

## On approval of the Rules of activity of organizations rendering special social services

### *Invalidated Unofficial translation*

Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 29, 2018 № 379. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 2, 2018 № 17467. Abolished by the order of the Deputy Prime Minister - Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated June 22, 2023 No. 230

### *Unofficial translation*

Footnote. Abolished by the order of the Deputy Prime Minister - Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated June 22, 2023 No. 230 (effective from 01.07.2023).

In accordance with subparagraph 2) of Article 8 of the Law of the Republic of Kazakhstan “On Special Social Services”, **I HEREBY ORDER:**

Footnote. Preamble is in the wording of the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

1. To approve the Rules of activity of organizations rendering special social services, according to the appendix to this order.

2. To recognize invalid:

1) Order No. 140 of the Acting Minister of Health and Social Development of the Republic of Kazakhstan dated February 24, 2016 “On Approving Rules of Accounting of Clothes and Soft Stock in the Organizations Providing Special Social Services in the Field of Social Protection of the Population” (registered in the Register of State Registration of Regulatory Legal Acts under № 13544, published in the Adilet Legal Information System on April 6, 2016);

2) Order № 147 of the Acting Minister of Health and Social Development of the Republic of Kazakhstan of February 25, 2016 “On Approval of the Rules for Management of Internal Documentation in Organizations Providing Special Social Services in the Field of Social Protection of the Population” (registered in the Register of State Registration of Regulatory Legal Acts under № 13546, published on April 11, 2016 in the Adilet Legal Information system (April 11, 2016).

3. Department of Social Services of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan, in accordance with the procedure established by law, shall:

1) provide the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

2) direct the copy of this order in the Kazakh and Russian languages to the Republican State Enterprise with the Right of Economic Management “Republican Center of Legal Information” for official publication and inclusion in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan within ten calendar days from the date of state registration of this order;

3) within ten calendar days after the state registration of this order, direct its copy for official publication in periodicals;

4) place this order on the Internet resource of the Ministry of Labor and Social Protection of the Republic of Kazakhstan after its official publication;

5) within ten working days after the state registration of this order, submit the data on execution of the actions provided for in subparagraphs 1), 2), 3) and 4) of this paragraph to the Legal Department of the Ministry of Labor and Social Protection of the Republic of Kazakhstan.

4. Control over the execution of this order shall be entrusted to Vice-Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan, S.K. Zhakupov.

5. This order shall be enforced ten calendar days after the date of its first official publication.

*Minister of Labor and  
Social Protection of the Population  
of the Republic of Kazakhstan*

*M. Abylkasymova*

AGREED

Minister of Education and Science  
of the Republic of Kazakhstan

\_\_\_\_\_ E. Sagadiev

AGREED

Minister of Health of the  
Republic of Kazakhstan

\_\_\_\_\_ E. Birtanov

Appendix  
to order № 379 of the Minister of  
Labor and Social Protection of the  
Population of the  
Republic of Kazakhstan  
of August 29, 2018

# Rules of activity of organizations rendering special social services

## Chapter 1. General Provisions

1. The rules for the activities of organizations rendering special social services ( hereinafter- the Rules) have been developed in accordance with subparagraph 2) of Article 8 of the Law of the Republic of Kazakhstan “On special social services”.

**Footnote. Paragraph 1 is in the wording of the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

2. These Rules determine the order of activity of organizations rendering special social services:

in the conditions of an inpatient facility, day patient facility, at home to the following persons (hereinafter referred to as service recipients):

1) disabled children with neuropsychiatric pathologies (hereinafter referred to as children),

2) disabled children with musculoskeletal disorders (hereinafter - children with MSDs),

3) disabled persons over eighteen years of age with neuropsychiatric diseases ( hereinafter referred to as persons older than eighteen years),

4) persons with first and second disability groups (hereinafter - disabled persons),

5) persons who are incapable of self-care due to old age (hereinafter - the elderly);

In the conditions of temporary accommodation for persons of no fixed abode, ex-convicts and (or) registered in the probation service, (hereinafter referred to as recipients of services of a temporary stay facility).

3. The following basic concepts shall be used in these Rules:

1) an institution rendering special social services in day patient care conditions ( hereinafter –day patient care facility), is a legal entity or a structural subdivision of a legal entity, regardless of the form of ownership, intended to provide special social services in conditions of daytime long-term or temporary (up to 6 months ) habitation of the service recipients in the organization;

2) a structural subdivision of the local executive body of regions (cities of republican significance and the capital) (hereinafter- the executive body financed from the local budget) - the department for the coordination of employment and social programs of the regions, the department for employment and social protection of the city of Nur-Sultan, the department for employment and social programs of the cities of Almaty and Shymkent;

3) an institution, rendering special social services in inpatient care conditions ( hereinafter referred to as inpatient care facility) is a legal entity, regardless of the form

of ownership, intended to provide special social services in the conditions of round-the-clock permanent or temporary (up to three months) residence of service recipients in the organization;

4) an institution rendering special social services in temporary accommodation conditions (hereinafter referred to as temporary stay facility ) is a legal entity, regardless of the form of ownership, intended to provide special social services in round-the-clock temporary (for a period not exceeding one year) accommodation in the organization;

5) an institution rendering special social services at home (hereinafter referred to as home-based care facility), is a legal entity or a structural unit of a legal entity, regardless of the form of ownership, intended to provide special social services in home conditions at the place of residence of the recipient of services.

**Footnote. Paragraph 3 as amended by the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

## **Chapter 2. Order of activity of inpatient care facilities**

4. Facilities of inpatient type shall be created in the form of:

- 1) medical and social institutions (organizations);
- 2) social service centers;
- 3) centers providing special social services;
- 4) houses of small capacity with a design capacity of 10 to 50 beds;

5) other organizations intended to provide special social services in conditions of round-the-clock accommodation.

5. For the provision of special social services at the inpatient care institutions, creation of the following departments shall be allowed:

separate own assisted accommodation with a design capacity of 6 to 30 beds ( hereinafter referred to as the Department) for persons over eighteen years old, disabled persons, the elderly in respect of whom a decision was made to provide own assisted accommodation services;

wards (units) of palliative care for continuous observation of persons over eighteen years old, disabled persons, the elderly who are in a state of chronic progressive diseases or in the terminal (final) stage of the disease;

crisis wards (units) for children and persons over eighteen years old, who cause physical harm to themselves and (or) pose a danger to others, and for this reason need additional care, enhanced supervision and (or) emergency medical care.

6. Inpatient care facilities are intended for round-the-clock permanent or temporary (up to three months) accommodation for:

1) children from three to eighteen years old, who need special social services in hospital conditions, due to:

mental retardation of all degrees, including in the presence of gross violations of motor functions that make it difficult to study in special (auxiliary) classes of educational organizations (those who do not move without assistance, do not serve themselves due to the severity of motor disorders, requiring individual care);

blindness (hypovision) or deafness (hearing impairment) with mental retardation of all degrees, including the presence of severe motor functions disorders that hamper learning in specialized boarding schools;

epilepsy (including symptomatic) in the presence of dementia;

schizophrenia with a stable defect;

dementia of various etiologies.

Medical contraindications for accommodation of children at inpatient care facilities shall be the presence of:

epilepsy with frequent (five or more times a month) seizures, a tendency to serial generalized seizures, epileptic status;

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, sexually transmitted diseases, acquired immunodeficiency syndrome (hereinafter - AIDS);

other diseases requiring inpatient treatment at specialized medical institutions;

2) children with MSD from three to eighteen years old with intact intellect, in need of special social services in hospital conditions.

Medical contraindications for accommodation of children with MSD at inpatient care facilities shall be the presence of:

mental retardation of all degrees;

frequent epileptiform seizures (five or more times a month);

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

uncompensated hydrocephalus;

tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, sexually transmitted diseases, AIDS;

other diseases requiring inpatient treatment in specialized medical institutions;

3) persons over eighteen years old with psycho-neurological diseases of the first, second groups in need of special social services in inpatient conditions, due to:

mental retardation of all degrees, including the presence of severe motor functions disorders (persons incapable of moving unassisted, of self-care due to the severity of motor disorders, requiring individual care);

blindness (hypovision) or deafness (hearing impairment) with mental retardation of all degrees, including the presence of severe motor functions disorders;

mental and behavioral disorders in the presence of a stable defect or dementia;

epilepsy (including symptomatic) in the presence of dementia;

dementia of various etiologies.

