**Consent Documentation Procedure**

**1. Initial Intake Consent Process**

1.1 Language and Communication

* Provide consent forms in multiple languages (Swahili, English, and other relevant local languages)
* Arrange for a qualified interpreter if needed
* Use clear, simple language avoiding technical terms
* Read the consent form aloud for survivors with limited literacy
* Allow sufficient time for questions and clarification
* Document the language used and if an interpreter was present

1.2 Capacity Assessment

* Evaluate the survivor’s capacity to provide informed consent
* Consider factors such as:
* Mental state and emotional distress
* Age (special procedures for minors)
* Cognitive ability
* Current medical conditions
* Influence of substances
* Document the capacity assessment in detail
* Involve mental health professionals when capacity is unclear

1.3 Required Documentation

* Complete survivor identification form
* Photograph consent form
* Medical information sharing consent
* Case management consent
* Legal services consent
* Media and communication consent
* Research participation consent (if applicable)
* Document storage and handling consent

**2. Explanation of Rights and Services**

2.1 Mandatory Information Disclosure

* Explain the purpose of collecting personal information
* Detail how information will be used and stored
* Specify who will have access to the information
* Describe security measures in place
* Outline the duration of information storage
* Explain circumstances where information might be shared without consent (e.g., court orders)

2.2 Service Options

* List all available services and support options
* Explain which services require separate consent
* Describe alternative options if consent is declined
* Detail the consequences of refusing certain services
* Document services accepted and declined

**3. Consent Documentation Requirements**

3.1 Written Consent Forms

Written consent forms should include:

* Date and time of consent
* Resident's full name and assigned ID number
* Types of information covered by consent
* Duration of consent validity
* Specific purposes for which consent is granted
* Names of authorized staff members
* Survivor's signature or thumbprint
* Witness signature (if applicable)
* Staff member's signature
* Copy of identification documents (where available)

3.2 Verbal Consent Documentation

* Record date and time of verbal consent
* Document reason for verbal rather than written consent
* Note names of staff members present
* Include witness statements
* Detail specific consents given
* Plan for obtaining written consent when possible

**4. Special Circumstances**

4.1 Emergency Situations

* Document immediate necessary actions taken
* Record attempts to obtain consent
* Note reasons why full consent process couldn't be followed
* Plan for obtaining proper consent once situation stabilizes
* Include incident report detailing emergency circumstances

4.2 Minors and Dependents

* Obtain consent from legal guardian when possible
* Document attempts to contact guardians
* Record child's assent where age-appropriate
* Note any child protection concerns
* Include relevant court orders or legal documentation
* Follow special protocols for unaccompanied minors

4.3 Mental Health Considerations

* Document mental health status assessment
* Note any temporary mental health barriers to consent
* Record consultation with mental health professionals
* Plan for reassessment of consent capacity
* Include any relevant medical documentation

**5. Consent Renewal and Withdrawal**

5.1 Regular Review Process

* Schedule quarterly consent reviews
* Document any changes in consent preferences
* Update forms as needed
* Note continued validity of existing consents
* Record resident's acknowledgment of review

5.2 Withdrawal of Consent

* Document date and time of withdrawal
* Record specific consents being withdrawn
* Note impact on service provision
* Plan for managing withdrawn consent
* Update all relevant documentation
* Notify relevant staff members

**6. Storage and Access**

6.1 Physical Documentation

* Store consent forms in locked filing cabinets
* Maintain separate secure storage for especially sensitive documents
* Create tracking system for document access
* Regular audits of physical storage
* Backup documentation procedures

6.2 Digital Documentation

* Password-protected electronic files
* Encrypted storage systems
* Access logs for digital documents
* Regular backup procedures
* Secure deletion protocols

**7. Staff Training and Compliance**

7.1 Required Training

* Annual consent procedure training
* Documentation handling workshops
* Cultural sensitivity training
* Language and communication skills
* Legal requirements and updates

7.2 Compliance Monitoring (based on National Standard Operating Procedures and Legal provisions)

* Regular audits of consent documentation
* Staff performance reviews
* Incident reporting procedures
* Corrective action plans
* Training update requirements

**8. Quality Assurance**

8.1 Regular Audits

* Monthly review of consent documentation
* Quarterly compliance checks
* Annual procedure evaluation
* External audit participation
* Improvement action plans

8.2 Reporting Requirements

* Monthly compliance reports
* Incident documentation
* Training completion records
* Audit findings
* Corrective actions taken

Contact Information

**[Insert relevant contact details for:**

**- Shelter Management**

**- Legal Department**

**- Quality Assurance Team**

**- Training Coordinator]**

Last Updated: [Insert Date]

Next Review Date: [Insert Date]