseph High Street
Santa Venera, Malta

www.scsa.gov.mt

© Social Care Standards Authority 2020

Edition 1



MINISTRY FOR THE FAMILY, CHILDREN'S RIGHTS
AND SOCIAL SOLIDARITY