Medical contraindications for accommodation of persons over eighteen years old at inpatient care facilities shall be the presence of:

tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, AIDS, sexually transmitted diseases;

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

epilepsy and convulsive disorder of other etiology, with frequent (five or more times a month) seizures, a tendency to serial generalized seizures, epileptic status;

other diseases requiring inpatient treatment in specialized medical institutions;

4) disabled people who are not able to independently serve themselves and who, for health reasons, need to provide special social services in a hospital, who do not have able-bodied adult children, a spouse, who are obliged in accordance with the Code of the Republic of Kazakhstan "On marriage (matrimony) and family" (hereinafter-the Code) to support and take care of their disabled parents, spouse in need of help and take care of them, or having able-bodied adult children, spouse who, for objective reasons, do not provide them with constant assistance and care (have a disability of the first, second groups, oncological, mental illnesses, are in places of detention, are registered in a mental health centre or have left for permanent residence outside the country, additionally for a spouse - being in old age);

5) the elderly who have reached the retirement age established by the Law of the Republic of Kazakhstan dated June 21, 2013 "On Pension Provision in the Republic of Kazakhstan" (hereinafter referred to as the Law "On Pension Provision"), who are incapable of self-care and for health condition need special inpatient social services, who have no able-bodied adult children, a spouse (s) who are obliged in accordance with the Code to take care of their disabled parents, spouse in need of help, or having adult able-bodied children, spouse who, for objective reasons, do not provide them with permanent assistance and care (they have disabilities of the first, second group, oncological, mental diseases, are in prison, on record at a mental health center or have left for permanent residence outside the country, in addition to the spouse – being at the advanced age;

Medical contraindications for accommodation at an inpatient care facility for people with disabilities and the elderly shall be the presence of:

- tuberculosis in the active stage of the process;

- mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

- convulsive syndromes of various etiologies (with the exception of variants with rare (no more than once every 2-3 months) seizures, without dementia and marked personality changes);

**Footnote. Paragraph 6 as amended by the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

7. The organizations of a stationary type shall ensure:

- creation of the most age-appropriate and health-related living conditions, close to home for the recipients of service;

- preparation of service recipients for the possibility of individual and independent living outside of a stationary type of organization;

- improving the living conditions of service recipients, providing conditions for receiving visitors;

- creation of conditions for Internet access for the service recipients;

- ensuring the safety of personal belongings and valuables of service recipients;

- informing the service recipients and members of their families about the volume and types of special social services, internal regulations of a stationary type organization;

- performance of the functions of guardians and trustees assigned to the administration of a stationary type organization in relation to recipients of services in need of guardianship or guardianship, in the manner prescribed by paragraph 4 of Article 122 and Article 125 of the Code;

- maintenance of the building in accordance with sanitary and epidemiological standards, safety requirements, including fire safety;

- modern technical equipment;

- equipment of the building of a stationary type organization with special devices for the purpose of convenience of living, ensuring unhindered access to it, movement inside the premises and on the territory adjacent to the building in accordance with building norms and rules;

- other activities in accordance with the constituent documents of a stationary type organization.

Footnote. Paragraph 7 is in the wording of order of the acting Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 22.09.2021 No. 343 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

8. Recipients of services shall be provided with the following living conditions at inpatient care facilities:

1) service recipients shall be placed in rooms in accordance with their health condition, age, gender and psychological compatibility. Spouses from among those living at an inpatient facility shall be provided with an isolated space for cohabitation;

2) temporary residence of the service recipients at an inpatient facility shall be sealed by an agreement concluded by the head of the inpatient care facility with the service recipient or his legal representative, which defines the terms of temporary accommodation, volumes and types of services.

9. The order of habitation at an inpatient care facility shall be determined by the internal regulations approved by the head of the inpatient care facility.

10. The staffing standards of an inpatient care institution shall be approved by the executive body financed from the local budget, or by the founder, proceeding from the needs and capabilities of the budget in compliance with the minimum staffing standards of an inpatient care facility on the form of Appendix 1 to these Rules.

10-1. In order to ensure security, organizations of a stationary type are provided with a video surveillance system.

The following ones are equipped with video surveillance system:

- 1) the perimeter of the territory adjacent to the organization;
- 2) main and emergency entrances.
- 3) premises (places) and offices for common use.

At the request of close relatives, access to video surveillance shall be provided.

Footnote. The rules are supplemented by paragraph 10-1 in accordance with the order of the acting Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 22.09.2021 No. 343 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

11. Recording of the service recipients at the inpatient care facility shall be carried out on the following documents:

1) an electronic journal of registration of persons receiving special social services and queues in need of special social services in the form according to Appendix 2 to these Rules (hereinafter - the electronic journal).

The electronic journal is maintained by a stationary type organization on the portal of social services (<http://aleumet.egov.kz>) (hereinafter- the portal).

The electronic journal notes: the arrival of service recipients, discharge (expulsion), temporary retirement, transfer to another organization of a stationary type, indicating

the number and date of the order, the reason for discharge (expulsion), temporary retirement and the queue in need of special social services.

In case of re-admission of a previously retired person from a stationary type organization, his/her data are entered in the electronic journal of registration with the note “returned” in the column “date of admission”.

In the absence of free places, a stationary type organization registers applications of service recipients in an electronic journal for the queue in the order they are received.

An application for a queue in an electronic journal is submitted by the recipient of services independently, by authorizing on the portal by means of an electronic digital signature (hereinafter - EDS) in the absence of vacant places in the selected stationary type organization.

Applications of service recipients who are in the electronic journal on the queue with the expired individual rehabilitation program for a disabled person and who have undergone re-examination in the electronic journal shall be registered on the portal, taking into account the preservation of the previous queue (if there is an individual rehabilitation program for a disabled person for the provision of special social services in a stationary type organization).

Orphans and children left without parental care who have reached the age of eighteen and live in a stationary type organization shall be admitted to a stationary type organization that provides special social services to the elderly, disabled and (or) persons over eighteen years of age out of turn.

The recipient of the services shall be given the opportunity to postpone once the validity period of arrival up to an additional thirty calendar days in case of physical inability to appear at the stationary type organization within the prescribed period (illness, hospitalization) upon notification of the stationary type organization.

Notification of the physical inability of the recipient of services to appear at the stationary type organization within the prescribed period due to illness, hospitalization shall be sent to the stationary type organization through the portal in the form of an electronic document signed by the EDS of the recipient of services, for minors and incapacitated persons – a legal representative;

In case of non-arrival of the recipient of services to the organization of a stationary type within the established time frame, the organization of a stationary type shall draw up the next recipient of services;

2) personal record of the recipients of services on the form of Appendix 3 to these Rules (hereinafter referred to as the personal record).

Upon admission of the services recipient to the inpatient care facility, the personal record of the services recipients shall be formed, and in the event of its existence, the data filing in the log shall be continued.

The following documents shall be stored in the personal record of the service recipients:

- a copy of the services recipient's written application, and for minors and disabled persons - a copy of the written statement of the legal representative or a copy of the medical organization's petition, certified by the seal of the department for employment and social programs of the district, city of oblast significance, at the place of residence of the services recipient, with the adscript "certified true copy";

- a copy of the services recipient's identity document, with an individual identification number (hereinafter - IIN) in it;

- a copy of the disability certificate (for the elderly with a disability);

- medical record with an abstract from the outpatient medical record or from the case history;

- copy of an abstract of the individual rehabilitation program of the disabled person (for the elderly in the existence of an individual rehabilitation program);

- for persons over eighteen years old - copies of a court ruling qualifying him as disabled (in its existence);

- for the elderly - copies of the pension certificate;

- for World War II participants and disabled veterans and persons equated to them - copies of the certificate confirming the status of the World War II participant and disabled veteran and person equated to them;

- the decision of the local executive body on the provision of special social services; referral of the executive body financed from the local budget;

- receipt on receiving the original documents, deposited with the administration of the inpatient facility;

- a copy of the order on admission to the inpatient care facility;

- extracts from the minutes of meetings of the cultural-social commission in the event that a question was considered in relation to the personal record holder.

The original identity document, disability certificate, pension certificate, certificate confirming the status of the World War II participant and disabled veteran and person equated to them, the face book for receiving pensions or social benefits shall be kept by the administration of the inpatient care facility with the written consent of the resident.

Receipt of documents from a resident person shall be executed by means of a transfer and acceptance act, signed by the person who accepted the documents and the person who deposited the documents.

During the transfer of a person from one inpatient care facility to another inpatient facility, the personal record of the services recipient shall be transferred along with him in keeping with the acceptance and transfer act, with a list of the documents it contains. A copy of the order on his dismissal shall be attached to the personal record of the services recipient, as well as an individual work plan of the services recipient in

accordance with Appendix 4 to these Rules (hereinafter referred to as the individual plan), a log on the fulfillment (monitoring) of the individual work plan of the services recipients in accordance with Appendix 5 to these Rules (hereinafter - monitoring log);

3) individual plan.

