NMT ELDERCARE
Estd 1998

25+
Years of Service

ANNUAL REPORT

April 2025 - March 2026

Nightingales Medical Trust

Compassionate and Innovative
Age Care Solutions

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ABBREVIATIONS USED

- ADL : Activities of Daily Living
- AED : Automated External Defibrillator
- ARDSI : Alzheimer's and Related Disorders Society of India
- BMTC : Bengaluru Metropolitan Transport Corporation
- BPSD : Behavioural and Psychological Symptoms of Dementia
- CGHS : Central Government Health Scheme
- CST : Cognitive Stimulation Therapy
- CBR : Community-Based Rehabilitation
- CSR : Corporate Social Responsibility
- CPR : Cardio Pulmonary Resuscitation
- DIA : Dementia India Alliance
- ETCM-NDCC : ETCM Nightingales Dementia Care Centre
- EHL : Elders Helpline
- GoI : Government of India
- HSSC : Healthcare Skill Sector Council
- ICMR : Indian Council of Medical Research
- IDOP : International Day of Older Persons
- MoU : Memorandum of Understanding
- NCAA : Nightingales Centre for Ageing and Alzheimer's
- NHSC : National Helpline for Senior Citizens
- NIHR : National Institute of Health Research
- NIMHANS : National Institute of Mental Health and Neuro Sciences
- NTTM : Nightingales Trust Tanya Mathias Centre for Women
- NDED : Nightingales Trust Day Care for Elderly & Dementia
- NDDC : Nightingales Dementia Day Care Centre
- NMT : Nightingales Medical Trust
- NEF : Nightingale Empowerment Foundation
- NLS : Nightingales Lifesaving Services
- NSS : National Service Scheme
- NSDC : National Skill Development Corporation
- MAA : Mobile Active Ageing
- MoSJE : Ministry of Social Justice and Empowerment
- MWPSC : Maintenance and Welfare of Parents and Senior Citizens
- PwD : People with Dementia
- QoC : Quality of Care
- RRTC : Regional Resource and Training Centre
- VTVO : V the Volunteers
- WEAAD : World Elder Abuse Awareness Day

FROM THE FOUNDER TRUSTEES

Dear Friends,

Every year gives us an opportunity to reflect not only on what we have achieved, but also on why we began this journey. Twenty-eight years ago, Nightingales Medical Trust was founded with a simple belief—that every older person deserves to age with dignity, security, purpose and compassion. Today, that belief continues to guide every step we take.

The year 2025–26 has been one of significant progress. Thousands of seniors and their families have benefited from our services in dementia care, healthy ageing, elder abuse prevention, livelihood support, training and community outreach. More importantly, we have touched lives, restored hope and strengthened families.

This year also marks a defining milestone in our journey with the rapid progress of Nightingales Smriti Gram. What began as a dream is steadily becoming a reality. We believe Smriti Gram will not only transform dementia care in India but also emerge as a centre for learning, research and innovation, creating affordable and compassionate solutions for generations to come.

None of this would have been possible without the trust and support of our donors, partners, government agencies, volunteers, well-wishers and the unwavering commitment of our dedicated team. We express our heartfelt gratitude to each one of you. You are an integral part of this journey.

While we take pride in our achievements, we are also conscious that the challenges of an ageing population are growing rapidly. The need for innovative, scalable and sustainable eldercare solutions has never been greater. We therefore reaffirm our commitment to continue leading with compassion, innovation and excellence.

As we look ahead, we invite you to join us in building a society where every older person can live with dignity, purpose and hope.

With gratitude and warm regards,

Dr. Radha S. Murthy
Co-founder & Managing Trustee

Mr. S. Premkumar Raja
Co-founder & Secretary

FROM DIRECTOR'S DESK

Mr. Pradeep Murthy
Director, Operations

Dear Well-wishers,

The 2025-26 has been a defining year for us at Nightingales Medical Trust in continuing our mission to ensure that every older person lives with dignity, purpose, security and access to quality care. Through our impactful programmes we positively impacted 38,633 elders. From providing specialised dementia care and active ageing initiatives to expanding support for marginalized elders, promoting livelihoods through Jobs 60+ program, protecting the rights of senior citizens through helplines, and building the capacity of caregivers and health-care professionals, every initiative has been guided by compassion, innovation and a commitment to excellence.

One of the most significant milestones during the year has been the continued progress of "Smriti Gram – India's largest Dementia Care Village" being established at Doddaballapur, Bengaluru. The construction and equipping of theTraining & Research Academy is completed and more than 80% of the construction work of the first 100-bed free residential facility earmarked for the persons living with dementia from marginalized families is completed. This year our work has been strengthened by the unwavering support of government departments, corporate partners, academic institutions, healthcare professionals, volunteers, donors and countless well-wishers who share our vision of building an age-friendly society. Together, we have demonstrated that meaningful partnerships can create lasting social impact.

India is witnessing unprecedented demographic change, with a rapidly growing older population and an increasing prevalence of dementia and age-related conditions. As we move towards our Vision 2030, we remain committed to expanding access to quality eldercare, strengthening research and capacity building, promoting healthy and active ageing, and creating systems that enable every older person to age with dignity, independence and hope.

On behalf of the entire Nightingales Medical Trust family, I extend my heartfelt gratitude to everyone who has journeyed with us. We look forward to your continued partnership as we work together to build a future where every elder is valued, respected and empowered.

Sincerely,
Pradeep Murthy
Director-Operations

ABOUT US

Nightingales Medical Trust is a professionally-managed not-for-profit organization working for the well-being of the elderly since 1998 in Bengaluru. NMT strives to improve the quality of life of elders of all socio-economic groups and persons with dementia through innovative, need-based and family-centric programs that focus on health care, comprehensive dementia care, active ageing, social integration,combating elder abuse, livelihoods, building awareness, training and advocacy. Some of NMT's projects have emerged as models and are being replicated in other parts of the country. NMT has a unique and high standing as a provider of quality age-care and dementia services.

OUR VISION

A society where elders are healthy, happy, empowered and socially integrated.

OUR MISSION

To enhance the quality of life of elders through innovative community-based support systems, comprehensive geriatric care, dementia focus, combating elder abuse, enabling livelihoods and capacity building.

EXECUTIVE SUMMARY

India's rapidly ageing population presents growing challenges, including declining health, dementia, social isolation, financial insecurity and elder abuse. In response, Nightingales Medical Trust (NMT) continued to strengthen its integrated model of eldercare during 2025–26, delivering services that combined healthcare, social support, livelihood opportunities, advocacy, research and community engagement.

Since its inception in 1998, NMT has positively impacted over 3.36 lakh elders through its comprehensive programmes. During the year, 38,633 older adults benefited from NMT's programmes across Karnataka. From residential dementia care and community-based memory screening to active ageing initiatives, employment support, helpline services and caregiver training, the trust expanded its reach while deepening the quality of care and support provided to older persons and their families.

A major milestone was the progress in the construction of Smriti Gram, a first-of-its- kind, integrated dementia care village envisioned as a benchmark model for dementia care in India set to be operational in Sept 2026. As a part of phase-1, the construction and equipping of the training and research is completed and over 80% of the construction of the first 100-bed residential facility for persons living with dementia from marginalized families was completed. The year also saw strengthened collaborations with academic institutions, healthcare partners, government agencies and civil society organisations, further reinforcing NMT's role as a leader in eldercare.

Person-centred dementia care, mobile active ageing services, digital literacy initiatives for older adults, caregiver training and large-scale awareness campaigns enabled the Trust to respond to the diverse needs of ageing populations while promoting dignity, independence and inclusion. Recognition through the Rotary Club of Bangalore Exemplar Award and NMT's participation in the national level consultative meeting reflected growing recognition of the Trust's expertise and contribution to the sector.

The achievements presented in this report reflect more than programme outputs. They represent improved quality of life, increased access to care, stronger families, livelihood opportunities to elders, empowered caregivers and safer, more age-friendly communities. As India continues to experience rapid population ageing, NMT remains committed to building innovative, evidence-based and compassionate solutions that enable every older adult to age with dignity.

NIGHTINGALES

SMRITI GRAM

A National Model for Dementia Care.

TRAINING & RESEARCH ACADEMY

100% COMPLETED

Construction and equipping completed

100-BED RESIDENTIAL FACILITY

OVER 80% COMPLETED

For persons living with dementia from marginalised families

TARGET OPERATIONAL

SEPTEMBER 2026

"A first-of-its-kind integrated dementia care village envisioned as a benchmark model for dementia care in India."

38,633

Elders Benefited Across Karnataka

100 Beds

Free Residential Dementia Care Facility(Phase 1)

Construction Completed

Of The First 100-bed Facility

Training & Research Academy

Construction & Equipping Completed

Helpline, Awareness & Advocacy

Protecting the rights of Senior Citizens

YEAR AT A GLANCE

DEMENTIA CARE & SUPPORT

232
Persons with dementia served at residential care facilities

115
Persons living with dementia served at day care facilities

151
Beneficiaries at Memory Clinic

393
Elders screened through memory camps in Bengaluru urban and Bengaluru rural

Smriti Gram – Training Academy
COMPLETED

Smriti Gram – Main Block (first 100 beds)
80%
WORK COMPLETED

ACTIVE AGEING PROGRAMS

654
Elders benefitted via Mobile Active Ageing Program

66
Elders benefitted via Online Active Ageing Program

CARE FOR THE MARGINALIZED & COMMUNITY OUTREACH

117
Homeless elderly women cared for

28
Homeless elderly men cared for

161
Marginalized elders benefitted through Hiriyaravadis

NATIONAL HELPLINE FOR SENIOR CITIZENS (14567)

13,159
Actionable calls received

7,617
First-time resolutions & service requests

7,562
Complaints resolved

CASE RESOLUTION RATE AT NHSC

98%

RESOLUTION WITH COMPASSION, IMPACT THAT MATTERS.

YEAR AT A GLANCE

AWARENESS & OUTREACH

81
Awareness programmes conducted by NHSC

5,156
Beneficiaries reached through awareness programs by NHSC

52
Awareness programmes conducted by EHL

3,147
Beneficiaries reached through awareness programs by EHL

ELDERS HELPLINE (1090)

2,447
Complaints received

1,821
Complaints resolved

74%
Complaint resolution rate at EHL

JOBS 60+ – EMPOWERING SENIORS THROUGH EMPLOYMENT

1,568
New job seekers registered

241
Elders placed in jobs

15.33%
Placement rate

1,194
Elders participated in Job Fairs

CAPACITY BUILDING & TRAINING

1,400
Elders trained in digital literacy & cyber safety

231
Caregivers trained on Geriatric care

281
Caregivers trained on Dementia care

1,998
Individuals trained on basic life saving skills

ENGAGEMENT & PARTNERSHIPS

1,647
Volunteers engaged

331
Interns placed in NMT projects

27
Colleges that sent students for internship

36
Corporate companies visited NMT for CSR volunteering

690
Corporate volunteers engaged

KEY ACHIEVEMENTS OF THE YEAR

FY 2025–26 marked another year of growth, innovation and meaningful impact for Nightingales Medical Trust (NMT). Through integrated programmes in dementia care, active ageing, livelihood support, prevention of elder abuse, capacity building and community outreach, the Trust strengthened its commitment to enabling older adults to age with dignity, independence and purpose.

Highlights of the Year

Expanded Impact: Over 38,633 older adults benefitted from NMT's integrated programmes of which 16,132 are direct beneficiaries spanning dementia care, healthcare, active ageing, livelihood support, community outreach, prevention of elder abuse, training and capacity building, and awareness and advocacy programs.

Smriti Gram Milestone: Completed Smriti Gram Training and Research Centre in December 2025 and advanced construction of the first 100-bed residential block to 80% completion, marking significant progress towards establishing an integrated centre for dementia care, training and research.

Recognition & Research: Received the prestigious Exemplar Award from the Rotary Club of Bangalore for excellence in eldercare and dementia support. Strengthened academic and research collaborations through a MoU with CMR University and appointment as the Community Engagement and Involvement Partner for the five-year Cardio-India Healthy Ageing Research Project led by the University of Leicester and the Centre for Chronic Disease Control.

Strengthening Dementia Care: Over 347 persons with dementia were cared for at residential and day care centres through innovative therapeutic interventions, multidisciplinary rehabilitation, family engagement initiatives and community-based dementia awareness programmes. Additionally, 151 beneficiaries received consultation and comprehensive assessment through memory clinics.

Healthy & Active Ageing:
Over 654 elders from 28 Old Age Homes benefitted through mobile active ageing program. 66 elders benefitted through an online active ageing program.

Programs for Marginalized Elders:
Over 145 elderly destitute men and women served across Sandhya Suraksha and Sandhya Kirana Homes respectively.

Expanding Community Services through Hiriyaravadis: With the inclusion of new Hiriyaravadi at Lingarajapuram the number of daycare centres for marginalized increased to 5 across the urban slum settlements in Bengaluru further strengthening support for 161 marginalised older adults and expanding access to community-based eldercare services.

Livelihood & Empowerment: Empowered 241 seniors to remain independent through Jobs 60+ program placing them with suitable employment opportunities. Over 998 Seniors participated in the mega job fair organized for the Senior Citizens, 358 were shortlisted and 58 were provided with on-the-spot offer letters.

KEY ACHIEVEMENTS OF THE YEAR

Capacity Building: Strengthened the eldercare workforce through building the capacities of 231 caregivers in geriatric care and 281 in dementia care training programs and 1998 individuals including community members and BMTC personnel with basic life-saving skills.

