



VOLUME : 26

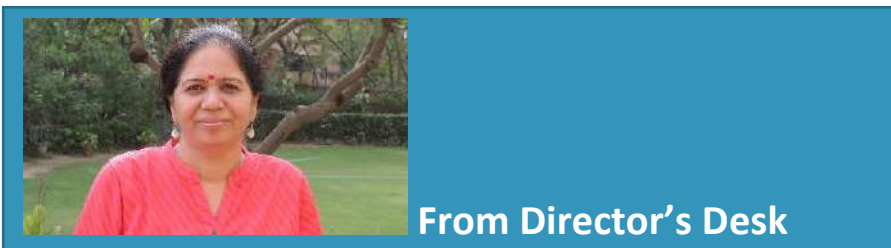
INDRADHANUSH

E-NEWSLETTER (APRIL-JUNE 2020)



Courtesy: Gunjan Anand

Ms. Gunjan Anand is an inborn artist with a remarkable flair for sketching and painting. She has been preparing these masks to keep herself meaningfully engaged during lock-down. She got trained in Muskaan and was assisting one of the teachers in making the class room ready for her sessions during pre-covid times.. She loves pets. She likes to sing patriotic & Bollywood song and has a good voice.



**"If you can't Fly, Run
If you can't Run, Walk
If you can't Walk, Crawl
But keep Moving"
-Martin Luther King**

COVID 19 and hence lockdown has tried to cut our wings but couldn't hamper our spirits. Muskaan team has been at its toes to continue with its services and programs to the best possible extent in given situation. We kept moving on with our online training and touch points for all our students and families started in March 2020. Special efforts were made by Leadership team to build capacities for effective and efficient use of Technology by all team members. A pool of training Videos and worksheets were developed by various teachers and program leaders so that students can continue learning at their own pace and convenient time at home. Our families have proved to be a big support during this period by showing active participation in all programs. Over all this period has led us all to realize our hidden potential and zeal to overcome all obstacles in life.

Presently, we have started opening our facility for staff members in a phase-wise manner and are trying to resume to near normal functioning with them. All staff members took Rapid testing for COVID 19 and only those who were tested negative were allowed to join. Best possible Sanitization measures have been put in place to ensure safety and Hygiene for all.

At our Residential Facility few more residents have joined back. We have allowed all staff employed there to live on campus so as to minimize any risk of infection arriving from outside. All residents and staff members living there have also been tested and found negative. Residents are engaged in many learning & fun activities during the day while observing norms of social distancing and wearing masks.

Our East centre team is also continuing with online training and touch points along with regular review meetings with parents/families. Due to various reasons we have not opened that centre for staff yet though we are planning how to go ahead with that by overcoming some logistics.

During this period, we have had engagement sessions with few corporate employees where they had interactive online sessions with some of our students, they organized training for our teachers and managerial team. This has been helpful in sensitizing Corporate members to challenges of organisations like Muskaan.

In coming months, we are planning to open our services to our students and families in a phase wise manner. Our leadership team is busy in planning how to reach out to those who may not be able to reach us even after gradual opening of services due to their high vulnerability to infection. I would like to appreciate the spirit and attitude of our whole team which has not been dampened by this Pandemic. I would also like to show our gratitude to our Executive members who have always stood strong with us in all situations and kept encouraging us.

An Overview Students Information

April 2020- June 2020

Total no. of students enrolled in different Programs: 181

Student in long leave: 3

Training Programs

- No of students in training & orientation program- 18
- No of students in activity centre: 49
- No. of students in East Delhi centre: 8

Employment Program

- No of students in supported Employment centre: 44
- No of students in training under Pilot project
Dept. of Food & Beverages- 11
Dept. of Pickle Making- 15
- Students in mainstream Employment: 33
Employed: 30
On the job training: 3

Assisted Living program: 17 Residents

To know more about us visit & subscribe our channels

Website: <http://muskaan-paepid.org/>

Facebook: <https://www.facebook.com/MuskaanPAEPID/>

Instagram: <https://www.instagram.com/muskaanpaepid/>

Donate to Muskaan

Your donations go a long way in supporting our training programs as well as our advocacy and awareness efforts. You can donate through website also on this link

