



ANNUAL REPORT

2019-2020

"I could fly once I gave up
all that weighed me down"

Water color by Ria Rajan

MANAGING COMMITTEE 2019-20 (as on 31.03.2020)



Harmala Gupta, Honorary Founder-President

Cancer survivor and pioneer in cancer support services in India; Founder of Cancer Sahyog, first cancer support group in India; Founder President, Cancer Care India; Board Member, International Association for Hospice and Palliative Care.



Manmohan Malhoutra, Honorary Treasurer

Ex IAS; Trustee of Indira Gandhi Memorial Trust and Jawaharlal Nehru Memorial Fund.



Radhika Shapoorjee, Honorary Secretary

Reputation and risk management expert; Former President of Hill+Knowlton Strategies South Asia; Aspen fellow; Jury member at Cannes Festival of PR and Advertising.



Dr Bhawna Sirohi, Member

Consultant Medical Oncologist for GI & Breast Cancers; Director, Medical Oncology - Max Institute of Cancer Care; Secretary - EBMT Committee on Nuclear Accidents; President, Oncology Section – Royal Society of Medicine; Honorary Consultant, Queen Mary University London, UK.



Keshav Desiraju, Member

Ex IAS and Secretary, Health and Family Welfare to the Government of India; Continues to remain engaged with issues in public health, particularly mental illness and mental health, primary health care and community health.



Mohini Daljeet Singh, Member

Social worker, and educationist; Trustee Max India Foundation; Former CEO, Max India Foundation.



Prerna Tandon, Member

Senior Vice President, State Street Corporation, Bangalore; Held Business Leadership roles at Price Waterhouse, USAID, GE Capital, Infosys and ANZ Bank.



Ravi Bhoothalingam, Member

Founder and Chairman of Manas Advisory, a Consultancy practice focusing on Leadership Coaching as well as on business and cultural relations with China, Mongolia and Myanmar; Former President of The Oberoi Group of Hotels.



Vishal Sood, Member

Software Engineer and MBA from Ahmedabad; Experienced in investment banking, private equity and software development; Presently working as MD with SAIF Partners.

Sub-Committees

OPERATIONS	INVESTMENT & RESOURCES
Harmala Gupta	Harmala Gupta
Manmohan Malhoutra	Manmohan Malhoutra
Radhika Shapoorjee	Ravi Bhoothalingam
Vishal Sood	Vishal Sood

MESSAGE FROM FOUNDER - PRESIDENT



The financial year (FY) 2019-20 ended on a sombre note as our country imposed a strict lockdown to prevent the spread of the novel coronavirus, also known as COVID-19. Since then, CanSupport has curtailed its services and outreach for the safety of its patients as well as of its staff and volunteers. It has relied more and more on telecommunication and telemedicine to stay in touch with patients and their families and to advise and prescribe. This did not, however, prevent it from meeting goals set out earlier in the year. Here are a few highlights.

As planned, CanSupport's home-based palliative care programme was extended to Bathinda, in the state of Punjab, and to Meerut, in

the state of Uttar Pradesh (UP). CanSupport now has a footprint in four states, including Delhi.

The children, teenagers and adults who visit CanSupport's day care, managed by our volunteers, are a testimony to the power of caring and sharing. We were delighted when the New Zealand High Commission agreed to support our day care activities which aim to educate, heal, empower and motivate. When Spice Jet, along with NDTV, decided to celebrate Children's Day by taking the day care children, their siblings and parents for a ride in the sky it was a double delight. The dinner afterwards had a menu specially prepared for the kids. It was indeed a flight of dreams, "Sapnon ki Udaan", as everyone danced the night away to uplifting music and left their troubles behind.

CanSupport is always looking for new corporate partners to help power its programmes. We are grateful to Optum Global Solutions (India) Pvt. Ltd. and Agilent Technologies for extending a hand. Pfizer too signed on to a project to raise awareness about cancer and palliative care in factories and other workplaces.

I thank each member of the CanSupport Managing Committee for their valuable contributions to CanSupport. Mr. Keshav Desiraju and Mrs. Mohini Daljeet Singh were appointed as new members this year. Their expertise, commitment and experience have further enhanced the ability of the Managing Committee to provide necessary guidance and leadership.

Those who donate generously to our programmes and support us in so many varied ways deserve our special appreciation. They include people and organisations that have remained firmly committed to us and those who have pledged their support this year. It is an honour list that we proudly display each year in our Annual Report. I hope your name will be on it next year.

Finally, our ability to deliver good quality care, efficiently and ethically, depends on a team of people who work tirelessly towards this end. Our volunteers and staff have proved their worth time and again. We appreciate the effort put in by each one of them under the capable leadership of Dr Ambika Rajvanshi, CanSupport's gifted CEO.

Looking ahead, FY 2020-21 is likely to be more challenging than any previous year. Plans may have to be revised and budgets trimmed but we are hopeful that by this time next year CanSupport will be well on its way to achieving its vision of a world where serious health related suffering is a bad memory.

Sincerely,
Harmala Gupta

MESSAGE FROM THE CEO



Our goal at CanSupport is to make every day count for patients and their families facing cancer. This is accomplished through a team-oriented approach of expert medical care, pain management, nursing as well as psychosocial and spiritual support, all tailored to the patient's needs and wishes and their network of loved ones.

I have the remarkable privilege of working with a great team of care providers, both staff and volunteers. Their superior skill and dedication result in our ability to provide exceptional care and services all designed for a higher quality of life.

The positive feedback received from our patients and families is a reflection of this achievement. There have been amazing stories of joy, peace and fulfillment in people's final months, but also simpler tales of just feeling less pain and being able to enjoy another day.

In FY 2019-20, we served a diverse population across four States of India including whole of the National Capital Territory of Delhi and the most affected districts of Haryana, Punjab and Uttar Pradesh. We were able to deliver care to 49,000 people (including 30,000 patients and 19,000 family caregivers) at journeying different stages of cancer. This represents a 40% increase over last year. Thanks to our program partners and donors, we were able to not only meet the rise in demand but also innovate to fulfill complex needs keeping pace with best international practices.

The highlight of the year was the expansion of our home care services in Punjab and Uttar Pradesh through deployment of new teams in Bathinda and Meerut. By the end of the year, both these teams were already working to their maximum capacity. Our collaborative programs with the MSSU Unit at the Institute Rotary Cancer Hospital AIIMS and the Delhi State Cancer Institute, East Delhi saw a constructive booth with deployment of our staff within these hospital premises, bringing about an increase of 9000 patients served through our Resource Facilitation Program.

Overall, we saw 22% increase in our service referrals across all programs. A big credit for this goes to our community outreach teams whose concerted awareness raising efforts in more than 450 underserved communities brought about this response.

There was 24% increase in patient home visits, 18% increase in patient visits to our clinics and 18% increase in people seeking assistance from our Helpline.

At CanSupport we strive to champion palliative care - directly by providing care and indirectly through training and empowering others to do so in their own field of service. We continued to have a strong focus on professional development supporting staff and volunteers to undertake specialized courses and avail of many other learning opportunities. The people involved in direct patient care at CanSupport numbered 120, out of which 93 are full time staff walking this road less taken. These passion-driven professionals and volunteers bring compassion and dignity to people when fears are many and hope seems out of reach. The year also saw about 3200 Health Care professionals, students, interns and tutors from different parts of the country attending one of our palliative care education programs.

The year ended with an unprecedented public health emergency of COVID-19. Our teams rapidly adapted to policies and procedures that helped navigate this new normal and its impact on the life-affirming work with our patients. In order to effectively respond to the magnitude of the problem, we rolled out a multi-pronged approach for continued support to our patients. We quickly embraced new technologies that allowed us to practice social distancing while staying connected to our stakeholders. While COVID-19 changed a lot of things, our commitment to our patients' care wasn't one of them. I would like to thank CanSupport's Managing Committee for their constant guidance and recognize their engagement during this significant phase of our development.

We are indebted to our valued patients and their families. They are the reason why we do what we do. We are always blessed to meet and engage with the many people we care for each day. We remain inspired by our talented volunteers. Whether offering a range of creative activities at the Day Care, helping us organize an event or taking part in one or many other commendable pursuits, they freely give their time and skills towards CanSupport's Mission.

I would like to congratulate my Executive Team for their exemplary leadership and acknowledge the amazing work of all our staff who work together to offer exceptional service and make a real difference in the lives of countless numbers of people. Thanks to all who gave so generously to CanSupport last year. We trust that as you read this report you will witness your gifts used well to provide a vital and valuable service. Your continued support is critical to the future success of this organisation.

We also extend our regards to everyone reading this report. We invite you to become part of our family of community supporters, either through a philanthropic contribution or in a volunteer role. However you choose to get involved with us, you will be improving the lives of patients and families who may well be your loved ones, neighbours and friends.

Sincerely,

Dr Ambika Rajvanshi

ABOUT CANSUPPORT

Legal Status	Registered Society (Societies Registration Act of 1860) Number S-30499; Date 08.11.1996
Income Tax Registration U/s 12-A	DIT (E) 96-97/466/96/516 Date 13.02.1997
Income Tax Exemption U/s 80-G (50% Tax Exemption to Donor)	DIT (E) 2008-09/C-466/540 Date 04.06.2008
FCRA Registration	Number 231660040 Date 14.03.2000; Renewed 1-11-2016
Permanent Account Number TAN Number	AAATC3017F DELC07112A
Registered Office Address & Contact Details	A-2, Gulmohar Park, New Delhi 110049 Ph: 011-41010537, 41010538
Statutory Auditors	S. Sahoo and Co. 14, Palam Marg, Vasant Vihar, Delhi-110057
Bankers	Kotak Mahindra Bank Plot No.S-5, Green Park, Main Market, New Delhi - 110016 HDFC Bank D-1 Shopping Centre #2, Vasant Vihar New Delhi-110057 Indian Overseas Bank Sector 12, R.K Puram, New Delhi-110022

VISION

A caring and supportive society where people with cancer and their families live with dignity, hope and comfort.

MISSION

To enable people with advanced cancer and their families to make informed choices and decisions and to receive appropriate physical, emotional, social and spiritual support.

VALUES

The members of CanSupport

- Aim for the highest professional and ethical standards of care,
- Respect and value the knowledge, skills & contributions of all in the organization,
- Respect the rights, choices & confidentiality of patients and their families,
- Maintain transparency in interactions with patients, donors & well wishers, and
- Strive to be responsible stewards of resources.

WHAT WE DO

We are a group of palliative care experts committed to enabling a caring and supportive society around cancer management. We help patients, families and society at large to work together to maximize the quality of life with cancer in a meaningful and compassionate manner, whilst fully respecting the dignity of the individual. We follow a patient-centered philosophy, where patient care preferences and goals are central to care provision.

Our history is long and distinguished and now spans 23 years, during which time our contribution to the development of palliative care services can be seen across North India. Our wide-ranging programs are designed to help patients of all ages and cancers throughout their cancer journey; right from the day of diagnosis, across all curative therapies and as a continuum of care adapting to the unique needs in case cancer progresses into its terminal phase. The support extends even after the death of the patient through bereavement and rehabilitative support to the families.

Our highly skilled teams of doctors, nurses and counselors bring our care to the doorstep of patients too sick to travel and make regular visits providing medical, nursing and psychosocial support. We have a license to procure and dispense oral morphine thereby saving those under our care from unnecessary pain. Patients and their families also have access to outpatient clinics, cancer helpline, day care, peer support and counseling services, patient navigation and resource facilitation as well as bereavement and rehabilitation support.

The organization serves as a source of learning for many individuals and organizations focused on improving the quality of life of people with cancer. While some organizations have drawn their inspiration and early ideas for development from CanSupport, others have been trained in its model of care through capacity building collaborations.

We help to fill a critical gap in services for the care of cancer patients, especially those who are poor or destitute. Our services are aimed at the less privileged and are entirely free of charge.

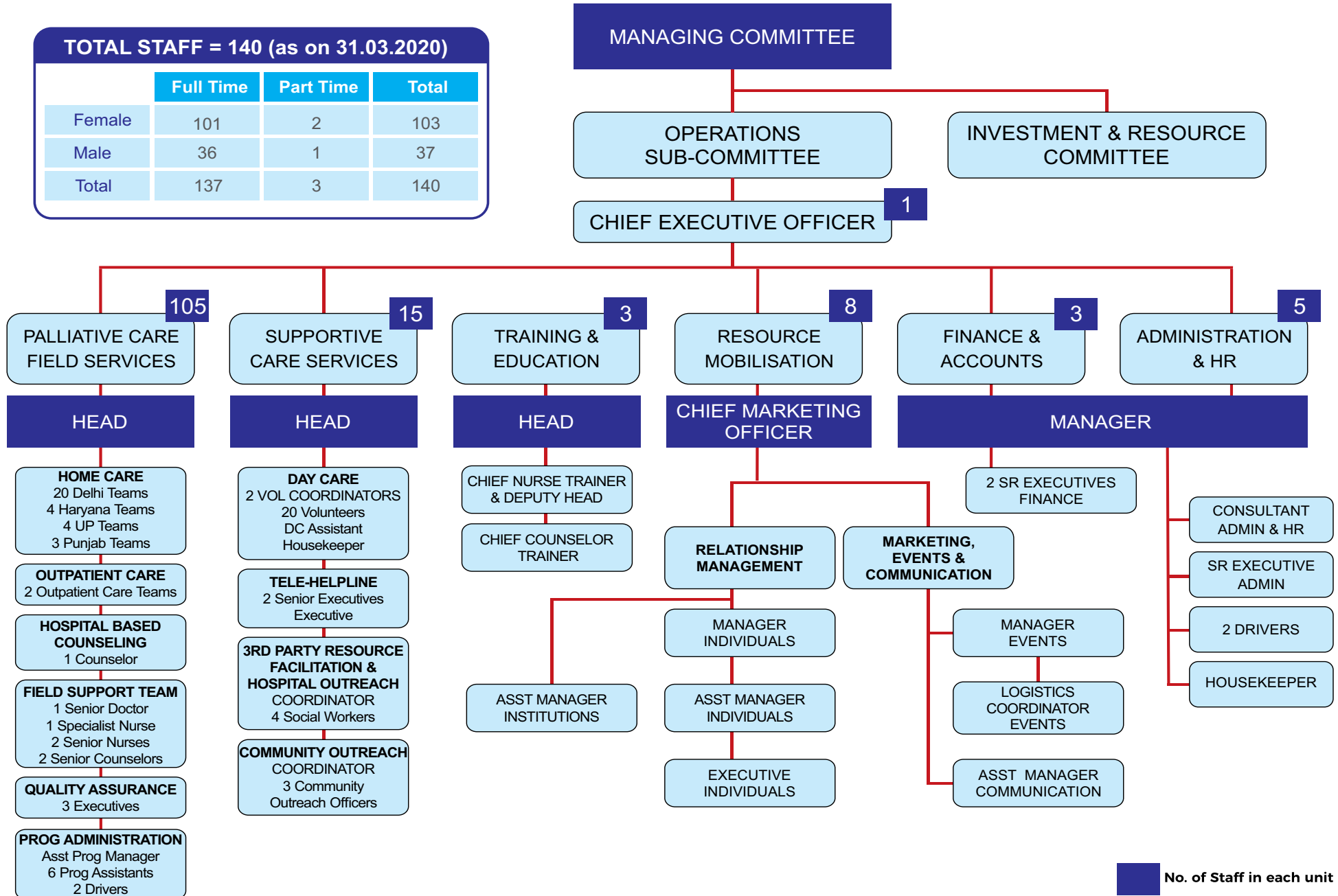
STRATEGIC GOALS 2017 – 2022

OPERATIONAL SCALE	SUSTAINABLE FUNDING
<p>Maximise the number of patients benefitting from palliative care services.</p> <ul style="list-style-type: none"> • Serve 3400 concurrent Home Care patients through 40 Home Care teams across 4 States of Delhi, Haryana, Uttar Pradesh and Punjab. • Serve 2400 patients /13000 patient visits through 3 Outpatient Clinics in the National Capital Region. • Empower medical professionals & communities around caring for people with cancer. • Establish capacity for provision of palliative care for non-cancer illnesses. 	<p>Ensure that expansion of services is based upon sustainable and secure funding arrangements.</p> <ul style="list-style-type: none"> • Mobilise funds to cover 100% annual expense (from Rs 660 lakh in FY 2017-18 increasing to estimated Rs1250 lakh in FY 2021-22). • Build reserves to maintain at least 110% of the annual budget in any given year (from Rs. 725 lakh end FY 2017-18 to Rs. 1375 lakh end FY 2021-22).
INTERNAL EXCELLENCE	BRAND LEADERSHIP
<ul style="list-style-type: none"> • Strengthen the framework of internal excellence and quality of care through adoption of technical and managerial best practices. • Safeguard & nurture the CanSupport work culture within teams. 	<ul style="list-style-type: none"> • Build the CanSupport Brand as the largest and most trusted organization for home-based palliative care for people with cancer in India.