Accreditation: Healthcare Sector Skill Council (HSSC) accreditation for NMT's "Foundational Program for Geriatric Caregivers", effective 26 February, 2026. This underscores the Trust's pioneering role in strengthening the geriatric caregiving ecosystem through high-quality, industry-recognised training programmes for elder care professionals.

Advocacy & Community Awareness: Organised large-scale public engagement initiatives including World Elder Abuse Awareness Day reaching 2344 individuals, World Alzheimer's Day reaching 350 individuals, Hiriyara Utsava reaching 112 individuals festival for senior citizens in collaboration with 'V The Volunteers'.A state-level workshop on 'The Maintenance and Welfare of Parents and Senior Citizens Act 2007-Implementation , Challenges and Recommendations' brought together 108 personnel from all line departments including Revenue, Police, Law, Senior Citizen Welfare Dept. The recommendations emerging from the workshop were submitted to the Government to strengthen policy implementation and improve services for senior citizens.

Team Building: As a part of team building activities, an Annual Retreat for Managers was conducted on 16-18 Feb 2026. Based on the discussions from the retreat, a Strategy 2030 outcome document was developed. Accordingly, Annual Operating Plan 2026-27 and corresponding budgets were devised. The retreat aided the team in design thinking and long-term planning.

Streamlining of processes and documentation: In view of the organization's growth in both scale and complexity, 38 Standard Operating Procedures (SOPs) from all projects were reviewed and updated. 19 modules on the Management Information System (MIS) went live with continuous support and maintenance. Periodical reports and review meetings - monthly, quarterly, half-yearly and annual were held that strengthened the documentation and review & feedback systems in the organization. Regular mentoring & supervision visits were undertaken to field by staff to provide on-site handholding.

Strong Leadership & Governance: 270 full time staff are working with NMT. The Trust is guided by 8 Board of Trustees who meet periodically and provide strategy and direction. The 7 member executive team, comprising Senior Leadership - Director/Finance Controller/Assoc Director/ Dy Directors/HR/Accounts Manager guided by the Board implements programs/projects as per the approved plan and budgets. The Core Group composed of Senior Managers/Program/Project Managers implement projects on ground with support from the Executive Committee.

Strong Partnerships: Over the years, NMT has built strong partnerships with Government Stakeholders - both national and state level, line departments (Police, Revenue, Law, Dept of Empowerment of Senior Citizens, BBMP etc.), Philanthropic Organizations, Corporate Companies, Grassroot NGOs, Academic Institutions, Development Sector Partners, Like-minded organizations, Volunteers, Families and Well-wishers. All stakeholders are updated about the progress, achievements and future plans through periodical newsletters and progress reports.

DEMENTIA & MEDICAL CARE

In 2025-26, 498 Persons with Dementia were benefited through dementia care programs. 347 Persons with Dementia (PwD) were provided direct care at the residential and day care centres run by NMT. The Trust runs three residential dementia care centres, three day care centres, and three memory clinics - with 151 total beneficiaries at the Memory Clinics.

The entire continuum of dementia care services including memory screening - for diagnosis, care and management of symptoms, guidance, and family caregiver support programs are provided through these centres. This year the key outcomes were improved with an additional 393 elders screened at memory camps from Bengaluru Urban and Rural districts.

Together, these integrated interventions strengthen access to timely diagnosis, person-centred care, medical support and caregiver guidance, reinforcing NMT's commitment to improving the quality of life of persons living with dementia and their families.

RESIDENTIAL DEMENTIA CARE

Nightingales Centre for Ageing & Alzheimer's

97-bed facility at Kasturinagar, Bengaluru

NCAA continued to strengthen its person-centred model of residential dementia care by creating an environment where clinical expertise, therapeutic engagement and meaningful human connections came together to enhance the quality of life of PwD.

During the year, the Centre provided residential dementia care to 151 PwD. The Centre adopted a multidisciplinary approach that combined innovative therapies, rehabilitation, family participation and community engagement, enabling residents to remain physically active, cognitively stimulated, emotionally supported and socially connected.

Therapeutic engagement remained central to daily care - residents participated in a wide range of structured interventions including attention-enhancing exercises, basic French language sessions, no-fire cooking, mandala art, flower making, aromatherapy and garden-based activities. These activities were designed to promote cognitive stimulation, sensory engagement, emotional well-being and purposeful participation in everyday life. The no-fire cooking sessions engaged 17 residents monthly, fostering independence, creativity and social interaction while encouraging residents to actively participate in familiar daily routines.

Rehabilitation services were further strengthened through the introduction of functional communication speech therapy, benefiting around 10 residents by improving vocal expression and confidence in everyday communication with the support of speech therapy interns. The Stroke Club provided structured rehabilitation for 10 residents every week to improve mobility and motor function.

In addition, evening engagement programmes were introduced to support residents experiencing Behavioural and Psychological Symptoms of Dementia (BPSD). Conducted through individual and group-based activities such as games, music, art, craft work, doll therapy and recreational exercises, these sessions helped reduce agitation, improve sleep patterns, minimize the need for SOS medication and foster a calm, supportive environment.

232
Persons Living with Dementia Served

17
Residents in No-Fire Cooking Sessions

10
Residents Benefited from Speech Therapy

10
Stroke Club Participants

16
Nigli Preschool Children

24
Kristu Jayanti College Students

RESIDENTIAL DEMENTIA CARE

Nightingales Centre for Ageing & Alzheimer's

97-bed facility at Kasturinagar, Bengaluru

Recognizing that dementia care extends beyond the individual, NCAA continued to actively involve families in the care journey. The Centre organized 'Joyful Moments', a family engagement initiative that brought residents and their loved ones together through warm-up exercises, interactive games, painting, block building, carrom and traditional indoor games.

With a cheerful and supportive environment, the programme strengthened emotional bonds, encouraged meaningful interaction and created lasting memories. Families appreciated the opportunity to participate in their loved ones' care, reaffirming the important role of family involvement in promoting residents' emotional well-being and quality of life.

Facilitating meaningful connections with the wider community remained a key focus. Through intergenerational engagement programmes, residents interacted with 24 students from Kristu Jayanti College and 16 children from Nigli's Preschool during cultural performances, shared meals and recreational activities. These interactions fostered companionship, encouraged mutual learning that enriched residents' emotional well-being while nurturing empathy and awareness of dementia amongst younger generations.

The Centre witnessed promising rehabilitation outcomes through its multidisciplinary model of care. One resident admitted following recurrent stroke with severe speech and swallowing difficulties progressed from complete dependence and wheelchair mobility to assisted walking, improved communication and independent eating through coordinated physiotherapy, speech therapy, nursing care and nutritional rehabilitation. Such outcomes demonstrate the transformative impact of personalized, multidisciplinary dementia care in restoring independence, confidence and quality of life

Engagement Activity

Non-Fire Cooking

RESIDENTIAL DEMENTIA CARE

ETCM - Nightingales Dementia Care Centre

50-bed facility at Kolar

ETCM-NDCC continued to provide comprehensive residential dementia care to 59 beneficiaries by integrating specialised clinical services, rehabilitation, psychosocial support and community engagement within a person-centred care framework. Throughout the year, the Centre strengthened the quality of care through enhanced clinical services, multidisciplinary rehabilitation, improved referral networks and meaningful resident engagement, creating a supportive environment that promoted dignity, comfort and well-being for persons living with dementia.

Clinical services were strengthened through the introduction of biweekly consultant psychiatrist visits from August 2025, replacing teleconsultations with regular in-person psychiatric assessments and follow-up care. The Centre also enhanced the quality of care through periodic retraining of nursing aide staff, regular communication with families through clinical progress reports and home assessment visits by nursing staff to facilitate timely admissions and continuity of care. Physiotherapy services were further expanded with the support of interns from Chenne Gouda Institution, which provided structured rehabilitation sessions to improve residents' gait, mobility and functional independence.

Community outreach remained an integral component of the Centre's work. In collaboration with ETCM Hospital, memory screening awareness was promoted through the ETCM Thanksgiving Celebration and ETCM Medical Camp, while regular visits to neighbourhood hospitals and clinics strengthened referral pathways and increased public awareness of dementia services. During the year, 10 comprehensive assessments were conducted, and 9 new admissions were carried out at the Centre.

Bhajans conducted at ETCM- NDDC

59 Beneficiaries provided comprehensive residential dementia care

10 Comprehensive assessments conducted

9 New admissions at the Centre

Biweekly consultant psychiatrist visits introduced from August 2025

Physiotherapy services expanded with support of Chenne Gouda Institution interns

Spirituality session by Brahmakumari Prathana Mandira on 17 March 2026 with **40 residents & staff**

Two wheelchairs donated by residents' families

RESIDENTIAL DEMENTIA CARE

ETCM - Nightingales Dementia Care Centre

50-bed facility at Kolar

Resident well-being was enriched through a range of psychosocial, recreational and spiritual engagement activities that encouraged social participation and emotional wellness. A spirituality session conducted by Brahmakumari Prathana Mandira on 17 March 2026 brought together 40 residents and staff, providing opportunities for reflection and emotional support. The Centre also celebrated major festivals and national observances, including Ram Navami, Independence Day, Ganesh Festival, Onam, World Alzheimer's Day, Christmas, Pongal and Women's Day, fostering a vibrant community environment where residents experienced a sense of belonging, cultural continuity and joyful participation.

Institutional development and community partnerships further strengthened the Centre during the year. Volunteers from Deutsche Bank contributed to beautifying the campus by painting the compound walls, while the donation of two wheelchairs by residents' families reflected their confidence in the care provided by the Centre. Infrastructure improvements, including the installation of a solar power system enhanced the safety, ustainability and overall living environment for residents and staff.

Dementia Care Training through both online and offline modes

RESIDENTIAL DEMENTIA CARE

Nightingales Trust Tanya Mathias Elder Care Centre

25-bed facility at Kothanur, Bengaluru

The Nightingales Trust Tanya Mathias Centre (NTTM) continued to provide specialised residential dementia care for women. During 2025–26, the Centre supported 22 women living with dementia by delivering holistic, person-centred care in a safe, homely and nurturing environment that promoted dignity, comfort and overall well-being. Round-the-clock support from a dedicated team of nurses, caregivers and medical professionals ensured that residents received quality clinical care and psychological support.

Comprehensive healthcare remained central to the Centre's care model. Regular medical reviews by the in-house physician, weekly psychiatric consultations to monitor and manage the Behavioural and Psychological Symptoms of Dementia (BPSD), nutritious meals tailored to individual dietary requirements, daily Cognitive Stimulation Therapy (CST) activities and structured exercise sessions - contributed to maintaining residents' physical health, cognitive function and emotional well-being. This integrated approach enabled residents to remain engaged, socially connected and supported in their daily lives.

The Centre further strengthened its person-centred care approach by introducing aromatherapy for residents experiencing behavioural symptoms, resulting in noticeable calming effects and improved emotional regulation. One notable case involved a 79-year-old resident who demonstrated significant improvement in sleep patterns and feeding following aromatherapy combined with passive exercise, highlighting the value of non-pharmacological interventions in enhancing quality of life for persons living with dementia.

Recognising the invaluable contribution of caregivers, NTTM celebrated Caregivers' Day and Onam on 20 February, 2026. Through cultural performances, cake-cutting, a sponsored lunch and a felicitation ceremony - the trust honoured caregivers for their dedication, compassion and unwavering commitment to patient care.

Community and spiritual engagement proved essential to residents' well-being. On 4 January, 2026, catechism students, teachers and the priest from Marianahalli Church visited the Centre to celebrate the New Year with residents through cultural performances, meaningful interactions and the distribution of groceries to the Centre. The programme fostered intergenerational connections, strengthened residents' sense of belonging and created a joyful and inclusive environment reflecting the Centre's commitment to holistic dementia care.

22
Women Living with Dementia Supported

25-Bed
Residential Facility

Weekly
Psychiatric Consultations

Daily
Cognitive Stimulation Therapy

Aromatherapy
Introduced

24×7
Nursing & Caregiver Support

Caregivers' Day
Celebration

Community & Spiritual Engagement

Care giver day celebration

DEMENTIA DAY CARE

Dementia day care centres play a vital role in enabling PwD to continue engaging with their communities while receiving therapeutic care, cognitive stimulation and social engagement. Equally important, they provide respite, guidance and emotional support to family caregivers, helping them navigate the challenges of dementia care with greater confidence. During 2025–26, NMT's dementia day care centres continued to reinforce person-centred care to 115 beneficiaries through multidisciplinary clinical support, therapeutic interventions, caregiver education and meaningful community involvement.

Nightingales Centre for Alzheimer's & Ageing Day Care (NCAA)

Kasturinagar, Bengaluru

The NCAA Day Care Centre continued to provide a supportive environment where PwD participated in purposeful daily routines that fostered cognitive stimulation, emotional well-being and social interaction. Individualised care plans were complemented by group-based therapeutic activities that encouraged participants to remain physically active, socially connected and engaged throughout the day.

An emphasis was placed on strengthening the role of families in dementia care - the programme benefited 21 persons living with dementia and their caregivers through family-centred interventions. Regular centre-based activities and guided social interactions, created opportunities for PwD and their caregivers to participate together in sentimental experiences that reinvigorated trust, communication and emotional bonding. This family-centred approach enhanced the confidence of caregivers and greater continuity of care within the home environment, solidifying NMT's belief that dementia care extends beyond the individual to the entire family.

