

2020

National Third Party Virtual Support Centre

COMBAT COVID-19 PROJECT

The Combat Covid-19 Project is our response to Covid-19 with the aim to support affected community in Scotland and other parts of the UK



supportcentre@fcp-scotland.com
Scottish Chinese Professionals (SCP) and UK Federation of Chinese
Professionals (UKFCP)



Scottish Chinese Professionals (SCP) in collaboration with UKFCP

Combat Covid-19 Project - Our Response, Our Progress:

18th April 2020

Our Response to Covid-19

Our Heartfelt Thanks for Your Support

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Community Project 2: Fundraising for Medical Resources

Community Project 3: National Campaign on Public Protection Promotion

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Extended Community Project 30: In progress but not announced yet

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About us

Our Response to Covid-19:

Covid-19 attempted to separate us but it has brought us closer together. We are not defeated by the distancing because we are thinking for others at this very moment. Covid-19 maybe interrupting individuals, but we are standing by them; it maybe separating us by race, but we have united as one community. To those who are reading this message, please do not give up. Our work maybe of small help, but we hope every little helps.

My heartfelt thanks to every team member, partners, organisations and friends who have given birth to our national support centre, which filled with hope and love for all.

We look forward to our meeting in the near future again.

Take care and keep safe,

Peter Kwok

Chairman
UKFCP and SCP

About Our National Third Party Support Centre

Headquarters: Edinburgh

Operation: Virtual

Centre Team Leader: Li Wen, SCP Vice President for Safer Communities

Supporting Team Leaders: 4 (Tony, Sophia, Peter and June)

Number of Team Members: 25

Number of Teams: 14

Media Coverage: 200,000+

Community Outreach: 100,000+

Contacted Organisations: 100+ (Public, Private and Voluntary)

Work hours spent: over 2400 hours (Since February 2020)

Requiring Volunteers: Yes

See why we have set up the Combat Covid-19 Project

www.ukfcp.com/post/covid-19

Our Heartfelt Thanks for Your Support

The Cabinet Secretary for Communities and Local Government of Scotland

Ms Aileen Campbell:

“I am very grateful to all our volunteers who have been working selflessly to help others. For those providing information and support for the Chinese community in Scotland during this difficult time I want to say a personal thank you. Your support at this critical time is invaluable.

“The Scottish Government is working tirelessly to save lives. We want everyone to be treated equally and with kindness, dignity and compassion, and as we respond to this outbreak and provide advice to the public about how to keep people safe, we want to ensure that every community has access to the right support and information without stigma.”

The Consul General of PR China in Edinburgh

Mr Ma Qiang:

中国驻爱丁堡总领事马强先生对于华专会将为苏格兰华人社区提供更全面的帮助这一做法予以首肯。他表示，随着中国在全球建立起更多的合作伙伴关系，大量的中国专业人才来到苏格兰安营扎寨。援助中心的建立其重要性毋庸置疑，它将很好地增强需要帮助者的自信心和安全感。这也会使中国专业人才和游客继续把苏格兰当成一个文化多元，安全且出众的全球目的地之一。

We have also received letters of support from the **governments from Beijing, Jiangsu Province and Hubei Province**. They would like to convey their sincere regards to you and are taking actions to support us all to defeat Covid-19 together.

Our 28 Community Projects to Combat Covid-19:

Community Project 1: National Third Party Reporting Centre for Scotland

Reassurance Community Message: Assistant Chief Constable Gary Ritchie has replied to our letter offering reassurance and acknowledgement of our concern about community tension over the suspected rise in racism in Scotland in February and given us the ways our community can seek for help.

'Dear Mr Kwok,

SUSPECTED RISE IN RACISM

Thank you for your recent letter, expressing concerns in relation to a perceived rise in racist incidents towards Asian, in particular Chinese diaspora, following reporting of the Coronavirus outbreak (COVID-19) in East Asia.

