

# Global Responses to COVID-19 in slums and cities

Practices from around the world

---

GSG Urban Poverty and Housing  
Working Document  
Draft May 8, 2020



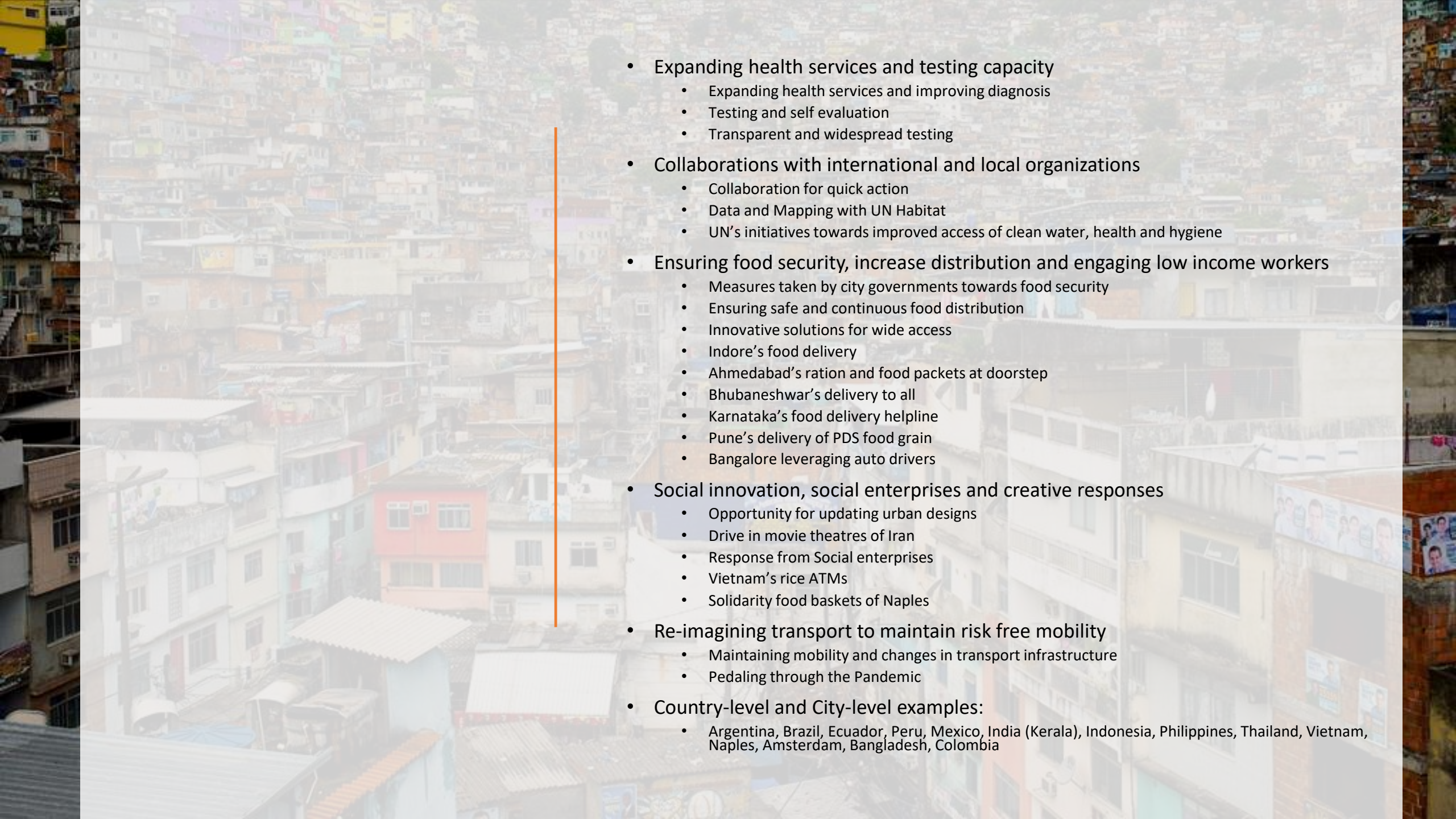




# Presentation Overview

- Lessons from Ebola
- Importance of coordination and monitoring across stakeholders and interventions
- Financial Support
  - Vouchers and cash transfers to provide a social safety net
  - Increased financial support to low income workers
  - Uptake of UBI for financial assistance
- Ensuring basic services: Water, hygiene, education and nutrition
  - Ensuring continued nutrition and education for children
  - Continuous access to water and utilities
  - Hygiene and handwashing
- Transparent information sharing, communication and campaigns
  - Fight rumors with awareness and campaigns
  - Leverage creative media platforms
- Responding to vulnerable populations: Migrants, refugees, women and children
  - Targeted social protection; migrant and vulnerable population
  - Protection against domestic violence
  - Singapore's migrant workers
  - Response in Refugee camps
- Leveraging data
  - Leveraging data for transparency, monitoring and response
  - Contact tracing
  - Enforcing quarantine
- Community led initiatives
  - Community led initiatives, strategy and approach
  - Building on community culture and trust to create acceptable and scalable responses
  - Homegrown responses by community members



- 
- Expanding health services and testing capacity
    - Expanding health services and improving diagnosis
    - Testing and self evaluation
    - Transparent and widespread testing
  - Collaborations with international and local organizations
    - Collaboration for quick action
    - Data and Mapping with UN Habitat
    - UN's initiatives towards improved access of clean water, health and hygiene
  - Ensuring food security, increase distribution and engaging low income workers
    - Measures taken by city governments towards food security
    - Ensuring safe and continuous food distribution
    - Innovative solutions for wide access
    - Indore's food delivery
    - Ahmedabad's ration and food packets at doorstep
    - Bhubaneswar's delivery to all
    - Karnataka's food delivery helpline
    - Pune's delivery of PDS food grain
    - Bangalore leveraging auto drivers
  - Social innovation, social enterprises and creative responses
    - Opportunity for updating urban designs
    - Drive in movie theatres of Iran
    - Response from Social enterprises
    - Vietnam's rice ATMs
    - Solidarity food baskets of Naples
  - Re-imagining transport to maintain risk free mobility
    - Maintaining mobility and changes in transport infrastructure
    - Pedaling through the Pandemic
  - Country-level and City-level examples:
    - Argentina, Brazil, Ecuador, Peru, Mexico, India (Kerala), Indonesia, Philippines, Thailand, Vietnam, Naples, Amsterdam, Bangladesh, Colombia



# Why slums are at high risk

- High population densities contribute to rapid and broader spread of infection which accelerates transmission
- Household overcrowding makes behaviors like social distancing difficult
- Poor living conditions exacerbate transmission slowing behavior
- Limited access to health services
- Reliance on crowded transport services increases contagion risk
- Working in the informal sector poses risks
- House large share of the urban population that make up the demographic dividend



# Lessons from Ebola

- Effective case management to **maintain belief and trust** to prevent outward mitigation
- **Implement and laud successful treatment innovations.** A positive feedback loop is essential for building trust in treatment units
  - In Liberia, Survivors were paraded in communities to emphasize the role of TUs in saving lives
- **Debunk rumors through data.** Community youth, pastors, imams should be trained in conducting daily door-to-door surveillance
- **Practice safe burials**
  - In Liberia, a Muslim burial team was formed to handle bodies in protective suits while allowing the appropriate ablutions.
- **Impose curfews**
  - The Liberian Government imposed a 9 p.m. to 6 a.m. restriction, which curbed evening movements. They cleared offices of the country's largest employer, the government. Municipalities took a hit to major sources of revenue when we prohibited the rental of public venues for events.
- Begin developing a **post-crisis recovery plan mid-crisis**





# The response requires coordination and monitoring across stakeholders and interventions

- **Non-government actors are key** in mobilizing, gaining trust, providing food and other essentials to households
  - Includes identification and engagement of community organizations and leadership as well as NGOs or civil society organizations working in the affected areas
- Require **multi stakeholder emergency committees**, with representatives from government, community organizations, and religious organizations to coordinate emergency response measures
- **Emergency services** need to be provided and reached inside the community
- Vital to **generate information** regarding the number of inhabitants, their demographic characteristics and needs
- **Actions directed** at taking care of children and other dependents that may need care
- **Mobilize resources** for massive testing and isolation (e.g. outside the slum) of those testing positive
- **Isolate entire neighborhoods** if needed to treat it as a unit



A person in a purple shirt is painting a mural on a wall. The mural features a large, stylized portrait of a person with curly hair, wearing a patterned garment. To the right, a hand holds a red sign that says "STOP CORONA STAY HOME". Below the portrait, there are more colorful, abstract shapes and text, including "TULIA MTAANI" and "QSHA MIKONO". The person is standing on a wooden ladder, and various paint cans are visible on the ground.

# Different categories of Responses

---

Across countries and cities

# Financial support

---



# Vouchers and cash transfers to provide a social safety net

- The Government of Brazil will distribute vouchers worth R \$600 to all informal workers that don't receive resources from the two flagship cash transfer programs
- The state of Uttar Pradesh in India will provide compensation to poor workers via online payments if they lost their job due to the pandemic.
  - Vegetable vendors, construction workers, rickshaw pullers, autorickshaw drivers, and temporary staff at shops will be targeted by this measure





# Increased financial support to low income workers

- The Panama government is exploring ideas for transferring money to those who do not have a bank account and converting IDs into a debit card
  - Eg. using an ID, e-purse, or online membership to open a bank account
  - Convert ID into a debit card to provide economic assistance to buy groceries, first need implements and medicines
- Ireland has rolled out a simple application form for unemployment support for workers affected
- Pakistan is scaling up the Ehsaas (Social Safety Nets) Program based on information already available with the National Registry, and disbursing amount for 4-months in one tranche
- Leveraging existing mobile money platforms (e.g. M-Pesa,)
- Governments in Africa are leveraging mobile money and digital finance for payment transactions and cash transfers





# UBI and Cash transfers to help the poorest among lockdowns

- Many emerging countries, including Mexico and Brazil, already have a long and successful experience with near-unconditional cash transfers to the poor as the most efficient way to deliver poverty relief. This experience should now be harnessed to make expanded and **unconditional programs available more broadly**, at least though the lockdowns and the gradual easing of restrictions.
- **New Delhi's crisis response has introduced cash transfers** to particularly vulnerable groups.
- Universal cash transfers will take substantial resources. In time, **savings can be made by cutting back on much less efficient poverty relief** in the form of subsidized fuel and food.





