

CARE FOR COPS

PSYCHO-SOCIAL WELLBEING PROJECT FOR WOMEN POLICE OFFICERS **IN CHENNAI**
(HEART TO HEART)

Executive Report



Ms Deepali Goyal Mrs Jyothi Thomas
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Chennai**

Care for COPS Project

Genesis of the program

Care for cops, a program envisaged in February 2019 when Mrs Deepali Goyal – Chairperson, FICCI-FLO, Mrs Jyothi Thomas – Secretary, FICCI-FLO initiated this project with the approval of **Dr. A. K. Viswanathan, IPS.**, Commissioner of Police, Greater Chennai Police and he felt the need for the program to improve the overall Well-Being of Police Women in the force.

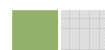
Mrs Deepali Goyal and Mrs Jyothi Thomas approached **Dr. K. Sathyamurthi, PhD.**, Controller of Examinations, Madras School of Social Work, Chennai through Thaddeus Alfonso, PhD., Consultant, Care for Cops Project to conceptualize the program for Policewomen. The program then conceptualised had to be executed by professionals through MSSW. MSSW an institution which had



executed various programs in the interest of developing communities in the past was a choice proposed by Dr Alfonso was accepted by both Mrs Deepali Goyal – Chairperson, FICCI-FLO and Mrs Jyothi Thomas – Secretary, FICCI-FLO. Dr K Sathyamurthi, PhD., Controller of Examinations, MSSW, agreed to lead the

execution of the program with the approval and support by Dr. S. Raja Samuel, PhD., Principal, MSSW by signing the MOU.

Madras School of Social Work (MSSW), founded by Mary Clubwala Jadhav in 1952, is an Autonomous Institution, NAAC accredited and affiliated to University of Madras. The school is run under the aegis of the Society for Social Education and Research (SSER). The college is undertaking community projects to empower the weaker sections marginalized groups in the neighborhood community and thereby to facilitate their sustainable growth, and enhancing student's learning process. The



School is rated as 3rd Best Social Work College in India and first in South India by the outlook magazine and recognized and funded for several research, consultancy projects by Central and State Governmental organizations, International and National level Non Governmental Organizations.



Objectives

Care for Cops project objectives are follows

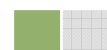
- To provide the evidence-based psychosocial interventions to address the stress and burnout in Women Police personnel in Chennai
- To enhance the people skills of the police personnel through training workshops to deal better the complainants and the respondents
- To train a group of police peers to be the peer supporters (ToT)

A program that will enable Policewomen to understand their workplace, family and social Dynamics better. The program envisages to improve the mental health and Well-being through spreading awareness and training police women in approaching certain life situations and to create a support structure within the force.



Approach

After a few internal meetings and discussions between FICCI - FLO and MSSW, the first session was held at the office of Commissioner in Egmore in the month of July 2019. The First session had 55 Policewoman. First session was an activity based session, where a baseline assessment was carried out to assess the current state of mind that Policewomen. At



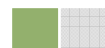
the end of the final session an end line assessment would be carried out to find the impact that the program delivered. As a part of the program counselling sessions were organised for the policewomen to interact with professional counsellors.



Key Facts

Counselling sessions were carried out across the city, where a team of counsellors directly visited the police station to interact with the counsellors

- A total of 35 All women's stations were covered
- These police stations were grouped under four zones (East, West, North, South)
- Total policewomen strength across the 35 all women's police stations was at 697
- A total of 315 police women were directly counselled through the program
- 241 odd hours were spent counselling policewomen across the city
- 7 counsellors over 14 working days completed the counselling sessions
- Covid-19 crisis counselling for cops was initiated.



Key Findings

About 45% of the policewomen within the Chennai All women's police station range where counselled, during the interactions structural, Physical, Emotional, Behavioural and Social issues were discussed.

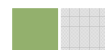
Physical Issues : Physical issues that were reported during the counselling sessions.

