



2019-2020

# Director's Report

SHB Social Foundation

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# Table of Contents

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01 Introduction

02 Director's Note

03 Year 2019-2020 in Focus

04 What's New?

05 Programme Impact

06 Our Donors

07 Looking Forward

## 01. Introduction

SHB (Saathi Haath Badhana) Social Foundation is a non-profit organization working in the psycho-social space of mental wellness within the community. We build safe and equal spaces for all through *Listening, Compassion, and Inclusivity*. Our outreach programmes are designed to promote individual and community well-being, increase confidence and lead a stress-free life.

SHB Social Foundation works mainly in 3 key areas:

### a. Listening

Listening is the first step towards any meaningful conversation, be it with self or others. It serves as the starting point for any issue resolution and conflict management. With a non-judgmental, empathetic, active listener, one can walk through our own thoughts, vent emotions, relieve stress & anxieties or gain a fresh perspective. It sets us on the path of self-awareness and mental wellbeing.

SHB Social Foundation offers "Active Listening" through its multiple programmes with the help of trained volunteers. It offers a safe space for the individuals to talk about their issues and seek clarity in understanding them, whether relationships or work-related.

### b. Compassion

A foundation of Compassion, showing kindness, caring and willingness to help others. A compassionate mindset helps us feel the pain of others and motivates us to work towards alleviating the same. Compassion also increases our well-being as it focuses on self-care first, before attending to others.

Compassion is the core principle behind all the work SHB does with the community. Be it **Listening Post** or **Smartphone Assistance for Seniors** or **Caregiver Support Programmes** or creating awareness about gender fluidity, they are focused on offering a caring and compassionate space to everyone seeking support through them.

### c. Inclusivity

Inclusive communities foster a sense of belonging, social connectedness and offer a safe and nurturing environment to its diverse set of members. SHB Social Foundation offers programmes to everyone within the community based on the principles of social justice. It offers programmes which promote gender equality, intergenerational connect and tries to build an inclusive mindset at a holistic level. It offers programmes which value diversity, offer equal opportunities and create an inclusive mindset.

SHB Social Foundation offers these programmes through its Community Centre in Aundh, Pune and through institutional /corporate collaborations, in other places as well. We have reached out to 2971 individuals with multiple programme interactions within the community since 2014 and strive to bring change through compassion, self-care and life-skills. This is achieved with solely volunteer efforts from members of the community.

## 02. Director’s Note

It gives us great pleasure to present the annual report of SHB Social Foundation for the year 2019-2020. On behalf of the advisory board, we express deep gratitude to our volunteers who have given of their time so willingly, and making sure that we are making a qualitative impact on the ground. Our numbers speak for themselves, and as you will see further in the report, it is giving us enough validation and motivation to strengthen our hands.

We completed 5 years in September 2019, and we used the opportunity to have a fund-raising dinner and offer a huge thanks to our donors, volunteer families and other well-wishers.



Our Team

Over the years, as we have realised, a few core values have guided all our work.



**We build safe and equal spaces and *glocal* sustainable communities for all, through Listening, Compassion and Inclusivity.**

For us, the journey is important. Our process is critical. While we maintain individual dignity through it all, the larger goal is to make a sustainable community. In Covid-19 times especially, the need for local communities is the greatest. We need to support ourselves. Join hands with us, with your time, effort or resources. **Saathi, haath badhana!!**

Money is always welcome. Besides our workshops, voluntary donations from the community is what keeps us going. There is a list of individual donors towards the end of this report. This year we embarked on getting our own merchandise – t shirts, mugs, pens to help us generate more revenue to keep our efforts going. The idea is to take the message far and wide and making self-care *cool* and remove the stigma of mental health from our society.



Here's hoping that we continue to work with the same warmth and affection that we have received from our seniors and others who visit our Centre often. Hoping that you take the time to read about our work and learn about the impact that we are having on the ground.