# Ensuring basic services: Water, Hygiene, Education and Nutrition

---

# Ensuring continued nutrition and education for children

- The Bolivian government introduced the Bono Familia program
  - It feeds children of low-income families who will not have school breakfast during this time of quarantine  
Delivered in April, US\$ 72.6 will be paid for each child in elementary school
- The Kerala state government will deliver food ingredients for mid-day meals to over 300,000 children
  - It reaches those in 33,115 *anganwadis* (rural child care center) closed due to the COVID-19 pandemic
  - They are delivering this for ten days. The materials are being packed and distributed by the teachers themselves
- New York has distributed hundreds of mi-fi internet access points to families so kids could keep up with their education
- Some schools, e.g. In Washington DC, continue to remain open to provide meals to children





Ensuring clean water, access to utilities and securing finance to keep them going

- In Colombia, Water services are being provided free of charge for families in a state of vulnerability
- In El Salvador President Bukele, declared a series of social measures including a 90 day moratorium for public services, credit cards and mortgages for those who have been negatively affected by COVID19. Repayment of this moratorium would be done over the next 24 months



# Hygiene and Handwashing

- In Mathare, Kenya, hand washing stations have been set up
- Rwanda is flooding its capital, Kigali, with portable sinks for hand-washing
  - At bus stops, restaurants, banks and shops
- In Brazil, hand washing stations have been installed by the local communities to wash hands before entering the favela
- Czech Republic and Haiti are proposing masks for everyone
- Sudan is making their own hand sanitizers and distributing it for free
  - The neighborhood resistance committees that helped to organize the uprising against al-Bashir have been making their own hand sanitizers using alcohol normally reserved for making illegal liquor and distribute them for free in their communities



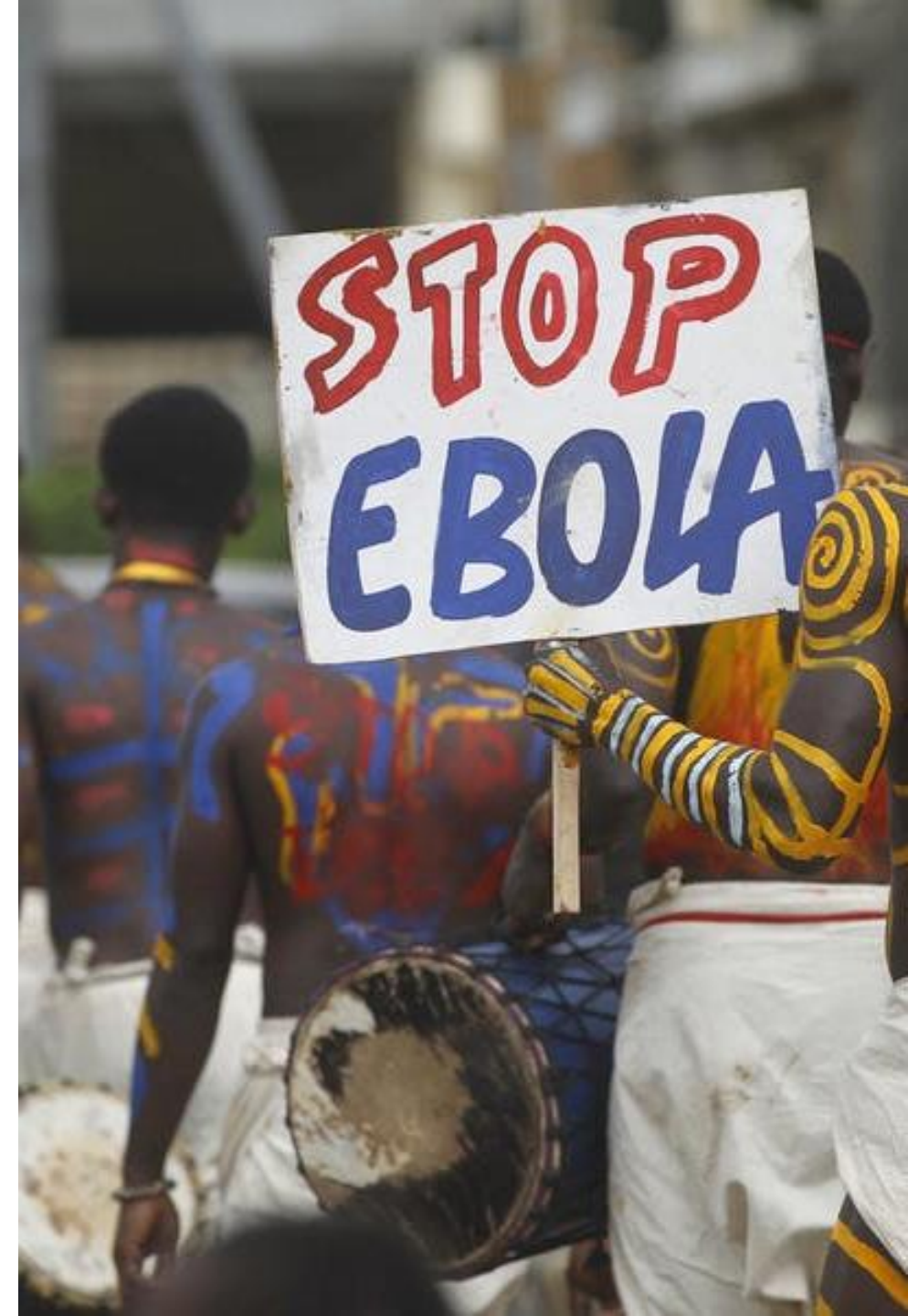


# Transparent information sharing, communication and campaigns

---

# Fight rumors with awareness campaigns

- The Liberia Country Programme is broadcasting a weekly talk show on ECOWAS radio with updates from the NPHI
  - This is in partnership with the Liberian Ministry of Health (MOH) and the National Public Health Institute (NPHI)
- Cities Alliance runs outreach in informal settlements across greater Monrovia
  - Social mobilisers on vehicles with loudspeakers, raising awareness about basic hygiene measures, waste management
  - Target gender-related issues, where messages have been pre-recorded in Liberian English and other local languages
- In Sierra Leone, they are using culturally tailored education messages
- Sudanese health experts at home and in the diaspora have made videos for social media explaining what the virus is and how to avoid infection.
- Pakistan is sending COVID-19 awareness message on cell phones replacing ring tones to help raise awareness among the 165 million subscribers.
  - Most TV channels are running frequent public service messages to raise awareness.





# Leverage Creative media platforms

- Songs for awareness have seen a surge across the world
- Popular music has found its way in raising awareness through songs in Africa
- Pakistan is using culturally tailored videos to reach people of all ages
- Leveraging phone access and messaging, in Sudan, cellphone service providers deliver prevention messages to callers before connecting them



# Responding to vulnerable populations: Migrants, refugees, women and children

---



# Targeted social protection: Migrant, and vulnerable populations

- West Bengal and Delhi Governments have set up temporary shelters for poor, migrants at schools and community centers
- Texas Legal enforcement announced that they would temporarily halt evictions to prevent people from losing their homes
- Pakistan's Prime Minister's 'Coronavirus Relief Fund' is set up to channel charitable donations towards the most needy and vulnerable. It has already seen an outpouring of generosity across Pakistan
- Pakistan is registering youth under the PM's 'Corona Relief Tiger Force' led by young Senators
  - The Force will assist in quarantine management, identifying the poor, and delivering food/rations to them etc.



# Targeted social protection: Domestic violence towards women and children

- Uttar Pradesh has launched campaign “Suppress Corona, Not Your Voice” which advertises the police’s domestic violence hotline
- Expand shelter and temporary housing for survivors
  - Canadian government earmarked \$50 million funding for GBV shelters and sexual assault centers
- Encourage virtual and informal support networks
  - Platforms like MyPlan from US, iCan from Canada and SAFE from Netherlands can be scaled up. In areas with low internet, options for text (WhatsApp) based networks can be encouraged. These help women and children feel connected and supported, and alert perpetrators that women and children are not isolated
- Build strong violence related first response systems
  - Through community trainings, target informal support groups including neighbors and friends, and exploring virtual options like phones and internet





# Singapore's migrant workers

- The vast majority of these cases are in the **overcrowded dormitories that house more than 300,000** of Singapore's roughly 1 million foreign workers
- Singapore is now **testing more than 3,000 migrant workers a day** and hopes to expand that number
- For dormitories where the assessed risk of infection is extremely high, efforts are focused on **isolating those who are symptomatic** even without a confirmed COVID-19 test to allow quick medical care to these patients
- **Extensive screening in the dorms** with finding many workers who are infected with COVID-19 but who didn't appear sick
- The government is trying to find **alternative accommodations for people in the hardest-hit dorms**





# Response in Refugee camps

---

- Camps have partnered with organizations and started **constructing isolation and treatment facilities**, with the goal of ensuring the availability of 1,900 beds to serve both refugees and host communities in the coming weeks. Information-sharing has been expanded through a network of more than 2,000 community volunteers, religious leaders and humanitarian workers
- Angola has started a blog called Histoires de Lovua (French for 'Stories from Lovua) to share vital **information about how to stay safe in the pandemic** with fellow refugees in the Lovua settlement
- **Stockpiling essential medicines and medical equipment**, including oxygen concentrators, and distributing soap for the general community. Also stepped up training of staff in early identification, notification, case management and contact tracing
- Chad: The International Organization for Migration (IOM) has **partnered with local traditional town criers and troubadours** to ensure that the most rural communities across the country are informed about COVID-19 transmission and preventive measures
- In Jordan's refugee camps, **stipulations on when people can go to the shops**, leave their homes, and leave the camp have been put in place. They have drawn marks on the ground themselves to define the two-meter mark when they're queuing





# Appeals to governments from organizations in Refugee camps

---

- Medical staff won't be able to treat patients in a camp without the right equipment, and now would be the. Organizations are working to **procure personal protective equipment and hand sanitizer for health care workers and community outreach workers** and will get these stocks into camps as soon as possible to prepare for potential market shortages and travel limitations
- Organizations are trying to increase the frequency of water trucking or **providing mobile cash or vouchers for the most vulnerable** to access private water and other supplies
- Governments must first **lift any phone and internet restrictions** that are sometimes imposed on camps and can limit communication. Along with aid groups, governments should then create information campaigns that cater to displaced communities using an SMS system to send texts in local languages
- **Monitoring places where people typically gather** — like water points and clinics — and going there to provide information on social distancing and hygiene practices
- **Appointing COVID-19 focal points within country programs** to coordinate with national health ministries could help ensure refugees and displaced people aren't left behind in government plans.

# Leveraging data

---



# Leveraging data for transparency, monitoring and response

- Govt of Honduras has set up a central online portal resource
- El Salvador has set up a Tableau web responsive tool to monitor and track COVID cases
  - This allows users to contrast the number of PCR tests to detect COVID-19 vs. the number of confirmed cases, geographical location of confirmed cases, as well as health containment centers and collection centers for donation of food and household goods for them
- Dashboard using government data to track COVID-19 cases in Côte d'Ivoire: location, total number, and recoveries.





# Contact tracing and movement tracking

---

- The US state of Kansas is **tracking residents' locations via a platform** called *Unacast*, which compares aggregated GPS data from before and after the implementation of social distancing and grades each county on its compliance
- Moscow is planning to use **smartphone geolocation functions to track foreign tourists' movements** through the city to prevent outbreaks of COVID-19 after Russia reopens its borders
- South African Government **revises phone tracking plans**. The new regulations provide judicial oversight and aim to ensure that emergency provisions expire when the 'state of disaster' ends
- The State Disaster Management Authority of the Indian state of Andhra Pradesh, in collaboration with other government agencies, is **developing tools to track the travel history of people who have tested positive** for COVID-19 and those who are under quarantine





# Enforcing quarantine

---

- In order to enforce mandatory 14-day quarantine orders, Kenyan authorities have been **tracking mobile phones of people suspected** to have COVID-19
- The Kazakhstani ministry of health requires the 8,000 or so Kazakhstani **citizens currently under quarantine to use the SmartAstana tracking app**, which enables officials to ensure that they remain in isolation.
- The city of Almaty relies on **video surveillance technology called Sergek**, produced by the local telecommunications firm Korkem Telecom to find people who break quarantine . So far, these two cases are the only examples of the government employing new surveillance technologies as anti-pandemic tools
- New Zealand's lockdown protocol includes a system to allow the police to **monitor the whereabouts of travelers returning home**. On arrival at the border, incoming travelers are asked for a contact mobile number.

