HELPLINE SCHEME

GGV SHRAVAN LINE

IMPLEMENTATIONGUIDELINES

Guru GhasidasVihswavidyalaya

Bilaspur, Chhattisgarh

TABLEOFCONTENTS

Abbreviations

CR	Call Responder
DPR	DailyProgress Report
GGV	Guru Ghasidas Vishwavidyalaya
GSL	Guru Ghasidas Vishwavidyalaya SHRAVAN Line
HS	Helpline Scheme
HEC	Helpline Execution Committee
HM	Helpline Manager
IEC	Information, Education and Communication
MIS	ManagementInformation System
MPR	MonthlyProgressReport
PIC	People in Crisis
PRI	PanchayatiRajInstitutions
QPR	QuarterlyProgressReport
QPFR	Quarterly Physical and Financial Reports
SHG	SelfHelpGroup
SS	Social Support
SCR	Senior Call Responder
SSG	Service Specific Group
SP	Service Provider
SSGTL	Service Specific Group Team Leader
SOP	StandardOperatingProcedure
TL	Team Leader
UID	UniqueIdentityNumber
YUG	Youth Unique Group

HELPLINE SCHEME

GGV SHRAVAN LINE - GSL

1.   INTRODUCTION

1.1   The Scheme GSL is intended to provide 8 am to 8 pm seven days a week 365 days a year immediate and emergency response to (people in crisis)group of needy people priority wise at the initial phase senior citizens and other groups like youths, children, women, specially-abledthrough referral (linkingwith appropriate authority such as police, hospital, old age homes, legal associations) and information aboutpeople in crisis related government schemes programs across the district/ state through a single uniformnumber.

1.2   Under the Helpline Scheme, the University will launch a hotline number connected through a dedicated app initially in the district of Bilaspur and later on as per condition in the entire state the service may be coordinated by the Guru Ghasidas Vishwavidyalaya.

1.3   Initially the scheme is launched as a **'Service Model'** to serve the need of the target groups and later on it will work on a binary approach that is **'Service cum Business Model'**

2.   PURPOSEOFTHEIMPLEMENTATIONGUIDELINES

2.1   These Guidelines have been developed to support all stakeholders/agencies whowould be involved in implementing the Scheme. These are also intended to serve as aneffective reference manual for officials associated with the execution of the helpline scheme at the university/district levelsforscheme guidanceandmonitoring.TheGuidelinesnarratetheservicestobeprovided under the Scheme as well as steps in implementation. It also lays down monitoringandreportingformatsfordifferentlevels.Thefeedbackreceivedfromdifferent stakeholders and beneficiaries fromtimetotimewillbeincorporatedasperrequirements.

3.   GOALS

The overall goal of the helpline number is to provide personalized services, information, assistance, and psychological support to different needy groups of society, especially senior citizens to remain independent, live a dignified life and attain social support.

4.   OBJECTIVES

TheobjectivesoftheScheme are:

- Toprovide**toll-free8 am to 8 pm telecomapp-based service**toPIC- People in Crisis seekingsupport and information.
- To assist senior citizens and other groups in managing their primary needs and specific needs- medical, physical,psychological, legal, recreational, technology support, quality time spending etc
- Toprovide**information**abouttheappropriatesupportservices,governmentschemesandp rogramsavailabletothePIC- People in Crisisintheir particularsituation withinthelocal areain whichtheyreside.

5.   TARGETGROUP

The beneficiary group of this helpline will be preferably in the initial stage the senior citizens 60 years and above and the other groups (youth, women, children, and differently-abled persons) in the Bilaspur district.

6.   OTHER STAKEHOLDERS

The Police department of the district, State legal authority/District Legal Authority, NGOs, local senior citizens groups, voluntary groups such as community-based organizations, civil society, government and private hospitals, businessman associations and other wholesaler shops, local retailer grocery shops and others directly or indirectly involved in the Helpline scheme will be the other stakeholders.

7. LOCATION

The Helpline Scheme will be implemented through a hotline app-based service in the Bilaspur district at the initial level and after a successful implementation of the scheme, it may be extended to the other districts of Chhattisgarh too.