Reported Issues	Police Station-Zone			
	East	West	North	South
Headache	X		X	
Neck pain		X		
Back pain		X	X	X
Body pain	X		X	X
Clenching	X			
Gritting	X			
Fibroids	X			
Sleep Deprivation	X			X
Menstrual Pain			X	X
Tumor	X			
Diabetics		X		
Varicose vein		X		
Ulcer		X	X	X
Skin Allergy		X		
Hernia		X		
Blood pressure (high)		X		
Blood pressure (Low)		X		
Anemia		X		
Uterus			X	
Urinary Tract infection			X	
Asthma				X
Thyroid				X
Pregnancy problems				X

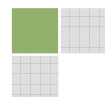


Psychological Issues : Psychological issues that were reported during the counselling sessions.

Reported Issues	Police Station-Zone			
	East	West	North	South
Depression	X			X
Grief	X			X
Trauma	X	X		
Stress	X	X	X	X
Anxiety	X			
Addiction	X			
Domestic Violence	X			
Suicide		X	X	X
Lack of concentration			X	X
Irrational fear			X	
Anger				X
Negative thinking				X



FICCI FLO CHENNAI & MSSW - CARE FOR COPS PROJECT				
Counselling to Women Police Officers (Heart to Heart)				
ZONE WISE INDIVIDUAL COUNSELLORS LOG SHEET				
S No	Police Station	Counsellor	Date	Day
EAST ZONE				
1	W-1 Thousand Lights	Jyothi & Aspy Joyson	16th Oct 19	Wed
2	W-2 Triplicane	Jyothi , Divina & Yamini	16th Oct 19	Wed
3	W-3 Egmore	Jyothi & Ramakrishnan	17 th and 18th Oct	Thu & Friday
4	W-4 Kilpauk	Divina	31st Oct	Thur
5	W-5 Vepery	Ramakrishnan	31-Oct-19	
6	W-6 Ayanavaram	Aspy Joyson	4th Nov 19	Monday
7	W-22 Mylapore	Jyothi Thomas and Yamini Rajagopal	03-Nov	Sunday
8	W-23 Royapettah	Yamini Rajagopalan	14-11-2019	
SOUTH ZONE				
9	W-19 Adyar	Aspy	16- 11-2019	
10	W-20 Saidapet	Jyothi Thomas	26th Sep 19	Thursday
11	W-21 Guindy	Sathish		
12	W-24 Teynampet	Jyothi & Yamini	11th Nov 19	Monday
13	W-25 T.Nagar		11th Nov 19	Monday
14	W-26 Ashok Nagar	Divina	14.11.2019	
15	W-27 Vadapalani	Aspy and Ramakrishnan	15- 11-2019	
16	W-31 St. Thomas Mt	Yamini Rajagopalan	15- 11-2019	
17	W-32 Madipakkam	Geetha	15/11/19	
18	W-35 Tambaram	Sathish	15- 11-2019	
NORTH ZONE				
19	W-10 Kothavalchavadi	Sathish and Divina	12th Nov	Tue
20	W-11 High Court		12th Nov	Tue
21	W-12 Harbour	Divina	13th nov	Wed
22	W-13 Washermenpet	Geetha	12th Nov	Tue
23	W-14 Thiruvottiyur		12th Nov	Tue
24	W-15 Royapuram	Jyothi Thomas	12th Nov	Tue
25	W-33 Madhavaram	Sathish	13th nov	Wed
26	W-34 Ennore	Ramakrishnan	13th Nov	Wed
WEST ZONE				
27	W-7 Anna Nagar	Aspy	13th Nov	Wed
28	W-8 Thirumangalam	Aspy	13th Nov	Wed
29	W-9 Villivakkam	Aspy Joyson and Geetha	2nd Nov	Sat
30	W-16 Pulianthope	Divina and Geetha	4th Nov	Mon
31	W-17 Peravallur	Sathish	16-Nov-19	Sat
32	W-18 M.K.B. Nagar	Geetha and Divina	11-04-2019	
33	W-28 Ambattur	Aspy	11-12-2019	
34	W-29 Avadi	Aspy	12th Nov	Tue
35	W-30 Poonamallee	Sathish Kumar R	11th Nov 19	Mon