Basing on the assessment of the individual needs of the services recipients, on the individual rehabilitation program for a disabled person of social workers, doctors, teachers and other specialists of an inpatient care facility (hereinafter referred to as inpatient facility specialists), an individual plan shall be developed for each recipient of the services for a period of one year.

Individual plans of the services recipients shall be made after observation by inpatient facility specialists of the services recipients within fourteen calendar days from the date of admission to the inpatient care facility or within one working day from the date of expiration of the previous individual plan, filled out within the next five working days and approved by the head of the inpatient care facility.

The activities on the individual plan shall be indicated separately for each type of special social services and shall be focused on bringing out and activating the strengths of the services recipient, identifying positive resources and restoring or developing the habits of an independent social environment.

Each specified activity shall contain fulfillment dates (week, month, quarter). The indicated period of work on the accomplishment of the activity shall be reflected in the individual plan through specific time frames.

If required, specialists of the inpatient care facility shall adjust the services recipients' individual plans basing on the monitoring results;

4) Monitoring log.

Monitoring of the individual plan of the services recipient shall be conducted to track changes in the services recipient's condition and adjust the activities for further work with him. Monitoring of the quality of performing the actions included in the individual plan shall be performed by a specialist in social work of the inpatient care facility at least once a quarter.

Changes in the condition of the services recipients shall be subject to quarterly (if required monthly) review by the inpatient facility specialists.

The inpatient facility specialists shall reflect the performed activities and results of the quarterly monitoring in the monitoring log. The information shall be entered in the monitoring log quarterly after the monitoring of the individual plan conducted within one working day.

The monitoring log shall be run separately on each service recipient.

A note shall be made of positive changes in the status of the services recipient for each event slated on the individual plan.

In the absence of a change in the condition of the services recipients after the events held, the relevant note is made in the log.

In the event of changes in the service recipients' status, notes shall be made in the monitoring log monthly.

When adjusting the individual plan, the type of service to be revised shall be indicated in the monitoring log, and recommendations shall be given for the development of further activities aimed at improving the condition of the services recipient.

At the end of the year, the monitoring log and the individual plan shall be filed together in a separate folder for each service recipient.

**Footnote. Paragraph 11 as amended by the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced ten upon expiry of calendar days after the day of its first official publication).**

### **Chapter 3. Order of activity of day patient care facilities**

12. Day patient care facilities shall be created in the form of:

- 1) day care department (center);
- 2) rehabilitation center for persons with disabilities and (or) children with disabilities;
- 3) territorial center for the disabled and the elderly;
- 4) other organizations intended to provide special social services in the conditions of day stay.

13. Day patient care facilities shall render special social services in the daytime (four to ten hours a day) with provision at rehabilitation centers if necessary (in the event of a service recipient living in another populated locality and (or) by decision of local executive bodies for disabled people with MDS) of a night stay:

1) for children from eighteen months to eighteen years old, who need special social services in day patient conditions due to:

mental retardation of mild and moderate degrees, including the presence of severe motor functions disorders that impede training in auxiliary classes of the respective specialized boarding schools (persons incapable of moving unassisted, of self-care due to the severity of motor disorders, requiring individual care) ;

mental retardation of severe and deep degrees;

dementia of various etiologies.

Medical contraindications for accommodation of children at day patient care facilities shall be the presence of:

epilepsy with frequent (five or more times a month) seizures, a tendency to serial generalized seizures, epileptic status;

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

tuberculosis in the active stage of the process, quarantine infections, contagious diseases of the skin and hair, sexually transmitted diseases, AIDS;

other diseases requiring inpatient treatment in specialized medical institutions;

2) for disabled persons with MSD, including children with MSD from eighteen months old in need of special social services in the conditions of a day patient facility (hereinafter - disabled persons and children with MSD).

Medical contraindications for accommodation of disabled persons and children with MSD at a day patient facility shall be:

mental retardation of moderate and severe degree;

frequent epileptiform seizures (five or more times a month);

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

tuberculosis in the active stage of the process, quarantine infections, contagious diseases of the skin and hair, sexually transmitted diseases, AIDS;

other diseases requiring inpatient treatment at specialized medical institutions;

3) for persons over eighteen years old in need of special social services in day patient facility conditions due to:

mental retardation of mild and moderate degrees, including in the presence of severe motor functions disorders (persons incapable of moving unassisted, of self-care due to the severe motor disorders, requiring individual care);

mental retardation of severe and deep degrees;

mental and behavioral disorders in the presence of a stable defect or dementia;

dementia of various etiologies;

epilepsy (including symptomatic) in the presence of dementia.

Medical contraindications for the stay of persons over eighteen years old at a day patient care facility shall be the presence of:

mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

epilepsy and convulsive disorder of other etiology, with frequent (five or more times a month) seizures, a tendency to serial generalized seizures, epileptic status;

tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, AIDS, sexually transmitted diseases;

other diseases requiring inpatient treatment in specialized medical institutions;

4) for disabled and elderly persons who have reached the retirement age, established by the Law “On Pension Provision”, who are incapable of self-care and who need special health services in the conditions of a day patient facility.

Medical contraindications for their stay at day patient facility shall be the presence of:

- tuberculosis in the active stage of the process;

- mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

- convulsive syndromes of various etiologies (with the exception of variants with rare (no more than once every 2-3 months) seizures, without dementia and marked personality changes);

- quarantine infections, contagious skin and hair diseases, sexually transmitted diseases, AIDS, and diseases that require treatment in specialized medical institutions.

14. Day patient care facilities shall:

- provide special social services with regard to the individual needs of service recipients, focused on enhancing their personal development, socialization and integration, on the formation of skills of adaptive behavior, skills of social, domestic and work activities, inclusion;

- inform the services recipients and their family members about the volumes and types of special social services, internal regulations;

- maintain the building of the day patient facility in accordance with sanitary and epidemiological standards, safety requirements, including fire safety;

- provide modern technical equipment;

- equip the building of the day patient facility with special devices for the convenience of staying, ensuring unhindered access to it, movement inside the premises and in the area adjacent to the building in accordance with building rules and regulations;

- other activities in accordance with the constituent documents of the day patient facility.

15. Conditions of services recipients’ stay shall be conducive to the rise of their activity and socialization.

16. If the day patient facility is a structural subdivision of an inpatient establishment, then the services recipients of the day patient facility shall be provided with a separate entrance to the building and separate stay conditions.

17. Special social services, rehabilitation activities for the services recipients shall be carried out with regard to their health status, age, level of personal development,

socialization, content of an individual rehabilitation program (in its existence) and an individualized work plan developed with regard to the individual needs of the services recipient.

18. The order of stay at the day patient facility shall be determined by the internal rules approved by the head of the day patient facility.

19. In order to provide the continuity of rehabilitation activities at rehabilitation centers intended for temporary accommodation, conditions shall be created for overnight stay to non-local services recipients and / or by decision of local executive bodies for disabled people with MSD.

20. The staffing standards of the day patient facility shall be approved by the executive body funded from the local budget or the founder, proceeding from the needs and possibilities of the budget, observing the minimum staff standards of the day patient facility personnel in accordance with Appendix 6 to these Rules.

21. Recording of the services recipients in day patient care facilities shall be carried out on the following documents:

1) an electronic journal.

An electronic journal is maintained by a semi-stationary type organization on the portal.

The electronic journal notes: the arrival of service recipients, termination, suspension, transfer to another organization of a semi-stationary type, indicating the number and date of the order, the reason for the termination, suspension of the provision of services and the queue in need of special social services.

Upon re-admission of a previously retired person from a semi-stationary type organization, his/her data shall be entered in the electronic journal of registration with the note “returned” in the column “date of admission”.

In the absence of free places, a semi-stationary type organization registers applications of service recipients in an electronic journal for the queue in the order they are received.

An application for a queue in an electronic journal shall be submitted by the recipient of services independently, by authorizing on the portal using an EDS in the absence of vacant places in the selected organization of semi-stationary type.

Applications of service recipients who are in the electronic journal on the queue with an expired individual rehabilitation program for a disabled person and who have undergone re-examination in an electronic journal are registered on the portal, taking into account the preservation of the previous queue (if there is an individual rehabilitation program for a disabled person for the provision of special social services in the organization of semi-stationary type).

The recipient of the services shall be given the opportunity to postpone once the validity period of arrival up to an additional ten calendar days in case of physical

inability to appear at the organization of semi-stationary type within the prescribed period (illness, hospitalization) upon notification of the semi-stationary type organization.

