

QUEZON CITY PROTECTION CENTER

CITIZEN'S CHARTER

2024 (3rd Edition)

I. Mandate

The Quezon City (QC) Protection Center for Victims of Gender-Based Violence and Abuse responds to the following laws and provisions:

- *UN Convention on the Elimination of Discrimination Against Women*

An international declaration of the rights of women ratified by the Philippine Government in August 1981 “defines what constitutes discrimination against women and sets up an agenda for national action to end such discrimination” including the establishment of public institutions to ensure the effective protection of women against discrimination and ensure elimination of all forms of discrimination against women.”

- *UN Convention on the Rights of the Child*

An international instrument that recognizes the full rights of children ratified by the Philippine Government in July 1990 which recognizes and upholds the inherent dignity and harmonious development of every child including developing and undertaking actions and policies that would protect and ensure that the rights of children to survival, development, protection, and participation are respected.

- *The 1987 Constitution of the Republic of the Philippines*

Section 3. The State shall defend the right of children to assistance, including proper care and nutrition, and special protection from all forms of neglect, abuse, cruelty, exploitation, and other conditions prejudicial to their development.

- *Republic Act 9710 or the Magna Carta of Women*

Section 9 states that all women shall be protected from all forms of violence and that agencies of government shall give priority to the defense and protection of women against gender-based offenses and help women attain justice and healing. Sec. 9 also mandates the establishment of violence against women’s desks in every barangay to ensure that violence against women cases is fully addressed in a gender-responsive manner.

Section 31 states that women in especially difficult circumstances (WEDC) shall be provided with services and interventions as necessary such as but not limited to, the following: temporary and protective custody, medical and dental services, psychological evaluation, counseling, psychiatric evaluation, legal services, productivity skills capacity-building, livelihood assistance and job placement, financial assistance, and transportation assistance.

- *The Child and Youth Welfare Code (PD 603)*

Article 3, Section 10 states that every child has the right to the care, assistance, and protection of the State, particularly when his parents or guardians fail or are unable to provide him with his fundamental needs for growth, development, and improvement.

- *Republic Act 7610 or the Special Protection of Children against Child Abuse, Exploitation and Discrimination Act*

Section 2 mandates the protection and rehabilitation of children gravely threatened or endangered by circumstances that affect or will affect their survival and normal development, and over which they have no control.

- *Republic Act 9262 or the Anti-Violence against Women and Children Act*

Section 40 mandates the provision of temporary shelters, counseling, psycho-social services and/or, recovery, rehabilitation programs, and livelihood assistance.

- *RA 8505 or the Rape Victim Assistance and Protection Act*

Section 3 orders the establishment in every province and city of a rape crisis center located in a government hospital, health clinic, or any other suitable place that will provide psychological counseling, medical and health services including medico-legal examination, free legal assistance, and privacy and safety for victims.

- *SP-1401, S-2004 of the Quezon City Gender and Development Code*

Section 12 mandates comprehensive support for women survivors of violence.

- *Quezon City Ordinance S-566, S97*

The Ordinance designates a portion of the Quezon City General Hospital as a “Crisis Center for Battered Women.”

- *Quezon City Ordinance SP-2191, S-2012*

Creating a Quezon City Protection Center for women, children, lesbians, gays, bisexuals, and transgenders who are victims/survivors of violence and abuse, adopting a comprehensive program thereof, and for other purposes

- *Quezon City Ordinance SP-2701, S-2018 Amending QC Ordinance SP-2191, S-2012*

II. Vision

The Quezon City Protection Center envisions a city that respects the rights of women, children, lesbians, gays, bisexuals, and transsexuals, and protects them from all forms of abuse, violence, and exploitation.

III. Mission

The Quezon City Protection Center is committed to providing a one-stop-shop crisis center with a multi-disciplinary approach to quality care and treatment for victim-survivors of abuse, violence, and exploitation and their families. It is also committed to empowering the community to respect and protect the rights of women, children, lesbians, gays, bisexuals, and transsexuals through information campaigns and education.

IV. Service Pledge

We are dedicated to providing comprehensive, gender-responsive services and interventions, serving justice, healing, and recovery for children, women, and LGBTQIA+ persons who are victim-survivors of gender-based violence.

