

# Editorial

Psychological problems are common among older people, yet they are often under-diagnosed and under-treated. This stems partly from the misconception that mental health issues are a normal part of aging, which is not true. While aging brings unique challenges, it does not inherently cause psychological disorders.

One of the most prevalent issues is depression. It affects a significant percentage of the older population but is frequently overlooked. The loss of loved ones, social isolation, retirement, and chronic health conditions are all major triggers for depression.

Anxiety disorders also pose a significant challenge. Generalized anxiety disorder, phobias, and panic attacks can severely impact an older person's quality of life. These can stem from worries about physical health, financial security, dependency on others, or fear of death. The constant state of worry makes it difficult to focus, sleep, or participate in daily activities.

Dementia and its related psychological and behavioural symptoms are another major area of concern. While dementia is a neurological condition, it profoundly impacts mental health, leading to personality changes, paranoia, agitation, depression, and anxiety.

Social isolation and loneliness are not disorders in themselves, but they are powerful catalysts for other psychological problems

The impact of these problems is substantial, affecting physical health, quality of life, and independence. Early diagnosis and appropriate intervention are critical. Treatment options include psychotherapy, medication, and social support programs. Building on the understanding of these psychological challenges, Maya CARE Foundation works to address them through consistent, empathetic and person-centred support for the elderly. Maya CARE volunteers offer regular companionship, emotional listening, practical assistance and guidance, helping older adults feel valued, heard, and supported so they can lead a dignified and independent life within their own homes and communities. These services reduce loneliness, ease anxiety and provide emotional stability, especially for elders living alone or with limited family support.

Uniquely, the entire service operation is managed and coordinated by Persons with Disabilities (PwDs), including individuals with visual impairment, locomotor disabilities, hearing impairment, and other physical challenges. Their lived experiences foster deep empathy, sensitivity and resilience, enabling them to connect meaningfully with the elderly and deliver care with compassion and respect. In recognition of its impactful and innovative social model, Maya CARE Foundation was honoured with the Aarohan Award 2025, instituted by Infosys Foundation, for Social Innovation under the Education category. This award highlights Maya CARE's commitment to inclusive leadership, social innovation, and community-driven care.

As we step into a new year, may it be a reminder that "The true measure of progress is how kindly we care for those who once cared for us." Let this year bring compassion into action and empathy into everyday life. Maya CARE Foundation warmly invites individuals, corporates, and institutions to join hands as volunteers, supporters, or donors, and be part of a movement that ensures every elderly person lives his later years with dignity, respect, and human connection. Together, we can make aging a journey of care, not isolation.

# Service Testimonials



**1. Sumangala Abhyankar, 64, Titwala , Maharashtra, 9987835514.**

I have been taking services from Maya Care Foundation for a long time. Whenever help is required, the foundation immediately arranges volunteer support. Volunteer Anuja Kadam regularly assists me and provides very good care. She is polite, understanding, and very cooperative. The overall service of the foundation is excellent and dependable. I am truly thankful for the continuous support provided to senior citizens like me.



**2. Nandini Gupte 79 and Prakash Gupte 81, Dadar East , Mumbai, Maharashtra. 9967047644 and 9930092036.**

Maya Care Foundation is doing very commendable work for senior citizens. We have personally benefited from their services. Volunteers Sarita and Alpa take us out for walks with care, help us with daily needs, and bring required items when needed. Due to Sarita's help, bank related work was completed smoothly. Alpa also accompanied us to offices for document related work. Both volunteers are punctual, sincere, and work with dedication. The foundation also manages visits very well. We are fully satisfied and extend our best wishes for your work.



**3. Sanjay Pujari, 61, Kalyan West, Maharashtra, 8879847695.**

I came to know about Maya Care Foundation at Dombivli Hospital. Volunteer Anuja Kadam explained all the services available for senior citizens in detail. Due to a paralysis attack in 2016, my movement is limited and I depend on others for many tasks. After connecting with Maya Care Foundation, I feel secure knowing help is always available. Anuja Kadam is always ready to assist whenever I call. Her dedication and service attitude are truly admirable. I am very grateful to the foundation for this valuable support.



**4. Laxmi Khedekar, 72, Kalyan East, Maharashtra. +919827347781**

I have been taking services from Maya Care Foundation for many months. I live alone at home and my son remains worried about my care. After starting these services, our tension has reduced completely. The service is very good and comforting. Volunteer Dipali Jadhav comes on time and helps with hospital visits, medicines, and other needs. Her smiling nature and friendly conversations bring happiness and positivity into my life. I sincerely thank Maya Care Foundation for providing such caring support.