ORGANISATION STRUCTURE FY 2019-20

TOTAL STAFF = 140 (as on 31.03.2020)

	Full Time	Part Time	Total
Female	101	2	103
Male	36	1	37
Total	137	3	140



No. of Staff in each unit

The Program

CanSupport Home-based Palliative Care Program is a pioneering model in North India directed at patients suffering from advanced and terminal cancer. It is the largest of its kind in the country and has been replicated in various States. The Model has also earned CanSupport the World Health Organisation Public Champion Award in 2017 among others honors.

The goals of Home Care are extremely concrete: skilled pain and symptom management, supportive nursing care, psychological and spiritual care and a support system to sustain the individual's family as well as bereavement support and counseling. Professional multidisciplinary teams of doctors, nurses and counselors regularly visit patients registered with them in their homes, offering:

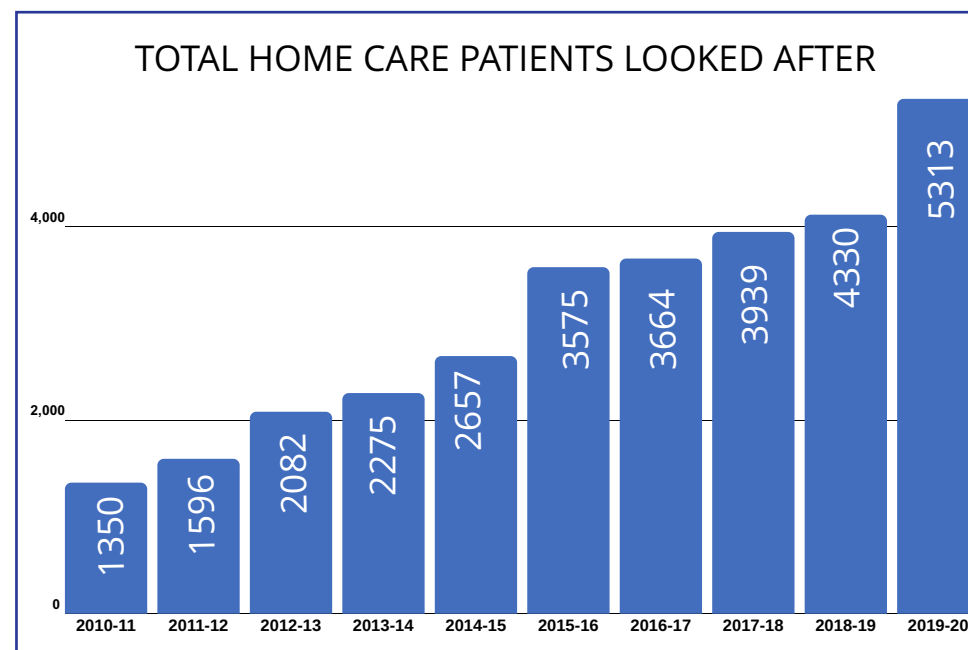
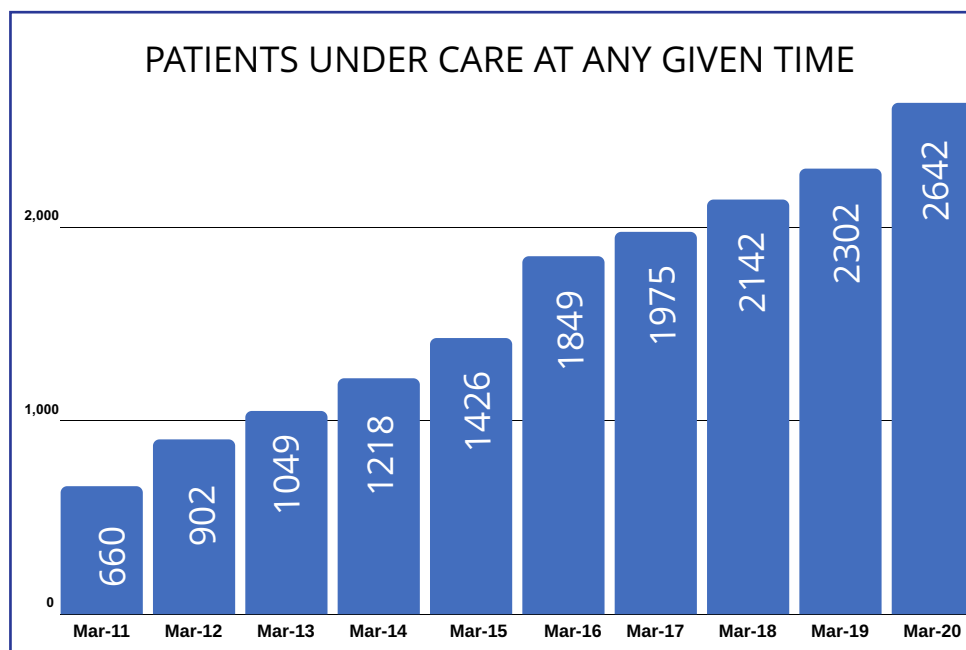
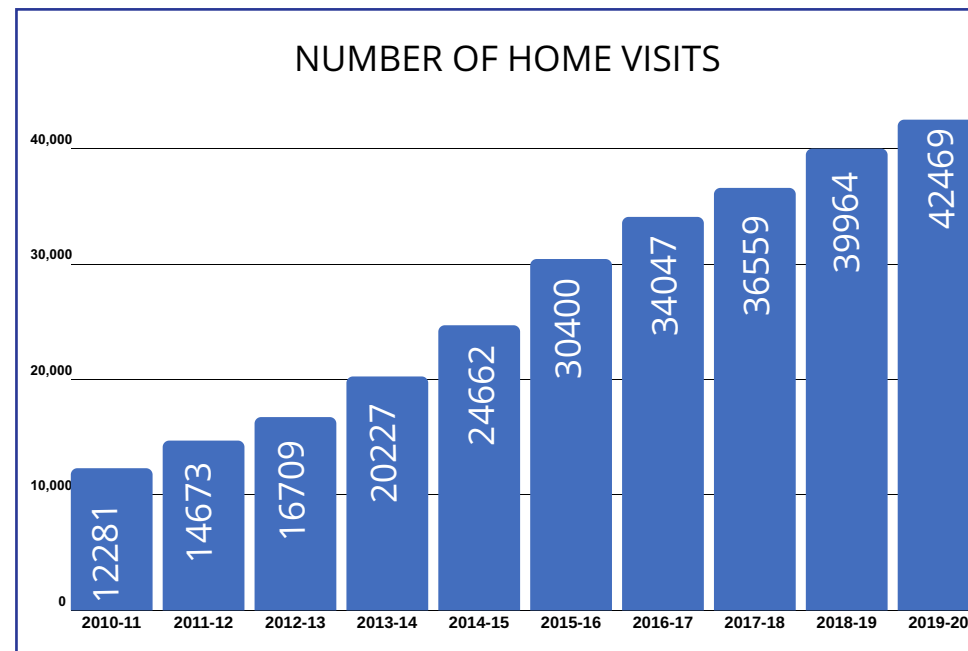
- Factual pertinent information about the illness to facilitate informed choices and decisions about their care.
- Medications for pain and symptom management aimed at maximizing comfort and improving quality of life.
- Comprehensive nursing care.
- Guidance and equipment support to achieve control and dignity in activities of daily living.
- Education and hands-on skills for family caregivers in taking care of their loved one effectively at home.
- Psychological, emotional and spiritual support and guidance to patients and families.
- Grief and bereavement support.
- Community mobilization for socio-economic rehabilitation of destitute patients and family members.

The teams are available on the telephone to patients and their families round the clock outside visiting hours.

Highlights FY 2019-20

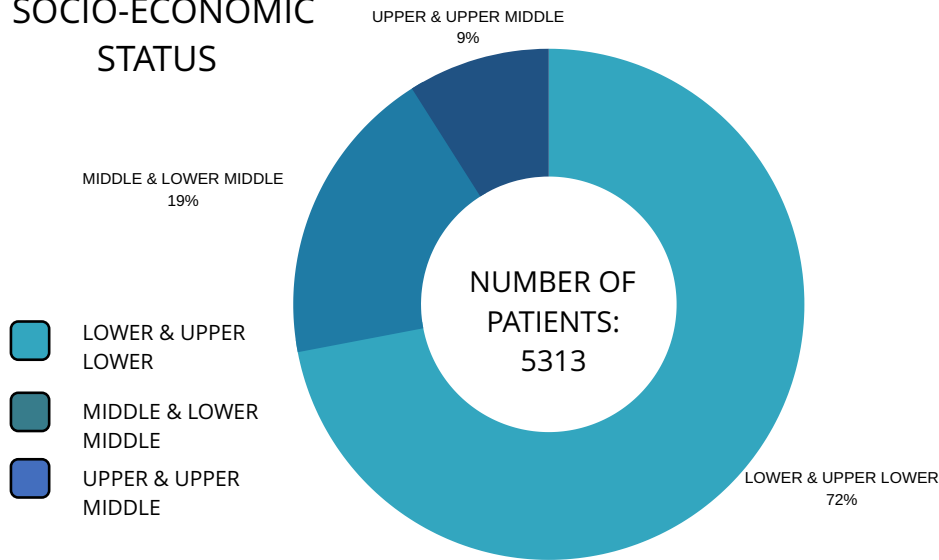
- Two new centers were operationalized in Bathinda (Punjab) and Meerut (UP). This move further increased our footprint in these two States.
- The third West Delhi team was merged with the first two for better coordination. The Noida Center was downsized from two teams to one, merging the teams for cost-effectiveness.
- The above changes resulted in the total home care teams to remain at 31 by the end of the year.
- The 10 Home Care Satellite Centres in Delhi were grouped into 4 Zonal Centres – North (6 teams), South (6 teams), East (4 teams) and West (4 teams) – for a more streamlined administration.
- A Specialist Nurse position was added to the Field Support Team to assist field nurses and train them in undertaking challenging nursing procedures. This move has improved the procedural skills of the homecare nurses plus provided them with the means of expert intervention when required.
- A total of 3095 new patients were enrolled into the program.
- Latest Modified Kuppuswamy Scale was used for the first time for assessment of the socio-economic status of our HC patients: 72% lower & upper-lower, 19% lower middle & middle, and 9% upper middle & upper-income group.
- The new admissions were enrolled through referrals from Helpline (51%), Hospitals (35%) and word of mouth from past and existing beneficiaries (14%).
- The teams served a total of 5313 patients and their families through 42469 home visits in the year. The number of patients being cared for at any given time at the end of the financial year were 2642.
- We lost 2116 patients with advanced disease out of which 94% died at home and 6% in hospital.
- Families of 1587 patients (75%) received bereavement support and counseling for at least six months after the loss. A total of 2050 bereavement visits were made in the year.

- 80 destitute patients/families received rehabilitative support (including dry food ration, sewing machines, hand carts and other financial/ in-kind material for starting small enterprises for earning a sustained livelihood).
- A collaboration with Tech Mahindra Foundation enabled 12 dependents of cancer patients to be trained as Home Health Aides at the their Smart Academy in Kingsway Camp, Delhi.
- Home Care beneficiary satisfaction with care was recorded at 94% satisfied, 5% neutral response and 1% with concerns (based on the 31268 feedback calls made by Quality Assurance executives immediately after home care visits and 501 post bereavement feedback visits). This bears testimony to the fact that the care we offer is appreciated for its high professional standing, imbued with the right values, and for its comprehensiveness and appropriateness.
- An additional Quality Assurance Executive was appointed to manage the expanded number of patients served in the year.
- Although the home visits were completely free of charge to the beneficiaries, each home visit cost the organization about Rs. 1350.

