

As we battle the deadly Covid-19 virus, we need to do everything possible to support our community and our family. The COVID-19 pandemic has affected people's physical health, emotional health and financial health.

The state Government has worked smartly and in a timely manner to control the epidemic and to support its citizens. The government has come up with various services to assist the citizen financially and physically, however many are not aware of their entitlements and access them.

CYSD is in the process of supporting the citizens in their physical, emotional and financial health through setting up of a virtual Citizen Support Centre to be run by a team of caregivers and women volunteers, especially Community Resource Persons and Internet *Saathis* for a period of six months or month with following objectives:

- Create awareness about various entitlements and process to access
- Manage citizen's queries on entitlements
- Spread awareness about Government Advisories to tackle COVID-19 Pandemic in the local language
- Spread awareness about health and hygiene practices
- Manage emotional health virtually through Tele Counselling

Psychological and mental wellness challenges, like anxiety, helplessness, fear of loss or actual loss, pre-existing health disorders and mental health issues experienced by individuals / families due to the pandemic can possibly be mitigated to maximum extent.

Besides, general health queries regarding COVID-19 pandemic and preparedness at individual and community level such as practices of personal health and hygiene, infection and travel related issues can be addressed.

Finally, the poorest of the poor and other vulnerable categories of the society can be benefited with the right kind of support services on their entitlements.

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