**5. Shobha Suresh Chavan, 69, Kalyan West, Maharashtra, 9969003214.**

Volunteer Anuja Kadam helped me greatly with patience and politeness. She personally came to my home and assisted me in obtaining the required certificate. Her helpful nature made the entire process easy and stress free. I am very thankful to her and to Maya Care Foundation for such dependable service.



**6. Anusuya Ashirwadam, 74, Thane, Maharashtra, 8879558460.**

I received information about Maya Care Foundation at Shastri Nagar Hospital. For the past two months, volunteer Anuja Kadam has been assisting me regularly. Her work is excellent and her caring and gentle nature has been a great support to me. I am very thankful to Maya Care Foundation and to Anuja Kadam for their sincere service to senior citizens.

# Maya CARE Activities

**CGI Partner Orientation Meeting** CGI orientation meeting was held on December 14 2025 to share the organization's vision and expectations with NGO partners. The session covered project planning, governance, financial compliance, reporting guidelines, and communication processes. Emphasis was placed on transparency, timely documentation, and alignment with CGI's focus areas of climate action, education, and community development

## **Hyderabad – Joy Foundation Society**

An Art with the Elderly activity was organized at Joy Foundation Society in Hyderabad. The event encouraged creative expression and meaningful interaction with senior citizens. The activity was conducted by City Coordinator Aila Anuradha and volunteer Aila Narender

## **Delhi – Naya Savera Old Age Home**

On 12/10/2025, volunteers visited Naya Savera Old Age Home in Delhi and conducted a diya distribution and decoration activity with senior citizens. The activity encouraged creativity and cultural bonding. Volunteers Pooja and Bablu Singh actively participated and engaged with the residents.

## **Effective Use of Assistive Technology by MayaCARE Bindu Team:**

The Bindu Team at Maya CARE Foundation is an innovative, technology-enabled workforce of persons with disabilities (PWDs) who are trained and empowered to manage the organisation's operations and deliver free, professional services to elderly individuals across India and beyond. MayaCare thus empowers them to overcome their socio-economic restrictions and contribute positively to the society.

Project Bindu, named after the Sanskrit word for “focus”, demonstrates how meaningful employment, mentorship, and assistive technology can transform challenges into impactful service. The Bindu initiative comprises three complementary teams that use digital tools and adaptive platforms to ensure the organisation serves the elderly with care, dignity, and reliability. These three teams are the Voice Team, the Data Team and the Power Team. These teams are suitably equipped with Laptops and servers in order to provide efficient service.

### **1. Voice Team**

The Voice Team is primarily composed of visually impaired professionals who use screen readers, voice-based communication tools, and telephony systems to manage helpline calls, engage with elderly beneficiaries, coordinate with volunteers, and provide empathetic support. Their verbal communication and listening skills ensure that the first contact with service recipients is handled sensitively and effectively.

### **2. Data Team**

The Data Team is made up of members with hearing and speech impairments who leverage caption-enabled messaging, text-based tools, data entry platforms, and collaborative digital systems like Google Drive and WhatsApp messaging. They are responsible for maintaining schedules, updating records, capturing service details, preparing reports, and ensuring seamless flow of information across the organisation.

### **3. Power Team**

The Power Team consists of individuals with locomotor or neuro disabilities who are fully capable of seeing and speaking. They coordinate outreach efforts, manage logistics, and collaborate across remote locations using CRM tools like Salesforce, digital calendars, and cloud-based communication platforms. Their leadership drives strategic planning, volunteer coordination, city-wide service delivery and real-time operational execution.

Together, these teams form a tech-empowered backbone of Maya CARE, illustrating how assistive technology coupled with inclusive training enables persons with disabilities to lead professional functions that support free elderly care services across 72 Indian cities and several international locations.

# Brain Stimulation Games for Older Adults.

Compiled by Mahesh Kulkarni. Sr. Volunteer, Pune.

Brain stimulation games for older adults help them in fighting with memory loss. They also help in restoring lost or declining cognitive abilities to a certain extent. Enhancing memory, problem solving and mental agility is practised by solving such games which is important in fighting declining cognitive abilities. There are a lot of such games available both online and offline. Some examples are CROSSWORD, SUDOKU, WORDWHEEL and so on. Young people should make their elderly near and dear ones as well as elderly in the community, aware of such games and also spend some time in explaining these games to them and playing the same with them. One example of the WORDWHEEL game is given below. In this game, words are to be formed from given letters in a wheel with mandatory usage of the letter at the center. Each word should be meaningful and should contain at least 4 letters. A letter can be repeated in a word. At least one word must contain all letters in the wheel. Such a word with all letters is called PANAGRAM. Forming more and more words is an achievement and forming a PANAGRAM is another achievement. For Example : Given wheel of 9 letters with G as middle letter as shown below.

