

Republic of the Philippines  
DEPARTMENT OF LABOR AND EMPLOYMENT  
Intramuros, Manila

DEPARTMENT ORDER No. 139-14  
Series of 2014

DEPARTMENT OF LABOR AND EMPLOYMENT Administrative Service Central Records Section-GSD	
DATE:	<u>7/21/14</u>
TIME:	<u>10:00</u>
RECEIVED BY:	<u>Myra</u>

In the interest of the service and as a component of the National Reintegration Program for OFWs specifically targeted to ensure the successful reintegration of Overseas Filipino Workers (OFWs) repatriated from crisis/emergency situations, pursuant to relevant alert level systems by the national government, the "Assist WELL" Program is hereby adopted for implementation by concerned agencies/offices of the Department of Labor and Employment (DOLE).

The "Assist WELL" Program is a package of reintegration assistance/services to address the **Welfare, Employment, Legal and Livelihood** needs of repatriated workers.

#### I. WELFARE ASSISTANCE

Welfare assistance shall cover the following:

- A. Airport assistance - facilitating airport procedures and formalities from the tube to airport exit. This also includes dissemination of information and materials on the "Assist WELL" Program.
- B. Temporary shelter/accommodation - provision of free food and accommodation at the OWWA Hostel while awaiting onward travel to home provinces.
- C. Transport assistance to residence - provision of transportation services for those residing in Metro Manila or boat/bus fare for those residing in the provinces.
- D. Emergency medical assistance - provision of medical referral to the airport clinic upon arrival and ambulance services as necessary.
- E. Stress debriefing - provision of counseling sessions especially to those who may have undergone traumatic experiences.

#### II. EMPLOYMENT ASSISTANCE

Employment assistance shall cover the following:

- A. Job placement/referral for local employment - assistance in finding local employment through the employment facilitation services of DOLE-Regional Offices and Public Employment Service Offices.
- B. Job placement/referral for overseas employment - assistance in finding overseas employment through referral/placement to licensed recruitment agencies with available job vacancies that match the qualifications of repatriated workers.
- C. Competency assessment and certification for repatriated workers who wish to confirm whether they possess the competencies required in a preferred workplace. Skills training will be provided for those who desire to meet the standards.

### **III. LIVELIHOOD ASSISTANCE**

Livelihood assistance shall cover the following:

- A. Entrepreneurial development training - provision of training on financial awareness, self-preparation for entrepreneurial roles, business planning and business management.
- B. Livelihood skills training - provision of livelihood and operational skills training, including provision of knowledge and skills development for self-employment. This also includes the grant of livelihood starter kits and merchandise.
- C. Hands-on business mentoring and support - provision of business development services in the form of business consultation and counseling, productivity advice and business networking support for sustaining and expanding businesses.
- D. Business loan assistance - direct provision of business loan through the Two (2) Billion Reintegration Program Fund or provision of referral services to partner lending institutions.

### **IV. LEGAL ASSISTANCE**

Legal assistance shall cover the following:

- A. Legal advice - provision of counseling services where repatriated workers are informed of their rights and possible options for redress of grievances.
- B. Conciliation proceedings to afford repatriated workers and their recruitment agencies a venue to discuss the possibility of amicable settlement.

- C. Assistance in the preparation and filing of complaints for illegal recruitment, recruitment violation and disciplinary action cases.
- D. Counseling during preliminary investigation and hearings of criminal cases for illegal recruitment.

## V. GENERAL PROCEDURE

- A. Upon receipt of the advisory from the concerned Philippine Overseas Labor Office (POLO) or the Philippine Embassy with respect to repatriation of a specific group of workers, the Overseas Workers Welfare Administration (OWWA) shall prepare the profiles/forms pertaining to the returning group of workers.
- B. Upon arrival, the OWWA shall provide assistance at the airport.
- C. Reintegration services consisting of "Assist WELL" shall be provided. Specific process flowcharts for each program component are annexed to this Order.
- D. Monitoring of provision of services, evaluation, and periodic reporting to the Secretary of Labor and Employment shall be undertaken by the implementing DOLE agencies/offices.
- E. The National Reintegration Center for OFWs (NRCO) shall maintain the database for "Assist WELL" Program in coordination with other DOLE implementing agencies and under a cost-sharing arrangement.

## VI. PROGRAM MANAGEMENT TEAM

To oversee the implementation of this Order, a Steering Committee is hereby constituted for "Assist WELL" Program and shall be composed of the following:

Overall Chair:

Secretary Rosalinda Dimapilis-Baldoz

Committee Chairs:

Undersecretary Reydeluz D. Conferido - Employment Assistance Committee

Undersecretary Ciriaco A. Lagunzad - Livelihood Assistance Committee

POEA Administrator Hans Leo J. Cacdac - Legal Assistance Committee

OWWA Administrator Rebecca J. Calzado - Welfare Assistance Committee

Undersecretary Rebecca C. Chato - Management Services Committee

Members:

TESDA Dep. Dir. General Irene M. Isaac

NRCO Director Violeta N. Muñoz

BLE Director Dominique R. Tutay  
BWSC Director Ahmma Charisma L. Satumba  
ILAB Director Saul T. De Vries  
LCO Director Nicon M. Fameronag

The above-named Committee Chairs shall constitute their respective committees whose members shall come from the Philippine Overseas Employment Administration (POEA), OWWA, Technical Education and Skills Development Authority (TESDA), NRCO, Bureau of Local Employment (BLE), Bureau of Workers with Special Concerns (BWSC), International Labor Affairs Bureau (ILAB) and Financial Management Service (FMS).

The respective heads of the above-named agencies shall ensure their agency's participation in the works of these committees.

These committees shall ensure inclusion of the implementation of the "Assist WELL" Program in regional and overseas operations of DOLE including attached agencies.

A Program Secretariat is likewise constituted and shall be headed by NRCO Director Violeta N. Muñoz with representatives from POEA, OWWA, TESDA, NRCO, BLE, BWSC, ILAB and Labor Communications Office (LCO).