A notification of the physical inability of the recipient of services to appear at the semi-stationary type organization within the prescribed period due to illness, hospitalization shall be sent to the semi-stationary type organization through the portal in the form of an electronic document signed by the EDS of the recipient of services, for minors and incapacitated persons - a legal representative.

In the event that the recipient of services does not arrive at the organization of the semi-stationary type within the established time frame, the organization of the semi-stationary type shall draw up the next recipient of the services;

2) personal record.

Upon admission of the services recipient to the day patient care facility, his personal record shall be formed, and in the event of its existence, the data filing in the log shall be continued.

The following documents shall be stored in the personal record of the services recipients:

- a copy of the services recipient's written application, and for minors and disabled persons - a copy of the written statement of the legal representative or a copy of the medical organization's petition, certified by the seal of the department for employment and social programs of the district, city of oblast significance, at the place of residence of the services recipient, with the adscript "certified true copy";

- a copy of the services recipient's identity document, with IIN in it;

- a copy of the disability certificate (for the elderly with a disability);

- medical record;

- copy of an abstract of the individual rehabilitation program of the disabled person (for the elderly in the existence of an individual rehabilitation program);

- for persons over eighteen years old - copies of the court ruling qualifying him as disabled (in its existence);

- for the elderly - copies of the pension certificate;

- for World War II participants and disabled veterans and persons equated to them - copies of the certificate confirming the status of the World War II participant and disabled veteran and person equated to them;

- the decision of the local executive body on the provision of special social services;

- referral of the executive body financed from the local budget, department of employment and social programs of the district, city of oblast significance;

- a copy of the order on admission to the day patient facility;

During the transfer of a person from one day patient care facility to another day patient facility, the personal record of the services recipient shall be transferred along with him on the acceptance and transfer act, with a list of the documents it contains.

A copy of the order on his dismissal shall be attached to the personal record of the services recipient, as well as an individual work plan, the monitoring log;

### 3) individual plan.

Basing on the assessment of the individual needs of the services recipients, on the individual rehabilitation program for a disabled person of specialists of the day patient facility, an individual plan shall be developed for each recipient of the services staying at the day patient facility intended for a long stay for one year, and for the recipient, staying at the day patient facility intended for temporary stay - for a period of stay.

Individual plans shall be made after observation by day patient facility specialists of the services recipients within ten working days from the date of their admission to the day patient care facility or within one working day from the date of expiration of the previous individual plan, filled out within the next three working days and approved by the head of the day patient facility.

The activities of the individual plan shall be indicated separately for each type of special social services and shall be focused on bringing out and activating the strengths of the services recipient, identifying positive resources and restoring or developing the habits of an independent social environment. Each specified activity shall contain fulfillment dates (week, month, quarter). The indicated period of work on the accomplishment of the activity shall be reflected in the individual plan through specific time frames.

If required, the day patient facility specialists adjust the services recipients' individual plans basing on the monitoring results;

### 4) Monitoring log.

Monitoring of the individual plan of the services recipient shall be conducted to track changes in the services recipient's condition and adjust the activities for further work with him. Monitoring of the quality of performing the actions included in the individual plan shall be carried out by a specialist in social work of the day patient care facility at least once a quarter.

Changes in the condition of the services recipients shall be subject to quarterly (if required monthly) review by the day patient facility specialists.

The day patient care facility specialists shall reflect the performed activities and results of the quarterly monitoring in the monitoring log. The information shall be entered in the monitoring log quarterly after the monitoring of the individual plan conducted within one working day.

The monitoring log shall be run separately on each service recipient.

A note shall be made of positive changes in the status of the services recipient for each event slated on the individual plan.

In the absence of a change in the condition of the services recipients after the events held, the relevant note is made in the log.

If there are changes in the status of service recipients, the marks in the Monitoring Journal are made monthly.

In the event of changes in the service recipients' status, notes shall be made in the monitoring log monthly.

When adjusting the individual plan, the type of service to be revised shall be indicated in the monitoring log, and recommendations shall be given for the development of further activities aimed at improving the condition of the services recipient.

At the end of the year, the monitoring log and the individual plan shall be filed together in a separate folder for each service recipient.

**Footnote. Paragraph 21 as amended by the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan No. 472 dated 14.12.2021 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

#### **Chapter 4. Order of activity of home-based care facility**

22. Home-based care facilities shall be created in the form of:

- 1) services / departments of social assistance at home;
- 2) family support services;
- 3) other organizations intended to provide special social services in home conditions.

23. Special social services in at-home conditions shall be provided in the daytime for:

1) children from eighteen months to eighteen years old, who need special social services in at-home conditions due to:

mental retardation of mild and moderate degrees, including the presence of severe motor functions disorders that impede training in auxiliary classes of the respective specialized boarding schools (persons incapable of moving unassisted, of self-care due to the severity of motor disorders, requiring individual care), complicated by severe hearing, vision, speech, convulsive disorders, behavioral disorders;

mental retardation of severe and deep degrees;

dementia of various etiologies.

2) disabled children with pronounced or severely pronounced musculoskeletal system disorders (MSD), which led to the restriction of independent movement and self-service of the second and third degree.

Medical contraindications for the provision of home-based services for children and children with MSD shall be the presence of:

- mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

- tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, AIDS, sexually transmitted diseases;

- other diseases requiring inpatient treatment in specialized medical institutions;

3) to persons over eighteen years old in need special social services in at home conditions due to:

- mental retardation of mild and moderate degrees, including in the presence of severe MSD (persons incapable of moving unassisted, of self-care due to the severity of motor disorders, requiring individual care);

- mental retardation of severe and deep degrees;

- mental and behavioral disorders in the presence of a stable defect or dementia;

- dementia of various etiologies;

- epilepsy (including symptomatic) in the presence of dementia.

Medical contraindications for the provision of home-based care for persons over eighteen years of age shall be the presence of:

- tuberculosis in the active stage of the process, quarantine infections, contagious skin and hair diseases, sexually transmitted diseases, AIDS;

- other diseases requiring inpatient treatment in specialized medical institutions;

- mental and behavioral disorders, accompanied by morbid attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations), which are dangerous for themselves and (or) others;

- epilepsy and convulsive disorder of other etiology, with frequent (five or more times a month) seizures, a tendency to serial generalized seizures, epileptic status;

4) persons with disabilities incapable of self- service and who, due to their health condition, need to be provided with special social services in at home care conditions, who have no able-bodied adult children, a spouse (s) who are obliged in accordance with the Code to take care of their disabled parents, spouse in need of help, or having adult able-bodied children, spouse who, for objective reasons, do not provide them with permanent assistance and care (they have disabilities of the first, second group, oncological, mental diseases, are in prison, on record at a mental health center or have left for permanent residence outside the country, in addition to the spouse - old age);

5) elderly persons who have reached the retirement age established by the Law "On Pension Provision", who are unable to serve themselves independently and who, for health reasons, need to provide special social services in conditions of home care, who do not have able-bodied adult children, (spouse), who are obliged in accordance with

the Code to support their disabled persons in need of assistance of parents, spouse and take care of them, or having able-bodied adult children, spouse, who, for objective reasons, do not provide them with permanent assistance and care (have a disability of the first, second group, oncological, mental illnesses, are in places of deprivation of liberty, are registered at a mental health centre, or have left for permanent residence outside the country or live in another locality, additionally for a spouse – being in old age), as well as in the case of an intra-family conflict.

Medical contraindications for the provision of services at home to the disabled and the elderly are the presence of:

- tuberculosis in the active stage of the process;
- mental and behavioral disorders accompanied by disorders of attraction, behavior and (or) acute psychotic symptoms (delusions, hallucinations) that pose a danger to oneself and (or) others;
- convulsive syndromes of various etiologies (with the exception of variants with rare (no more than once every 2-3 months) seizures, without dementia and pronounced personality changes);
- quarantine infections, contagious diseases of the skin and hair, sexually transmitted diseases, AIDS, as well as diseases requiring treatment in specialized medical organizations.

**Footnote. Paragraph 23, as amended by the order of the acting Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 22.09.2021 No. 343 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

24. Home-based care facilities shall provide the following services:
- special social services with regard to the individual needs of the service recipients, focused on enhancing their personal development, socialization and integration;
  - identification and accounting of service recipients who need home-based services;
  - informing the recipients of services and their family members about the volumes and types of special social services;
  - other activities in accordance with the constituent documents of the home-based care organization.

25. The staffing standards of home-based care facility shall be approved by the department of employment and social programs of the district, city of oblast significance or akim of the city of regional significance, village, settlement, rural district or founder, issuing from the requirements and possibilities of the budget with observance of the minimum staffing standards for home-based service organizations in accordance with Appendix 7 to these Rules.