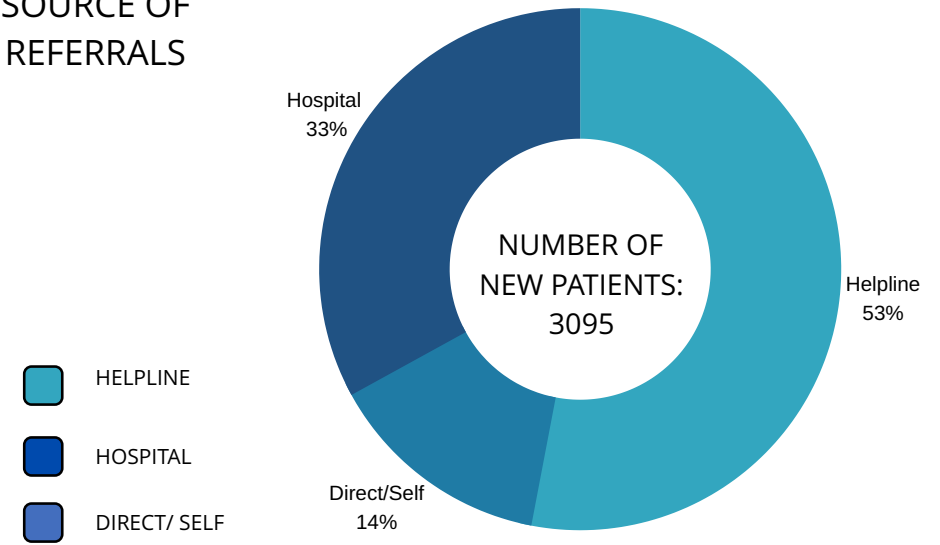


HOME CARE STATISTICS

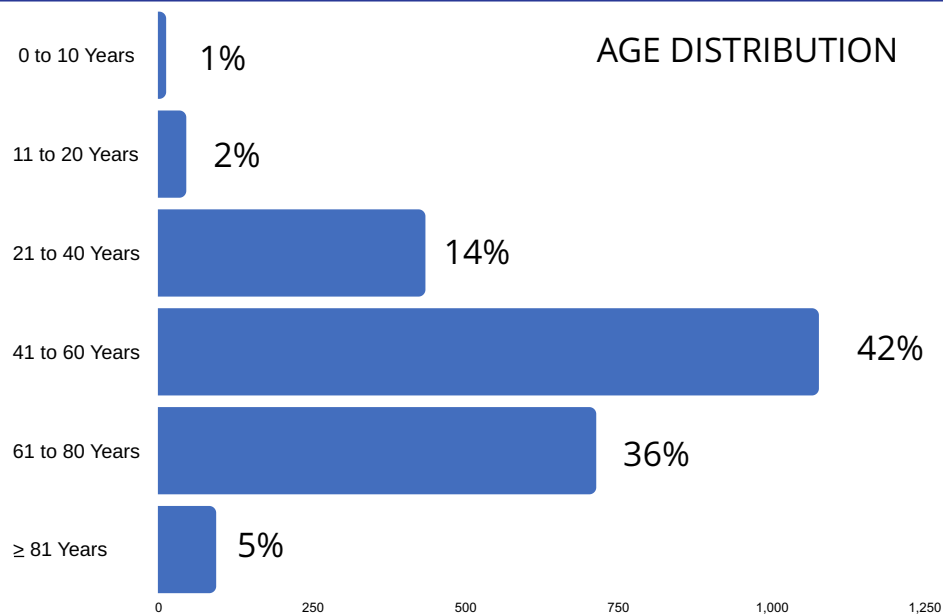
SOCIO-ECONOMIC STATUS



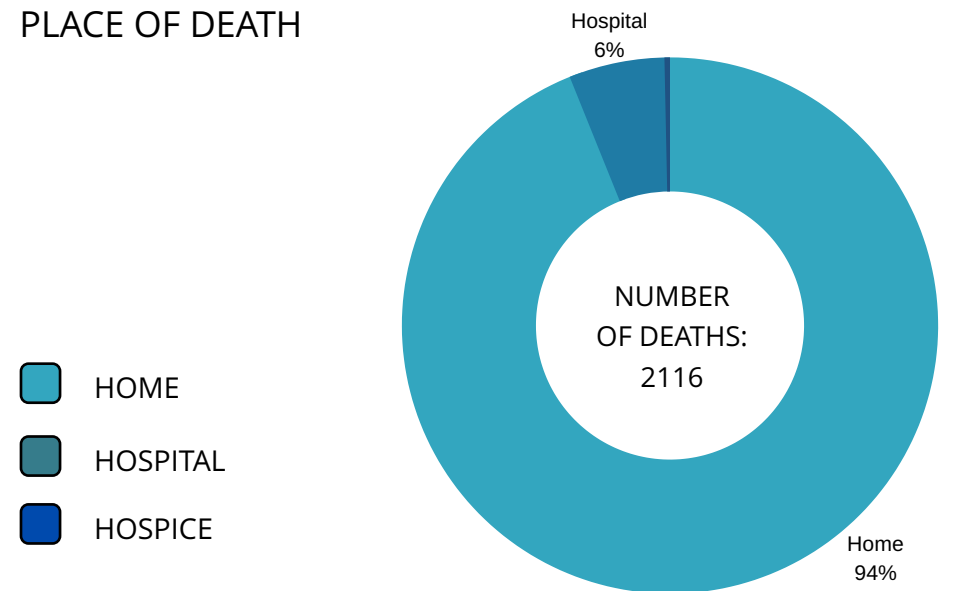
SOURCE OF REFERRALS



AGE DISTRIBUTION



PLACE OF DEATH



HOME CARE



EXPANSION OF HOME CARE PROGRAM OUTSIDE DELHI

Bathinda, Punjab

- On 6 May 2019, CanSupport launched its new Home Care centre in Bathinda, making it the third team in Punjab after Amritsar and Gurdaspur. The team works closely with Advanced Cancer Institute and other onco care institutions in the district.
- We are grateful to Cipla Foundation for providing the seed grant for setting up the centre, Indo-American Cancer Association for supporting the training of the teams and Shri Rajinder Mittal for providing us free office premises as well as lodging and boarding for our mentoring and monitoring team visits to Bathinda.
- In the 11 months since its establishment, the team served a total of 194 patients and their family caregivers through 1165 home visits in the year. The team had 113 concurrent patients at the end of the financial year.



Meerut, Uttar Pradesh

- On October 14, 2019 CanSupport started its second new Home Care Centre in Meerut, Uttar Pradesh. The team is working in close collaboration with Sardar Vallabh Bhai Patel Hospital, Valentis Cancer Hospital and KMC Cancer Hospital and visiting communities in the district with messages about palliative care and its impact.
- We are grateful to Dr. Vinay Jain, Founder - JIV Daya Foundation, Shri Mridul Arora and State Street Corporation for providing the seed grants for establishment and operation of the program in Meerut in its first year.
- The team served a total of 104 patients and their families through 468 home visits in the first 6 months of its operation with 78 concurrent patients in its care at the end of the financial year.



OUTPATIENT CLINICS

The Program

CanSupport Outpatient Clinics (OPC) were established in 2013 to extend palliative and supportive care beyond the ambit of home visits, for patients who were mobile or were receiving active curative therapies in hospitals. The two Clinics are located near cancer hospitals and associated dharamshalas in South and East Delhi and operate from Monday to Friday.

The clinics facilitate early intervention of palliative care in the cancer trajectory, enabling improved patient outcomes and continuity of care. Effective management of side effects enables patients to cope with their therapies and remain motivated to complete them. Comprehensive nursing care complemented with psychosocial and spiritual support to patients as well as their caregivers preserves the holistic nature of the care even in an outpatient set up.

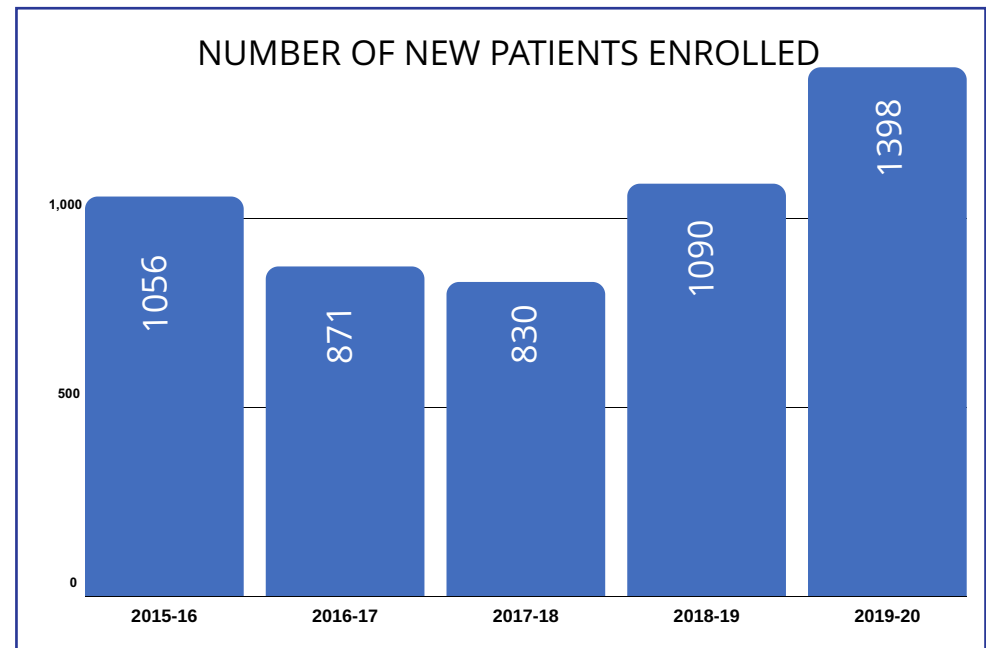
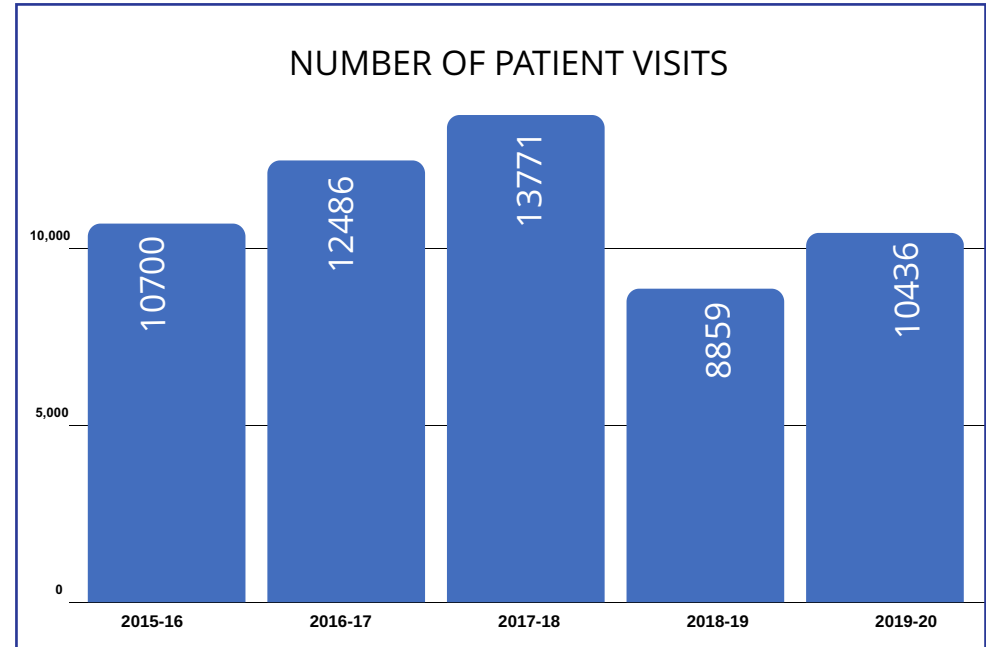
Highlights FY 2019-20

OPC East Delhi

- The East Delhi Outpatient Clinic is located in Tahirpur and extends its services to patients visiting Delhi State Cancer Institute and Guru Tegh Bahadur Hospital or staying in Sir Sobha Singh Dharamshala.
- The Clinic enrolled 815 new patients and serviced a total of 7664 patient visits in the year.
- Our collaboration with the Delhi State Cancer Hospital intensified with the establishment of free counseling services for patients and families through dedicated staff deployed in the hospital premises. We are grateful to Dr BL Sherawal, Director, Delhi State Cancer Institute for allowing CanSupport to set up a help desk that will guide patients for accessing palliative care. We also thank Dr. Manoj Sharma, Professor, Consultant Oncology; Dr. Anuradha Mahaur, SR Palliative Medicine, DSCI; and Dr. Govind Preet Singh for their support and guidance throughout the process.

OPC South Delhi

- The South Delhi Outpatient Clinic is located in Gulmohar Park and extends its services to patients taking treatment at AIIMS Institute Rotary Cancer Hospital, Safdarjung Hospital and associated dharmshalas.
- Clinic services were stepped up from 3 to 5 full days per week.
- The clinic enrolled 583 new patients and had a total of 2682 patient visits in the year.



OUTPATIENT CLINICS



DAY CARE

For Children (CDC) – at South Delhi Day Care Centre

The Program

The Day Care program provides children with cancer a safe and comforting platform that offers opportunities for self-expression under caring resource people. Each Monday, our volunteers bring children and their parents/caregivers from the Institute Rotary Cancer Hospital (IRCH) at AIIMS and Safdarjung Hospital to the Day Care Centre for 3-4 hours. Here, the children participate in a range of creative and educational activities and receive nutritional supplements as well as age appropriate emotional support.

Their parents/caregivers get time to interact with one another to seek advice or reassurance from our volunteers specially trained to answer their queries. All attendees are provided with nutritious home food.

Highlights FY 2019-20

- A variety of age-appropriate activities helped children to break from the relentless demands of their disease and reassured them that cancer hadn't changed who they were.
- The Daily Breakfast Program that helped children maintain adequate nutrition to stay healthy, cope with the side effects of treatments and boost immunity.
- A team from Genesis BCW visited Day Care and organised a fun-filled dance session with the children.
- Aanchal from Tastesutra held a workshop for caregivers around the benefits of good nutrition during cancer therapies.
- Netram Eye Foundation organized a free eye camp for children at the Day Care.
- Healing and relaxation sessions such as Rene Mey, Access Bar therapy, Tai-Chi, Dream Box Meditation, Yoga, Acupressure, etc were organised by specialists throughout the year.
- Caregivers were provided family counselling and offered respite options for 'self-care', re-energizing them in providing care to their children.
- Triveni Kala Sangam organized an art workshop for children.
- Diwali Celebration at Vasant Kunj was organized by The Angel Network.
- Sessions on clay modeling, art and craft, storytelling were conducted regularly by volunteers.

- Satvir Singh Rana organized a Christmas Carnival for children at Chelmsford Club.
- As part of The Storydancer Project initiative brought by Zuleikha, the caregivers and kids enjoyed the three R's of TSP self-care: "re-set, relieve, and refresh."



For Teenagers and Young Adults (TDC) – at South Delhi Day Care Centre

The Program

The Thursday Day Care for teenagers is an extension of the Children’s Day Care program to focus on specific age-appropriate needs of the teenage patients. In addition to providing support for physical and emotional wellbeing that forms the core of our Day Care program, our aim is to help the teenagers grow into confident and self-sustaining young adults. Towards this end, the program offers a diverse set of activities that lay emphasis on healing and relaxation, health and nutrition, education and information and personality and skill development. A wide range of exposure trips help in broadening their perspectives.

Highlights FY 2019-20

- A Team from Barco Electronic Systems Pvt. Ltd. Celebrated an exhilarating day out with the teens.
- Cooking and Nutrition workshops was conducted by Aanchal from Tastesutra.
- A movie outing “Lion King” at PVR Saket was organized for teenagers by Vinita Idnani.
- Optum Global Solutions(India) Private Limited organized a fun packed picnic in Waste to Wonder Theme Park.
- CafeCulture and CII IWN Delhi organized a joyful event in Greater Kailash for teenagers.
- Group counselling sessions on diverse subjects of personality development, handling insecurity and fear, peer support, etc. were held by Komal Mathur.
- Art and craft, English reading and writing, Educational games, Maths, Geography and General Knowledge sessions were conducted on a regular basis by volunteers.
- The family of Late Sunita Kapur, former Managing Committee member, celebrated her birthday with teenagers to commemorate her passion for the care of children with cancer.
- Angels Network organized a Diwali Party for Day Care children, teens and adults at Vasant Kunj farms.
- A free eye camp was organized by Netram eye foundations for teenagers.

- Numerous talks on generic issues such as fears and concerns, health and hygiene, positive attitude, nutrition, etc. were conducted by visiting experts in the field.
- Zuleikha organised Dance and Movement Therapy exercises for the teenagers and their Caregivers.



For Adults (ADC) – At South and East Delhi Day Care Centres

The Program

On Wednesdays and Fridays, the volunteers bring in cancer patients and their care givers who are from out of town and are temporarily residing in nearby Dharamshala (government dormitories) during the long course of their treatment.

There is an intense feeling of isolation since they are away from home, in an alien city, fighting a disease that brings both fear and daily tribulations. The relaxed and caring atmosphere of the Day Care and healing therapies offered by our volunteers lifts their spirits giving everyone a well earned break from the stress and strain of enduring an illness far away from home. At the end of Day Care a nutritious home cooked meal is also provided to the patients and caregivers.

Highlights FY 2019-20

South Delhi

- Members of Lions Club distributed blankets and milk powder to patients at the Day Care.
- A Team from Barco Electronic Systems Pvt Ltd visited the Day Care and played music and sang songs with the patients.
- Free eye camp for adults patients was organized by Netram Eye Foundation and free glasses distributed to patients with refraction errors.
- A variety of activities such as painting, acupressure therapy , Nada Yoga, etc. were organized by volunteers throughout the year, that helped patients and their caregiver cope with cancer.

East Delhi

- Volunteers helped patients and caregivers channelize their skills to make some merchandise for CanSupport like caps and bags. The resources for the merchandise was donated by CanSupport volunteers.
- Seema Bhatia was invited to conduct workshops on “Making Paper Carry Bags” for Day Care patients under the skill development project. The objective of the workshop was to teach them skills that will help them to earn a livelihood.
- A movie outing to watch “Bharat” was organized with the help of volunteers.
- Smt. SS Jain continued to arrange lunch for destitute patients visiting the Day Care.

- Sh MH Dalmia introduced the distribution of nutritious Khichdi through Feeding India to patients visiting the centre three days a week.
- Neelam Wadhwa and Santosh from the Delhi Laughter Club conducted laughter therapy sessions at all Day Care centres.