Can I firstly reassure you that Police Scotland is fully committed to keeping people safe and protecting all our communities. I acknowledge the impact this will have on Chinese, East Asian and wider communities, who may feel vulnerable as a result of the current situation. As such I would urge everyone to continue to work together, ensuring that no person or group in Scotland feels marginalised or isolated. Police Scotland will not tolerate any form of hate crime, and should anyone experience or witness such an incident, I would encourage reporting of this by:

Calling 101 or 999 in an emergency, use our online hate crime reporting form on the Police Scotland website. Or alternatively you can report in person at a police station. Hate Crime can also be reported via one of our third party reporting centres. More information on third party reporting can be found on our Police Scotland website.

Police Scotland continues to monitor all hate related crimes and incidents ensuring the service can identify any emerging threats and tensions, and take steps to work with communities to prevent this escalating, protect victims and pursue perpetrators.'

National Third Party Reporting Centre: We have been working very closely with Chief Inspector Coleen and her National Safer Communities Team to set up our National Third Party Reporting Centre that can support our communities in Scotland without borders. We have also developed our anti-hate crime strategy and collaborated with Police Scotland on the reporting mechanism to ensure incidents or crimes are handled effectively.

Breaking Silence: We are developing ways for victims and witnesses to speak up if they really need help as we cannot meet with them during this pandemic. We are working to encourage people to realise the issue and report the hidden racisms that need to be addressed.

TPR Venue Partnership: We have contacted over 50 organisations for venue partnership. Two organisations and immediately Fife Centre for Equalities in Kirkcaldy and Youth Community Support Agency in Glasgow have kindly offered their space after the pandemic, which is very important for us to reassure those not reporting now, can consider again in the future. Our thanks to the two partner organisations.

Cohesive Communities: We have been in touch with the Scottish Government on Reporting Policies and actively monitoring the suspected rise in racism that is already surfacing on the news.

The Met Police: We are also connecting with the Metropolitan Police in London in hope of strengthening our work on safer communities.

Chinese Police Constable: We have made an official request in 2016 and 2020 to find Chinese police officers who work at the Police for supporting our Chinese community. There are members of our community require language and cultural understanding to feel reassured, since 2016 we have been promoting the ethnic minority recruitment for Police Scotland and we are still hoping to engage with those who we need as soon as possible.

Do you need to report an incident or crime or want us to make a record of your experience?

www.ukfcp.com/tpr

All your sharing will be confidential.

Community Project 2: Fundraising for Medical Resources

Fundraising Strategies: We have been contriving our fundraising plans and observing activities organised by the general public and charitable organisations to identify the most effective ways of assisting our NHS medical staff.

Additional £20K for PPE: The global shortage of PPE is well understood but no one should feel the pressure of not being able to wear PPE. We are discussing with the chair of a university hospital charity in London and we are in progress of working with the NHS and other hospitals to fundraise an additional £20,000 of personal protective equipment (PPE) but we can only hope that every little helps.

Community Project 3: National Campaign on Public Protection Promotion

Health Protection: As you read on the news, there are still people not following advice on staying at home. Promotion is still not enough in the community and people are relying on their instincts more than evidence. We hope by promoting at least help people rethink of their actions.

Hate Crime: Since the outbreak of Covid-19, a number of our community members have experienced racism. As you see on the news you will know and at Police Scotland's Hate Crime Conference in 2016, First Minister Nicola Sturgeon also strongly support tackling hate crime in Scotland, which we have seen an improvement since then. However, due to the community tension, some people are not abusing our safe community environment. We want to raise awareness of judging others for mask wearing followed by hate is not appreciated. It has been a dispute between wear or not wear masks for the general public but we have also heard that some of our Chinese doctors were feeling the pressure from others when they chose to wear masks while others did not. We hope to raise more awareness so others understand wearing masks is mutual protection.

Public Protection Poster: We have created posters in Chinese and English languages to promote the reasons and measures of protecting each other from hate crime and spreading Covid-19. The posters, which included reassurance message from the Assistant Chief Constable of Police Scotland were sent to our community, SMEs, shops, universities and Chinese student communities. If you would like to help us forward our posters, please let us know.

More about our campaign or help us circulate our posters? Please contact us or visit:
www.ukfcp.com/php

Community Project 4: Retirees' Non-Emergency Centre

Friendly Conversation: Elderly retirees who are living alone sometimes may want to have a chat. Please do not hesitate to contact us because we also want to talk with you.