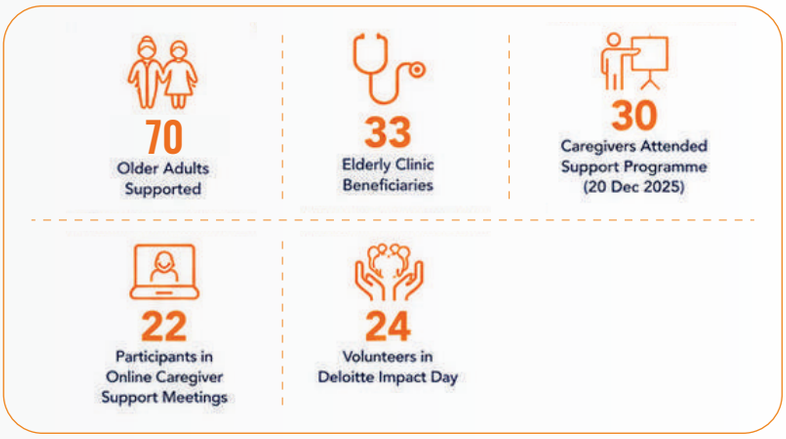
The Centre engaged in holistic well-being interventions through recreational, cognitive and social engagement activities tailored to the abilities and interests of participants - this encouraged active participation, maintained daily functional abilities and created a positive environment where individuals living with dementia could experience dignity, and a sense of companionship.

Nightingales Trust Day Care for Elderly & Dementia (NDED)

Jayanagar, Bengaluru

NDED's multidisciplinary model of dementia day care integrated specialist clinical services, therapeutic interventions, caregiver education and community outreach. The Centre supported around 70 older adults to improve cognitive health, emotional well-being and social participation.

At a Glance: 2025-26



Daily activities combined cognitive stimulation, therapeutic engagement and recreational programmes that encouraged participants to remain active while fostering meaningful relationships with peers. Celebrations of festivals, birthdays and other special occasions further enriched the day care experience, creating a vibrant environment that promoted inclusion, confidence and emotional well-being.

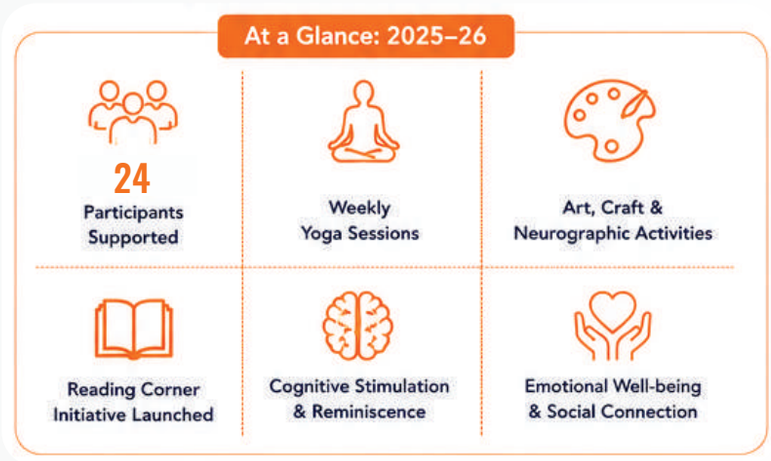
Clinical care remained central to the programme. Memory clinic consultations were conducted by visiting specialists and in-house psychiatrists, including Dr. Steve (Apollo Hospital), Dr. Srikala and Dr. Pranathi, providing comprehensive assessment, diagnosis, treatment planning and follow-up care. Complementing these services, the Centre's Elderly Clinic supported 33 beneficiaries through clinical consultations, cognitive assessments, counselling and personalised management plans, facilitating early identification and appropriate intervention for cognitive decline.

Recognising that dementia care is most effective when caregivers are well informed and supported, NDED continued to invest in caregiver education throughout the year. A caregiver support programme led by Dr. Pranathi on 20 December 2025, themed "Caring for People with Dementia at Home: A Holistic Approach," brought together 30 caregivers for an interactive session focused on practical caregiving strategies, behavioural management and peer learning. In addition, two online caregiver support meetings engaged 22 participants, creating opportunities for caregivers to share experiences, seek professional guidance and strengthen their caregiving skills.

Community engagement was further strengthened through initiatives such as Deloitte Impact Day, where 24 volunteers participated in activities that fostered meaningful interactions between volunteers and older adults while encouraging greater community awareness of healthy ageing and dementia.

Nightingales Trust
Dementia Day Care Centre(NDDC)
RT Nagar, Bengaluru

NDDC continued to provide a nurturing day care environment that encouraged older adults living with dementia to remain physically active, cognitively stimulated and socially connected. Through structured therapeutic activities and meaningful daily engagement, the Centre supported 24 participants in maintaining their functional abilities while promoting confidence, independence and emotional well-being.



Regular therapeutic interventions formed the foundation of the Centre's programme. Weekly yoga sessions encouraged flexibility, balance and physical wellness, while cursive handwriting and neurographic art activities stimulated cognition, creativity and self-expression. Together, these interventions created opportunities for participants to remain engaged in purposeful activities that supported both mental and emotional health.

To further enrich the day care environment, the Centre initiated the development of a dedicated reading corner by collecting books for participants. This initiative aims to create a welcoming space that encourages reading, reminiscence, cognitive stimulation and quiet reflection, contributing to a holistic and engaging care environment for older adults.

Art & Craft Activities at NDED, Jayanagar

Get Together at NDDC, RT Nagar

SMRITI GRAM

Smriti Gram is a ground breaking initiative of NMT, envisioned as India's first integrated dementia village and a model for care,training, research and innovation . Located at Doddaballapur in Bengaluru Rural District, the 300-bed dementia village will be among the largest of its kind globally once fully operational, offering a comprehensive and compassionate ecosystem for persons living with dementia. The first phase includes 100 residential beds dedicated exclusively to economically disadvantaged persons living with dementia, all of whom will receive care completely free of cost.

300-Bed Dementia Village
(On Completion)

100 Residential Beds (Phase I)
Free of Cost for Economically Disadvantaged Persons Living with Dementia

Dementia Training Academy
Building a Skilled Workforce for the Future

Smriti Gram aims to become a national centre of excellence by integrating evidence-based modern medicine with validated traditional Indian systems of medicine, wherever appropriate, to improve the quality of life of persons living with dementia in a safe, scientific and cost-effective manner. The campus will house a Dementia Training Academy to develop a skilled workforce of caregivers, nurses and healthcare professionals capable of meeting the country's rapidly growing demand for dementia and age care.

During 2025–26, significant progress was achieved in both infrastructure development and community outreach, bringing the vision of Smriti Gram closer to reality.

Construction Progress

Construction activities progressed steadily throughout the year, marking important milestones in the development of the Smriti Gram campus. The Smriti Gram Training Academy was successfully completed in December 2025, laying the foundation for a dedicated centre that will strengthen the knowledge and skills of professional caregivers, healthcare workers and youth through structured training programmes.

Construction of the Main Block (Phase I) also advanced significantly during the reporting period. Progress moved from foundation work in April 2025 to the successful completion of 30,000 square feet of RCC roof slab casting by December 2025. By the end of March 2026, approximately 60% of the first 100-bed facility had been completed, including 80% of brickwork and 30% of internal plastering. Once operational, Smriti Gram beyond providing compassionate care to the vulnerable older persons, demonstrates an innovative, affordable and scalable model.

SMRITI GRAM

Construction of the Main Block (Phase I) also advanced significantly during the reporting period.

April 2025
Foundation Work

June–Sept 2025
Structural Development

December 2025
30,000 sq. ft. RCC Roof Slab Casting Completed

March 2026
80% of First 100-Bed Facility Completed

80%
Brickwork Completed

30%
Internal Plastering

100
Beds (Phase I) On Track

Once operational, Smriti Gram beyond providing compassionate care to the vulnerable older persons, demonstrates an innovative, affordable and scalable model.

Community Outreach

While construction continued, Smriti Gram also strengthened community-based dementia care by extending early identification, awareness and referral services to underserved communities across Bengaluru and neighbouring districts.

Community Awareness and Memory Screening

Early detection remained a key priority during the year. A total of 12 memory screening camps were conducted in collaboration with Bangalore Baptist Hospital, Lion's Club and others across Bengaluru's urban slums and rural communities, benefiting 393 older adults through cognitive screening and preliminary assessment. These camps created opportunities for early identification of cognitive concerns and facilitated timely referrals for further evaluation and support.

Outreach activities were extended to old age homes and day care centres, ensuring that vulnerable older adults could access appropriate services closer to their communities.

Recognising that awareness is essential for early intervention, Smriti Gram organised dementia awareness programmes at Melekote Gram Panchayath, Doddaballapur with Advaya Trust. These sessions sensitised community members to the early signs of dementia, available support services and the importance of timely medical consultation, contributing to greater community awareness and reducing stigma surrounding dementia.

Training Block

100 Bed Dementia Care Centre

ACTIVE AGEING & SOCIAL INTEGRATION

Active Ageing Program

NMT believes that healthy aging extends beyond the absence of disease. The program empowers older adults to remain physically active, cognitively engaged, socially connected and emotionally resilient. Guided by this philosophy, the 'Active Ageing Programme' aimed at dementia risk-reduction continued to provide a holistic platform that encouraged older adults to embrace ageing with confidence, independence and purpose. The programme actively engaged 66 older adults through a comprehensive range of health, wellness, learning and social participation initiatives.

The programme promoted physical well-being through condition-specific exercise regimens and balance training tailored individual needs. These interventions were designed to improve mobility, enhance functional independence and reduce the risk of falls, encouraging participants to adopt active lifestyles. Complementing these activities were wellness sessions such as sound healing, relaxation exercises and other holistic practices.

Recognising that cognitive health is central to healthy ageing, the programme introduced a diverse range of innovative brain-stimulation activities that transformed learning into an enjoyable experience. Participants engaged in interactive sessions including Logo Quiz, Language Translation, Rebus Puzzles, Clue Catcher, story-based challenges, memory and attention exercises, case-based riddles, Reverse Pictionary, Crypto Words and Memory Match-Up. These carefully designed activities strengthened memory, language, reasoning, attention and problem-solving abilities while fostering curiosity, confidence and continued lifelong learning.

The programme created numerous opportunities for social participation and creative expression. Cookery demonstrations, gardening sessions, Christmas photography, Creative Corner workshops, talent shows and group games encouraged older adults to share their skills, explore new interests and build meaningful relationships with fellow participants. An Online Scavenger Hunt and Frame the Tagline Competition, involving 40 older adults, emerged as one of the year's most popular initiatives, proving digital engagement can successfully foster participation, creativity and social connectedness.

Learning and community engagement remained integral to the programme throughout the year. An intergenerational programme on Parenting, Information Literacy and Environmental Responsibility brought together over 55 Active Ageing members and interns, creating a platform for meaningful dialogue and shared learning across generations. Participants also benefited from an expert-led webinar on "Foundations of Healthy Ageing," delivered by Dr. Chaitra, where 40 participants gained practical insights into physical health, cognitive well-being and lifestyle practices that support healthy ageing.

Active Ageing Program

The Active Ageing Get-Together 2026, which reunited 55 participants, including former members, celebrating friendships built through the programme and reinforcing the importance of social inclusion in later life. Beyond its regular activities, the programme expanded its reach through collaborations with Jobs 60+, the National Helpline for Senior Citizens (NHSC), Community-Based Rehabilitation (CBR) initiatives, NIMHANS Mental Health Santhe, Advaya Trust, CGHS Hospital and the National Service Scheme (NSS).

LEARNING & COMMUNITY ENGAGEMENT

Intergenerational Programme
on Parenting, Information Literacy and Environmental Responsibility

Brought together over 55 Active Ageing members and interns for meaningful dialogue and shared learning across generations.

55+

Expert-led Webinar "Foundations of Healthy Ageing"

Delivered by Dr. Chaitra

40 participants gained practical insights on physical health, cognitive well-being and lifestyle practices.

40 participants

Active Ageing Get-Together 2026

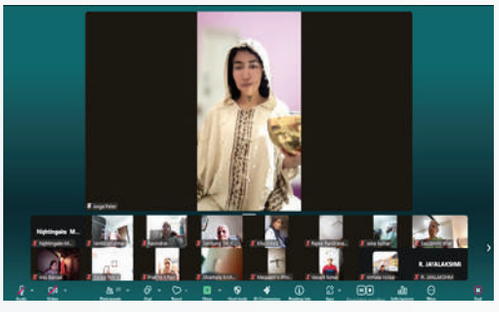
Reunited 55 participants, including former members, celebrating friendships built through the programme and reinforcing the importance of social inclusion in later life.

55 participants

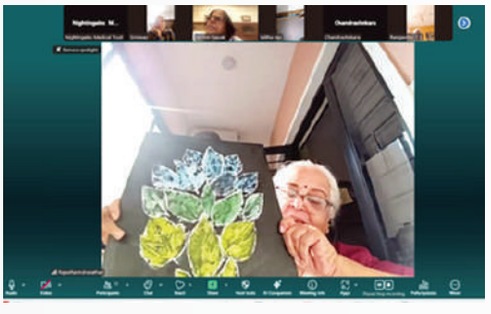
EXPANDING IMPACT THROUGH COLLABORATIONS

- **Jobs 60+** — Empowering older adults through livelihood opportunities
- **National Helpline for Senior Citizens (NHSC)** — Awareness, guidance and support
- **Community-Based Rehabilitation (CBR)** — Inclusive community participation
- **NIMHANS Mental Health Santhe** — Mental well-being and awareness
- **Advaya Trust** — Community outreach and support
- **CGHS Hospital** — Health awareness and screening
- **National Service Scheme (NSS)** — Youth engagement and volunteering

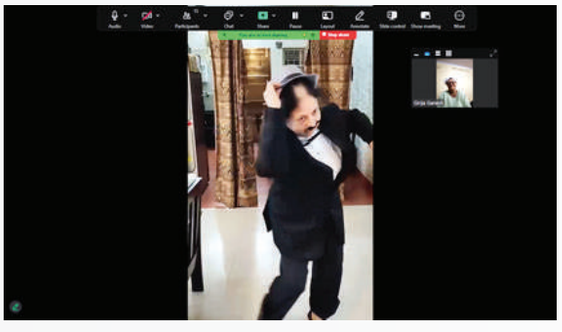
These partnerships strengthened awareness of healthy ageing, dementia prevention and community participation, extending the programme's impact to a wider audience.



