



Standard Operating Procedure

OBJECTIVE

The objective of this document is to ensure that same processes are followed across India and the UK where Maya CARE services are provided. This handbook is a useful guide to the coordinators starting up Maya CARE services in their cities.

ABOUT MAYA CARE



WHAT?

What are the services Maya CARE offers to the elderly?

The different types of services can be classified as under:

Sr. No	Area of service	Nature of service	Service
1	Domestic	Assisting	In purchasing and delivering groceries, vegetables, flowers, etc **
		Assisting	By booking tickets for movies, theatre, bus, train, flight etc
		Accompanying	The elderly for walks in their society, temple, social gatherings etc
		Spending time	With the elderly by reading to them, playing indoor games with them
		Spending time	With the elderly by picking up their lunch tiffin from the mess, sitting with them while they have lunch and deposit the empty tiffin box in the mess
2	Medical	Accompanying	To the doctor appointments, waiting with them till the appointment is done and



			then dropping the elderly back home
		Assisting	Delivery of medicines, medical reports, surgical equipment for post-operative care
		Spending time	With the elderly patient in the hospital or waiting outside ICU
3	Bank	Accompanying	To the bank if the presence of the elderly is required
		Assisting	In cheque deposit, cash withdrawal, renewal of FDR, transfer of money
4	IT	Assisting	In making video calls
		Assisting	In using various apps on their smartphone
		Assisting	Getting print outs of documents, photos from their emails
		Assisting	In typing content that they wish to digitize
5	Utility	Assisting	Paying electricity /phone bills
		Assisting	Payment of house tax, etc
		Assisting	Arranging documents for Aadhar card, Passport, Visa etc
6	Travel	Accompanying	Pick up and drop off to and from the railway station, bus stand or airport
		Assisting	In packing bags, looking after their plants once they leave
		Assisting	In purchasing tickets for travel
7	Special Services	Recommending	Nurses, full time maids, doctors, physiotherapists, care homes etc*
			*Maya CARE does not assume responsibility of 3 rd party service providers
			**Payment of the items mentioned should be done by the elderly or their family.



WHERE?

MayaCARE provides service at residency or place where the senior citizen lives.

The volunteer's provide service only in the living room or hall of the house. If the elderly is bedridden only then the volunteer is permitted to go into the bedroom.

Maya CARE services are currently available in India and the UK.

In India, our services are available in 10 cities - Pune, Mumbai, Bangalore, Trichy, Nashik, Vadodara, Chandigarh, Ahmedabad, Chennai and Kolhapur. In the UK we cover Milton Keynes and select areas of Cambridge and London.

This is for physical visits but the phone visits can be done anywhere.



WHEN?

Maya CARE service is available during office hours i.e. 10 am to 6 pm.

If the call is received out of the office hours, then expect a call back on the next day during the working hours.

Maya CARE service is available 7 days a week.



WHO?

Any person who is passionate towards the cause and would like work for the elderly.

He/she should be ready to motivate people to volunteer for the cause.

A person having decent communication skills to promote Maya CARE service in social circles, clubs and groups.

A person who can answer the helpline number on weekdays, between 10 am to 6 pm.

He/she should ensure that the whole service cycle is complete, right from answering the helpline number to taking the feedback post the service.



HOW?

If you are interested to start Maya CARE service in your city, you should contact us at the email service@mayacare.org

You would have to identify 2 more potential volunteers from your city who can handle the helpline.

For the helpline numbers, you must purchase 2 SIM cards. Remember that these SIM cards are the property of Maya CARE foundation and should be handed over to Maya CARE in case the coordinator or volunteer stops working with Maya CARE.

Once the SIM is activated, helpline is operational in the city.

A database of potential service users would be sent to you. You will have to start contacting those organizations and work on tie-ups with Maya CARE or promoting Maya CARE services in the premises.