DAY CARE STATISTICS

PARTICULARS	CDC	TDC	ADC	Total
Day Care Sessions	47	42	89	178
Attending Patients	2277	1392	4503	8172
Attending Caregivers	2063	0	2393	4456
Beneficiaries Receiving Daily Breakfast	4340	1392	6896	12628
Non-Formal Education Activities	15	11	0	26
Outdoor Activities	1	3	4	8
Emotional Healing & Relaxation Therapy Sessions	32	10	59	101
One on one Counseling Sessions	149	44	342	535
Group Counseling Sessions	23	15	31	69
Patients/ Families Hand-held Outside Day Care	1	5	14	20

ART & CRAFT ACTIVITIES

Drawing & Coloring
 Craft with Waste Material
 Doll Making
 Wool Craft
 Bag Making

FUN ACTIVITIES

Mehndi
 Clay Modeling
 Vegetable Painting
 Quilling
 Games

THERAPIES

Music
 Laughter
 Dance
 Reflexology
 Yoga
 Meditation
 Self-Hypnosis
 Visualization
 Clown
 Acupressure
 Movement

COUNSELING

Befriending
 Group Counseling
 Individual Counseling
 Peer Support



CanSupport had the honor to host the New Zealand Parliamentary Friendship Group (PFG) while they were on their India visit. The six-member group, including Greg O'Connor, MP; Kanwaljit Singh Bakshi, MP; Tim MacIndoe, MP; Melissa Lee, MP and Natalie Moore, Secretary, PFG and H.E High Commissioner Joanna Kempkers, spent an enriching morning at our Day Care Centre, sharing stories and experiences of courage and hope with children and their caregivers. We are thankful to the New Zealand High Commission for supporting our Day Care activities.

TELEPHONE HELPLINE

The Program

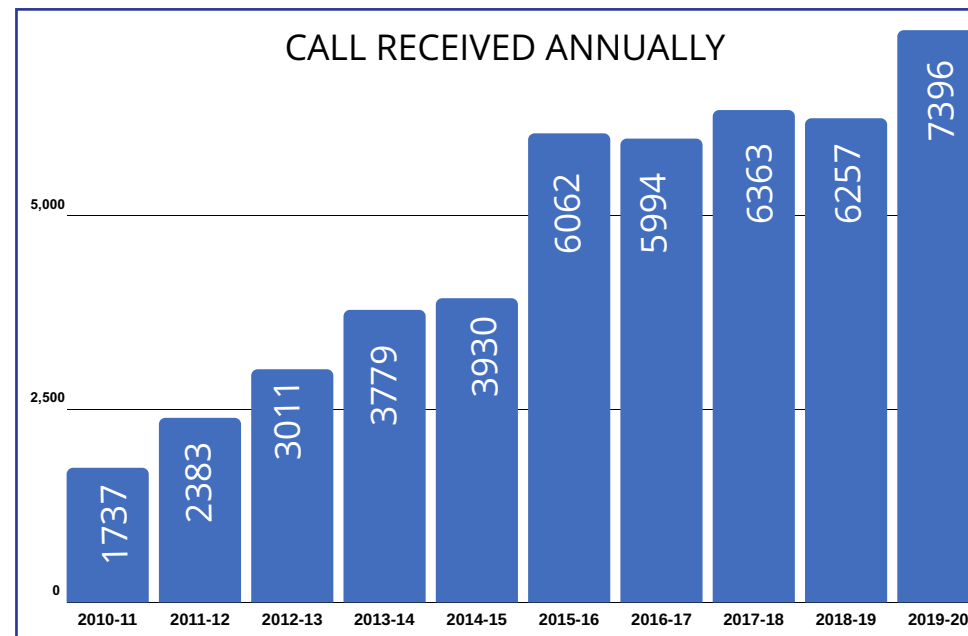
The Cancer Helpline provides information and emotional support to callers as well as facilitates networking and coordination with care/service providers for callers' cancer-related needs. This is a confidential service that overcomes the barrier of physical distance and seeks to support the caller both empathetically and practically. The helpline is manned by trained counsellors who are equipped with information related to financial support, blood banks, cancer detection centers, hospitals, nursing bureaus, wigs, medical equipment and prostheses, ambulances, chemist shops, and other modes of assistance that may be useful to cancer patients, caregivers and families.

Our Counselors are available on the Helpline from Monday to Friday, 9:30 am to 5:30 pm.

Total Calls serviced	7396
Average Calls per month	616
Face-to-face counseling sessions	27
Referrals to CanSupport services	1758
Referrals for volunteer enrollment	23

Highlights FY 2019-20

- The Telephone Helpline and Fortis Mental Health and Behavioural Sciences organized a "Helpline Networking Meet" on December 10, 2019 at CanSupport Head Office for NGOs who are operating support helplines. The meet served as a common platform for sharing experiences, keeping abreast with new practices and network. Keshav Sharma, Psycho-oncologist, Fortis Hospital took a special session on "How to handle difficult calls."
- The Helpline counselors attended 12 training sessions to hone their communication skills and effectively address the concerns of the callers.



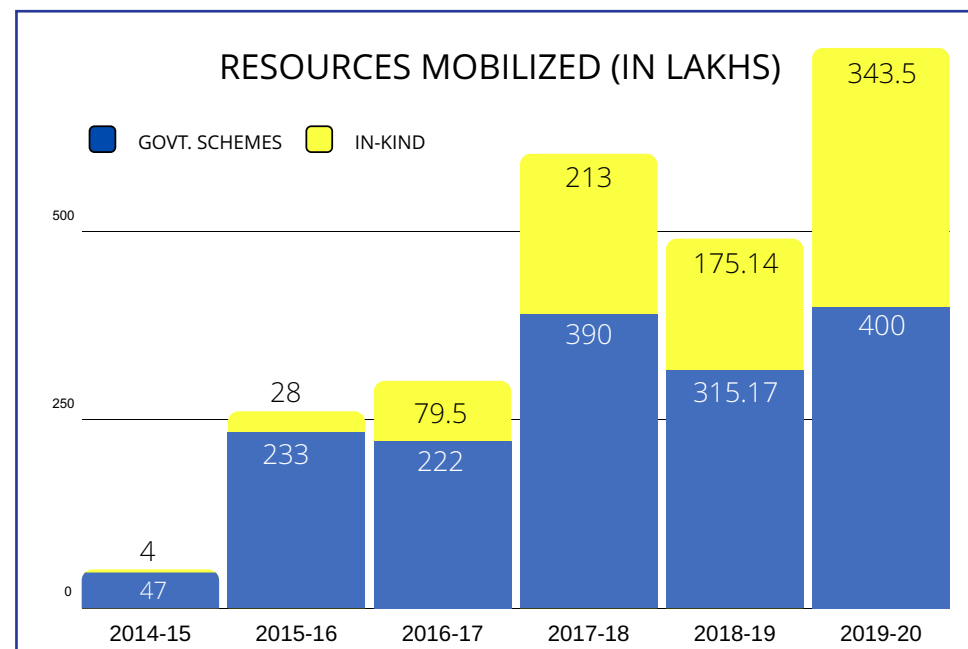
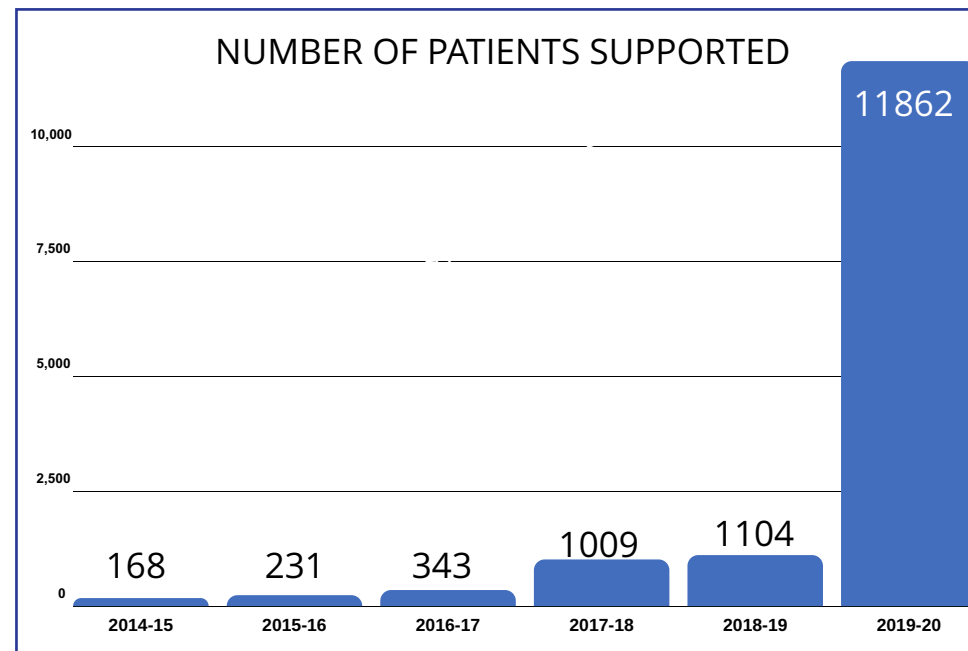
THIRD PARTY RESOURCE FACILITATION

The Program

The Third Party Resource Facilitation program was started in 2014 to address the much needed support required by cancer patients in form of financial aid for treatment, laboratory investigations and imaging tests as well as other resources and equipment. This Program aims to support and mobilize resources through various National and State Government schemes and networks with other allied organizations.

Highlights FY 2019-20

- Our collaboration with the Medical Social Service Unit at AIIMS and the Delhi State Cancer Institute, Dilshad Garden intensified with the deployment of dedicated social workers within the hospital premises. This increased our patient support outreach ten fold compared to the previous years.
- With the help of these collaboration 12,064 patients enrolled this year with 11,862 patients successfully helped and a success rate of 98%.
- The Hospital networking teams helped navigate 7876 patients across 24 hospitals and mobilized 1760 referrals for the Home Care teams.
- Grants amounting to Rs. 400 lakh were mobilised from Central and State Government Schemes for the economically backward patients.
- Other resources for daily activities of living, including mastectomy brassiere, wheel chairs, artificial limbs, etc. were also mobilized for patients through various organisational networks. The valuation of these in-kind resources added to a remarkable amount of Rs. 343 lakh, nearly double from last year.



(A) FINANCIAL RESOURCES		(B) OTHER RESOURCES FOR ACTIVITIES OF DAILY LIVING
To cover costs of	Govt Schemes Applied to	Needs
<ul style="list-style-type: none"> • Chemotherapy • Radiation Therapy • Bone Marrow Transplant • Surgery • Investigations • Expensive Medicines • PET / CT scans, etc 	<ul style="list-style-type: none"> • Prime Minister Relief Fund • Delhi Arogaya Nidhi • Rashtriya Arogaya Nidhi • Health Minister Discretionary Grant • Dr B R Ambedkar Medical Aid Scheme • National Illness Fund • Chief Minister Fund, etc. 	<ul style="list-style-type: none"> • Artificial Limbs • Wheel Chairs • Wigs • Prosthetic Bras • Compression garments • Commode Chairs • Blood, etc

COMMUNITY OUTREACH AND AWARENESS

The Program

The Community Outreach and Awareness program has been a core activity that goes hand in hand with the Home Care services. The program is executed by a team of seasoned Community Outreach Officers with the aim to disseminate basic yet vital information about cancer, palliative care and CanSupport's free services in the most underserved communities like slums, villages, low income colonies and resettlement areas. Key stakeholders of these communities are educated and empowered to identify people facing cancer and refer them to our helpline for timely guidance and support. IEC material in Hindi, Gurmukhi and English is distributed extensively for ready information. The team also organises regular awareness and screening campaigns in these communities through our doctors and nurses and build effective networks for coordination across various care components.

Highlights FY 2019-20

Workplace Wellness Initiative in collaboration with Pfizer

CanSupport conducted a Workplace Wellness Initiative focused around Breast Cancer in collaboration with Pfizer for a full year, reaching out to nearly 11,000 factory workers, NGO staff and corporate employees. The project titled 'Because You Matter' was aimed at educating and empowering both employers and employees in dealing with every step of the cancer journey from wellness education to survivor support and everything in between.

We are grateful to the Staff and Management of all 63 Corporates, Factories and CBOs in the National Capital Region who enthusiastically participated in the campaign and promoted the human as well as the organizational benefits of encouraging cancer awareness at workplace.

Palliative Care on AutoRickshaw Initiative

The outreach team engaged the Auto Rickshaw community of Delhi to display and disseminate the message of palliative care on their vehicles plying on the busy roads of the National Capital. More than 1550 autorickshaw drivers enthusiastically participated in this campaign, thereby increasing the number of calls and referrals for our services.

Community Cancer Awareness and Screening Camps

The Community Networking Officers also organized 12 Community Cancer Awareness Camps, 1 Blood Donation Camp in association with Lions Club and 3 Screening Camps in association with Rajiv Gandhi Cancer Institute and Research Centre.

SENSITIZATION VISITS AND MEETINGS HELD	
Low Income Communities	406
Aanganwadis	469
General Physicians	1627
Laboratories, Diagnostic Centres & Chemist Shops	2110
Government Dispensaries	78
RWAs, Panchayats and NGOs in the communities	115



KNOWLEDGE, TRAINING, EDUCATION AND RESEARCH

THE PROGRAM

At CanSupport, we are committed to run outstanding educational programs in palliative care for doctors, nurses, paramedical staff, medical/ nursing students, psychologists, counselors, social workers, etc., to build their competence and confidence in providing palliative care to their patients. These include CME workshops, Foundation Courses, Tailor-made Certificate Courses for different audience groups. In the past years, State Governments have invited CanSupport to replicate the model in their healthcare institutions in Patiala, Srinagar, Bikaner and Raipur. CanSupport is one of the National Training Centres for National Fellowship in Palliative Medicine & Nursing, End of life Nursing Education Consortium (ELNEC) and Indo-American Cancer Association Residential Courses.