Non-Emergency Support: When elderly are running out of help, we will listen to their needs over the phone or emails. We have our centre procedure of verifying police and healthcare officers so that we can protect the elderly, officers and ourselves.

Exercise at Home: We have promoted some easy exercises for the elderly to practice at home. They are on our project webpage.

More about the exercises or contact us? Please visit: www.ukfcp.com/retirees

Community Project 5: Consulting Support for SMEs

Free Consultation: Because of the economic impact by this pandemic, many businesses cannot sell and customers cannot buy. We are offering free consulting service to SMEs during the pandemic to match with the demand side through working with our community.

Community Project 6: General Health Information Team

Medical Advisors to UKFCP: We have invited three trusted medical doctors who are award recognized as leading in their fields. One of them is currently at the forefront looking after a large number of Covid-19 patients and other two are working so hard to protect their patients and community from Covid-19. Thanks to their help we are able to significantly shorten the waiting time of getting general but useful information to our community.

General Health Information (GHI) Team Updates: We have set up our GHI Team to keep our community safe by offering health protection information.

Community Questions: We are selecting some most concerned questions received from our community. We want our community to ask freely and believe their questions will be really helpful to everyone as a whole.

No Advice from us: We have made clear we do not offer medical advice to anyone

Ask us questions on health protection? Please visit: www.ukfcp.com/ghi

Community Project 7: English-Chinese Non-emergency Interpretation

Advisory documents: If you have read some of the Chinese translated advisory documents on Covid-19 by the UK Government, you will know what kind of urgency they are going through. However, documents need to be read by Chinese community. We are monitoring this issue and have consulted over 100 community members from student, professional and senior groups. We received negative, no comment or no reply. We are still approaching the UK Government and Scottish Government to improve communication with our community. We know they are trying their best, we really appreciate their help.

EMC Support: We set up the English-Mandarin-Cantonese Support Centre to assist community members in particularly the elderly retirees on their non-emergency interpretation. We have also set up a formal verification procedure to ensure us and external support officers can work together more efficiently and safely.

More about our EMC Centre: www.ukfcp.com/emc

Community Project 8: UKFCP Tai Chi Live Sessions

Global Tai Chi Partnership: We have partnered with the world's leading Chen Zhenglei Taijiquan Federation to pioneer the virtual Tai Chi training for health and cultural promotion.

Free Live Sessions: We have partnered with Tai Chi Centre UK to offer free live sessions to the general public. The sessions will be led by UK Tai Chi leaders including Grandmaster Yue Liming and Master Wen Li. They are specially designed for the general public who are staying at home. Next session will be on 2nd May 2020.

Health Protection: The live sessions are particularly helpful to elderly as the movements are minimum but effective. We are raising awareness of health protection and improvement via the practice of Tai Chi.

More about our EMC Centre: www.ukfcp.com/taichi

Community Project 9: Procurement and Donation of Masks

Procurement Support: We have offered assistance to and supported individuals and organisations wishing to secure different quantities of surgical masks including the Scottish Government. We were not the funder but helped identify and liaise manufacturers who produce PPE at international standard.

Resources from Consulate General: Thanks to the resource support from the Consulate General of PR China in Edinburgh, we have distributed the shipment from Shandong, China to elderly and vulnerable Chinese communities across Scotland.

Elderly and Vulnerable Communities: We have now managed to identify 4 hubs in Scotland where elderly Chinese communities are. However, we currently still have to rely on our partner associations's connections in those regions to ensure distribution of resources are managed well.

Reserving PPE for the most needed: We have been actively searching for masks and reserved a reasonable quantity for our community members who most needed them. As the pandemic worsen in the UK, we refocused our work on NHS staff and are shifting our support to them.

Community Project 10: Free Traditional Chinese Medical Clinic

TCM Standard: There are many who pretend to be traditional Chinese medical (TCM) experts but in fact they are not. We have invited a trusted and leading TCM doctor in the UK to offer us the reliable information as the benchmark of our TCM work.

Medical Advisor to UKFCP: We invite the very best to share information based on decades of qualified training and experience. We are delighted to have the support from Dr Ming Chen as our medical advisor.

