Muskaan’s vision

A society which recognizes human diversity and respects the rights of all people irrespective of levels of abilities

Muskaan’s mission

Muskaan is determined to create and provide opportunities for capacity development of Persons with Intellectual Disability and their families; advocate for their rights and legal capacity; collaborate, facilitate and promote the creation of an enabling environment and an inclusive society.

Guiding Values of Muskaan

- Alleviation of as much suffering and discrimination as possible
- Dignity of work, regardless of job titles
- Thoughtful usage of all the resources including special care for cost effectiveness
- Working with the spirit of mutual help & cooperation, sensitivity to others needs & feelings and team spirit
- Creating and nurturing an environment which encourages each other’s growth through communication of positives and negatives in an honest, detached and sensitive manner
- Integrity, transparency and humanistic values
- Giving best to our work motivated by internal rewards
- Service to humanity without personal publicity
- Healthy self-criticism, openness to new ways of thinking
- Conflict resolution through caring and direct discussions with understanding
- Promotion of democratic, decentralized and participative decision making
Reflections of the president

Dignity of labour is still a casualty in our society. Notions of hierarchies are deeply rooted in our minds and we go on living without ever questioning them. I have often seen people looking disdainfully at the vocations that are most suited to give a sense of accomplishment to adults with varied levels of intellectual disability. They think that manual work e.g. masala making, food processing, candles or stationary etc. are lowly vocations and making them is not prestigious enough for their son/daughter. Another fallacy is that making same items must be boring and uninteresting to them. Such judgments arise from prejudiced thinking. This is true for parents and others alike.

It is interesting to see that the same vocations that Muskaan team experimented and perfected in last 20 years, have been adopted by other centres all over India. The reason behind its success is that it involves activities that are based on concrete mental operations with minimal abstraction and judgmental capacity. Once the whole task is divided in sub units and put in an order from simple to complex, our students can learn better. When the entire series of operations are defined and put in a predictable order, teaching and learning of the skills becomes easy. This is called programmed learning in the vocabulary of Psychology and Education.

Another problem in the thinking of some people in the field is the warped meaning of inclusive employment. They think that Assisted work centre is an outdated idea. It shows a mind-set which is divorced from ground reality. Assisted work centre is the only option of employment for large number of people with intellectual disability. It is only few with minimal support needs who will be able to negotiate the demands of mainstream work environment. Presently, we do not have an enabling environment in the vast employment spaces that accommodates and facilitates the employment of people with varied levels of intellectual and other cognitive disabilities.

The irony of our sector is that the entire issue is still left to voluntary sector. Govt. has put in place National Skill Development Council along with Skill Council for persons with disability, but its focus is on open employment. The voluntary sector, mostly run by parents of children with intellectual and developmental disabilities is largely depending upon community support which greatly limits its resources.

Adulthood is the longest span of life. The need of the hour is to create adequate and appropriate opportunities of employment, friendship building, recreational facilities, health needs and safe and dignified living within or outside the family. Muskaan has made significant stride in all these areas. It has given us enough clarity and confidence to approach the Government with necessary policies and suggest implementation and monitoring systems. Representation of Muskaan in SCPwD and other important committees of Deptt. of Empowerment of Persons with Disabilities, MSJE and National Trust has given us an opportunity to carve out spaces for our children and adults with intellectual and developmental disabilities. The task is huge requiring constant advocacy for number of years to come. There is sensitivity in the Govt. to listen and address to the needs of our sector and I am hopeful for positive results in the future.
The focus of all our programs is capacity building of our intellectually challenged students and their families. When it comes to education of minds, it never has a limit. Experience of working with students keeps giving us new ideas and insights and thereby prompting us to bring few modifications in curriculum and its transaction. The following section gives a brief about such developments.

**Muskaan programs**

**Students’ development program**

Understanding the learning needs and unfolding of adulthood stages of persons with intellectual disability is an evolving process. It meant different set of programs for varying age groups as well as varying levels of ability and emotional needs. Our adult training and assisted employment centre is a firmly established program which has set up a benchmark for adult training and employment. Its quality and success is widely recognized by national and international bodies as professionals from different states in India and western countries have visited Muskaan and admitted the uniqueness of its programs.

Another major development is of setting up fully developed program of **Activity centre and Senior citizens’ group at Muskaan**. With advancing age and declining physical stamina our 45+ age group needed not only change in work schedule but also different activities including religious and recreational activities. 15 such work associates were placed in this program.

Activity centre was created mainly to respond to students with high support needs i.e. physical/personal care needs, high emotional needs, individualised training needs and need for a flexible & creative work opportunity. 44 students were placed in this program.