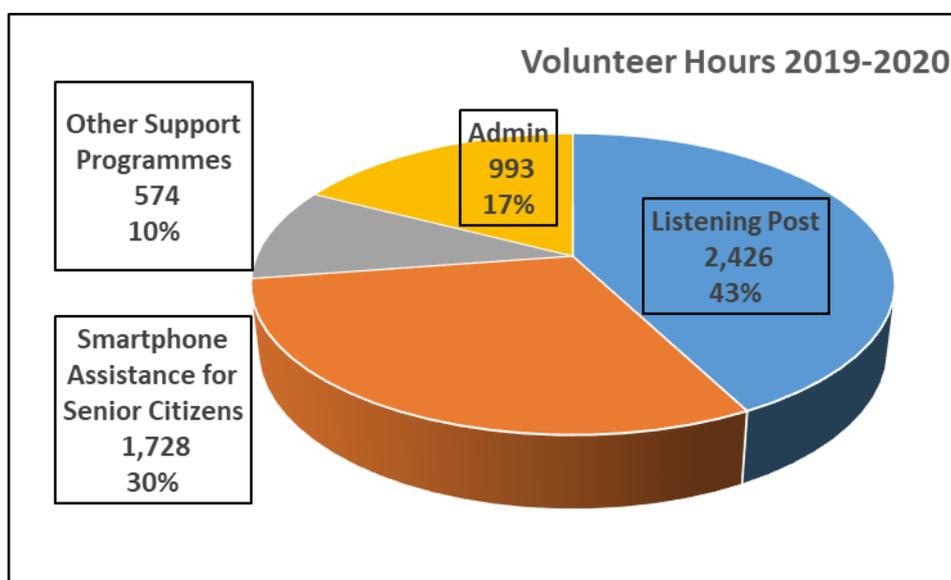
### 03. Year 2019-2020 in Focus

We are happy that we have been able to work with the community through multiple programmes with the focus on Listening, Compassion and Inclusivity.

7 Community Programs

27 Volunteers in 2019-20

Our total volunteer hours through these 7 community programmes, contributed by 27 committed volunteers is close to 6000 hours for the year, and has been distributed as below. Our flagship programmes, **Listening Post** and **Smartphone Assistance for Seniors** take up the lion's share of our time.



Our time is being offered free to the community. We are a set of professionals from Industry, IT, teachers, lawyers, doctors and other professionals. All of us have day jobs which earn us a living. Most of us manage to find time to do SHB related work because it gives us tremendous satisfaction. We believe in gaining from giving. **But if we do have to add a monetary value to the services provided as above, for the year 2019-20 alone works out to close to 28 lakhs.**

## 04. What's New?

We strive to assess the needs of our community and offer the programmes/interventions to address these needs. In the year 2019-2020, we launched 2 new programmes for the community in the wellness and the unwind spaces.

### 1. Senior Citizen Wellness



Our **Senior Citizen Wellness** programme was launched in April-2019. It aims at providing support and guidance to our seniors and their caregivers both family and professional caregivers.

We are trying to create awareness regarding the ailments suffered by the elderly and need for all of us to be aware and take necessary actions to make life easier for elderly and the caregivers through this programme. The elderly and their families face unique challenges, and our society is not well provided for when it comes to services for the community. Elder Care is a particularly neglected area, even amongst doctors. We have neuro psychologists, geriatricians and palliative care specialists in our team. You can read more about the programme [here](#).

This initiative has been received well by many of our Seniors or by their children, who live abroad/other cities in India.

### 2. Forest Healing Walk (part of "Unwind")

From time to time, we have had different programmes under "Unwind". In the past, we have Art, Dance, Qigong, workshops on wellness therapies etc. This year, we introduced Forest Healing as part of our wellness, "Unwind" programme.

We had Forest **Healing Walks** from August-2019 to November-2019.

Forest Healing, inspired by the age-old Japanese tradition of Shinrin-yoku i.e. "forest bathing", is based on the belief that there are calming, rejuvenating and restorative benefits to be achieved by spending time in nature. These walks were warmly received by the community which was reflected in the long waitlist of participants for them.