26. Records of recipients of services at home-based care facilities shall be conducted on the following documents:

1) an electronic journal.

The electronic journal shall be maintained by the organization of home-based services on the portal.

The electronic journal notes: registration of recipients of services, termination, suspension of the provision of special social services, indicating the number and date of the decision, the reasons for termination, suspension of the provision of special social services.

When re-registering a previously retired person from a home-based service organization, his/her data shall be entered in the electronic registration journal with the note "returned" in the column "date of admission".

In the absence of vacant places, the organization of home-based services registers the applications of service recipients in an electronic journal for the queue in the order of their receipt.

An application for a queue in an electronic journal shall be submitted by the recipient of services independently, by authorizing on the portal using an EDS in the absence of free places in the selected organization of home-based service.

Applications of service recipients who are in the electronic journal on the queue with an expired individual rehabilitation program for a disabled person and who have undergone re-examination in an electronic journal shall be registered on the portal, taking into account the preservation of the previous queue (if there is an individual rehabilitation program for a disabled person for the provision of special social services in a home-based service organization);

2) personal record.

Upon admission of the services recipient to the home-based care facility, his personal record shall be formed and in the event of its existence, the data filing in the log shall be continued.

The following documents shall be stored in the personal record of service recipients :

a copy of the services recipient's written application, and for minors and disabled persons - a copy of the written statement of the legal representative or a copy of the medical organization's petition, certified by the seal of the department for employment and social programs of the district, city of oblast significance, at the place of residence of the services recipient, with the adscript "certified true copy";

a copy of the services recipient's identity document, with IIN in it;

a copy of the disability certificate (for the elderly with a disability);

medical record;

copy of an abstract of the individual rehabilitation program of the disabled person (for the elderly in the existence of an individual rehabilitation program);

for persons over eighteen years of age - copies of the court ruling qualifying him as disabled (in its existence);

for the elderly - copies of the pension certificate;

for World War II participants and disabled veterans and persons equated to them - copies of the certificate confirming the status of the World War II participant and disabled veteran and person equated to them;

the decision of the local executive body on the provision of special social services;

referral of the department of employment and social programs of the district, city of oblast significance.

During the transfer of a person from one home-based care facility to another, the personal record of the services recipient shall be transferred along with him on the acceptance and transfer act, with the list of the documents it contains.

A copy of the order on his dismissal shall be attached to the personal record of the services recipient, as well as an individual work plan, the monitoring log;

3) an individual plan.

Basing on the assessment of the individual needs of the services recipients on the individual rehabilitation program for a disabled person by a social work consultant, social care workers and other specialists of the home service organization (hereinafter referred to as home service specialists), an individual plan shall be developed for each service recipient for one year term.

Individual plans of the services recipients shall be developed after observation by specialists of the home-based care facility of the services recipients within ten working days from the date of enrollment in the organization of home-based service or within one working day from the date of expiry of the previous individual plan, filled out within the next three working days and approved by the head of the home-based care organization.

The activities of the individual plan shall be indicated separately for each type of special social services and shall be focused on bringing out and activating the strengths of the services recipient, identifying positive resources and restoring or developing the habits of an independent social environment.

Each specified activity shall contain fulfillment dates (week, month, quarter). The indicated period of work on the accomplishment of the activity shall be reflected in the individual plan through specific time frames.

If required, the specialists of the home-based care facility adjust the services recipients' individual plans basing on the monitoring results;

4) Monitoring log.

Monitoring of the individual plan of the services recipient shall be conducted to track changes in the services recipient's condition and adjust the activities for further work with him. Monitoring of the quality of performing the actions included in the

individual plan shall be carried out by a specialist in social work of the home-based care facility at least once a quarter.

Changes in the condition of the services recipients shall be subject to quarterly (if necessary monthly) review by the home-based care organization's specialists.

The specialists of home-based care facility shall reflect the performed activities and results of the quarterly monitoring in the monitoring log. The information shall be entered in the monitoring log quarterly after the monitoring of the individual plan conducted within one working day.

The monitoring log shall be run separately on each service recipient.

A note shall be made of positive changes in the status of the services recipient for each event slated on the individual plan.

In the absence of a change in the condition of the services recipients after the events held, the relevant note is made in the log.

A note shall be made of positive changes in the status of the services recipient for each event slated on the individual plan.

In the absence of a change in the condition of the services recipients after the events held, the relevant note shall be made in the log.

In the event of changes in the service recipients' status, notes shall be made in the monitoring log monthly.

When adjusting the individual plan, the type of service to be revised shall be indicated in the monitoring log, and recommendations shall be given for the development of further activities aimed at improving the condition of the services recipient.

At the end of the year, the monitoring log and the individual plan shall be filed together in a separate folder for each service recipient.

**Footnote. Paragraph 26 as amended by the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan No. 472 dated 14.12.2021 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

## **Chapter 5. Order of activity of temporary stay facility**

27. Temporary stay facilities shall be created in the form of social adaptation centers, night houses for services recipients.

At the social adaptation centers for the services recipients, structural units shall be created, if necessary - night stay units and mobile social patrol services.

The houses (departments) of night stay shall provide beds at night (from 9 pm to 9 am in summer, from 6 pm to 10 am in winter) without providing hot meals to persons who applied to the temporary stay facility, but are not inclined to change a vagrant way of life.

The mobile social patrol services render special social services during the daytime to people of no fixed abode in their street habitats. By decision of local executive bodies, mobile patrol services are also provided at night.

28. Temporary stay facilities shall be established in cities of more than one hundred thousand population.

Temporary stay facilities in settlements with the population of thirty thousand or more shall be created by the decision of local executive bodies.

29. Temporary stay facilities shall admit adult services recipients, including persons, who for various reasons, do not have identity documents, do not have or lost housing.

30. Medical contraindications for the service recipients' accommodation in temporary stay organizations shall be the presence of:

1) mental illness, accompanied by behavioral disorders that are dangerous for the patient and others;

2) tuberculosis in the active stage of the process, infectious diseases, quarantine infections;

3) state of alcoholic, drug intoxication;

4) terminal stage of disease, which requires the services of palliative care and nursing care;

5) other diseases and (or) injuries requiring inpatient treatment in specialized medical institutions.

Persons with the above-mentioned medical contraindications shall be referred to the appropriate health care organizations.

31. The temporary stay facility shall provide:

emergency social assistance and support to service recipients;

special social services with regard to the individual needs of service recipients, focused on enhancing their personal development, social and labor adaptation;

inform the recipients of the services on the volumes and types of special social services, the internal regulations of the temporary stay facility;

identification of homeless persons in need of special social services, and their delivery to the temporary stay facility by the mobile social patrol service;

building maintenance in accordance with sanitary- epidemiological standards, safety requirements, including fire safety;

modern technical equipment;

equip the building of the temporary stay facility with special devices for the purpose of ease of residence, ensuring unhindered access to it, movement inside the premises and in the area adjacent to the building in accordance with building codes and regulations;

other activities in accordance with the constituent documents of the temporary stay facility.

32. Living conditions at the temporary stay facility:

1) services recipients shall be placed in rooms with regard to their health condition, gender, and psychological compatibility.

2) round-the clock residence at the temporary stay facility of the services recipients, who wish to restore the lost social status, shall last no more than one year.

33. The procedure for residing at the temporary stay facility shall be determined by the internal regulations approved by the head of the temporary stay facility.

34. The staffing standards of temporary stay facility shall be approved by the department of employment and social programs of the district, the city of oblast significance or the founder, issuing from the requirements and possibilities of the budget, observing the minimum staffing standards of the temporary stay organizations in accordance with Appendix 8 to these Rules.

35. Records of the services recipients in temporary stay facilities shall be conducted on the following documents:

1) a registration card of the recipient of services in the organization of temporary stay in the form according to Appendix 9 to these Rules (hereinafter- the Registration card).

Specialists of the temporary stay organization, after passing a medical examination and sanitary treatment, disinfection of clothes and personal belongings of persons entering the temporary stay organization, fill out the Registration card of the recipient of services and register it in the electronic registration journal;

2) an electronic journal.

The electronic journal of registration shall be maintained by the organization of temporary stay on the portal.

The electronic journal notes: the arrival of service recipients, discharge (expulsion), temporary departure, transfer to another organization of temporary stay, indicating the number and date of the order, the reason for discharge (expulsion), temporary departure.

Upon re-admission of a previously retired person from the temporary stay organization, his/her data shall be entered in an electronic journal with the note "returned" in the column "date of admission".

3) personal record.

Upon admission of the services recipient to the temporary stay organization, his personal record shall be formed, and in the event of its existence, the data filing in the log shall be continued.

