

SHEHJAAR HOMES FOR SENIOR CITIZENS

(Section 8 Company - Incorporated on 20/01/2005)

CIN : U91990PN2005NPL020182



OPERATING MANUAL FOR DAY CENTRES

No. Shehjaar/21-22/001

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Registered Office

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VISION

An age friendly society, where senior citizens live healthy, active, happy and dignified life along with social and inter-generational bonding.

MISSION

- ❖ Building a formal and informal social support system to engage senior citizens and extend help in mitigating their loneliness affecting health by establishing/advocating Day Centres in all senior citizen clusters throughout the Country.
- ❖ Be involved in all initiatives leading to improvement of quality of life of senior citizens through awareness generation and enabled society leading to protective and productive lives with easy access to opportunities and required support services.
- ❖ To be associated in formulating / implementing all initiatives by the Society / Governments/ Corporates in response to the needs of the Elderly.

1.0. Introduction:

Shehjaar Homes for Senior Citizens is a “Not-for-Profit” Company, registered in Pune in Jan 2005 under the Companies Act. The main objectives of this NGO are to work for the care and welfare of the Senior Citizens across the Country. The Company is exempted from Income tax under section 80 G. The name “Shehjaar” (Sheetal Chhaya) signifies the cool shade under a big tree.

2.0. Issues of Ageing:

- 2.1. The emerging challenge of the 21st Century is the phenomenon of the ageing population due to increase in the average age. The number of senior citizens in the country has increased from 19.8 million in 1951 to 104 million in 2011 (ie about 9% of the population) and projections are that this number will increase to 323 million (ie about 20%) of the population by 2050.
- 2.2. Besides, due to fragmentation of the joint family system this increased number of senior citizens is exposed to lack of emotional, physical and financial support. There is inadequate social security for the aged. Thus ageing has become a major social challenge and, if not attended, can lead to social unrest, human misery and a drag on the economy.
- 2.3. An effective response to identified needs of the elderly require a broad spectrum of activities based on perceived needs of the Elderly. The needs and problems of the Elderly vary significantly according to their age, socio-economic status health, living status and other back ground characteristics.
- 2.4. The three main categories of Elderly are:
(a) Able & working elderly, (b) Assisted Elderly & (c) Destitute Elderly.
- 2.5. The most common problems elderly face are:
Failing health, financial insecurity, isolation, neglect, abuse, fear, boredom due to idleness, lowered self-esteem, loss of control and lack of preparedness for ageing.

3.0. Government Initiatives:

- 3.1. There is a National Policy on Older Persons which was issued in 1999. This policy is under revision since 2014. Govt. of India also passed Maintenance and Welfare of Parents and Senior Citizens Act 2007. In actual practice, however, the pace of implementation of initiatives taken by the Centre and State Governments for improvement in the quality of life of senior citizens is very very slow.
- 3.2. Govt Of India, Ministry of Social Justice & Empowerment, however, has come out with an umbrella scheme for senior citizens in April 2020 known as National Action Plan for Welfare of Senior Citizens (NAPSrC). As a follow up of the scheme, Govt of India has released Annual Action Plan (2021-22), Atal Vayo Abhyuday Yojna (AVYAY) dated 31/03/21.

4.0 Why Shehjaar Homes?

- 4.1. It is also very much clear that Governments alone cannot provide all the services needed by the elderly segment of the society. The National Policy recognizes the NGO sector as a very important institutional mechanism to provide user friendly affordable services to complement the efforts of the Government and private sector. "Shehjaar Homes" was thus formed to serve this segment of society.

5.0 Why Day Centers ?

- 5.1. One of the Self Help Initiative for improvement of the quality of life of senior citizens that can be taken on immediate basis without much of investment is to establish "Day Centres" in elderly clusters. "Day Centre" is the most economic, effective and practical way for active, happy and healthy ageing.
- 5.2. .The Day Centres help the group members to have a social connect. The Centres provide recreational activities like laughter club, musical programs, painting, dancing, yoga, carom board and card games. These Centres provide place and time for elderly to talk to similarly aged groups and reminisce the older times. These Centres help the elderly in restoring the self-esteem and getting them rid of any negative image. Centre helps in giving the feeling to elderly that he is wanted, dispels his fears of helplessness and keeps him mentally engaged.

5.3. The Day Centre provides members space to congregate in any weather, interact, read news papers and refer books /magazines. The members can pool the experiences and talents for the use of all sections of society. Psychological problems like isolation, alienation and depression etc can be overcome by spiritual programs like discourses, discussions and meditation at the Centres.