ROLES AND RESPONSIBILITIES

Project Manager

- 1) Monitoring activities in all regions.
- 2) Identifying projects which support the vision of Maya CARE and implement them.
- 3) He/She associates with senior citizen organizations, corporates etc and works on a mutually beneficial partnership.
- 4) He/ She co-ordinates with volunteers and management to ensure that the volunteers are motivated and supported.
- 5) Single Point of Contact between management and other teams.
- 6) Promoting Maya CARE services in media and social media.

Project coordinator

- 1) The co-ordinator should regularly maintain and update database of services of every city with the data provided by volunteer coordinator.
- 2) He/She looks after the payments of the entire team of Maya CARE across all cities.
- 3) He/She should maintain a record of the services, visits and the volunteer hours spent.

City coordinator

- 1) The city coordinator should identify volunteers and get them inducted to the foundation by the procedure described.
- 2) He/She maintains regular contact with the volunteers, understands their concerns and shares it with Project manager.



- 3) He/She actively promotes Maya CARE services in senior citizen clubs, parks and in residential area complexes.
- 4) He / She should receive the calls from senior citizens or their family members and allocate an appropriate volunteer at the earliest.
- 5) He / She keeps the track of the work done by the volunteers and note the volunteering hours.
- 6) He / She provides weekly data to project coordinator.
- 7) He / She actively shares Maya CARE's social media content to the volunteers and other social groups.

Initiating services in a new city

- 1) Purchase two SIM cards in the Maya CARE.
- 2) Every city should have two helpline numbers. One with the city coordinator and one with a volunteer.
- 3) ID card and visiting cards should be handed to the city coordinator of that city.
- 4) City coordinator should have promotional content to be shared with the respective groups.
- 5) A database with related senior care homes, hospitals, geriatric care centers will be shared with the city coordinator who then shall meet the concerned authority to promote Maya CARE services.

Process of inducting a volunteer

Documents Required

The candidate needs to fill the volunteer enrolment form available at www.mayacare.org.

For India - The candidate needs to submit photocopies of their proof and identity proof which include Aadhar card, Pan Card and driving license along with their passport size photograph.

For the UK – The candidate needs to register themselves with the Data and Barring Service Check (DBS). You need to send email to MayaCare to get the form. Usually the DBS check requires a fee of 65 pounds but we have an agency tie up which in which the check can be done at a fee of 9 pounds. Please note that this process is mandatory in the UK and the amount has to be paid at the DBS portal and not to MayaCare.

After the submission of the valid proofs, the candidate would receive a phone call from the city coordinator for a brief, friendly interview. The interview can be done on phone, video call or in person.

Once the city coordinator confirms that the candidate is eligible to volunteer, a Maya CARE ID card would be mailed to the candidate.