8. SERVICES

Sr. No.	Type of Service	Description
1.	Spend quality time with the elderly & learn from each other	Spending quality time together is a fundamental aspect of building strong relationships between young graduates and the elderly. It allows them to get to know each other on a deeper level, share experiences, and learn from each other. Quality time together can take many forms, such as engaging in conversations, playing games, participating in recreational activities, or even volunteering together
2.	Health Care	GGV Young graduates will support the elderly of Bilaspur with their medical requirements and assist in a medical emergency. Support the following services: To get routine medicines as per prescription at home Assistance for a routine checkup from their family doctors Volunteering at a nursing home is a great way to meet and interact with the elderly. You can offer to read books, play games, or simply have a conversation with them.
3.	Much-Needed Companion	Many older adults may find it difficult to complete everyday tasks, such as grocery shopping or visiting the post office, due to physical limitations or lack of transportation. By offering to accompany them on everyday jobs, young graduates can help ease these challenges and provide the elderly with a much-needed companion.
4.	Tech-Savvy Assistance	GGV young graduates can provide one-on-one tutoring sessions to help the elderly understand and use new technologies, such as smartphones, laptops, or tablet devices.

		They can also assist with setting up and using social media platforms, online shopping, and other digital tools.
5.	Embark on unique experiences	Embarking on unique experiences together is a valuable investment in their relationship and well-being, reducing stress, and enhancing emotional connections. Whether it's a day trip or a weekend, try an experience at that fancy restaurant or watch a new movie.
6.	Information Assistance and Empowerment Scheme	Information related to Doctors, Hospitals, Old Age Centeractivity centres, Pension and Legal Maintenance-related queries etc will be sorted out and information will be provided to the senior citizens. Information related to another group of PICs will also be assisted as per their requirement for the information and services Based on the requirements explainedby the caller, the responder will refer to relevantsupport services like medical aid, police assistance,connect the person forprofessionalcounselling, PIC group will be provided information about the laws, existingschemes and government programs related to their empowerment and protection. Any person in need ofsuch information or someone on their behalf may callthe Helpline Scheme which will provide this information or refer the group of people to the relevant department to access the same. Helpline Scheme willalsoprovideguidance to the PIC group aboutprocesses to be adopted for accessing the benefits of theseschemesand programs.

7. FORMAT OF SERVICE PROVIDING

The online app will be developed to provide technical support for the smooth, effective and speedy functioning of the service. At the initial level the project pilot phase will be executed by the Department of Social Work with Social Work Volunteers, the pilot phase may be of 2 months. After the successful execution of the pilot phase, the next phase of the project will be executed in the entire Bilaspur with all services. The process of implementation of the service provided has been explained step by step:

Sr. No.	Activities	Timeline
1.	Getting a (Toll-Free) helpline number (meanwhile, the service will start with a temporary mobile no.)	15 Days
2.	Development of the App	2 months (approx.)
3.	Volunteer call and registration	15 Days
4.	Screening and Verification of Volunteers	07 Days
5.	Training of selected volunteer	07 Days
6.	Validation of Volunteer- issuing authentic ID cards/online proofing	07 Days
7.	Floating information about the helpline number (advertisement)	Meanwhile activity
8.	Informing the Police Station, District Authorities and other agencies	Just before the pilot study
9.	Resource Mapping	Meanwhile activity
10.	Establishing a support office/help centre	After thepilot phase of the project
11.	Database management for record maintenance of the calls for services delivered services and feedback	Will start once the helpline centre gets established
12.	Review to understand the problems faced and their mitigation.	After thepilot phase of the project
13.	Preparation for advanced services	During pilot phase
14.	Collaboration for Help Desk/Call Centre with Hospital/any other agency	After Pilot Phase
15.	Future collaboration with national organizations	After the successful execution of

	working on elderly people.	advanced services

8. SERVICEDELIVERYFRAMEWORK
KEY PERSONNEL, ROLES& RESPONSIBILITIES

10.1   Theserviceprovidersat theHelpline will have the followingKey Personnel

responsibilities:

10.1.1**Helpline Execution Committee**:This committee comprises of Coordinator/Convener, Co-

Conveners and other members from different departments of the University.

10.1.2 **Helpline Manager:** Main In charge of the hotline.

10.1.3**Specific Service Groups (SSG)** with **Team Leader/Supervisor:** Per specific service, a
group

will be represented by the team leader and the volunteers registered will be their team.

10.1.3 **Call Responders:** Call responders will be in each SSG to assist and align the service of the

specific group.

10.1.4 **Service Providers/Volunteers:** Service providers will be non-paid volunteers preferably

Social Work trainees, NCC, NSS volunteers and Behavioral Club members. Certified, skilled

manpower to deliver services to needy persons.