Sound healing Session

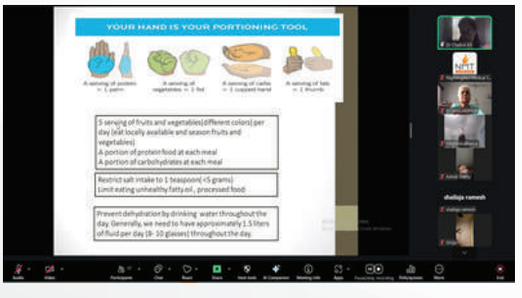


Creative Corner session



Talent show

Active Ageing Get Together



Online webinar on Foundations of Healthy Ageing

Mobile Active Ageing Programme

The Mobile Active Ageing (MAA) programme continued to extend NMT's preventive healthcare initiatives to those residing in old age homes and community care institutions. Integrating multidisciplinary health and wellness services directly into residential facilities, the programme ensured that older adults with limited access to specialised care could benefit from regular health monitoring and intervention efforts, cognitive stimulation, and social engagement within their own living environments.

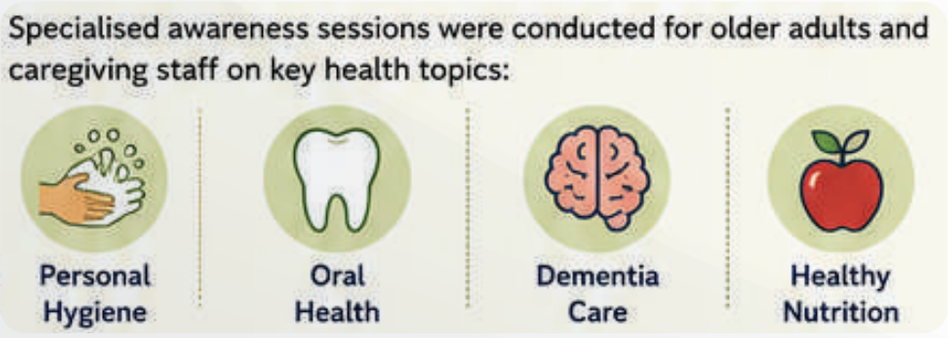
During 2025–26, the programme significantly expanded its reach through Memoranda of Understanding (MoUs) with 28 old age homes across North and South Bengaluru, establishing long-term partnerships that strengthened the delivery of community-based eldercare services with elder care institutions. Through these collaborations, 654 older adults were equipped with comprehensive physical, cognitive and social well-being interventions designed to promote healthy aging, mental stimulation and meaningful social interaction among the residents.

Preventive healthcare efforts were made in the form of general medical camps organised in collaboration with Aster Hospital, and a free eye screening camp conducted in partnership with Narayana Netralaya which benefited 200 older adults, children and caregiving staff at Sri Sai Shathashrunga Home, Tavarekere. These initiatives improved access to essential healthcare services - facilitating early detection and diagnosis of health concerns, promoting timely medical intervention.

The programme further enriched residents' well-being through a wide range of holistic interventions, including group counselling on lifestyle management, mindfulness sessions, writing therapy, music and art therapy, nutrition and hydration awareness, gardening, skits, fireless cooking, relaxation exercises and personal hygiene education. Together, the programme encouraged active participation, strengthened emotional well-being and fostered healthier lifestyles.

Recognising that quality eldercare depends on informed caregivers as well as healthy residents, the programme also conducted specialised awareness sessions on personal hygiene, oral health, dementia care and healthy nutrition for both older adults and caregiving staff at a few senior citizen homes . These sessions enhanced health literacy, strengthened caregiving practices and reinforced the importance of preventive healthcare in promoting healthy and dignified ageing.

Empowering Caregivers & Building Awarness



Mobile Active Ageing Programme

Through sustained partnerships, integrated healthcare services and community-based interventions, the Mobile Active Ageing programme continued to advance NMT's vision of enabling older adults to age actively, independently and with dignity, regardless of where they reside.

OUR REACH & IMPACT IN 2025–26

28 MoUs

with old age homes across North & South Bengaluru

establishing long-term partnerships for community-based eldercare.

654 Older Adults

reached with a comprehensive package of physical, cognitive and social well-being interventions.

Holistic Care Delivered

Promoting healthy ageing, mental stimulation and meaningful social interaction among residents.

Our Goal

To enable older adults to age actively, independently and with dignity, regardless of where they reside.

Personal hygiene session in Old Age Home

Cognitive session in Old Age Home

Sessions in Little Drop and at Parvathi Charitable Trust by Dr Aakanksha

Nutrition hydration in healthy aging

Elders of old age home participated in Hiriyara Utsava

PROGRAMS FOR MARGINALISED ELDERS

Ageing with dignity should not depend on one's economic circumstances or family support. Through its programmes for marginalised elders, NMT provides safe shelter, healthcare, nutrition, psychosocial support and opportunities for social inclusion to older adults experiencing abandonment, homelessness and social vulnerability. During 2025–26, the Trust continued to honour its continuum of care through services such as, two residential homes for destitute elders, four daycare centres for marginalised older adults and a free geriatric clinic - enabling 306 vulnerable older adults to access comprehensive care, community participation and welfare services.

Destitute Homes

Sandhya Suraksha Home for Destitute Women

Sandhya Suraksha continued to provide a safe, secure and nurturing home for elderly women who had experienced abandonment, neglect or other forms of social vulnerability. During 2025–26, the Home supported 117 elderly women, by providing residential care, nutritious meals, healthcare, psychosocial support and opportunities for meaningful engagement.

Beyond meeting their daily needs, the Home remained committed to restoring dignity, rebuilding confidence and creating an environment where every resident could experience a sense of belonging and purpose.

117 Elderly Women Supported

27 New Admissions

Healthcare remained central to the Home's care model. A total of 91 medical visits were conducted during the year, ensuring regular health assessments, timely medical intervention and continuous monitoring of residents' physical well-being. The multidisciplinary care approach was complemented by emotional support, recreational activities and opportunities for social interaction, contributing to the overall quality of life of the residents.

91 Medical Visits

Community engagement continued to enrich the lives of residents through 20 Corporate Social Responsibility (CSR) volunteer programmes, organised in collaboration with organisations including Agilon Health India Private Limited, Tata Realty Group, Zinnov Consultancy, United Way and several other corporate partners. These engagements created opportunities for celebration, companionship, creative activities and strengthening connections between residents and the wider community.

20 CSR Volunteer Programmes

14 Schools & Colleges Participated

17 Awards at Hiriyara Utsava 2026

Destitute Homes

Sandhya Suraksha Home for Destitute Women

Intergenerational engagement remained an important feature of the Home's activities. Students from 14 schools and colleges, including Mary Immaculate Public School, Clarence School, St. Joseph's University, Christ University and Parikrama School, visited the Home throughout the year. Through cultural performances, celebrations, conversations and shared experiences, visits allowed for mutual learning while reducing social isolation and promoting empathy amongst each other.

Residents participated in a vibrant calendar of cultural and recreational events, celebrating occasions such as International Yoga Day, Environment Day, Independence Day, Diwali, Christmas, Annual Day and other festive observances that brought together residents, volunteers and community members. These celebrations promoted social participation, emotional well-being and a strong sense of community within the Home.

The confidence and enthusiasm of residents reflected in their participation at Hiriyara Utsava 2026, where they secured 17 prizes, including first place in Fancy Dress and Group Dance, second place in Drawing and third place in Solo Singing. These achievements demonstrated the positive impact of creating opportunities for self-expression, creativity and active participation.

Residents of Sandhya Suraksha and Sandhya Kirana also enjoyed a recreational outing to Richmond Park on 13 January, 2026 - providing a welcome opportunity to relax, interact with peers and participate in community life beyond the residential setting.

Parikrama School students

NCC students interacting with elders

CSR event at Sandhya Suraksha

Destitute Homes

Sandhya Kirana Home for Destitute Men

Sandhya Kirana Home continued to provide a safe, supportive and dignified living environment for older men experiencing homelessness, abandonment and other forms of social vulnerability. During 2025–26, the Home supported 28 elderly men, through comprehensive residential care that integrated healthcare, nutrition, psychosocial support and opportunities for purposeful engagement. The programme remained committed to helping residents rebuild confidence, regain autonomy and experience a renewed sense of belonging.

The Home reaffirmed its commitment to rehabilitation and family reintegration when possible. During the year, one resident was successfully reunited with his family, demonstrating the programme's continued efforts to restore family connections and facilitate reintegration whenever safe and appropriate.

Meaningful daily engagement remained central to the residents' routine - activities such as yoga, physical exercise, gardening, paper-cover making, household responsibilities including laundry and tea preparation, group games and social interaction sessions encouraged residents to remain physically active while promoting independence, cognitive stimulation, life skills and community participation. These everyday activities helped create a sense of responsibility while supporting residents' overall well-being.

A significant milestone during the year was income-generation and psychosocial rehabilitation initiative collaboration with NIMHANS. Residents received regular counselling and psychosocial support from Psychiatric Social Workers, helping them build emotional resilience, improve coping skills and work towards social reintegration. Participation in the Farmers' Market, where products prepared by residents were displayed and appreciated by the public - creating a platform for engagement. A newspaper collection drive during the event further encouraged teamwork, responsibility and community participation - further promoting environmental awareness and resource mobilisation.

Community engagement continued to enrich the lives of residents throughout the year. The Home hosted 29 Corporate Social Responsibility (CSR) engagement programmes, while 38 internship students contributed their time and skills. Storytelling sessions and other engagement programmes created opportunities for companionship, self-expression and emotional well-being.

Destitute Homes

Sandhya Kirana Home for Destitute Men

The year also witnessed a life-changing intervention for one of the residents, who received an artificial limb with support from the Rotary Club. The intervention significantly improved mobility, autonomy and overall quality of life, demonstrating the transformative impact that collaborative partnerships can have in restoring dignity and enabling older adults to lead more fulfilling lives.

Storytelling session in Sandhya Kirana

Christmas Celebration

CSR Visit to SK Home

Participating at Farmer's Market

NIMHANS visit for Income Generation Activities

Day Care for Marginalised Elders – Sandhya Kirana Day Centre

The Sandhya Kirana Day Care Centre continued to provide community-based care and support to vulnerable older adults, enabling them to age with dignity while remaining connected to their families and communities. During 2025–26, the centre supported an average of 29 marginalised elders, offering nutritious meals, healthcare, psycho-social support, recreational activities, livelihood opportunities and assistance in accessing government welfare schemes. Essential materials including wheelchairs, groceries, diapers, clothing, newspapers and winter wear were distributed to beneficiaries to improve their comfort and well-being.

Access to healthcare remained a key priority the programme organised

- **3** Medical Camps
- **31** Geriatric Clinics
- **67** Doctor Visits
- **9** Health Awareness Sessions

Benefiting an average of **96** Marginalised Elders

Eye Care Initiatives

Undertaken in partnership with **Rotary Bangalore and collaborating hospitals.**

- **28** Older Adults received Free Spectacles
- **10** Elders underwent successful Cataract Surgeries

Dental Screening Camp

Sponsored by the Inner Wheel Club of Bangalore benefited around

75 Elders

Assistance in Accessing Welfare Schemes

Elders were assisted in obtaining **Senior Citizens Cards** and **Ayushman Vayo Vandan** Cards, improving their access to essential social protection schemes.

Free Eye Screening Camp

Conducted in partnership with **Narayana Nethralaya** with support from **Deutsche Bank.**

Eye Camp

Livelihood promotion remained an integral component of the programme. Older adults showcased and sold products through stalls at corporate offices, community markets and festive events, creating opportunities for supplementary income while enhancing public awareness of active ageing. Regular participation in the Richmond Town Farmers' Market further provided a platform for elders to display their skills, engage with the community and build confidence through productive participation.

The programme witnessed exceptional community participation, a total of 401 corporate volunteers representing 33 corporate partners, including Zebra Technologies, General Electric, L&T, PwC, Federal Bank and Deloitte, alongside 288 community volunteers and 38 interns, contributed time, skills and resources to the programme.

Volunteers supported daily activities, organised recreational programmes, interacted with beneficiaries and donated essential supplies, enriching the lives of older adults through sustained engagement. The centre also welcomed eight exchange students from Switzerland, whose visit to Sandhya Suraksha Home and Sandhya Kirana Home symbolised cultural and intergenerational connections.

Hiriyaravadi Centres - Day Care Centers for Marginalized Elderly

Hiriyaravadi centres (day care centers for elderly) in urban slums at D.J. Halli, Vannarapet, Rajendranagar, Shanthinagar and Lingarajapuram ensured that community-based eldercare services reach 161 vulnerable older adults in Bengaluru. A significant milestone was the inauguration of the Lingarajapuram Hiriyaravadi on 25 February, 2026.