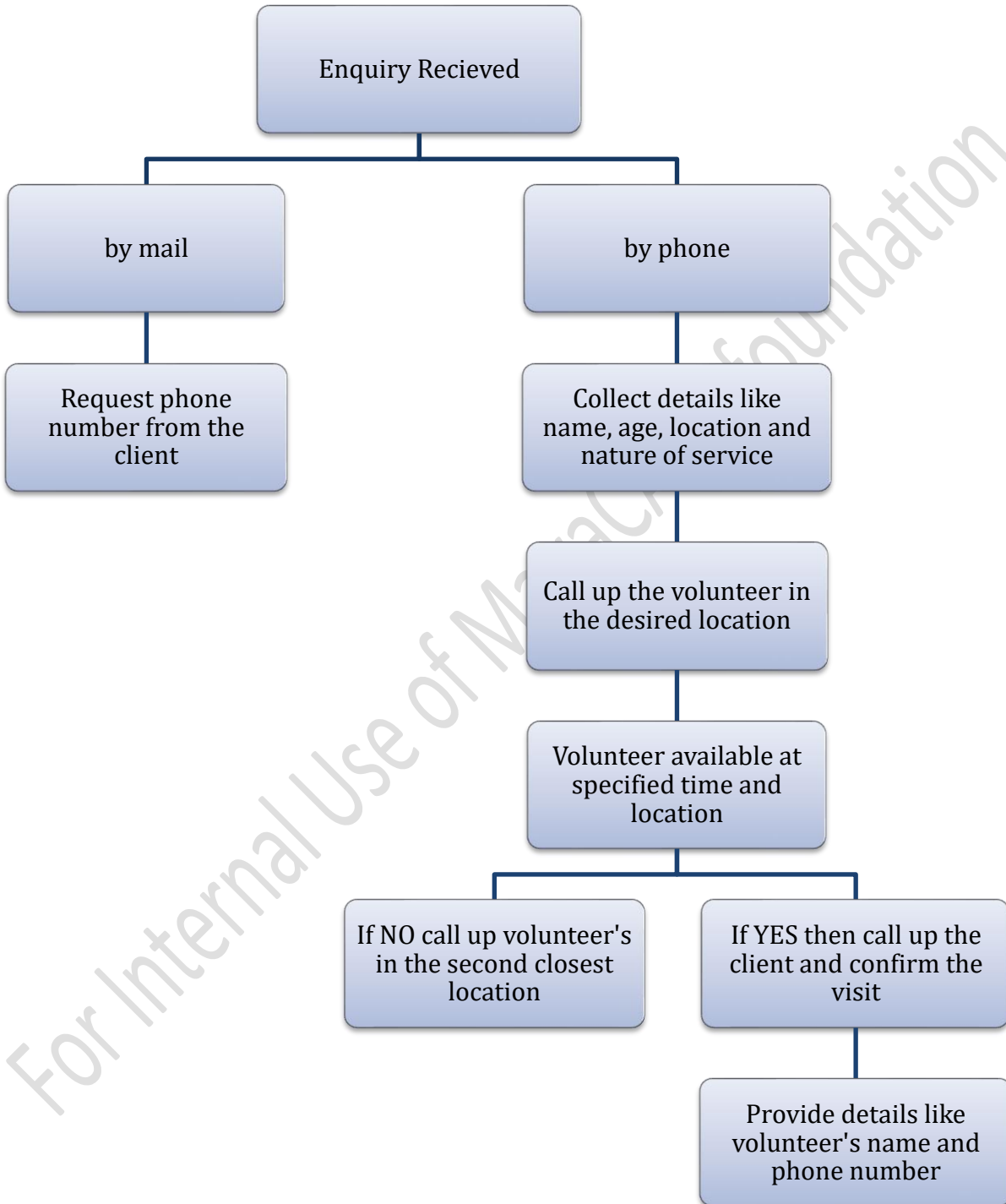
Process of handling service requests

- Data Required:
 - You have to confirm the age and location of the elderly.
 - How is the caller related to the elderly?
 - Other vital information should be given if applicable about the elderly. For eg: Any recent surgery, physical or mental condition of the elderly, details of a close family relative nearby.
 - Other than the phone number through which an enquiry call is made, it is mandatory to request the caller for an alternate number just in case of an emergency.