<http://muskaanthengo.org/donate/>

*Donation to Muskaan are tax exempted under section 80G of Income Tax Act

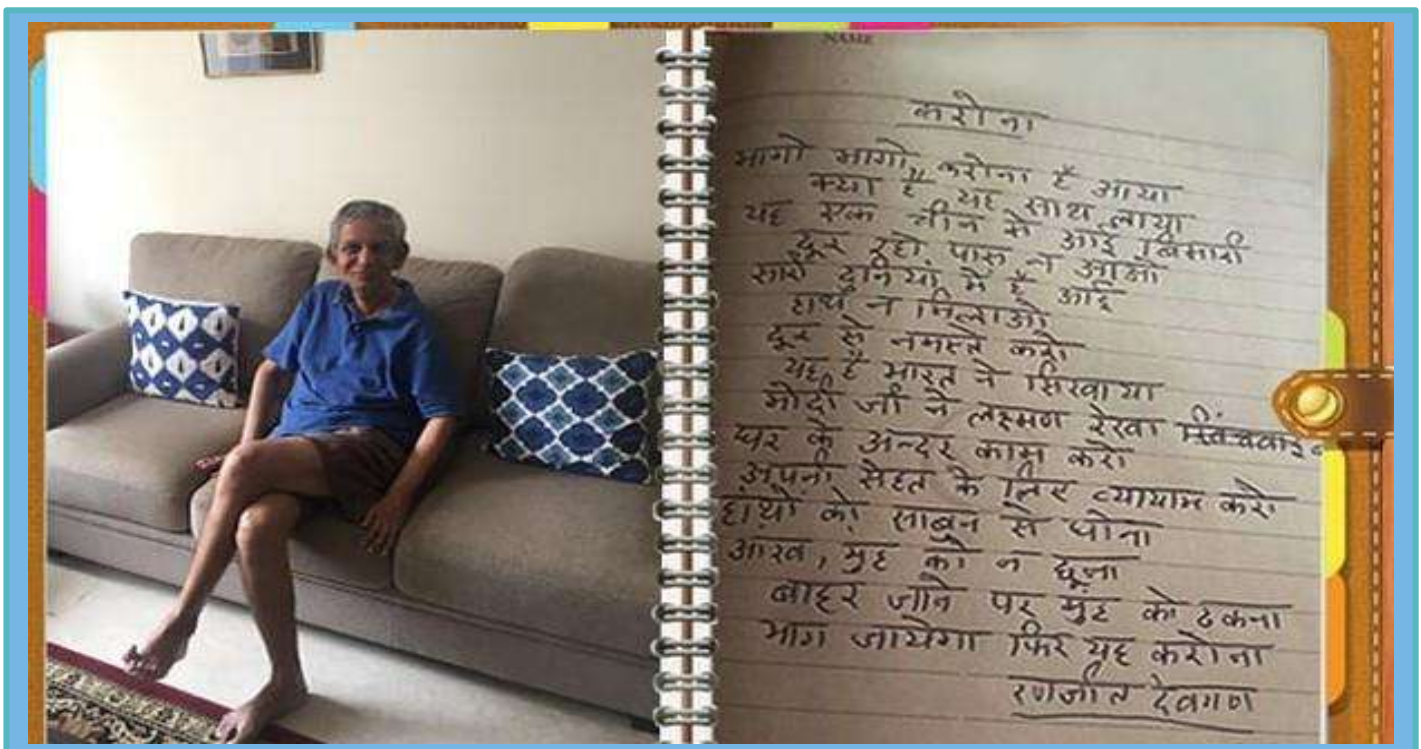
Support us

Whether it is by raising awareness online or helping to raise funds, there are many ways you can help the cause!

Contact us

Plot no-3, Sector-B, Pocket-2,
Vasant Kunj, New Delhi- 110070
Phone no- 011-41761873/4171874

Email: muskaan32@gmail.com
info@muskaanthengo.org



Celebrating Simple Joys



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

PROGRAM HIGHLIGHTS

Topic-1

Online Learning: A new reality during Covid 19

Who could have thought that schools/ vocational training institutions etc can take place over screens rather than on campus in classrooms? But the outbreak of coronavirus has made some unprecedented changes. A need to strengthen our training models and welcome technology arouse into our lives. Everybody is facing a degree of uncertainty with respect to their futures, but teachers are doing all they can and proving to be essential in the fight against Covid-19.

Like any other institution Muskaan also is working hard to create a comprehensive online infrastructure for the effective remote learning for PwID.

We understand the importance of training in the cognitive and affective development of Persons with Intellectual Disability and the ill effects of prolonged lack of quality instruction on the overall development. Therefore, we have been hard at work in creating a comprehensive digital infrastructure for effective remote teaching which includes vocational training, cognitive training, art & craft, music, dance, physical fitness, fine motor functions life skill training etc.

We are happy to report that our rigorous experimentation, which began in the third week of March, with various remote teaching tools and platforms have been able to dust deliver effective online lessons based on active learning approaches and to provide our learners with differentiated support and guidance.

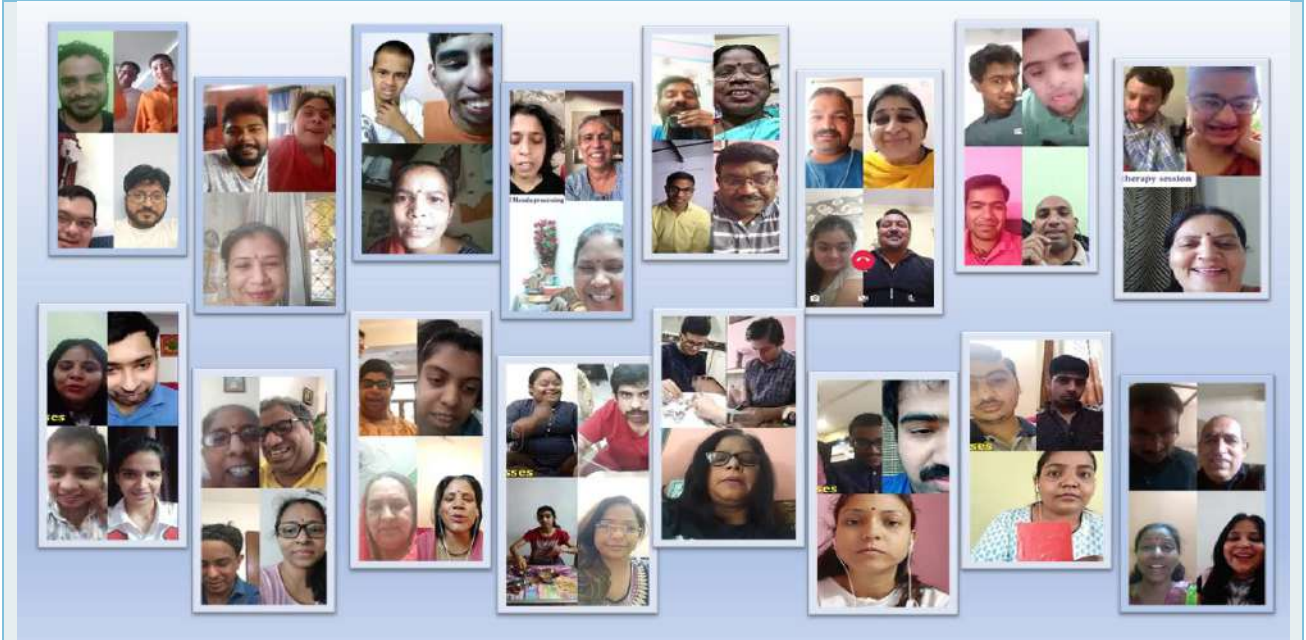
Keeping in mind the toll the home confinement exacts on PWIDs, we are providing online counselling sessions with our in-house counsellors.

Detail of Session

Name of centre	No of students covered	Frequency of session a student gets in a month (duration of class: 30-45 mins)	Mode & Materials used for Session
Training & Work Centre Vasant Kunj	137	Thrice a week	Mode: WhatsApp video call for sessions, Worksheets, Flash card, Audio & Video files, Live demonstration etc
Adult Training Centre Sahibabad	8	Every day	
Mainstream Employment	33	Once a week	
Residential project	17	Once a week in April, twice a week in May & group sessions in the month of June	Structuring routine at home along with art & craft activities
Review Meeting	Six review meetings for each training program were organised during this period in which all parents participated with their respective groups, it helped us to understand the need so we could modify & customize our training programs according them.		

For residential- Most of the parents are waiting to send their wards to Dera. Difficult for residents to follow sessions online since they don't have practice to concentrate on phone other than calling.

