

From the very beginning of the coronavirus (COVID 19) outbreak in Turkey, Kadıköy Municipality has developed its local practices in line with national measures and implemented an integrated service model for the prevention of the pandemic. The services under the “Stay At Home, Save Lives” title are carried out together with an integrated communication campaign and all communication channels of Kadıköy Municipality are mobilized in order to ensure that citizens stay at home during the pandemic. Besides, being in an extraordinary period, Kadıköy Municipality has cancelled its non-urgent tenders and directed its budget to struggling with COVID-19.

Corona Crisis Desk and Support for the Elderly

The necessary measures have been taken immediately at the beginning and the coordination has been ensured with the public and private organizations. At first, Kadıköy Municipality has taken its institutional measures: (1) re-organized working hours and initiated shift working, and (2) allowed its women staff with child up to 12 years-old or staff with chronic disease to take administrative leave. After the re-organization of the staff, Corona Crisis Desk has been initiated to support the elderly (65+) during the coronavirus curfew and home confinement measures. The demands are collected by the hotline and hot food & hygiene materials are distributed to the elderly and the disabled who are in need and living alone and also their shopping needs are met with the theme “There is nothing like neighborhood”. The food cooked in the restaurant of the Municipality are delivered at home in accordance with the social distance rules and by taking the necessary health measures. The Municipality has been working in collaboration with both public and private sector in order for the elderly to receive their pension without leaving home.

As of 13th of April, 2020, a new collaboration as a good practice for social solidarity in these tough times has been started. In this project, a healthy diet has been prepared by a popular nutritionist (namely Dilara KOÇAK), all the food has been cooked by volunteer famous chiefs in the kitchen of the restaurant of the Municipality with the sponsorship of private sector for the ingredients, and the food has been delivered to the needy by the Municipality. In addition to meeting the needs of the isolated groups, this project substantially aims to give people morale support.

Kadıköy Municipality has started to produce face shields and masks to protect from coronavirus, and they have been delivered to the employees in health and public sector.

Support for Stray Animals

Due to the pandemic stray animals have become more vulnerable and even need more support relatively before the outbreak. Hence, by the Municipality staff, food have been periodically left to the places frequently visited by the animals. Moreover, 2 patient transport teams have been continuing to work and carry out urgent operations for injured, crashed and sick animals.

Online Events – Events moved to social media channels of Kadıköy Municipality

In order to prevent the spread of the disease, to ensure that the citizens stay at home and to support 65+ and children who are at home confinement and also to raise the awareness on the potential health risks during the pandemic, the Municipality has moved its events to its social media channels and developed an online programme in various fields. Below are some of the examples for the events:

- ✓ **Instagram Live Video Programmes** – Live chats with architectures, artists and directors, Chat on Classical Music, Chat on Cinema

- ✓ **Cultural Events – Caricature Lessons, Concerts, Fairy Tale with Music, Oratory, Ateliers on Ceramics, Fairy Tale Bookmaking**
- ✓ **Sports** – Regular physical activities with the sports trainers of the Municipality
- ✓ **Live Health Seminars – Live chats with** physicians, specialists, psychiatrists and psychologists in various topics:
 - *Coronavirus and Home Confinement*
 - *Technology Addiction*
 - *Obesity and Eating Disorders*
 - *Psychological Effects of the Pandemic on 65+*
 - *Family Communication in Quarantine*
 - *Pregnancy and Puerperium in Pandemic*
 - *Prevention of Home Accidents and First Aid in Pandemic*
 - *Dental Care of Children*
 - *Diabetes and COVID 19*
 - *Importance of Physical Activity for the Elderly*
 - *Breast Cancer*
 - *Coronavirus and Anxiety in Children*

Municipality Services and Mobile Municipality

In order to prevent the spread of the new type of coronavirus, Kadıköy Municipality has increased its service points and started to provide some of its services through 4 mobile vehicles in order to prevent citizens from entering the crowd and to reduce the use of public transport. Furthermore, working hours of the departments of the Municipality where the citizens visit most have been restricted and the services provided in the main building have been extended to external units of the Municipality in order to reduce the density and minimize the crowd.

Hygiene, Disinfection and Social Distance

Hygiene and disinfection are critical in preventing the spread of the COVID-19 disease. Hence, the Municipality has been putting great effort to ensure hygiene through its disinfection services not only for its buildings, but it also provides disinfection services for other public institutions in Kadıköy. Besides, cleaning frequency of the major streets, parks, playgrounds and sports facilities used intensely by citizens has been increased.

Hand disinfectants were attached to the main building and its external units of the Municipality, and disinfectant gel has been distributed to the personnel. Disinfectant stations have been established to provide hand hygiene to the entrances and exits of the bazaars.

The Municipality has also been distributing a large number of disposable masks and gloves. Moreover, informative cards on hygiene rules have been attached on the stands in the bazaars, and the Municipality teams have been making social distance check in market and bazaars.