## VII. BUDGET

All concerned DOLE implementing agencies are directed to allocate/commit funds for the implementation of the "Assist WELL" Program based on their respective work and financial plans and subject to accounting and auditing rules and regulations. The NRCO shall include in their annual budget, funding for the implementation of this Program.

## VIII. EFFECTIVITY

This Order takes effect immediately.

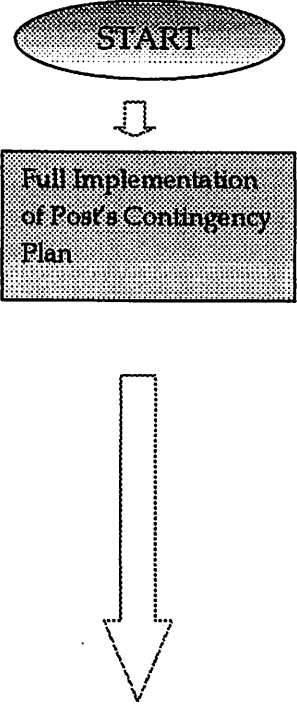
  
ROSALINDA DIMAPILIS-BALDOZ  
Secretary

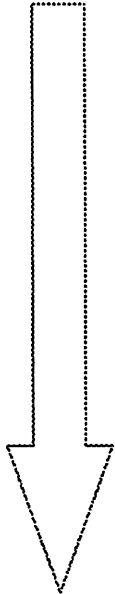
Dept. of Labor & Employment  
Office of the Secretary



21 July 2014

## PROCESS FLOW OF ON-SITE EMERGENCY REPATRIATION OF OVERSEAS FILIPINO WORKERS

PROCESS FLOW	RESPONSIBLE OFFICER	DETAILS
 <p style="text-align: center;">START</p> <p style="text-align: center;">↓</p> <p style="text-align: center;">Full Implementation of Post's Contingency Plan</p> <p style="text-align: center;">↓</p>	<p>Post's crisis management committee</p> <p>Composition:</p> <ul style="list-style-type: none"> <li>• Communication committee</li> </ul>	<p>The Ambassador/Consul General shall immediately convene the post crisis management committee</p> <p>Relay information relative to the status and political situation in the post and projected number of OFWs affected by the crisis including post proposed action and other vital information.</p> <p>Send request to the home office for the immediate dispatched of the OPRRT (Office of the President Rapid Response Team) as augmentation team . inform head office of the proposed evacuation exit points.</p> <p>Establish communication with international organization and other entities willing to provide assistance.</p> <p>Communicate /coordinate with host gov't concerned office (if the same are still functioning) regarding</p> <ol style="list-style-type: none"> <li>1. Exit visa if still required</li> </ol>



<ul style="list-style-type: none"><li>• Finance committee</li> <li>• Transportation committee</li> <li>• Post's quick response retrieval/rescue committee</li> <li>• Medical committee</li> <li>• Documentation committee</li> <li>• Evacuation Marshalls</li></ul>	<ol style="list-style-type: none"><li>2. Safe conduct passes for OFWs, POLO and Embassy officials and the OPRRT</li><li>3. Employers' concerned, if any</li></ol> <p>Notify the head office of the logistical requirements for repatriation, e.g. transportation expenses, food and hotel accommodation, plane tickets other incidental expenses</p> <p>Arrange possible modes of transportation (By land, Sea and Air) from the post to the exit points and from the exit points to the Philippines</p> <p>Conduct rescue operations where OFWs are being detained or hold by employers</p> <p>Provide medical assistance for departing OFWs.</p> <p>Responsible for the documentation of OFWs for repatriation; Provide the communication committee the list of OFWs for repatriation.</p> <p>Responsible for the orderly behavior of OFW while in custody and during the repatriation process</p>
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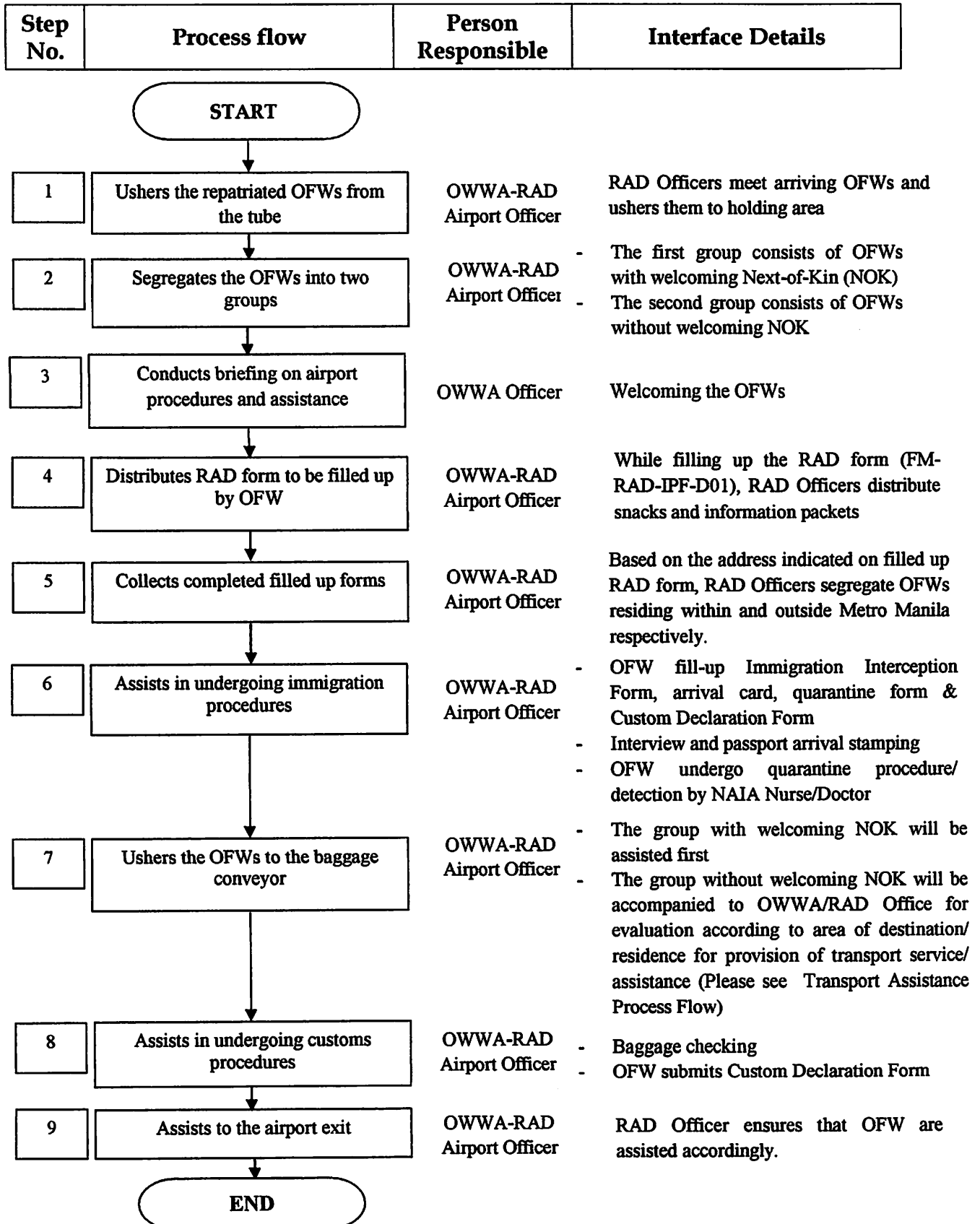


