

**DEPARTMENT OF SOCIAL WELFARE
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
M.S.O BUILDING, 7TH FLOOR, P.H.Q, ITO, NEW DELHI-110 002
(SOCIAL SECURITY BRANCH)**

F.No 30(1050)/Manual of S. Citizen Homes/DD(SS)/DSW/2022-23/126-132 Dated - 14.10.2024

**Do's and Don'ts Guidelines for the Senior Citizens, residing in Senior Citizen Homes
run by Department of Social Welfare**

Old age homes play a vital role in providing care and support to elderly individuals. To ensure the well-being and dignity of the residents, as well as to maintain a high standard of care, it is essential to establish clear guidelines. This proposal outlines a set of do's and don'ts to promote a respectful, safe, and nurturing environment in old age homes

Some Do's and Don'ts Guidelines that each resident of old age homes need to follow to ensure a positive and harmonious living environment are enlisted below -

Do's:

1. The Senior Citizen has to produce his/her identities like Aadhaar at the time of admission along with Medical Certificate (physical & mental) and undertaking of moving out of the premises of Senior Citizens Home at his/her own risk.
2. Every resident should make proper entry and exit in the register while moving out of the premises of Senior Citizens Home (only once in a week), if the Superintendent allows.
3. To follow the instructions of the Superintendent of the Home and will not be allowed to go outside or on leave without the permission of the Superintendent/Welfare Officer of the Home.
4. To Treat fellow residents and staff with kindness and respect their privacy and personal space.
5. To practice good personal hygiene and cleanliness, regularly wash hands, keep personal items tidy, maintain personal grooming and keep the surrounding clean.
6. To follow medical advice by the doctor of Home, take medications as prescribed by the Medical officer or a registered medical practitioner of a Government Hospital.
7. To inform staff about any change/discomfort in your health conditions immediately.
8. To take food in the dining area only. No resident shall be allowed to take food outside the dining area except those, who have been recommended by the doctor.
9. To manage your finances responsibly and to keep personal valuables secure, staff of Home shall not be responsible for loss or management of finances. Considering safety, the resident shall be allowed to keep upto maximum of Rs 2000/- cash with him/her during the stay at Home.
10. To adhere to safety guidelines such as using handrails, avoiding risky behaviours, and following emergency procedures.
11. Every resident shall occupy the bed/dormitory allotted to him/her only.
12. Visitors will only be allowed in the common area on visiting days i.e 1st and 3rd Saturday of the month.



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13. Nutritious food as per dietary recommendations and norms shall be served to all residents. A resident shall be served special diet on request only if it is recommended by the Medical officer or a registered medical practitioner of a Government Hospital.
14. All residents are expected to ensure that the water taps, lights, fans are closed when not required & are economically used.
15. Each resident shall be responsible for keeping shared spaces like lounges, kitchens, and bathrooms clean and organized.
16. To communicate respectfully to the staff or the Superintendent of the Home.
17. To safeguard the properties of the Senior Citizens Home. Use furniture, appliances, and other equipment responsibly.
18. To follow the Home's guidelines and policies, which may be amended by the Department from time to time on the need basis.


Don'ts:

1. No visitors including media and police are allowed to meet the residents in their rooms.
2. Speaking harshly or rude behaviour or use of abusive words with the co-residents or the staff of Home is strictly prohibited.
3. Misbehaviour or non cooperation with the Superintendent, Welfare Officer, or with any staff for any reason whatsoever is strictly forbidden.
4. Indiscipline, misconduct and indulgence in unfair practices shall be forbidden & shall result in disciplinary action.
5. Misuse of mobile phones/laptops etc. shall not be allowed.
6. Residents shall not be allowed to engage in any kind of employment while staying at Home.
7. Change/mutual exchange of beds/dormitory after final allotment is not allowed.
8. Guests/family/friends of residents shall not be allowed for night stay in the senior citizen home under any circumstances whatsoever.
9. No visitor including family/friends shall be allowed in the premises of home after 8.00PM.
10. No visitor including family/friends shall be allowed to enter rooms/dormitories, kitchen, mess or corridor area.
11. Ordering food/any courier from outside and eating in the dormitory (except for residents who are bed ridden) shall be strictly prohibited.
12. There shall be separate dormitories for male and female residents. Male residents are not allowed to enter female dormitories or washrooms, and vice versa.
13. Possession, sale, and consumption of alcohol, drugs, cigarettes and all other intoxicating substances anywhere in or near the Senior Citizen Home shall be strictly prohibited.
14. All kind of misconduct including shouting, fighting, agitations, gambling, stealing, smoking, and drunkenness shall be met with serious penalty including fine and expulsion from the home, or both.



15. Possession or use of firearms, sharp-edged or lethal weapons, poisonous substances or intoxicants of any kind in the senior citizen home shall lead to irrevocable expulsion from the home.
16. Forcing the kitchen staff to cook non-vegetarian foods or food by choice (that is not authorized as special diet by a government doctor), shall be strictly prohibited.
17. Do not dispose of trash outside the designated bins and avoid cluttering common areas with personal belongings.

This issues with the prior approval of the Secretary, Social Welfare.


Rajeev Kumar Saksena
Deputy Director (Social Security Branch)


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Copy for Ensuring Strict Compliance:

- i) Superintendent, Home for Aged and Infirm Persons, Pocket-4, Bindapur, New Delhi-59
- ii) Superintendent, JyotibaPhule Old Age Home for Senior Citizens, Ashok Vihar, Wazirpur, Delhi-52
- iii) Superintendent, Dr. B.R Ambedkar Senior Citizen Home, Shanti Mohalla, Kanti Nagar, Delhi-51
- iv) Superintendent, Old Age Home at Tahirpur Leprosy Complex, Delhi-93

Copy for information to:

- i) PS to the Secretary, Social Welfare, 7th floor, MSO Building, ITO, Delhi-110002
- ii) PA to the Director, Social Welfare, 7th floor, MSO Building, ITO, Delhi -110002
- iii) Dy. Director (Admin.), 7th floor, MSO Building, ITO, New Delhi -110002
- iv) Dy. Director, (Research, Training and Evaluation, Branch), 7th floor, MSO Building, ITO, Delhi -110002.
- v) ✓ Senior System Analyst, 7th floor, MSO Building, ITO, Delhi- 110002 (for uploading in the Departmental Website).


Rajeev Kumar Saksena
Deputy Director (Social Security Branch)