



QUEZON CITY DRUG TREATMENT AND REHABILITATION CENTER "TAHANAN"

CITIZEN'S CHARTER

2022 (1st Edition)



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I. Mandate

Ordinance No. NC-146, S-1990

Takes charge of the treatment and rehabilitation of drug dependents, whether on voluntary or compulsory confinement.

II. Vision

QCDTRC-Tahanan, a home and a school of life for people in drug dependency and rehabilitation of drug dependents as ordered by the court.

III. Mission

TAHANAN envisions a dynamic and responsive client-centered drug treatment and rehabilitation facility with dedicated and caring professionals as change-agents geared towards healing and shaping maladaptive behaviors of drug dependents to be responsible and productive members of the community.

IV. Service Pledge

We commit to:

- To help drug dependents receive effective treatment and rehabilitation techniques towards sobriety and recovery, guiding them to be productive members of the society.
- To tailor fit a treatment program suited to each client's need.
- To educate and empower families in co-dependency in order for them to get themselves out of the co-occurring disease of addiction in the family.
- To ensure the continuing care of the discharged and former residents to monitor their gradual re-entry in their families and community and to prepare them to become responsible members of the society.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



LIST OF SERVICES

QCDTRC "TAHANAN" under the OFFICE OF THE VICE MAYOR, QC

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**Quezon City
Drug Treatment and Rehabilitation Center**

Frontline Services



Service Name: Admission for Treatment and Rehabilitation for
Voluntary Submission of Person Who Use Drugs (PWUDs)

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates evaluation and admission of Person Who Use Drugs (PWUDs) who are residents of Quezon City who voluntarily submit themselves or through their relatives for treatment and rehabilitation.

Office or Division:	Screening and Intake Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons Who Use Drugs who are residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Valid ID: (Preferably QCitizen ID), SSS, GSIS, BIR and others.				
• Birth Certificate for minors or those who does not have a valid ID.		PSA / Local Registry		
• Case summary report and endorsement from SSDD for 14 years old below		SSDD		
• Barangay certificate of residency (6 months validity) or endorsement from Barangay Captain.		Barangay Hall / Office		
• Proof of billing				
• One(1) 2x2 ID picture				
• Prosecutors / Court Clearance		Prosecutors Office of Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed /walk-in to Quezon City Drug Treatment and Rehabilitation Center for Screening and Intake Interview.	Receive the requirements and check for validity and completeness Intake interview	None	15 – 30 minutes	Front desk officer / Intake Officer



<p>2. Submit all available requirements.</p> <p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination.</p> <p>Depending on the result of the evaluation, these steps will follow:</p> <p>3.a. Person Who Use Drugs (PWUDs) for Residential Treatment and Rehabilitation.</p> <p>3.a.1. Comply with the required laboratory examinations prior to admission.</p>	<p>Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>Provide laboratory examination request to be complied by the client/PWUDs</p>	<p>None</p> <p>None – but the laboratory examination fees will be shouldered by the client to be done outside of the center.</p>	<p>30 – 45 minutes</p> <p>2 – 3 days depending on the medical laboratory of choice</p>	<p>DOH Accredited Physician Medical Officer III</p> <p>- Medical officer for the laboratory request - Client/PWUDs for the compliance of laboratory request</p>
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3.a.2. If physically fit for the Rehabilitation, PWUDs will be temporarily admitted	Final evaluation, medical certification and subsequent admission	none	3 - 5 minutes	Medical Officer III
	Waiver for temporary confinement	None	10 -15 minutes	Clients/Relatives
3.a.3. Facilitation of petition for voluntary submission for treatment and rehabilitation to respective court.	Fill-out the court petition form and checking of attachments	None	5 minutes	Liaison Officer
	Filing of court petition.	₱ 315 direct to the court		Relative of PWUDs/Client
3.b. PWUDs for Drug Counseling	Referral letter to QCADAAC outpatient section.	None	3 - 5 minutes	Medical Officer III
3.c. PWUDs who are not Physically fit due to co-morbidities	Referral letter to Hospital/Clinic for treatment of co-morbidities	None	3 - 5 minutes	Medical Officer III
3.d. PWUDs with psychiatric conditions	Referral letter to psychiatric facility	None	3 - 5 minutes	Medical Officer III



Service Name: Admission for Treatment and Rehabilitation for Person Who Use Drugs (PWUDs) with criminal case/ Drug case/ Court Orders and Child In Conflict with the Law (CICLs)

Service Information: Quezon City Drug Treatment and Rehabilitation Center admits PWUDs and CICLs with court order for their treatment and rehabilitation

Office or Division:	Screening and Intake Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PWUDs with court cases / Orders and CICLs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of Court Orders • Results of laboratory examination • Case summary report for CICLs referred by Social Services and Development Department 		Court, BJMP, Police Statements Bureau of Corrections, SSDD Respective laboratories SSDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transfer/Proceed to Quezon City Drug Treatment and Rehabilitation Center for screening and intake interview 2. Submit all available requirements.	Receive the requirements and check for validity and completeness Intake interview	None	15 – 30 minutes	Front desk officer / Intake Officer



3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination.	Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination	None	30 - 45 minutes	Medical Officer III
4. Subsequent admission				Medical Officer III

Service Name: Re-Admission process for Relapse Case

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission process of relapse case clients for treatment and rehabilitation.

