

Coronavirus free hotline

The City of Zagreb has opened a free hotline 0800 9999, which is available to citizens 24 hours a day, where all relevant coronavirus information can be obtained. The telephone numbers of the *Andrija Štampar Teaching Institute of Public Health*, one of the public health institutions funded by the City of Zagreb, on the danger of coronavirus infection, are also available to the citizens from 8.00-20.00h: +385 1 64 68 336, +385 1 64 68 331, +385 1 64 68 332.

COVID 19 POTRES Phones for psychological help

The goal of the Crisis Psychological Counseling hotline, part of which is *Andrija Štampar Teaching Institute of Public Health*, one of the public health institutions funded by the City of Zagreb, is to alleviate stress reactions, panic and fear, as well as the psychological consequences of the COVID-19 epidemic and concussion. In these crisis situations, it is important to take all measures necessary to preserve and protect the mental health of the population, in the face of the negative effects of extraordinary circumstances on their psychological health.

Telephone numbers of the *Andrija Štampar Teaching Institute of Public Health*, one of the public health institutions under the auspices of the City of Zagreb "; daily from 8 am to 10 pm (related to COVID-19 and earthquake): +385 1 6468 334, +385 1 6468 335, +385 1 6468 337, +385 1 6468 338, +385 1 2991 356, +385 1 4696 276, +385 1 4696 107, +385 1 4696 297.

Exemption from kindergarten participation fees

City of Zagreb Mayor, Milan Bandić, Amends the Procedure for Changing the Public Needs Program for Preschool Education and Early Childhood Care for the City of Zagreb for 2020, according to which parents / guardians using services of kindergartens founded by the City of Zagreb, from April 1 2020 are fully exempt from participation fees in kindergarten until the decision to suspend teaching in higher education institutions, secondary and elementary schools, as well as full-time work of preschool institutions and the establishment of distance learning by the Government of the Republic of Croatia is revoked.

Zagreb City Libraries - what library services can you use online in the age of coronavirus

Zagreb City Libraries, under the auspices of the City of Zagreb, like many cultural institutions, offer a variety of online services to citizens when they are closed to prevent the spread of coronaviruses. Back in May 2019, an e-book loan service was launched through the ZakiBook app. Members of the Zagreb City Library, with their membership number and pin, can read more than 600 eBook titles on four different devices - mobile, tablet, e-reader or computer. Also look for the free eBooks on the list compiled by the Zagreb City Libraries: <http://www.kgz.hr/hr/e-izvori/besplatne-eknjige-5189/5189>.

If one is in isolation preparing for any professional work or simply interested in a topic, librarians can help you find and select print and online information sources through the "Ask Librarians" service (<https://www.knjiznica.hr/pitajte-knjiznicare/>).

At a time when all cultural events have been postponed, the Zagreb Libraries on their YouTube channel (<https://www.youtube.com/user/LibrariesZagreb>) provided a snapshot of the various

events that you may have missed: scientific stands " Eppur si muove ", literary forums" Literary Friday ", workshops "Meet musical instruments" and others.

Valuable Digitized Collections (<https://digitalnezbirke.kgz.hr/>) make it possible for anyone interested to browse through a myriad of books and picture books, photographs and postcards, scores and other materials otherwise difficult to access, such as the 1913 edition of "The Apprentice Hlapić" favorite book "by Stephen Širola, the most significant titles by August Šenoa and rare works by Marija Jurić Zagorka.

All this is available on the Zagreb City Library web site: www.kgz.hr.

Faster and safer testing on coronavirus

At the *Andrija Štampar Teaching Institute of Public Health* "Drive in" diagnostics of coronavirus has been introduced to speed up diagnosis and increase the number of people tested. People do not have to get out of the car in this testing, which increases the safety level of the person being tested and the microbiologist at the Department. Increased number of tests is the best measure of early diagnosis and prevention of coronavirus infection, so the new method of testing at the Institute will greatly contribute to faster detection of infected persons. The Institute says that appointment for testing will continue to be carried out through a selected family doctor. Considering the well-being and health of citizens, especially in these extraordinary circumstances, this is just one of the measures taken by the *Andrija Štampar Teaching Institute of Public Health* and the City of Zagreb undertook to further protect the citizens. It is part of several activities that the City of Zagreb and the Institute have carried out for many years to improve the quality of life and to preserve and improve the health of its citizens.