6.0. SHEHJAAR Objectives:

- 6.1. To build/establish one Model Day CARE Centre in Haridwar, which becomes a national bench mark.
- 6.2. To organize Day Centres at other Units of Sehjaar Homes in order to engage the members of respective centres for leading purposeful and qualitative life and develop brotherhood amongst members.
- 6.3. To develop an environment towards Life beyond Day Care Centre i.e. Members need to mutually interact and extend helping hand for their well being and health related incidents through a dedicated Team of members.
- 6.4. To improve the strength in membership . This may include opening of new Units/Centres subject to feasibility.
- 6.5. To liaison with State forums in order to participate in their action plan to improve life of senior citizens in Day Centres.
- 6.6. To enlarge the scope by extending support and helping hand to nearby old age homes, which takes care of the need of elderly.

7.0. Models of Day Centres:

7.1. There can be different types of Day Centres depending on the actual needs of Elderly in the particular location/area. It can be a simple “Day Centre”, where senior citizens can just walk in and spend some time utilizing the facilities offered like library, games etc. The other option is “DAY CARE Centre” where specific services like physio, medical, vehicle, food etc are provided in addition to the facilities available in simple “Day Centre”.

7.2. DAY CENTRE

Day Centres may run in rented houses as per requirement where owned buildings are not available. Members can volunteer for running the activities. Basic facilities envisaged at these Centres are as under:

- (a) Recreation & Active Ageing: TV, indoor games, musical instruments, reading materials (books, magazines & news papers) etc
- (b) Availability of Water Cooler, Chairs/Tables/Tea pot/Mugs as per requirement.
- (c) Basic Health check-up devices for measuring BP, Random Sugar etc.
- (d) Availability of exercise equipments, yoga and meditation sessions as per feasibility
- (e) Arrange periodical picnics, pilgrimages & tours with families.
- (f) Celebration of Birthdays/ marriage anniversaries. Local festivals as decided.
- (g) Organise Awareness talks by qualified speakers subject to availability.

7.3. DAY CARE CENTRE (Proposed Model Centre at Haridwar)

7.3.1. Facilities: Facilities envisaged at this centre are as under:

- (a) Fitness: Physiotherapy, yoga, meditation (through qualified teachers)
- (b) Health Desk: Basic health check up & medicine through a doctor of Allopathy/Ayurved/Homeopathy
- (c) Recreation & Active Ageing: TV, indoor games, musical instruments, reading material (books, magazines & news papers), hobby activities, cooking gas/burner
- (d) Chairs/Tables/Tea pot/Mugs as per requirement
- (e) Counseling: Psychological and other professional counseling.
- (f) Assistive devices: Like wheel chairs, walkers, walking stick, water/air beds to needy members
- (g) Care Givers Training: Organised Care Givers Training can be arranged.
- (h) Geriatric Consultation: Can be arranged as per actual conditions of the members
- (i) Centre can arrange picnics, pilgrimages & tours with family members
- (j) Digital Literacy: Computers, Mobile phones, online internet.
- (k) Livelihood opportunities can be explored.
- (l) Spiritual Sessions.
- (m) Awareness talks

(n) Birthdays/marriage anniversaries celebrations. Local festivals occasionally.

(o) To participate in any advocacy for betterment of quality of life of senior citizens through meeting local authorities, Concerned Ministries in States & in Centre. Organising Conferences involving all stake holders.

7.3.2. Centre Layout: Day Care Centre to be designed on existing/ available buildings as per local needs/availability. Basic requirement for this “Day Centre” shall be:

- a) At least one meeting hall
- b) Kitchen
- c) Two wash rooms Male& Female
- d) Store room
- e) Office/reception
- f) Reading room/ digital literacy/ physiotherapy rooms asper availability
- g) Doctors room
- h) Open space / terrace, benches & swings

(Note:- Facilities and other requirement can vary from center to center. However to start with, minimum requirement must be ensured).

7.3.3. Staff Requirements (Other than Volunteer members)

- a) Coordinator/Manager
- b) Physiotherapy Consultant
- c) Care Giver/Assistant
- d) Cook
- e) Attendant for overall upkeep/cleaning
- f) Driver for the vehicle
- g) Consultants as per requirement

7.3.4. Management Role in running Day Centres:

- To provide technical inputs and funds as per budget.
- To meet all monthly recurring costs of the Centre.
- To periodically provide training to Centre volunteers, staff & professional.
- To provide support for fund raising .

7.3.5. Important Requirements

- Important requirement to run a Day Centre is to have a dedicated team to manage the centre and take initiatives to keep the centre active and full of life. The managing team has to be physically around for furtherance of the Centre objectives.
- Members are to be motivated to take part in various activities of their choice. Without dedicated team the centre becomes monotonous and loses the charm for the members.
- The Centre must welcome any elderly regardless of the caste, creed and colour so long as the members are interested in contributing to betterment of elderly.

7.3.6. Daily Routine of the Day Centre

- ✓ Members to arrive at the Centre in time decided.
- ✓ Begin with a prayer.
- ✓ Yoga / Exercises under guidance
- ✓ Light refreshment
- ✓ Members to be engaged in day to day activities/ hobbies/ gardening/cooking etc
- ✓ Nutritious lunch can be prepared and served.
- ✓ Recreation after lunch/games/TV/ Gupshup/ group songs/reading
- ✓ Training on income generation activities
- ✓ Medical Consultation Twice a month. Physio care daily.Medicine arrangements.
- ✓ Tea/snacks in evening.
- ✓ Departure to home.