The following documents shall be stored in the personal record of the services recipients:



	for social work	-										
4	Deputy director for medica l work ( subject to at least 6 medica l positio ns)	-	-	-	-	-	-	-	-	-	-	1
5	Head of the medica l depart ment ( subject to at least 6 medica l positio ns)	-	-	-	1	1	1	1	1	1	1	-
6	Chief account ant	-	1 staff position per institution									
7	Econo mist in account ing and econo mic analysi s	-	-	-	0,5	1	1	1	1	1	1	1
8	Accoun tant	-	-	1	1	1	1	1	1	1	1	1
9	Public procure ment manage r	-	0,5	0,5	1 staff position per institution							
10	Human resourc e s inspect or	-	0,5	0,5	1	1	1	1	2	2	3	3

11	Public relations specialist	-	-	-	1staff position per institution							
12	Head of department	1	-	-	-	-	-	-	-	-	-	-
13	Supply manager	-	1staff position per institution									
14	Chief storekeeper	-	-	-	1staff position per institution							
15	Chief storekeeper (of vegetable storehouse) (if there is a food storehouse, vegetable storehouse)	-	-	-	1staff position per institution							
16	Secretary-typist (referent)	-	0,5	0,5	1staff position per institution							
17	Disinfectant	-	0,5	0,5	0,5	1	1	1,5	2	2	2	2
18	Watchman	-	-	-	1staff position per institution							
19	Elevator boy (if there is an elevator)	-	in accordance with intersectoral standard norms for the number of employees employed in the maintenance of administrative and public buildings, approved in accordance with paragraph 7 of Article 101 of the Labour Code of the Republic of Kazakhstan (hereinafter- standard norms)									
20	Guard	-	3	3	4 staff positions per institution							

21	Driver	-	1 staff position per 1 technically serviceable vehicle
22	Tractor driver (if tractor is available)	-	1 staff position per 1 technically serviceable vehicle
23	Gardener (for at least 0.75 hectares of garden ed area)	-	1 staff position per institution
24	Courtyard cleaner	-	According to standard norms
25	Plumber	-	According to standard norms
26	Electrician for repair and maintenance of electrical equipment	-	According to standard norms
27	Electric and gas welder	-	According to standard norms
28	Support worker	-	According to standard norms
	Handyman for current repair and maintenance		

29	nance o f buildin gs and structur es (carpent er, repairm an)	-	According to standard norms										
30	Worker s employ ed in the mainte nance o f boilers operati ng on gaseou s , liquid and solid fuels, electric heating	-	According to standard norms										
31	Carrier for the remova l o f sewage from solid sedime nts from cesspo ols	-	-	-	4 staff positions in the absence of sewerage and if cesspools are not cleaned centrally								
32	Machin ist (motoris t) of a water pumpin g station	-	-	-	1staff position per institution								
Staff standards for the provision of special social services													
33	Social work	1	1,5	2	2,5	3,5	4,5	5,5	6,5	8	9,5	10	

	specialist											
Staff standards for the provision of social and household services												
34	Hairdresser 1, 3, 4 (if there is an equipped hairdresser)	-	0,5	0,5	1 staff position per 100 service recipients, who are hard or impossible to attend to in ordinary hairdressing salons							
35	Ward attendant 2	5.25 rate for a group of: 6 people - in the absence of basic self-care and personal hygiene skills (they cannot move and eat on their own), they need constant outside care; 8 people - subject to the formed (partially formed) skills of self-service and personal hygiene, need constant extraneous supervision; 10 people - subject to formed (partially formed) household skills; 12 people - subject to the formed skills of manual skill (for the implementation of labour orientation programs, the group is divided into subgroups of 6 people)										
36	Ward attendant 3,4,5	5.25 rate for each round-the-clock post. One round-the-clock post is formed based on the availability of occupied space, needs and opportunities, but not less than 50 beds										
37	Nursing orderly 4	-	5.25 rate for each round-the-clock post. One round-the-clock post is formed based on the availability of occupied space, needs and opportunities, but not less than 100 beds									
38	Nurse for care (in palliative care wards)	-	1staff position for 6 seriously ill patients in need of individual care									
39	Chef	-	-	-	-	0,5	1	1	1	1	1	1
40	Cook	-	1	2	2	3	4	4	5	7	7	8
41	Dishwasher	-	0,5	0,5	1	1	1	1	1,5	2	2	3
42	Vegetable and potato peeler	-	0,5	0,5	1	2	2	3	3,5	4	5	6
43	Bread cutter, kitchen worker	-	-	-	0,5	1	1	1	1	2	3	4

[illegible]

[illegible]

	1 culture		musculoskeletal system, but not more than 2 staff positions per one therapeutic physical culture room									
62	Chief Nurse (Head Nurse)	-	-	-	1staff position per institution							
63	Nurse	-	5.25 rate for each round-the-clock post. One round-the-clock post is formed based on the availability of occupied space, needs and opportunities, but not less than 50 beds									
64	Massage nurse	-	0,5	0,5	1	1	2	2	3	4	5	6
65	Midwife, paramedic 4, 5	-	-	-	0,5	1	1	1	1	1	1	1
Staff standards for the provision of socio-psychological services												
66	Psychologist	1	0,5	0,5	1	1,5	2	2	2	2	2	3
Staff standards for the provision of social and educational services												
67	Methodist 2, 3	-	-	-	1staff position per institution							
68	Mentor 2, 3	-	1.5 staff position per training group *									
69	Speech therapist 2, 3	-	0,5	0,5	1	1,5	2	2	3	4	4	5
70	Teacher - defectologist 2, 3, 4	-	1 staff position per training group *									
71	Music teacher 2,3,4	-	0,5	0,5	1staff position per institution							
72	Physical education teacher 2,3,4	-	0,5	0,5	1staff position per institution							
73	Occupational therapy instructor (Occupational		1 staff position per training group *									

	training - teacher ) 2.3											
Staff standards for the provision of social and labour services												
74	Occupational therapy instructor or 4.5	-										
1 staff position per profile (profile is formed when training at least 6 service recipients)												
Staff standards for the provision of social and cultural services												
75	Cultural events organizer	-	0,5	0,5	1	1	1	2	2	2	2	2
76	Musical director	-	-	-								
1 staff position per institution												
77	Librarian (if there is a library, lecotheque)	-										
1 staff position per institution												
Staff standards for the provision of social and legal services												
78	Lawyer	-	0,5	1								
1 staff position per institution												

**Note:**

1 - is introduced in departments of self-supported accommodation with a design capacity of 6 to 30 places, created at organizations of a stationary type;

2 - are introduced in children's psycho-neurological organizations of a stationary type;

3 - are introduced in stationary type organizations for children with disorders of the musculoskeletal system;

4 - are introduced in psycho-neurological organizations of a stationary type;

5 - are introduced in stationary type organizations for the elderly and disabled;

\* - training groups are formed in accordance with the order of the Minister of Healthcare and Social Development of the Republic of Kazakhstan dated March 26, 2015 No. 165 "On approval of standards for rendering special social services in the field of social protection of the population (registered in the Register of state registration of regulatory legal acts under No. 11038).

If there are equipped specialized rooms, the relevant specialists shall be accepted, who are not included in the minimum staffing standard, but not more than 2 specialists per room.

If necessary, the established positions are interchanged within the wage fund.

Expenses for the maintenance of executives and housekeeping personnel are not included in the calculation of the cost of 1 staff position of service.

In organizations of a stationary type, a limit for official vehicles shall be set in the amount of:

one passenger car;

two ambulances;

one passenger bus (if there are 100 or more service recipients);

one vehicle (if there are 350 or more service recipients);

one vehicle for the removal of sewage for a stationary type, located in an area where there is no possibility to connect to the central sewer, with a volume of sewage removal in the amount of at least 200 cubic meters per month;

one tractor that performs snow and ash removal, coal delivery to boilers and other seasonal work;

one minibus according to the number of service recipients for small houses.

If necessary, other employees of the stationary type organization shall be involved in rendering services to the disabled living in the Department within their official powers.