For Internal Use of MayaCARE foundation

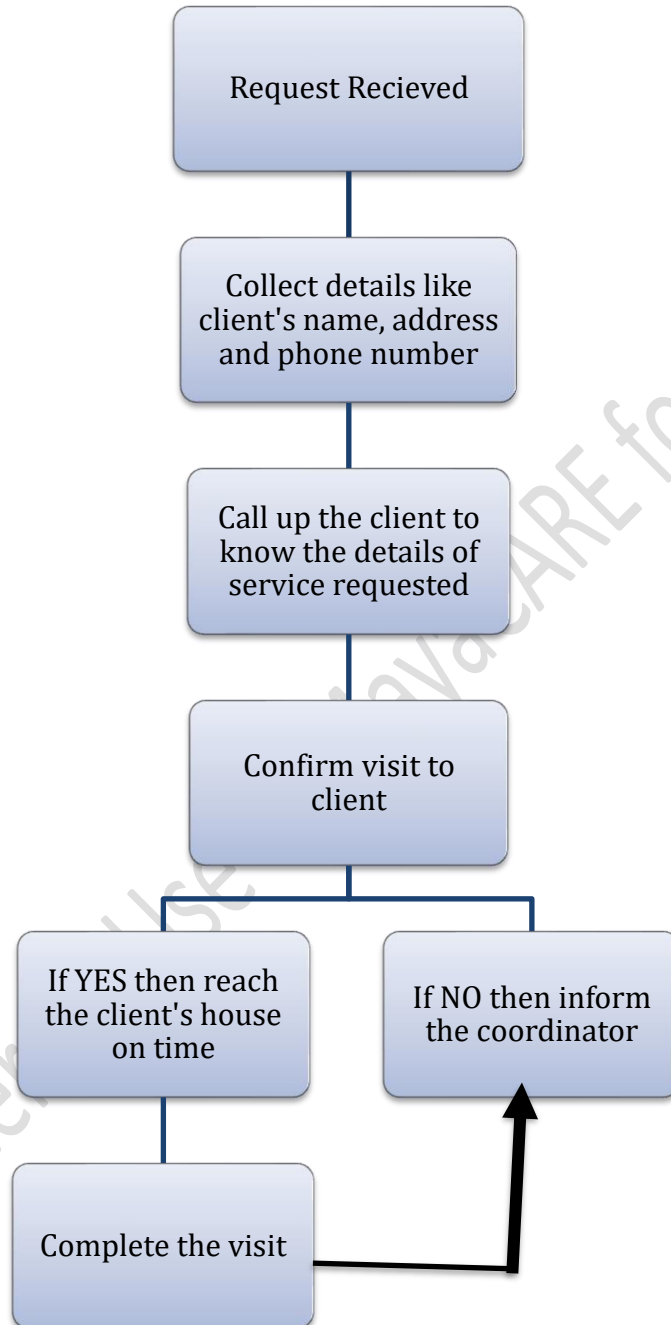


Process flowchart for coordinator



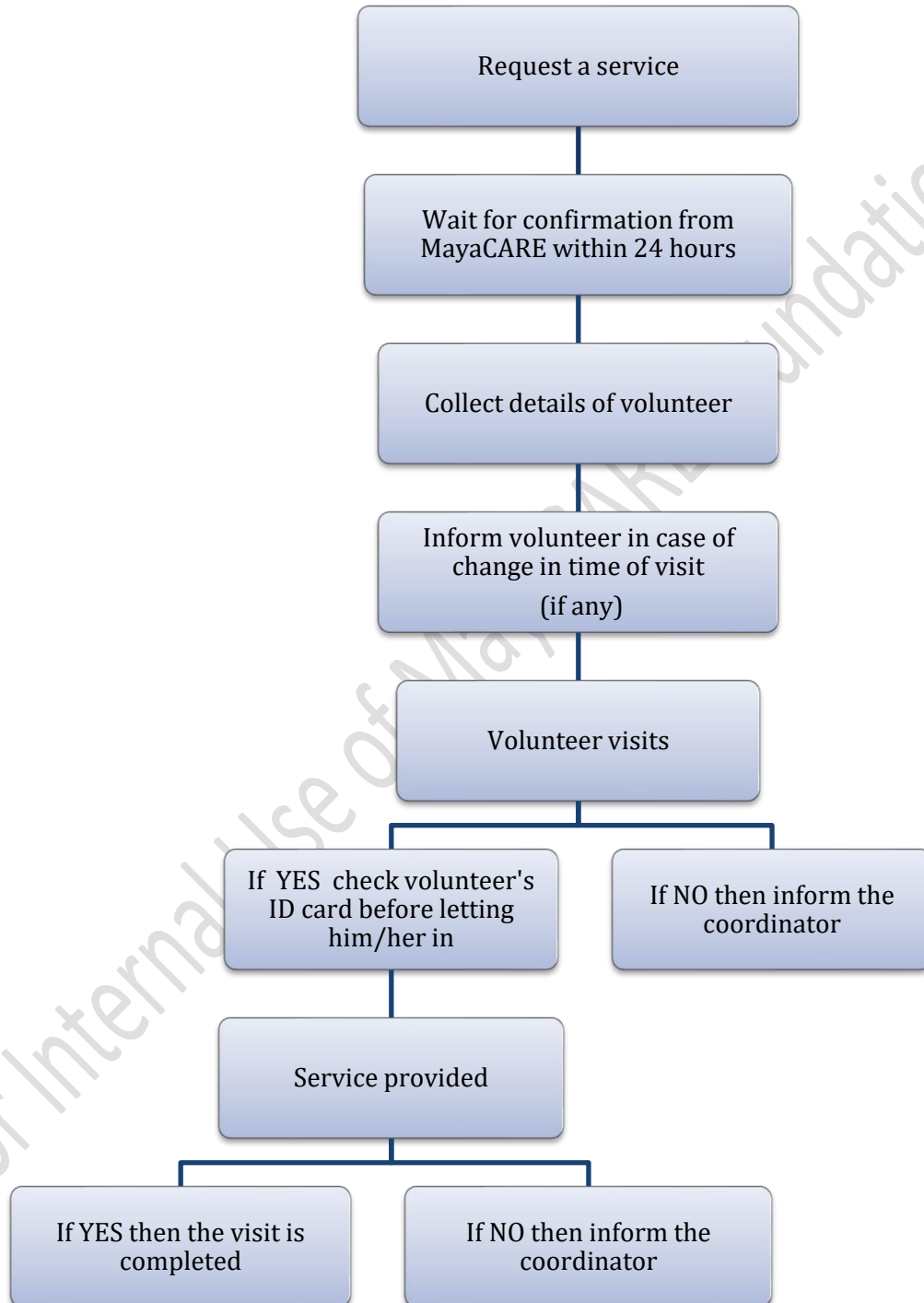


Process flowchart for Maya CARE volunteer





Process flowchart for Maya CARE service user (client)





Claiming Payments

For a Coordinator

- Payments are done in the first week of every month as against the invoice submitted in the previous month.
- Payment includes the per hour charges spent on volunteering, phone bill reimbursement, travel charges, expenses made on promotional material or any other expenses pertaining to Maya CARE.
- Any reimbursement shall be made possible on producing the bill. A soft copy with the date clearly visible needs to be mailed.

For a volunteer

- The payment per hour is 75 rupees plus the conveyance charges.
- The weekly details to be mailed to the coordinator who shall maintain a database which shall be handed over to project coordinator at the end of every month.
- City coordinator must provide bank details of each individual volunteer.
- The amount shall be transferred online to their individual accounts.

For the UK – Only the reimbursement amount can be claimed at MayaCare. No volunteer will be paid any amount

Weekly reports

- A volunteer provides details of his/her weekly visits along with the conveyance charges incurred to the coordinator.
- The coordinator maintains all these details in the weekly report excel sheet.
- A coordinator also needs to update progress tracker and submit it at the end of each month.

Promoting Maya CARE services

