

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City
Tel.: (063) 221-2488 / 224-5700

Frontline line Service : **WOMEN'S WELFARE PROGRAM - RESCUE SERVICE FOR ABUSED WOMEN (VAWC)**

Schedule of Availability of Service : 8:00AM-5:00PM Daily (No noon break) excluding Saturdays, Sundays and Holidays. On Mondays provision of services starts after flag raising ceremony.

Where : Women Welfare Program Office - CSWD Main Office, Saray, Iligan City

Who may Avail of the Services : Abused and trafficked women

What are the Requirements : Police Blotter

Duration : 1 year, 1 day, 6 hours and 15 minutes (1 year, 14 hours and 15 minutes)

How to avail of the Services :

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In charge	Fees	Forms/Documents/ Materials Needed
1.	Concerned citizen reports VAWC case through telephone call at telephone nos. 224-5700 and 221-2488	- Receive report and ask such pertinent data as location of the victim and perpetrator	10 mins	Eva Dela Cruz Rebecca Guarin Gina Cabanlit	None	Log book
		- Contact and coordinate with law enforcers and barangay officials for the rescue operation	5 mins			
		- Rescue team proceeds to the area	3 hours			
2.	Client is rescued	Bring client for safekeeping at the WCC	3 hours			Logbook

How to avail the service -		WOMEN'S WELFARE PROGRAM - RESCUE SERVICE FOR ABUSED WOMEN (VAWC)				
3.	Client is brought to the WCC	Provision of Psychosocial Services	2 hours	Eva E. Dela Cruz		
		Interview client and conduct orientation of Center policies	1 hour			Admission slip Intake Sheet Pre Assessment Form Center Manual of Operation
4.	Submits for medical check-up	Accompany client to CHO for medical examination	2 hours			Referral letter
5.	Executes affidavit at PNP precinct	Accompany client to PNP precinct	1 hour			
6.	Returns to WCC for center-based services	Provide counseling and center-based services	1 year			Social Case Study Report Assessment/Progress Report Evaluation and Terminal Report Waiver Discharge slip
		Prepare family and community for client reintegration				
7.	Returns home	Endorse client to family and barangay	1 hour			Indorsement slip
End of Transaction						