City Red Cross Society Zagreb Activities

(City Red Cross Society Zagreb is an association for the promotion of humanitarian goals and tasks in the field of protection and promotion of health, social care, health and humanitarian education. The Society is an independent, non-governmental and non-profit organization that works with the assistance of volunteers as well as professionally engaged staff.)

Zagreb Red Cross City Society participated in the preparation of a secondary center for the reception and accommodation of persons infected with coronavirus

At the invitation of the *Civil Protection Directorate of the Republic of Croatia*, the *Zagreb Red Cross City Society* participated in the preparation of a secondary center for the reception and accommodation of persons infected with coronavirus. *Arena Zagreb*, the largest sports hall in Croatia, is being prepared as a secondary center for those patients who do not have a difficult clinical symptom. Thus, for patients with medium to severe clinical symptoms who do not require oxygen or other intensive treatment measures. *The Zagreb Red Cross City Society* participated in the preparation with one staff member and five volunteers preparing beds and bedding. The Minister of Health, Mr. Vili Beroš, also visited the attendees and thanked them for the effort and effort they put into combating coronavirus in the Republic of Croatia.

Croatian Red Cross has released a free hotline for psychosocial support

Croatian Red Cross opens a free hotline for psychosocial support +385 800 1188 for all citizens who are self-isolated or quarantined, and anyone who is concerned about the situation with the coronavirus epidemic and who needs psychosocial assistance. Due to increased fear of the public, the number of patients and staff involved in providing assistance, psychosocial support is becoming an important aspect of responding to this specific situation, in order to raise public awareness of common reactions they may have and to prevent rumors and to support the patients and facilitate their return into the community. It is extremely important to support people who are currently in isolation by providing information on effective ways of dealing with stress that can help them in that situation.

Let's show togetherness and solidarity - Zagreb's "BLUE HEART"

Humanitarian action "Blue Heart" is designed to help those affected by the coronavirus or who lost their homes in the wake of the great earthquake in Zagreb. The *Zagreb Red Cross City Society*, with its staff and volunteers, has united with more than 1000 hands of the Bad Blue Boys football fan group, and together they assist the elderly, infirm and chronically ill in purchasing food and medicine. Anyone who can help is invited to make donations to a specially opened charity account under the Law on Humanitarian Aid. All donations are intended to help citizens mitigate the effects of the Covid-19 virus crisis and the earthquake in Zagreb.

Good neighborhood helps

The *Zagreb Red Cross City Society* and the *Bad Blue Boys* football fan group have joined forces in the humanitarian action "BLUE HEART", with the aim of helping those affected by the coronavirus, in self isolation or quarantine or who were obliged to leave their homes in the midst of Zagreb earthquake. The *Zagreb Red Cross City Society* receives over 300 phone calls and over 100 citizen inquiries every day, and in the most urgent cases try to provide assistance (e.g. shop for groceries) as quickly as possible. Over 400 volunteers help elderly, infirm and chronic patients every day by visiting more than 50 households daily.

New public kitchen checkpoints in Zagreb

Several new public kitchen checkpoints will open in Zagreb to help our poorest members of society to enjoy their hot meal. This was announced by the City of Zagreb Office for Social Welfare and People with Disabilities and the institution *Good Home*, which caters for the poorest citizens. All this in accordance with the measures of the Civil Protection Headquarters of the Republic of Croatia for the protection of health and prevention of the spread of coronavirus infection and limitation of public transport, and in cooperation with the Archdiocese of Caritas, the Croatian Red Cross, the Zagreb Red Cross City Society and the Parish of Sv. Antun Padovansky.