- City coordinator will be provided pamphlets/ posters in English and local language which should be shared in hospitals, residential apartments, care centres, laughter clubs etc.
- Project coordinator shall guide the city coordinator in identifying locations where senior citizens or their family members would learn about Mays CARE.
- Any local exhibitions where setting up a Maya CARE stall is possible should be informed to the project coordinator



- Maya CARE is present on Facebook, Instagram and LinkedIN. Dedicated posts of your city shall be planned and published.
- City coordinator should create a WhatsApp group and add volunteers to it after the process. Promotional posts should be shared with them.
- Partnering with local NGO's and participating in their events to promote Mya CARE and what type of service is provided by Maya CARE foundation.

Social Media Presence

Maya CARE is present on social media platforms. The links are provided below:

- Facebook : <https://www.facebook.com/ServiceMayaCARE/>
- Instagram: <https://www.instagram.com/mayacare.services/?hl=en>
- Twitter : <https://twitter.com/ServiceMayaCARE>
- LinkedIN : <https://in.linkedin.com/company/maya-care-foundation>

Meeting and influencing target category

A city coordinator is expected to always carry the following when organizing or attending promotional activities:

- ✓ Maya CARE pamphlets in English and local language
- ✓ Visiting cards of the city coordinator
- ✓ Presentation in the form of a ppt file

Please collect the contact details of the attendees of the event.