A glance of online sessions



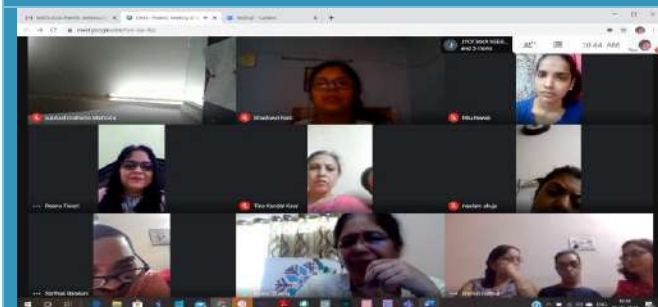
Review Meetings



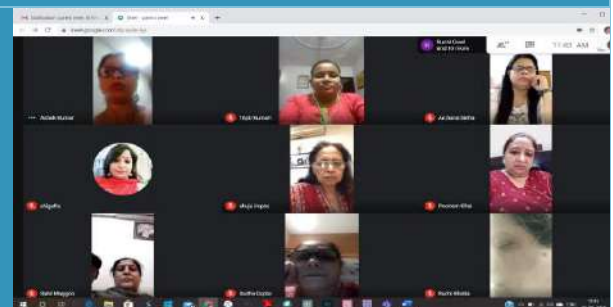
Review meeting of work centre



Review meeting of open employment



Review meeting of Art & Activity unit



Review meeting of training & orientation unit

In conclusion, we believe that online sessions have allowed trainees to be much more responsible and take ownership of their learning, understanding and bonding between family member with that PWID gets stronger. Once everyone become comfortable with the online sessions, any challenges during a crisis can be addressed in the future.



Topic-2

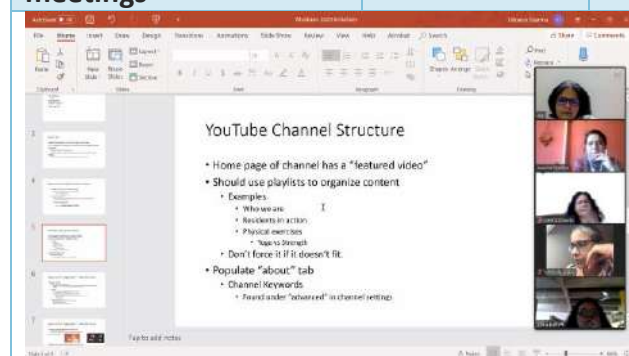
Training needs: to cope with the Situation

The coronavirus crisis has made it impossible for most school / institution to work on campus so to adopt online training system became the need of the time. To adhere best practices teachers, need lots of training for use of online educational technology. Since online courses are made possible through a good learning management system, which are the software application platforms that deliver educational content. The content should be diverse, including videos, work sheets, flash cards & live sessions.

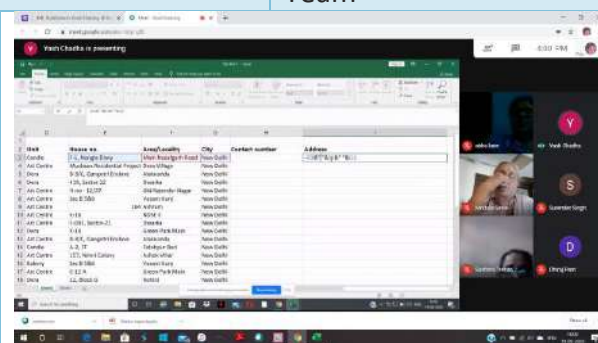
Looking at the diverse need Muskaan organised several online training programs for the team. Apart from this Muskaan team also attended several webinar / training programs organised by other institutions or available online.

Details of Training program organised by Muskaan

Name of the training	Date of Training	Resource Person	Participants
Training for YouTube	21-05-2020	Utkarsh Sharma	Leadership Team & Social Media Team
Excel Training (Level-1)	27-05-2020	Rajesh Chadha & Yash	Management Team
Excel Training (Level-2)	29-05-2020	Rajesh Chadha & Yash	Management Team
Excel Training (Level-3)	06-06-2020	Rajesh Chadha & Yash	Management Team
Excel Training (level-4)	14-06-2020	Rajesh Chadha & Yash	Management Team
Google Drive (Introduction & use)	10-06-2020	Mr Manoj Gupta	Teachers & Management Team
Google Class Room	24-06-2020	Mr Manoj Gupta	Teachers & Management Team
Designing for communication	17-06-2020	Team AIG	Teachers & Management Team
On Virtual mode of meetings	22-06-2020	Team AIG	Teachers & Management Team



Training by Utkarsh Sharma on You tube



Excel training by Yash Chadha & Rajesh Chadha



Google tool Training by Mr Manoj Gupta



Training by team AIG on virtual mode of meetings

Details of the webinar & training program attended by the team on other platforms

Name of the training/ Webinar	Organised By	Date of Training	Participant
About Software (T)	Gunjan	28-04-2020	Management Team
How school can mitigate for the impact of lockdown on children with additional need	NISSAI Educational Trust	07-05-2020	Management Team & Teachers
Across the divide (W)	Nissai educational Trust	11-05-2020	Management Team & Teachers
Towards a frame work for inclusion in education right to education of CWD during a pandemic & beyond	Vidhi centre for legal policy	12-05-2020	Management Team & Teachers
Sharing of challenges and solutions in COVID	ALAP	29-05-2020	Management Team
Continuing Training in Covid	APPI	03-06-2020	Management Team
Continuing Training in Covid	APPI	11-06-2020	Management Team
Ascent HR software- Demo logistics	Gunjan	17-06-2020	Management team & Finance team
Challenges of Parenting of children with special needs	CRACR & PD	21-06-2020	Staff & Parents
Issues of Women with Disabilities	APPI	25-06-2020	Management Team
Webinars & Training attended Individually			
Courses on Covid 19	WHO	May-June	Abha Karn-10 C Surender Singh -12C Seema Chadha Reena Singh Akhilesh Tiwari