V. LIST OF SERVICES

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B. MEDICAL SUPPORT UNIT	9-10
Medical Service	
Medicolegal Examination (physical/ genital/anogenital)	
Medical Laboratory Tests	
<ul style="list-style-type: none">• Reproductive tract infection (RTI), sexually transmitted infection (STI), and (HIV/AIDs)• Provision of emergency contraceptives (oral) to victims of sexual assault within 72 hours after the incident of assault.• Provision of Post-Exposure Prophylaxis (PEP) to female sexual assault survivors within 72 hours after the incident of assault.	
Medical Consultation/ Counseling	
C. COUNSELING UNIT	10-12
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1. CASE MANAGEMENT UNIT

a. Intake Interview & Psychosocial Support

The victim-survivor is interviewed for the first time, and this process includes obtaining consent for the interview and any additional services that may be requested or necessary, as well as providing orientation on the available services.

Provide psychosocial support focusing on stress debriefing and psychoeducation that is gender-sensitive, empowering, and tailored to the individual client's needs to allow them to validate their experiences and give them the information they need to make their own decisions.

Division/Unit	Case Management Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may Avail	<ul style="list-style-type: none"> • Walk-in; • Thru referrals 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Preferably with the following: <ul style="list-style-type: none"> A. Referral letter from the barangay, police, school, NGO, or other institutions B. Barangay blotter or police report, if available C. Valid ID 		<ul style="list-style-type: none"> • Barangay, police, school, NGO, or SSDD

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. For walk-ins - proceed to the officer in charge at the receiving area	1.1 Conduct an initial interview and briefing after filling up the consent form 1.2 Provide psychosocial support	None	20 mins.	<i>Social worker</i>

	1.3 Assessment and endorsement to concerned units			
2. With referral - Present the available documents to the officer in charge at the receiving area	2.1 Conduct an initial interview and briefing after filling up the consent form 2.2 Provide psychosocial support 2.3 Assessment and endorsement to concerned units	None	1 hour & 30 mins.	<i>Social worker</i>
		Total	1 hour & 50 mins.	

b. Facilitation of Appropriate Interventions

Ensure assistance to relevant units or persons in charge and provide proper interventions.

Division/Unit	Case Management Unit		
Classification	Simple		
Type of Transaction	G2C - Government to Client		
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Preferably with the following: A. Referral letter from the barangay, police, school, NGO, or the Social Services Development Department B. Barangay blotter or police report, if available C. Patient ID slip D. Valid ID		<ul style="list-style-type: none"> Barangay, police, school, NGO, or SSDD Barangay or police QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department) 	

Client Steps	Agency Actions	FEES	Processing	Person
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			Time	Responsible
1. Proceed to the concerned unit in QC Protection Center / QC General Hospital for necessary procedures	1.1 Assist to QCGH-ER (Surgery) for cases involving physical injuries	None	20 mins.	<i>Social worker</i>
	1.2 Assist to QCGH-ER (Pedia) for cases involving sexual assault of children (17 and below)		20 mins.	
	1.3 Assist QCPC medical unit for cases involving sexual assault of adults (18 and above)		20 mins.	
	1.4 Assist QCGH-Psychiatry Department for clients (18 and above) with proper medication due to disturbances in mental health		10 mins.	
	1.5 Schedule for an appointment to the legal unit for consultation and counseling		10 mins.	
	1.6 Schedule an appointment for psychosocial support		20 mins.	
	1.7 Assist QCGH-treatment hub for HIV screening and treatment		20 mins.	
	1.8 Endorsement to agencies that can accommodate their other requests		20 mins.	
	1.9 Issue a referral letter		30 mins.	
	2.0 Recommends victim-survivor for livelihood assistance through the			

	Tindahan ni Ate Joy Program 2.1 Conduct aftercare, monitoring and follow-up			
		Total	2 hours & 20 mins.	

2. MEDICAL SUPPORT UNIT

Medical Service

All victim-survivors should receive complete medical service in the form of medico-legal examination including the conduct of forensic rape kits, acute medical treatment, minor surgical treatment, monitoring, and follow-up.

Upon informed consent, victims of gender-based violence should undergo medical tests to rule out any reproductive tract infection (RTI), sexually transmitted infection (STI), and HIV/AIDs within a week after admission. In case a victim-survivor is infected, a referral for further treatment to an appropriate medical facility should be undertaken.