Kindly ask the attendees who are interested in services offered by Maya CARE to enroll as one of the following options:

- 1) Service user – Use Maya CARE services for themselves or their family members/relatives/friends.
- 2) Volunteer – Enroll as a Maya CARE volunteer
- 3) Champion – Interested in Maya CARE services, but cannot commit time for volunteering, can support Maya CARE by following Maya CARE on social media and sharing our posts in their network.
- 4) Donors – Find the idea of Maya CARE unique and feel that it is the need of the hour, help Maya CARE grow and reach out to many such lonely elderly people in your city by donating any amount.



Donations

Maya CARE Foundation accepts donations in the form of cheque or online transactions.

In case of cheque, a donor can write a cheque in the name of 'Maya CARE Foundation' and hand it over to the visiting volunteer or the city coordinator. The cheque must be deposited in the bank within 3 days of receiving it.

A hard copy of the receipt along with a thank you letter shall be sent by post/courier to the donor.

In case of an online transaction, the amount can be sent to the following account:

Bank Name: ICICI Bank

Branch: Tilak road

A/C Name: Maya CARE Foundation

A/C No: 187501000462

IFSC Code: ICIC0001875

Once the transaction is done, the donor is requested to send an email with their name and the screenshot of the transaction details. An acknowledgement mail shall be sent immediately, followed by a soft copy of the receipt and a special email thanking the donor.

Frequently Asked Questions

By coordinator

- 1) How am I supposed to choose a volunteer for a service?
 - You have to choose the volunteer from the nearest area for a service. You have to first ask the volunteer if he/she is available during the time of service.

- 2) Which other volunteer should have the helpline number?
 - A senior volunteer who has worked with Maya CARE for more than 6 months and can commit to 5 hours every day to answer the helpline should have the second helpline number.

- 3) How often should I talk to my volunteers?
 - You can talk to the volunteers once in a week regarding to the services they provided.



- 4) I know of a friend who is interested to volunteer for Maya CARE, what should I do?
-You should ask him/her to fill the form with all the details available on Maya CARE website.
- 5) I know of an elderly who needs services similar to what Maya CARE provides, what should I do?
-You can the ask the family member of the elderly to register for Maya CARE service by calling on the helpline number, by filling registration form on website or by contacting on social media.
- 6) I am out of town for a couple of days, what should I do with the helpline number?
-You have to contact the Project Manager at least one week prior so that he/she can guide you with further instructions. You also identify a volunteer who is willingly ready to take up the responsibility of the helpline and then he/she should be handed with the helpline in the absence of the coordinator.
- 7) My volunteer complains of an inappropriate behaviour by a senior citizen or their family member or their house help, what should I do?
-You can discuss it further with the Project Manager and the necessary action would be taken by Maya CARE foundation.
- 8) An elderly beneficiary complains of an inappropriate behaviour of one of our volunteers to me, what should I do?
- You could request a report of the services provided to be sent to you via e-mail by writing to us on service@mayacare.org and appropriate action would be taken by the authorities.
- 9) Why can't I my use my own phone as the city helpline for Maya CARE?
- You could use an existing spare handset that you or someone else may have or use a dual SIM in your existing phone. This is recommended because there is no question of returning the handset, trying to get it repaired from Mumbai etc. This is what is normally done for centres and we do not normally buy handsets for centres, we only reimburse the amount for SIMs and the monthly phone bill. If there is no such spare handset/dual SIM not possible, please purchase a basic handset in your own name, scan send the bill and your bank details to the Project Manager and the amount for the SIM and handset will be transefered to you at the earliest.
This would not be the way forward for you for all other future expenses you may incur for Maya CARE like printing leaflets/banners in Tamil etc.

By a volunteer

- 1) How often would I get the opportunity to provide services?
-You would get the opportunity to provide services 3-4 times a week depending on the service needed by the elderly.
- 2) What if I am not available on a particular day for a pre decided service?