# PROCESS FLOW

## AIRPORT ASSISTANCE

**Purpose:** To facilitate airport procedures and formalities and include dissemination of information/materials on the “Assist WELL” Program.

**Scope:** From ushering repatriated OFWs from tube up to assisting to the airport exit.



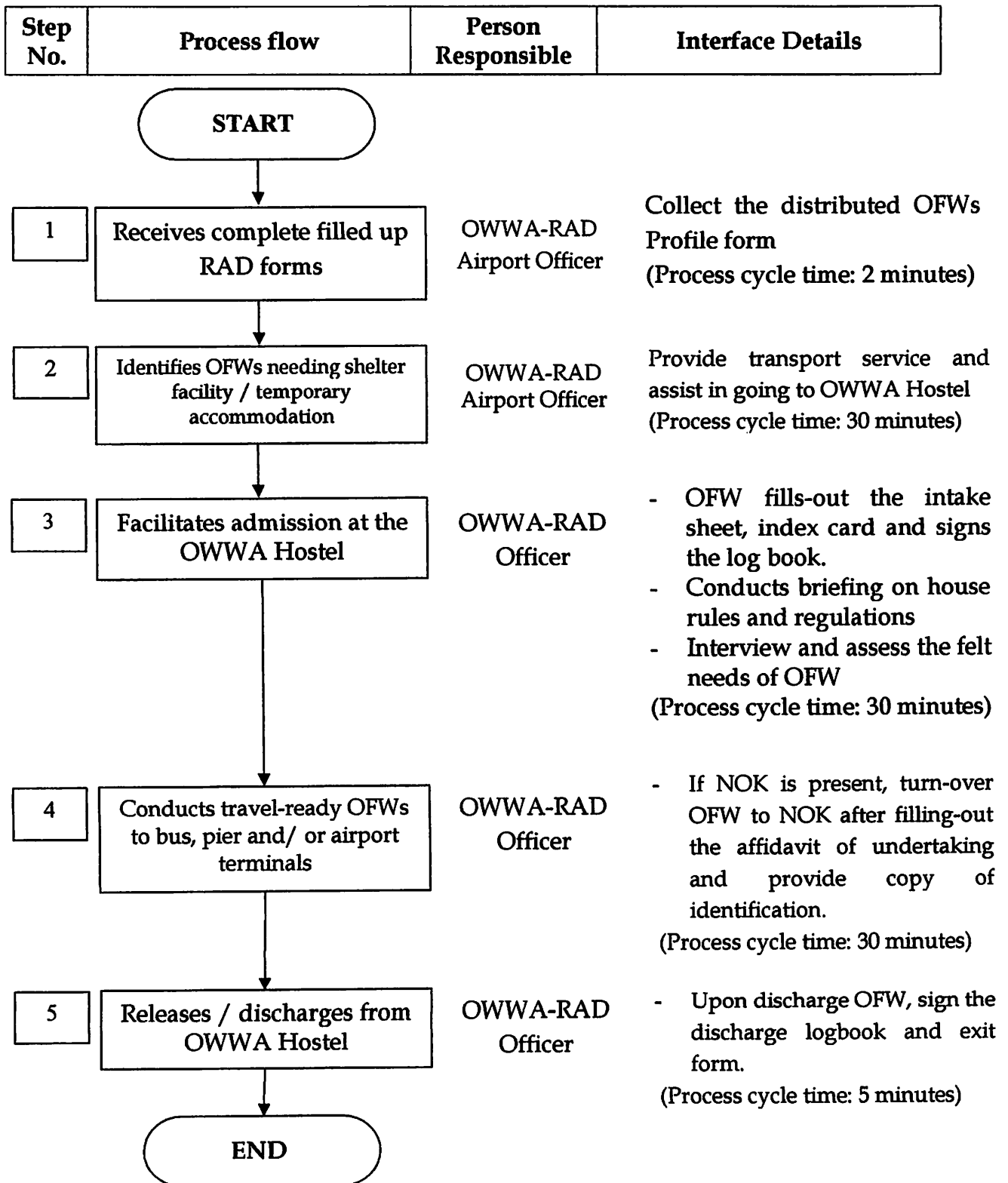
**Process Cycle Time:** Time varies on each step depending on the number of repatriated OFWs



## PROCESS FLOW SHELTER FACILITY

**Purpose:** To provide temporary accommodation/shelter to repatriated OFWs who have no Next-of-Kin within Metro Manila & live in far flung areas such as the Visayas, Mindanao & Island provinces in Luzon while waiting for their travel to place of residence.