10.1.6 **IT Staff:**The IT team withITprofessionals supporting the helpline number integration with
theapp-based service with the latest technology. Will facilitate the launch of the app,
monitor the execution of the service and mitigate any technical glitches.

10.2 TheKeyPersonnelat the Helpline will have the followingresponsibilities:

HelplineManager
a. The Helpline Manager will be in charge of the overall smooth functioning of the Helpline.

a. The Helpline Manager will be in charge of the overall smooth functioning of the Helpline.

b. HM willensurepromptandmeaningfulresponses towardseverycallreceivedatthe Helpline.

c. HM will direct the call to the Specific Service Group

d. HM will beresponsibleto monitor the ongoingcalls.

e. HM willsuperviseeachcase,takeittoalogicalconclusionandlaterfollowup

f. HM willensureeffective convergencewithconcernedagencies/institutions.

g. HM willfacilitate the redressalofissuesrelatedto the non-responsivenessof other stakeholders/ agencies/institutionsin collaboration with the Coordinator/Convener

h. HM will be responsible for making schedules for the SSG team and managing the team insuchawaythattheHelpline is upand active from 8 am to 8 pm (12 hoursaday)seven daysaweek.

i. HM will be responsible for taking daily, weekly and monthly reports from the SSG Team Leaders and preparingperiodical reports.

j. HM will be responsible for formulating Resource Directory containing informationabouttherelevantStateandprivateauthorities/institutions/individualsrelatedto PIC empowerment and protection.

k. HM will be responsible for conducting advocacy meetings to create good workingculturebetween the HH helpline and different serviceproviders.

l. HM will conduct awareness generation activities within the community to raise awarenessabout Helpline.

m. HM will monitor the functioning of the Helpline, conduct the performance appraisal of the team and volunteers, and facilitate capacitybuilding, guidanceandsupport forthe team.

n. HM will be responsible for the day-to-day management of the Helpline team and reporting to Coordinator/Convener/Co-Conveners,and anyothercompetent authorityasand whenrequired.
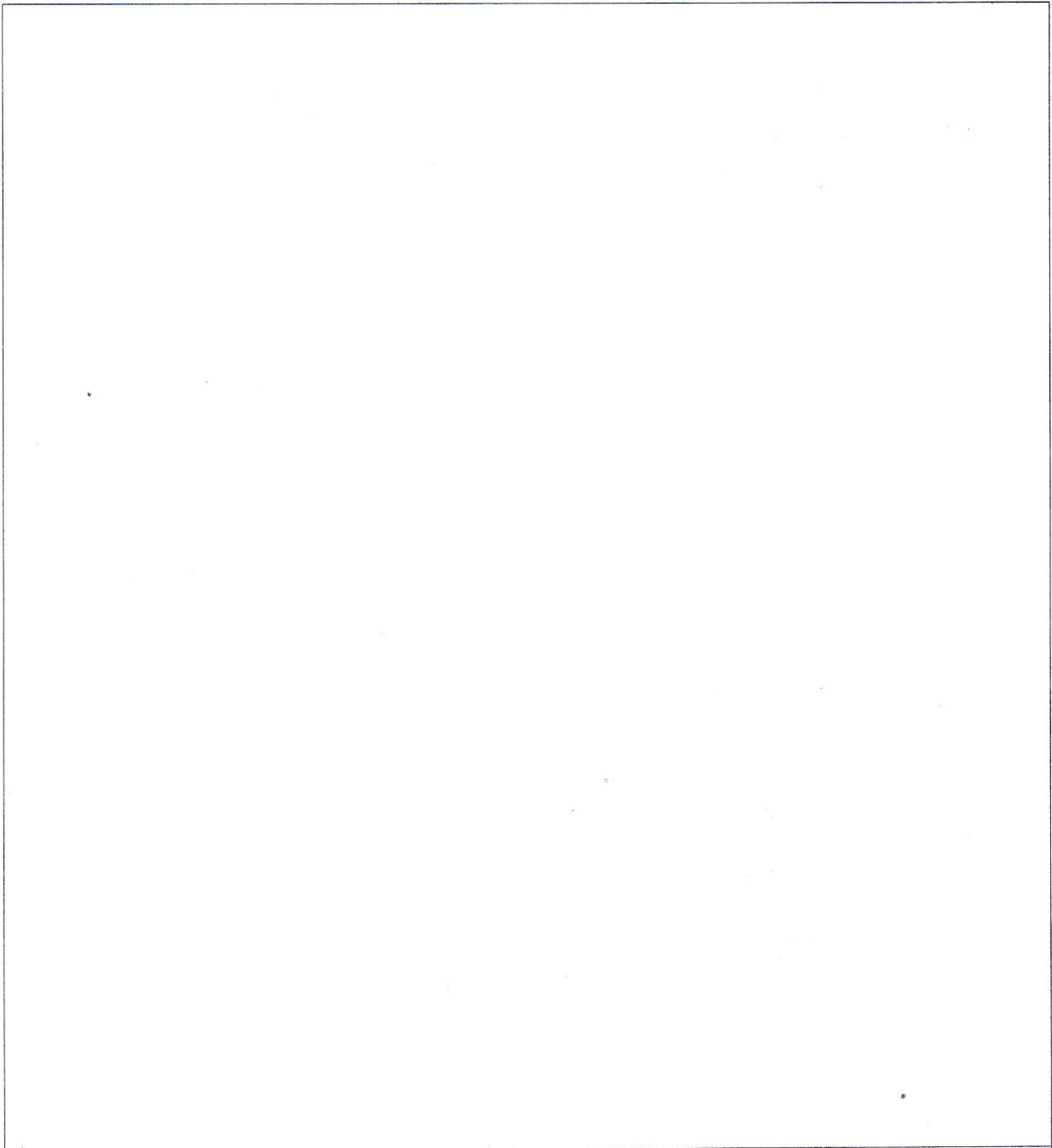
Service Specific Group Team Leader