Once Welfare has ensured they have suitable accommodation, they receive a text from NZ Police asking them to consent to tracking; if they do, they are required to turn on location services to allow police to monitor their compliance with quarantine.

# Community led initiatives

---



# Community led initiatives

- In absence of public transport system, in Bangladesh, a group of CSO partnered with health ministry to provide free shuttle service to all the healthcare providers
- Argentina's president calls in priests to help prepare slums for COVID-19
  - Seven priests, who live and minister in the slums of Argentina's capital met with President Alberto Fernandez and filmed a video urging people to stay home
- Telemedicine/e-health centers with a UANs working 24/7 that directly connect to a doctor for concerns and advice regarding COVID-19. This reduces load on medical facilities.
- In Colombia, the local government and different civil society organizations joined efforts to launch a Hackathon to provide solutions
  - Aims at mobilizing critical workers at the same time as reducing contagion among citizens





# Building on community culture and trust to create acceptable and scalable responses

- In many low- and middle-income countries, **governments can repurpose existing buildings such as shuttered schools, shops, and community centers to provide emergency shelter.**
  - They can turn city parks and sports facilities into living spaces for the isolation or care of nearby slum communities and stop forced evictions, as “de-densification” or “decanting” measures will lead to the unintended consequence of further spreading COVID-19
- In Malaysia, communities in informal settlements are very resilient because they are close-knit and well organized. While the spreading of mutual-aid networks in better-off cities where neighbors did not previously know each other is encouraging, **informal settlements have always functioned through communal living, and this will be these communities’ best weapon against COVID-19.** Governments need to bring in these key partners to deliver public health messages and coordinate the response
- Volunteers across Africa — such as those with [Shack/Slum Dwellers International](#)’s Know Your City project — **conduct community censuses that should be leveraged to disseminate vital public health information.** Communities can monitor the spread of the coronavirus and decide on the use of available space for quarantining.





# Community groups in Asia are stepping up to respond on the frontlines

- **Community surveys and monitoring to track the impacts** of the virus on the poor, identify vulnerable families and individuals within the community and determine who needs what assistance
- **Monitoring the impacts of government regulations and interventions**, and coordinating with local government agencies
- **Setting up community kitchens, food banks and buying staple foods in bulk**, to distribute and support vulnerable and virus-infected households
- **Raising funds to support specific vulnerable communities** and providing cash assistance
- **Promoting community-level quarantine in crowded settlements** where household-level quarantine is impossible
- **Distributing accurate information about the virus** and how to keep safe and prevent its spread
- **Stitching face masks and personal protective equipment** and producing hand-sanitizers
- **Keeping in touch with locked-down and quarantined communities** and sharing virus news by phone, video chat and instant messaging applications like Line, Messenger and WhatsApp
- **Developing systems for exchanging basic goods and necessities between communities or networks** when the usual supply systems close down or are off limits during lockdowns
- **Using community savings and credit groups** to help families survive and meet their families' urgent food and medicine needs, with loans and savings withdrawals, or reducing expenses by suspending loan repayments or reducing interest on loans



# Homegrown responses by community members

- Expanding non-traditional sanitation means through initiatives taken by NGOs
  - Examples include pee-poo bags and dry toilets
- Curfew imposed by the local communities in Brazil
  - They go around and watch people to make sure they are staying in
- Sierra Leone developed home-made personal protective equipment (PPE) during Ebola
  - They used plastic bags for gloves, sugar or rice sacks to wrap around their body, wellington boots to cover their feet, and woolen facemasks

Following a burial, they also washed their hands and feet with soap and water, and boiled their boots in lime





# Expanding health services and testing capacity

---

# Expanding health services and improving diagnosis

- Nigeria has created a tool that allows users to self-assess their risk category based on symptoms and exposure history
- South Africa's WhatsApp chat runs an interactive bot to answer common health questions and has reached 3.5 million users in 1 month
- In Argentina App COVID-19 allows people to self-test for coronavirus
  - Citizens also learn about the development of the pandemic and the measures adopted by national authorities to contain the advancement of the virus. On the first day of launching, 500,000 people already took the test with the app







# Testing and Self Evaluation

---

- The Afghan Ministry of Public Health and Ministry of Telecommunications and Information Technology have launched the "corona.asan.gov.af" **software to provide health advice in three English, Dari, and Pashto**; using the questions embedded in the software users can evaluate themselves for the virus
- Germany's federal agency responsible for disease control and prevention, the Robert Koch Institute, has teamed up with the health technology start-up Thryve to develop an app called Corona-Datenspende ("data donation") that **works with a variety of smartwatches and fitness wristbands**



# Transparent testing

---

- South Korea is asking for public participation in testing. The city of [Goyang](#) has led an **innovative contact-free, drive-through testing method**. The city opened a facility in a parking lot where people can simply roll down their windows and get swabbed by medical personnel in protective gear
- In the 3,300-person town of Vò, Italy, researchers pursued a [fully comprehensive testing strategy](#) that involves **testing and retesting every single resident**. Half the individuals who tested positive had no symptoms. Since they were identified early, they could be quarantined along with anyone they came in contact with. Health authorities now believe they have essentially stopped the spread of the illness in this small community.



# Collaborations with international and local organizations

---



# Collaborations for quick action

---

- MIT's SENSEable City Laboratory has partnered with the Ecuador Government to develop CURA; **repurposed, 20-foot shipping containers that address the shortage of intensive care units** (ICUs) to treat COVID-19 patients at a third of the pre-bed cost
- Wuhan's **temporary hospital is built from temporary buildings and shipping containers**. The 1,000-bed hospital was built in just eight days
- Waste picker organizations such as [Asociación Nacional de Recicladores](#) in Colombia and [SWACH](#) in India are **promoting gloves and masks to prevent physical contact with trash and to keep a distance** from people as well as from waste that is known to have been generated by COVID victims. The Global Alliance for Waste Pickers has been crowdsourcing global guidance and sharing best practices for waste pickers on their [site](#).
- The [South African Waste Pickers Association](#) is asking people to [separate their waste](#) at the household level, and also **to wrap tissues or contaminated waste in another layer of bags** to limit the exposure to waste workers.





# Data and mapping: UN-Habitat interventions

---

- Kenya: supporting the Government's effort to **collect data and improve access to water and sanitation** facilities in informal settlements, and to prevent COVID-19 spreading through urban transport systems
- Ethiopia: helping to **supply water to waster pickers** in the capital Addis Ababa who are at risk of infection. They are also conducting rapid mapping of community assets, spaces and vulnerable hotspots to allow appropriate responses
- Iraq: Working with UN partners, they **contribute to an online platform** that provides government endorsed information on COVID-19
- Tunisia: **supporting the development of a Leave No One Behind mobile app** to provide a one-stop-shop information portal on COVID-19 to allow vulnerable communities to easily access essential services provided by the State
- Egypt: using **riverbank filtration technology** which is easy to operate and maintain to extend affordable access to clean water and sanitation
- Sri Lanka: supporting **provincial councils and local authorities to establish a service provision database**, facilitating online discussions with local authorities on their emergency response and training them on online reporting of services they provide

# UN Habitat initiatives in informal settlements

- Ensuring safe transport and **repurposing buildings to isolate** those infected are other priority areas
- UN-Habitat is assisting with data collection, **mapping of existing and emerging hot spots and analysis** working with its network of local and global partners
- **Technical advice and online tools for cities**, local leaders and communities
- **Direct programming in informal settlements** to improve access to food and basic services including water, sanitation and hygiene and entrepreneurship for local solutions
- **Public awareness-raising through targeted, accurate information in local languages.** The recovery phase will focus on providing expert policy advice, knowledge sharing and urban recovery programmes to improve services and infrastructure in informal settlements and to sustain the gains made





# Mwanza scheme: tackling Tanzania through health and education initiatives

- UN-Habitat and the EIB will provide **14 dedicated handwashing stations to reduce the spread of COVID-19 in informal settlements in the Mwanza region** of northern Tanzania
  - Two thirds of people in the regional capital live in informal settlements and COVID-19 cases have already been confirmed in Mwanza.
- The multiple tap handwashing stations will each include a **5,000 litre water tank, wash basins and soap will be placed in public places, markets and health centres.**
  - The new handwashing stations will be managed by trained volunteers from the local community who will provide guidance on effective handwashing. The volunteers will be provided with personal protective equipment, including face-masks and gloves, to reduce the risk of infection.
- The Mwanza scheme will be **supported by public health and education activities**, including proper hygiene and handwashing practices.
- The project will be implemented by the Mwanza Urban Water and Sanitation Company (MWAUWASA) which will also install **100 additional water standpipes in vulnerable communities** and suspend water disconnections for the duration of the coronavirus pandemic



Ensuring food security, increase  
distribution and engaging low  
income workers

---





# Measures taken by city governments to ensure food security

---

- **Food distribution at neighborhood level** is being scaled up by public administrations and supported by community/non-governmental actors that are stepping up activities to support public efforts
- Food hubs and e-commerce **using Information and Communication Technology (ICT) platforms** or informal networks are providing effective alternatives to support distribution to consumers, retailers, caterers and producers.
- **Local governments and other food system participants** are taking actions to improve the food environment (i.e. what physically surrounds people and which is fundamental for the availability of and access to nutritious food).
- Urban administrations **promote education campaigns** for responsible food purchase behavior, for reducing food waste, and activate innovative mechanisms for sourcing and distributing food to vulnerable people (e.g. alternatives to school feeding programs where schools are closed).





# Ensuring safe and continuous food distribution

---

- The municipality of Wuhan has been improving the “**Vegetable basket**” project to **guarantee food supply during the lockdown**. Wuhan has cultivated 20 000 hectares since February 2020, mainly with fresh vegetables, and will continue to recover local production step by step, consistent with the quarantine policy
- The **e-commerce plays an important role in linking farmers with consumers**, the municipality of Wuhan collaborates with the private sector to facilitate online purchase and delivery of food
- The municipality of Milan, in collaboration with other organizations, has developed the “Food Aid Systems” to compensate for the restrictive measures taken to limit the spread of the virus. A **temporary food supply infrastructure has been created including a one logistic center at the Food Bank hubs** with storage capacities and vehicles and minibuses for food delivery
- New York city government, nonprofit and community organizations, academic institutions and private industry are setting **center-agency teams in the city government to ensure a coordinated response**





# Innovative solutions ensure wide access of food

---

- Rikolto, the municipality of Quito is **facilitating access to food through food hub mobile units utilizing municipal buses**, partnering with food banks, communication campaign for responsible food purchasing and mapping the food access vulnerability
- In Lima, a **mobile wholesale market service distributes food in eight districts** of the Lima Metropolitan area. The city is also working with the Municipal Enterprise of Market to monitor market prices and avoid speculation
- In Montevideo, citizens and local organizations are **implementing a traditional model of home deliveries of food, fruits and vegetables called “ollas populares”** – some directly from producers to consumers, with special attention to vulnerable people
- In Brazil, **popular and community restaurants kept functioning** and expanded their distributions to reach all the marginalized populations
- The municipality of Chía in Colombia, **created a space for those who wish to donate nonperishable food** using a digital platform or a municipal call center dedicated exclusively for this initiative



# Indore Is Deploying Its Swachh Bharat Machinery to Deliver Groceries under lockdown

- The **Indore Municipal Corporation (IMC)** has been doing **home deliveries of essentials since the first week of April 2020**. Every day, a team comprising a driver, a helper and a volunteer from an NGO is set out to collect garbage and also hand out and collect grocery order forms
- **Orders ranging from 5,000 to 20,000 are collected on an average per day**. The order forms eventually reach the specified grocery stores to be delivered to homes. To be chosen, a grocery store must have delivery staff as well as a vehicle for delivery.
- For shops that do not have vehicles, the **IMC has arranged private vehicles, such as auto-rickshaws that are lying unused**. Shops that fail to deliver orders in time lose their license to work during the lockdown and have their curfew passes revoked.
- Initially, when fewer grocery stores were linked to the service and when the lockdown had resulted in a high volume of deliveries, the system was unable to cope. Now, the number of grocery stores linked with the service has risen from 200 to 1,000, and the early hiccups, such as late deliveries, have been resolved.