#### • Programme Outreach

Year 2019-2020 also saw we taking our flagship programmes – **Listening Post** and **Smartphone Assistance for Seniors** out of our Community Center to those who can't come

to the Center. We took these programmes to Corporate organizations, Senior Homes and other public spaces.

- **Listening Post in Family Court**

After a detailed assessment, we were given permission to start our flagship initiative **Listening Post** in the Family Court in Pune in December-2019. We have received a good response so far as people suffering from trauma of separation are having a safe, compassionate space to talk about their lives. It has been abruptly halted since March-2020 because of COVID-19.



## 05. Programme Impact

### A. Listening Post

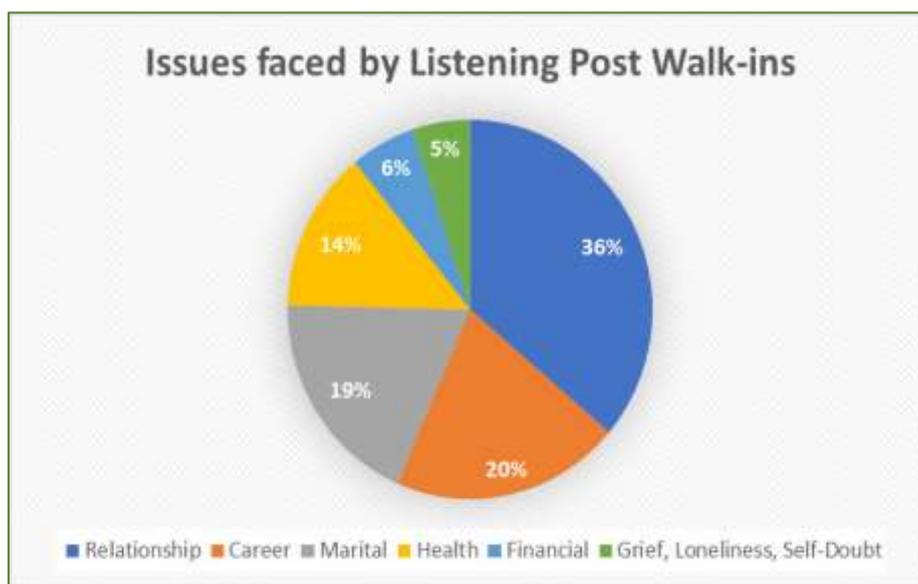
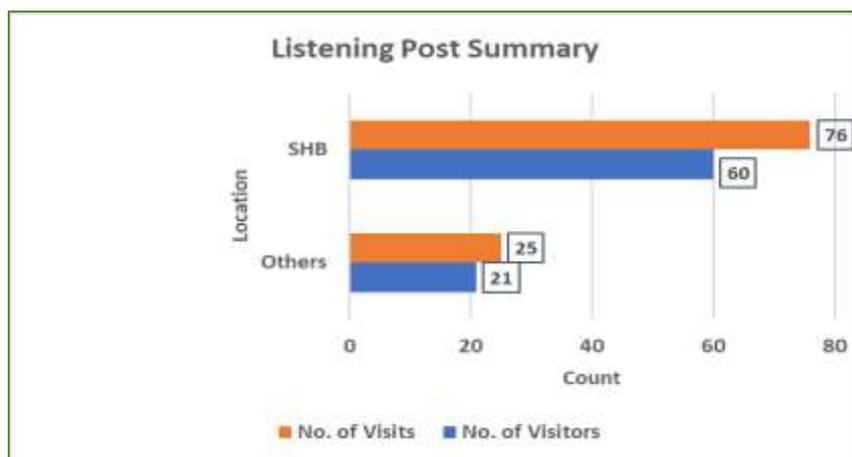
Our flagship programme, Listening Post offers a compassionate space and a Saathi who is trained in the art of “active listening”.

Listening Post has completed 6 full years in Feb-2020. Listening Post is currently being offered every Friday and Saturday – 5.30 pm to 8 pm at our Center. At the time of writing this report, LP works as a helpline on telephone. It is operational since mid-March till end of lockdown, whenever that may be.