a. SSGTL willensure thatallcallsare beingattendedto promptlyandeverycallhasbeentakentoits logical conclusionbythe responder, as early,as possible.

b. SSGTL will conduct regular follow up of the cases and talk with concerned authorities anddepartmentsas per therequirement ofthe case.

c. SSGTLwillprovideguidancetoteammembers,managestheteamandmakesa dailyreporttothe Helpline Managerforfurther follow-up.

d. SSGTLwillsupport theHelplineManager in the capacitybuildingoftheteam.

e. SSGTLwillnotedowntheshortcomingsincallhandling,ifany,anddirecttheconcernedresponder forfurther correctiveaction with necessaryguidance.

f. SSGTLwillbrief/de-briefallrespondersbeforethe startofthedutyshiftandatthetimeofclosingof thedutyshift.

g. SSGTLwillrecommendclosureofanycase.

h. SSGTL will check all the closed calls and ensure that proper/needful action has been takenoneachcall.

i. SSGTL will confirm that the assistance/police help has been reached/provided to the caller andalsonote down his/her comments/response.

j. SSGTLwillcheck themissed callsandinitiate a responsetowards thesame.

k. SSGTL will bring to the notice of the Helpline Manager the caller's dissatisfaction withthe assistance provided or in case failure in providing assistance to the callernoticed.

Call Responder

a. CRwill advise PIC/beneficiaries referred bycall responders.

b. CRwillsupporttheTL/Supervisorinweeklyfollow-upswithPIC asking

aboutthequalityof serviceprovided.

c. CRwillsupporttheTL/Supervisoringatheringweekly updates.

d. CRwillsupporttheSupervisorinthe report-writingprocess

e. Incaseof anycontingencies and absenceof TL/Supervisor, CRwillmanagethefloor.

f. CR will attend the calls; do primary referrals, do data entry and forward seriouscasestoSupervisorandcaseswhichneedfirst-pointcounsellingtoSeniorCallResponder.

g. CR will provide information about the Government Schemes and programs relatedto PIC empowerment.

h. CR will provide all the assistance to women applying for any such above-mentionedscheme or programme and guide them through the process to be adopted for accessingthesame.

i. CR will helptheSupervisorinattendingmissed calls.

j. CR will beresponsible forotherworkas assignedbytheHelpline Manager.

Service Provider/Volunteers

a. Service Provider will be the certified and authorized skilled manpower to deliver any of the services among the basket of varied services.

b. The basic criteria of the certification are he/she has completed the **"Value-added Course"** or at the initial level to start the Helpline scheme volunteers may be social work trainees, NSS, NCC and BehaviouralClub volunteers.

c. SP registered to the specific service group will assist the PIC on basis of the call received location and preference of the case.

d. SP has to report to the supervisor/ call responder about the service delivery.

e. SP have to submit the feedback form from the client/beneficiaries (preferably online feedback form will be filled but it's important to be done by the volunteer after service delivery.

f. SP must have a conveyance option required for service delivery.