## Ahmedabad: Ration and food packets at doorstep for the vulnerable communities and vegetables on wheels

- The Ahmedabad Municipal Corporation has been making various efforts to make sure essential services are not disrupted. The **corporation collaborated with Amul to deliver** over 14,990 tetrapacks of milk, distributed 1,64,981 free food packets to the homeless, and 1,712 food packets to senior citizens.
- Over 11,100 free packets of vegetables and 7,792 grocery kits were also given to those in need. For those in quarantine, 28,281 free cooked food packets and 5,387 grocery kits were also distributed. To meet the needs of the citizens, the corporation also plied 164 vehicles under their project, **Vegetables on Wheels, selling over 42,578 kg of vegetables since the lockdown**
- AMC has also allowed outlets such as Big Bazaar, Reliance Retail, Osia Hypermarket, and D-Mart to deliver vegetables and groceries. **The corporation has released Helpline numbers for people to access these services.**





# BMC Mobile Vans and a pool of grocery stores to deliver groceries & veggies at doorstep in Bhubaneswar

- In an effort to ensure that people get groceries and vegetables during the ongoing lockdown period, the **Bhubaneswar Municipal Corporation (BMC)** has rolled out mobile van service for the delivery of essentials at doorstep.
- People can order groceries and vegetables over the phone by dialing the phone numbers of the BMC mobile vans. The civic body has made **120 such vans operational to supply groceries & vegetables** and is proposing to increase the number to 200
- In addition to these, the Bhubaneswar Municipal Corporation (BMC) has also **formed a pool of 28 stores for home delivery of food items and other essential goods to prevent gatherings at markets.** The BMC has also provided a list of WhatsApp numbers of these outlets which can be contacted for placing orders. People can send a list of items they require along with their address for delivery and pay the bill after receiving the articles





# Karnataka to Facilitate Doorstep Delivery of Groceries, Orders Can be Sent Via WhatsApp

- Karnataka Chief Minister BS Yediyurappa recently launched a **helpline service for home delivery of essential items and groceries** in a bid to ensure that **people remain indoors amid the coronavirus pandemic**. The helpline will operate through call and on WhatsApp. Customers can send their grocery list on 08061914960.
- The chief minister said that around 5000 delivery agents will be roped in from various private agencies who will help with the door-to-door delivery. The service was an initiative of the Bruhat Bengaluru Mahanagar Palike (BBMP). **A 9-step manual of how to go about placing an order** through this helpline number has been shared by the BBMP commissioner



## In Pune Zilla Parishad, temporary cards to help 80,000 people access PDS food grain

- In the first innovation of its kind to help masses access government benefits during the pandemic lockdown, the Pune Zilla Parishad will **provide temporary 'ration cards' to more than 80,000 undocumented people in the district**, so they can receive foodgrains under the Public Distribution System (PDS).
- The scheme, which will use one-time Aadhaar authentication, will also **enable the home delivery of grains at the gram panchayat level**, and will include individuals belonging to the Primitive Tribes and the transgender community who are often left out of the ambit of such benefits
- The job of identifying the beneficiaries has been given to the village police patil, who **maintains records of outsiders in a register**. The only verification that will be carried out is that of the kitchen of the beneficiary to prove that they qualify for the scheme. The gram panchayats will home-deliver the rations to avoid crowding. An estimated 120 tonnes of grains will be distributed.





# Auto Drivers to Deliver Groceries and Medicines In Bangalore Amidst COVID-19 Lockdown

- Three Wheels United (TWU) has launched a programme for **auto drivers to provide delivery services for people who are in need of essential goods** like medicines and groceries in Bengaluru
- Three Wheels United is providing their participating auto drivers with a guaranteed minimum income during this coronavirus pandemic. **This has been done since auto-rickshaw drivers have generated less revenue due to decreased activities.** The company, other than supporting the auto drivers, is also helping individuals, especially old people by providing them with essential services. It is also helping local shops make money by connecting them to consumers in need



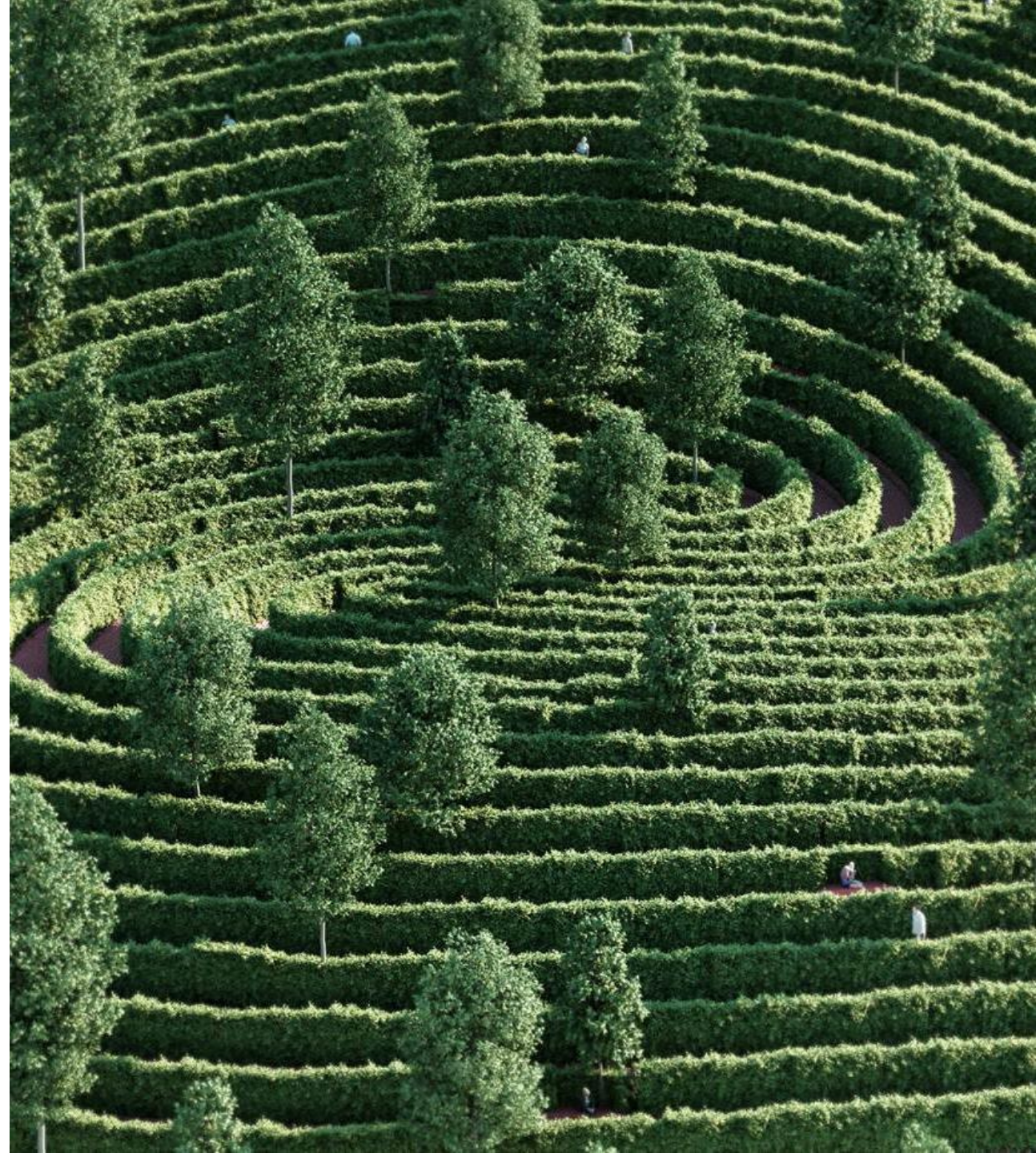
# Social innovation, social enterprises and creative responses

---



## Opportunity for changing urban designs that maximize space while maintaining distance

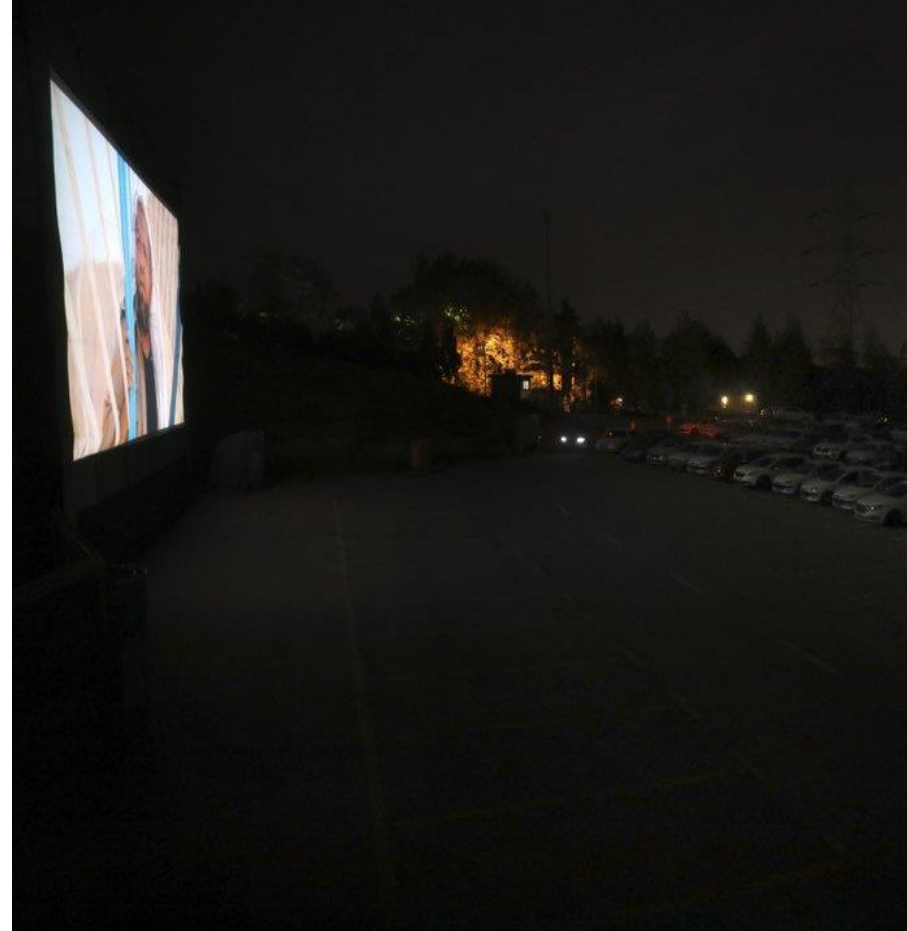
- A **Micromarket 16-square grid design for a tiny marketplace** that can be quickly and cheaply assembled in public squares, allowing people to shop local while also following social distancing guidelines
- Each micro market consists of just three stalls - each selling a different kind of produce - organised around the grid, which holds a maximum of six customers at a time
- The stalls have **separate counters for orders and collection**, and the marketplace has one entrance and two exits. "Friendly, smaller markets are needed in more points across cities and towns ... this could be applied to most Western societies,"
- The idea of organizing urban infrastructure around social distancing principles also underpins a new **maze-like design for a crowd-free public park** by Studio Precht, an architecture studio based in Austria.
- Their Parc de la Distance was **conceived as a proposal for a vacant lot in Vienna** but could be replicated on any unused patch of urban land, of any size, the architects said
- The paths in the park are 2.4 metres (8 feet) apart, with 90-cm (35-inch) hedges dividing them, **allowing visitors to experience the benefits of green space while remaining at a safe physical distance**





