



DATE: 06/01/2016

To  
Department of Women & Child Development  
Bangalore, Urban

Respected Sir,

Ref: 1) GO.NO.DWC26 2014 Dt 25-4-14  
2) NO. KSICPS/U&I/38/2012-13 Dt 4-3-15  
3) Agreement between DCPO, IMHC and U&I

**SUBJECT: SUMMARY REPORT**

The Public Private Partnership between U&I, IMHC & the DWCD was approved and implemented from April 1<sup>st</sup> 2015. Based on the PPP a number of staff was appointed for the posts listed below. A follow up report has been submitted to the superintendent every month and progress has been monitored.

**STAFF HIRED:**

Assistant Carers: 16 assistant carers were hired to help with grooming of 85 mentally handicap boys. Cleaning of the entire premises of the home, washing of clothes and utensils and to play and engage the boys. They also need to assist the teachers and therapist during class

Physiotherapist: 1 therapist was hired to improve the physical conditions of the boys helping with exercise and mobility.

Special Needs Teacher: 2 teachers were hired to engage the boys in academic teaching and over all holistic development.

Speech Therapist: 1 speech therapist was recently hired to help the boys who have various levels of speech, language and communication problems, and with those who have swallowing, drinking or eating difficulties.

Documentation & Reporting Manager: 1 manager was hired to monitor the staff, manage and report the activities conducted at the home.

During the first 6 months of the PPP 16 assistant carers have been hired and 4 have left, currently there are 12 assistant carers – both newly hired and staff already present – who have been trained and are working at the home. 2 special needs teachers have been hired and trained and are currently working at the home, 1 physiotherapist is working at the home. One Speech Therapist has been hired from



the month of November. Each staff is assigned a particular job role and is observed and assessed accordingly.

### **HIGHLIGHTS:**

From April to October 2015 there have been various changes brought about at the home from hiring new staff to implementing new teaching methods. Below are the highlights for the last 6 months at IMHC.

### **SPECIAL NEEDS CLASSES**

- Educational CDs were played through which Kannada letters, and numbers are taught to the boys.
- Every boy has an individual book in class. They are learning to write alphabets and numbers.
- They are learning to recite different mantra in class.
- It was noticed that a few of the boys have brilliant drawing and painting skills and efforts are being made to encourage the same.
- As part of their extra-curricular and sports activities, the boys were taken out once a week for running races and other sports activities. Moral stories and children's stories were played for the boys once a week as well.
- Every boy is individually taught how to brush their teeth and the assistant carers ensure they practice it three times a week between 2pm-3pm.

### **Health & Hygiene**

- Grooming in terms of nail and ear care is being done regularly for all the boys.
- If there are 3 or more assistant carers in playschool 17 severe and profoundly challenged boys are cleaner, more engaged and awake and better behaved than when there are fewer assistant carers present.
- Eye lice are cleaned on alternate weeks for all the boys.

### **Physiotherapy**

- The physiotherapist currently works with 8 boys using various exercises and special equipment to help improve their motor abilities, strength and fitness.
- The boys are taught exercises and fitness is focused on.
- New physiotherapy equipment has been donated.
- The boys are responding well to the treatments given and showing good progress.

### **SPEECH THERAPY:**

- A full time speech therapist has been hired to work with the boys closely. She is doing an excellent job enabling children who have speech impediments to overcome them and regain their confidence to communicate.



### **U&I Volunteers**

- The Sunday Classes are still a success story where about 30 volunteers come to the home and engage the boys. They follow a schedule, a fixed curriculum for each group and ensure the boys learn and play at the same time. Every boy at the home is given attention and they enjoy the company of the volunteers.
- U&I conducted a summer camp with 30 summer interns on the 19th and 20th of May 2015 from 10:00am - 1:00pm. The interns came in with a plan of engaging and interacting with the boys.
- Big Birthday Bash was celebrated with all the boys at the Institute in the month of July filled with rides, cotton candy and popcorn.

### **CHALLENGES:**

- **ASSISTANT CARERS:**
  - **Mix of old & new Group D staff:** Under the PPP, 20 additional assistant carers (maids) were to be hired as new Group D staff to clean the campus and the children. The reason for hiring new assistant carers was that none of the old Group D staff would agree to clean the severely challenged boys who were not toilet trained. The aim was to bring in a new culture in the Group D staff. The Superintendent decided to put 5 existing staff from IMHC along with the new hired assistant carers, which did not allow this to happen.
  - **No. of Group D staff:** At no point did we hire 20 assistant carers as requested under the PPP, leading to lack of carers for the profoundly challenged children.
  - **Punctuality/Attendance:** Many of the Group D staff are not punctual and also very irregular to work. We have made repeated requests for them to be replaced which has not been done.
  - **Lack of care for severely challenged boys:** Playschool (for the severely challenged boys) is not fully functioning because of lack of assistant carers, leading to lack of engagement of the boys. The Superintendent does not see the need to hire more carers to care for these boys.
  - While the SOP, which was discussed and agreed on, clearly states the duties and responsibilities for the assistant carers, some assistant caregivers – particularly those already employed before the PPP came into effect – are continually failing to fulfil their duties.
  - Some of the Group D staff continues to hit the boys to discipline them. A few of the Group D staff refuse to cooperate and follow the SOP and insisted that the boys should do the work. The boys still have to clean human excreta.
  - The duties of assistant carers are changed on monthly bases. This turns out to make staff less effective at their duties, because they



keep changing and having to readjust every month and it also affects the staff's job satisfaction negatively

- The night duty staff failed to bathe and ensure brushing of teeth for all the boys. Some boys were found to be smelly and unclean.

- **INDIVIDUAL REHABILITATION ASSESSMENT:**

- One of the key success factors of the PPP, lay in the bringing in of specialists in the field of mental health and rehabilitation to individually assess each child and give a detailed report along with a rehabilitation plan which could be implemented by the teachers and carers at the Institute. Currently, no such plan exists or ever has.
- **Money has been budgeted for this activity** and U&I has brought multiple experts willing to take up this assessment and train the staff to implement. Repeatedly, we have been told that this activity will not be of any use and that NIMHANS has already assessed the children. With due respect to NIMHANS, their assessment is a brief one and the only output of which is a IQ rating for each child. We require a much more indepth assessment of each child with an accompanying rehabilitation plan.
- **We strongly believe that a detailed assessment of each child is necessary and vital for improving the care, special education and rehabilitation for each child.**

- **INTERNATIONAL TRAINER FOR STAFF:**

- For the last two years, we have invited Ms. Florence Koenderink, a Dutch specialist in institutional care and special needs therapy to train the U&I staff at IMHC and also the government staff at IMHC. Ms. Koenderink, is an esteemed social worker who travels to countries like China, Brazil and other parts of the world specialising in training staff in institutions like IMHC. She has volunteered her services year after year to come and train the staff.
- As part of the PPP, we had budgeted for her to be invited again to train the staff. Sadly, she was refused permission to train the staff.

**SUMMARY:**

U&I is here to serve the children at IMHC. At all times, we want what is in their best interest. We will continue to work alongside the DWCD, DCPO and the staff at IMHC to provide the children the best care possible.

Thanking you,

*N. Ajit Sivaram*

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Co-Founder, U&I