**Data Entry Training Program**: This program started in March 2016 with a view to create another employment opportunity for our trainees. The highlight of this program has been designing of several activities for training in cognitive skills that go in data entry jobs. The program was a great success and resulted in the group being more responsible, confident and developing effective communication skills. 19 students enrolled in this program out of which six are ready to take up jobs or job work.

Along with the above mentioned training programs, all students receive **regular inputs in Physical fitness, Sports & recreational activities; computer based activities, life Skills, and need based therapy. Up-gradation of vocational skills is an essential component of all our vocational skills programs.**

**Assisted /supported Employment Centre:**

In **Assisted work centre** at Muskaan the constant focus has been building capacities of our work associates. The market demand for quality products has been increasing steadily. We started the process of getting FSSAI registration for our food products. We developed standard operating procedures for these units with the help of few interns. Presently 27 work associates are working here and 38 students are under training. We strive continuously to upgrade their skills as well as provide a quality life by providing opportunities for holistic development through regular inputs in Physical fitness, Sports & recreational activities; computer based activities, life Skills, and need based therapy.

We share with lot of pride and satisfaction that successful placement of persons with Down Syndrome and slow learners in LeMontree hotels has opened up several opportunities of employment in other hotels also. Since 2014, 10 boys have been employed by LeMontree hotels, 2 in Four-Point by Shereton, 4 in Hindustan Petroleum. 6 candidates are receiving training in these hotels including
Muskaan is a training partner with all these hotels and organizations. 3 decades of Muskaan work with intellectually challenged adults has bore its fruits. It is an extremely significant milestone for the sector highlighting the capacities of people with intellectual and developmental disabilities.

A major drive was undertaken to sensitise and re-sensitise teams of various companies who are employing our students. The success of people with Down Syndrome and slow learners has motivated many more employers and NGOs to reach out to us for similar initiatives.

**Product Development & Marketing:**

This year we made a **significant progress in getting more bulk orders** for our products. Muskaan products are being picked up for Corporate gifts, Weddings and Conferences. It has helped in having regular work for students all through the year. It also helped in streamlining the inventory management.

**Our regular customers include** Meterological Department of India, Lemon Tree Hotels, Institute for Social Studies Trust, Inner Wheel club, National Trust, Japanese Volunteer group, Borges India Pvt. Ltd., Amnesty International, PKF Finance Limited, Courtyard Marriot Hotel, Gurgaon, Smart Analyst India Pvt. Ltd., Country Inn & Suites by Carlson, Gurgaon,

**Schools & Colleges include:** Apeejay School, Ramjas School, Tagore International School, St. Mark’s School, St. Columbus School, Sardar Patel School, Lady Shri Ram College, Lady Irwin College, School of Inspired Leadership.

Volunteers from different colleges and schools are helping us in creating awareness regarding products. Students from Lady Sriram College are introducing conference stationary during their conferences, symposiums and seminars.

**Staff Development program**

This year also we organised capacity building workshops for teachers in the month of June 2016 on varied topics e.g. enhancing Life Skills Program for students, life-saving techniques & first aid, integration of therapy with vocational skills and common expression in sign language. Many of these workshops were conducted by our own teachers. In the process they themselves developed better presentation skills and clarity of different subjects/topics chosen. Two of our teachers also completed course in Advanced therapy and Alternative & Augmentative communication. Literacy classes were started for our caretakers and other service staff at Dera residential facility.

**Dera Residential Facility**

Another accomplishment of Muskaan was completing the number of residents (20) in its first Group home at Dera Village. Running the facility on the model of Assisted Living was our vision and its success has reinforced our faith in the capacity of persons with intellectual disability in making decisions and owning up their responsibility. Regular outings for shopping, watching movies, dining out in the restaurants, celebration of birthday parties and festivals provides a fuller life to our residents. Construction of new basketball court added to their learning and enjoyment. Quality of services at Dera residential facility are well recognized.
A team of Journalist from Hindustan Times Newspaper covered Dera facility which was published on 28th April 2016. A team from Nepal, Umang (NGO) from Jaipur and Shaurya (Delhi based NGO) visited our facility to gain understanding on how to start and manage such facility. It is well known that there is a huge need for such facilities and the Govt. has to support the NGOs and parents so that adults with challenges can live a secure and dignified life after the demise of their parents.

All the residents regularly attend training and employment center at Muskaan, Vasant Kunj and earn scholarship amount for their contribution and efforts. After experimenting for past 4 years, residents have chosen few activities of Art & Craft for Saturdays like Making Wind chimes with wooden beads and door hangings, embroidery on metty cloth bags etc. A Music teacher comes every Sunday and provides music sessions to the residents including training in playing harmonium and singing.

Upgrading the skills of the staff to higher levels of efficiency is a priority area as most of them do not have any kind of training in working with intellectually challenged adults. One of the staff members has been trained in computer operations and use of inventory control program for better store management. Our cooks and 2 of the Care takers attended one day training at a Hotel-Four Points by Sheraton in F&B and House-keeping.