# Drive in movie theatres of Iran

- The pandemic has brought back something unseen in Iran since its 1979 Islamic Revolution: **a drive-in movie theater**
- The drive-in theater now **operates from a parking lot** right under Tehran's iconic Milad tower
- **Workers spray disinfectants on cars that line up each night** here after buying tickets online for what is called the "Cinema Machine" in Farsi. They tune into the film's audio via an FM station on their car radios







# Response from social enterprises

---

- Karma Healthcare Services India: upgraded/adapted to help address COVID-19 by providing contact-less audio-video consultations and referrals, a phone helpline, and awareness campaigns, reducing the need for in-person engagement
- ARMMAN India: In response to hospitals shutting down or reducing their OPD capacities, armman is leveraging mobile technology to provide Pan-India Free Virtual OPD for Antenatal and Paediatric Queries
- AlTibbi, Jordan : In collaboration with the Ministry of Health, they have launched a Corona dedicated hotline, accessible to all Jordanians. By dialing 111, users can get connected to certified doctors and obtain medical assessment from home
- Opendream, Thailand: Created an anonymous data collection tool to identify covid hotspots. Currently has 30,000 users. Smartphone users can store their state of health and possible symptoms on their devices
- SEWA (women's association), India: Scaled up procurement of farm produce from the small and marginal farmers for RUDI. The objective is to ensure that they get cash to ensure food security and plan for the next season. Livelihoods options for remote working of the informal sector - The focus will be on developing an alternative livelihood measure which helps their value chain run during the pandemic or future disasters.



# Response from social enterprises

---

- HewalTele, Kenya: Hewa Tele is providing medical-grade oxygen to Nairobi's COVID-19 isolation hospital, with a set of cylinders dedicated solely to that facility
- Safe Hands, Kenya: The immediate provision of the tools for rapid mass sanitation for free (hand sanitizer, soap, face masks and surface disinfectant). They have simultaneously launched a massive consumer education campaign to drive behavior change
- Food Flow, South Africa: Food Flow purchases vegetables and food products directly from small-scale farmers or producers (those not a part of large retail supply-chains) using donor funding. Food Flow then matches the farmer with a community organization in their vicinity who distributes harvest bags or cooks a meal for their beneficiaries
- mPharma, Ghana: The organization launched a price control program for chronic patients dubbed "Mutti Keep My Price". The Mutti Keep My Price program for patients on chronic medications will help patients choose between a 3 month or 6-month price control plan
- Connect Hear, Pakistan: ConnectHear is helping deaf individuals across Pakistan access all of the government's advice regarding COVID-19 through interpretation services.



# Vietnam's Rice ATM

- Hoang Tuan Anh has invented a new way of **distributing free rice, around the clock**, to people who are out of work and have no money to feed their families, while still ensuring social distancing during the pandemic
- The "Rice ATM" machines he invented, distribute a bagful of rice at the press of a button, were first put into operation in Ho Chi Minh City in early April, and they are both a mechanism for distributing free rice and a gimmick for attracting rice donations
- Unlike real ATMs, these don't require any kind of card – anyone who needs a bag of rice can help themselves



# Solidarity food baskets of Naples

- A group of street singers were out of work and penniless decided to revive an old Neapolitan tradition, in which housewives would lower basket from the windows of their city apartments to collect the things they purchase from food vendors in the street down below
- **In their new version, if people have something to give to the poor and hungry and homeless, they drop it down in these "solidarity food baskets."**
- If someone comes along who is hungry, he can help himself from those baskets to whatever is on offer: bread, cans of tuna, coffee, sugar, pasta, parmesan. Initially, the street singers helped manage the whole thing and also to deliver donated items to the baskets of hungry families lowered down from their apartments above
- But now the "solidarity baskets" filled with goodies go up and down and the exchange of kindnesses carry on by themselves, without anybody managing at all





Re-imagining transport to  
maintain risk free mobility

---



# Maintaining mobility and changes in transport infrastructure

---

- Istanbul has deployed a [hygiene fleet](#) of 40 vehicles and hundreds of personnel to **sanitize and re-sanitize public and municipal facilities**. The fleet is responsible for cleaning municipally owned public spaces too.
- In Switzerland, some **buses have separated drivers from passengers with temporary barricades**. In both Europe and China, bus operators have started using floor markings to indicate safe distances between riders.
- In many cities, more than 76 kilometers (47 miles) of street closures will now take effect each weekday to give people **alternatives to commuting through the public transit system**. The temporary new cycling routes add to the city's 500 kilometers (310 miles) of permanent bike lanes.





# Pedaling through the pandemic

---

- Italy: **Floors of metro cars and buses will be marked** out with circles showing passengers the right level of distance to maintain
- The city will **encourage stores to stay open throughout the evening and the start of the school day will be staggered**, with different classes starting at various points between 8 a.m. and 10 a.m. To help students catch up with missed classes, meanwhile, the city also wants to set up summer schools over the long break, which normally starts in the second week of June and continues until September
- From May 4, the Belgian capital's entire city core will be a [priority zone](#) for **cyclists and pedestrians**, one in which cars cannot exceed a speed of 20 kph and must give way in the roads to people on foot or on bikes

# Country level examples

---

Interventions in Urban areas





# Argentina

---

- **Establishing multi stakeholder emergency committees**, with representative from government, community organizations, religious organizations, etc. to coordinate emergency response measures at the neighborhood level
- **Community quarantine** where in the poorest slums, no one is allowed to enter or leave
- **Emergency shelter** provided for people over 70
- **Repurpose chapels** for emergency shelter for the elderly
- “Puntos Solidarios” in the Municipality of Quilmes installed to **provide lunch for vulnerable families**



# Argentina

---

- Local organization **distribute food bags to children** who miss free school meals
- The **military brought mobile kitchens** and is providing more than 40K meals a day in municipalities of the great Bs As area
- **Installation of mobile ATMs** with specific times for vulnerable people to withdraw cash
- **Incentive the use of electronic payments** where possible
- **Whatsapp group managed for the Government** with info for slum inhabitants
- **Free wifi spots** to increase connectivity
- President **engaged religious leaders** to spread messages on COVID-19 prevention





# Buenos Aires's Barrio 31 is strengthening its social and urban policy

- Invest in **improving structural conditions** by building and improving infrastructure, and moving families into new housing
- **New health centers** are set up with close tracking of electronic medical records
- Use **surveys and workshops** to engage and inform people
- **Designated spokespersons from neighborhood** to keep the myths and misinformation away. Door to door brochures are used to reach distance areas
- The **Secretariat sends WhatsApp messages, makes customized calls** and use mobile loudspeakers in public areas
- The **digital content is customized** to use phrases and icons that are familiar to the community
- **Targeted care for at risk populations** through identification, communication and targeted action; people over 70, living in overcrowded homes, those with preexisting conditions, essential duty personnel
- **Comprehensive care plan for senior adults** to be distanced and Health security persons designated to safely move the at risk population
- **Designated call takers, immediate secretariat notification and follow up team set up for women and children's safety from domestic violence**
- **Health checkpoints staffed by promoters with phone communication** with neighbors for early detection, immediate transfer to designated health center and confirmed cases transferred to designated hospital



# Brazil

---

- Local and federal initiatives to maintain school feeding, PPE and Hygiene items distribution, free water utilizes, installation of hand washing stations, targeted communication and awareness campaigns involving community leaders
- Construction of subsidized housing and temporary suspension of mortgage payments for *Minha Casa Minha Vida* beneficiaries; temporary resettlement of at-risk groups to government-managed facilities
- Whatsapp news channel on COVID19
- Handwashing stations installed at entry points to favelas
- Delivery of food and hygiene kits to needy residents





# Ecuador

---

- **Cash transfers** to be paid in April and May to 400,000 families with incomes below USD\$400/month
- **Social security payments** delayed for 90 days
- **Distribution of food transfer** to families in need (through Ministry of Agriculture)
- **Free provision of water** through water tanks for households not connected to the system in Duran



# Mexico

---

- Targeted social protection *in* Mexico City
- Network of professionals convened by the City Government to do daily phone check-ins with elderly population that live alone, and delivery food and medicines
- Provision of Medical Kits and Mobile Clinics (Unidades Moviles) to attend symptomatic patients
- Jalisco has made available mobile testing units





# Peru

---

- District municipalities have been charged with the responsibility of purchasing and **delivering food aid to their vulnerable residents**
- Implementation of **decentralized Supply Points** of essential goods for vulnerable areas.
- Implementation of a **mobile market**, in order to transit vulnerable areas providing essential good
- Creation of a **temporary shelter** “Casa de Todos” (Home for All) for homeless people in Lima. Provision of temporary housing for homeless people (in Lima, a temporary shelter has been built inside the Plaza de Toros de Acho (bullfighting arena)).
- Creation of the Program “Cocina para todos” (Kitchen for All), to help **feed vulnerable people**
- Implementation of the Program “Comida para todos” (Food for All), which **enabled the delivery of essential goods to areas of extreme poverty** and vulnerability.
- Provision of **drinking water and temporary bathrooms** in vulnerable areas, including in Cantagallo, where the Shipibo Conibo, an ethnic group that migrated from the Amazon rain forest some 20 years ago reside



# Kerala, India

---

- The local village council galvanised local health and community workers and opened a **community kitchen** to feed the people in isolation.
- Using a **local helpline and two WhatsApp groups**, the council encouraged local villagers to **accommodate people** who were in isolation and didn't have enough space for social distancing at home
- Covid-19 care centers in all districts to **accommodate outsiders who were stuck** and had been advised to isolate
- Two-dozen families vacated floors and even homes for this. Everyone in isolation now has to observe a **28-day quarantine**
- **Rigorous contact tracing**, using detailed "route maps" of people coming in from abroad.
- **Health workers supported people with special needs** and the elderly living alone. Counsellors made more than 340,000 telephone calls to personnel working in affected areas to counsel them on how to handle stress