O  
F                      E  
T      G      S  
R                      H  
I

Following words can be formed with FORESIGHT As PANAGRAM  
SIGHT, HEIGHT, FIGHT, GIST, FORESIGHT, FIGHTER  
GORE, SIGH, TRIGGER, HIGH, RIGHT, TRIGGERS  
THIGH, SIEGE, REGRETS, GRIT, REGRET, GOSH  
GREET, HIGHER, GHOST

This is also a test of your vocabulary. In fact this game is fun for all ages so young ones can play with the elderly to engage their minds. Lots of such Word wheel exercises are found on the internet. This game is also called Blossom Word Game and is found on Britannica Website. The link is given below for reference.

<https://www.merriam-webster.com/games/blossom-word-game>

## How to play Blossom:

There is a flower-like arrangement of letters displayed. A word should be formed using these letters. Each word must contain the central letter and any other from petals. Word should be at least 4 letters long and no plural or pronoun should be used. Repeating a letter in word is allowed. The words are validated against a valid entry in Merriam Webster's dictionary. At least one word with all letters on the flower should be formed which is called PANAGRAM. Your score is displayed. The score is high if you form more words and PANAGRAM.

## National Helpline for Senior Citizens

Department of Social Justice and Empowerment  
Ministry of Social Justice and Empowerment  
Government of India

75  
Azadi Ka  
Amrit Mahotsav

# ELDER LINE

NATIONAL HELPLINE FOR SENIOR CITIZENS

Call Toll-Free  
**14567**

Service offered to senior citizens are broadly categorised as

1. Information- Doctors, Hospitals, Old Age Homes, and Activity centres etc.
2. Guidance- Legal, Maintenance, act related, pension related queries
3. Support- Life, anxiety, relationship management and emotional support
4. Intervention - Direct (addressing abuse of elders and conducting rescue of homeless and abandoned elders) and indirect (building ecosystem).

**Elder line 14567 is a toll free number open 7 days a week from 8 am to 8 pm,**

**VAYO NAMAN**



# Our Volunteers Serve the Elderly.



## **Dr Shrimati Suvarna Vasudev Aagate**

Dr Shrimati Suvarna Vasudev Aagate, 80, has been volunteering with Maya CARE Foundation for five years, supporting around seventy senior citizens. She creates science videos, and offers meaningful companionship that keeps seniors mentally active and emotionally connected. She engages them through games, crafts, reading, group activities like singing and dance therapy, and discussions on the Bhagavad Gita and poetry. She also teaches crochet and prepares traditional decorations.



## **Veena Vinayak Jog**

Veena Vinayak Jog is 80 years old and has completed ten years of dedicated service with Maya Care Foundation. Over the years, she has served more than five hundred senior citizens. She experiences deep personal satisfaction through her service and is known for her long term commitment, patience, and consistent support to elderly individuals.



## **Vaibhav Ashok Ranjangaonkar**

Vaibhav Ashok Ranjangaonkar, 53, has been a Maya CARE volunteer for nine years, assisting eleven senior citizens with daily needs such as shopping, bill payments and banking. His dependable support helps seniors feel safe and cared for.



## **Gauri Kshirsagar**

Gauri Kshirsagar, 47, has been a Maya CARE volunteer for two years, supporting around twenty senior citizens. She offers companionship through reading, walks, and conversations, and assists with visits, appointments, banking, and online services. Her calm and caring nature makes her a trusted support for seniors and their families.

## **Case study of a Bindu Beneficiary**



### **Varun Panaskar: Resilience Rewriting His Story**

Varun Panaskar's story is one of courage and quiet determination. An active, promising teenager who once represented his school in state-level basketball, Varun's life changed at age 14 when he was diagnosed with Transverse Myelitis, resulting in a locomotor disability affecting both his legs. The sudden shift brought physical limitations, disrupted education, and financial hardship. However, with strong family support and remarkable inner strength, Varun persevered, successfully completing his Bachelor of Commerce in 2021.

In early 2024, Varun learned about Maya CARE Foundation through Youth 4 Jobs and joined the team in March 2024. Earning his own livelihood for the first time gave him dignity and independence, allowing him to proudly support his medical needs. Today, Varun works as a Project Coordinator for the Skill Development Project and the Blue-Collar Job Project, contributing to placements, CSR coordination, compliance, and proposal writing. Deeply grateful to Manjiri Madam and Abhay Sir, Varun's journey is a powerful reminder that with the right support and opportunity, resilience can truly rewrite one's story.