-You should contact the coordinator as well as the elderly beneficiary 2-3 prior to the service. For emergency reasons, you need to inform the coordinator on a priority basis so he/she can assign another volunteer for the service.

3) Do I get an allowance or payment?

-You get the payment based on the hourly service you provided along with the travelling allowance.

4) What to do if a Maya CARE service user or a coordinator misbehaves with me?

-You could raise this issue by writing to us on service@mayacare.com. We will make sure that you are not sent again to that particular service user and further action would be taken by Maya CARE foundation.

5) Is there a time limit on the no of hours spent with the senior citizen?

-Yes, you should not spend more than 2-3 hours with the senior citizen in one service.

6) How do I calculate my volunteer hours?

-You can calculate the time you spent with the conveyance charges for the service and send it to the city coordinator on a weekly basis.

7) Is it ok if I ask another fellow volunteer to provide service on my behalf?

-Yes, you can ask a fellow volunteer to provide the service, but you have to first inform the coordinator.

By a service user

1) How do I register for Maya CARE services?

-You can register for Maya CARE services by any 3 methods; by calling on the helpline number, by doing registration on the Maya CARE website or by contacting us via social media platforms.

2) Do I have to pay any fee for using Maya CARE services?

- Maya CARE services are available FREE of charge. However, if you wish to make a voluntary donation to support the cause of Maya CARE, payment is accepted via bank transfer or account/payee cheques in the name of 'Maya Care Foundation' only.

3) Do I have to pay the volunteer for his/her time or travel?

-No, you don't have to pay the volunteer for his/her time or travel. Maya CARE services are available FREE of charge.

4) How many times can I request for a Maya CARE service?

-You can request for a Maya CARE service maximum 3 times in a week.

5) What is the duration of a Maya CARE service?



-The duration of a Maya CARE service is maximum 2 hours.

6) How do I trust a Maya CARE volunteer?

- It is mandatory for Maya CARE volunteers to carry a photo ID card bearing their name and the Maya Care logo. In case a volunteer is not carrying his/her I-card, kindly call our helpline. In the event that this was to occur, we apologize for the inconvenience caused to you. Please note that these terms and conditions are part of our attempt to ensure your safety during your association with Maya CARE.

Maya Care volunteers are expected to conduct interactions within the guest reception area/main door of the recipients' registered address. Recipients are requested to refrain from requesting volunteers to enter any other area of their homes or assist in any other tasks outside the purview of Maya CARE services.

7) Does Maya CARE provide 24/7 caretakers, nurses or maids?

- Maya CARE does not provide emergency, ayah/nursing or domestic servant services. Maya CARE volunteers are educated working/retired professionals, homemakers or students who gladly perform all the activities a family member would. Thus, Maya CARE volunteers sit with patients in hospital/at home, read to them, give medicine/help with physiotherapy exercises under medical advice. Please note that these terms and conditions are part of our attempt to ensure your safety during your association with Maya Care.

8) Does Maya CARE have a center or home for the aged?

-No, Maya Care does not have a center or home for the aged. Maya CARE provides volunteers for the service of the elderly at their home/residence.

9) Can I ask a Maya CARE volunteer to stay the entire night with the elderly to provide company?

-No, you cannot ask the Maya CARE volunteer to stay the entire night with the elderly to provide company as volunteers. Please note that these terms and conditions are part of our attempt to ensure your safety during your association with Maya Care.

10) Can I directly call a Maya CARE volunteer instead of the helpline every time I need a service?

-No, you should always contact the helpline every time you need a service as there is a need to check with the availability of the volunteer.

11) How do I donate to Maya CARE Foundation?

- If you wish to make a voluntary donation to support the cause of Maya CARE, payment is accepted via bank transfer or account/payee cheques in the name of 'Maya Care Foundation' only. The bank details are given below:

Bank Name: ICICI Bank

Branch: Tilak road



A/C Name: Maya CARE Foundation

A/C No: 187501000462

IFSC Code: ICIC0001875

Appendix

Link of weekly report excel sheet

Link of volunteer enrollment form

F

For Internal Use of MayaCARE foundation