



FEBRUARY-MAY 2020 | ISSUE LVII

CANSUPPORT



MESSAGE FROM THE CEO

While COVID-19 may have changed a lot of things, our commitment to our patients' care isn't one of them.

CanSupport, like the rest of the civil society, is facing new challenges as it addresses the unprecedented public health emergency of COVID-19. As a community-oriented, non-profit palliative care provider for people with cancer, our work revolves around managing their pain & distressing symptoms along with compassionate counseling and bringing comfort to their families. Our allegiance to our employees, patients and families guides us as we respond to the difficulties we are now encountering and our promise to serve has never been stronger.

Our team has learned to innovate and has responded to this crisis with courage and compassion, tirelessly caring for our patients and families in their homes, outpatient facilities, hospitals and Dharamshalas. Together, our team is adapting policies and procedures to help the organization navigate this rapidly changing situation and its impact on our staff and the life-affirming work we provide to patients and families. Many of our employees are utilizing remote-work capabilities to help slow the spread of COVID-19. We have embraced new technologies—including video conferencing—that allow us to practice social distancing while staying connected so that we can continue to offer counseling, guidance and service referrals to patients, families and the community.

During this time, our focus has been to support our staff to ensure they are well prepared to deliver our much-needed palliative care services to our current patients and families and to provide access to new patients. A primary concern for all of us in the medical community has been the ability to secure Personal Protection Equipment for our staff due to shortage of funds.

Thanks to the community's generosity, we continue to receive much-needed supplies like surgical and N-95 masks, gloves, and hand sanitizers. Our amazing volunteers have also risen to the occasion, lovingly sewing more than 1000 cloth masks and remaining connected to patients in other states of the country over the phone and mobilizing support for them through innovative methods.

Now more than ever, we are grateful to our volunteers and donors who recognize the need and impact of our unique work and continue to support our mission. Let us all extend our hands to each other for it is the abundance of kindness and compassion that will help us all stay strong.

Please let us know how we can help assist in any way with any cancer patient in need during this time. We stand with you – resilient, courageous, committed and ready to serve.

Continue to stay safe and healthy.

Dr. Ambika Rajvanshi



Home care for the most needy



Caring for patients outside Dharamshalas



Extending medical support to migrant workers



Distributing dry food ration to destitute families

REACHING OUT DURING COVID-19

HOME BASED PALLIATIVE CARE SERVICES

Stringent care protocols and safety measures have been put into place for the palliative care teams through use of PPEs to ensure the well-being of patients and their loved ones at all times. The teams prioritized their visits in discussion with the patient's family, based on the criticality of their medical, nursing and counselling needs.



During this lock down period, more than 1900 Home Visits were made in Delhi, UP and Punjab. In addition, about 1500 tele-consultation calls were made weekly to help families tide over the COVID-19 crises. Nearly 600 destitute families were distributed dry food ration donated by OXFAM India. Supplies of essential ongoing medicines and nursing items, hygiene kits (masks, gloves, soap cakes, sanitizers, sanitary pads, etc) and nutritional supplements for boosting immunity continued throughout the lockdown.

TELEPHONE HELPLINE

In order to fight the COVID-19 pandemic, our helpline counselors have received extensive training with access to directory of networks to offer COVID-19 related information to callers. The helpline also triages calls from healthcare workers and others workplace employees facing mental health challenges for support from our senior counselling experts.

The helpline addressed 909 calls related to cancer care and COVID-19 around

- 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 counseling.
- Work-life balance, etc.

OUTPATIENT CLINICS



Our outpatient clinics continued to operate on all five days (Monday to Friday) to extend medical, nursing and counseling support to patients under cancer treatment from government hospitals.

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.

REACHING OUT DURING COVID-19

EXTENDING HUMANITARIAN SUPPORT

Our Day Care volunteers continue to mobilize in-kind items to extend as much humanitarian support as possible to people staying at Dharamshalas near cancer hospitals in Delhi (Safdarjung Hospital, Institute Rotary Cancer Hospital and Delhi State Cancer Institute).

These include home-cooked meals, general medicines, masks, soaps and sanitizers.

A special income generation program for families struggling with cancer is organized, wherein cotton fabric and sewing items are made available to families to make household items like bags and masks. The items are then sterilized and distributed to cancer patients for use.