program related to special education and child Psychology	Edushiksha Digital Media Group (Self-initiated)	May-June	Surender Singh (3 Courses)
Project Management Course	University of Virginia (Self-initiated)	Still doing	Abha Karn
NGO & social worker's role during Covid18	State Commissioner for PwD Bihar	12-04-2020	Seema Chadha & Smriti Shankar
Sri Sri Yoga Level 1- Kamlesh Di & Atika Di	Art of Living	23.04.2020	Smriti Shankar
Govt. Support to Disability Community during COVID 19	Sarthak Webinar Series	25.04.2020	Mridula Sakle
Mindfulness practices to reduce stress for parents and professionals working with PWID	NIEPID	02-05-2020	Mridula Sakle & Smriti Shankar
Home base activities to keep young adults with disabilities busy at home	SOPAN	11-05-2020	Puja Bhati & Smriti Shankar
orientation of the NGO Sakshi	IGNOU	12-05-2020	Reena Singh
Towards a frame work for inclusion in education right to education of CWD during a pandemic & beyond	Vidhi centre for legal policy	12-05-2020	Smriti Shankar & Seema Chadha
Orientation of Delhi commission for Women	IGNOU	14-05-20	Reena Singh
Orientation of DPS Mathura Road	IGNOU	16-05-20	Reena Singh
Orientation of AGAPE blessed foundation trust	IGNOU	17-05-20	Reena Singh
Orientation of DON BOSCO Ashlayam	IGNOU	18-05-20	Reena Singh
Education demand in post Covid 19	Dheya carrier mentor	22.05.20	Reena Singh
Discussion of emotional handling of PWD during covid-19 crisis	NAB India	04.06.20	Akhilesh Tiwari & Reena Singh
Webinar on menstruation hygiene	Womenite HR	04-06-20	Reena Singh & Nutan Sharma
Information about scoliosis		09.06.20	Rashmi Garg

Vocational training and Skill development Training of PWID	NIEPID	09.06.20	Mridula Sakle
Survey on parents' opinion on reopening of special school	NIEPID	10.06.20	Savita Sharma
Art of speaking	Manovikaas	10-06-2020	Seema Chadha & Smriti Shankar
what problems are special Educators facing in Covid-19		10.06.20	Rashmi Garg & Nutan Sharma
Vocational training methods for PWID	Navjyoti School	11.6.2020	Mridula Sakle & Neera Chawla
EEP with AIG	AIG in partnership with Muskaan	12.06.20	Smriti Shankar & Surender Singh
Inclusive education preparedness and impact	Global Inclusive Education Network	12-06-2020	Abha Karn
Sales (B to B)	Creative Heads	14.06.20	Mridula Sakle
what problems are special teachers and professional facing in covid-19		15.06.20	Rashmi Garg
Mashavara Right to exercise choices regarding sexual expression and social relationship		16.06.20	Shigufta Bano
HR Systems	Dhawani Foundation	17.06.2020	Mridula Sakle
School at home: Physical fitness & health during Covid 19	Navjyoti	18-06-2020	Surender Singh & Reena Singh
What problem are special teacher and professional facing in covid-19	SEPA	20-06-2020	Reena Singh, Shigufta Bano, Alka Rajiwal, Rashmi Garg, Seema Chadha, Smriti Shankar
Online Quiz on Child Development	Global Form	20.06.2020	Alka Rajiwal
Challenges of Parenting Children with Special Needs	NIEPID	21.06.2020	Mridula Sakle
Webinar- Yoga Day	Team fair gaze	21-06-2020	Reena Singh & Akhilesh Tiwari
Challenges of parenting children with special needs (21st June 2020)	CRACR & PD (centre for research and centre for	21-06- 2020)	Surender Singh & Smriti Shankar

	right of person with disabled)		
National webinar on high leverage practice	NIEPID	25-06-2020	Reena Singh, Akhilesh Tiwari & Smriti Shankar
international workshop on inclusive education: Reaching the unreachable	SCERT	27.06.2020	Alka Rajiwal

*** Lot more meetings and webinars attended by the team which is not reflected in the above table**

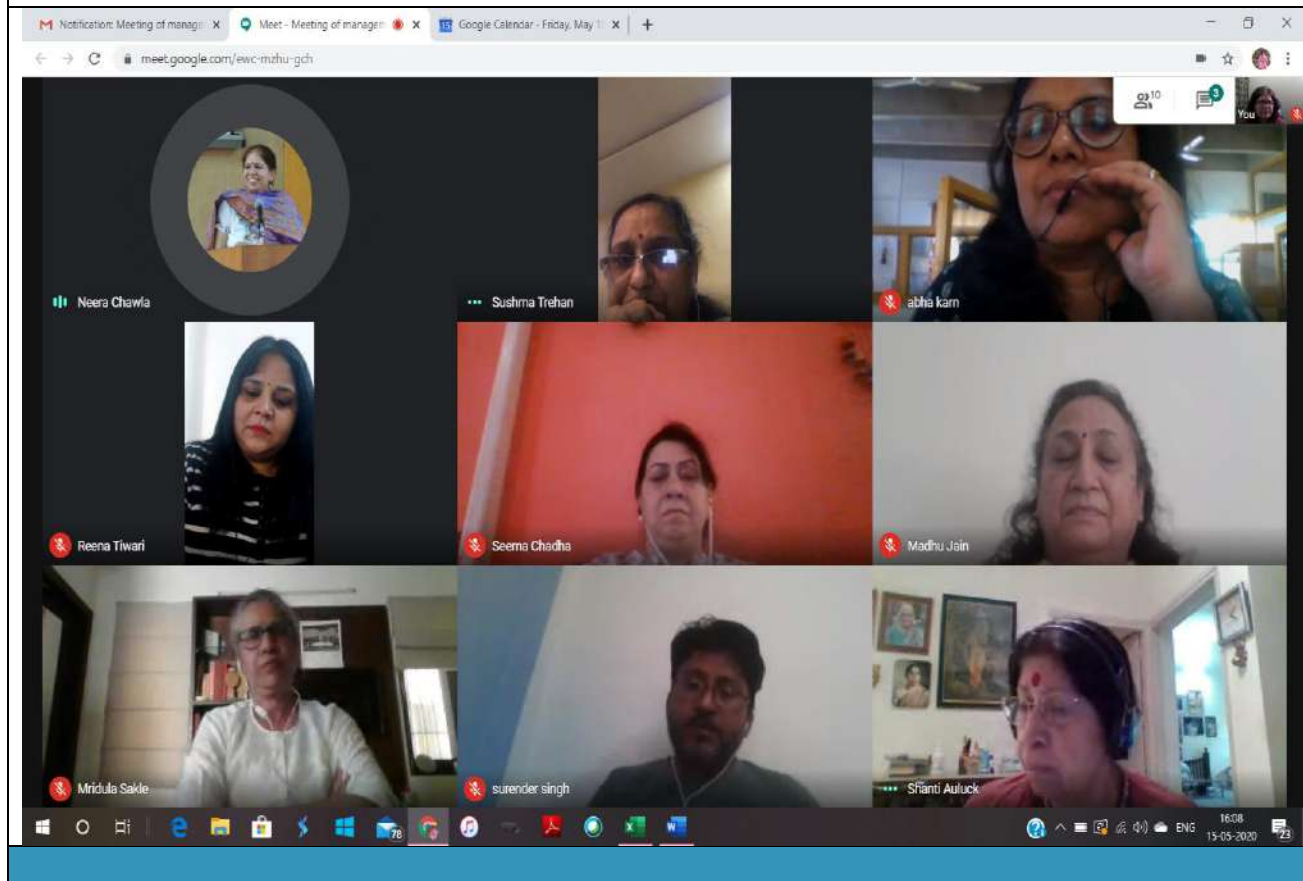
The collage consists of eight screenshots from different online sessions:

- Top Left:** A presentation slide titled "Disability and Gender - Questions" with a list of 10 questions related to gender identity and disability.
- Top Right:** A Zoom meeting grid showing several participants in a video call.
- Middle Left:** A presentation slide titled "Covid-19 and Services for Persons with Deafblindness: Challenges and Adaptations" by Akhil Paul, Founder Director of Sense International India.
- Middle Right:** A presentation slide titled "Reinforcers" with a list of three points about reinforcement and behavior.
- Bottom Left (Top):** A video frame showing a staircase with the text "Barriers to Implementation" overlaid.
- Bottom Left (Bottom):** A presentation slide titled "If they are not able to communicate and socialize then they may show" with a list of behaviors like Aggression, Frustration, Tantrums, etc.
- Bottom Right (Top):** A presentation slide titled "Steps for using Zoom" with instructions on how to install and use the Zoom app.
- Bottom Right (Bottom):** A presentation slide titled "National Webinar on How to Engage Children with Intellectual Disabilities in Meaningful activities during Covid-19 Lockdown" organized by AAROH TTC, New Delhi.

Meetings

Haryana, Delhi State Level NGO Meeting	National Trust	18-06-2020	Smriti Shankar
Lemon tree to contribute towards development of a digital platform	Lemon Tree	22-06-2020	Abha Karn & Surender Singh

Lemon Tree-: Total eight meetings in which two with SOL's ARC Bombay, one with Singapore team, five with Aradhana Lal)	Surender Singh
Four points: Two on Phone and one on campus at the hotel	Surender Singh
One with Egon Zehnder Sec 32 Gurgaon	Surender Singh
Two with Country Inn Hotel	Surender Singh
One with Radisson Hotel	Surender Singh
One with Microsoft	Surender Singh
Internal Meeting of program committee held on 15 th May 2020 on planning of online training and effective execution	



Our Partners who supports us in running different training programs



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website : www.muskaanthenango.org, Email: muskaan32@gmail.com

Topic-3

Online Survey : to know the needs of Parents during Pandemic

1. Support needs of PWIDs & their families under Lockdown

The current situation of lockdown and fear in this world due to Covid19 is having a significant impact on persons with Intellectual Disabilities and their family too. Feelings of uncertainty are particularly heightened for communities and families struggling to understand and cope with situation.

Understand the effect of stress and trauma and looking at the need of the families in the present situation we have done a small Rapid online survey in the last week of March 2020 in which 104 families participated. It is important to know the family dynamics to analyse the needs of the families in this pandemic. Out of which 104 families, 94% of them has one PWID whereas 6% has two PWID of different age bracket.

Support needed from different stake holders (104 respondents)					
<div> <div></div> Muskaan <div></div> RWA <div></div> City Administration <div></div> Central Government </div>					
City Administration		Muskaan		RWA	
Dedicated help line no for PWDs 75	Id card for families having PWID 74	Need suggestions for engaging activities 63	Counselling & Guidance 60	Provide support for food & basic care to PWID if parents / care giver not well 63	Support in arranging the passes 49
Dedicated contact person in district administration 73	Support of paramedical volunteer for regular care during quarantine 73	Help PWID to understand & learn Quarantine Guidelines 58	Support in online classes on hygiene & life skills 49	Help to get connection with police, local administration, health care...	Periodic touch points 37
Sensitization to hospital staff towards persons with special needs 65	Support in onsite care during quarantine 53	Impart training in basic precautions & guidelines 56	Periodic touch point 30	Allow entry to care givers 46	Support in procuring essentials goods 35
Special arrangement of counselling & special education support to PWID	Provision of special leaves to parents 52	Central Government	Significant enhancement in qualifying amt of IT rebate for care & rehabilitation of PWID 75	financial support to PWID irrespective of family income to buy medicine, gloves, mask sanitizers for their use 73	
		subsidized health insurance policy 80			

The Data revealed that 34% of families needed ration supply to survive as nobody was prepared for the total lockdown. We can also clearly see that 40 -50% of families need caretakers to continue to provide services, hence needed passes to be issued to caregivers. More than 60% of the families needed an external agency /

Government to provide care services to PWID in the situation if guardians or caretaker gets infected. Between 50 to 60% of the families wanted online classes to give information in simple language on

1. basic precautions/ guideline to be followed in COVID 19. (55%)
2. How to maintain good health & hygiene. (47%)
3. Activities to engage their ward at home (63%)
4. Counselling and Guidance for students to adapt to new situations at home. (60%)

And all most all families needed teachers to be in constant touch with the students.

Another most important need expressed by 60 to 75% of the families is the Support for getting COVID19 test and Ambulance service for PWIDs as these were beyond the economic capacity of the families. In case PWID gets infected Guardian should be granted special leave for care and preferably give home quarantine. The hospital staff and management also need to be sensitized and briefed about the needs of PWIDs.

On the basis of the above Survey Muskaan advocated the needs of the PWID and their families to the Government and gave recommendations to the Ministry of Social Justice and Environment and Delhi Government to develop SOPs to support and safeguard the life of the most vulnerable section of the Society.

These facts helped us in tailoring programs for Students of Muskaan.

2. Families feedback on Online Training Program being offered by Muskaan Team

Findings of first Families Survey were used to design Online training for our students w.e.f. April 2020. After a month of running the online training program, we decided to review it by taking feedback from families. Therefore, another rapid survey was conducted in which 131 families participated. 58 parents out of 131 parent/sibling of trainees from different department felt that the online session & support they are getting is excellent program where as 67 parents felt it's a good program offered by the team Muskaan. 60% of the respondents wanted guidance from the teacher to deal with the challenging behaviour of their ward 30% don't need any help and 10% responded as may be if needed. 89 % wants the training program to be continued online it's very helpful though some of them suggested to use some different Digital Platform. Families suggested the Hygiene guidelines to be reinforced thro' these sessions more regularly. There was also suggestion on not to introduce too many tasks as it becomes challenging for supporting person to organize everything. Some Families wanted videos and worksheets to be shared with them so that they can work with their wards at their own convenient time.