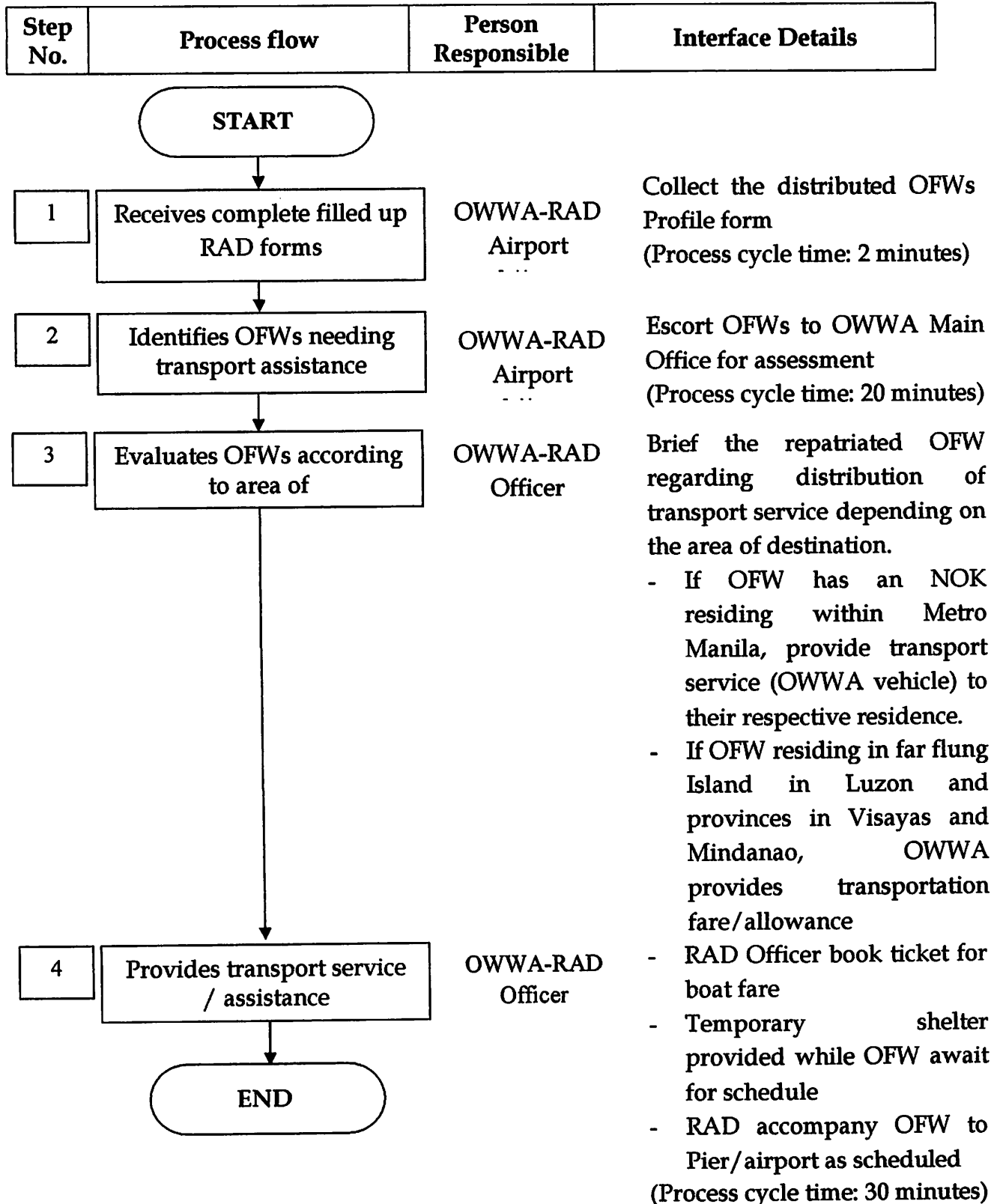
**Scope:** From receipt of complete filled up RAD forms until arrangement for onward travel to their respective destination/province.



