



## Halesowen Cultural Centre COVID-19 Statement 3<sup>rd</sup> August – 31st December 2020

At the Halesowen Cultural Centre, we are pleased to announce that during the Lockdown period as a result of COVID -19 we were able to help our community with the following;

We informed the community that we can provide support in the following areas:

- Communication with a third party on their behalf,
- Food Shopping delivery and other essentials,
- Making calls to Pharmacies ,Doctors Surgery's to Collections and delivering prescriptions
- Provide Information and guidance on what services are available in your local area.
- Help people who are isolated to get online service using the following WhatsApp, Facebook, Zoom and websites so they can contact and talk to friends and relatives,
- Directing appropriate support where required/ needed,
- Provide information and advice on health support over the phone, Live Lecture or support over video advertisements.
- Provide emotional and social wellbeing support where possible,
- Provide one to one appointments for any emergency needs via helpline number or through any members of our management.

### So far, we have achieved the following:

- We have had contacted **150** vulnerable members and families from our local community to check on them and assess their needs,
  - We supported **175** families in a wide range of issues,
  - We have posted **200** messages on home learning for language classes , awareness videos about **COVID-19**, daily updates on our social media ( WhatsApp Facebook and website) to our community keeping families and children learning through sharing and engage in learning resource,
  - Our team has worked hard on a daily basis to serve the community to answer any queries and provide full support, respond to emails and calls or messages,
  - We have supported the language classes (Arabic) on online learning through links and WhatsApp (Classes groups) that is either posted or sent by email as well as provided phone support contact too,
  - We are also working in partnership with other agencies during the lockdown period to deliver any messages to the community or for any communication needed during this difficult period,
  - Halesowen Cultural Centre has been supporting the community through sending messages in Arabic and English that are distributed weekly to advise and update the community giving up-to-date information of the **COVID-19 Pandemic**.
- Halesowen/Dudley Yemeni Community Association has been selected as:  
WINNER OF THE COMMUNITY BASED CHARITY OF THE YEAR-WEST MIDLANDS-CENTRAL ENGLAND  
2020/2021.

Halesowen Cultural Centre is grateful to all our funders, partners, staff members, volunteers, community members and service users. For more information, please contact us – Thank you

Halesowen/ Dudley Yemeni Community Association  
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Facebook: <https://en-gb.facebook.com/ycahalesowen/>  
For charity donations and support visit:  
[www.yca-halesowen.org.uk/donate/](http://www.yca-halesowen.org.uk/donate/)

**Community Helpline number:**  
**07312199028 (Monday and Thursday, 1.00pm – 4.00pm) Via Phone. Email :**  
[communitysupport@yca-halesowen.org.uk](mailto:communitysupport@yca-halesowen.org.uk)

Arabic Supplementary School Classes contact  
073121999227  
Email: [alnoorschool@yca-halesowen.org.uk](mailto:alnoorschool@yca-halesowen.org.uk)