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. We are thankful to Anju Abbot and Renu Mittal, Day Care volunteers, who played a vital role in giving her this confidence.

FORMATION OF SPECIAL MENTORING TASKFORCE

CanSupport mentoring team has formed a taskforce that is conducting regular webinars for CanSupport staff and volunteers, healthcare communities and general public to:

- Keep them updated on the latest information and prevention measures around Covid-19;
- Cope with stress around patient care and handling difficult communication around mortality and bereavement;
- Adjusting to the new normal of living with COVID-19;
- Support other organizations in continuing home based services.



PROGRAM HIGHLIGHTS FEBRUARY-MAY 2020

HOME BASED PALLIATIVE CARE

31 TEAMS

Comprising of doctors, nurses and counselors. Home Care teams operate through 11 Home Care centers across 4 states of India.



2501

Concurrent patients under care.



7628

Family caregivers being supported

New patients enrolled **755**

Home visits **9652**

DAY CARE



4

Day Care operations

Patient visits **593**

330 Caregiver visits

Children

162

Teenagers

123

Adults

308

**Day Care operations were suspended for an undetermined time in mid-march due to social distancing guidelines for patients safety*

OUT PATIENT CLINICS



2

Outpatient Clinics, one in South Delhi and another in East Delhi



292

New patients enrolled

Patient visits **2013**

TELEPHONE HELPLINE



Calls received **2494**

6 Face-to-face counselling sessions held



637

Service referrals extended

RESOURCE FACILITATION



379

New Patients enrolled

347

Patients successfully facilitated to date



47.43 LAKHS

mobilized for tests and treatment from Central and State Government Schemes.

59.46 LAKHS

worth of resources mobilized in-kind for patients through various networks.

SUPPORTIVE CARE PROGRAMS

WINTER CARNIVAL WALKATHON

The Day Care children participated in a Winter Carnival Walkathon for cancer patients and survivors on 23 February, 2020 at Mayor House, Timarpur.

We thank Sanghi Chaupal, Shubha Gupta and Neeraj Jalan for supporting us in this initiative.



WORKPLACE CANCER AWARENESS CAMPAIGN

CanSupport's Workplace Wellness Initiative focused around Breast Cancer in collaboration with Pfizer concluded successfully after a one-year period in March 2020, reaching out to more than 1612 factory workers and NGO employees in the in the last two months of the project (and a total of 11,000 in the whole campaign). The project titled 'Because You Matter' had the primary purpose in 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 throughout the year and promoted the human as well as the organizational benefits of encouraging cancer awareness at workplace.

The following organisations participated in February and March 2020:

FACTORIES:

- Shree Jagdamba Knits (P) Ltd.
- Rohit Bal Designs (P)Ltd.
- Bharat Enterprises
- Bharat Expo International
- B.L. International

NGO:

- Swami Sivananda Memorial Institute



INVINCIBLES

The leading light of CanSupport, Anuradha Mittal is the mother of Day Care. She warmly welcomed and nurtured new volunteers. Our volunteer culture of seamless team work and respect for all is her legacy. Her compassionate smile and soft voice touched every individual volunteer, caregiver and patient's heart as she gave of herself abundantly.

Anuradha Mittal
Volunteer

Part of the first group of Day Care volunteers at CanSupport. Achala Kaul has inexhaustible emotional energy and wisdom. She was a pillar of the telephone helpline in its early days, inspiring and nurturing others to offer solace and practical support to patients and their caregivers. With her compassion and warmth, she has endeared herself to all who know her.

Achala Kaul
Volunteer

TRAINING AND EDUCATION

CANCER AWARENESS SESSION AT CHITKARA UNIVERSITY, PUNJAB

Chitkara University observed World Cancer Day on 4 February, 2020 and invited CanSupport to educate their students about the growing concern around cancer, preventive measures and role of palliative care in improving the quality of life of those with cancer.

A slogan writing competition was also organized for the students followed by an awareness Walk around the campus. Around 200 students and faculty attended the sessions and participated in the walk. The day concluded with giving out prizes to winners of best slogans on cancer awareness.



IAPCON GUWAHATI 2020



The 27th International Conference on Palliative Care (IAPCON) was held on February 14-16 2020, Guwahati.

