

Measures by the City of Tallinn to cope with COVID-19 crisis

The first coronavirus case was diagnosed in Estonia on 26 February 2020. A state of emergency was declared on 12 March 2020 and is extended till May 17. The measures adopted by the Government are continuously updated on this [website](#). Covid-19 related information for companies can be found [here](#).

In order to prevent the spread of the virus and to cope with the emergency situation and its consequences, different local measures have been implemented by the city of Tallinn, which are altered according to the situation. Up-to-date information about coronavirus in Tallinn is available [here](#).

Overview of measures to prevent the spread of the virus and cope with the emergency in Tallinn.

Social and health care

- The home delivery of goods and medicines to those in need is organised in cooperation with major supermarkets and pharmacy chains.
- The city has allocated the premises of the municipal store together with the unsold food supply to the NGO Food Bank. The Food Bank also received an additional financial contribution from the city budget.
- Day-care centres for the elderly and people with special needs are closed; food is home-delivered to the customers of the centres if necessary.
- Shelters for the homeless are open; the clients are checked daily for virus.
- Home services for the elderly and people with special needs continue during the emergency situation.
- A helpline for psychological crisis assistance was opened. Calls are answered in Estonian and Russian 7 days a week.
- In addition to the city's social and welfare workers, people who are isolated can receive help through the voluntary platform "[Community Helps](#)".
- In cooperation with the Estonian Traders Association, a campaign was launched to leave the morning shopping hours until 11AM for the people most vulnerable to the virus.

Support for families with pre-school children

- The parents of children in municipal kindergartens were exempted from fees. The parents of children using private day-care and childcare services were granted an allowance equal to the regular fee of municipal kindergartens.
- Kindergartens in Tallinn continue to be open primarily for front line workers. There are also two day-care centres in the city that are open for 24h.

Students at school

- All schools in Estonia, including Tallinn have implemented 100% distance learning since March 16, 2020
- The city has provided on request laptops for all students to participate in e-learning.
- Students receive a free food package once a week on request, which replaces free school meals.
- Students from municipal hobby schools are exempt from study fees.

Support for the city's contractual partners and companies.

- The city's contractual partners are temporarily exempted from rent or their rent is reduced.
- The city has reduced the deadline for payment of invoices of services provided or goods received from the current 21 calendar days to 10 calendar days to improve the cash flow of the companies.
- The advertisement tax was temporarily reduced by 50 % as the market of outdoor advertising has come to a standstill.
- In case of difficulties of the order or delivery due to emergency situation the city will waive contractual sanctions for a reasonable time.
- If possible and necessary, payments in long-term contracts can be spread on a wider period of time.
- For NGO-s that have applied to and have already received partial support from the city for an event (conference, cultural or sport event) and have been forced to cancel or postpone it due to the emergency situation, the costs already incurred will be reimbursed.
- NGOs using city business premises will be granted 100 % rent exemption for up to three months, while other tenants' rent will be reduced by 20 %.
- According to Fitch's Ratings credit rating agency, Tallinn's credit rating continues to be at the high AA- level and the city can take a loan to make important investments to boost economy.

Culture

- Cultural institutions – theatres, museums, Tallinn Zoo and greenhouses in the Botanic Garden are closed. There is an outdoor and park area open for walkers in the Botanic Garden.
- Tallinn Central Library offers different services in emergency situation:
 - Free use of e-library;
 - Reading books for children via Skype or by phone;
 - Supporting pupils in digital learning;
 - Sending books to parcel terminals;
 - Reading news to people who have no access to newspapers via Skype or by phone.
 - Providing information on everyday life in emergency situation by phone to lessen the burden of official crisis helpline and frontline workers.

Sport and youth work

- The municipal sports facilities are closed and sport events are cancelled.
- City continues to pay subsidies to clubs for sports activities provided that the training is organised by remote instructing.
- Tenants of municipal sports facilities will be exempt from rent payments until 30 June.
- Youth workers are monitoring the situation on the streets and explaining the emergency situation regulations to young people.
- Youth work continues via online channels.

Public space and order

- Drones are used in parks, beaches, bogs and other popular walking places, to inform people of the emergency situation and related requirements in Estonian, Russian and English
- In order to reduce the risk of infection, access to public playgrounds, sports grounds and dog walking grounds is restricted.
- Due to the emergency situation, the cleaning works of Tallinn's streets have started ahead of schedule. Additional works have been added to the plan in order to help prevent the spread

of dust and the virus. Every day, the benches of public transport stops are thoroughly washed.

- The Tallinn Municipal Police, in cooperation with youth workers and police officers, will check the possible places where young people gather on a daily basis and explain to them the rules of the emergency situation.

Public transport

- All public transport users in Tallinn, regardless of their place of residence, are guaranteed the right to travel free of charge from 16 March until the emergency situation ends.
- Public transport is moving according to the pre-crisis weekday schedule to avoid excessive congestion in buses and trams.
- Public transport vehicles are cleaned and disinfected regularly during the day and in the evening in the depots.
- Personal protective equipment has been given to drivers. Passengers are not allowed to enter from the first door

Governance and provision of public services

- Crisis Committee led by the Mayor of Tallinn has been formed after the declaration of emergency situation. The Committee meetings are held at least twice a week.
- The City Government Statutes were changed in order to enable remote meetings.
- The City Council holds its meetings online; voting is done electronically via special digital voting system that includes personal identification tools.
- The availability of all necessary services is ensured for citizens in emergency situation. All city offices and public service points are partially open.
- All city's employees, whose nature of work enables, do remote work. Face-to-face contact is minimised and electronic channels are used to hold meetings.
- A website for all staff was created for operative sharing of information about work regulations and other issues related to emergency situation. In addition a helpline was opened for municipal officers.
- Tallinn Civil Registrar and Proceedings Office carries its services out mostly online. Marriages are registered with the participation of bride and groom, guests are not allowed in the hall. Parents can register the child's birth online.
- Funeral chapels have been temporarily closed, and ceremonies take place outside.