IT Staff

a. The IT staff will look after the technological aspect of the Helpline scheme and ensure that it remainsfunctionalat all times.

b. IT staffwouldfollowstrictprocedurestomaintainprivacywithregardtodatagenerated and will ensure that name and other details of the PIC remainconfidentialin each stepof documentation.

c. IT staff would draft the daily/monthly/quarterly report based on the MIS, web-baseddata collection which would be approved at the level of the Helpline Manager forsubmission.

d. IT staff withthehelpofthe HelplineManagerwillformulatetheresourcedirectorycontaininginformationabouttherelevantStatea ndprivateauthorities/institutions/individualsrelatedtoPIC empowermentandprotection.

10 MODALITIESOFTHESCHEME

a. Registration/Training/Certification Process of the Service Providers/Volunteers:

a. Service Providers (SP) will be the volunteer students of the university who will choose on a volunteer basis to get associated with this helpline scheme.

b. Students have to register themselves through the app and select the preferred service they are interested to serve.

c. Specific Service Group (SSG) will be formed on basis of the choice/preference of the SP/Volunteers.

d. SSG is headed by the Team Leader who will be directly connected with the Helpline Manager and Coordinators of the Helpline Scheme. SSGTL will look after the training/skill development aspect of the SP/Volunteer for quality service delivery.

e. SP has to complete 30 hours of his/her service delivery throughout his/ her tenure to get the successful completion certificate of his duty.

f. Two hours of the Value-added Course (including lectures/sessions practical/field work) will be equivalent to one creditand mandatory to complete a minimum of 10 visits of 1-2 hours each.

g. The Credits earned by the SP/Volunteer will be mentioned in his/her mark sheet as a "Value added Course", which will benefit him additionally in career.

h. SP/Volunteer may minimum work for 2hrs in a week.

i. SP/Volunteer may be covered by an insurance company for their health and safety in the advanced stage

of this Helpline scheme.

b. Registration Process of the Beneficiaries

For any person interested to avail of the services of the Helpline, registration is an essential process. The beneficiaries have to register themselves through the app-based registration form with all relevant and essential information along with the undertaking mandatory to be submitted for successful registration. After successful registration, the record will be saved for future reference. The beneficiary may now choose the service as per his/her need. Through the hotline number the registered person can call to avail of his/her preferred service, the specific service group will be directed through the helpline manager and the call responders of the specific service group will forward the requirement for service delivery to the service provider of the nearest location trackedthrough GPS.

c. AccessingHelpline

i. TheHelplinewillbeaccessible12hours aday7daysaweektoPeople in Crisis preferably Senior Citizens and other groups (Youths, Children, Women and the Specially abled etc)

- *Telephone* - landlines, mobile phones through calls, SMS/text messaging, mobileappsand faxmessages;
- *Internet* - emails, web posts, web interface, social networking sites i.e., web page,Facebook,Twitter, etc.

10.2.2Helpline will be sensitive to the needs of persons who are hearing and speech impaired or people with disability. It will have a provision to locate/ trace the number from which a call has been received.

d. Documentation

i. A web-enabled ManagementInformation System (MIS)would be developed toprovide a user-friendly and easily accessible single portal giving due regard to

theconfidentiality of beneficiaries. When an aggrieved person or PIC approaches theHelpline their personal and case details will be fed into this system as per the prescribed formatand a Unique ID Number would be generated through which the case would be followed bytheauthorities.

ii. This system would also be used to access accurate information about the network ofinstitutionsandresourcesavailableandabletoprovide the service as per the need. For this purpose,a Resource Directory would be collatedfrom resource mapping at the district/state level and uploaded to the computer managed by the ITStaff.

iii. Furthermore,thissoftwaremay be in the advanced stage and beutilizedtoprovideinformationaboutalltheschemesandprogrammesrunbythe Central/StateGovernment/UTAdministrationfortheempowerment of the PIC group.

e. **AwarenessGenerationandOutreachActivities**

   i. Helpline will undertake outreach and awareness generation activities to inform andencourage people to utilize its service in case of need. Hence,outreachandawareness-generationactivities arethereforekeycomponentsofthe Helpline.