The theme of the Conference this year was "Entrust, Engage & Empower". It signifies teamwork and multidisciplinary approach to palliative care and the power to be an inclusive specialty.

Dr. Ravinder Mohan, Head, Training and Education, Savita Luka, Deputy Head, Training and Education and Dr. Anita Harish represented CanSupport at the conference. CanSupport made six research presentations at the conference.

FOUNDATION COURSE IN PALLIATIVE CARE

CanSupport organized a Foundation Course in Palliative Care at Raj Kumari Amrit Kaur College of Nursing, Delhi on and 3 March, 2020. The 2-day Course was attended by 123 participants including 4 faculty members.

The purpose of the foundation courses is to introduce the principles and practices of palliative care right in their learning days as students, equipping them with knowledge and skills to improve pain and symptom control of patients under their care and honing their communication skills to handle difficult issues such as breaking bad news and coping with loss and grief.



CERTIFICATE COURSE IN COUNSELING IN PALLIATIVE & END-OF-LIFE CARE



Our four new counselor recruits underwent an 8-week intensive Course in Counseling in Palliative Care & End-of-Life Care. The course was held from 11 March till 6 May, 2020.

Due to Lockdown, most of the theoretical discussions, role plays and mock counselling sessions were held over interactive apps.

WORKSHOPS ON FUNDRAISING, MARKETING AND ADVOCACY

CanSupport's Resource Mobilisation team was privileged to be part of much-needed workshops organised 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 decentralising 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.



HELPING HANDS IN OUR FIGHT AGAINST COVID-19

DONATIONS

- Bina Aggarwal
- Chandni Kapoor
- Delhi Malayalee Koottayama Group
- Dr. Vimmi Abbott/Mr. Harish Abbott
- Geo Hazards Society
- Lalit Kapoor
- Lions Club Of Shakti
- Oxfam India
- Ruchi Garg
- Tech Mahindra Foundation
- Yogesh Saini



INITIATIVES

- Lions Club of Shakti mobilised funds and donated for mask, face shields, ration kit and sanitizers.
- Gunjan Ladies Club arranged funds and donated Oral Chemo medicines.
- Yogesh Saini donated 55 Face Shields for Home care teams.
- Ehsas Foundation through Satbir Rana donated masks and sanitizers.
- Oxfam India sent dry food ration for 547 patients.
- Mr. Gyanander Singh donated medicines and masks for Home Care teams through DMRC Contractors Sewa Sangh.
- Lions Club of Fairlop sent a grant for purchasing PPE Kits for our teams and hygiene kits for patients.
- Delhi Malayalee Kottayam group donated 50 ration kits for destitute patients.



ONLINE CAMPAIGN

CanSupport's COVID-19 response online campaign via Ketto raised ₹ 2,05,331. We are grateful to all those who donated generously towards this.

- | | | |
|---------------------|------------------|------------------------|
| • Aarti | • Deeksha Rajpal | • Mehak Taneja |
| • Adarsh Bapna | • Dileep | • Mr S D Venkateswaran |
| • Aditi | • Elina | • Neelam |
| • Aditya Goyal | • Elina | • Pon Umopathy K S |
| • Amulya Singhania | • Hina R | • Poulomi Saha Mukerji |
| • Apurva | • Jeera | • Ranga Rajan |
| • Bharadwaj | • Kannan A | • Richika |
| • Bhavna | • Karishma | • Riddhi Malhotra |
| • Suresh | • Krishnan | • Sankalp Mehrotra |
| • Bireswar Dasgupta | • Vaidyanathan | • Sheetal Goel |
| • Charlotte Rousel | • Malavika Menon | • Sheetal Goel |
| | • Marsie Bacod | • Suraj Ramchandani |
| | • Mayank | • Umma |
| | | • Varsha Chadha |

We encourage and invite individuals and organizations who can help us in raising much needed funds at their respective schools, colleges and workplaces. You can contact our donor relationship team @93159 05193

WE THANK OUR DONORS AND SUPPORTERS

PARTNER TESTIMONIAL BY AGILENT TECHNOLOGIES





Agilent Technologies

"At Agilent, our core lies in providing innovative solutions and offerings for diagnostics and research of cancer and other diseases, and that's reflected in our mission to improve the quality of life. My heart goes with cancer patients and their families, who have to stay strong to win in their fight against cancer. We would continue to support this noble cause."