Division/Unit	Medical Unit		
Classification	Complex		
Type of Transaction	G2C - Government to Client		
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Preferably with the following: <ol style="list-style-type: none"> Referral letter from the barangay, police, school, NGO or the Social Services Development Department Barangay blotter or police report, if available Patient ID slip Valid ID 		<ul style="list-style-type: none"> Barangay, police, school, NGO, or SSDD QC General Hospital- Medical Records Section (Emergency Room or Outpatient Department) 	

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Submit the available documentary requirements to the QCPC staff	1.1 Review of pertinent documents	None	10 mins.	<i>Medical unit assistant</i>
2. Submit yourself for a medical interview and appropriate medical examinations as per the attending physician/s.	2.1 Coordinate with the concerned department in QCGH 2.2 Secure signed consent from the victim-survivor before the conduct of medical interview and appropriate examination and laboratory tests. 2.3 Assists client to QCGH-Treatment hub for a medical interview and HIV screening 2.4 Conduct of medical counseling to the victim-survivors	None	40 mins. 15 mins. 15 mins.	<i>Ob-gyn/ Pedia/ Medical consultant</i>
3. Receive a provisional medicolegal certificate and the results of laboratory tests.	3.1 Issuance of provisional medicolegal certificate Issuance of necessary prescriptions (medicines) 3.2 Releasing of laboratory results. 3.3 Releasing of necessary prescriptions (medicines)	None	3 hours	<i>Medical officer and consultant</i>
		Total	4 hours & 20 mins.	

3. COUNSELING UNIT

Psychological Service

This refers to the administration of a series of psychological tests to determine the IQ, aptitude, interests, and emotional state of the victim as a basis for determining the most appropriate intervention that will facilitate healing and recovery of the victim-survivor.

Division/Unit	Counseling Unit
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	<ul style="list-style-type: none"> Assessed/ evaluated victim-survivors of verbal, emotional, and psychological violence and those who have manifested unusual or negative behavior due to the experienced violence. (18 years old and above - QC residents or the place of incident is in QC)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Preferably with the following: <ol style="list-style-type: none"> Referral letter from the prosecutor or the court Investigation Data Form with Docket Number Sworn statement Valid ID 	<ul style="list-style-type: none"> Department of Justice

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Submit the available documentary requirements to the Case Management Unit	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>
2. Submit yourself for a battery of psychological tests and interviews.	2.1 Administer the battery of Psychological Tests 2.2 Conduct interview 2.3 Check the completeness of the examination	None	3 hours (per session)	<i>Psychometrician</i> <i>Psychologist-Consultant</i>

Complete four (4) sessions.	2.4 Conduct four (4) psychological sessions for victim-survivor.			
3. Coordinate with the handling prosecutor on the submission of psychological report.	3.1 Submit a psychological report to the handling prosecutor.		Processing of psychological report is 90 days (3 months)	<i>Psychometrian</i>
		Total	90 days and 12 hours & 10 mins.	

4. LEGAL AND SECURITY UNIT

Legal Service

This refers to the provision of legal counseling to victim-survivors and their families. The legal adviser of the Protection Center explains to the victim-survivors all possible legal measures in pursuing a case in court against the perpetrator. This service also provides referral services to the Prosecutor's Office and Public Attorney's Office in Quezon City, and other institutions providing legal services.

Division/Unit	Legal & Security Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Preferably with the following: <ol style="list-style-type: none"> Referral letter from the barangay, police, school, NGO or other institutions Barangay blotter or police report, if available Valid ID 	<ul style="list-style-type: none"> Barangay or police 	

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Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Submit the available documents	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>
2. Submit self for online legal consultation and counseling	2.1 Conduct psychoeducation emphasizing on the elements of RA 9262 2.2 Conduct legal consultation with the victim-survivor.	None	45 mins. 1-hour	<i>VAWC consultant</i> <i>Legal consultant</i>
3. Receive a referral letter addressed to the concerned agency outside QCPC	3.1 Issue a referral letter for legal service as per instruction of the legal consultant.	None	20 minutes	<i>Social worker</i>
		Total	2 hours & 15 mins.	

5. BAHAY KANLUNGAN - Temporary Shelter

It is a temporary shelter for abused women, children, and members of the LGBTQIA+ (lesbian, gay, bisexual, transgender, and queer) who are at risk of further abuse under RA 9262.

Division/Unit	Case Management Unit
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	<ul style="list-style-type: none"> Assessed/Evaluated Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Preferably with the following: A. Referral letter from the barangay, police, school, NGO or other institutions B. Barangay blotter or police report, if available C. Medicolegal certificate D. Chest x-ray E. Psychological assessment F. Valid ID G. Vaccine card	<ul style="list-style-type: none"> ● Barangay or police ● Hospital