We are making constant efforts in developing network for the Medical support. This year Dr. Geeta, General Physician working with Global Cancer care volunteered to visit Dera residents once in a month for regular health check-up. Besides Sun Shine team also is attending health needs of Dera residents.

Family Support services

The demand for program of our Family Support Services is increasing by the day. Family counselling service, Parent training program and facilitation of Govt. schemes & benefits are three important components of our support services. Thursday has been designated as Family Day at Muskaan when families can meet the counsellors on prior appointment to share their concerns for their child/adult with special needs. Parents from Delhi & NCR and other states visit with their children to seek guidance on the programs being offered at Muskaan. Generally, parents are looking for services for young adults and it is an irony that there are no such services outside Muskaan which cater to life span needs of our young adults. Along with that, there is a regular demand for counselling within Muskaan parents. This year 166 families used services of our counselling centre. Our teachers and volunteers have also been supporting and facilitating making of Disability certificates at Genetic Unit, AIIMS for many years.

A two-day Parent training Program was conducted for the parents of new students. Three workshops on different topics of concern to parents were organised in May 2016.

20 families were offered part-time services for their wards to provide training in personal adequacy, communication and social skills.

Awareness & advocacy

Muskaan participated and supported several initiatives of National Trust notably organization of national symposium on Down Syndrome on 25th March. A huge initiative was taken to organize a marathon on World Disability Day 3rd December where 1000+ people from the community participated.

A series of talks on intellectual and other developmental disabilities titled “Hum honge Kamyaab” were aired on All India Radio between April to September 2016 every Saturday aiming to reach out large number of families all over India. Besides Muskaan teachers sharing knowledge about
Participation of students in sports, cultural Events and festivals 2016-17

<table>
<thead>
<tr>
<th>dates</th>
<th>Sports events</th>
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<tbody>
<tr>
<td>13th April 2016</td>
<td>our two students went for the carom board competition organized by the very special arts. And both of them got the second position in the game.</td>
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<tr>
<td>9th May 2016</td>
<td>Air force golden jubilee school organized a badminton competition. Our 2 students won with 1st position, one with 3rd, 6th and 7th position.</td>
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<tr>
<td>20th &amp; 21st July 2016</td>
<td>Ground Race course organized a basket ball and bocce completion. And our 4 students won with 1st position, and 9 students with 3rd position.</td>
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<tr>
<td>19th, 20th, 21st Sep 2016</td>
<td>Special Olympics Bharat organized various sports events at Thyagraj stadium. In soft ball throw 2 students won 1st position, 1 student got 2nd position, 2 won 3rd position, and 1 student got 4th position. In 50 meter Run 1 students got 2nd position, 2 students won 3rd position, 2 -4th position, and 1- 5th &amp; 6th position. Same in 100 meter Run our 4 students got 1st position. And in 1500 mtr Run 2 students got 3rd position.</td>
</tr>
<tr>
<td>11th octo 2016</td>
<td>HCPA Sneh Kunj centre organized a sports event. Our4 students got 3rd position in bocce game, 1 student got 1st and 2nd position in soft ball throw. Same 2 student won - 1st position, 2 student- 2nd position,, 2 students -3rd position in 50 meter run.</td>
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<tr>
<td>7th to 11th Nov, 2016</td>
<td>Our student Hritik kad went to Hoshiarpur Punjab for the Unified Football National Championship organized by the Special Olympics Bharat. He won with 1st position (Gold Medal).</td>
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<td>14th - 21st Nov 2016</td>
<td>Our student Chetan went to Guwahati Assam for the Football National Championship organized by the Special Olympics Bharat. He won with 1st position (Gold Medal).</td>
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<td>4th Dec 2016-</td>
<td>Muskaan organized Marathon through various category of run and walks at Jawaharlal Nehru stadium. In which all muskaan students, parents participated including other N.G.O’s students and people from corporate sector were involved in Muskaan marathon.</td>
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<tr>
<td>10th Dec 2016-</td>
<td>Bharti College organized a sports event and our 10 students participated in run and bocce events.</td>
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<tr>
<td>dates</td>
<td>Cultural events &amp; festivals</td>
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<tr>
<td>12th Aug</td>
<td>Independence Day celebration in muskaan</td>
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<td>23rd Aug</td>
<td>Activity centre A/B and Senior age group went to see magic show</td>
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<tr>
<td>24th Aug</td>
<td>Janmashtami celebration organized by masala unit students and senior age group unit in muskaan. It was followed with bhajan, krishen leela and jhankies and Prasad distribution.</td>
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<tr>
<td>26th Aug</td>
<td>Very special arts organized music competition. Our music club team went for the performance and won a fist prize.</td>
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<td>5th Sep</td>
<td>Stationary unit students and staff organized teacher’s day in muskaan. It was followed with fun games and jam session. Few students imitated their favourite teachers.</td>
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<tr>
<td>24th Sep</td>
<td>- Muskaan Music club and Dance club teams participated in the event of Vihan organized by Shankar special school Noida at India Islamic Centre.</td>
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<tr>
<td>10th Octo</td>
<td>Activity centre A, B, D group organized Dushera celebration in muskaan. Students from activity centre presented a play on Ramayan. It was followed with Rawan dahan.</td>
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<td>21st Octo</td>
<td>- Muskaan students and staff celebrated Diwali with music, dance and fire crackers. High point of the event is always bonus &amp; gift distribution for the students.</td>
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<td>9th Dec</td>
<td>- Muskaan 30 students and staff went to Jantar Mantar to demand the passage of Disability bill.</td>
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<td>23rd Dec</td>
<td>- Diya unit students and staff organized Christmas celebration. It was followed with the play of Cinderella prepared by activity centre students and a skit by Diya unit students.</td>
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<td>Dec 2016</td>
<td>- Our music and Dance club teams went for the celebration of national trust foundation day. Our students staged “Panchkosa” of Taitreyi Upanisad in the form of dance-drama along with multimedia usage. Many students took up the responsibility of ushering and registration etc.</td>
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<td>25th Jan</td>
<td>- Muskaan Candle unit students and staff organized republic day celebration in muskaan. This time we invited students from very special arts for their two performances. It was followed with national anthem and march pass.</td>
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<tr>
<td>14th, 16th, 20th Feb</td>
<td>Team from lemon tree hotels, and four points came to muskaan for the sensitization. It was followed with fun games and muskaan visit.</td>
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<tr>
<td>22nd Feb</td>
<td>- Muskaan organized Eye camp for the all students and staff of muskaan. Camp was organized by Bharti eye hospital.</td>
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2017
28th Feb
2017
7th March
2017
25th March
2017
- Muskaan organized complete health checkup camp through other specialized team. It
includes bone, calcium, B.P, Diabetics, E.N.T checkups for the staff and students.
- Muskaan organized Art carnival cum holi celebration in muskaan. Where all the art
centre activities was organized for the students like flower work, jewellery making,
weaving work, painting, pottery, Rangoli, decoration, designing etc.. With this few fun
body painting was there like face painting, and mehendi making etc…
- Muskaan students and staff went for the event organized by national trust on the
occasion of National Down syndrome day. Our music club group started the day with
saraswati vandana and dance club group presented a skit on panchkosh. Other logistics
of the events managed by the muskaan students and staff.