Bharat Bhardwaj

Bharat Bhardwaj,
Country General Manager, India
Agilent Technologies

DONATION RECEIVED FROM FEBRUARY TO MAY 2020

DONATION AMOUNT RS. 1,00,000 AND ABOVE

- A V L India Pvt Ltd
- Aditya Dave
- Agilent Technologies (International) Pvt Ltd
- Barco Electronic Systems Pvt Ltd
- Bharti Gupta Ramola
- Cipla Foundation
- Dharmshilla Cancer Foundation & Research
- Dipankar Gupta
- External Affairs Spouses Association Charitable Trust
- G4s Secure Solutions (India) Pvt Ltd
- Hari L Mundra
- Harmala Kaur Gupta
- HelpAge India
- Jiv Daya Foundation
- K Renu Rao
- Lions Club New Delhi Alaknanda
- Meena Prakash
- Meenakshi Devi Mattoo Charitable Trust
- Narayana Hrudayalaya Ltd
- Nasscom Foundation
- Optum Global Solutions (India) Pvt Ltd
- P N B Housing Finance Ltd
- Pathways School
- Pfizer Products India Pvt Ltd
- Prof Manju Jain
- Rajendra Bhawan Trust
- Road Building International (India) Pvt Ltd
- Saral S Tandon
- Shankar Nath Acharya
- Shanta Bhalla
- Sophie Ahmed
- Syed Salman Mahdi
- U K Online Giving Foundation
- Volkart Foundation Indian Trust

DONATION AMOUNT RS. 50,000 TO RS. 100,000

- Asian Consulting Engineers Pvt Ltd
- Genpact India
- Gita Sarup Mehta
- John L Bissell Foundation
- K P M G
- Kabir Rustogi
- Lions Club Of Fairlop
- M L Mehra Lok Sewa Trust
- Nayana Dhavan
- Oxfam India
- Renu Mittal
- Retd Admiral Harish Malhotra
- Rewa Nanda
- Roney George
- Saroj Jain
- Sentiss Foundation
- Sudarshan Kumar
- Sunil Nehru
- Supriya Guha
- Udayan Lall

IN- KIND DONATION VALUED RS. 10,000 AND ABOVE

- Ashna
- Janak Chadha
- Ladies Circle India
- Mona Bhatia
- Neeraj
- Sheeta Dewan

CANSUPPORT APPEAL

WISH LIST

For more details and quantity enquiry, you can contact our donor relationship team @ 93159 05193.

MEDICINES AND NURSING SUPPLIES

PPE KITS

- PPE Gowns
- Examination Gloves
- N95 Masks
- surgical Masks
- Hand Sanitizers

DRY RATION SUPPORT

- Covid-19 Relief package for cancer patients @ Rs. 2000/- per person per month.
- Weekly Nutritional Support for a Day Care Patient @ Rs. 250/-

OTHERS

- Printing of our Annual Report FY 2019-20
- Head Sets with Microphone
- Uniform for Drivers
- Stationery Items
- Mobile Phones

HELP A CANCER PATIENT RECEIVE PALLIATIVE CARE DURING COVID-19



COST PER VISIT PER PATIENT:

- 1 Visit @ ₹ 1500/-
- 4 visits in a month @ ₹ 6000/-
- 12 visits in 3 months @ ₹ 18000/-

CORPORATE AND BUSINESSES:

For more information and CSR partnership contact:
Richa @ 98119 01035
Email: richa.aggarwal@cansupport.org

FOR INDIVIDUAL DONATIONS:

Call Donor Relations Team
@ 93159 05193 or 98183 55437
Email: savita@cansupport.org

MAKE A HOME VISIT POSSIBLE TODAY!

HEAD OFFICE AND PALLIATIVE CARE & TRAINING CENTRE

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E: info@cansupport.org
www.cansupport.org

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AMRITSAR CENTRE

Amritsar Sewa Samiti,
Beri Gate Hospital, Inner Circular Road,
Beri Gate, Amritsar - 143001

BATHINDA CENTRE

Booth No. 6, Near Tulip Club,
Ganpati Enclave, Dabawali Road,
Bathinda - 151001

MEERUT CENTRE

A-18, Surya Nagar,
Behind LIC Building,
Meerut - 250001