Highlights FY 2019-20

{A} CAPACITY BUILDING OF CANSUPPORT PALLIATIVE CARE STAFF

CanSupport invests deeply in its people. It not only offers its teams of doctors, nurses and counselors enriching opportunities to hone their clinical skills, add to their current knowledge and build their capacity as world class professionals in this specialized care, but also takes steps to nurture them as compassionate and empathetic human beings who effect holistic healing and bring peace with their therapeutic presence.

a. IN-HOUSE CAPACITY ENHANCEMENT SESSIONS

- Intensive capacity building sessions, ranging from 4-10 weeks duration, were conducted for the 21 new program staff appointed in the FY 2019-20.
- A total of 205 capacity enhancement sessions were held by in-house and guest faculty, including 82 sessions for the multidisciplinary teams and 123 for distinct professional groups.
- Six workshops on Palliative Care management of Neurological illnesses were conducted to enhance the capacity of teams.
- The KTER and Field Support Team organized a 2 - month intensive training program in Delhi for each of two new home care teams deployed at Bathinda and Meerut. This was followed by hands-on training of the teams for 60 days across the year at Bathinda and 30 days mid-October onwards at Meerut.
- A continuous audit and research led learning program was in place to ensure high quality of care.
- Fortnightly self-care therapy sessions (meditation, yoga, laughter therapy, art and craft, etc) were held. We thank Mala Barua, Dr. Anjula Naib, Zuleikha and the Delhi Laughter Club for these sessions.
- Work - culture sessions were taken by Dr. Ambika Rajvanshi, CEO CanSupport.

b. SPECIAL TRAINING SESSIONS

- Behavior Problems in Dementia Patients: Dr Joyita Banerjee, PhD.Clinical Scientist, Department of Geriatric Medicine, All India Institute of Medical Sciences, New Delhi.
- Stress Management Workshop: Usha Kala, Senior Volunteer.
- Palliative Care for the Elderly: Dr.Leena V Gangolli, Chair of the Ethics Committee at King Edward Memorial Hospital, Mumbai.
- Interpersonal Communications Workshop: Vaishali, Consultant, Health and Social Development.
- Quality Improvement Workshop : Dr. Harish Pemde, Dr. Vikram Datta, and Jeena Pradeep from Kalawati Saran Children's Hospital; Dr. Sushil, Associated Professor in Pediatrics from UCMS and Dr. Mahtab Singh - Nationwide Quality of Care Network (NQOCN).

c. EXTERNAL TRAINING OPPORTUNITIES FOR FIELD STAFF

- National Fellowship in Palliative Medicine: Dr. Ishita Gandhi is pursuing one year fellowship program at Institute of Palliative Medicine, Kozhikode Kerala. The program runs from August 2019 to July 2020.
- National Fellowship on Palliative Nursing: Thresiamma Joseph is pursuing one year fellowship programs at Institute of Palliative Medicine, Kozhikode Kerala. The program runs from August 2019 to July 2020.



d. PARTICIPATION IN FORUMS AND CONFERENCES

- Dr. Ambika Rajvanshi was invited by Pfizer corporation Hong Kong limited to attend the 6th Asia Pacific Oncology Stakeholder Forum held in Singapore in November 2019.
- Dr. Ravinder Mohan-Head, Training and Education:
 - » Represented CanSupport at Gerontology Conference in AIIMS.
 - » Gave a presentation on CanSupport work at a Palliative Care Review meeting organized by WHO and Government of India at Chennai.
 - » Was invited as the Guest Speaker at “Sensitization Program on Palliative Care” organized by Pallium India, in collaboration with Directorate of Health, Kashmir.
 - » Represented CanSupport at an End-of-Life Symposium organized by Karunashraya, Bangalore.
 - » Represented CanSupport at a Healthy India Alliance Meeting on NCD at India International Centre.
 - » Participated in an E-cancer Meeting organized by Max Hospital, Saket.
- CanSupport team comprising of Dr. Mohan and Richa Aggarwal participated in a Cancer Summit held at Hyatt Regency.
- Savita Luka, Reeta Singh and Iftekar Bi attended a 2-day workshop on Basics of Palliative Care organized by Trained Nurses Association of India.
- Savita Luka participated in a 2-day Palliative Care Workshop organized by SRM Medical College in association with Indian Association of Palliative Care.
- Dr. Francis Dias represented CanSupport at a Health Festival held on 15-16 November 2019 at Dalai Lama Temple, Dharamshala.
- A team of 3 members from CanSupport participated in the 27th International Conference of Indian Association of Palliative Care (IAPCON), Guwahati.



{B} TRAINING & EDUCATION FOR OTHER HEALTHCARE PROFESSIONALS

CanSupport equips practicing healthcare professionals as well as medical and nursing students with requisite knowledge, skills, and attitudes in palliative care that can be tailored to their unique practice settings. The following training courses were held in the year:

a. CANSUPPORT CERTIFICATE COURSES:

- Certificate Course in Palliative Medicine :
 - » 4-week course : 6 doctors trained
- Certificate Course in Palliative Nursing :
 - » 4-week course : 3 nurses trained
- Certificate Course in Counseling in Palliative & End-of-Life Care :
 - » 8-Week course: 8 counselors trained
- Volunteer Training Program:
 - » 16-hour course: 13 volunteers trained

b. 19th ANNUAL FOUNDATION COURSE IN PALLIATIVE CARE

CanSupport and Indian Rotary Cancer Hospital, AIIMS organized its 19th Annual Foundation Course in Palliative Care with support of Cipla Foundation on 3 and 4 December, 2019 at Jawaharlal Auditorium, AIIMS.



Satyendra Singh Pursawat, IAS officer and Drug Controller of Delhi Govt. was the Chief Guest of the program. The inaugural ceremony was presided by Guest of Honor, Prof. Sushma Bhatnagar, (Prof. and Head of Onco-Anesthesia and Palliative Medicine at AIIMS), Mrs. Harmala Gupta, (Founder-President of CanSupport),

Dr Sandhya Gupta(Acting Principal, AIIMS College of Nursing), and Capt. Indira Rani (Chief of Nursing at Jaypee Hospital Noida).

The Course included 21 modules; each module was covered by experts in those areas. The guest speakers came from IRCH, AIIMS, Cipla Foundation and CanSupport. The two-day foundation course saw participation of 39 nursing colleges of Delhi and NCR region. A total of 125 delegates comprising of physicians, nurses, counsellors, and social workers participated in the course.

c. TRAINING PARTNER FOR NATIONAL – INTERNATIONAL COURSES IN PALLIATIVE CARE

Indo American Cancer Association Course in Palliative Care

CanSupport, in partnership with the Indo American Cancer Association, organized its 6th & 7th Residential Training in Palliative Care. A total of three doctors and six nurses from across India were selected to undertake the 6-week course which ran from March 25 to May 3, 2019 and September 4 to October 12, 2019.

End of Life Nurses Education Consortium

CanSupport is one of the first five 'End of Life Nurses Education Consortium' (ELNEC) specialty training centers in the country. It promotes palliative care nursing education and developing nurse training centers in India.

National Fellowship in Palliative Medicine

National Fellowship in Palliative Medicine is a one year distance learning program in Palliative Medicine conducted by IPM Kozhikode, Calicut in association with Christian Medical Association of India (CMAI). Both doctors (MBBS) and dentists (BDS) are eligible for this course.

- Dr. Rajan Negi and Dr. Debashish Jatua underwent ten days of clinical attachment at CanSupport under the NFPM program.

d. MULTIDISCIPLINARY WORKSHOPS AND FOUNDATION COURSES IN PALLIATIVE CARE

In order to promote a learning experience in palliative care and counselling, CanSupport organized multiple two-day introductory workshops in college and institutions of Delhi/NCR and others states. Nearly 3000 + people including practicing healthcare professionals and students from nursing and psychology disciplines participated in the workshops. The participating Institutions were:

Delhi/NCR

- Jaypee Hospital, Noida
- Raj Kumari Amrit Kaur College of Nursing, Delhi
- Ram Manohar Lohia Hospital, Delhi
- Action Balaji Cancer Hospital, Delhi
- ESIC Hospital & PGIMSR, Basaidarapur, Delhi
- CK Birla Hospital for Women, Gurgaon
- Shanti Mukand Multispecialty Hospital, Delhi
- Deen Dayal Upadhaya Hospital, Delhi
- Manipal Hospital, Gurgaon
- Guru Harkishan Bala ji Hospital, Delhi
- Dharamshila Narayana Superspeciality Hospital, Delhi



Other States:

- Syadwad institute of Higher Education & Research College of Nursing, Baghpat, Uttar Pradesh
- Sant Baba Bhag Singh University, Jalandhar, Punjab
- Prem Institute of Medical Sciences & College of Nursing, Panipat, Haryana
- Prem Institute of Medical Sciences, Panipat, Haryana
- Advanced Cancer Institute Bathinda, Punjab



e. VISITORS AND TRAINEES AT CANSUPPORT

- Diana Opio, Palliative Care nurse specialist in UK, conducted Training Needs Assessment for Home care nurses from 16-29 April, 2019. Her recommendations were incorporated in a special mentoring program for the nursing staff.
- 12 students from Don Bosco, Assam visited CanSupport for a palliative care exposure visit.
- Dr. Vanessa Portugal from Brazil and Dianne Taylor from Australia visited CanSupport for volunteering work while they were on India visit.



Dr. Vanessa Portugal (Brazil)

“There comes a time when we can no longer cure. Even though we try, it’s impossible for us to have all the answers. Eventually, we need to accept that life must come to an end. But care never ends - there is always something we can do. That is what CanSupport is all about - relieving pain, bringing comfort and dignity to patients at end of life”.



Dianne Taylor (Australia)

“Travelling from down under to India to step into an unknown adventure, volunteering with CanSupport has been profound. My experience with the day care volunteers has been so enriching, and on top of it visit with teams for home care was such a humbling experience reinforcing the human connectedness of caring, supporting, acknowledgement, respect - affirming that their lives do matter. My lack of hindi is no barrier to the basic human need of love, smiles, hugs and acknowledgement. Volunteering with CanSupport really energised me.

{C} INTERNSHIPS

CanSupport welcomed eight Indian and two International interns in FY 2019-20;

- Anuksha Bharatwal and Mahima Garg, Ambedkar University;
- Pratyusha Mukhopadhyaya and Amola Bansal, Amity university;
- Sampada Fotedar, Zakir Hussain College;
- Aashasya Arora, Presidency University, Bangalore;
- Muskan Bansal, Ramanujan College;
- Shani Kuriakose, Jesus & Mary College.



Maressa Cumbermack - Princeton University

“My internship experience at CanSupport has been nothing less than transformative. I worked on and participated in a variety of opportunities such as the weekly Day Care, home-care visits, and the outpatient clinics. From this internship, I have learned a great deal about working in health care at grass-roots level. One of my main goals for this summer was to learn about health care delivery and access in a resource-stricken environment and I feel that CanSupport has truly helped me accomplish this. Working with CanSupport, I have gained a very humanistic approach to medicine that will be very beneficial in my future career in medicine”.



Niranjana Bienkowska - Princeton University

“Seeing the doctors during the home visit of how they were treating each patient with patience and care was overwhelming. I was able to sit with families, talk, and observe how the doctors did their best to help them was truly a memorable experience. CanSupport not only bolstered my skills in research and technology but also allowed me to volunteer amongst inspiring souls fighting such a rough battle”.

{D} RESEARCH

CanSupport Internal Ethics Committee

The Ethics Committee approved the study “Effect of relaxation exercises on the psychosocial distress of advanced cancer patients” in the year. (Authors: Zuleikha Bethami, Dr. Reena Sharma, and Pallika Choudhary).

International Conference of the Indian Association of Palliative Care

CanSupport delegates presented six research studies at IAPCON 2020:

1. Dr. Anita Harish:
 - » Poster presentation on “Audit of Home Care Services - Time of Initial Assessment of Psychological Distress Using Distress Thermometer”.
 - » Oral presentation on “Support groups of patients” under “Meet the Expert” session.
2. Savita Luka:
 - » Oral presentation on Ethical Issues in Nursing under the “Meet the Expert” session.
3. Dr. Ravinder Mohan:
 - » Poster presentation on “Stress among Palliative Care Professionals”
 - » Oral presentation on “Achieving Excellence in Home Based Palliative Care” under “Meet the Expert” session.
 - » Oral presentation on “Symptom Prevalence in Advanced Cancer Patients in Palliative Homecare Setting in North India” under “Meet the Expert” session.

EVENTS

Young Delhi Strides Against Cancer - Thousands Join Walk For Life

CanSupport organized its 13th annual walk a thon, Walk for Life: Stride against Cancer supported by Narayana Health, our Associate partner, BSF and CRPF.

The Walk was organized to draw public attention to the growing and menacing presence of cancer in our country, to show support for cancer patients, honor those lost to cancer and raise funds for CanSupport's free of charge home care services to people with cancer in Delhi/NCR and Amritsar.

The Walk started with a Zumba session conducted by Fantezy Pvt Limited and an awareness talk by Dr. Bhawna Sirohi, Director, Medical Oncology, Max Hospitals and member of CanSupport managing committee. We had a special dance performance by the patients who visit our Day Care.

The inaugural ceremony began with Harmala Gupta, Founder-President of CanSupport giving a welcome address followed by a felicitation ceremony of our Associate Partner Narayana Health and key program partners of CanSupport's Supportive Care Programs PNB Housing Finance Limited and Optum Global Solutions (India) Private Limited. Mr. Neeraj Dhiman, was acknowledged for his efforts in spreading awareness about CanSupport and raising pledge at the Airtel Delhi Half Marathon held in October 2019. Our Chief Guest, Smt. Gursharan Kaur, Wife of Ex-Prime Minister, Dr. Manmohan Singh, flagged off the Walk.

Other dignitaries who extended their support to the walk were: H. E. Mrs. Lineo Irene Molise-Mabusela, High Commissioner of The Kingdom of Lesotho to India; High Commissioner Judith K.K. Kan'goma-Kapijimpanga (Mrs.), Cdr. Navneet Bali, Regional Director, North India, Narayana Health; Mr. Jatul Anand-National Credit Head, PNB Housing Finance Ltd; Manoj Kapoor-Vice President, Optum Global Solution (India) Private limited.

The beautiful, bright sunny day saw thousands including youth actively taking the lead with more than 30 corporates and students from around 50 schools & colleges joining in. Iron Men-Red Fort Harley Davidson Bikers Group also rode along with the participants reinforcing camaraderie between patients and supporters.

The BSF band along with the Men and Ladies Battalion bands from CRPF enthralled the audience while the drummers from Djembe Circle kept the walkers entertained as they walked down Rajpath.

Other activities which were popular among participants were selfie corner, artificial tattoos, face painting, etc. that kept children and participants enthused.





We would like to acknowledge all our supporters and partners who helped us in organizing this walk and making it a success.

- **Associate Partner:**
Narayana Health
- **Supporters:**
Border Security Force (BSF), Central Reserve Police Force (CRPF) and H.O.P.E. Oncology Clinic
- **Long Standing Supporters:**
Boeing International Corporation India Private Limited; Max India Foundation, KPMG and New Era Public School
- **Media Partner:**
Reader's Digest
- **Snack Partner:**
Unibic
- **Goodness Partner:**
Auric
- **Entertainment Partner:**
Djembe Circle
- **Beverage Partner:**
Tea Gallery Magda
- **Knowledge Partner:**
1mg
- **Hydration Partners:**
Drishti Graphic, Shanti Hospitality Management Services, Trishla group of companies , Sonu Tent house and RK Advertising
- **Gift Partners:**
allmycraft and Shades of India
- **Ambulance Partner:**
PSRI Hospital
- **Logistics Partner:**
Interem Relocations
- **Manpower Partner:**
Physical Education Foundation of India (PEFI)
- **Fitness Partner:**
Fantezy Private Limited
- **Volunteer Partner:**
Rotaract Club of Sri Aurobindo College, District 301

Trophies were given in the following categories:

- Largest Participating Group (Corporate) - Optum Global Solution Private (India) Limited
- Largest Participating Group (Education) - New Era Public School, Mayapuri
- Largest Volunteer Group - Rotaract Club of Sri Aurobindo College, District 301
- Highest Pledge Raising Individual (Adult) - Dr. Anita Marwaha
- Best Slogan - Shades of India "Don't Leave Those Suffering Behind."

Soul Fest and World Hospice & Palliative Care Day

The second edition of Soul Fest- celebrating community & wellness and commemorating World Hospice and Palliative Care Day was held at the British High Commissioner's residence lawns at New Delhi on 12th October 2019. The event started with auspicious gesture of lighting the lamp by CanSupport's senior volunteers Bhanu Seth, Nadira Chaturvedi, Rajni Arora and Dr. Ambika Rajvanshi, CEO, CanSupport followed by a stunning performance from 'AIMR'. The harmony between their woodwind and brass instruments enraptured the audience.

The exhibition started with great enthusiasm and energy and saw more than 130 exhibitors participating with latest fashion apparels, lifestyle products, jewelry, home décor, paintings, gourmet food, etc.

Particularly exciting was the raffle draw which caught people's attention. The gifts for raffle draw were sponsored by Shades of India and Headmasters - Vasant Kunj.

In the evening, World Hospice and Palliative Care Day was celebrated under the theme "My Care, My Right". On this Occasion CanSupport launched its Planner 2020 which was unveiled by Shibani Chawla, long standing supporter of CanSupport, Bhanu Seth, Senior Volunteer and Dr. Ambika Rajvanshi, CEO.

In the cool Autumn evening with the sun going down, Soul Fest finally concluded with breath taking performances by AIMR students and Jingle Bells and everyone swayed to their spellbinding foot tapping music.