   ii. Outreach and awareness-generation activities take the Helplineservice to a different group (PIC) andensureaccessibilityoftheHelplinetothe needy people of the district.Forthispurpose, IEC activities at the community/University/district/state level would be organized for spreading awareness abouttheScheme and sensitizingall concerned.

   iii. The institutional mechanism under the Helpline committee and other concerned departments at thepamphlets,brochures,postersanddisseminationofinformationthroughpublictrans portsystemsi.e.,buses,auto-rickshaws,taxis,mediachannels(newspapers, radio and television), public conferences, special events,and interface with youth through school and college-based outreach and more could be utilizedforthe purpose.

9. RISKS/CHALLENGES AND MITIGATION MEASURES

Challenges	Mitigation Measures Primary Level	Mitigation Measures Secondary Level
Elder care requires patience, passion and dedication therefore the foremost challenge in this may be to have lacking volunteers and a team with such intense feelings.	Scrutiny of the volunteers at the primary level by taking the simple test to test their interest and basic knowledge about elderly care.	Providing training before going to the field as a service provider For improvement in the standards, a certificate course will be required to make volunteers more skilled in elder care.
Secondly, volunteers' time management as most of them are students working with a restrictive timeframe	Concurrent field workdays need to be revised, for each class different fieldwork days will provide at least one class volunteer available for service providing to the helpline.	Identification of other Volunteers such as NSS, NCC and other retired self-interested GGV community people.
Lack of competence and expertise in service providing and handling the situation	Proper training of the volunteers at the department level (first aid, primary response, line up the case/process, program planning & management along with other topics) will be conducted	Specialized training in services providing as counselling, caregiving, Empathy and care, social support etc. will be designed and will be provided to the volunteers in collaboration with experts.
Behavioural problems may develop a chance of conflict with end users (elderly people/other groups)	Intervention at theService-Specific Group	At a later stage, the committee will address the issue in serious matters
Lack of administrative and infrastructural support may hinder the effective and efficient delivery of services	University support	CSR sponsors (SECL, NTPC, Jindal etc.)
Chances of fake calls are also there.	Initial level taking detailed information about the client will	Documentary proof for tele verification through WhatsApp

	clear the situation.	
Social acceptance and approval of the service	Community Engagement	Collaboration with other local organizations/government bodies
Financial transactions can lead to cheating and fraud.	Avoiding financial transaction	
Chances of accidents or any other type of mishappening	Group Insurance at the University level or	Linking with State Government Insurance scheme as – Pradhan Mantri Suraksha Beema Yojana
Any other (Conflict emergence between volunteers)	Service Specific Group Team Leaders will address the issues at initial level	At a later stage, the committee will address the issue in serious matters

10. STEPS TO BE UNDERTAKEN BY THE UNIVERSITY FOR ADVANCEMENT OF THE HELPING HANDS

a. Action Research & Documentation including Impact Analysis

The Helpline data will be analyzed to identify the areas, nature and scope of problems faced by PIC on the basis of the calls received at the Helpline. Helpline will utilize this data and intervention strategy adopted by Helplines to create a compendium of good practices, looking at emerging areas of concern and conducting other targeted research in identified focused areas to analyze the impact of Helpline on society.

b. Training and Information Education and Communication (IEC)

i. Helpline Executive Committee will develop a training module to be used for the purposes of providing induction, orientation and periodical capacity-building training to all the personnel involved in the functioning of the Helpline. Towards fulfilling this objective, Helpline will coordinate with different stakeholders so that people belonging to various departments but providing services on account of Helpline could be sensitized and trained in handling the issues related to service delivery.

ii. Training Kits, manuals, and IEC materials such as pamphlets, leaflets, brochures, posters etc. would be developed and provided to engaged stakeholders to be utilized by Helpline to promote a sensitive and empathetic society and groups.

11. ADMINISTRATION OF THE SCHEME

a. At the University level, Helpline Executive Committee would be responsible for the formulation of rules and regulations related to Helpline, periodic evaluation, and required amendments in the ordinance through proper channels, with approval of the Standing Committee, will be pursued. Helpline Executive Committee will also look after the financial management, control, administration and successful implementation of the Scheme.

b. The Helpline Executive Committee will also look after the involvement process and method of different stakeholders of the Helpline.