## How did Kerala do it?

---

- Robust public health system, and a culture of thriving grassroots democracy with power devolving effectively to the village councils
- Community outreach, rigorous contact tracing and mass quarantine.
- Experience with tackling two consecutive floods and an outbreak of the vicious Nipah virus in the last three years

# India's Informal settlements require unique solutions

- The **densely cramped settlements** have no possibility for social distancing or frequent handwashing
- Approx. 450 million informal workers, accounting for 80% of India's workforce are stuck away from their homes in the village
- The slums have a **large number of TB patients**
- A majority of the population lives without formal documentation and are unable to access the free food distribution and other social schemes
- Community organizations are **collecting donations to complement Government Relief packages** for the most vulnerable populations
- The **assistance is being provided in the form of food items** like rice, wheat, dal, oil and vegetables, distributed in packets that can last an average family for 10-15 days
- In Ahmedabad and Pune, **local organizations working on issues of shelter, housing and food are partnering** to manage the scale of operations and respond quickly





# Indonesia

- Community groups in Jakarta are **collecting data on community needs, raising funds, promoting kampung-wide rather than household quarantine**, distributing information about the virus and initiating several projects to directly address people's needs
- Communities are **producing own hand sanitizers to give to community members**, distributing spice drinks from Jogja to help people maintain their stamina, **spraying disinfectant in kampungs** and distributing information about the Corona virus and government policies
- When community members experience virus symptoms and have to be **quarantined inside their houses, we help provide family meals during their isolation**
- By April 14th, **local organizations had given cash assistance to 452 families (out of a target of 800 needy families) with a total of US\$ 37 per family**. The idea of the cash assistance is to enable the family to stay home and keep safe from the virus
- Yogyakarta is **organizing a lot of online meetings** to keep in close touch with the communities through WhatsApp messages, phone calls and video chats.
- **Developing plans to help the communities assess their needs, strengthen their capacity to help each other, and develop community-driven plans** to address needs that come up and to help their own most vulnerable neighbors.





# Philippines

- The government has a **Social Amelioration Program to provide food packs and cash support** of US\$150 to qualified families
- The Homeless People's Federation is planning to organize a **pandemic response with member communities across the regions**, using the funds from ACCA and SDI for housing loans which have already revolved. They plan to use part of the money to assist communities with their **immediate needs and part will be kept for longer-term economic and health revival**
- Communities are **partnering with several NGOs and religious and corporate donors** to identify the most needy families and help distribute to them food packs, frozen chicken meat, rice and cash assistance in communities around Metro Manila
- Iloilo: A **night curfew is in effect from 8pm to 5am**, and a 24-hour curfew is in effect for the elderly and children below 18 years old. Those who violate the curfew are arrested
- **Each barangay (sub-district) has set up checkpoints** at their boundaries and nobody is allowed to go outside their own barangay. I
- **Informal settlements and in homeowners associations, people have put up barricades** and are guarding them around the clock, to keep strangers from coming inside their community and possibly bringing in the virus





# Thailand

- Local networks are discussing what kind of support it can arrange for communities with their **collective community welfare fund**, to which all community members have been contributing 30 baht (US\$1) per month for many years.
- The Thai Government announced a basic income for **daily-wage and informal workers of 5,000 baht (\$156) per month**, for the next three months.
- The government will also provide **individuals access to low-interest loans**, to tide their families over the crisis.



# Vietnam

- Hoang Tuan Anh has invented a new way of **distributing free rice, around the clock**, to people who are out of work and have no money to feed their families, while still ensuring social distancing during the pandemic
- The "Rice ATM" machines he invented, distribute a bagful of rice at the press of a button, were first put into operation in Ho Chi Minh City in early April, and they are both a mechanism for distributing free rice and a gimmick for attracting rice donations
- Unlike real ATMs, these don't require any kind of card – anyone who needs a bag of rice can help themselves





# Naples

- A group of street singers were out of work and penniless decided to revive an old Neapolitan tradition, in which housewives would lower basket from the windows of their city apartments to collect the things they purchase from food vendors in the street down below
- **In their new version, if people have something to give to the poor and hungry and homeless, they drop it down in these "solidarity food baskets."**
- If someone comes along who is hungry, he can help himself from those baskets to whatever is on offer: bread, cans of tuna, coffee, sugar, pasta, parmesan. Initially, the street singers helped manage the whole thing and also to deliver donated items to the baskets of hungry families lowered down from their apartments above
- But now the "solidarity baskets" filled with goodies go up and down and the exchange of kindnesses carry on by themselves, without anybody managing at all



# Bangladesh

- UNFAO is working with the community federations in North and South Dhaka to try to **track the impacts of COVID-19 on the poor and learn about how they are coping and what they need**
- They are **connecting with community women to monitor prices of basic food** sold near slum communities, the economic impacts of the virus and other government interventions
- Jhenaidah has kept only a **few markets open at certain times of the day** for people to get fresh food
- All public gatherings, including praying together during Ramadan, have been suspended





# Colombia

- **Municipalities are delivering food aid** to their vulnerable residents through decentralized supply points located in vulnerable districts “localidades”
- **Creation of temporary shelters for vulnerable population** in main cities like Bogota where recreation centers are being used
- The **GoC developed measures to attend the COVID-19 emergency**, such as :
  - i) freeze the increment in the monthly rent payment during the quarantine to low and middle income; ii) provide a framework for mortgage grace periods; iii) promote negotiations between tenants and landlords to freeze the monthly rent payment ; iv) forbid eviction process, and iv) create a rental housing subside for poor households families during the quarantine period and up to 2 more months
- The GoC defined a **basic income, above 50 USD, to cover minimum needs** for the low-income population registered on the national data base of poorest population (SISBEN)
- The government has developed **subsidies for small and middle size companies** regarding: i) Grace periods for depots rent and mortgages payments, ii) grace periods for property tax and sales tax payment (Industry and Commerce Tax -ICA-) for up to 3 months; ii) Offset rate for credits to small and medium-sized companies (MIPYMES) with sales below 300.000.000 million COP ( preference for companies dedicated to tourism and commerce services)



# Amsterdam, Netherlands

- The initiative '**Everybody connected**' makes **1000 refurbished laptops and 1350 internet connections available** to elderly people and citizens with a low budget who lack these facilities
- The platform [www.wijamsterdam.nl](http://www.wijamsterdam.nl) **connects community initiatives** (300+)
- **Domestic violence victims will be able to reach out to their pharmacy** by using a special word. This process is developed together with the national government and pharmacies
- There are **daytime and night shelters at different locations** available for homeless people to ensure that people do not spend much together in one room
- **Vulnerable families are moved** to hotel and hostel rooms
- The city tries to **reach out as much as possible to groups that do not speak Dutch** in their mother tongue. The city stays in close contact with main contact persons of civil society groups and for example religious organizations
- The City of Amsterdam announced an emergency measure and **bought 3250 chrome books and 450 wifi-hotspots, which were distributed among schools**. Students can borrow these devices as long as the schools are closed. There is one laptop available for each family





# Amsterdam's economic measures

- The city set in place a **measure to support local independent entrepreneurs**, among which freelancers, with income support and company credit so that they can better continue their company
- **Support for initiatives such as Farmers & neighbors**, where people collectively buy from a local/nearby farmer
- The City of Amsterdam has **informed owners of accommodations that they do not have to pay the rent for a period of three weeks**. The national government has announced a support package. Through the national government sport clubs can apply for a one time subsidy of EUR 4.000
- The City has **announced a 50 million euro emergency fund** to take the necessary measures during the Coronavirus
- The City has decided **to not ask fees to entrepreneurs at local markets**. Because of security measures, not all entrepreneurs can continue their fixed spots at the local market and thus fees are suspended
- The City of Amsterdam will **not send reminders or debt collection agencies** for unpaid rent to entrepreneurs who are renting municipality property



# Amsterdam's social measures

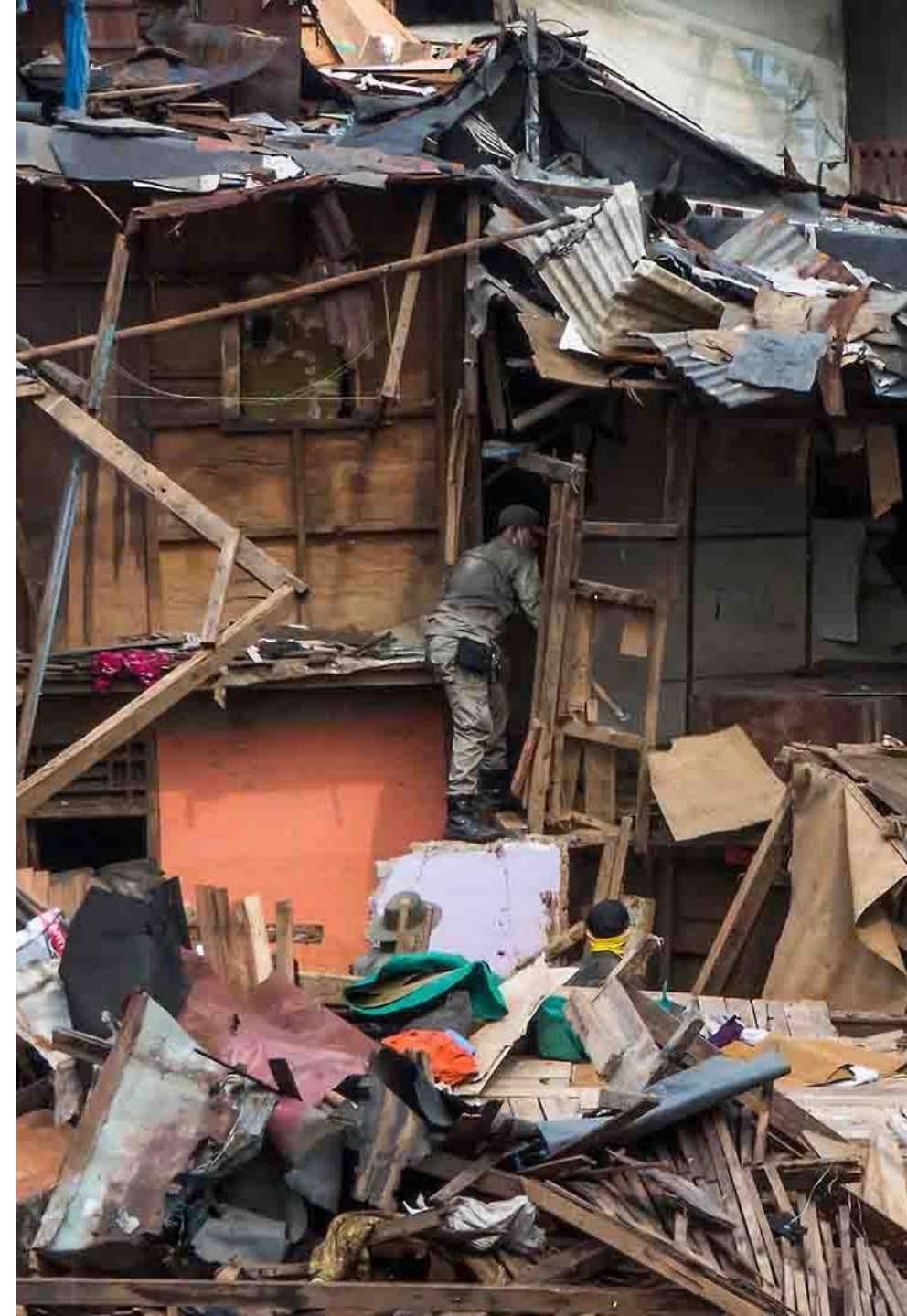
- The City of Amsterdam provides **free parking space for health care workers** who are fulfilling crucial work during the corona crisis. Almost 4700 parking licenses have been granted.
- To **counteract loneliness a phone line has been set up for citizens** to call and talk to staff members of the municipal public transport company)
- An **office is opened for art projects that respond to the Corona crisis.** Applicants are encouraged to reach out to citizens (digitally) and reflect on the current crisis. The amount differs from 1500 – 5000 euros
- Action plan for watchdogrole on Coronavirus Surveillance in Amsterdam to **protect Digital Rights**
- Start of **R&D for Unlock Amsterdam**, to analyze which tech can be used to ease the lockdown-process
- **Map the risks in supply chain's**, ie. The supply chain for public safety