Appendix 2  
to the Rules of activity  
of organizations rendering  
special social services

#### Form

Official name of the organization (in Kazakh)	Official name of the organization (in Russian or other language)
-----------------------------------------------	------------------------------------------------------------------

#### **Electronic journal of registration of persons receiving special social services in an organization**

#### **of a stationary type/semi-residential type/home care/temporary stay and a queue in need of special social services**

Footnote. Appendix 2 is in the wording of the order of the Minister of Labour and Social Protection of the Population of the Republic of Kazakhstan dated 14.12.2021 No . 472 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Started "\_\_\_" \_\_\_\_\_ 20 \_\_\_\_

Ended "\_\_\_" \_\_\_\_\_ 20 \_\_\_\_

№	Status	Surname, name,	Gen	Duration of t h e individual rehabilitation
---	--------	-------------------	-----	------------------------------------------------------

		patronymic (if any)	Date of birth, age	der	Home address	Phone number	program for a disabled person
1	2	3	4	5	6	7	8

Date of receipt and order No.	Date of temporary departure and order No.	Date of departure and order No.	Reason for departure	Date of transfer and order No.	Destination of departure (region, city, district)
9	10	11	12	13	14

Appendix 3  
to the Rules of activity of  
organizations  
rendering special social services

Official name of organization (in Kazakh)	Official name of organization (in Russian or Kazakh)
-------------------------------------------	------------------------------------------------------

**Personal Record**  
of services recipient № \_\_\_\_\_

\_\_\_\_\_  
(Place of formation)

place for a photo  
3,5x4,5 cm

**Full name**

\_\_\_\_\_

**Date of birth (day, month, year)** \_\_\_\_\_

**Diagnosis** \_\_\_\_\_

**Nationality (ethnicity)** \_\_\_\_\_

**Date of admission** \_\_\_\_\_

**Came from** \_\_\_\_\_

**Social status** \_\_\_\_\_

**Details on parents (for disabled children) (Full name),  
date of birth, indicate reason and document, confirming their absence  
Home address** \_\_\_\_\_

**Numbered and bound**

\_\_\_\_\_  
list(s)  
(in words)  
Head of the organization \_\_\_\_\_

\_\_\_\_\_  
(Full name)  
signature "\_\_\_\_" \_\_\_\_\_ 20 \_\_\_\_ year  
Place of seal

Appendix 4  
to the Rules of activity of  
organizations  
rendering special social services  
Form

Approved:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
(Full name and signature of head of inpatient/ day patient/ home-based facility)  
dated "\_\_\_\_" \_\_\_\_\_ 20 \_\_\_\_ year

\_\_\_\_\_  
\_\_\_\_\_

(name of inpatient/ day patient/ home-based facility)

Individual work plan of services recipient

Full name of services recipient \_\_\_\_\_

Date and year of birth \_\_\_\_\_

\_\_\_\_\_  
Diagnosis \_\_\_\_\_

\_\_\_\_\_  
Date of admission to inpatient/ day patient/ home-based facility "\_\_\_\_" \_\_\_\_\_ 20 \_\_\_\_  
\_\_ года

Observation of services recipient conducted from \_\_\_\_\_ to \_\_\_\_\_

Individual work plan developed for period from \_\_\_\_\_ to \_\_\_\_\_

Assigned activities with regard to individual requirements of services recipient ( indicate types and volume of services being provided):

№	Types of services	Volume of services ( name of conducted individual activities)	Full name and signature of specialist , who assigned the activity	Date of assignment
1	social-welfare	_____	_____	_____
2	socio-medical	_____	_____	_____
		_____		

3	socio-psychological			
4	socio-pedagogical			
5	socio-labor			
6	socio-cultural			
7	socio-economic			
8	socio-legal			

Date of revision of individual work plan " \_\_\_\_ " \_\_\_\_\_ 20\_\_ year

Specialist in social work \_\_\_\_\_  
(signature) (Full name, date)

Appendix 5  
to the Rules of activity of  
organizations  
rendering special social services

Monitoring log on individual work plan on services recipient

Full name of services recipient \_\_\_\_\_

Day and year of birth \_\_\_\_\_

\_\_\_\_\_ Diagnosis \_\_\_\_\_

\_\_\_\_\_ Monitoring on individual work plan developed for period from \_\_\_\_\_ to \_\_\_\_\_

\_\_\_\_\_ Period of observation of services recipient: from \_\_\_\_\_ to \_\_\_\_\_

№	Notes on condition of service recipient, including		Decision on correction of individual work plan (indicate type of service that should be revised)	Date of monitoring	Full name and signature of specialist who conducted monitoring
	presence of positive changes (description)*	Absence of changes or observed aggravation of condition(indicate reasons)			
1	2	3	4	5	6
1					
2					
3					

Specialist on social work \_\_\_\_\_  
(signature) (Full name, date)

Footnote: \* Positive changes in services recipient's condition are observed in:

- somatic, mental, emotional state;
- motor, sensory, cognitive, speech, communicative spheres;
- formation of skills of self-service, social-domestic and labor adaptation and socialization.

## Minimum staffing standards at inpatient care facilities

№	Name of position	Number of visits a day				
		до 50	50 - 100	101 - 150	151 - 200	201 и выше
Standards on managing and administrative and support staff *						
1	Director	1 staff position per institution				
2	Deputy director for social work	1 staff position per institution				
3	Head of Medical Department (subject to at least 6 medical positions)	1 staff position per institution				
4	chief accountant	1 staff position per institution				
5	Accountant	1 staff position per institution				
6	Public procurement Manager	1 staff position per institution				
7	Supply manager	1 staff position per institution				
8	Human resources inspector	0,5	1	1	1	1
9	Secretary-desk officer	0,5	1	1	1	1
10	Janitor	1 staff position per institution				
11	Lift attendant (with lift available)	according to intersectoral standard norms for the number of employees engaged in maintenance of administrative and public buildings, approved in accordance with paragraph 7 of Article 101 of the Labor Code of the Republic of Kazakhstan (herein after referred to as standard norms)				
12	Watchman	4 staff positions per institution				
13	Driver	1 staff position per 1 drivable vehicle				
14	Tractor driver (with tractor available)	1 staff position per 1 drivable vehicle				
15	Gardener (for at least 0,75 ha of gardened area)	1 staff position per institution				
16	Courtyard cleaner	According to standard norms				

17	Plumber	According to standard norms				
18	Electrician for repair and maintenance of electrical equipment	According to standard norms				
19	Electric and gas welder	According to standard norms				
20	Maintenance worker	According to standard norms				
21	Handyman for current repairs and maintenance of buildings and structures (carpenter, repairman)	According to standard norms				
22	Workers for maintenance of boilers operating on gaseous, liquid and solid fuels, electric heating	According to standard norms				
23	Cesspool cleaner and emptier	4 staff positions in the absence of sewer system and if the cesspools are not cleaned in a centralized manner				
24	Water pump station operator	1 staff position per institution				
25	Disinfecter	0,5	0,5	1	1	1,5
Standards on staff providing special social services						
26	Social work specialist	1,5	2,5	3,5	4,5	5,5
Standards on staff providing social-welfare services						
27	Head cook **	-	-	-	1	1
28	Cook**	1	2	3	4	4
29	Dishwasher **	1	1	1	1	1
30	Vegetable and potato peeler * *	1	1	2	2	3
31	Bread cutter, kitchen hand * *	-	0,5	1	1	1
32	Canteen worker	1 staff position per 50 service recipients				
33	Housekeeping nurse (matron)	1 staff position per institution				

34	Laundry operator	1	1	1,5	1,5	2
35	Ward attendant 1, 2	1 staff position per 20 service recipients				
36	Ward attendant 3, 4	1 staff position per 50 service recipients				
37	Ward maid (cleaner)	According to standard norms				
Standards on staff providing socio-medical services						
38	Pediatrician 1, 2	1	1	1,5	2	2
39	Therapist 3, 4	1	1	1,5	1,5	1,5
40	Neurologist	1	1	1,5	1,5	1,5
41	Psychiatrist (psychotherapist) 1, 3	1	1	1,5	2	2
42	Trauma orthopaedist 2, 4	0,5	0,5	1	1	1
43	Physician	1 staff position per institution				
44	Nurse-dietitian **	1 staff position per institution				
45	Physical therapy instructor	1 staff position per 20 services recipients with severe musculoskeletal disorders or per 40 services recipients with moderate musculoskeletal disorders, but no more than 2 positions per one therapeutic physical training room				
46	Right therapy (hippotherapy) instructor 2, 4	1 staff position per institution (in the existence of the required conditions)				
47	Swimming (hydro-kinesiotherapy) instructor 2, 4	1 staff position per institution (in the existence of swimming pool )				
48	Head Nurse	1 staff position per institution				
49	Nurse	1	2	3	4	5
50	Massage Nurse	1	1	1	2	2
Standards on staff providing socio-psychological services						
51	Psychologist	1	1	1,5	2	2
Standards on staff providing socio-pedagogical services						
52	Methodologist 1, 2	1 staff position per institution				
53	Mentor 1, 2	1,5 staff position per training group ***				
54	Speech therapist 1, 2	1	1	1,5	2	2