We would like to thank our supporters and partners who helped us in our endeavor and made this Soul Fest memorable.

Annual Remembrance Day

The Annual Remembrance Day is a very special time for CanSupport and the bereaved families who come together to honour and celebrate lives of their dear ones who lost to cancer. It is the time of sharing and acknowledging Home Care team's efforts in supporting families in taking care of their loved ones at a difficult stage of their lives.

This year CanSupport observed Remembrance Day on 23 November 2019 at the beautiful lawns of Baha'i House of Worship. Zena Sorabjee, Vice- Chairperson, National Spiritual Assembly of the Baha' of India and Ghanshyam Solapurka from Baha'i House were special guests for the day.

The Programme started with silence and a poem recited by Mausami Dey Bhansali, Counsellor followed by opening address by Zena Sorabjee and message of hope by Ghanshyam Solapurka.

Dr Reena Sharma, Head of Home Care Palliative Care Services, introduced the homecare teams to the audience. A beautiful rendition of songs of loss, prayer and hope was presented by CanSupport Choir followed by caregivers sharing testimonies about how the teams supported them.

The evening concluded with releasing of balloons in the sky with messages (a symbolic way of saying goodbye to their loved one who have parted from them) lighting of diyas and writing messages on the tribute tree.

About 400 caregivers attended the programme. We are thankful to Baha'i House and friends who supported us through donations and logistics in organizing the program.



Piggy Back Events

- “La Fiesta Fashion Walk - Women Cancer Awareness”, organized by La fiesta magazine held on 15 April, 2019 at Country Inn & Suites By Radisson Blu.
- “A Melody of Color”- Art exhibition by Sabrina Gill held from 25 - 28 April, 2019 at India Habitat Centre.
- Talento X Calligraphers - Seema Khera organized by Talentopedia held on 22 June, 2019 at Gurgaon.
- “Rumination of an Unfettered Mind” - Art exhibition by Laxmi Gupta, held from 13 - 22 September, 2019 at Triveni Kala Sangam.
- Annual Garden Sale by Shades of India, held from 5 - 7 December, 2019 at Sriram Centre.
- Art Exhibition by Sabrina Gill was held from 14 - 17 February, 2020 at India Habitat Centre.

We are grateful to the organizers of these events who gave us part proceeds from their sales and also an opportunity to display our work to their audiences.



Exhibition and Mela Participation

We thank the organisers of these events for giving us the opportunity to showcase our work and products made by our Day Care patients under its self empowerment program.

- Raahgiri - Nidarr Hamesha organized by Max Hospital on 26 May, 2019.
- “Antim Vidai - Renu Bhatt” held at Sec - 17, Faridabad on 16 May, 2019.
- Real Warrior Meet- organized by RGCIRC on 31 May, 2019.
- World Blood Donor Day Walkathon organized by Medeor Hospital on 14 June, 2019.
- Independence Day Celebration organized by Vasant Kunj Welfare Association on 18 August 2019.
- Blood Donation Camp by Lions Club on 25 August 2019.
- Book Launch Event “Tales from the Tail end: My Cancer Diary by Ananya Mukherjee” on 29 August, 2019.
- Daan Utsav celebration by Oil India Corporation, C.N Enterprise and Delhi Metro Rail Corporation from 3 - 5 October, 2019.
- The Green Farmer Mela at Noida Sec-47 on 13 October, 2019.
- Diwali Mela participation at Gargi College, B-10 Vasant Kunj, LSR College, Gulmohar Park Club, Max Hospital, Saket and SOIL, Gurgaon.
- Deep Utsav organized by AADI on 22 October, 2019.
- IIM Ahmedabad Alumni Meet at India Habitat Centre on 9 November, 2019.
- Winter Mela organized American Welcome Association on 24 November, 2019.
- ChristKindl Mela organized by Swizz Embassy on 15 December, 2019.
- Smiles with Miles organized at Chelmsford Club on 18 December, 2019.
- Christmas Carnival organized by Pathways School, Noida on 18 December, 2019.
- Winter Carnival organized by Delhi Public School, Saket on 26-27 December, 2019.
- Inner Wheel celebration held at Arya auditorium on 8 January, 2020.
- Craft Bazaar organized by Akshya Pratisthan held at British High Commissioner’s residence on 26 February, 2020.

CanSupport at Airtel Delhi Half Marathon 2019

The Airtel Delhi Half Marathon (ADHM) is an annual half marathon foot-race held in New Delhi, India. Established in 2005, it is both an elite runner and a mass participation event. The Airtel Delhi Half Marathon also supports the idea of 'Run for a Cause', thereby giving runners the opportunity for making their run meaningful by choosing a cause they would believe in. It also gives an opportunity for NGOs to raise funds and awareness about their work.

We would like to acknowledge and thank Yash Pal Syngal, who raised more than Rs. 13 Lakh and Neeraj Dhiman who helped create awareness about CanSupport's work and raised considerable pledges by participating in the Delhi Airtel Half Marathon.

We are also thankful to Fluor Daniel India Private Limited for supporting us through this event.



CanSupport Day Care - 'Sapnon ki Udaan'

CanSupport celebrated children's day in a unique way along with SpiceJet by taking 130 underprivileged children battling cancer on "Sapnon Ki Udaan". A SpiceJet Boeing 737 aircraft was especially designated to take the kids on this 'joy-flight' followed by a buffet dinner at a hotel near Aerocity. The evening was marked by fun filled activities such as DJ, magic show, face painting, etc. We thank Mr. Ajay Singh, Chairman & Managing Director, SpiceJet and his team for such a memorable day and making the dream 'to fly' come true for our children, teens and adults. We also thank NDTV for supporting this initiative and documenting the event.



OTHER HIGHLIGHTS



The Storydancer Project by Zuleikha

This year, Zuleikha brought the RTHEP© to CanSupport in some new ways. This transformative self-care work is designed to enliven both staff and patients, it is now being used for further trainings, enabling the very special partnership of CanSupport and The Storydancer Project to have greater outreach.

Zuleikha led many sessions for the Home Care teams, administration staff, and counselors, as well as continued training counselors by accompanying them on home patient visits. In addition, Zuleikha led sessions in hospitals and nursing colleges for the nurses taking part in CanSupport's programs.

Workshops on Fundraising, Marketing and Advocacy

CanSupport's Resource Mobilisation team was privileged to be part of much-needed workshops organized by Mr. Sunil Nehru, a friend of CanSupport and former Managing Committee Member. The workshops were created expressly to help the team develop a model and plan for decentralizing its resource mobilisation activities at its State Centres in Punjab and Haryana.

The second day workshop focused around identifying the best ways to expand awareness about CanSupport and working towards advocacy activities for inclusion of palliative care in the mainstream. We are grateful to Mr. Nehru who travelled all the way from Dehradun to hold these workshops for us in the first week of March 2020. Basis the learning during these sessions, the Marketing team incorporated relevant initiatives in its Business Plan for FY 2020 - 21.



Awards and Recognitions

- Harmala Gupta, Founder - President, CanSupport was conferred with "Healthcare Humanitarian Award" for her outstanding contribution in improving the healthcare status of Indian society. She received the award from the hands of veteran thespian Victor Banerjee and Sandip Somany, FICCI President at an event by FICCI at Le'Meridien, New Delhi.
- Harmala Gupta, Founder - Preseident received ICUNR International Women's Day Awards 2019-20 at Le'Meridien, New Delhi.
- CanSupport was conferred with prestigious Lion Subhash Lakhotia Service Award for FY 2019-2020. Dr. Ambika Rajvanshi (CEO) and Rohini Khullar (Volunteer), received the award at the Club's Annual Charter Nite at the Claremont Hotel.

CANSUPPORT VOLUNTEERS 2019 - 2020

Abha Sanghi	Dr. Gurpreet Kaur	Nadira Chaturvedi	Shalini Kataria	DAY CARE	EDITORIAL COMMITTEE
Achala Kaul	Dr. Veena Nigam	Navaz Z Aria	Shirin Jain		
Aditi Jain	Era Singh	Neeta Bhalla	Shivam Shukla	Coordinators	Harmala Gupta
Ajit Singh	Gargi Nanda	Nilima Chawla	Shivranjini Wahal	Bhanu Seth	Rajni B Arora
Amy Potter	Gaurav Bhatia	Nimishya Joon	Shubha Khanna	Bineeta Malhotra	Nilima Chawla
Anchal Bhalla	Gita Agarwal	Prabhav Rajvanshi	Shweta Bhatia	CDC	Tina Rajan
Anjali Gulati	Gp. Capt. P. Bhatia	Pragyan Patnaik	Shweta Moolchandani	Shubha Khanna	EVENTS COMMITTEE
Anjali Singh	Gunwanti Gandhi	Puja Gupta	Shweta Sharma	Simranpreet Kaur	Harmala Gupta
Anjana Bakht	Harmala Kaur Gupta	Pukhraj Singh	Sidharth Ghosh	TDC	Rajni B Arora
Anju Abbot	Hansla Chowdhary	Poonam Sangal	Simran Preet	Pukhraj Singh	Nadira Chaturvedi
Ankur Pahwa	Harpreet Kaur	Punam Narender Singh	Sindhu K. George	Vinita Idnani	Radhika Shapoorjee
Anmol Chawla	Harpreet Sayal	Purnima Aggarwal	Smriti Vohra	ADC East Delhi	TELEPHONE HELPLINE ADVISOR
Anuradha Mittal	J.S Negi	Radhika Choudhary	Sonia Chugh	Renu Mital	Usha Kala
Arnav Raj	Jyoti Nariman	Rahul Mittal	Surabhi Pandey	Anju Abbott	PEER SUPPORT COORDINATOR
Arti Punj	K Yoga Poojitha	Rajeev Gupta	Swati Anand	ADC South Delhi	Rajni B Arora
Ashna Kochar	Kajal Aswanit	Rajni Bhagat Arora	Swati Gupta	Sagarika Das	
Bela Singh	Kamal Mohan	Rashmi Ahuja	Taranjit Sabharwal	Bhanu Seth	
Bhagayashree	Kanchan Punetha	Rashmi Sobti	Tina Rajan		
Bhanu Seth	Kanika Kapoor	Rekha Mitra	Usha Aggarwal		
Bineeta Malhotra	Kaveri Ganguly	Renu Mital	Usha Kala		
Chitra Mehta	Komal Mathur	Ritika Wadhwa	Usha Thakur		
Devi Ahluwalia	Komal Negi	Rohini Khullar	Vinita Idnani		
Doll Singh	Mamtha Dombala	Sagarika Das	Virender Walia		
Dolly Randhawa	Mani Datta	Sahil	Vridhi Sharma		
Dr. Deepti Dalal	Manju Rajpal	Sakshi Raman	Yashika Gupta		
Dr. Nidhi Agarwal	Meena Rastogi	Sanya Baweja	Yogita Chib		
Dr. Anita Marwaha	Meenu Budhiraja	Sapna Pandey			
Dr. Choudhary	Meera Bakhru	Seema Chugh			
Dr. Dalji Kaur Uppal	Mona Bhatia	Seema Narang			

CanSupport was started by a team of volunteers that painstakingly built a caring and heart-led work culture centered around harmonious, compassionate, and disciplined team work. Our core volunteers continue to steer our professional teams in delivering the best possible care and support to our patients and their families as well as share their time and talents in raising friends and funds for our work without any compensation.

Many of them coordinate and facilitate patient care programs or mentor our staff through technical, hard and soft skills. Others help in by planning and organizing events, reviewing our publications or mobilizing vital resources so our services remain free to our patients.

Your generosity, compassion and kindness are the most expensive gifts we have. We acknowledge and thank you for your many contributions that are valued beyond any words.

STAFF as on 31-03-2020

HEAD OFFICE

CHIEF EXECUTIVE OFFICER	
Dr. Ambika Rajvanshi	

RESOURCE MOBILIZATION	
Richa Aggarwal	Manager - Corporate Relationship
Navdha Sharma	Manager - Individual Donor Relationship
Chandamita Das	Manager - Events
Paul Daniel Lakra	Assistant Manager - Digital Marketing & Communication
Savita Arora	Assistant Manager - Individual Donor Relationship
Ramanpreet Singh	Assistant Manager - Corporate Relationship
Rajni Bhatia	Executive - Individual Donor Relationship
Ravi	Logistics Coordinator - Events

FINANCE, ADMIN & HR	
Renu Verma	Manager
Sushree Acharya	Consultant - Admin & HR
Amit Sharma	Sr Executive - Accounts
Gaurav Singh Negi	Sr Executive - Accounts
Sagir Khan	Sr Executive - Administration
Ram ji Lal	Driver
Rajbir Singh	Driver
Laxmi	Housekeeper

PALLIATIVE CARE AND TRAINING CENTRE

KNOWLEDGE, TRAINING, EDUCATION & RESEARCH	
Dr. Ravinder Mohan	Head
Savita Luka Masih	Deputy Head & Chief Nurse Trainer
Jaspal Kaur	Chief Counselor Trainer

PALLIATIVE CARE AND TRAINING CENTRE

PALLIATIVE CARE FIELD SERVICES	
Dr. Reena Sharma	Head - Palliative Care Field Services
Dr. Francis Dias	Senior Doctor - Field Support Team
Sindhu Raj	Specialist Nurse & Trainer - Field Support Team
Rugmini P	Senior Nurse & Trainer - Field Support Team
Iftekar Bi	Senior Nurse & Trainer - Field Support Team
Pallika Chaudhary	Senior Counselor & Trainer - Field Support Team
Narender Gautam	Senior Counselor & Trainer - Field Support Team
Poonam	Quality Assurance Executive
Ranjan Kumari	Quality Assurance Executive
Ranjana Sethi	Quality Assurance Executive
Birbal Mahato	Assistant Manager - Programs
Amit Rathi	Driver

SUPPORTIVE CARE SERVICES	
Kiran Gera	Head - Supportive Care Services & Project Manager
Ratna Jajoria	Senior Executive - Telephone Helpline
Kamlesh Choudhary	Senior Executive - Telephone Helpline
Preeti Khanna	Counselor - Telephone Helpline
Rajvinder	Coordinator - Third Party Resource Facilitation & Hospital Outreach
Babita	Counselor & Social Worker
Shashi Bharti	Assistant Social Worker
Rekha Rani	Hospital Networking Officer & Social Worker
Amar	Hospital Networking Officer
Narender Raghuvanshi	Coordinator - Community Outreach
Mahesh Kumar	Community Networking Officer
Bhim Kumar Manjhi	Community Networking Officer
Rohit Kumar	Community Networking Officer
Vivek Kumar Mishra	Office Assistant
Pinky	Housekeeper

PALLIATIVE CARE FIELD CENTRES

DOCTORS

Dr. Anita Harish	Dr. Reeti Tiwari
Dr. Apala Baduni	Dr. Rohini Sharma
Dr. Aastik Pankajkumar Bhatt	Dr. Shruti Chhabra
Dr. Chhaya Chandrasekhar	Dr. Sharvan Singh Kapur
Dr. Gaurav Sharma	Dr. Santha Swarupa
Dr. Ishita Gandhi	Dr. Smita Taneja
Dr. Mahboob Waris	Dr. Veena Chug
Dr. Manmohan Dogra	Dr. Rajesh Bansal
Dr. Pawan Garg	Dr. Sunil Markan

NURSES

Elizabeth	Reejamma M N
Geeta	Reeta Singh
Hardeep Kaur Nagra	Sahira
Jasleen	Samma George
Jiji Thomas	Sajani Shrestha
Jyoti Massey	Seema Bohat
Kamla Sarkar	Shailly Sharma
Kamla Singh	Shalini
Karmali K.C.	Shalini Kumar
Lissy Chacko	Shashi Bharti
Manju Dinesh Babu	Shashi Dass
Margaret Masih	Shiny Varghese
Marykutty Joshi	Sini Kuriakose
Mini Sebastian	Suja Madhu
Nitisha	Susamma Mathew
Rachel Raghu	Sushila Devi
Rajamma P	Thresiamma Joseph
Ramya Nair	Valsamma Varghese

NURSE - COUNSELORS

Amita Srivastava	Maniamma Raghavanpilla
Anjana Devi	Miniamma John
Charni Salim Masih	Surinder
Karnail Kaur Mangat	

COUNSELORS

Anamika	Meena Sharma
Anil Sharma	Nazima Khatoon
Anjana	Nikki
Anju Sharma	Nisha Verma
Ashish Saimual	Pallika Chuadhary
Balvinder Kaur	Poonam
Bina Akthar	Rajni
Charanjeet Kaur	Renu Rajput
Divya Sharma	Rinki Pal
Garima Sharma	Shashi Bhandari
Jayanti Sinha	Simrajjeet Kaur
Jyoti Joshi	Sunita Sharma
Kanchan Pandey	Surender Manjhi
Laxmi Kumari	Usha Rani
Mausami Bhansali	

PROGRAM ADMINISTRATION

Puneet Kumar Sagar	Program Assistant
Sandeep	Program Assistant
Jagdish Chander	Program Assistant
Avneesh	Public Relations Officer
Avtar Singh	Public Relations Officer
Mohit	Public Relations Officer
Sabir	Office Assistant
Inderjeet	Driver

Main Accounting Policies & Notes on Accounts

Basis of Accounting

The financial statements are prepared in accordance with the historical cost basis. Income and Expenses are accounted on accrual basis following generally accepted accounting principles and practices as well as accounting standards issued by the Institute of Chartered Accountants of India.