A Parent's remark

I am thankful to all the concerned teachers but few students need one is to one ratio so out of two classes one can be taken alone. Secondly audio problem also occurred sometimes but on the whole if our child is happy to see her teacher twice a week feel proud to be a part of this program so what else we want.



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

MY JOURNEY WITH ANSHUL- MY BUNDLE OF JOY

----- Mr Shamsher Yadav

It has been a long journey of over 19 years but a most beautiful one! The pregnancy was tough - my liver stopped functioning. Anshul, my second baby, was a premature one who came into this world on a beautiful Sunday, May 27, 2001. I was thankful to God for having blessed me with two handsome sons! On one of my visits to the gynecologist, he diagnosed that there was something abnormal with Anshul. Before I could recover from the cruel shock, my husband, being in the Army, left for the border area as Operation Parakram had commenced, leaving me all by myself. On his return we went to Sri Ganga Ram Hospital, New Delhi where the pediatrician diagnosed the abnormality as Down syndrome. This came as a huge blow to all of us. I felt as if my whole world had come crumbling down and I had no life left in me but I had to hang on for the sake of my son who looked at me with a smile wondering why his mother was crying.

As life went on, God gave me the strength, guidance and resources to bring up Anshul in the best possible manner. Years rolled by with me looking after his mental and physical health keeping in mind that he needed physiotherapy regularly because all his motor skills were delayed. I immensely enjoyed his first smile, his first step, the first tooth and so many other developments which for obvious reasons were delayed. I got tremendous support from friends and the army fraternity. However, my biggest strength has been my elder son Advair who was accommodating at every step and understood me so well even though he was neglected as I was devoting most of my time to Anshul. I underwent no formal training nor did I ever go to a counsellor. I brought him up exactly the same way as I brought up my elder son. It was the enthusiasm and the desire to be like his elder brother that motivated Anshul to achieve his targets and he had a lot of patience and perseverance to learn, unlearn and learn again. I used to see him practice all afternoon simple things like tying laces because he never wanted to wear Velcro shoes as his brother never wore them. So it was his own desire to be independent and self-reliant.

Anshul never understood why people stared at him, he never understood why he was not called for birthday parties as his brother, he never understood why people never loved him, he never understood why he could not talk or behave like the others. But the silver lining was that he was a very confident child who never had any kind of complex because in his own way he achieved everything that he wanted to be it at his own pace.

Anshul attended Asha schools at all the places where my husband was posted but subsequently I moved him to schools where I was teaching. I was more comfortable with Anshul around me as the idea of leaving him at home under anybody else's supervision or care was not acceptable to me. Anshul studied in the best of public schools. The principals and teachers at these schools instilled confidence in him and made him self-reliant. They taught him like any other normal child and accepted him the way he was. No complaints ever reached me for which I remain ever indebted. I owe a lot to the schools that Anshul was part of which despite all the odds made him what he is today.

When Anshul turned 15, I realized that he wasn't gaining much being part of the normal curriculum so I decided to enroll him into Muskaan, a Delhi based NGO providing vocational training and work opportunities to adults with ID.

At Muskaan, Anshul developed his innate qualities which helped him become more confident and learn vocational skills he was best at. Teachers at Muskaan worked tirelessly and patiently with him. During one of the PTM, when Savita Ma'am learnt that Anshul had to be moved out of her class, she was in tears! It made me realize the passion and commitment with which these teachers work at Muskaan and give their unconditional love to these children who demand so little.



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

One beautiful day I received a call from Muskaan to say that Anshul has been selected as a part of the project team which will be undergoing F&B training. As a mother, I was so overwhelmed and with a lot of questions and apprehensions in my mind, attended the meeting. The teachers at Muskaan were so confident that their trainees can be a part of the mainstream and work. Their only requirement was cooperation from the parents because they believed that their trainees can achieve provided the parents do not come in the way. Nineteen trainees underwent training for six months under the able guidance of Surinder ji, Savita Ma'am and many other teachers. As parents, we were briefed regularly every month and on the successful completion of their training, we were invited to witness them at work. Our eyes were moist and couldn't believe the exceptionally high standards the trainees had achieved. The bond the teachers shared with all the trainees, understanding them so well emotionally and psychologically was a sight to behold. The trainees connected so well with everyone at Muskaan.

Muskaan has given Anshul a golden opportunity to undergo training at the prestigious Hotel Radisson, Gurgaon. He looks forward to attending the training every day and is very conscious of what he wears and how he conducts himself because he knows that this is a very important aspect of the hospitality industry. He follows all instructions given by Surender ji and the management at Hotel Radisson. He never wants to be late for the hotel or do anything that would be a reason for being admonished. He doesn't like the idea of a five day week and managed to be called on Saturdays too! My heart filled with pride when I was told that Anshul was missed on Saturdays by the hotel.

Now that there is a lockdown due to the pandemic, Anshul gets after my life repeatedly asking me when the hotel will open.

Some people alleged that I love my elder son more than the younger one. Do you think a mother can love any of her children more or less having borne the child for nine months in her womb? During the ongoing lockdown, my best companion has been Anshul. I cannot imagine a life without him. It wouldn't have been possible to survive this lock down had he not been a part of my life. The way he looks after me unconditionally is something to experience - it cannot be expressed. He is so particular about looking after my smallest of needs and ensuring I am in good health and our house runs smoothly and the list is endless. We all love our children but truly you have to be blessed to have a child like Anshul in your life. I used to wonder what wrong had I done that God has punished me with a child-like Anshul but today I ask God what all good did I do that you blessed me with a child-like Anshul. The journey continues with its highs and lows, I too worry for his future but I am sure God has his plans which we cannot see today but he will take care of all his beautiful souls on this earth.

Once a great man whispered, "Feeling thankfulness and not expressing it, is like wrapping a present and not giving it."

Today, I take the opportunity to put all my gratitude into words and thank all those who in some way or the other have made a difference in his life and helped him achieve what he has today. Nothing would have been possible without your constant support, encouragement and guidance. Keep blessing Anshul as always.



Sky has no Limits.....

Success Stories



Nupoor- A Calm Worker

Dept. of Stationary

Narrated by : Ms Mridula Sakle

Nupoor is a quiet, focussed and smiling young woman working in Stationary unit. She works on making handmade paper products and making them beautiful with block printing, putting sequins and dori in them.