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Submit the available documentary requirements	1.1 Review of pertinent documents	None	10 mins.	<i>Social worker</i>
2. Submit yourself for a medical interview, physical examination, and chest x-ray	2.1 Assists client with physical examination to the QCPC medical unit 2.2 Assists client with a chest x-ray at the QCGH-Radiology Department.	None	1 hour & 30 mins.	<i>Medical officer</i> <i>Medical unit assistant</i>
3. Pursues legal case against perpetrator	3.1 Assists client in the step-by-step process of case filing, if needed, (from the Police level to the Office of the City Prosecutor up to Court level)	None	3 hours	<i>Social worker</i>
4. Submits self for temporary shelter, if necessary	4.1 Refers and assists client for transfer to Bahay Kanlungan for temporary shelter, if needed 4.2 If referred by barangay, police, NGO, or SSDD, instruct them to accompany	None	30 mins.	<i>Social worker</i>

	the client to the shelter.			
5. Bring printed copies of the papers required on the referral day.	<p>5.1 Review all the documentary requirements presented.</p> <p>5.2 Inventory all the personal belongings and valuables, subject to disinfection and safekeeping.</p> <p>5.3 Secure signed admission slip form from the admitting client and the referring party.</p> <p>5.4 Conduct a body temperature check for the client and the referring party.</p>	None	45 mins.	<p><i>Social worker</i></p> <p><i>House parent</i></p>
6. Receives personal hygiene supplies	<p>6.1 Tour the client in the facility and introduce the dorm where she will stay.</p> <p>6.2 Issued personal hygiene supplies</p>	None	10 mins.	<i>House parent</i>
7. Undergoes orientation on the rules inside the shelter and the daily routine.	7.1 Conduct a brief orientation on the dos and don'ts inside the shelter and the daily routine.	None	30 mins.	<i>Social worker</i>
8. Attends Center's planned activities	<p>8.1 Prepares and implements psychosocial activities</p> <p>8.2 Prepares progress report</p> <p>8.3 Supervise and monitor compliance with daily routine.</p>	None	7 working days	<p><i>Social worker</i></p> <p><i>House parent</i></p>

	8.4 Prepares daily observation report			
9. Submits self to medical services and other available services in QCPC	9.1 Assists the client with further medical consultation and check-up in the nearest clinic or QCGH. 9.2 Assists the client with other needed interventions in QCPC.	None	3 hours	<i>Social worker & House parent</i>
10. Attends value formation sessions, spiritual enrichment activities, and recreational activities	10.1 Plans, implements and conducts value formation, spiritual enrichment activities, and recreational activities.	None	3 hours	<i>House parent</i>
11. Reintegration to client's family or awaits release from the shelter.	11.1 Facilitates reunification of the client to the family through the service of the Balik Probinsya Program of the DSWD- Crisis Intervention Unit. 11.2 Prepares documentary requirements for the release of the client. 11.3 Conducts exit-counseling 11.4 Conducts aftercare service if necessary through phone call and text message	None	2 hours	<i>Social worker</i>
		Total	7 days, 14 hrs. & 35 mins.	

6. ADVOCACY & NETWORK UNIT

This unit shall develop programs for the promotion of the center’s services and advocacies by partnering with various NGOs, and public, private, and international institutions. It shall develop training and modules for clients and stakeholders and conduct relevant studies to be used by the center.

Division/Unit	Advocacy and Network Unit	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may Avail	<ul style="list-style-type: none"> ● Assessed/Evaluated Clients ● Relevant stakeholders (barangay, police investigators, medical and non-medical workers, partner NGOs) ● LGUs ● Private sectors ● Researchers/ Interns 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Preferably with the following:</p> <p>A. Request letter for orientation/ training</p> <p style="padding-left: 40px;">a. Final list of participants with their respective emails</p> <p>B. Letter of Intent for the conduct of research or On the Job Training signed by the professor addressed to the officer-in-charge of QCPC</p> <p style="padding-left: 40px;">a. Curriculum vitae</p>		<ul style="list-style-type: none"> ● Agency needing training/ orientation ● Student/ Professor /University needing field for research and On the Job Training

Client Steps	Agency Actions	FEES	Processing Time	Person Responsible
1. Send a request letter to conduct training or a letter of intent to conduct research or On-the-Job-Training to	1.1 Receive invitation/ request letter 1.2 Forward the letter to the Officer-in-Charge with a marginal note from the FOI 1.3 Review scope of request 1.4 Prepare presentation,	None	3 days	<i>Staff Concerned</i>

protectioncenter@quezoncity.gov.ph	handouts, and IEC materials.			
2. Wait for verification/ clarification of details of the request	2.1 Coordinate and verify with the requesting party for the details of the request	None	3 days	<i>Administrative Assistant II</i>
3. Receive response on requested assistance and action plan, as applicable	3.1 Inform the requesting party regarding the feedback 3.2 Implementation of the action plan, as applicable	None	1 day	<i>Administrative Assistant II</i>
		Total	7 days	