12. MONITORING MECHANISMS

Monitoring of the Helpline would be at two levels:

a. At the higher-level University Steering and Monitoring Committee may be constituted under the chairpersonship of the Honorable Vice-Chancellor. The Steering and Monitoring Committee will monitor and evaluate the functioning of the Helpline annually.

b. At the second level Helpline Executive Committee under the chairpersonship of the Convener of the Executive Committee with Co-conveners, members and the team (Helpline Manager, Team Leaders of SSG, IT staff) along with other stakeholders' representatives will review and evaluate the functioning of Helpline quarterly.

13. REPORTING

a. Every day the data of the last 24 hours would be extracted and analyzed by the Helpline Manager and a daily progress report (DPR) would be sent directly to the Convener/ Director mentioning the challenges faced through designated Service Specific Group on basis of the feedback of the service providers and call responders.

b. A monthly progress report (MPR) along with quarterly physical and financial reports(QPR) will be prepared and submitted to Helpline Executive Committee Convener/Director.

14. EVALUATION

a. The Scheme would be evaluated mid-term and at the end of the financial year to assess itsimpact and take corrective measures. Mapping exercises, baseline surveys and action researchconductedbytheHelplineinthisregardwouldnotonlyhelpin theidentificationofbeneficiariesbut will also help in assessingthe impact or outcomeof the Helpline.

15. AUDITANDSOCIALAUDIT

a. **Audit:** Audit shall be done as per Comptroller & Auditor General of India norms andthatchannel will befollowed at theUniversity level.

b. **Social Audit:** Social Audit may also be undertaken which will be conducted by civilsociety groups to obtain direct feedback from those who have availed services under theSchemethrough appropriate evidencegatheringmethods.

16. FINANCIALMANAGEMENT

a. The source of fund for the Scheme will be donations, corporate social responsibility (CSR) funds, district/state funds form the concerned departments working on the particular group as well as Central government grants can be explored such as Ministry of Social Justice and Empowerment etc.

शपथ पत्र

गुरु घासीदास विश्वविद्यालय द्वारा प्रारंभ की गई सामाजिक दायित्व निर्वहन की भूमिका के तहत स्वेच्छा से कार्य कर रहे छात्र-छात्राओं की सेवा का मैं लाभार्थी हूं । विश्वविद्यालय द्वारा चलाई जा रही इस योजना से मैं भलीभांति अवगत हूं।

उपयुक्त के संदर्भ में शपथ लेता हूं की विश्वविद्यालय के छात्र छात्राओं के विरुद्ध मेरा किसी प्रकार का वैधानिक/ न्यायालय करवाई का दावा नहीं होगा ।मुझे यह भली-भांति पता है यह एक स्वैच्छिक सामाजिक सेवा कार्य है छात्र-छात्राएं या विश्वविद्यालय इस सेवा प्रधान करने के लिए किसी प्रकार से बाध्य नहीं है ।

हस्ताक्षर
नाम
पता

Proposal for Pilot Launch of the Helpline Scheme

The Department of Social Work mayinitially start the helpline as a pilot project through volunteers of Social Work. With the following requirements:

1. New sim for a new number (before getting toll free helpline number on a trial basis the helpline service will be provided through this mobile no.)

2. Financial assistance of Rs.10000/- to meet the travelling and other expenses (if any) of the volunteers for two months.

3. Initially the service area will be up toa 5 km radius surrounding the university.

4. The service delivery will be for six days a week (Mon to Sat.)

5. At the initial level will cater for the need of Elderly persons only.

6. The services which will be provided during the pilot period will be:

    a. **Spend quality time with the elderly & learn from each other:**

    (i) Spending quality time together is a fundamental aspect of building strong relationships between young graduates and the elderly. It allows them to get to know each other on a deeper level, share experiences, and learn from each other.

    (ii) Quality time together can take many forms, such as engaging in conversations, playing games, participating in recreational activities, or even volunteering together

    b. **Much-Needed Companion**

    (i) Many older adults may find it difficult to complete everyday tasks, such as grocery shopping or visiting the post office, due to physical limitations or lack of transportation.

    (ii) By offering to accompany them on everyday jobs, young graduates can help ease these challenges and provide the elderly with a much-needed companion

    c. **Information Assistance and Empowerment Scheme**

    (i) Information related to Doctors, Hospitals, Old Age Homes, Activity centers, Pension and Legal Maintenance-related queries etc will be sorted out and information will be

provided to the senior citizens.