It was an interesting incident that brought her to Muskaan 12 years ago. Nupoor's sister was studying at Apeejay School, Sheikh Sarai. Muskaan is associated with them since many years for creating awareness regarding Intellectual disability by selling products made in Supported work centre during PTM and Diwali. Here her parents were informed about Muskaan vocational training by one of the students working in supported work centre. They were so impressed by the student that they approached Muskaan for Nupoor.

It has been a remarkable journey for Nupoor from training to being a worker. She was trained to work in a group, to increase her attention span, taking and following the instructions from teachers. She was placed in Bakery unit after she finished her training. She was very good in cutting Lemons and packing products, but this young lady very clearly expressed that working in bakery is not for her. Nupoor was shifted to stationary unit and here she understood the work very quickly and now we can see her enjoying her work. It is a pleasure to see her busy working diligently and making beautiful products. She is aware about the quality of products and takes utmost care to maintain the quality of each product she makes.

Nupoor has few friends with whom she likes to be with during her work, lunch or just hang around. She guides her friends during work and makes sure that work is finished by all of them on time. On the day all the workers get stipend, we see a different aspect of Nupoor. She is a quiet and introvert person but on this day she can be seen happy and chatting with everyone. This happiness, confidence and being productive is what is needed in life of Nupoor and her friends.



Tushar Sachdeva

Dept. of Candle

Narrated by : Ms Mridula Sakle

An Energetic and young person needs to have some right activity to channelize his energy. If they get good guidance, they can focus and make their lives productive and realize their dreams. We have an example of



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

this in our candle unit. Tushar Sachdeva is a young man, 19 years old and wanting to work like his father from morning till evening. He loves to work and chill with friends over lunch and discuss about movies.

Tushar shifted to Gurgaon with his parents and younger brother from Bangalore four years ago. He was attending a vocational training centre there. When he came to Muskaan, he was looking forward to be in supported work centre. His parents knew that he has capacity for being employed in mainstream but are not comfortable sending him due to health issues. In candle unit he picked up skills to make tea lights and pack regular candles. He is very good in counting, packing and storing the products. He started with putting wicks in tea lights, but quickly learnt to clean moulds, pour wax and handle the work station independently. He recently graduated to be a worker.

He is a little disappointed as he cannot work at Muskaan due to the ongoing pandemic but this has not stopped him from refining his skills. He is very regular in online sessions taken by his teachers. He finishes his work always on time. He is working on skills of counting, cleaning, stacking and arranging work station. His motivation is that he is working and earning like his father. He keeps his stipend in the small temple at home every month and prays for success of Muskaan and his unit.



समीर माथुर

आर्ट & एक्टिविटी सेंटर

वर्णनकर्ता: पूजा भारती

समीर एक 44 वर्षीय वयस्क है। समीर लगभग 15 साल से मुस्कान में काम कर रहे हैं आर्ट सेंटर में आने से पहले वह कैंडल यूनिट में काम करते थे जहां वह मोमबतियां बनाते थे! उनकी उम्र बढ़ने के साथ-साथ उनके स्वास्थ्य में भी कुछ समस्याएं आने लगी जिसकी वजह से वह एक जगह बैठकर लंबे समय काम नहीं कर पा रहे थे! काम ना करने की वजह से उनके मन में काफी चिड़चिड़ापन और निराशा की भावना आ रही थी जिसका असर उनके परिवार के सदस्यों और उनके अपने काम पर भी पड़ रहा था!

इन कारणों की वजह से पिछले साल समीर को आर्ट एंड एक्टिविटी सेंटर प्रोग्राम में भेजा गया! मुस्कान में आर्ट और एक्टिविटी सेंटर को तीन भागों में बांटा गया है! जहां समीर को उनकी क्षमता के अनुसार जुट प्रिंटिंग ग्रुप में रखा गया! जैसा कि इससे पहले 14 साल उन्होंने वर्कसेंटर में काम किया था तो अचानक एक नए वातावरण में आना बहुत बड़ा बदलाव था। जो कार्य वह अपनी पुरानी यूनिट में करते थे, उससे एक दम अलग कार्य। काम के साथ साथ उनके दोस्त और टीचर भी बदल गए थे। इन सब बदलाव को अपनाना समीर के लिए कोई आसान काम नहीं था। खासतौर पर जब समझ अच्छी हो। शुरुवात में वह अपने नये कार्य और टीचर से बचने की कोशिश करते थे या नज़रंदाज़ कर देते थे। वह दिया गया कार्य नहीं करते थे। यदि टीचर कुछ कहती तो वह उनकी बात को नहीं सुनते थे। वह हर समय चुप-चुप रहते थे। यूनिट में किसी से भी बात नहीं करते यहां तक किसी भी मनोरंजन वाली ऐक्टिविटी में भी भाग नहीं लेते थे।

पर मुस्कान द्वारा उनके कार्य के वातावरण, शिक्षा, और मनोबल बढ़ाने के तरीकों में बदलाव करने से उनमें काफी फर्क पड़ा। टीचर ने काम में भी उनकी पसंद का काफी खयाल रखा। शुरुवात में माला बनाने का काम दिया, क्योंकि वह



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

उनके लिए करना काफी आसान था। खासतौर मुस्कान में उनके इतने साल काम के अनुभव के बाद उन्हें कुछ नया सिखाना, उनके लिए बेहतर नहीं था, इसलिए धीरे-धीरे उन्हें और ऐसे काम दिए जो उन्हें पहले से आते थे। जैसे उन्हें पेंटिंग करने का काफी शौक था। इसी पसंद को ध्यान रखते हुए उन्हें जुट पेंटिंग का काम दिया। जिसमें स्टेंसिल की मदद से पेंटिंग कर के टेबुल रनर, बैग, गिफ्ट पाउच आदि तैयार करने लगे।

इस सब में परिवार के साथ भी लगातार बातचीत करते रहे। हर बदलाव या डिमांड के लिए परिवार से जुड़े रहे। परिवार का भी काफी सहयोग रहा!

सब की एक साल की मेहनत का नतीजा है कि आज समीर काफी शांत और खुशमिजाज व्यक्तित्व के हैं। यूनिट की वोकेशनल ऐक्टिविटी तो बहुत अच्छे से करते हैं। साथ में रोज जोश के साथ एरोबिक्स क्लास में भी जाते हैं! खेलकूद में भी भाग लेते हैं! यहां तक कि उन्होंने स्नेह कुंज स्कूल द्वारा आयोजित प्रतियोगिता में भी भाग लिया और गोल्ड मेडल भी जीता। इसके साथ-साथ डांस क्लास में भी काफी खुशी के साथ भाग लेने लगे हैं। टीचर के तो वो फेवरेट में हो गए हैं। यहां तक कि उनके काम में भी मदद करने लगे हैं!