Community Project 11: Free Job Posting for SMEs in the UK & East Asia

Free Job posting for SMEs: We are together on this. We are waiving all costs of job advertisement on our UKFCP website to support SMEs in the UK and East Asia in going through the current global economic challenge. We encourage you to take this offer until 1st September 2020.

To post your corporate job, project and volunteer opportunities, please visit:

www.ukfcp.com/free-job-posting

Community Project 12: Public Health Updates

Information from UK Government: You may feel bombarded by so much information on Covid-19 like we do and fake news are spreading. We have set up this project to update information that is useful so you can refer to them as your reference. Situations do change all the time and it is easy to miss updates so please be aware.

Updates received from public organisations: We also receive updates from public organisations specifically for our community and when we have those we will also upload to our project page for everyone.

To see our updates, please visit: <https://www.ukfcp.com/phu>

Community Project 13: Information on Financial Support

Information on UK Government's Financial Support: We have shared the official documents with the community through our website for business owners, self-employed and employees.

EMC Support: You may think everyone must speak English in the UK, we would not possibly comment. For minimum support on interpretation, we hope to at least help our community members in need if they are not able to find a financial advisor who speaks the same language.

Scams Alert: We are raising awareness of scams as not enough people are aware of them. Some may not be able to identify scams, we have given information on measures to protect our community as much as we can.

Referrals: In the case our community members cannot find any financial advisors, we are offering our help to refer those we know but may not always be most suitable to you. So you need to assess yourself.

No Advice from us: We have made clear we do not offer financial advice to anyone

For more information, please visit: www.ukfcp.com/information-on-financial-support

Community Project 14: Third Sector Partnership on Resource Sharing

Partnership Invitation: We have written to over 50 organisations to express our wish to establish stronger partnerships in the areas of venues, vehicles, delivery support, professional insights and expertise, connections with local community and organisations, expert advice, volunteering opportunities including training, research collaborations, third party reporting partnership, volunteers exchange, virtual platform support, Chinese cultural experience, bilingual interpretation support, news circulation, co-organising community events, community cross training and sharing research findings.

Partnership Established: We are thankful for the immediate replies for partnership from Fife Centre for Equalities and Youth Community Support Agency. Our reason to partner is not only for reassurance but also for the future.

See what we need and what we can offer as your partner organisation:

www.ukfcp.com/resource-sharing

Community Project 15: Resource Aid & Logistics

Food Aid: We noticed by experience that some of our community members are having food supply issues and are not able to get help for delivery. We are exploring partnership with food bank and other established organisations to help tackle this issue with emphasis on Chinese elderly community.

Logistics and Verification: We have raised and discussed with Police Scotland and received clear feedback on the issue of some volunteers/helpers being stopped by the Police. This is why we set up a procedure to recruit, train and give verifications of our volunteers to ensure when they are asked by the Police, they know what to do not to delay the necessary deliveries.

Community Project 16: Business Support for Self Employed

Potential Business Opportunities and Support Information: Our Chinese community is made up of a large number of self employed professionals. Covid-19 has been affecting businesses and we are stepping in to provide matchmaking help to see if we can at least give some reassurance on potential business opportunities and financial support information by the UK Government.

Community Project 17: HR Researches on Corporate Measures against Pandemic

Chinese SMEs: Our flagship research partnership with University of Strathclyde now enters its second year and we have set up a team of 7 to carry out HR researches on corporate measures against Covid-19 for SMEs to consider. Each research is a unique topic that takes reference from the literature of SARS and other epidemics including the recent Covid-19.

Chinese Employees: One of our researches look into the Chinese employees affected in the UK.

For more information and potential partnerships, please visit:

www.ukfcp.com/community-research

Community Project 18: Corporate and Community Care

Corporate Care: We have written to over 20 business organisations in the UK to convey our regards and for stronger collaborations amid the Pandemic. Organisations with most Chinese employees or clients are those we are most concerned about. We want to make sure they also share their health and safety policies for the benefit of other organisations and our community.

