



## **WORK IN PROGRESS**

**BILBAO**

**COVID19**

### **SOME OF THE ACTIONS TAKEN BY BILBAO CITY**

Together with several supportive video messages sent by Mayor Juan Mari Aburto to the citizenship (available Basque & Spanish) the City Council and City Staff are making big efforts for the best of everyone, not leaving anybody behind from any of the dimensions that surrounds individuals: health, emotions, safety, and economy. <https://t.co/AFo7jpZwpY>

The City permanently pays tribute to all the people who are working tirelessly in this health emergency and send special thoughts to families where the COVID19 is causing pain, suffering and loss.

## **Informative actions**

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All the information concerning municipal actions, suspensions or special advertisements are spread through social media and other communication channels in Bilbao.

Information about #Coronavirus and the main recommendations made by the Department of Health and @Osakidetzaejgv to prevent its contagion and to know what to do in case of noticing symptoms are spread through social media and other communication channels in Bilbao. Also taking care of the emotional side of this momentum.

All the information concerning regional actions, suspensions or special advertisements made by either Biscay Government or the Basque Government with urban dimensions are spread through social media and other communication channels in Bilbao. Including the coordination of a Volunteering Movement.

All the information concerning national actions, suspensions or special advertisements made by the Spanish Government with urban dimensions are spread through social media and other communication channels in Bilbao.

## **Social Policies**

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Additional spaces are organized for the care and nourishment of people in a situation of special vulnerability who, until now, have been users of the night-time accommodation services of the city council who may require special care because they are suspected or suffer from COVID19. Municipal and Sport Halls are enabled to increase the number of beds to provide social accommodation.

Additional protection measures (use of masks) are implemented among the staff who attend the soup kitchens/charity canteens according to the provisions of the Health Department.

All Retirement Associations were informed of the obligation to close their centers/ senior social clubs.

A specific service protocol is established for SAD (Home Assistance Service) and SMUS (Municipal Service of Social Emergencies).

Mirada Activa: this is a campaign to detect situations of loneliness among the group of senior people, and avoid isolation and other basic needs.

Collaboration is established with DYA for the medical-health care of people taken into social accommodation. DYA (Stop and Help in Spanish) is, as its statutes indicate, a non-profit association that has been in place since 1966, answering "Right now!" to all suffering and emergency calls.

## Governance

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An interdepartmental commission is created by the Mayor to work together with the Basque Government Health department in the adoption of necessary preventive measures. Security and Health Committee regularly meet to report on the measures adopted and the situation.

Staff travels abroad are suspended. All training activity of municipal staff is postponed, both its own and that planned through other entities.

All provisions for hygiene items are reinforced in all municipal offices, to facilitate compliance with hygiene measures and the cleaning of items such as: computers, tables, telephones...



Infrastructure and equipment and processes are prepared for the possible establishment of homeworking for city staff. All group staff meetings are suspended in the City Council, and if they are essential, they must be carried out guaranteeing the preventive measures established by the Health department, especially in terms of physical distances. Other organizational measures include additional time flexibility with the aim of facilitating municipal staff conciliation of job duties and personal, family life.

International cooperation is managed through international networks, making most of the exchange of knowledge in relation to other cities' experiences facing the current extraordinary situation, such as EURO CITIES, CGLU, OECD and bilaterally with friend cities, such as Bordeaux and Bristol.

## **Safety**

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### Firefighters

Shifts are adapted to current situation, and Bilbao Firefighters join the city's disinfection efforts facing the health alarm situation caused by COVID19

### Municipal Police

Transit on public roads is limited for shopping food and pharmaceuticals, attendance to health facilities, assistance and care for minors, elderly, dependents, disabled or vulnerable. Visits to financial and insurance entities, and due to major causes or situations.

Same limitations apply to private vehicles.

In general, the distancing and hygiene measures published by the Public Health authorities must be applied.

City is launching a special campaign for people suffering from assaults or witnessing a criminal act, so that it can be notify @Bilbao\_Polizia without having to make a call with the #AgreStop app. The team and care services for victims of gender violence continue working.