जैसे सभी स्टूडेंट्स के लिए चाय बनाना, यूनिट की साफ सफाई में मदद करना, फिल्टर से सब के लिए पानी लाना और तो और कुछ सेशन लेने में टीचर की मदद करना आदि! इन सभी बदलावों की वजह से घर में भी वह खुश रहने लगे हैं। मुस्कान में दोस्तों के साथ रहना, काम करना और उनका ध्यान रखना भी उनको पसंद आने लगा है।

इन सब से ऊपर जिस तरह से उन्होंने घर में अपनी व्यक्तिगत और मुस्कान में व्यावसायिक जिन्दगी में संतुलन के साथ काम किया है, वह काफी सराहनीय है! रोज की दिनचर्या में अपने परिवार की मदद करना जैसे घर की साफ सफाई, सब्जियों को धोना और सही से पैक कर के फ्रीज में रखना, कपड़े सुखाना और फोल्ड करके रखना आदि। इसके साथ टीचर द्वारा बताए तरीकों से अपनी फिटनेस का ध्यान रखना, दिए गए गृहकार्य को समय पर पूरा करना इत्यादि भी शामिल है। परिवार के सदस्य भी काफी जोश के साथ काम करते हैं। कुछ भी समस्या होने पर टीचर से नियमित रूप से सलाह लेते रहते हैं। यहां तक कि उनके काम की वीडियो भी भेजते रहते हैं।

हमें खुशी है कि आज समीर अपनी जिन्दगी में काफी खुश हैं। परिवार और मुस्कान में उनकी एक अलग अहमियत है जो उन्होंने अपनी मेहनत से बनाई हैं। आज समीर किसी भी नए काम को सीखने के लिए खुशी से तैयार रहते हैं।

हम सब उनके स्वस्थ और उज्ज्वल भविष्य की कामना करते हैं।



Mridul Parmar

Art & Activity Center

Narrated by: Ms Nutan Sharma

Mridul is a happy young man of Muskaan. He has been working in Muskaan since 2006. In previous year he has worked in many units of Muskaan. Mridul is person with Moderate to severe mental retardation with Hyperactivity condition. Mridul is highly passionate for Music...

Initially he worked in preparatory & training unit and two years back he came to the Art and Activity Centre. And when he came to the Art and Activity Centre, he had emotional and behavioural issues Such as very low



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

attention span in any activity, highly distractive to see others even familiar people, Talked loudly & continuously meaningless, repeated everything after teacher, did not sit at one place, No sense of privacy even masturbate in front of others, stayed medicated by which used to sleep most of the time, did not follow rules and regulation of the unit and even did not participate in any activity etc ...

The teacher started working with all these conditions. Initially teacher prepared a time table for him in which changed the activity after every five minutes so that his interest was not lost. With this teacher made a structure in his physical environment so that he could work in one place and not get up again and again. Along with all this, the teacher also gave the activity which he loved in Mridul's time table like music, painting, sports & recreational class etc...Which gave reasons for his exit. Muskaan team members worked on his participation in the music club to present Mridul in front of others. It made him very motivated. The teacher worked with him on the one to one basis in this entire process. In order to increase Mridul's attention Span, the teacher did a cognitive development activity with him. Initially teacher started working with him at concrete level and slowly she moved to abstract work through worksheets. That has increased his attention span. Side by teacher gave him therapeutic vocational activity like cutting of flower petals and papier Mache work. It was very relaxing soothing for him. Due to which he started working for more time...



Ms. Beena Bhatia

Placed in the Kitchen & laundry of

Assisted Living Facility

Narrated by: Ms. Seema Chadha

Beena Bhatia is very active and functional lady living at Muskaan's Assisted living facility in Delhi. She has borderline intellectual challenges therefore, couldn't take up regular education but she has attended OKHLA Centre, NGO for good number of years.

She comes from a very difficult family. Her mother was non-functional due Alzheimer's disease, younger brother also has intellectual challenges and he is also admitted at the same facility of Muskaan . The only bread earner elder brother was retired and was having chronic health problems. This family had no support from relatives or neighbours. The house was managed with the support of a local maid servant and Beena was the only person to manage food and care needs of her mother and brother.

5 years back when she joined Muskaan's assisted living facility she was in very unhygienic and dis organised form and had no opportunities to social life leading to behaviour issues. With proper training in personal care , vocational activities and exposure to social life she became a very happy , active and useful member of the residential family. In Oct 2018 she along with another resident was given 3 months of training in laundry job. In January 2019 she started working in the housekeeping department of the residential facility. She took another 6 months in learning to operate fully automatic washing machine It boosted her self-confidence and respect. She enjoyed signing while receiving pay package for her work.

In 2018 she lost her mother and in January 2020 her elder brother also expired leaving behind a trust to manage their wellbeing.





Bindu Kapoor

Placed in the Kitchen & laundry

of Assisted Living Facility

Narrated by : Seema Chadha

Bindu Kapoor is a smart lady. She has hearing impairment and epilepsy. She completed 10th grade from a regular school but could not further her studies due to her father's illness and death. Family lost all the savings and had to shift to Delhi. Mother also got her knee replacement done at a hospital in Delhi. Since then Bindu started living with her Elder sister along with mother.

Bindu was admitted to Muskaan's vocational training cum employment centre in 2008. She learnt few skills in Bakery, Masala making, food processing . She learnt pickle making, squash making, idli making, chocolate making etc. and worked in the bakery and food processing units. She started earning.

With aging problems and lack of financial support mother placed Bindu in the Muskaan's Assisted Living facility in 2011. She was independent in her personal care. She learnt cooking and helped cook. She continued to earn which boosted her self-confidence and self-estimate. In Oct 2018 she along with another resident was given 3 months of training in laundry job. In January 2019 she started working in the housekeeping department of the residential facility and continued to earn.

Mother is now free from all the worries of her future life.

Glance of Virtual Events

Dr Shanti Auluck , Chairperson Muskaan addressed Team AIG through webex on 14th of may.



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com

World Autism Day



Mothers Day



Fathers Day



International Yoga Day



Residents of assisted living follows the corona norm and spread awareness too.....



Celebrating Simple Joys



Add: Sec-B, Pocket-2, Vasant Kunj, New Delhi 110070, Contact no: 41761873/ 41761874 Website :

www.muskaanthengo.org, Email: muskaan32@gmail.com