## PROCESS FLOW TRANSPORT ASSISTANCE

**Purpose:** To provide transportation service for those residing in Metro Manila or boat/bus fare for sea/land travel.

**Scope:** From receipt of complete filled up RAD forms to provision of transportation assistance/services.

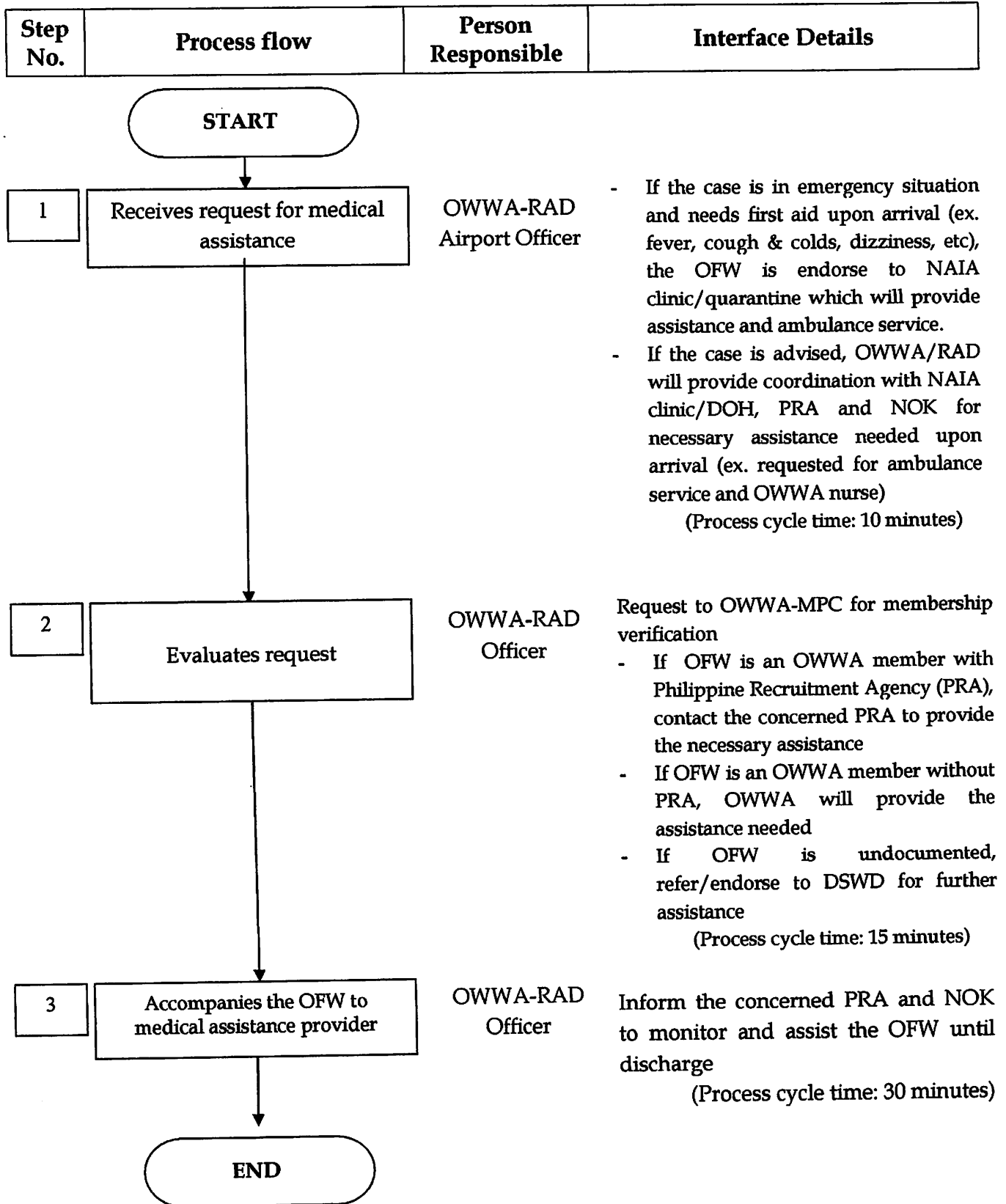


# PROCESS FLOW

## EMERGENCY MEDICAL ASSISTANCE

**Purpose:** To provide medical assistance to repatriated OFWs.

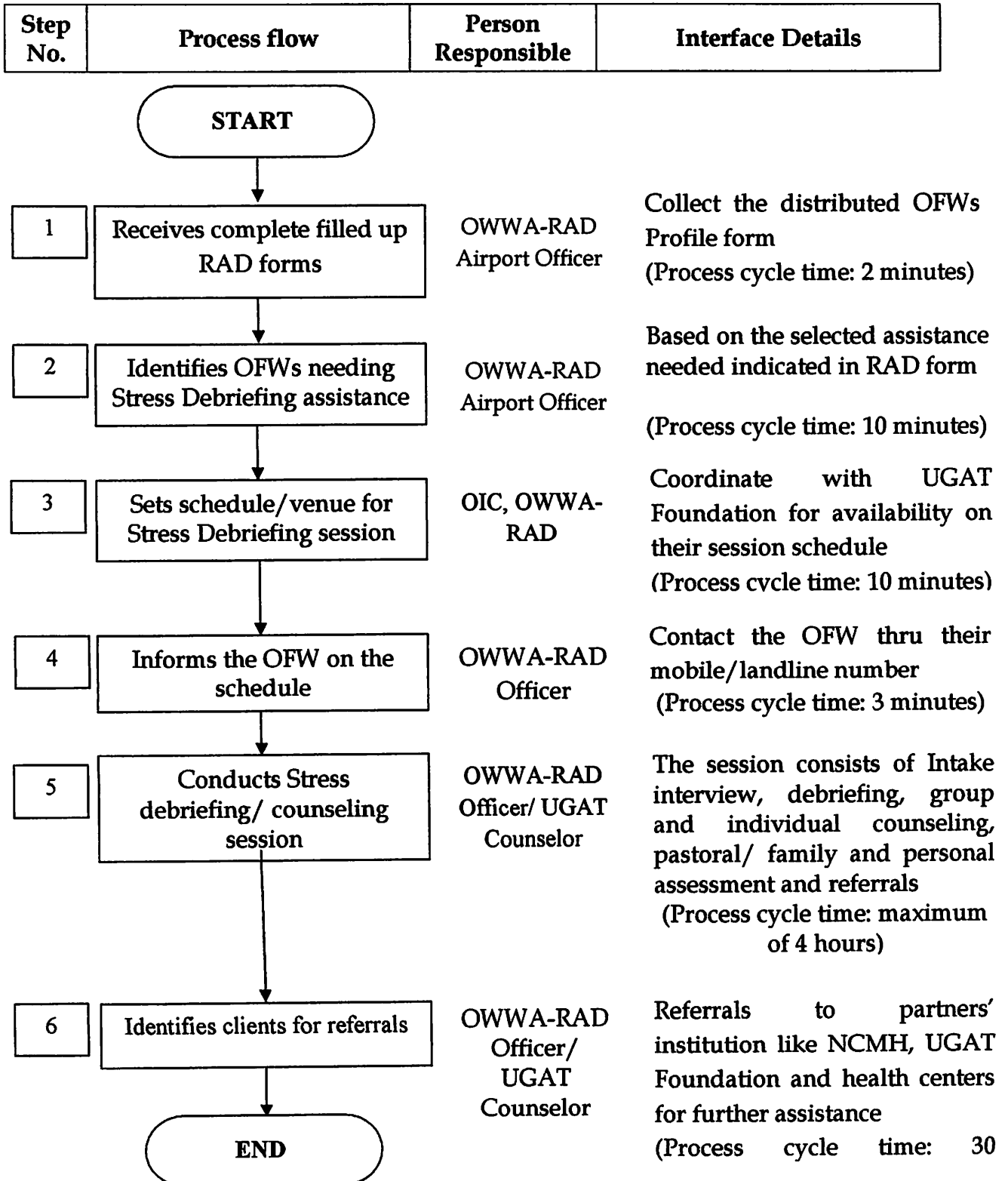
**Scope:** From receipt of medical assistance request to accompanying to medical assistance provider.