## **Housing**

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Bilbao Municipal Housing implements contingency measures to face the consequences of the health crisis.

## **Mobility**

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A special Protocol for the bus operating company and Artxanda Funicular is set: Advertisements with advice, cleaning and disinfection focused on: handles, security tapes for people with disabilities, supports, opening and closing buttons, using specific disinfectant products. Only central or rear doors are at disposal of travellers and cash payment is not accepted; promoting always the use of the Transport Card. All to avoid contact with the driver. All night services are suspended.

The Bilbao CityView Tourist Bus Service is suspended, as well as BilbaoBizi Bicycle Service, a measure that contributes to reducing citizen presence on the street.

Public elevator capacity is limited to one third.

Parking system is suspended and specific car park is established for Hospital staff, and new spaces are adapted also for emergency vehicles.

## **Treasury**

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The processing of all tax procedures is postponed and also the administrative procedures tending to the collection of receipts-bills in executive way are interrupted.

## **Culture and Youth**

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Initial preventive measures include the suspension of all the activities of the network of municipal libraries, sports facilities, sports centers and leisure centers are suspended. As well as concert halls, theaters, municipal district centers; Museums are closed, as well as the activities for children (Haurgunes) and toddlers (Kidegunes) and Easter Kids Camp.

Euskal Museoa – Basque Museum proposes an online photography CONTEST to promote activities from home. Participants will have to compare a piece from their collection with an everyday object that you have at home.

A new adapted "Etxean gelditzen naiz", (Stay at home cultural agenda) has been launched.

## **Sport**

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The city provides to citizens a free App to find routines of entertainment and physical activity and decides to cancel the fee for their courses until the activity in the municipal sports centers re-starts.

## **Schools**

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Initial preventive measures include the closing of schools, colleges and university centers in the Basque Country by Education Department, therefore, Bilbao correspondingly announces the closing of these centers in the city area including all the extra school activities.

## **Cemetery**

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Special measures of public presence and celebrations in the Municipal Cemetery are established and the presence in the celebrations is very limited.

## **Mercabilbao (food wholesale market of the city):**

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Capacity for the access of retail vehicles has been limited, and special hours of access to the market have been established. Purchase via telematics is encouraged in order to reduce physical presence at the collection of merchandise and promoted, if possible, not to use money in transaction payments.

## **Cleaning Services**

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Priority is given to the sanitation of public roads and the effective emptying of litter bins located in the areas with the highest influx. Glass collection services for large producers and home collection of bulky items (furniture, household appliances, etc.) are suspended.

A Specific disinfection and cleansing system has been designed.

## **Attention to Citizenship**

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Municipal District Centers (CMD) are closed but Social Action service remains open. The public attention of the City Council has been centralized, with minimum services to attend to the specific questions of each area. Citizens are required to make all of the enquiries by telephone or telematics.

All city areas are centralized in one service telephone. Local Information service, 010, is reinforced to facilitate health indications and contact established for COVID19 purpose.

City Council has provided an online form that facilitates requests of any municipal procedure

Municipal tourist offices are closed.

@osakidetzaejgv, Basque Health Department has launched an app to help contain the #coronavirus: "COVID-19.EUS and Bilbao disseminates the information.

## **Dogs and other animals**

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City reminds people who own pets that they must take care of their own health and that of their pets through some recommendations about their care and hygiene.

## **Business and Shops, and Local Markets**

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Bilbao City Council has launched a free comprehensive advisory and consultancy service, with the aim of making available to businesses, SMEs and the self-employed all the information on palliative measures that they can take advantage of to deal with the situation that has led to the COVID-19.

This service is already in operation through the Bilbao Ekintza municipal society, and can be accessed through the link <https://forms.gle/ZrhjZSXRqAKNoHt96>

Professionals from Bilbao Ekintza will answer all the queries received and offer personalized advice, adapted to the needs of each business, in labor, tax,

financing and on the support measures offered by different administrations and public bodies.

Messages for encouraging citizenship to buy in local- neighborhood shops are launched, first, to limit the presence in the street with longer walks for shopping, and second to support local economy.

Local markets have established special service hours and retailers associations have started telephonic and online channels to receive orders.