VI. FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISMS	
How to send feedback	<p>Walk in:</p> <ul style="list-style-type: none"> • Answer the feedback form and drop it at the designated dropbox of the QCPC. <p>Email:</p> <ul style="list-style-type: none"> • Send feedback to protectioncenter@quezoncity.gov.ph <p>Telephone Call:</p> <ul style="list-style-type: none"> • Dial (02) 8863-0800 loc. 714 • Give details of the feedback
How feedback is processed	<p>Walk-in:</p> <ul style="list-style-type: none"> • The Administrative Unit accesses the drop box every Friday, compiles, and records the feedback given. • Feedback that needs responses is sent to the appropriate unit, which has seven working days to respond. • The sender of the message is then informed of

	<p>the response through the contact information provided.</p> <p>Email:</p> <ul style="list-style-type: none"> ● The QCPC FOI opens/checks email on Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays, Sundays, holidays, declared non-working days/half days) ● Feedback is received, acknowledged, and documented. ● Feedback requiring action is forwarded to the concerned unit and asked to respond within seven days. ● The response of the office/unit is received and relayed to the citizen/client through email. <p>Telephone Call</p> <ul style="list-style-type: none"> ● The QCPC representative receives phone calls Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays & Sundays & holidays, declared non-working days/half days) ● The QCPC representative documents the feedback. (Note: May also advise citizens/clients to email feedback, if possible.) ● Feedback requiring action is forwarded to the office/unit concerned and asked to respond within seven days. ● The response of the office/unit is received and relayed to the citizen/client through the contact information provided. <p>NOTE: For inquiries and follow-up, client may contact (02) 8863-0800 loc. 714 or email protectioncenter@quezoncity.gov.ph</p>
<p>How to file a complaint</p>	<p>Walk-in:</p> <ul style="list-style-type: none"> ● The Administrative Unit accesses the drop box every Friday, compiles, and records the feedback given. ● Complaint is checked for completeness of information and documented. ● Complaint is analyzed, given initial intervention, and coordinated with the office/unit concerned. ● If the complaint cannot be resolved with the initial intervention, the matter is forwarded to the

	<p>office/unit concerned for appropriate action.</p> <p>Email:</p> <ul style="list-style-type: none"> • Send incident report/ complaint to protectioncenter@quezoncity.gov.ph <p>Telephone Call</p> <ul style="list-style-type: none"> • Dial (02) 8863-0800 loc. 714 • Give details of the complaint and contact information.
<p>How complaints are processed</p>	<p>Walk-in:</p> <ul style="list-style-type: none"> • Answer the feedback form and drop it at the designated dropbox of the QCPC. • The complaint is reviewed for accuracy and recorded. • Complaint is analyzed, given initial intervention, and coordinated with the office/unit concerned. • If the complaint cannot be handled after the first attempt, it is sent to the appropriate office or unit for further action. <p>Email:</p> <ul style="list-style-type: none"> • The QCPC representative opens/ checks email Mondays to Fridays from 8 AM to 5:00 PM (except Saturdays & Sundays & holidays, declared non-working days/half days) • The complaint is reviewed for accuracy and recorded. • A complaint is sent to the relevant office or unit for appropriate action. <p>Telephone Call</p> <ul style="list-style-type: none"> • The QCPC representative receives phone calls Mondays to Fridays from 8 AM to 5:00 PM (except holidays, declared non-working days/half day) • QCPC representative documents the complaint. • Complaint is analyzed, given initial intervention, and coordinated with the office/unit concerned. • When a complaint cannot be handled after the first attempt, it is sent to the relevant office or unit for further action.

<p>Contact Information of the national feedback and complaint centers:</p> <ul style="list-style-type: none"> • Legal and Public Assistance Office (LPAO) of the Anti-Red Tape Authority (ARTA) • Presidential Complaints Center (PCC) • Contact Center ng Bayan (CCB) 	<ul style="list-style-type: none"> • ARTA: complaint@arta.gov.ph 1-ARTA (2782) • PCC: 8888 • CCB: 0908-881-6565 (SMS)
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VII. LIST OF OFFICES

Office	Address	Contact Information	
		Direct/ Telefax Number	Local Numbers (QCGH Trunkline) 8863-0800
Quezon City Protection Center	Quezon City General Hospital and Medical Center compound, Seminary Road, Barangay Bahay Toro, Quezon City 1106	7006-1513	714
Bahay Kanlungan	<i>Confidential</i>		

