Global Responses to COVID-19 in slums

Practices from around the world

GSG Urban Poverty and Housing
Draft April 24, 2020
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
Presentation Overview

Different categories of responses:

• Lessons from Ebola
• Importance of coordination and monitoring across stakeholders and interventions
• Vouchers and cash transfers to provide a social safety net
• Increased financial support to low income workers
• Ensuring continued nutrition and education for children
• Free water and utilities
• Hygiene and handwashing
• Fight rumors with awareness and campaigns
• Leverage creative media platforms
• Targeted social protection; migrant and vulnerable population
• Protection against domestic violence
• Leveraging data for transparency, monitoring and response
• Community led initiatives, strategy and approach
• Expanding health services and improving diagnosis
• Homegrown responses by community members

Country-level and City-level examples:

• Argentina, Brazil, Ecuador, Peru, Mexico, India (Kerala), Indonesia, Philippines, Thailand, Vietnam, Naples, Amsterdam, Bangladesh, Colombia
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
Different categories of Responses

Across countries and cities
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
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 free water, utilities and securing finance to keep it 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
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 massages 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
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/ration 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
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.
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.
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.
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
More 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
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.
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.
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 goods.
- 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.

- 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 kindesses carry on by themselves, without anybody managing at all
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 freelances, 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.