New Hiriyaravadi Centre at Lingarajpuram

D.J. Halli Hiriyaravadi

The D.J. Halli Hiriyaravadi supported 36 marginalised older adults during the year by providing community-based care, nutritious meals, healthcare services and assistance in accessing government welfare schemes. Recreational and awareness activities encouraged social participation while promoting healthy and dignified ageing within the community.

Vannarapet Hiriyaravadi

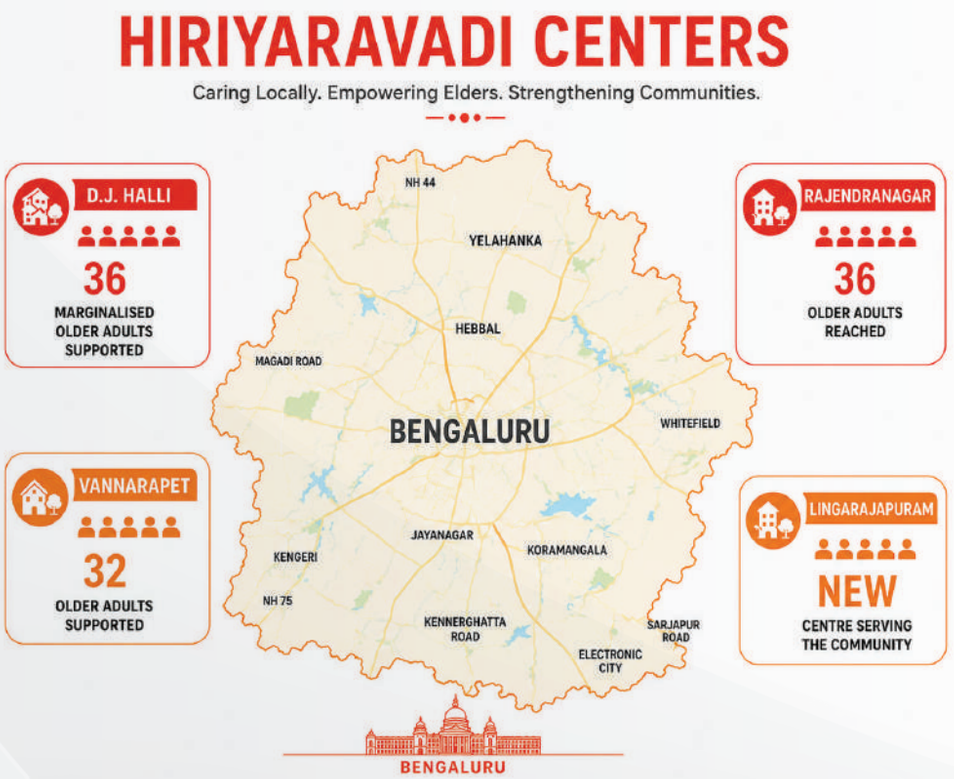
Supporting 32 older adults, the Vannarapet Hiriyaravadi continued to foster an inclusive environment where beneficiaries accessed essential day care services, participated in livelihood initiatives and remained actively engaged in community life, enhancing both their well-being and financial independence.

Rajendranagar Hiriyaravadi

The Rajendranagar Hiriyaravadi reached 36 older adults through integrated community-based services focused on health, emotional well-being and social inclusion. Regular interactions, recreational programmes and guidance on government welfare entitlements enabled beneficiaries to remain connected, informed and independent.

Lingarajapuram Hiriyaravadi

A significant milestone during the year was the inauguration of the Lingarajapuram Hiriyaravadi on 25 February, 2026. The new centre commenced services with 23 elderly daily. The Inner Wheel Club of Bengaluru donated furniture for the facility, the centre has expanded access to community-based eldercare for vulnerable older adults in the locality.



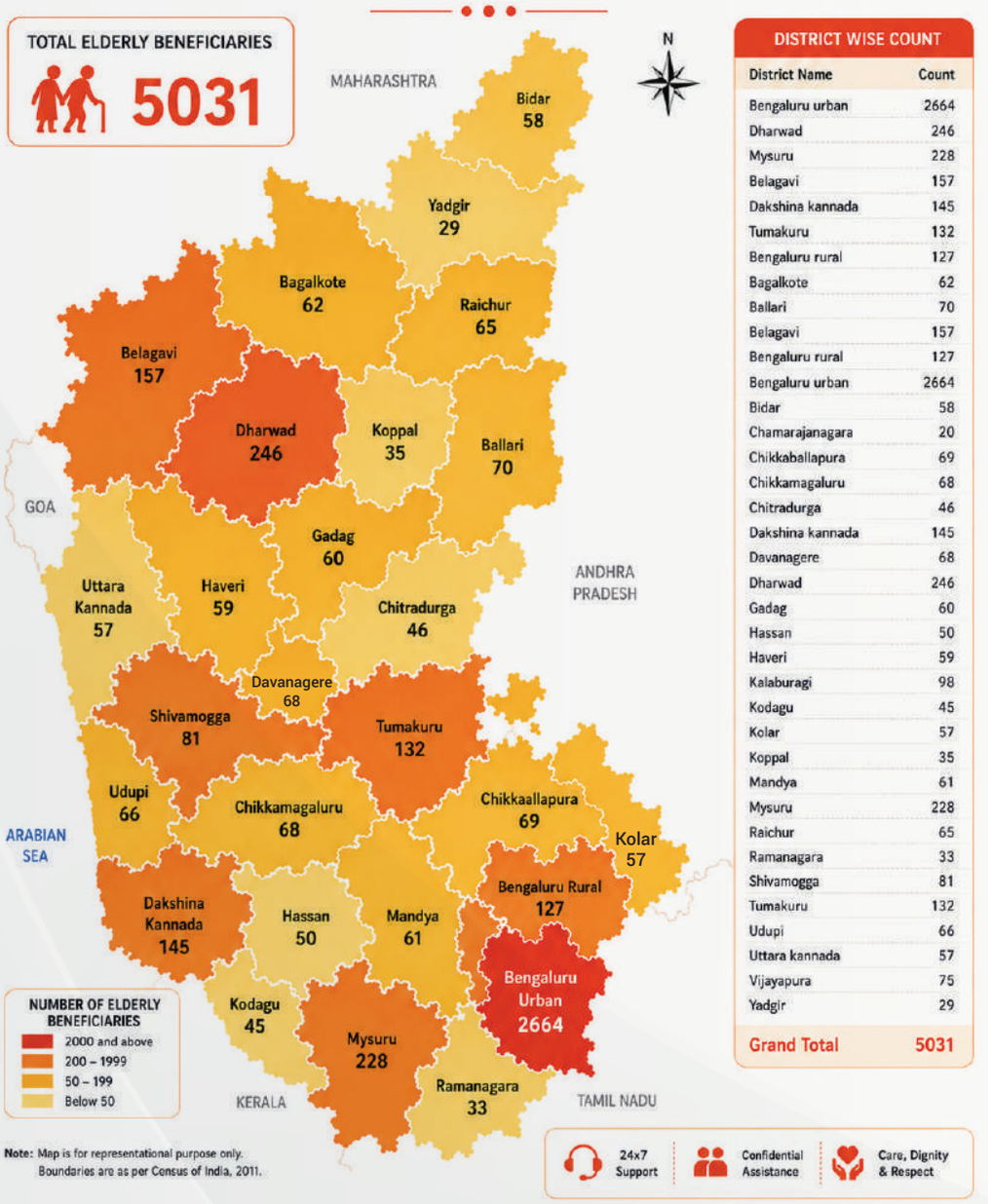
PREVENTION OF ELDER ABUSE

Helping Elders in Distress

National Helpline for Senior Citizens-Elder Line (14567)

The National Helpline for Senior Citizens (Elder Line 14567) is a flagship initiative of the Ministry of Social Justice and Empowerment and the National Institute of Social Defence, Government of India. In Karnataka, the helpline is implemented by NMT in partnership with the Department of Empowerment of Differently Abled and Senior Citizens, Government of Karnataka, providing timely assistance, and referral services to older adults across the state.

GEOGRAPHIC DISTRIBUTION OF ELDERLY BENEFITED THROUGH NATIONAL HELPLINE FOR SENIOR CITIZENS (14567)



DISTRICT WISE COUNT	
District Name	Count
Bengaluru urban	2664
Dharwad	246
Mysuru	228
Belagavi	157
Dakshina kannada	145
Tumakuru	132
Bengaluru rural	127
Bagalkote	62
Ballari	70
Belagavi	157
Bengaluru rural	127
Bengaluru urban	2664
Bidar	58
Chamarajanagara	20
Chikkaballapura	69
Chikkamagaluru	68
Chitradurga	46
Dakshina kannada	145
Davanagere	68
Dharwad	246
Gadag	60
Hassan	50
Haveri	59
Kalaburagi	98
Kodagu	45
Kolar	57
Koppal	35
Mandya	61
Mysuru	228
Raichur	65
Ramanagara	33
Shivamogga	81
Tumakuru	132
Udupi	66
Uttara kannada	57
Vijayapura	75
Yadgir	29
Grand Total	5031

Elders attending awareness program on NHSC services

National Helpline for Senior Citizens-Elder Line (14567)

Making a meaningful impact

The helpline continued to serve as an essential support system for older adults facing abuse, neglect, abandonment, health concerns, legal issues and social welfare challenges - resulting in an average 98 % case resolution rate.

13,159
ACTIONABLE CALLS
Calls received from older adults across Karnataka seeking help and assistance.

7,617
SERVICE REQUESTS REGISTERED
Requests recorded and assessed for appropriate support and intervention.

7,562
REQUESTS RESOLVED
Successfully resolved through timely follow-up, counselling and coordinated referrals.

528
AYUSHMAN VAYO VANDANA CARDS
Applications facilitated to help seniors access healthcare benefits.

865
SENIOR CITIZEN CARDS
Applications supported, enabling seniors to access statutory entitlements and welfare schemes.

Community outreach remained essential to awareness efforts and improving access to support services. During the year, 81 outreach programmes on elder rights, intergenerational relationships and the services available through Elder Line reached 5031 individuals across Karnataka. The programme expanded its outreach to underserved communities through a dedicated awareness initiative conducted in partnership with Sangama, promoting greater awareness of eldercare services among members of the transgender community.

Beyond grievance redressal, the helpline played an important role in connecting older adults with social protection programmes and government welfare schemes. The team facilitated 528 applications for the Ayushman Vayo Vandana Card and supported 865 applications for Senior Citizen Cards, helping beneficiaries access healthcare benefits and other statutory entitlements.

Capacity building remained an important focus, training sessions on government health facilities and services available for senior citizens were organised for NHSC staff and community support groups, strengthening their knowledge and enhancing the quality of guidance and referrals provided through the helpline.

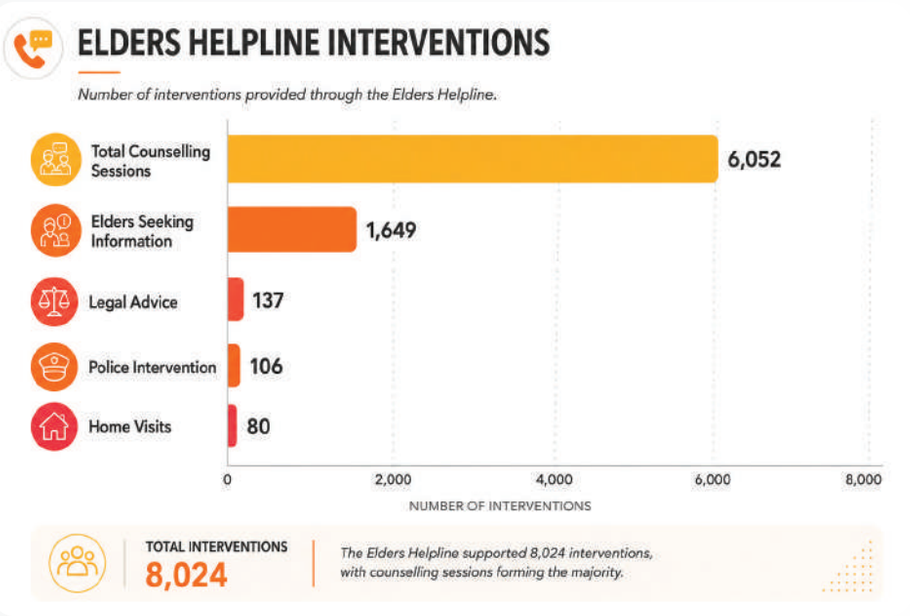
Connect Centre at NHSC

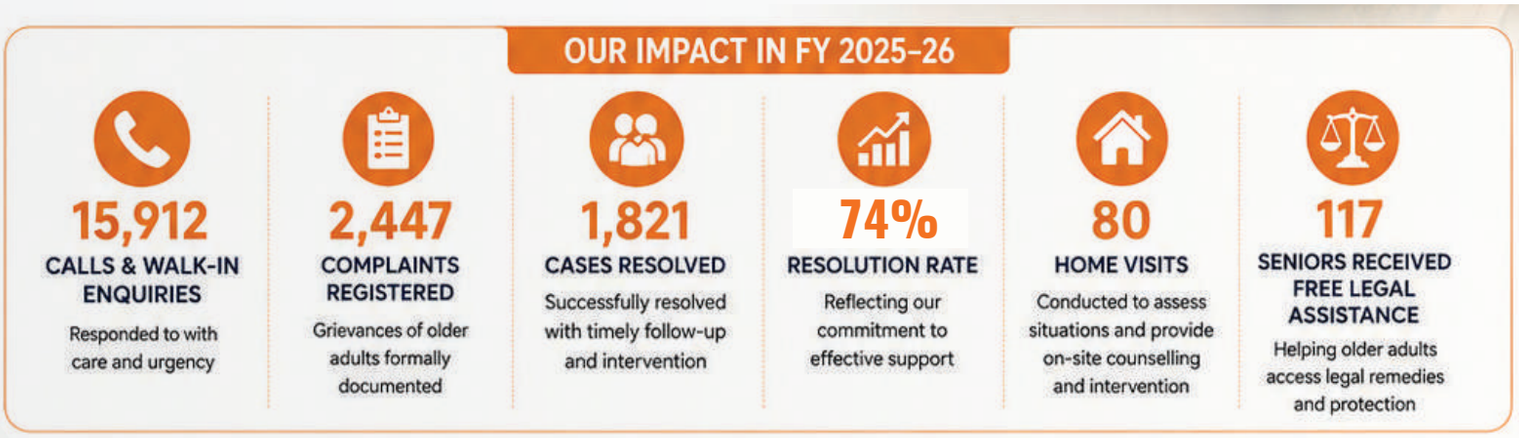
State Level Workshop

Ayushman Vayo Vandana &
Senior Citizens Card Free Campaign

Elders Helpline 1090

The Elders Helpline 1090, a joint initiative of Nightingales Medical Trust and the Bengaluru City Police, provides timely intervention, counselling, legal guidance and coordinated support for older adults experiencing abuse, neglect, abandonment and other age-related challenges. Operating from the Office of the Commissioner of Police, Bengaluru, the Helpline serves as an integrated response mechanism, connecting vulnerable senior citizens with legal, medical, psychosocial and rehabilitation services





