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Registered under the Bombay Public Trust Act 1950, NO E-22134 (Mum)
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Date: 5th June, 2019

TO WHOM SO EVER IT MAY CONCERN

The MANAV Foundation certifies that **Ms. Akanksha Bapat** interned with the organisation from **2nd May to 31st May, 2019**. She spent a total of 159 hours at the organisation, learning at the centre.

The MANAV Foundation appreciates **Ms. Akanksha Bapat** for investing her time in understanding and assisting the organisation in its functions.

Signed:

A handwritten signature in blue ink, appearing to read 'Binaifer Jesia', is written over a light blue circular stamp.

Binaifer Jesia
Director

A handwritten signature in blue ink, appearing to read 'D. Arasal', is written over a light blue circular stamp.

Devashri Rasal
Coordinator, Training

I assisted the psychiatrists and psychologists in conducting group therapy and the clients in their daily tasks. I also observed the clients during their time at the center and reported on the same to the people in charge. I took part in the course of action planned for each client catered to their individual needs and thus learned in detail about various clinical illnesses.

When I decided to do an internship this summer, all I expected was to get a little more understanding of psychology and the mental illnesses that constitute a majority of mental disorders. However, I learned much more than that. Right from my first day, I was thrust into an unfamiliar environment with basically no instructions, expected to find my way and handle the problems. Feeling out of place and nervous in the beginning, I was confused and overwhelmed. However, in a very short span of time, I learnt the workings and ins and outs of the place, started getting a grasp of the clients behaviours and attitudes, and an idea of how to conduct myself. Even coming from a psychology background, I realised I still had a few myths in my head about people with mental illnesses that got shattered within the very first few days itself. I'd read about and studied the spectrum of illnesses but it was quite different seeing and experiencing it with my own eyes. I'd also studied the various triggers and symptoms but what surprised me was the fact that these triggers are not set, and change from time to time, person to person. Clients with the same illness had vastly different triggers and things that would bother certain clients had no effect whatsoever on others. The biggest learning I took from this whole experience was self control. I had to understand how to speak to the clients, how to avoid instructing them, rather letting them arrive at their own conclusions and realise how to adapt to the situation better. I learnt not to take things to heart and realised that their behaviour which might hurt me unknowingly is a result of their symptoms and side effects of their illness and meds. I always thought of myself as a patient person but one month at Manav taught me a different kind of patience altogether and I learnt to reflect on my words before saying them, to be more empathetic and intuitive in my

thoughts as well as my actions. I observed the depth of the illness and how it seeps into all aspects of their life and the challenges they face in the smallest of things that I did not even perceive to be a problem before seeing it myself. Observing the facilitators and therapists working along with the clients made me see the intensive attention to detail that needs to be paid to the clients behaviour, and not to dismiss anything as unimportant just because it may seem inconsequential at that time. At the end of the month, I walked away with a deeper understanding of myself and my abilities as well as the career that I've planned for the future.