Impact

Care for Cops project has impacted three components training, Counselling and follow up

a. Training

Through this project four training sessions were conducted viz., context setting, Ice Breaking, Baseline assessment, I think therefore I am, I feel What I am session participants were made to interact between Cognition, Emotion, Body Reaction and Action and Cognitive Distortions.

b. Counselling- Heart to Heart (H2H)

Through this project all the 35 All Women Police Stations (AWPS) were visited by the Counsellors within fourteen days (16.10.2019 to 15.11.2019) and counseled 315 women police officers out of 697 to the tune of 45% of the policewomen in Chennai were counseled and issues were classified into physical, psychological, economic issues.

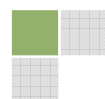
c. Follow up

After the training and counseling the police officers were followed and helped on the basis of request and referral by the department.

Recommendations

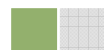
Following are the recommendations based on the project

- Infrastructure of women police stations in Chennai needs immediate attention (Toilets, drinking water and the general health and hygiene)
- **Creche** for children below the age of 5yrs, where children could be cared round the clock. Each range can have one centre.
- Since AWPS deals with POCSO cases they need special facilities at the station to handle these cases.
- Psychological support can be extended to the personnel, this will help them to ventilate their emotions.
- Weekly-off can be considered as this will enhance their personal life and family life.
- Spouse counselling / Family counselling could be offered as a support structure
- Since they are handling sensitive cases they require knowledge on counselling skills.
- Caravans during Bandobast can be provided.
- Organising training programs on counselling, stress management, anger management.



CARE FOR COPS Project – Team

- **Ms Deepali Goyal**, Chairperson, FICCI-FLO, Chennai,
- **Dr. S. Raja Samuel, PhD.**, Principal, Madras School of Social Work, Chennai
- **Mrs Jyothi Thomas**, Secretary, FICCI-FLO, Chennai,
- **Dr. K. Sathyamurthi, PhD.**, Project Co-ordinator & Controller of Examinations, Madras School of Social Work, Chennai
- **Thaddeus Alfonso, PhD.**, Consultant, Care for Cops Project
- **Dr. Geetha Premkumar, PhD.**, Consultant Psychologist, Chennai
- **Mr. Dhivakar Aridoss**, M&E Consultant, Care for Cops Project
- **Ms. Aspy Joyson**, Counsellor, Care for Cops Project
- **Ms. Yamini Rajagopal**, Counsellor, Care for Cops Project
- **Mr. P. Ramakrishnan**, Counsellor, Care for Cops Project
- **Mr. R. Sathish Kumar**, Counsellor, Care for Cops Project
- **Dr. Divina Prabhu, PhD.**, Counsellor, Care for Cops Project



Future Directions

The Care for Cops project is short term pilot for understanding the physical, psychological, economical issues through training and counseling for a period of six months.

Madras School of Social Work willing to continue the following activities based on the study

- Counselling for Police Officers and Public - Help line
- MCJ – Counselling Centre will provide free counseling to the Police officers and Public
- MPhil (Social Work & Psychology) and Post Graduates in Social Work and Psychology student will be deputed all the 35 police stations in daily hourly basis, Weekly twice as concurrent, Block Placement as continuous Field Work/Internship in All Women Police Stations to help the police official for counseling the victims, of domestic violence, physical, psychological, economical and other problems of the public.
- MSSW will continue the project in doing the counseling for Women Police officers will be given all the Women Police Stations in Tamil Nadu with help of the more than 100 Social Work departments in the Colleges and universities in Tamil Nadu.
- MSSW is willing and having the expertise to conduct refresher trainings, research and field based intervention with the special needs as the Nodal centre in Tamil Nadu
- Based on the long standing (from 1952 - 7 decades) alumni, academic, research and field training expertise of MSSW in various Government organizations, Corporate and Multi National, Industries, Non-Governmental organizations in National and International level is willing to do continuous collaborative services to the Police Officers ino Tamil Nadu.

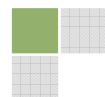
Acknowledgements

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Dr. K. Sathyamurthi, PhD.,

Project Co-ordinator, Care for COPS Project

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