Community Care: We have written to community associations, housing associations, volunteering organisations, churches, charities, etc. to convey our regards and to offer stronger collaborations amid the Pandemic. We want to learn from them while at the same time share our updates so we can communicate more efficiently when needed in case the pandemic gets worse.

If you need any help or can help us reach more organisations, please contact us or visit:

www.ukfcp.com/cct

Extended Community Project 19: Volunteer Recruitment Campaign

Centre Team: We have grown our volunteer team from 8 to 15 to now 25, set up 13 teams with 4 team leaders. But we are still competing with time with insufficient resources. As the centre is receiving more enquiries, we are actively looking for centre representatives across Scotland who could share the workload and support our community nearby.

Centre Representatives: We have carried out successful recruitment strategies but are still looking for more volunteers:

- 1) We have posted on NHS recommended volunteer sites but response is insufficient.
- 2) We have prepared a recruitment message to recruit volunteers from WeChat including identifying the contacts of representatives across the UK given out by the Chinese Embassy.
- 3) We have contacted organisations including the NHS for volunteers
- 4) We have contacted the government to refer us to organisations with many volunteers
- 5) We have written directly to individuals
- 6) We have utilize our personal relationships to recruit
- 7) We have considered circulating flyers at shops to recruit and raise awareness of health protection (action was not carried out due to distancing)

We mainly need **three types of representatives** who have the time and willingness to help:

- 1) English-Chinese Interpreters: There are many who live in the UK but are not capable of speaking English especially the elderly retirees. We need help from our interpreters.
- 2) Administrative Assistants: We need to make notes on our call log sheet whenever we receive calls and emails and in some more serious cases we need to conduct face to face meetings over the Internet and our assistants will need to be able to write and speak in caring manners. They are also responsible for referring calls to our contact list of trusted partner organisations for specific issues.
- 3) We need medical and paramedics: They are busy with their work but imagine those who have retired with a lot of qualified experience. They will be in better position to refer our clients to the right departments of NHS.

Please note: Our representatives do not offer financial or medical advice.

Wherever you are in Scotland, please contact us or apply via the following links:

<https://www.volunteeredinburgh.org.uk/volunteer/find-opportunities/virtual-support-centre-regional-representatives-15102/>

[https://www.volunteeredinburgh.org.uk/volunteer/find-opportunities/\(covid-19\)-virtual-support-centre-regional-representatives-15103/](https://www.volunteeredinburgh.org.uk/volunteer/find-opportunities/(covid-19)-virtual-support-centre-regional-representatives-15103/)

Extended Community Project 20: Communication Channels

Centre Website: During Covid-19 pandemic, most news go online. It was a priority for us to set up our Support Centre Website urgently for our community to get updated information, find help and contact us. The centre website is now in English and the Chinese website is now under rapid development and will be ready soon.

- www.ukfcp.com/ukfcp-support-centre

Hotline: A mobile phone number has been set up for centre's use and we have developed our communication system

- +44(0)7298814326

Email: We have set up a specific email address for anyone who wish to contact us for help. It is on every project page on our Support Centre website together with the hotline.

- supportcentre@fcp-scotland.com

Newsletters: We have been and will be sending out more newsletters to our community for updates and useful information from the Support Centre.

Press: We have contacted 8 Chinese news agencies in the UK and China to publish our press release in Chinese in order for those who only or prefer to read Chinese.

LinkedIn: We have revitalised our LinkedIn presence and invited back our former committee members from LCP, SCP, WCP and YCP to support our Combat Covid-19 Project. Global representatives from Hong Kong, Singapore, Guangzhou, Kunming have also responded and shared our support.

LinkedIn Updates: We will soon be posting updates on LinkedIn as well. Search to follow:

- UKFCP Global Members Group

WeChat: We update our extended community networks in WeChat groups but we are very sensitive towards the circulation as it is less formal than any above channels.

Extended Community Project 21: Centre Training

Representatives Training: We are preparing training materials, agreements and support for representatives who wish to join. We are making sure they are ready to help after training. Pre-join training, on-job training and active feedback will be available because we are taking our community's wellbeing and safety very seriously.

Team Leaders Training: We are recruiting new team leaders to support our centre and are preparing training materials and on job training for them to lead new teams.