Preventive outreach remained an integral part of the programme. During the year, the Helpline organised 52 awareness programmes on elder abuse prevention, helpline services and cyber safety, reaching 3,147 senior citizens, students and community members. Awareness sessions were conducted in collaboration with Bengaluru City Police stations, educational institutions and civil society organisations, strengthening community awareness, encouraging early reporting of abuse and expanding referral networks for older adults in distress.

Close coordination with the Bengaluru City Police remained central to the Helpline's operations, strengthening its response to elder abuse, neglect and crisis situations through collaborative case management and timely interventions. During the year, nine review meetings were conducted with the Commissioner of Police, Bengaluru, reinforcing inter-agency coordination, monitoring service delivery and enhancing the effectiveness of support provided to vulnerable older adults.

The impact of the Helpline also received wider public recognition during the year through a feature in Deccan Herald, highlighting its counselling services and sustained contribution towards safeguarding the dignity, rights and well-being of older persons in Bengaluru.

EHL conducting awareness session and health camp

LIVELIHOOD & EMPOWERMENT

Nightingales Jobs 60+

The Jobs 60+ programme continued to demonstrate that age is not a barrier to meaningful employment. By connecting experienced older adults with age-inclusive employers, the programme enabled senior citizens to remain financially independent, socially engaged and professionally active, while helping organisations benefit from their knowledge, reliability and experience.

Our Impact in 2025-26

1,568 SENIOR JOB SEEKERS REGISTERED

70 EMPLOYER PARTNERS ONBOARDED

241 SUCCESSFUL JOB PLACEMENTS

1,000+ SENIOR JOB SEEKERS

60 EMPLOYERS

1,187 EMPLOYMENT OPPORTUNITIES

1,812 INTERVIEWS CONDUCTED

348 SHORTLISTED CANDIDATES

107 SUCCESSFUL PLACEMENTS

10TH MEGA JOB FAIR FOR SENIOR CITIZENS

Organised on 7 September 2025 in collaboration with St. Joseph's University and the Archdiocese of Bangalore.

The event brought together more than 1,000 senior job seekers and 60 amployers, offering 1,187 employment opportunities across diverse sectors.

A total of 1,812 interviews were conducted, leading to 348 short-listed candidates and 107 successful placements, reaffirming the growing demand for experienced senior talent within the work-force

MINI JOB FAIR - MARCH 2026

Building on this momentum, the programme organised a Mini Job Fair in March 2026, which connected senior job seekers with employers and created more employment opportunities for older adults.

194 SENIOR JOB SEEKERS

20 EMPLOYERS

582 INTERVIEWS CONDUCTED

182 SHORTLISTED CANDIDATES

36 IMMEDIATE PLACEMENTS

Continuing our commitment to empowering older adults through meaningful and sustainable employment.

Digital Literacy & Cyber Safety Training Program

Recognising that employability extends beyond job matching, Jobs 60+ invested in the digital and professional competencies of older adults. Through the DigiSenior60+ and DigiSafe 60+ initiatives, the programme conducted 20 digital literacy and cyber safety training sessions, complemented by two soft-skills workshops, benefiting 1,400 senior citizens. These sessions enhanced participants' confidence in using digital technologies, navigating online platforms, communicating effectively and adapting to evolving workplace expectations.

Our Impact in 2025-26

20
DIGITAL LITERACY & CYBER SAFETY TRAINING SESSIONS

2
SOFT-SKILLS WORKSHOPS

1,400
SENIOR CITIZENS BENEFITTED

Training Initiatives

DigiSenior 60+

DigiSafe 60+

Throughout the year, Jobs 60+ continued to build partnerships with employers, educational institutions and community organisations to promote age-inclusive employment practices. By combining career opportunities with skill development and employer engagement, the programme continued to challenge age-related stereotypes and create pathways for older adults to remain economically independent, socially connected and active contributors to society.

Hope Foundation HR Conclave – Building Partnerships for an Inclusive Workforce

Soft Skills Training

Digital literacy training

Testimonial – Nightingales Jobs 60+ Programme

"With the support and guidance of Nightingales Medical Trust, I was successfully placed as Manager – Internal Audits with an annual compensation of ₹10 lakh. I am deeply grateful to the Nightingales 60+ Programme for helping senior professionals like me find meaningful employment and continue contributing to organisations while supporting our families. This initiative is truly transforming lives by creating opportunities for older adults to remain active, productive and financially independent. My heartfelt thanks to the entire Nightingales team for their invaluable support, and I hope this wonderful programme continues to benefit many more senior citizens."

Mr. Madhwaraj BS, 61 years

TRAINING & CAPACITY BUILDING

Building a competent and compassionate eldercare workforce through specialised training programmes, nationally recognised certifications, life-saving skills initiatives and capacity-building efforts, the Trust continued to improve upon the quality of eldercare services by creating skilled professionals equipped to address the evolving needs of an ageing population.

During the year, 495 participants were trained through 30 specialised training programmes, comprising 19 Geriatric Care programmes that trained 231 participants and 11 Dementia Care programmes benefiting 281 participants. These programmes combined classroom instruction with hands-on learning to equip caregivers and healthcare professionals with the knowledge, and clinical skills required to deliver high-quality person-centred eldercare across residential facilities, hospitals, assisted living centres, home-care services and community settings.

495	30	19	11	231	281
Participants Trained	Training Programmes	Geriatric Care Courses	Dementia Care Courses	Geriatric Care Trainees	Dementia Care Trainees

Geriatric Caregiver Training Program

United Way Bengaluru supported the Geriatric Caregiver Training Programme, under which 145 caregivers successfully completed training. The programme recorded a 44% placement rate, with 64 graduates securing employment in hospitals, eldercare institutions and Nightingales' dementia care centres. By combining technical competencies with practical caregiving skills, the programme enhanced employability and addressed the growing demand for trained geriatric care professionals.

The year marked an important institutional achievement with Nightingales 'Foundational Program for Geriatric Caregivers' - receiving accreditation from the Healthcare Sector Skill Council (HSSC) under the National Skill Development Corporation (NSDC). This reaffirms the programme's quality, relevance, professional credibility and growing career opportunities available to graduates in the eldercare sector.

145 Caregivers Trained

64 Graduates Placed

44% Placement Rate

Inauguration & Registration

Theory & Practical Classes

TRAINING & CAPACITY BUILDING

Dementia Care Training Program

As a pioneer in dementia care, NMT improves upon the capacity of healthcare professionals, family caregivers, and community members through evidence-based training programmes on dementia care. During 2025–26, NMT successfully trained 281 participants in dementia care, empowering them with the knowledge, practical skills, and confidence to provide person-centred support to people living with dementia.

The Training covered essential areas such as:

- Understanding Dementia
- Effective Communication
- Person-Centred Care
- Management of BPSD
- Activities of Daily Living (ADLs)
- Safety
- Caregiver Well-being

281
Participants Trained in Dementia Care

Through interactive sessions, live-demonstrations, case discussions, and experiential learning, participants were equipped to deliver compassionate, dignified, and high-quality care.

Nightingales Life Saving Services (NLS)

Nightingales Life Saving Services (NLS) contributed to disseminating emergency preparedness across healthcare institutions, workplaces and communities. During the year, 100 life-saving skills training programmes equipped 1998 participants with essential competencies in Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) use and First Aid. Participants included professionals from health-care institutions, corporate organisations, hospitality establishments, fitness centres and community groups, expanding community capacity to respond effectively and immediately to medical emergencies.

100
Life-saving Skills Training Programmes

1998
Participants Trained

Skills Covered
- CPR
- AED Use
- First Aid

NLS partnered with the Bengaluru Metropolitan Transport Corporation (BMTC) to strengthen emergency preparedness among frontline public transport personnel. Training programmes conducted across four BMTC bus depots equipped staff with necessary competencies, contributing to safer public transport services for the nearly 40 lakh commuters who rely on BMTC every day.

Nightingales Life Saving Services (NLS)

CPR Training

Regional Resource and Training Centre(RRTC)

The Regional Resource and Training Centre (RRTC), a Government of India programme, meant to elucidate upon institutional capacity for quality eldercare. NMT is designated as the Regional Resource and Training Centre (RRTC) for Karnataka, Kerala and Lakshadweep under the Ministry of Social Justice and Empowerment, Government of India. The trust plays a key role in updating the standards of care and promoting best practices in old age homes.

The Centre conducted 38 monitoring visits to old age homes across Karnataka and Kerala, providing technical guidance, mentoring and supervision to enhance the quality of care and services for older adults. 14 awareness and intergenerational programmes were organised as part of the International Day of Older Persons (IDOP), reaching 2,038 beneficiaries and fostering greater public awareness, intergenerational dialogue and age-friendly communities.

Initiatives reinforced Trust's commitment to building institutional capacity, expanding the eldercare workforce and promoting excellence in age care through training, knowledge sharing and collaborative partnerships.

International Day of Older Persons organized by RRTC in Karnataka, Kerala & Lakshwadeep

VOLUNTEERING & INTERNSHIPS

Volunteers and interns are essential to advancing NMT's mission. Through their time, skills and commitment, they enriched the lives of older adults, through exemplary programme implementation and fostered meaningful connections between communities. Volunteers supported a wide range of activities across residential care centres - intergenerational connection, resident engagement, community outreach initiatives, awareness campaigns, research activities and administrative aid, indicating a culture of compassionate service and active citizenship.

VOLUNTEER ENGAGEMENT

Volunteer participation was instrumental in the successful organisation of several flagship events.

35
Volunteers supported World Elder Abuse Awareness Day

120
Volunteers contributed to the 10th Senior Citizens Job Fair

70
Volunteers participated in World Alzheimer's Day activities

The year also marked another important milestone with the celebration of NMT's first Volunteers' Day on 7 February 2026, recognising the invaluable contribution of volunteers and celebrating their continued commitment to improving the lives of older adults.

The event was filled with smiling faces, and the impact volunteers have made to NMT programs was shown in a video which made several volunteers visibly emotional. Mr Pradeep Murthy warmly welcomed the volunteers followed by heartfelt inspiring messages from Mr. Raja and Dr. Radha. A few volunteers shared their personal experience of volunteering, speaking about the moments that stayed with them and the lives they were able to touch.

INTERNSHIP PROGRAMME

Internship opportunities continued to serve as an important platform for experiential learning and professional development.

331
Interns worked with us during 2025–26

Disciplines represented
- Psychology
- Human Resources
- MBA
- Finance & Accounts

New interns joined through recruitment drive at Garden City University

Interns contributed to programme implementation while gaining practical exposure to eldercare and community-based services.

Volunteering & Internships

ACADEMIC COLLABORATION

The Trust facilitated academic collaboration during the year by signing a **Memorandum of Understanding (MoU)** with **CMR University**, creating opportunities for internships and collaborative research across multiple disciplines.

Psychology | Social Work | Human Resource Development | Information Technology | Law | Administration | Accounts & Finance

MoU with CMR University

CORPORATE VOLUNTEERING

Corporate volunteering continued to expand through strong partnerships with 36 organisations.

36 Partner Organisations

690 Corporate Volunteers

NMT participated in Samarpan 2025, a flagship Corporate Social Responsibility initiative organised by Koch & Molex, furthering partnerships with the corporate sector and creating new opportunities for employee volunteering and collaborative social impact.

Collectively, volunteer, internship and corporate engagement initiatives aid programme delivery, emphasising empathy, intergenerational understanding and community ownership. Unifying students, professionals, academic institutions and corporate partners, NMT continued to build a growing network of individuals committed to creating an inclusive and compassionate society for older adults.

Volunteer's Day Celebration

CSR event at Koch and Mole

Volunteer's Day Celebration

Volunteers at the Job Fair for Senior Citizens

AWARENESS AND ADVOCACY

Public awareness efforts proved essential throughout the year.