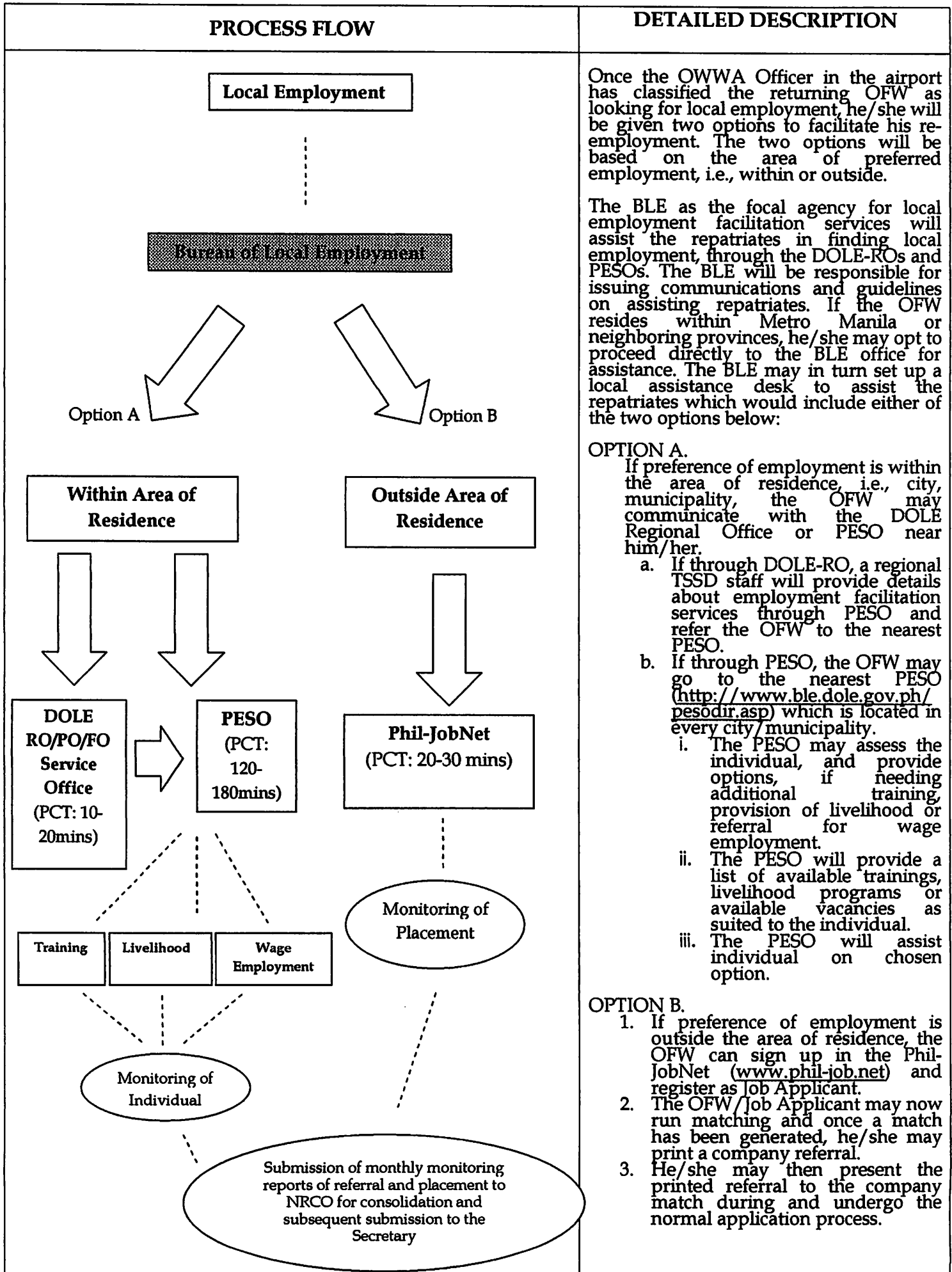
## PROCESS FLOW STRESS DEBRIEFING / COUNSELING

**Purpose:** To provide counseling sessions to distressed OFW especially who may have undergone traumatic experience.

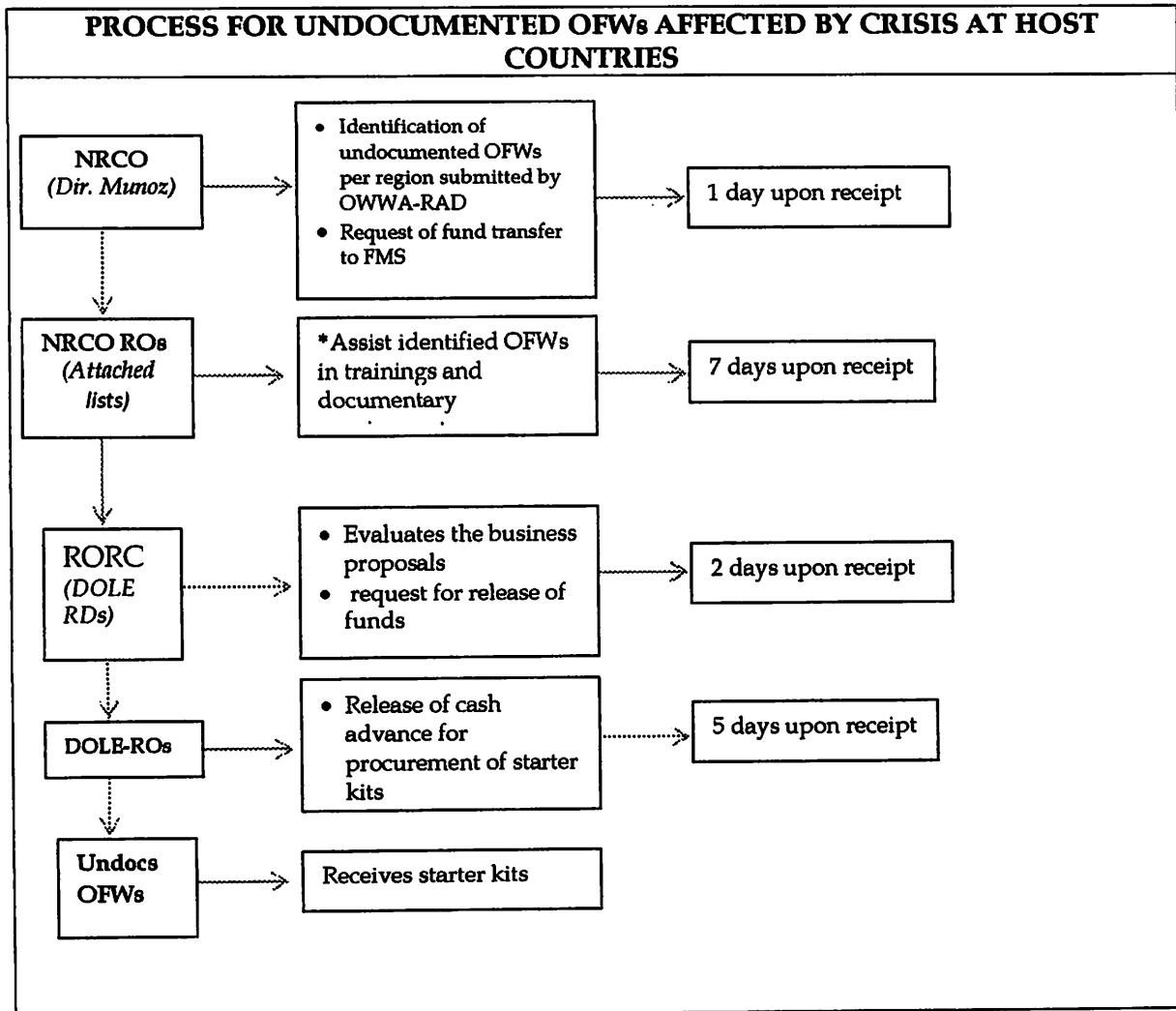
**Scope:** From receipt of complete filled up RAD forms to