Extended Community Project 22: News Exchange

Contribution: One of our student committee members contributed to the Lifestyle news of the Paper CN, Chinese media by their tourism journalist to learn about the short term renting issue for overseas Chinese students during Covid-19.

Interviews: We have carried out interviews with our UKFCP Medical Advisors on health protection in medical and traditional Chinese medical ways. Dr Kit Wu and Dr Ming Chen both have given detailed information.

Extended Community Project 23: Virtual Centre with Top Class Technology

Centred in Edinburgh: Most of our work was achieved virtually but our physical support centre is located in Edinburgh. We are planning to extend our centre locations to other parts of the UK.

Virtual Centre: We have set up our virtual support centre with edge cutting technology to ensure video recording, centre work and third party reporting can be managed effectively.

Extended Community Project 24: Chinese Community Mutual-Aid Network

Participating Team: We have assigned a team of 5 to support the work of Chinese Embassy in the UK that set up the Chinese Community Mutual-Aid Network. Through joining the Consulate General's network, we assisted in helping to distribute PPE to the vulnerable community. As most of the Chinese community associations are based in Glasgow and Edinburgh, we have taken great steps to search and reach out to the elderly and vulnerable communities in much further parts of Scotland, including rural regions.

Extended Community Project 25: YCP Student Committee Combat Covid-19 Project

YCP Student Committee: Our YCP Ambassador Programme has recruited a team of hard working and dedicated graduate students who have committed fully since March beside their university course work. They have been responsible for completing the ground work of our support centre with their assigned team leaders. Individual and team assignments they had to submit every week and this project would not be possible without their help.

They are also responsible for developing project progress reporting with their wishes and positive comments for our affected community.

Extended Community Project 26: National Community Encouragements

Best Wishes and Encouragement: During Covid-19, who are the most emotional affected? There are many affected community members we do not know personally and cannot contact one by one. The only way is to through online platform. Sometimes it is not just the practical solutions they need, but the care we can give. They may not have found the solutions but to accept the fate. Every little of our care hopefully could make a slight difference to increasing the chance of a smile in the near future. We are developing this project as a united voice to support those who may not be able to speak for themselves. Developing video messages is also under our consideration.

Extended Community Project 27: Resource Remobilisation

Logistics, Volunteers and Delivery Points: This is what the country needs at the moment with resources taken care of by many larger charities and the UK Government. We need to find ways resolve this issue with NHS, the Police, the UK Government with emphasis on remobilising volunteers in the safest and efficient way.

Extended Community Project 28: Global Online Meet-Up

Continuing professional engagements: We are pioneering our online meet-up for Chinese professionals in the UK and China. UKFCP are working with YCP and SCP to identify the more practical ways to organise successful online meet-ups. We are working with Cranfield University to explore more development opportunities. Our Scotland-China Alumni International (SCAI) is also joining this project to encourage the new way of professional engagements.

Contact us:

National Third Party Support Centre

Li Wen, Vice President for Safer Communities and Support Centre Leader

Email: supportcentre@fcp-scotland.com

Hotline: +44 (0) 7298814326 (9am-9pm 早上 9 时至晚上 9 时)

Website: www.ukfcp.com

The Chinese version of this project progress report is coming.

我们正在翻译此文件，准备好会及时发布

About us:



Scottish Chinese Professionals (SCP) is the Federation of Chinese Professionals in Scotland. Together with Young Chinese Professionals (YCP) Scotland, we aim to unite, develop, support and promote the Scottish global professional community through linking with all groups interested in Scotland-China partnerships.



Young Chinese Professionals (YCP) is one of the world's leading community associations for Chinese young global professionals. It aims to inspire the next generation of leaders in their professions through linking with all groups interested in UK-China partnerships.



The UK Federation of Chinese Professionals (UKFCP or FCP) is a national community organisation for local Chinese professionals in all disciplines who make a difference globally. The Federation is the umbrella organisation for London Chinese Professionals, Scottish Chinese Professionals, Welsh Chinese Professionals and Young Chinese Professionals UK. We aim to unite, develop, support and promote global Chinese professionals in the country and of the future through linking with all groups interested in UK-China partnerships.