# KOTAKU: Indonesia's slum upgradation program

- Rich education and mass media **reach out campaigns** led by government, NGOs and civil societies
  - Banners and websites with context based messages
- Implementation of **COVID-19 Protocols in Construction Works** (Ministerial Instruction No. 02/IN/M/2020 on the Protocol of COVID-19 Prevention in Construction Work Services)
- **Intensive Internal Coordination Through Online Video Conferencing** (PIU, NMC, Advisory, Provincial Management, City Coordinator Team)
- **Socialization of COVID 19 SOP through Webinars** for Provincial Managements and City Coordinator Team
- **Community monitoring of health and housing conditions** through geo-spatial data, communication system connecting people to local governments, auto data analysis, transparency and data sharing
- **Community led initiatives distributing** masks, buckets, soap, food, disinfectant equipment, and neighborhood self quarantine spots





# Indonesia, Kampung

- Developed adaptive preventative measures to work with the local government by **involving influential community leaders** like the local mosque imams
- **Strategically placing low-cost public water containers** with soap holders throughout kampungs (slums) and community awareness programs





# Response in Buenos Aires: Health

- health systems were restructured to increase installed capacity and diversify emergency support channels
- To **increase installed capacity**, the city doubled the number of intensive care beds, added a further 600 general hospital beds, 790 beds in isolation centres, and installed 18 febrile emergency units outside hospitals to screen patients with Covid-19 symptoms
- Over **5,500 rooms in 80 hotels** were made available to house repatriated citizens for mandatory 14-day quarantine as part of a **hotel relocation policy** to keep potential cases separated from the general population.
- To **diversify emergency assistance channels**, the city's "**Boti**" whatsapp chatbot for government services support was upgraded, reducing pressure on traditional emergency response services
- Further **technological improvements to remote attention and monitoring within the health system** have been made, including the enabling of digital prescriptions and digital medical records,



# Response in Buenos Aires

- **470 community kitchens have had food provisions increased by a third**; local churches and clubs have been converted into shelters; new house payments for hundreds of families in vulnerable neighbourhoods have been suspended; local businesses are offered training and support to provide services online.
- **33 social inclusion centres and a further 7 shelters** provide beds, food, showers and leisure activities - while respecting social distancing - for the city's homeless people.
- The city's **gender violence helpline has been reinforced**, along with available refuges and halfway houses. **Gender perspectives** are mainstreamed across all Crisis Management working groups
- **Social distancing markings** between seats are set out on public transport; commuters and transport staff must wear masks at all times and **health controls are in place at busy junctions**. The main Constitution station uses **thermal cameras** to measure passenger temperatures





A photograph of a woman in a blue shirt and a light blue surgical mask, seen from the side, looking at a mural. The mural depicts a woman in a yellow and black sari, also wearing a blue surgical mask. The background is a textured, light-colored wall. The text "Slides added in this edition" is overlaid on the left side of the image.

Slides added in this  
edition

---

TYLER  
STREET ART

# Indonesia, Kampung

- Developed adaptive preventative measures to work with the local government by **involving influential community leaders** like the local mosque imams
- **Strategically placing low-cost public water containers** with soap holders throughout kampungs (slums) and community awareness programs





# UN Habitat initiatives in informal settlements

- Ensuring safe transport and **repurposing buildings to isolate** those infected are other priority areas
- UN-Habitat is assisting with data collection, **mapping of existing and emerging hot spots and analysis** working with its network of local and global partners
- **Technical advice and online tools for cities**, local leaders and communities
- **Direct programming in informal settlements** to improve access to food and basic services including water, sanitation and hygiene and entrepreneurship for local solutions
- **Public awareness-raising through targeted, accurate information in local languages.** The recovery phase will focus on providing expert policy advice, knowledge sharing and urban recovery programmes to improve services and infrastructure in informal settlements and to sustain the gains made



# UBI and Cash transfers to help the poorest among lockdowns

- Many emerging countries, including Mexico and Brazil, already have a long and successful experience with near-unconditional cash transfers to the poor as the most efficient way to deliver poverty relief. This experience should now be harnessed to make expanded and **unconditional programs available more broadly**, at least through the lockdowns and the gradual easing of restrictions.
- **New Delhi's crisis response has introduced cash transfers** to particularly vulnerable groups.
- Universal cash transfers will take substantial resources. In time, **savings can be made by cutting back on much less efficient poverty relief** in the form of subsidized fuel and food.





# Building on community culture and trust to create acceptable and scalable responses

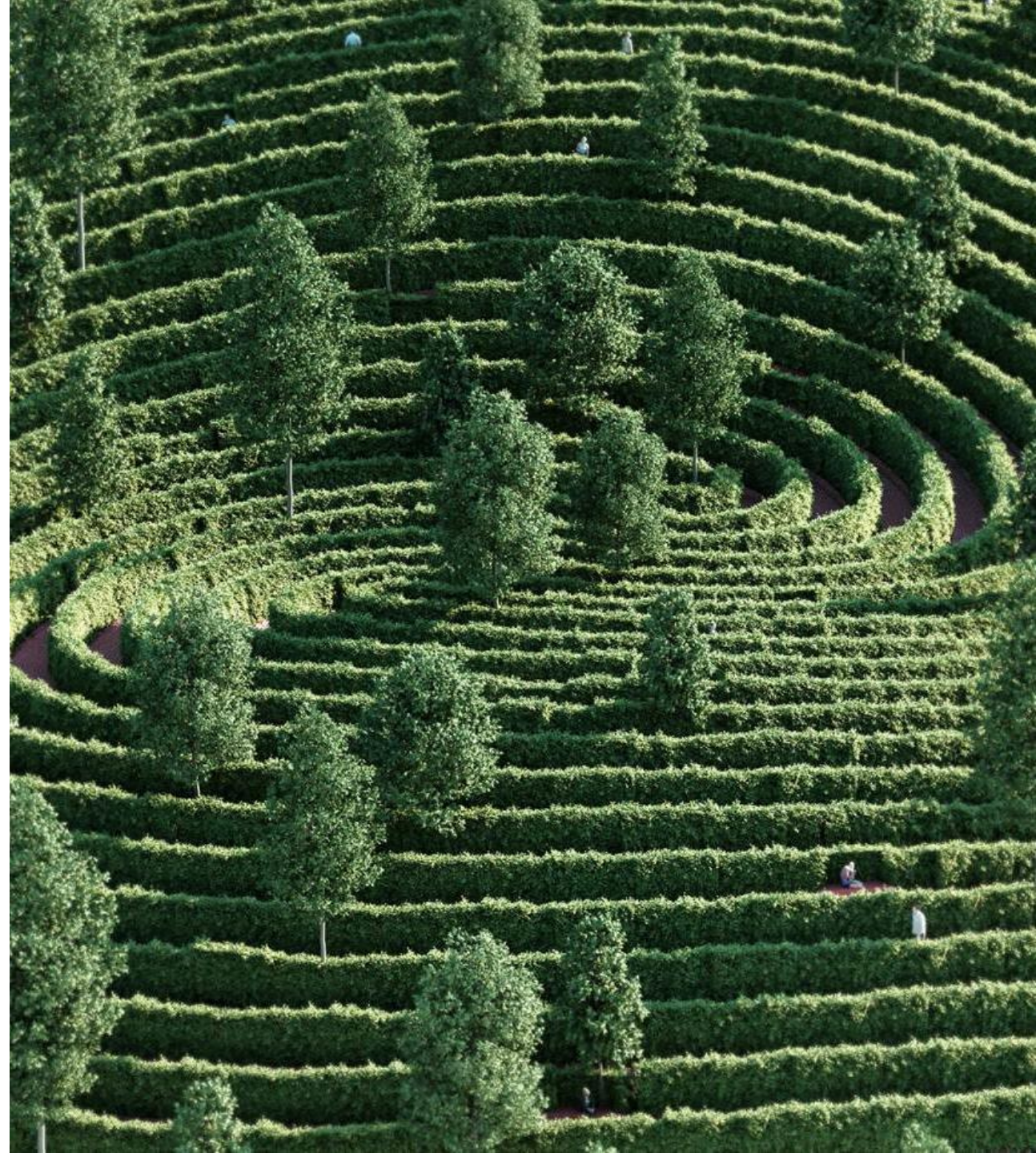
- In many low- and middle-income countries, **governments can repurpose existing buildings such as shuttered schools, shops, and community centers to provide emergency shelter.**
  - They can turn city parks and sports facilities into living spaces for the isolation or care of nearby slum communities and stop forced evictions, as “de-densification” or “decanting” measures will lead to the unintended consequence of further spreading COVID-19
- In Malaysia, communities in informal settlements are very resilient because they are close-knit and well organized. While the spreading of mutual-aid networks in better-off cities where neighbors did not previously know each other is encouraging, **informal settlements have always functioned through communal living, and this will be these communities’ best weapon against COVID-19.** Governments need to bring in these key partners to deliver public health messages and coordinate the response
- Volunteers across Africa — such as those with [Shack/Slum Dwellers International](#)’s Know Your City project — **conduct community censuses that should be leveraged to disseminate vital public health information.** Communities can monitor the spread of the coronavirus and decide on the use of available space for quarantining.