referral to partners' institution for further assistance.



# LOCAL EMPLOYMENT FACILITATION SERVICES FOR RETURNING OFWs



## 10K LIVELIHOOD ASSISTANCE



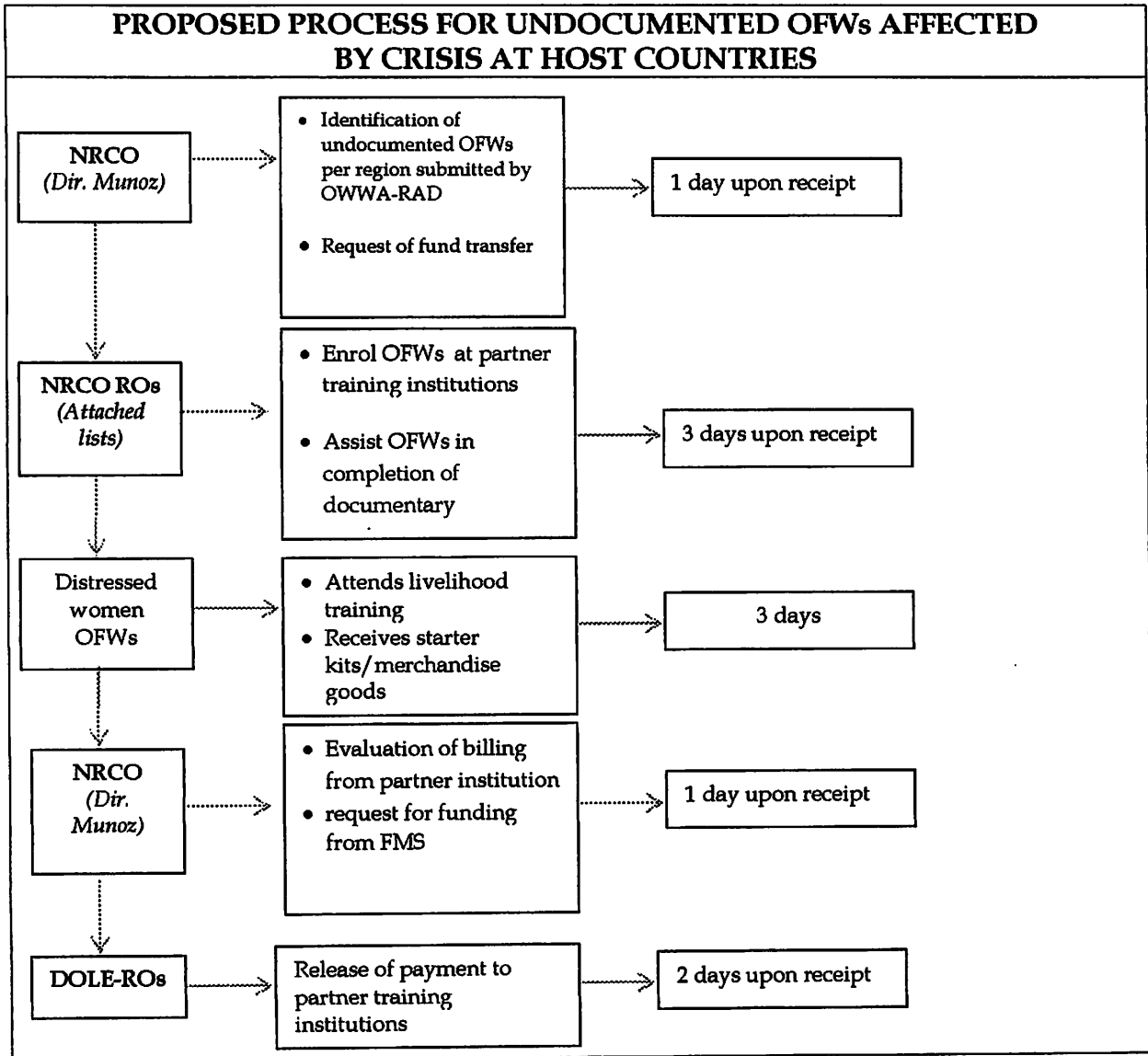
*\*conduct of EDT/Preparation of business plan, projected cash flow and market strategy/Canvass of merchandise goods*