(ii) Information related to another group of PIC will also be assisted as per their requirement for the information and servicesBased on the requirements explainedby the caller, the responder will refer to relevantsupport services like medical aid, police assistance,connect the person forprofessionalcounselling,

(iii) PIC group will be provided information about the laws, existingschemes and government programs related to their empowerment and protection. Any person in need ofsuch information or someone on their behalf may callthe Helpline Scheme which will provide this information or refer the group of people to the relevant department to access the same. Helpline Scheme willalsoprovideguidance to the PIC group aboutprocesses to be adopted for accessing the benefits of theseschemesand programs.

7. Team Leaders from the Student Volunteer with the Coordination of Dr Archana Yadav (Assistant Professor, Department of Social Work will look after the overall management of the helpline during pilot period.

- Registration of the volunteers
- Publicity of the number for help
- Orientation/basic training of the registered volunteers
- Attending calls,categorization the servicesand transferring them to the service-specific interested volunteer as per the availability and area nearby.
- Proper documentation, call record maintenance and feedback recording
- Daily reporting and its compilation as weekly reports.
- Quarterly and monthly report formation
- Grievance recording
- At the end of the pilot period detailed report formation.
- Any other as per the condition.

After the pilot period on the feedback of the report, if the helpline scheme will function in Hybrid mode (Tool-free number with app) then other departments' involvement is expected for better and broader functioning of the Helpline Scheme.

STANDARD OPERATING PROCEDURES

(GENERAL INSTRUCTIONS)

- The helpline staff shall at all times be extremely polite and give a patient hearing to the caller.

- The helpline staff should reassure the caller that help is on its way.

- The helpline staff shall not insist on the caller disclosing his/her identity unless the caller so agrees and should assure the caller that the confidentiality of his/her identity and contact information shall be maintained.

- A confidential record including identity and contact details of the caller (if provided), along with the personal and case details and the name of the officer to whom information was passed on with date and time will be fed into a system as per the prescribed format and a Unique ID Number would be generated.

- As soon as a call is received on the Helpline, the call responder shall listen to the caller patiently by keeping in mind the physical/mental condition of the caller and shall take all possible information about the grievance of the caller (i.e. type of problem/grievance, his/her present location, type of help/assistance he/she required etc.), including the details of the caller (whatever he/she discloses at that point of time without insisting too much on this aspect).

- The call responder will also assure the caller of quick action and shall encourage the caller to keep patient and not to lose his/her control/temper/composure.

- After passing the information to all concerned authorities, a brief note about the caller, mentioning the maximum details available i.e., name, age, sex, location, type of grievances/complaint, as well as the name of the concerned person to whom the call has been forwarded/entrusted for further action shall be fed into the software.

- Similarly, in case the information is received through text message, email or mobile app the concerned officials would be contacted to provide service support to the concerned person

- In case of requirement of police or medical assistance, the nearest PCR van or ambulance shall reach the caller at the earliest and shall provide all possible assistance to the caller without waiting for local police or hospitals and shall confirm their position at the spot.(**As per the condition in serious cases**)

SYLLABUS

Value Added Course: <u>Social Connectedness and Social Support</u>

<u>Socially Useful Productive Work</u>

Social connectedness is a **sense of belonging** to a group, family, or community. It's about the relationships people have with each other and their engagement with the broader community. Social connection is an integral component of health and well-being. A socially connected community is a place where everyone feels like they belong and a good social support system is key to overcoming life challenges and leading to a better quality of life.The objectives of the course are:

- The course is designed to emphasize the importance and value of being socially connected to human development and life.
- It focuses on understanding the relationship between social connectedness, health and happiness.
- It will help to understand the value of social support and how to develop the social support system.
- It makesstudents learn and develop the basic essential qualities of social workers.
- It gives information about various stakeholders' roles in social development and NGO

Unit	Content	Hrs.
I	Social Connectedness- Concept/definition, importance, how to achieve it,the effect of social connectedness on human health and happiness.	4
II	Social support- meaning, types/forms of social support, effects of social support on physical and psychological well-being, assess your social support system	4
III	Essential skills and traits for social workers: Empathy, communication, organization, critical thinking, active listening, self-care, cultural competence, patience, Professional commitment, Advocacy. Stakeholders: Meaning, types of stakeholders, role of stakeholders in social development and NGOs non-governmental organizations	4
IV	Activities/field work	20