World Elder Abuse Awareness Day (WEAAD)

To commemorate World Elder Abuse Awareness Day (WEAAD), NMT in collaboration with Elders Helpline (1090), organised a large-scale awareness campaign on 14 June, 2025, at Shivajinagar Bus Stand, Bengaluru. The campaign featured street theatre, roadshows and public awareness materials highlighting the often-overlooked issue of elder abuse. Supported by volunteers and senior citizens, the initiative advocated for greater public vigilance, community participation and collective responsibility towards protecting older adults.

World Alzheimer's Day

NMT observed World Alzheimer's Day by organising Smrithi 2025 – a 'Memory Wellness Drive' on 20 September, 2025, at M.N. Krishna Rao Park, in collaboration with the Dementia India Alliance (DIA) and the ARDSI Bengaluru Chapter. The event united more than 400 older adults, caregivers, families and volunteers to promote dementia awareness, advocate for timely diagnosis and accessible supportive care.

Expert discussions addressed early diagnosis, stigma reduction and caregiving challenges, while interactive experiences such as the Dementia Simulation and Virtual Reality Booth enriched understanding lived experiences of PwD. More than 150 older adults underwent brain fitness assessments, and over 100 participants registered for Ayushman Vayo Vandana Cards and Senior Citizen Identity Cards. Intergenerational activities underscored the importance of active aging and community inclusion under the global theme, "Ask About Dementia, Ask About Alzheimer's."

Awareness and Advocacy

State-level Workshop

A major policy dialogue highlighted was the State-level Workshop on the Maintenance and Welfare of Parents and Senior Citizens (MWPSC) Act, 2007, organised at Vidhana Soudha on 24 November, 2025, in partnership with the Department for the Empowerment of Differently Abled and Senior Citizens, Government of Karnataka, with support from the Ministry of Social Justice and Empowerment, Government of India.

The workshop convened more than 140 participants, including government officials, police representatives, legal experts, non-governmental organisations and senior citizen associations, to fortify implementation of the Act. Discussions focused on improving interdepartmental coordination, supporting tribunals, developing standard operating procedures, leveraging digital systems for case monitoring and enhancing awareness of the legal rights and protections available to older persons

Hiriyara Utsava

The Trust in collaboration with VTVO, celebrated Hiriyara Utsava, a state-level festival for senior citizens held at Hudson Memorial Hall, on 8 March, 2026. More than 200 senior citizens from old age homes participated alongside 150 volunteers and NMT staff in a vibrant celebration of music, dance, cultural performances and recreational activities.

The festival reaffirmed the importance of active ageing, social participation and community inclusion while providing older adults with a platform to showcase their talents. The event received media coverage in Deccan Herald and The Hindu, amplifying positive narratives around ageing.

AWARDS, CONFERENCES & MEDIA COVERAGE

FY 2025–26 was a year of significant recognition and thought leadership for NMT. Through national awards, public awareness campaigns, research collaborations and policy engagement, the Trust bolstered its position as a leading organisation advancing eldercare, dementia care and healthy ageing in India. These initiatives celebrated the organisation's achievements and amplified conversations around ageing, elder rights and dementia at the community, institutional and national levels.

A significant recognition NMT received was the "Exemplar Award" from the Rotary Club of Bangalore on 23 May, 2025, in recognition of its outstanding contribution to community services for older adults and PwD. The award acknowledged NMT's sustained efforts to deliver compassionate, community-based eldercare - promoting dignity, inclusion and improved quality of life for vulnerable senior citizens.

NMT sustained contributions to national discussions on ageing and dementia research. Ms. Swati Bhandary, Associate Director, represented the organisation at the ICMR Leadership Workshop, "Transformative Leadership and Research Innovations in a Digital Age," held on 22 May, 2025, where she presented "The Challenges Posed by Ageing in India with Special Focus on Dementia: Importance of Innovative Research to Foster Good Health, Well-being and Economic Growth." Her presentation highlighted the growing need for evidence-based interventions, research and innovation to address the challenges of an ageing population.

NMT's growing contribution to research and healthy ageing was recognised through its participation in the national symposium "Adding Life to Years: Reimagining Ageing and Longevity in India" and the launch of the Cardio-India Project 2026, held at Hyatt Regency, New Delhi, on 16 March 2026. Representing NMT, Dr. Aakanksha participated in the symposium. The Trust was formally recognised as the 'Community Engagement and Involvement Partner' for a multi-institutional research initiative led by the University of Leicester and the Centre for Chronic Disease Control, with funding from the National Institute for Health and Care Research (NIHR), United Kingdom. Under the academic leadership of Dr. Radha S. Murthy, the partnership marks an important step in integrating community perspectives into research on healthy ageing and longevity in India.

Together, these achievements establish NMT's visibility, credibility and influence across research, policy, public engagement and community practice, reaffirming its role as forerunner in advancing dignified, evidence-based, person-centred eldercare.

NMT receiving the Rotary Exemplar Award

Hiriyara Utsav

Helpline sees surge in calls from elders facing abuse at home

Most calls related to property disputes and inheritance

ASHWIN BM
BENGALURU, DHNS

The Nightingales Elders Helpline, working with the Bengaluru city police commissioner, receives 800 to 1,000 calls a month from seniors facing harassment, mostly from their own children over property disputes and inheritance.

Counsellors at the call centre said the rise in distress calls is linked to the real estate boom, unemployment among youth, and weakening family values.

Swathi Bhandary of the Nightingales Elders Helpline said calls from Bengaluru Urban have surged, with many linked to family problems and abuse.

"When a call reaches the helpline, much damage has already happened to the relationship," Swathi told *DH*. "We see cases where children pressure parents to transfer property or name it in their favour, promising care in return. Once the transfer happens, they neglect them."

Counsellors link this trend to the city's real estate boom and high cost of living, which have fuelled a rush for inheritance.

Ramya S, a counsellor, said space constraints in Bengaluru often lead to verbal abuse and fights, which later turn into financial harassment or abandonment.

Data from April 2024 to March 2025 shows that out of 320 written complaints, 234 were linked to harassment or cheating by family members.

Operating from the police headquarters allows the helpline to respond faster than private centres. "Because we call from a police location, it helps us get a response from the opposite party," Swathi said.

The process includes separate and joint counselling sessions. If criminal intent or physical abuse is detected, the helpline directs victims to the police for Medico Legal Case (MLC) certification.

While the 112 emergency system resolves many doorstep disputes, a senior officer said deteriorating family values remains a social challenge. "Internal family neglect is a larger social issue that goes beyond standard policing," he said.

Helpline data: Bengaluru Urban (Apr 2024–Mar 2025)

- Total calls: 13,397
- Written complaints registered: 320
- Verbal complaints registered: 1,518
- Primary abuse category: Elder abuse by family members (234 written cases)

(If you or an elderly person you know needs assistance, call the toll-free helpline 1090)

Two murders in a fortnight

- In a recent incident in Vignan Nagar, a 33-year-old techie allegedly murdered his parents, a 60-year-old retired Indian Navy Captain and a 55-year-old dentist. Police said the son had been harassing them for money to fund business ventures.
- A 71-year-old retired BMTC conductor died after he was assaulted by his sons with a baseball bat over a property dispute in Indiranagar on Sunday.

Deccan Herald

Data finds 70% of elder abuse plaints were against kin

It shows sons being ranked consistently as primary perpetrators, followed by daughters-in-law and other close relatives; World Elder Abuse Awareness Day is observed on June 15 every year to highlight issue of elder abuse, which includes physical, emotional, financial, and sexual harm

The Hindu Bureau
BENGALURU

Creating awareness: Participants take part in a roadshow in Bengaluru on Saturday. SUDHAKARA JAIN

Around 70% elder abuse complaints reported in the last three years (2022 - 2025) were against family members, according to data from the Elders Helpline, a toll free number (1090) which is a joint project of Bengaluru City police and Nightingales Medical Trust (NMT), supported by the Department for the Empowerment of Differently Abled and Senior Citizens.

This data was revealed on Saturday ahead of the World Elder Abuse Awareness Day (WEAAD), observed on June 15 every year globally to spotlight the issue of elder abuse, which includes physical, emotional, financial, and sexual harm, as well as neglect.

The data showed that sons rank consistently as primary perpetrators, followed by daughters-in-law and other close relatives. "The leading causes of abuse include disputes related to property and financial matters, alongside caregiving burdens and a growing lack of adjustment within multi-generational households, highlighting intergenerational tensions and the urgent need for elder-sensitive support systems," said Radha S. Murthy, managing trustee, NMT.

NMT, in association with Elders Helpline, had organised a public awareness campaign against elder abuse on June 14. The event featured street plays and a roadshow from Shivajinagar to KR market, aiming to raise public awareness and promote community-level action.

Flagging off the campaign, Nataraj S., Joint Director of the Department for the Empowerment of Differently Abled and Senior Citizens, stated, "Our culture is to value our elders. There is a need to protect and take action against elder abuse."

S Premkumar Raja, Co-founder and Secretary of NMT, lamented, "Generally in India, we think that old age home is a solution for the problems of the elderly. However, that is not the ideal solution. Elders always want to be part of their families and society." Further commenting on elder abuse, he said, "Sadly, since most of the time the abusers are family members, the problem is hidden."

It was also revealed during the event that since its inception in 2002, the helpline has received over 2,73,600 calls and walk-ins have registered more than 15,000 complaints.

Helping hand

Total phone calls received by the helpline since 2002
2,73,600

Total number of walk-ins
15,000

Total number of counselling sessions
44,500

Cases resolved
69%

Registration for Ayush Vaya Vandana Card

The Hindu Bureau
BENGALURU

To assist the elderly, the Elders Helpline will be initiating a registration help desk for issuing 'Ayush Vaya Vandana Card' for elders over 70.

Registrations will be conducted by prior appointment once a week on Saturdays from 11 a.m. to 2 p.m. Ayushman Bharat Vaya Vandana Card is a specialised health and welfare card for senior citizens.

The Hindu 15 June 2025

Alarming rise in verbal abuse complaints from city's senior citizens

World Elder Abuse Awareness Day is observed on June 15

ASRA MAVAD & ASHWIN BM
BENGALURU, DHNS

Verbal and mental abuse remains a major problem for senior citizens in Bengaluru, officials at the Bengaluru Urban Elders Helpline confirm.

Between April 2024 and March 2025, the helpline saw a rise in formal written complaints from women about verbal abuse, to 73 from 43 the previous year.

Overall, the helpline noted more calls and walk-in complaints from women, said Swati Bhandary, associate director of Nightingale's Medical Trust.

"I do not believe this is an indicator of an increase in abuse faced by women. The atrocities have remained the same; it is just that more women are willing to speak up now," she told *DH*.

Last year, the helpline received 174 written complaints from women, covering verbal, mental, and physical abuse. Annually, the helpline receives between 13,000 to 15,000 complaints via calls and walk-in visits; however, only about 300 results in written complaints.

Most complaints, irrespective of gender, involve abuse by family members regarding property and finance. Over the past three years, cases of abuse and harassment by sons, daughters-in-law, or both remain the highest, Swati said. This is followed by cases involving non-family members like neighbours. When counselling is not an option, police intervention is advised.

New legal advisor

In 2024, the Elders Helpline hired a full-time, free legal advisor. Between April 2024 and March 2025, 139 cases, mainly concerning abuse and lack of care, required legal assistance.

Increasing mental health issues

City-based psychologists are observing a rise in mental health issues among the elderly.

In 2025, clinical psychologist Gayathri N has taken on 13 patients, aged between 65 and 75.

"This is surprising as, in 2023 and 2024, I only had about four to six senior citizens as patients. More elders are now walking in with concerns about depression and anxiety," she told *DH*.

Psychotherapist and counsellor Kala Balasubramanian has also noted an increase in visits by senior citizens dealing with loneliness and depression.

Elders helpline: 1090/080-23352833
Elder Line (Karnataka): 14567

Times of India 22 June 2025

Dementia awareness drive

Sunday, September 21, 2025
BENGALURU

The Hindu Bureau
BENGALURU

Over 400 participants, including elders, caregivers, and volunteers, gathered at M.N. Krishna Rao Park on Saturday for Smrithi2025, a dementia awareness event organised by Nightingales Medical Trust in collaboration with Dementia India Alliance and ARDSI.

The event, part of the global World Alzheimer's Day campaign, aimed to raise awareness and reduce stigma around dementia. A panel discussion featuring experts from NIMHANS and DIA addressed early diagnosis, caregiving challenges, and community support. A unique Dementia Simulation & Virtual Reality Booth offered participants an immersive experience, fostering empathy. Brain fitness check-ups were conducted for 150 elders, and over 100 registered for senior citizen cards.

The Hindu
21 September 2025

Neglect & abuse: In 3 years, elders' helpline gets 41k calls

Sons Most Frequently Blamed

Pearl D'Souza
@timesofindia.com

Bengaluru: From emotional neglect to verbal abuse, the distress of senior citizens in Bengaluru has been pouring into the Elders Helpline 1090, which received 41,343 calls between April 2022 and March 2025, all from within the city. A significant number of these complaints point to ill-treatment by close family members — primarily sons and daughters-in-law.

Run by Bengaluru city police in partnership with the NGO, Nightingales Medical Trust (NMT), the Elders Helpline has been offering assistance since 2002. Over 2.7 lakh calls and walk-ins were recorded in total ever since its inception.