## Opportunity for changing urban designs that maximize space while maintaining distance

- A **Micromarket 16-square grid design for a tiny marketplace** that can be quickly and cheaply assembled in public squares, allowing people to shop local while also following social distancing guidelines
- Each micro market consists of just three stalls - each selling a different kind of produce - organised around the grid, which holds a maximum of six customers at a time
- The stalls have **separate counters for orders and collection**, and the marketplace has one entrance and two exits. "Friendly, smaller markets are needed in more points across cities and towns ... this could be applied to most Western societies,"
- The idea of organizing urban infrastructure around social distancing principles also underpins a new **maze-like design for a crowd-free public park** by Studio Precht, an architecture studio based in Austria.
- Their Parc de la Distance was **conceived as a proposal for a vacant lot in Vienna** but could be replicated on any unused patch of urban land, of any size, the architects said
- The paths in the park are 2.4 metres (8 feet) apart, with 90-cm (35-inch) hedges dividing them, **allowing visitors to experience the benefits of green space while remaining at a safe physical distance**





# Singapore's migrant workers

- The vast majority of these cases are in the **overcrowded dormitories that house more than 300,000** of Singapore's roughly 1 million foreign workers
- Singapore is now **testing more than 3,000 migrant workers a day** and hopes to expand that number
- For dormitories where the assessed risk of infection is extremely high, efforts are focused on **isolating those who are symptomatic** even without a confirmed COVID-19 test to allow quick medical care to these patients
- **Extensive screening in the dorms** with finding many workers who are infected with COVID-19 but who didn't appear sick
- The government is trying to find **alternative accommodations for people in the hardest-hit dorms**



# Mwanza scheme: tackling Tanzania through health and education initiatives

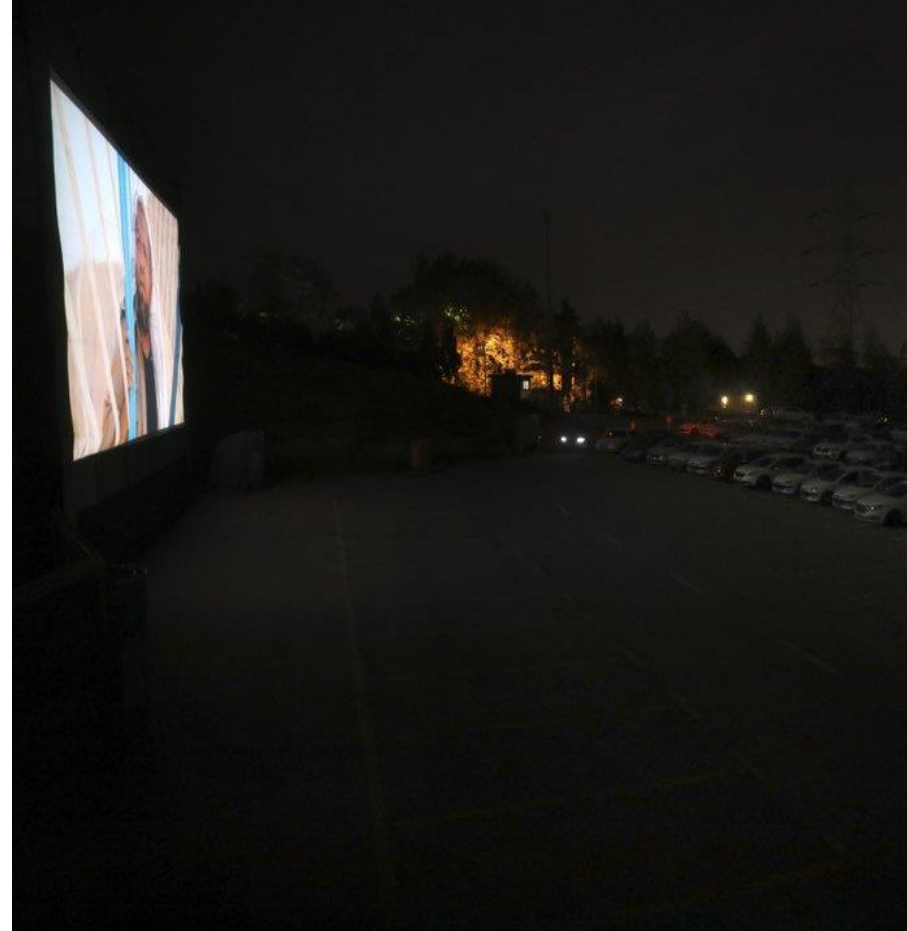
- UN-Habitat and the EIB will provide **14 dedicated handwashing stations to reduce the spread of COVID-19 in informal settlements in the Mwanza region** of northern Tanzania
  - Two thirds of people in the regional capital live in informal settlements and COVID-19 cases have already been confirmed in Mwanza.
- The multiple tap handwashing stations will each include a **5,000 litre water tank, wash basins and soap** will be placed in **public places, markets and health centres**.
  - The new handwashing stations will be managed by trained volunteers from the local community who will provide guidance on effective handwashing. The volunteers will be provided with personal protective equipment, including face-masks and gloves, to reduce the risk of infection.
- The Mwanza scheme will be **supported by public health and education activities**, including proper hygiene and handwashing practices.
- The project will be implemented by the Mwanza Urban Water and Sanitation Company (MWAUWASA) which will also install **100 additional water standpipes in vulnerable communities** and suspend water disconnections for the duration of the coronavirus pandemic





# Drive in movie theatres of Iran

- The pandemic has brought back something unseen in Iran since its 1979 Islamic Revolution: **a drive-in movie theater**
- The drive-in theater now **operates from a parking lot** right under Tehran's iconic Milad tower
- **Workers spray disinfectants on cars that line up each night** here after buying tickets online for what is called the "Cinema Machine" in Farsi. They tune into the film's audio via an FM station on their car radios



# Indore Is Deploying Its Swachh Bharat Machinery to Deliver Groceries under lockdown

- The **Indore Municipal Corporation (IMC)** has been doing **home deliveries of essentials since the first week of April 2020**. Every day, a team comprising a driver, a helper and a volunteer from an NGO is set out to collect garbage and also hand out and collect grocery order forms
- **Orders ranging from 5,000 to 20,000 are collected on an average per day**. The order forms eventually reach the specified grocery stores to be delivered to homes. To be chosen, a grocery store must have delivery staff as well as a vehicle for delivery.
- For shops that do not have vehicles, the **IMC has arranged private vehicles, such as auto-rickshaws that are lying unused**. Shops that fail to deliver orders in time lose their license to work during the lockdown and have their curfew passes revoked.
- Initially, when fewer grocery stores were linked to the service and when the lockdown had resulted in a high volume of deliveries, the system was unable to cope. Now, the number of grocery stores linked with the service has risen from 200 to 1,000, and the early hiccups, such as late deliveries, have been resolved.





## Ahmedabad: Ration and food packets at doorstep for the vulnerable communities and vegetables on wheels

- The Ahmedabad Municipal Corporation has been making various efforts to make sure essential services are not disrupted. The **corporation collaborated with Amul to deliver** over 14,990 tetrapacks of milk, distributed 1,64,981 free food packets to the homeless, and 1,712 food packets to senior citizens.
- Over 11,100 free packets of vegetables and 7,792 grocery kits were also given to those in need. For those in quarantine, 28,281 free cooked food packets and 5,387 grocery kits were also distributed. To meet the needs of the citizens, the corporation also plied 164 vehicles under their project, **Vegetables on Wheels, selling over 42,578 kg of vegetables since the lockdown**
- AMC has also allowed outlets such as Big Bazaar, Reliance Retail, Osia Hypermarket, and D-Mart to deliver vegetables and groceries. **The corporation has released Helpline numbers for people to access these services.**





# BMC Mobile Vans and a pool of grocery stores to deliver groceries & veggies at doorstep in Bhubaneswar

- In an effort to ensure that people get groceries and vegetables during the ongoing lockdown period, the **Bhubaneswar Municipal Corporation (BMC)** has rolled out mobile van service for the delivery of essentials at doorstep.
- People can order groceries and vegetables over the phone by dialing the phone numbers of the BMC mobile vans. The civic body has made **120 such vans operational to supply groceries & vegetables** and is proposing to increase the number to 200
- In addition to these, the Bhubaneswar Municipal Corporation (BMC) has also **formed a pool of 28 stores for home delivery of food items and other essential goods to prevent gatherings at markets.** The BMC has also provided a list of WhatsApp numbers of these outlets which can be contacted for placing orders. People can send a list of items they require along with their address for delivery and pay the bill after receiving the articles





# Karnataka to Facilitate Doorstep Delivery of Groceries, Orders Can be Sent Via WhatsApp

- Karnataka Chief Minister BS Yediyurappa recently launched a **helpline service for home delivery of essential items and groceries** in a bid to ensure that **people remain indoors amid the coronavirus pandemic**. The helpline will operate through call and on WhatsApp. Customers can send their grocery list on 08061914960.
- The chief minister said that around 5000 delivery agents will be roped in from various private agencies who will help with the door-to-door delivery. The service was an initiative of the Bruhat Bengaluru Mahanagar Palike (BBMP). **A 9-step manual of how to go about placing an order** through this helpline number has been shared by the BBMP commissioner



## In Pune Zilla Parishad, temporary cards to help 80,000 people access PDS food grain

- In the first innovation of its kind to help masses access government benefits during the pandemic lockdown, the Pune Zilla Parishad will **provide temporary 'ration cards' to more than 80,000 undocumented people in the district**, so they can receive foodgrains under the Public Distribution System (PDS).
- The scheme, which will use one-time Aadhaar authentication, will also **enable the home delivery of grains at the gram panchayat level**, and will include individuals belonging to the Primitive Tribes and the transgender community who are often left out of the ambit of such benefits
- The job of identifying the beneficiaries has been given to the village police patil, who **maintains records of outsiders in a register**. The only verification that will be carried out is that of the kitchen of the beneficiary to prove that they qualify for the scheme. The gram panchayats will home-deliver the rations to avoid crowding. An estimated 120 tonnes of grains will be distributed.





# Auto Drivers to Deliver Groceries and Medicines In Bangalore Amidst COVID-19 Lockdown

- Three Wheels United (TWU) has launched a programme for **auto drivers to provide delivery services for people who are in need of essential goods** like medicines and groceries in Bengaluru
- Three Wheels United is providing their participating auto drivers with a guaranteed minimum income during this coronavirus pandemic. **This has been done since auto-rickshaw drivers have generated less revenue due to decreased activities.** The company, other than supporting the auto drivers, is also helping individuals, especially old people by providing them with essential services. It is also helping local shops make money by connecting them to consumers in need



# Response in Buenos Aires: Health

- health systems were restructured to increase installed capacity and diversify emergency support channels
- To **increase installed capacity**, the city doubled the number of intensive care beds, added a further 600 general hospital beds, 790 beds in isolation centres, and installed 18 febrile emergency units outside hospitals to screen patients with Covid-19 symptoms
- Over **5,500 rooms in 80 hotels** were made available to house repatriated citizens for mandatory 14-day quarantine as part of a **hotel relocation policy** to keep potential cases separated from the general population.
- To **diversify emergency assistance channels**, the city's "**Boti**" whatsapp chatbot for government services support was upgraded, reducing pressure on traditional emergency response services
- Further **technological improvements to remote attention and monitoring within the health system** have been made, including the enabling of digital prescriptions and digital medical records,





# Response in Buenos Aires

- **470 community kitchens have had food provisions increased by a third**; local churches and clubs have been converted into shelters; new house payments for hundreds of families in vulnerable neighbourhoods have been suspended; local businesses are offered training and support to provide services online.
- **33 social inclusion centres and a further 7 shelters** provide beds, food, showers and leisure activities - while respecting social distancing - for the city's homeless people.
- The city's **gender violence helpline has been reinforced**, along with available refuges and halfway houses. **Gender perspectives** are mainstreamed across all Crisis Management working groups
- **Social distancing markings** between seats are set out on public transport; commuters and transport staff must wear masks at all times and **health controls are in place at busy junctions**. The main Constitution station uses **thermal cameras** to measure passenger temperatures