Community participation

Muskaan has been quite a popular destination with students for their internship. Students from
schools, colleges and professional institutes keep approaching Muskaan for doing their internship.
Interns come with educational backgrounds like Psychology, Human Development, Special
Education, Social Work, and various Management fields. It provides them an opportunity to work
with an important social cause and Muskaan too gets their support in areas where we need volunteers
to take up few projects. We are impressed by their sensitivity, sincerity and commitment.

At Muskaan, we plan a special program for each one of the interns based on the objectives of their
internship as defined by their parent organisation and sensitisation & awareness of Muskaan’s work in
the field of Intellectual Disability. In each case an individual supervisor is appointed from Muskaan
team who guides the interns to make it a gainful learning experience for them and in the process
ensure their commitment to work during this period. This year we trained 11 interns from Institutes
like Lady Irwin College, School of Inspired Leadership, Action For Autism, Indian
Management Institute and School of Social Work at Jamia Millia University.

Apart from these we have a regular inflow of Volunteers from various schools & colleges. They are
also given an orientation and then placed in different units so that they can interact with our students
and understand their strengths and challenges.

Thanks & gratitude

We wish to express our deepest gratitude to all those people who supported us to make all the above
mentioned activities & programs possible. We have always believed in maintaining transparency in
our functioning so that each of the supporters can have full visibility of our styles of operation. It has
led to an increasing faith on Muskaan from community which includes:

Govt. Departments including Ministry of Social Justice & Empowerment, Delhi Social Welfare
Department, Skill Council for persons with Disabilities and National Trust
Corporate including Lemon Tree Hotels, Courtyard Marriot, Four Points by Sheraton, Country Inn & Suites, Macquarie Foundation, XL CATLIN, Magneti Marelli Powertrain India Pvt. Ltd and many more.

Trusts & Foundations including Indira & Jai Foundation, Aruna Sinclair Foundation, Baba Charitable trust and many more.

Foreign Donors including Japanese Volunteer group, French Embassy and many individuals.

NGOs, Schools and Colleges

Many individuals as Donors, Volunteers, Interns and visitors.

Executive committee, Families, Students & Teachers of Muskaan.

We thank all the above and those too whose names may have been left out.