8.0. Management Committee for Day to Day Control

8.1. The Centre will have a Management Committee (MC) to oversee and control day-to-day activities at various Centres. It shall comprise of:

- (a) President,
- (b) General Secretary,
- (c) Treasurer
- (d) Member - Specifically to oversee the membership drive
- (e) Member - Liaisoning with State Govt, Institutions and State forum

8.2. ROLE & RESPONSIBILITY

(a) **President:** The President will conceptualize short and long term plans to further the objectives of the organization depending on resources available. Strive to increase the involvement of Civil Society.

(b) **General Secretary** – The General Secretary shall oversee the Day-to-day programs/activities and organize meetings of General Body and Management Committee. He shall record the minutes and responsible for reporting as per requirement.

(c) **Treasurer** – The Treasurer shall maintain accounts , expenses, receipts and furnish details month-wise and audit purpose to Corporate office as per requirement. He shall be responsible for drawing Annual Budget in consultation with President and General Secretary as per Action programmes planned.

9.0. Membership and Fee

9.1. Induction of Member - The basic requirement for a person to be inducted as a member is that he/she should be a Senior Citizen i.e. above 60 years of age. However, when a senior citizen is taken as a member, the spouse can also be inducted as a member even though he/she is not a senior citizen.

9.2. Minimum requirement of Members – Every Centre should have a minimum member of 20 Senior citizens.

9.3. Admission Fee – The admission fee for inducting a member shall be Rs.100 collectable at the time of induction.

9.4. Member's Annual Fee – Annual fee of Rs.500 shall be collected from each member every financial year towards contribution for day-to-day activities. The membership shall continue as long as the membership fee is paid.

10.0. Maintenance of Bank Account:

10.1. Shehjaar Homes maintains corporate account with ICICI Bank, Bund Garden Road, Pune-411060. (Saving Bank Account: 000501046307; IFS Code: ICIC0000005)

- 10.2. Different Centres may require to operate a bank account for depositing and drawing for day-to-day operations with the authorisation of the Board of the Company.. Surplus money may be held in bank account after keeping nominal cash in hand for miscellaneous transactions.
- 10.3. The accounts maintained at various Centres shall be jointly operated by any two officials (President, General Secretary and Treasurer) with the approval of Board of the Company.

11.0. Funding and Annual Action Plan:

- 11.1. These Centres can be started with some voluntary donations and/ or by seeking CSR funding from Corporates.
- 11.2. The Centres shall hold the funds collected from members as admission/annual fee for their operations. For normal running of the Centres, member contribution helps to make the Centre self sustained.
- 11.3. The accommodation of a hall equipped with toilet & kitchen facility can be hired or as well arranged through DM/ Mayor/ Local MLA/ Philanthropist/ Corporates under CSR.
- 11.4. For planned activities, it is essential that each Centre draws Annual Budget for revenue and expenses as per the Action Plans decided by respective Centres. The Corporate office shall consolidate the Annual budgets received from each centre and place the same to the Board. The Board, at its discretion, may support/provide funds to its various Centres towards their planned expenses in case of need.

12.0. Shehjaar Day Centres:

- 12.1. There are three Centres presently in operation in 3 different cities i.e. (1) Pune, (2) Haridwar and (3) Bhubaneswar.
- 12.2. Pune Day Centre: This Centre has been in operation since Oct 2009. The imminent benefits gained by about 40 members have been the improved self esteem, acquiring a sense of meaning, peace of mind and an optimistic attitude towards the life besides having a strong social connect.

Address - (Temporarily in-operative due to severe Covid pandemic in Pune)

12.3. Haridwar Day Centre: Encouraged by the positive results of the Pune Day Centre, Senior Citizen Forum Haridwar was assisted by Shehjaar Homes to start a Day Centre in C-50 Shivalik Nagar . The Centre is in operation,very usefully, since May ,2013.The main activities so far have been daily meetings,social/religious events,medicalcamps/tests,picnics and monthly group birthdays and marriage anniversaries celebrations. Shehjaar Homes has taken this centre under its direct control from April1,2019.

(Address:- C-50,Shivalik Nagar,Haridwar (Uttarakhand)

12.4. Bhubaneswar Day Centre: This Centre in the Community Centre of Kedar Gauri Apartments, Lewis Road was inaugurated on 30/01/2019. There are around 65 members actively involved. Various activities helping in active ageing and for community good are regularly taken.

(Address:-Community Center, Kedar Gauri Apartment, Lewis Road, Bhubaneshwar Odisha)

13.0. **Review of the Manual:**

This Manual of Operations shall be reviewed once in every year