An analysis of the complaints over the last three years reveals that sons were the most frequently reported abusers, accounting for 28.22% of the total complaints. In many of these, the son and daughter-in-law were reported together (15.51%), followed by standalone complaints against daughters-in-law (10.34%) and other close relatives (4%). Over 5,300 complaints were formally registered between 2022 and March 2025 — 4,371 verbal complaints and 939 written complaints. Among these, 1,648 cases clearly cited emotional and verbal abuse, with 988 verbal and 660 written complaints identifying mistreatment in the form of threats, humiliation, intimidation, or being shouted at by caregivers and family.

"Several don't open up about their complaints, afraid of being ill-treated later. Some come to the centre in police stations to vent out, while some others say they don't mind action being taken. However, no one opted for police intervention. When we tell them that we will send police, they are worried about making the situation worse with their family and prefer counselling to action by the law enforcement," said Dr Radha S Murthy, managing trustee at NMT.

Even while they opt out of having police come home to resolve conflicts, Murthy said, elders feel empowered to work with cops. "This presence of police is what makes the 1090 helpline in particular more effective than some others that are found spread across the state and the country," she added.

According to police, property-related issues are one of the biggest factors resulting in elderly abuse when it involves people from outside the family.

Within the family, the common challenges faced by the elderly include financial exploitation and threats, humiliation and ill-treatment, fear of being subjected to violence and being abandoned. There are around 10 lakh senior citizens in the city.

HOW TO TREAT THEM AT HOME

- Interact with them daily; a smile and hug would do the magic
- Do not dismiss their presence, respect them
- Do not criticise their advice; they speak out of experience
- Sit with them for a meal & feed them
- Allow children to bond with them
- Guide them about the digital tools that will simplify life for them
- Go with them for medical checkups
- Alert them about cyber criminals and new-age fraud

Attribution: Nightingales Medical Trust

Deccan Herald 14 June 2025

NMT in News

Job fair aimed at financial security and dignity for senior citizens

The Hindu Bureau
BENGALURU

"I've worked in marketing for paper and paper products for 35 years, and I retired six years ago, but with the loss of my child in the recent months, I am now looking at opportunities that help sustain my livelihood," said Jaganath Rao, a 66-year-old resident of Bengaluru, who was at a job fair for senior citizens here on Sunday.

Addressing the growing financial insecurity among India's elderly, Nightingale Empowerment Foundation and Nightingales Medical Trust (NMT) organised their 10th edition job fair for senior citizens at St. Joseph's University.

The initiative, held in collaboration with St. Joseph's University and the Archdiocese of Bangalore, aims to connect older adults with employment opportunities that can provide both financial independence and dignity.

Senior citizens attend the Free job fair for senior citizens, organised by the Nightingale Empowerment Foundation, at St. Joseph's University, in Bengaluru on Sunday. ALLEN EGENUSE J.

"One of the biggest challenges faced by elders in India is financial security. Of the nearly 15 crore senior citizens in India, about 75% are financially dependent and are often deprived of a life of dignity. At the same time, seniors between 60 and 70 years remain physically fit, skilled, and motivated to work, but struggle to find suitable job chances," said S. Premkumar Raja, co-founder and honorary secretary of NMT.

Seniors praise

"I was an administrator at a private bank for 13 years, and I retired at 58. With a year break due to my surgery, getting back to the workforce posed a problem, and this is a great platform for people like me to connect and network," remarked Mary Regina.

Radha S. Murthy, co-founder and managing trustee of NMT, added, "A considerable setback is the current unreliable job market. With the younger generation navigating the employment sector, seniors are often overlooked, but there is a need for experienced intellect that the companies should perceive."

Susheela, an employer from an insurance company, stated, "We've collaborated with NMT for three years now and hired numerous senior employees. With increasing participants over the years, we always look forward to having experienced candidates on our team."

"The senior employees hired at our company experience no deviations in their salary; they are paid in line with the market demands, along with benefits like PF and insurance. They're our fixed assets working across departments, including finance, supply chain, the audit team, warehouse, and also in cash sectors," added Sandesh, HR at Hatti Kaapi.

Addressing the tangible outcomes, Pradeep Murthy, Director of Operations of NMT, stated, "Over the past nine editions of this job fair, over 8,500 job seekers have been registered, there has been involvement of more than 450 companies, and around 4,000 senior citizens have been placed, with 80% of them being retained in the first three months."

The Hindu 8 September 2025

VOICES FROM THE COMMUNITY

Across the year, families, beneficiaries and partners shared their appreciation for NMT's work.

Family Testimonials

"Before coming to Nightingales, caring for my father-in-law with dementia had become overwhelming. Our family life was disrupted, work suffered, and even professional caregivers struggled to manage him. In just 18 days at Nightingales, he returned home calmer, following a routine and cooperating with family members. The guidance we received has helped us continue his care with confidence, while giving our family the peace of mind we desperately needed. Knowing Nightingales is there to support us as his condition progresses is truly reassuring."

Raji, Daughter-in-law of Mr. Nirmal Kumar Verma

★★★★★

"My father has been associated with Nightingales since 2021, first through the Day Care Centre and now at the Residential Dementia Care Centre. We have seen remarkable improvements in his engagement, routine and overall wellbeing. The team's patience, compassion and professionalism have made an enormous difference to his quality of life and to our family's peace of mind. We are deeply grateful for the care he receives every day and highly recommend Nightingales to families seeking specialised dementia care."

Veena, Daughter of Mr. S.N. Parameshwar

★★★★★

Family Testimonials

"As my mother's Parkinson's disease progressed, frequent falls made it impossible for us to care for her safely at home. After visiting several facilities, we chose Nightingales because of its compassionate staff and specialised approach. Today, she is safe, comfortable and actively engaged, and we know she is receiving excellent care. The greatest gift Nightingales has given our family is peace of mind, allowing us to spend meaningful time with her without constantly worrying about her wellbeing."

Santosh, Son of Mrs. Girija

★★★★★

"Living away from my father made it difficult to ensure he received the care he deserved. At Nightingales, he is treated with dignity, compassion and warmth every day. Knowing he is in safe, capable hands has given my sister and me immense peace of mind. We are deeply grateful to the dedicated team for becoming an extended family and providing the care and support that has made such a positive difference in our lives."

Padma, Daughter of Mr. Arunachalam

★★★★★

"Since my father's admission to Nightingales Alzheimer's & Dementia Centre, our family has experienced tremendous peace of mind. The staff's professionalism, compassion and constant communication have reassured us that he is receiving the best possible care. We especially appreciate the regular health updates that keep us connected to his wellbeing. Nightingales has made a challenging journey much easier for our family, and we are grateful for their
unwavering support and commitment."

Rohan Matmary, Son of Mr. Gopalakrishna

★★★★★

PARTNERSHIP & COLLABORATIONS

Ministry of Social Justice and Empowerment
Government of India

National Institute of Social Defence

Department for the Empowerment
of Differently Abled and Senior Citizens

Bengaluru City Police

NIMHANS

BBMP

Azim Premji Foundation

Dementia India Alliance

United Way of Bengaluru

Deutsche Bank Group

Capital One

Royal Orchid Hotels

Rotary Club of Bangalore

Several corporate and
charitable organisations

GOVERNANCE AND LEADERSHIP

Board of Trustees

Dr. Radha S. Murthy
Co-founder & Managing Trustee

Mr. S. Premkumar Raja
Co-founder & Secretary

Mr. Amarnath Kamath
Trustee

Ms. Indra Prem Menon
Trustee

Mr. Basant Poddar
Trustee

Mr. Sudhakar Rao
Trustee

Mr. Pankaj C Lakhani
Trustee

Mr. Manoj Shah
Trustee

LOOKING AHEAD: 2026-2027

As India's ageing population continues to grow, the demand for comprehensive, affordable, and person-centred elder care is increasing at an unprecedented pace. Nightingales Medical Trust is responding to this evolving need amidst several challenges, including a growing burden of dementia and chronic illnesses, a shortage of skilled geriatric care professionals, increasing operational costs, and the need for sustained financial resources. At the same time, expanding our services while maintaining the highest standards of quality, strengthening technology-enabled care, and supporting family caregivers remain key priorities.

Looking ahead, NMT remains committed to transforming these challenges into opportunities for innovation and impact. Through initiatives such as Smriti Gram, expansion of community and home-based services, investment in digital transformation, capacity building of the eldercare workforce, and stronger partnerships with governments, donors, academia, and communities, we aim to build a sustainable and scalable model of integrated elder care. We believe that with continued collaboration and support, we can shape a future where every older adult in India can age with dignity, independence, and purpose.

Building upon the momentum of 2025–26, NMT will continue to refine its integrated model of elder care by broadening avenues of accessibility to quality services, enriched workforce capacity, and advocating for age-friendly communities.

Key priorities for 2026–27 include

Operationalization of the first phase Smriti Gram – The Dementia Care Village providing free of cost dementia care to 100 persons with dementia from marginalized families establishing a benchmark for Dementia care in India.

Build the capacities of 250 caregivers for the care of elderly and persons living with Dementia.

Expand dementia care services across residential and day care centres.

Nurture community-based ageing programmes by expanding Mobile Active Ageing, Hiriyaravadis and Active Ageing initiatives to reach more vulnerable and underserved older adults.

Enhance caregiver and healthcare workforce capacity by scaling accredited geriatric and dementia care training programmes, strengthening the Training Academy, and expanding lifesaving skills training.

Advance elder rights and dementia advocacy through policy engagement, awareness campaigns, stakeholder consultations and partnerships that promote dementia-inclusive and elder-friendly communities.

Looking Ahead: 2026-2027

Promote healthy and productive ageing by expanding the Jobs60+ initiative, digital literacy, financial wellbeing and lifelong learning opportunities for senior citizens.

Strengthen partnerships and volunteer engagement by deepening collaborations with government, academic institutions, corporate partners and community organisations to increase collective impact.

Fortify elder-care ecosystem through Vayo Alambana Program aimed at strengthening the senior citizen homes to address the growing challenges of elderly.

Leverage technology and data systems to improve service quality, programme monitoring, client experience and evidence-based decision-making across all initiatives.

Champion innovation and research through national and international collaborations, generating evidence to inform policy and advance best practices in geriatric and dementia care.

Vision 2030 (Goals)

1

India's Largest Dementia Village

- Establish a 300-bed dementia village, Smriti Gram, offering quality care and promoting independence.
- Reserve one-third of beds for marginalized elders, providing access to quality elder care.
- Integrate palliative care, technology, alternative medicine, therapeutic design, and person-centred approaches.

2

Training Academy for Dementia and Age Care

- Establish a training academy to empower 600 formal and informal caregivers annually, through comprehensive training programs with technical expertise in dementia care, age care, and caregiving skills.

3

Accessible and Affordable Dementia Care

- Leverage technology and offer technical support for setting up 10 telemedicine-enabled dementia residential care facilities across the country, to expand upon the services of day care for elders with dementia

4

Community-Based Support for Urban Poor

- Establish 25 Hiriyaravadis in urban marginalized communities, benefiting 1,000 elderly individuals by providing unbarred access to comprehensive care - addressing social, emotional, physical, and financial needs.

5

Promoting Well-being of elderly through Active Ageing

- Offer active aging programs in 32 old age homes, benefiting 1,000 elders annually, by refining their social, cognitive, and physical well-being through active ageing programmes.

6

Digital Literacy and Cyber Safety

- Empower 1,200 elders annually through digital literacy and cyber safety training programs.

7

Livelihood

Expand the Jobs 60+ program to benefit 1,000 financially insecure elders in Karnataka with suitable jobs annually, enabling elders to lead dignified lives through financial security.

8

Elder Safety and Security

Make Bangalore a safe and secure city for elders, free from abuse, exploitation, and crime through expansion of Helpline services & services for the homeless elderly through diverse partnerships.

9

Mitigating Loneliness and Bridging Generation Gaps

Involve educational institutions and students in programs to mitigate loneliness among elders, by bridging generational divides through rapport building initiatives.

10

Smriti Suraksha Mobile Outreach Program

Benefit elders in remote villages located in Bangalore rural district through comprehensive mobile outreach programs.

11

Bengaluru -CPR Capital of India

Train 50,000 city residents in CPR, first aid and other life saving skills. Realizing the founding vision of making Bengaluru the CPR capital of India.

12

Research in Age Care

Publishing papers in geriatrics and dementia care through facilitating collaborations with other institutions.

A Note of

Gratitude

As we reflect on another year of service, we extend our heartfelt gratitude to everyone who has been part of our journey. We sincerely thank our beneficiaries and their families for placing their trust in us, and our donors, funding agencies, corporate partners, volunteers, interns and well-wishers for their unwavering support and generosity.

We are deeply grateful to the Government of India, Government of Karnataka, Bengaluru City Police, BBMP, healthcare institutions, academic institutions, collaborating organisations and other government departments for their partnership in advancing quality eldercare. Our appreciation goes to our Board of Trustees, advisors and every member of the Nightingales Medical Trust team, whose compassion, dedication and commitment make our work possible each day.

Together, your encouragement, collaboration and shared vision continue to inspire us to build a future where every older adult can age with dignity, security and purpose. We look forward to pioneering partnerships continuing our mission of delivering compassionate and innovative age care solutions.

With gratitude,

NIGHTINGALES MEDICAL TRUST

NMT ELDERCARE

Nightingales Medical Trust

Estd 1998

ABOUT NMT

A not for profit organization dedicated to the well-being of the elderly and persons with dementia.

COMPASSION
We care with empathy.

DIGNITY
Every elder deserves respect & dignity.

INNOVATION
Modern solutions for better ageing.

TRUST
Professional care backed by experience.

SERVING ELDERS WITH DIGNITY SINCE 1998

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Every elder. Every moment.
Dignity, care and respect.