Fixed Assets

Fixed assets are stated at cost charge. All fixed assets are taken on the stock register. Annual stock verifications are carried out. Valuation of assets received in kind is done as a nominal value.

Depreciation

Depreciation on fixed assets is charged on written down value method at rates specified under the Income Tax Act, 1961.

Investments

Long term investments include fixed deposits of Public & Private Sector Banks. These are made after ascertaining the rate of interest offered by various banks and the period of investment. Investment decisions are taken by an Investment Committee, a sub-committee of the Managing Committee. Monthly review of Income-Expenditure is carried out. Any surplus in the savings bank account is invested in the Liquid-Deposit Account with the bank in order to earn maximum interest.

Employee Provident Fund & Employees' State Insurance

Employee Provident Fund contributions are made as per EPF rules. Annual statement of the EPF is handed over to each employee at the end of the Financial Year. There were a total of 105 employees covered under EPF as on 31.03.2020. Employees' State Insurance contributions are made as per the ESI rules. There was a total of 47 employees covered under ESI as on 31.03.2020.

Taxes on Income Current tax is determined in accordance with applicable Income Tax laws of India. Tax is deducted at source from salaried and other vendor bills as per the Income Tax rules. Form 16 is issued to employees & Form 16A to vendors annually.

Taxes on Income

Current tax is determined in accordance with applicable Income Tax laws of India. Tax is deducted at source from salaried and other vendor bills as per the Income Tax rules. Form 16 is issued to employees & Form 16A to vendors annually.

Transparency Disclosures & Legal Compliances

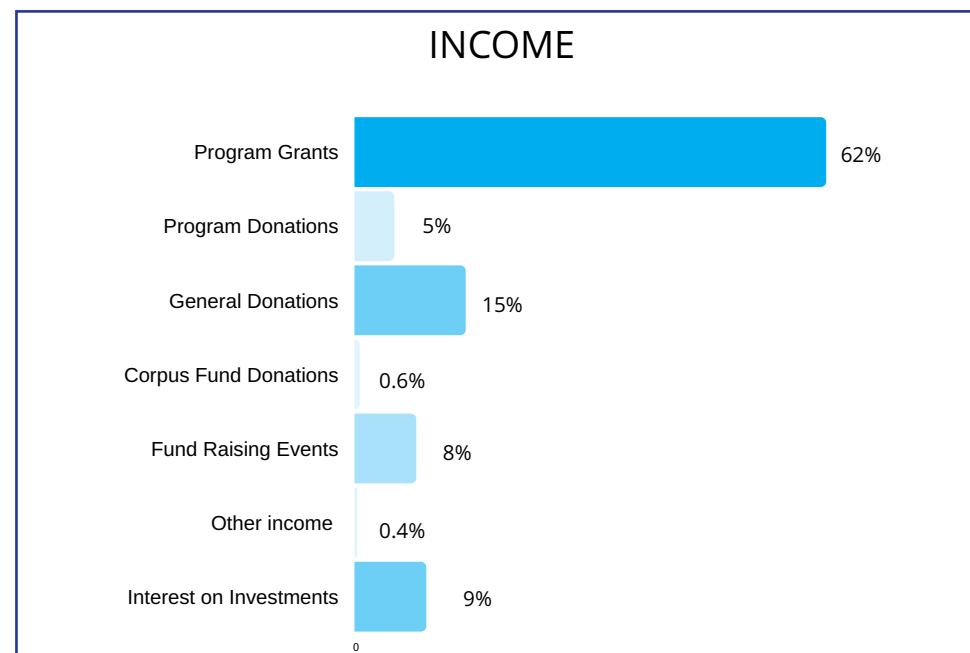
- No remuneration, sitting fee, or any other form of compensation was paid to any member on the Managing Committee.
- No National or International Travel costs incurred by any CanSupport member were borne by CanSupport.
- CanSupport complied with statutory requirements of the Income Tax Act, 1961 and the Foreign Contribution (Regulation) Act, 2010.
- All donor requirements were duly complied with.
- CanSupport followed a rigorous bi-annual audit process. The Statutory Auditor with a fixed remuneration was appointed at the Annual General Body Meeting.
- Auditor's Report and Financial Statements were shared at the Annual General Body Meeting.

FCRA Compliances

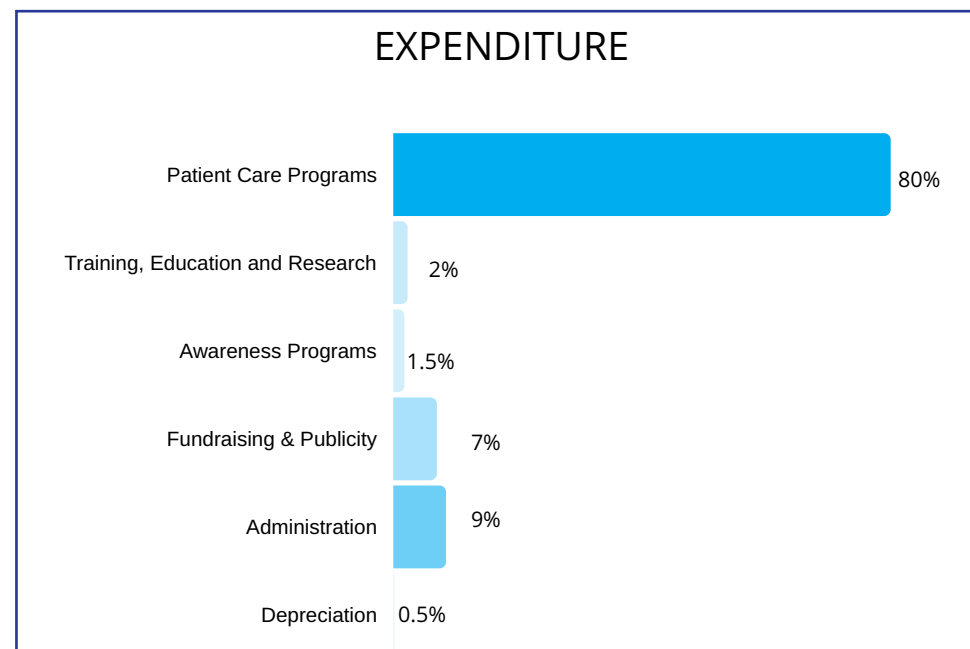
Statutory provisions of Foreign Contribution (Regulation) Act, 2010 are duly complied with. Annual Return in form FC-4 is filed in accordance with FCRA rules. Foreign donations received are updated on MHA and CanSupport website every quarter.

INCOME AND EXPENDITURE FY 2019-20

INCOME (in lakh INR)	FY 2019-20	FY 2018-19
Program Grants	549.78	542.48
Program Donations	46.14	26.48
General Donations	129.40	112.17
Corpus Fund Donations	5.75	16.40
Fund Raising Events	71.78	56.76
Other income (incl. membership)	2.91	4.56
Investment Interest	83.42	77.89
Total	889.18	836.74



EXPENDITURE (in lakh INR)	FY 2019-20	FY 2018-19
Patient Care Programs	712.39	576.07
Training, Education and Research	20.04	23.14
Awareness Programs	15.56	16.23
Fundraising & Publicity	62.03	50.24
Administration	75.11	72.10
Depreciation	1.14	1.34
Total	886.27	739.12



SURPLUS/(DEFICIT) FY 2019-20 (in lakh INR)

2.91

STAFF SALARY

SLAB OF MONTHLY GROSS SALARY INCLUDING BENEFITS (INR)	FEMALE STAFF	MALE STAFF	TOTAL STAFF
<=5000	0	0	0
5,001 – 10,000	2	0	2
10,001 – 25,000	58	20	78
25,001 – 50,000	30	7	37
>50,000	16	9	25

Staff National & International Travel by Air

International Travel by Air : Dr. Ambika Rajvanshi visited Singapore to attend the 6th Asia Pacific Oncology Stakeholder Forum. All expenses were supported by Pfizer Corporation Hong Kong limited.

National Travel by Air (Economy) : As under.

NAME	NAME OF TRAINING
Dr. Ravinder Mohan Dr. Anita Harish Savita Luka Masih	Indian Association of Palliative Care Conference, Guwahati, Assam
Dr. Ishita Gandhi	National Fellowship in Palliative Medicine, Bangalore
Dr. Ishita Gandhi	National Fellowship in Palliative Medicine, Khozikode
Thresiamma Joseph	National Fellowship in Palliative Nursing, Khozikode

CANSUPPORT
A-2 , Gulmohar Park, Opposite Kamla Nehru College
NEW DELHI-110049

INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2020			
	SCHEDULE	F.Y. 2019-20	F.Y. 2018-19
I. INCOME			
Grant Income	[10]	54,978,498	54,248,266
Donation Received u/s 80G	[11]	21,811,548	17,249,742
Interest Income	[12]	8,342,965	7,789,292
Other Income		3,207,527	2,747,391
TOTAL		88,340,538	82,034,692
II. EXPENDITURE			
Project Related Expenses			
Palliative Care Field Services	[13]	66,237,706	53,798,931
Supportive Care Services	[14]	3,921,306	3,024,031
Cancer Awareness Expenses		1,556,216	1,622,500
Other Training & Education		2,004,297	2,313,812
Resource Mobilisation		3,884,860	2,807,669
Communication & Publication		896,445	615,966
Fund Raising Activity		1,422,640	1,600,310
		-	-
Administrative Expenses	[15]	7,511,311	7,210,500
Non Recurring Expenses		1,080,411	784,833
Depreciation	[04]	762,825	625,672
Less: Depreciation Transferred to Asset Fund		648,373	491,929
TOTAL		88,629,645	73,912,296
III. EXCESS OF INCOME OVER EXPENDITURE	[I - II]	(289,107)	8,122,396
Significant Accounting Policies and Notes to Accounts	[21]		

The schedules referred to above form an integral part of the Income & Expenditure A/c.

For & on behalf :

S.SAHOO & CO.

Chartered Accountants



CA Subhajit Sahoo, FCA, LLB

Partner

MM No. 057426

Firm No. 322952E

Place: New Delhi

Date:

Harmala Gupta
President

Manmohan Malhoutra
Treasurer

A SALUTE TO OUR PARTNERS, DONORS, SPONSORS AND SUPPORTERS FY 2019-20

PALLIATIVE CARE FIELD SERVICES

HOME CARE PROGRAM PARTNERS

Adobe Foundation	Kotak Mahindra Bank Ltd
Ambience Interiors Pvt Ltd	Lal Family Foundation
Anupam Suri	Malini Saran
Barco Electronic Systems Pvt Ltd	Max India Foundation
Cipla Foundation	Medtronic Foundation
Delhi International Airport Ltd	Mridul Arora
G4S Secure Solutions (India) Pvt Ltd	Optum Global Solutions (India) Pvt Ltd
HelpAge India	Tech Mahindra Foundation
Jiv Daya Foundation	The Oriental Insurance Company Ltd
Kalpataru Trust	Volkart Foundation Indian Trust

HOME CARE PROGRAM SUPPORTERS

A V L India Pvt Ltd	Nissin ABC Logistics Pvt Ltd
C M A C G M Logistics Park Dadri Pvt Ltd	State Street Foundation
Charities Aid Foundation UK	Taurus Asset Management Company Ltd
External Affairs Spouses Association Charitable Trust	The Swaraj & Balraj Foundation
Fluor Daniel India Pvt Ltd	Trigon T S LLP
Hari L Mundra	UK Online Giving Foundation
HelpYourNGO	

OUTPATIENT CLINIC PROGRAM PARTNERS

Jiv Daya Foundation	PNB Housing Finance Ltd
Kiran Jain & Prof Manju Jain	

IN-KIND FURNITURE & OFFICE EQUIPMENT DONORS (> ₹ 10,000)

Amita Baig Consultants	Ladies Circle India	Saroj Malhotra	Vivek Mahotra
Bhanu Seth	Lions Club Shakti	Sharekhan Ltd	Youth Icon
Indu Aggarwal	Mehak Wadhvani	Usha Agrawal	

HOME CARE PROGRAM DONORS (> ₹ 25,000)

Aditya Dave	Mahesh Kumar	Rajender Kumar Chauhan
Anupama Sharma	Meena Prakash	Sanjay Golani
Bharti Gupta Ramola	Nalini Kak	Sharada Nagarajan
Ela Trivedi	Nayana Dhavan	Sneh Midha
Inder Pal Kaur	Nina Puri	Sudhanva Deshpande
Inner Wheel Club of Delhi Midtown Charity	Payal Malik	Sukriti Kumar
Kabir Rustogi	Praveen Khanna	Swati Anand
Kewal Bagal	Preeta Shivdev Singh	Syed Salman Mahdi
M L Mehra Lok Sewa Trust	Punam Narender Singh	Veena Chetan
M Raveendiran	Radhika Bahl	Vineet Taneja

IN-KIND FOOD, MEDICINES & MEDICAL EQUIPMENT DONORS (> ₹ 25,000)

Arti Ahuja	Lions Club Shakti	Shivali Jain
Dmrc Contractor Sewa Sangh	Lions Saroj Bhutoria	Vandana Puri
Gunjan Ladies Club	Mukesh Kumar Madanawat	Vijaya Kumari
Harpreet Sayal	Payal Malik	Vinita Vats
Himanshu	PNB Housing Finance Ltd	Vinod Kumar
Janak Chadha	Savita Shugla	Youth Icon Humanity & Charity
Kanta Sherawat	Sujay Dhar	
Ladies Circle India	Surinder Sethi	

REMEMBRANCE DAY

Venue Courtesy - Baha'i House

A SALUTE TO OUR PARTNERS, DONORS, SPONSORS AND SUPPORTERS FY 2019-20

SUPPORTIVE CARE SERVICES

DAY CARE PROGRAM PARTNERS

Agilent Technologies (International) Pvt Ltd	New Zealand High Commission
Ambience Interiors Pvt Ltd	Reliance Foundation

DAY CARE PROGRAMME DONORS (> ₹ 10,000)