55	special education teacher 1, 3	1 staff position per training group***				
56	Music teacher 1,2,3	1 staff position per institution				
57	Gym instructor 1, 2, 3	1 staff position per institution				
58	Occupational therapy instructor (labor training teacher) 1,2	1 staff position per training group ***				
Standards on staff providing socio-labor services						
59	Occupational therapy instructor 3, 4	1 staff position per profile (profile shall be formed when training at least 6 service recipients)				
Standards on staff providing socio-cultural services						
60	Cultural events organizer	1 staff position per institution				
61	Music director	1 staff position per institution				
62	Librarian (in the existence of a library)	0,5	1	1	1	1
Standards on staff providing socio-legal services						
63	Lawyer	1 staff position per institution				

#### Footnotes:

1 – created at day patient care facilities for children with psychoneurological disorders;

2 – created at day patient care facilities for children with musculoskeletal disorders;

3 – created at day patient care facilities for persons over eighteen years old psychoneurological diseases;

4 – created at day patient care facilities for elderly and disabled people;

\* – standards on managing and administrative and support staff are prescribed for day patient care facilities that are independent legal entities;

\*\* – these positions are envisioned in the event of cooking hot meals;

\*\*\* –training groups shall be formed according to the order of the Minister of Health and Social Development No. 165 of the Republic of Kazakhstan, dated March 26, 2015 “About approval of standards of rendering special social services in the field of social protection of the population” (registered in the Register of State Registration of Regulatory Legal Acts under No. 11038).

In the existence of equipped specialized rooms, respective specialists are hired for positions that are not included in the minimum staff standard, but no more than 2 specialists per 1 room.

If need arises, the established positions are interchanged (replaced) within the payroll.

In the existence at day patient care facility of a department of round-the-clock stay, the positions needed for night shifts (duties) shall be determined in accordance with minimal staffing standards of personnel at inpatient-type facilities.

Costs on upkeep of administrative and maintenance staff are not included in the cost estimates of 1 service item.

At day patient care facilities limit shall be set on service vehicles number: one auto car and two ambulance cars, and for provision of transportation services to the recipients of the services –one passenger bus additionally.

Appendix 7  
to the Rules of activity of  
organizations  
rendering special social services

### **Minimum staffing standards at home-based care facilities**

№	Name of Position	Number of staff positions	Grounds for opening staff positions
1	Head of department	1	For department (subject of home-based service) *
2	Consultant on social work	0,5	Per 40 service recipients
3	Social worker in nursing care**	1	1) for 8 elderly and disabled people of first and second disability groups, living in a dwelling with amenities; 2) for 5 elderly and disabled people of first and second disability groups, living in a dwelling without amenities; 3) for 4 – 6 children with psychoneurological pathologies, persons over eighteen years old with psychoneurological diseases, children with musculoskeletal system disorders (depending on the health and motor functions conditions)
4	Driver	1	for one drivable auto vehicle

Note:

\* Department (subject of home-based care) shall be created at rendering of special social services to 80 services recipients depending on the category (elderly and

disabled people, children and persons over eighteen years old with psychoneurological diseases. Where the presence of certain categories of the services recipients does not allow creating a department, one unit shall be created for several categories of the services recipients;

**\*\* Special social services shall be provided by social worker in nursing care to the services recipient no more than two times a week.**

Appendix 8  
to the Rules of activity of  
organizations  
rendering special social services

### **Minimum staffing standards at temporary-stay facilities**

№	Name of position	Number of beds					
		до 51	51- 100	101- 150	151- 200	201- 250	251 и свыше
Standards on managing and administrative and support staff							
1	Director	1 staff position per institution					
2	Deputy director for administrative-logistic work	-	-	-	1	1	1
3	Deputy director for social work	1 staff position per institution					
4	Chief accountant	1 staff position per institution					
5	Economist in accounting and economic analysis	-	0,5	1	1	1	1
6	Accountant	0,5	1	1,5	2	2	2
7	Human resources inspector	0,5	1	1	1	1	1
8	Supply manager	1 staff position per institution					
9	Secretary-desk officer)	1 staff position per institution					
10	Disinfector	1	1	1	1	1,5	2
11	Janitor	1 staff position per institution					
12	L i f t attendant (with lift available)	according to intersectoral standard norms for the number of employees engaged in maintenance of administrative and public buildings, approved in accordance with paragraph 7 of Article 101 of the Labor Code of the Republic of Kazakhstan (herein after referred to as standard norms)					

13	Watchman/ guard	4 staff positions per institution					
14	Driver	1 staff position per 1 vehicle in technically sound state					
15	Tractor driver (with tractor available)	1 staff position per 1 vehicle in technically sound state					
16	Plumber	According to standard norms					
17	Electrician for repair a n d maintenance of electrical equipment	According to standard norms					
18	Electric and gas welder	According to standard norms					
19	Handyman for current repairs and maintenance of buildings a n d structures ( carpenter, repairman)	According to standard norms					
20	Workers for maintenance of boilers operating on gaseous, liquid and solid fuels, electric heating	According to standard norms					
21	Cesspool cleaner and emptier	4 staff positions in the absence of sewer system and if the cesspools are not cleaned in a centralized manner					
22	Water pump station operator	1 staff position per institution					
Standards on staff providing special social services							
23	Social work specialist	1	2	3	4	5	6,5
Standards on staff providing social-welfare services							
24	Head cook	-	-	0,5	1	1	1
25	Cook	2	2	3	4	4	5
26	Dishwasher	1	1	1	1	1	1,5

27	Vegetable and potato peeler	1	1	2	2	3	3,5
28	Bread cutter, kitchen hand	-	0,5	1	1	1	1
29	Housekeeping nurse (matron)	1 staff position per institution					
30	Head of laundry (from among maintenance staff)	-	-	-	-	-	1
31	Laundry operator	1	1	1	1	1	5
32	Ward maid (cleaner)	According to standard norms					
Standards on staff providing socio-medical services							
33	Physician	1 staff position per institution					
34	Physician assistant	1 staff position per institution					
35	Nurse	5,25 rate for every 50 beds					
36	Nurse-dietitian	1 staff position per institution					
Standards on staff providing socio-psychological services							
37	Psychologist	1	1	1,5	2	2	2
Standards on staff providing socio-labor services							
38	Occupational therapy instructor	1 staff position per institution					
Standards on staff providing socio-cultural services							
39	Librarian (in the existence of a library)	1 staff position per institution					
Standards on staff providing socio-legal services							
40	Lawyer	1 staff position per institution					

Note:

In the arising need the established positions can be interchanged (replaced) within the payroll.

Costs on upkeep of administrative and maintenance staff are not included in the cost estimates of 1 service item.

At temporary stay institutions limit shall be set on service vehicles number:

One auto car;

one ambulance car;

one auto vehicle ( in the existence of 150 and more service recipients).

### Minimum staffing standards at houses (departments) of night stay

№	Name of position	Staffing standards
1	Director (head of department)	1 staff position per institution
2	Housekeeping nurse	2 staff positions per institution
3	Physician assistant	2 staff positions per institution
4	Nurse	5,25 fte

### Minimum staffing standards at mobile social patrol service

№	Name of position	Staffing standards per one auto transport vehicle
1	Dispatcher	1 position
2	Social work specialist	1 position
3	Paramedic	1 position
4	Driver	1 position

Appendix 9  
to the Rules of activity of  
organizations  
rendering special social services

### Registration card of services recipient at temporary stay facilities

1. Surname \_\_\_\_\_

\_\_\_\_\_

2. First name \_\_\_\_\_

\_\_\_\_\_

3. Patronymic (in its existence) \_\_\_\_\_

\_\_\_\_\_

4. Gender \_\_\_\_\_

\_\_\_\_\_

5. Date of birth \_\_\_\_\_

6. Ethnicity (at wish to indicate) \_\_\_\_\_

7. Place of birth \_\_\_\_\_

8. Address of last residency registration

\_\_\_\_\_

9.Document held: passport/ID card (tick whichever applies)

Type of document	Number/series	Date of issue	Date of expiry	Issuing authority
ID card				
Passport				

Individual identification number				
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10. Education \_\_\_\_\_

11. Profession \_\_\_\_\_

12. Next of kin \_\_\_\_\_

№ п/п	Degree of kinship/ relationship to	Full name	Date of birth	Place of residence

13. Conviction (in its existence)

№ п/п	Article of Criminal Code	Prison term	Time in prison	Location of prison

14. Previous diseases \_\_\_\_\_

15. Health condition \_\_\_\_\_

16. Organization that referred the citizen \_\_\_\_\_

17. Signature of the citizen \_\_\_\_\_

18. Date \_\_\_\_\_

19. Full name, signature of specialist of temporary stay organization who filled out  
registration card \_\_\_\_\_