*\*DOLE -ROs - DOLE Regional Offices*

*\*ROs - Regional Reintegration Officers*

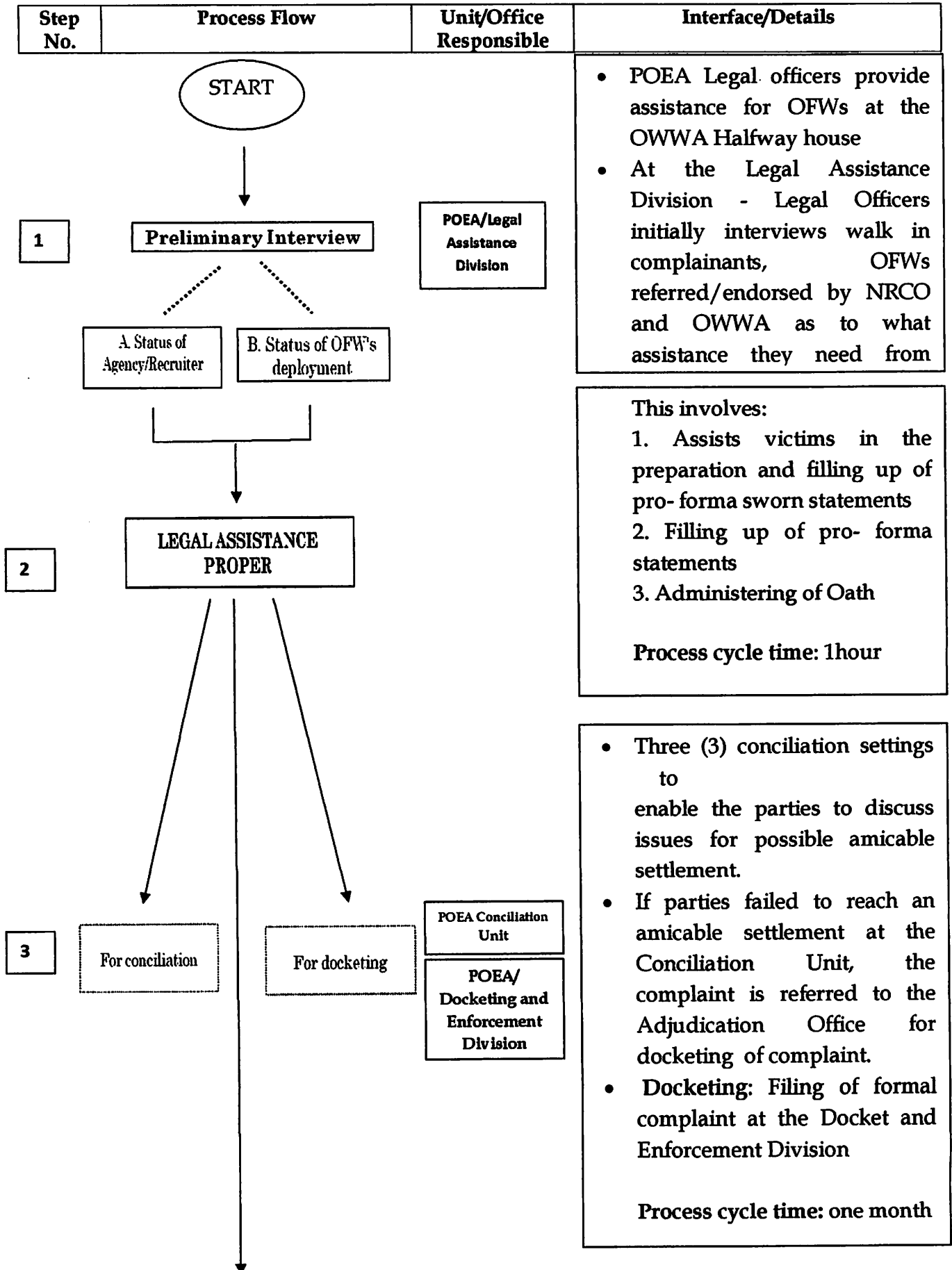
*\*RORC -*

## BALIK PINAY-BALIK HANAPBUHAY!



\*DOLE -ROs - DOLE Regional Offices  
 \*ROs - Regional Reintegration Officers  
 \*RORC - Regional OFWs Reintegration Committee

## PROCESS FLOW FOR LEGAL ASSISTANCE





4



If undocumented, docket  
a criminal complaint for  
illegal recruitment

POEA/Legal  
Assistance  
Division

- Legal Assistance Division**
- Filling up of pro- forma statements
  - Administering of Oath
  - Docket a criminal complaint for Illegal Recruitment