Amita Mishra	Paarth Narang
Anubhuti Agrawal	Pathways School
Anupam Kulshreshtha	Prabhav Rajvanshi
Arun Rastogi	Prerna Tandon
Gita Agarwal	Reetu Wadhwa
Harish Narang	Ritu Bedi
In Memory of Saroj Jain	Saral S Tandon
John L Bissell Foundation	Sheetal Dewan
Lioness Club Parinita	Suman Kirti
Madhu Puri	Swati Anand
Manu Malhotra	Vaco Binary Semantics L L P
Meenakshi Devi Mattoo Charitable Trust	Vinod Dhamija
Oscar Wear Pvt Ltd	

DAY CARE OUTING ACTIVITY SUPPORTERS (> ₹ 10,000)

Angels Network	Satvir Rana
Optum Global Solutions (India) Pvt Ltd	Inner Wheel Club
SpiceJet Ltd	

TRAINING, EDUCATION & AWARENESS PARTNERS

Cipla Foundation	Oil And Natural Gas Corporation Ltd
Indo American Cancer Association	Pfizer Products India Private Limited

TELEPHONE HELPLINE PARTNER

PNB Housing Finance Ltd

THIRD PARTY RESOURCE FACILITATION PARTNER

Jiv Daya Foundation

COMMUNITY OUTREACH PARTNER

PNB Housing Finance Ltd

IN-KIND FOOD & NUTRITION SUPPORTERS (> ₹ 10,000)

Amar Fruits	Sheetal Dewan
British High Commission Charity Committee	Vasan Vihar Ladies Club
Cambridge School	Dalmia Manav Sewa Trust- Anne Sewa
Disang Ladies Club	Rasoi On Wheels -Seema Gupta
Era Singh	Vasant Vihar Ladies Club
Harpreet	Vasant Kunj - Inner Wheel
Kanta Sherawat	Meenu
Ladies Circle India	Pragyan
Lions Club Shakti	GK Ladies
Niti Sarin	Qureshi
Optum Global Solutions India Pvt Ltd	Dr. Neeraj- Project Help
Pinky	Laughter Therapy- Neelam & Santosh
Rasoi On Wheels	Naad Yoga
Saroj Malhotra	

A SALUTE TO OUR PARTNERS, DONORS, SPONSORS AND SUPPORTERS FY 2019-20

EVENTS

WALK FOR LIFE - STRIDE AGAINST CANCER

Associate Partner : Narayana Health

WORLD HOSPICE & PALLIATIVE CARE DAY AND SOUL FEST

Venue Courtesy : British High Commissioner's Residence

SUPPORTERS

Classic Consultancy & Services	R K C Trust
Garg Medicos	Sarika Ahuja
K I C Food Products Pvt Ltd	Shibani Chawla
M Rajsons Jewellers	Teamwork Arts Pvt. Ltd.
Marchers International Pvt Ltd	Usha Chopra
Modi - Mundipharma Pvt.Ltd.	Vandana Chawla
P P Rolling Mills Mfg Co Pvt Ltd	

PERFORMANCE COURTESY

Jingle Bells	AIMR
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SOUL FEST EXHIBITORS

7th Period- Sasvata
Aada Lifestyle
Adiaa Simplified Living Solutions OPC Pvt
Aiyana / Handkraftd
Ali Carpets
allMyCraft/ASAP Structured Solutions Pvt Ltd
Amigos Burrito
AMOLI
Ananda
Andblooms
Aranyam Natural Options
ARMATUER
Artinn Jaipur
Arts & Gestures
Aseem's Library
At 44
AVARYA
Bath It Up
Beautiful Garden
Bela's SpiceJar
Bling with KHLOE
Blyss
Bubble Me Up
Chef Pradhan
Child Heart Foundation
Citaara by Vani Chopra/ ShreeVeda
D&S
Daughter of a Carpenter
Dazzle By Sonia
DCODE/ D2 ENTERPRISES INC
Delhiponics
DIVA CREATIONS by Sangeeta Ranka

DOUX AMOUR
Dr Poonam Batra Multispeciality Dental Clinic
Echoes in the Mountains by Neetu Singh
FashEnable
Fog Horn Foods
Four Steps
Gabbar's (A unit of KASM Hospitality)
Gallery Kalaveda by Nishant
Gana Jewelz
Geetanjali Anand Fine Jewellery
Get Gorgeous
Greenloom
Gypsy Queen
Headmasters, Vasant Vihar
Heer India
Heta
House of BDS
I Say Organic Pvt Ltd.
IKKA AMODINNI
Indie Reign
Insaei Arts
Isya Aesthetics Pvt. Ltd.
Jaya Skin Clinic
Jewel Baksha
Jus' Kiddin'
KC Aryan HOME OF FOLK ART
Khushigram
Ktex Overseas Pvt Ltd
LABELLISSIMO STOLES & SCARVES
Mad Hatter's
M/s Valley Crafts/ Memorable carpets
Magic Batter

Mansi House of Fashion-My Mohi
MIAAH
MINI SONDHI
Mirifique
Mooi Label
Mudcafe
Mughal Shawls by Shawlstory
MyKindofArts
NAVA FOOD
NEELIMA CREATIONS
Neelofar's
Niharika Sharma Designer Pvt LTD
Nirmalya
NISHBA
Nunu's Pitara
Okhai Center for Empowerment
Pachouli Wellness Clinic
Parvada Bungalows
Phoolwari
Pink Elephant
Pins and Needles
Pitara Unboxcreativity
Preeti Dadoo Creations
PRIMA ROSE
Q'Art Products
R&H Clothing Multi designers
Radhika Creation
Resfas Pvt Ltd- Venn
Riddhi Catering
Romani Dill
Rubhaiyat
Sabrich
Sach Garnish
Sakuhiro Pvt Ltd - RRithm Store

Sara Earthenware
SASSY LOOKS
Scented Threads
SKY
SPARSH
Statement Fashion House
Studio Ishneet Mann
Sundarii Handmade
Swadhyay Health Care
SWARNMAYA
TANTUK
Tarai Soaps
The Blank Label
The Clay Worx
The Fluor Project
The Herb Boutique
The Karigar Collective
The Mystic Hymn
TRADITION BY SONIA CHADHA
Tui Tui
Twenty Two
Uma by TARAASH/ UMA CREATIVES
Underworld Co
Vinkee Bhasiin Ceramics
VON
WBL by Meghna
Wee Bit Of Love
WholeLeaves Private Limited
Winkie's Cucina
Yuvti
Zero-G Gluten-Free

A SALUTE TO OUR PARTNERS, DONORS, SPONSORS AND SUPPORTERS FY 2019-20

GENERAL DONATIONS

₹ 200,000 and above		
Dalmia Manav Sewa Trust	Mira Kushal	Shreekant Gupta
Meenakshi Devi Mattoo Charitable Trust	N Nagaraj	Shri Ganga Foundation
SRF Welfare Trust	Neeti Gupta	Sitaram Jindal Foundation
Tech Mahindra Foundation	Nikhar Mathur	Sudha Tewari
₹ 25,000 - ₹ 200,000		
Ajay Vohra	Niranjan Pant	Sudha Vasani
Amita Baig Consultants	Pathways World School	Sujata Vepa Memorial Trust
Anjana Bakht	Pradeep Chugh	Sunil Nehru
Ashok Kumar Nehru	Praveen Khanna	Supriya Guha
Asian Consulting Engineers Pvt Ltd	Prem Nath Uppal	Swati Anand
Bhai Sahib Ditta Mal & Sons Charitable Trust	Ragini Atal	Syed Khalid Husain
Decimal Technologies Pvt Ltd	Rahul Juneja	Synthetic Inter Dyechem Pvt Ltd
Dharam Pal Verma	Rajat Jain	Taneja Service Station
Gita Sarup Mehta	Rajeshwar Susheela Dayal Charitable Trust	The Shriram Millennium School
Govind Pathak	Rajiv Singh	Toni Rose Alipio
Hardip Kaur Khurana	Ramakshmi Venketachalam	U K Online Giving Foundation
Harika Sachdev	Ramesh Chand Gupta	Upasana Sharma
Harjeet Sikand	Realistic Realtors Pvt Ltd	Vaco Binary Semantics L L P
Harsimran Singh Ahluwalia	Retd Admiral Harish Malhotra	Vatsala Balakrishnan
Inderpal Kaur	Rita Bhagwati	Veeba Food Services Pvt Ltd
Jatinder Kaur Mann	Ritu Bedi	
Khasi Jaintia Presbyterian Synod Sepngi Delhi Society	Rohini Khullar	
Lalita Sharma	Rupendra Singh	
Lions Club New Delhi Alaknanda	Sanika Kulshreshtha	
Madhuri Shunglu	Sanjiv Seth	
Manju Kapur Dalmia	Sarabjit Singh	
Manju Vaish	Saral S Tandon	
Michaela Briedova	SE2 Digital services	
	Sewaprakulp Mahila Mandal Trust	
	Shankar Nath Acharya	
	Shikha Verma	
	Shobhna Suri	

CORPUS DONATIONS

₹ 2,00,000 and above
Shades of India Crafts Pvt Ltd
₹ 25,000 – ₹ 2,00,000
Anil Kumar Nehru
Cdr. Saroj Kumar Pradhan
S C Kaushik
Sunil Nehru

SPECIAL THANKS TO

- Home Care patients and families for their support & blessings.
- Our Auditors – S. Sahoo and Co.
- Capital League Private Wealth Management for managing our investments.
- New Era Public School - Mayapuri for providing free premises for our West Delhi Home Care Centre.
- Ishtihaar and Tinatoons (Tina Rajan) for designing of our publications.
- Aseem Charitable Education Trust for supporting the library at the Day Care.
- Vishal Sood for pro bono design and maintenance of our website.
- The Oriental Insurance Company, Standard Chartered Bank and RK Advertising for Office Dairies.

THANKS TO OUR VENDOR PARTNERS

- Accent Automation Pvt Ltd
- Ashoka filling station
- AVON Telecare Services Pvt Ltd
- Bhutani Store
- Delhi Press
- Drishti Graphics & Printing Solutions
- Garg Medicos
- Garg Super Store
- IT Tech Services
- Jindal Book & Seller
- Karishma Communications
- Kowality Express
- Neeraj Enterprisers
- R.K. Advertising
- V.K. Aqua Service

WE ARE GRATEFUL FOR EVERY DONATION IN CASH OR IN KIND THAT HELPED MOVE OUR MISSION FORWARD.

CANSUPPORT READINESS AND RESPONSE TO THE COVID-19 PANDEMIC

As soon as the COVID-19 crisis hit in early March followed by subsequent lockdown, we started connecting with experts, government officials, partners and organizations on the ground to identify efforts with the maximum impact and reach to control the disease spread.

Our main focus was to provide the best possible care to cancer patients and their families as cancer patients are immunocompromised and one of the most vulnerable group susceptible to COVID-19. In order to effectively respond to the magnitude of the problem, we started the following activities:

HOME BASED SUPPORT FOR CANCER PATIENTS AND THEIR FAMILIES

- For home visits, a triage system was utilized by having discussions with patients and caregivers to limit visits to those in critical need of medical, nursing, or counselling support. In this way, we minimized non-essential contact with patients to preserve their health while simultaneously continuing to provide support to the approximately 50% of patients that needed critical medical care.
- During these visits, patients were provided with hygiene kits and other medical supplies, in order to ensure that they have the knowledge and means to minimize their COVID-19 risk.
- More than 1500 calls and equal number of WhatsApp messages were sent on a weekly basis to ensure that all of CanSupport's patients were able to access resources and psychological support, even if home-care teams could not physically visit them.

OUTPATIENT CLINICS SUPPORT

- The other key service of CanSupport during the pandemic was centered around its Outpatient Clinics. Normally dispensing palliative medications and supplies, the outpatient clinics remained opened all five days to provide essential medicines to patients daily as hospitals were being closed.
- In addition, visiting patients and caregivers were educated on preventive measures against COVID-19 and hygiene kits distributed to them.
- Dry food ration (arranged through Day Care Volunteers) was given to 175 destitute patients in March.

TELEPHONE HELPLINE

- In order to fight the COVID-19 pandemic, our helpline counselors received extensive training with access to directory of networks to offer COVID-19 related information to callers.
- Key messages on prevention and control of COVID-19, including hygiene, social distancing and isolation.
- Referrals to support COVID-19 support hubs and networks.
- Emotional support and grief counselling.

HUMANITARIAN SUPPORT BY DAY CARE VOLUNTEERS

- Day Care Volunteers started providing humanitarian assistance such as Home cooked meals, masks, sanitizers, soaps, and other medicines to patients in dharamshalas.
- A special income generation program for families struggling with cancer was organized, wherein cotton fabric and sewing items were made available to families to make household items like bags and masks. The items were then sterilized and distributed to cancer patients for use.

FORMATION OF SPECIAL MENTORING TASKFORCE

- CanSupport mentoring team formed a taskforce to conduct regular sessions and webinars to:
 - » Update the teams on the latest information of Covid-19 and Government guidelines;
 - » Equip healthcare professionals and workers in difficult communication with patients and families especially relating to impending death and coping with their own emotions and stress in these times;
 - » Help other organisations working in home based palliative care in strategic planning and logistical management of home care.

STORY OF OUR DAY CARE CAREGIVER DURING LOCKDOWN



Sharda Devi, 43 years, treated for breast cancer has been coming to our East Delhi outpatient clinic since 2017. We encouraged her to start stitching bags for the Day Care as a "go green project". These bags were distributed to all patients every fortnight to encourage them to stop using plastic. She was paid as per the bags she stitched. This money meant a lot to her and encouraged her immensely.

Her initial hesitation, of not being good enough or neat enough, turned into confident skill building and huge self-worth. During the pandemic she started making cloth masks for our Home Care and Day Care patients. She consistently made about 250 masks a week from the fabric provided by volunteers and earning a decent income to run her household. Her work brought her an order from a company for stitching surgical masks. Needless to say, she is on top of the world. The Day Care income generation.

program aims to make patients and caregivers self-reliant and learn skills to earn a livelihood.



CANSUPPORT PALLIATIVE CARE PROGRAMS IN 4 STATES OF INDIA



PUNJAB

3 Teams

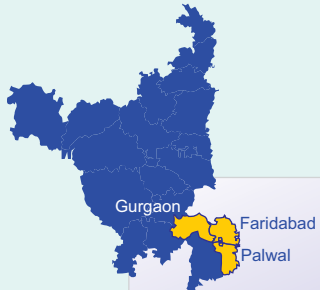
Amritsar
Gurdaspur
Bathinda



DELHI

20 Teams

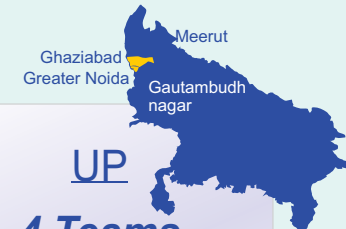
All 11 districts



HARYANA

4 Teams

Faridabad
Gurgaon
Palwal



UP

4 Teams

Ghaziabad
Gautam Budh Nagar
Greater Noida
Meerut

**Head Office and
Palliative Care and Training Centre:**
A-2, Gulmohar Park, New Delhi - 110049
Contact No: 011- 41010537

Amritsar Centre:
Amritsar Sewa Samiti,
Beri Gate Hospital,
Inner Circular Road,
BEri Gate Amritsar-143001
Contact no: 9501887956

Bathinda Centre:
Booth No. 6, Near Tulip Club
Ganpati Enclave, Dabawali Road,
Bathinda- 151001
Contact no: 9315905178

Meerut Centre:
A-18, Surya Nagar
Behind LIC Building,
Meerut - 250001
Contact No:- 8826576722



CANCER HELPLINE

Delhi/NCR 011-41010539
+91 9899011212
Amritsar +91 9501887956
Bhatinda +91 9315905178
Meerut +91 8826576722

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Monday to Friday, 9:30 AM to 5:30 PM

We thank Rajeshwar Susheela Dayal Charitable Trust for supporting the printing of this Annual Report.