Office or Division:	Aftercare and Follow up Section and Screening and Intake Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Recovering Person Who Use Drugs (RPWUDs)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • Court clearance • Barangay certificate of residency • Laboratory requirements • 2pcs 2x2 latest ID picture • Any valid ID of client • Proof of Billing 	<p>RTC</p> <p>Barangay</p> <p>Respective Laboratories</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. If the client is found positive for two to three times in a narco urine test either on shabu/marijuana , an assessment from the Case Manager shall recommend the client for recommitment and will schedule for the evaluation of the Center's DOH accredited physician</p>	<p>1. Initial assessment of the case manager to determine the client's re-admission to the center</p>	<p>None</p>	<p>20-30 mins</p>	<p>Aftercare Case Manager and Social Welfare Officer II</p>
<p>2. Intake interview - shall be done first by the Case Manager and refer the client/legal guardian/relative to the Intake Section for screening / interview</p>	<p>2. Interview and fill-out the Psychosocial profile of Aftercare Client form</p> <p>2.1 Refer the client and legal guardian/relative to the Intake and Referral Section for screening/interview</p>	<p>None</p>	<p>20-30 mins</p>	<p>Aftercare Case Manager Screening/Intake Officer Client/Relatives</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Drug Dependency Examination/ Mental Status Evaluation - If the client is deemed fit for re-admission shall secure the necessary requirements, however if the client is found to be mentally unfit for rehabilitation she/he is referred to the psychiatric facility of family's choice, or if for furtherance of the aftercare program</p>	<p>3. Conduct Drug Dependency Examination and Mental Status Evaluation</p>	<p>None</p>	<p>30-45 mins</p>	<p>DOH Accredited Physician</p>
	<p>3.1 If for rehabilitation – Intake Officer shall furnish the relative/legal guardian of the list of the requirements for re-admission of the client</p>	<p>None</p>	<p>5 to 10 mins</p>	<p>Screening/Intake Officer</p>
	<p>3.2 If for furtherance of the aftercare program – Case Manager will re-schedule the date of client's aftercare reporting session and extend the aftercare program</p>	<p>None</p>	<p>10 to 20 mins</p>	<p>Aftercare Case Manager</p>
	<p>3.3 If for further psychiatric management – Intake Officer shall refer the client to the psychiatric facility of family's choice</p>	<p>None</p>	<p>10 to 20 mins</p>	<p>Medical Officer</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Physical/Laboratory Examination/Medical Certification and Securing of other necessary requirements - If for re-admission, the client is still in the custody of the legal guardian/relative /barangay while securing the requirements such as court clearance, 2pcs 2x2 latest ID picture, brgy certificate of residency, any valid ID of client, billing statement, laboratory requirements)</p>	<p>4. Gather all the necessary requirements upon submission</p> <p>4.1. Preparation for the filing of Request for Recommitment to the court</p>	<p>None</p> <p>Laboratory and Court clearance fees to be shouldered by the client's legal guardian/relative direct payment of fees to RTC and respective diagnostic laboratories of their choice</p>	<p>10 mins upon the submission of the necessary requirements by the relative/legal guardian</p> <p>30 to 40 mins upon the submission of the necessary requirements by the relative/legal guardian</p>	<p>Legal guardian/relative Aftercare Case Manager</p> <p>Legal guardian/relative Aftercare Case Manager</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> - If the Order of Recommitment has already been issued to the client, the Case Manager is no longer required to file the request for reconfinement/re commitment to the court. 	Repeat Steps 2 to 5 except for Step 4.1 & 5.1			



FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answer the client Feedback Form and drop it at the designated drop box located at the Admission Office of the Quezon City Drug Treatment and Rehabilitation Center “Tahanan”.</p> <p>Contact info: 8400-5025 or complaints at QCDTRC@quezoncity.gov.ph</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, Administrative Section Head opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8400-5025.</p>



<p>How to file a complaint?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box located at the Admission Office of the Quezon City Drug Treatment and Rehabilitation Center “Tahanan”.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025.</p>
<p>How complaints are processed?</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaint Officer will create a report after the investigation and shall submit it to the Administrative Section Head and Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 8478 5093</p>



Office	Address	Contact Information
Quezon City Drug Treatment and Rehabilitation Center "Tahanan"	Molave Extension Diamond Hills, Barangay Payatas (Area B), Quezon City	84005025