# Maya CARE Activities



1.Savita Subedar attended the NCSI Conference Pune, where we were recognized as one of the Top 6 Finalists in social innovators.



2.Pallavi G Kulkarni was honored with a IDPD Unsung Hero award, instituted by Rotary abilities Bengaluru in recognition of her professional contributions and skills.



3.CGI and Maya CARE collaborates conducted musical event at Manasa mandira care home Bengaluru

4.Pritam Das actively participated in a marathon to promote social causes and community engagement.



5.Maya CARE received the prestigious Aarohan Award, Recognized by Infosys Foundation as the winner of Aarohan Social Innovation Awards 2025. Representatives are Sowmya and Pallavi

6.J.P. Morgan and Maya CARE conducted an art activity with the elderly at Joy Foundation, Hyderabad, with volunteer Anuradha.



7.Winter kits were distributed to the elderly at Gandhi Old Age Home, Bengaluru, by Amazon and Goodera, with the support of volunteers Savitha and Thirtharameshwara



8.The J.P. Morgan leadership team, in collaboration with Maya CARE, conducted an art activity with the elderly at Providence Care Home, Bengaluru, supported by volunteers Bharathi and Sumana.



# Our Volunteers Serve the Elderly



9. Kolkata: Volunteer Siddhant Sharma helped Puniilbihari Chokroborty complete the Life Certificate process.



10. North 24 Parganas: Volunteer Shiddhartha Jana assisted Manju Saha by bringing medicines from the medical shop.



11. Pune: Volunteer Gajanan Dhore supported Mr. Kanitkar during a post-surgery clinic visit at Prabhat Road.



12. Beed: Volunteer Suryakant Awdhal assisted Babasaheb Dagdu Yadav with bank-related work.



13. Chandrapur: Volunteer Shamlata Choudhari helped Gurudas Choudhari by bringing vegetables from the market.

14. Mumbai: Volunteer Sarita Pawar helped Makarand Kher by getting a can of water from a shop.



15. Kanpur: Volunteer Ashish Kumar Saxena assisted Kamlesh Pandey Mata Ji by bringing essential goods.



16. Mumbai: Volunteer Nanda Pandit helped Usha Sharma by bringing grocery items.



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# MAYA CARE FOUNDATION

Year : 4th Issue : 1st January - March 2026

**MAYA CARE NATIONAL HELPLINE : 1800 572 1343**

Maya Care Operates in 72 cities of India as mentioned below

Nashik, Parbhani, Ahmednagar, Jalana, Jalgaon, Dhule, Wardha, Mumbai, Sangli, Yavatmal, Nagpur, Nandurbar, Pune, Satara, Amravati, Chandrapur, Solapur, Akola, Buldhana, Kolhapur, Aurangabad, Beed, Latur, Jalalpur, Ujjain, Bhopal, Chhatarpur, Gwalior, Rewa, Indore, Jhansi, Lucknow, Kanpur, Chandigarh, Jalandhar, Ludhiana, Abohar, Surat, Vadodara, Ahmedabad, Gandhinagar, Katchch, Coimbatore, Chennai, Pondicherry, Hyderabad, Bengaluru, Panipat, Sonapat, Guwahati, Hallikandi, East Medinipur, West Medinipur, Kolkata, Bankura, North 24 pargana, Malda, Howrah, Delhi, Bhubaneswar, Angul, Sambhalpur, Dholpur, Udaipur, Jaipur, Jodhpur, Jaisalmer, Baran, Cochin, Thiruvananthapuram, Dehradun, Haridwar.

**FOR WHATSAPP**

9552510400/9552510411  
8055995966

Following free services offered to Sr. Citizens, which are entirely managed by Professionals who overcome disabilities :

1. Accompanying senior citizens for a walk within or around the premises of their residential area.
2. Accompanying senior citizen to visit doctor / hospital / bank work.
3. Seeing them off / receiving them at the railway station / bus station / airport.
4. Sitting with a patient during hospitalization / outside the ICU.
5. Reading newspaper, magazines / religious books to senior citizens.
6. To withdraw / deposit cash / cheques in Bank, Technical help for smartphone.

Note: Maya Care does not offer Nursing, Emergency Service or Financial Aid.

**Website - [www.mayacare.org](http://www.mayacare.org) | Email : [service@mayacare.org](mailto:service@mayacare.org)**



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