In May-2019, as a part of our outreach activities, we offered Listening Post at a few corporate organizations and some public spaces. The Listening Post outreach received a good response, with individuals making repeat visits during the outreach as well as later to our Center.

Since Dec-2019, we are offering Listening Post at Pune Family Court, like mentioned earlier.

<b>No. of Locations</b>	<b>5</b>
<b>No. of Visits</b>	<b>101</b>



The walk-ins come with multiple issues ranging from health, relationships to financial as well as career related stress. They are often intertwined and are talked about to seek clarity during repeat visits.

Listening Post is the starting point for all other support programmes. Based on issues/ problem areas that we have “listened” to, sometimes we refer our participants to these programmes.

**B. Smartphone Assistance for Seniors**

Our Smartphone assistance programme for seniors helps the seniors with their tech queries. Our tech-savvy volunteers assist our smart seniors with their phones/gadgets every Wednesday evening. We also conduct specific sessions for the seniors on multiple topics apart from helping them with their personal queries. Read more about the programme [here](#).

During 46 smartphone sessions in the year 2019-2020, we have had around 258 visits at our Center. The most common issues faced by them include working on transport apps like Ola, Uber, making online payments and to stay connected with family/friends on social media and other apps.

In May-2019, we took our Smartphone assistance programme to public parks and senior homes in Pune to assist other seniors. We had 114 visits during these sessions.

Overall:

<b>No. of Sessions</b>	<b>51</b>
<b>No. of Visits</b>	<b>372</b>



### C. Other Community Programmes

We offer other support programmes viz: Legal Cell, Finance Cell, Mental Health Support and Senior Wellness Support, with the help of professional consultant volunteers for the community. The starting point for all these programmes is still Listening Post and once there is clarity in the issue, our Consultants are called in with an appointment. You can read more about these programmes [here](#).

### D. Trainings and Workshops

Our main revenue generation has been the workshops and training we offer to individuals and organisations.

Our gender sensitization programmes in schools and within the community, our other life-skills workshops for members of the public, and our sessions on POSH (Prevention of Sexual Harassment) and Mindfulness for Corporates are being received well.

Our POSH programmes in MIDC Bhosari are now being done in Marathi/English to reach all levels of workforce. We are working with a few organisations to start Listening Post in Corporate organisations as well.

## E. Our Visitors

SHB Social Foundation hosted students from Sweden, who came to study various social work organizations in action. These students were part of an exchange programme organized by the Sweden India Project. Our volunteers shared and discussed the various programmes of SHB, and the interaction helped us learn about the various ways such issues were being handled in Sweden.



Our visitors

## 06. Our Donors

We are thankful to our donors who have consistently backed us up and put in money where it counts. Many of them give us tips, engage with us on how to take things forward and walk the talk with us. We owe them a big thanks, on behalf of our team of volunteers and the Board of Directors.

Our Significant Donors in 2019-2020 (In alphabetical order)
Adkar-Mate, Sonali, Ms.
Bhide, Nirmala, Ms.
Hariharan, Sundaresh, Mr.
Ramaswamy, Mythili, Dr.
Rao, V.L.N., Mr.
Sapatnekar, Neela, Ms.
Satyamurthy, Raji, Ms.
Sikand, Saira, Ms.
Swaminathan, Raj, Mr.
Venugopal, Padmini, Ms.
Wagh, Hema, Ms.

## 07. Looking Forward

The current pandemic caused by Covid-19 has brought the world to a phase of slowdown and panic. The lock-down is causing anxiety and stress in people. To fight the unknown, unseen virus, more than ever, local community support gives us mental strength and confidence.

We really need your support in sustaining this movement through your active involvement. Donations are key. While we work with volunteers, we also have costs of salaries, rent of premises, and the need to maintain an office for all the programmes that we run.

Please help us to help you to help ourselves.

We strive hard to be with our community in the journey of being a sustainable community. Let's work together in this journey.



*It all begins with listening !*