

# CITY OF TIRANA

COVID-19

**14 April 2020**

## MEASURES TO MINIMISE THE SPREAD OF THE VIRUS, MANAGE ITS IMPACT AND PROVIDE RELIEF TO THE VULNERABLE

The city of Tirana is dedicated to ensure that we protect the most vulnerable, support our community and provide to our best capacity key services during the COVID-19 pandemic. Our City has urged its citizens to stay safe at home and use all available virtual means to meet their needs during the nationwide lockdown.

Citizens have been strongly advised to leave the house as infrequently as possible and only for limited purposes such as shopping for basic necessities, health reasons or travel to work if they are unable to work from home.

We have started an early lockdown by adopting a combination of proactive surveillance, regular citizen communication, time-constraint isolation, social distancing and public spaces regular disinfection. The restrictions' measures have gradually increased during the nationwide lockdown and now require that citizens leave their house only one hour per day and they need to have a Government authorization online/sms.

### We protect the most vulnerable

To cope with the Covid-19 pandemic, the city's administration has prioritized the needs of the most vulnerable groups.

- More than **16.200** families have been provided with assistance, including here families in need, seniors who live alone, citizens with special needs, the homeless and families living in tents after the November 2019 earthquake, are being delivered groceries, medicines or daily meals through an in-house delivery network of social service workers and community liaisons.
- A mobile application has been set up to improve management of the daily deliveries throughout the **27** administrative units of the city.
- We have established an online website <https://ndihma.tirana.al/> where citizen categories in need can apply for food to be delivered to their homes. The Municipality's staff uses

this platform to enter all the data from all other communication channels regarding requirements of food. Different reports can be issued to keep track of results in real time.

- Also, a chatbot at the Municipality's official website can assist citizens with automated answers or can directly put them in contact with Municipality's staff.
- Local community centres continue to provide their services **24/7**.
- By choosing to join the initiative **#AdoptAGrandparent**, youngsters can volunteer to support their senior neighbors who live alone by sharing a home-cooked meal or offering to deliver their groceries and medicines so they can avoid exposure.
- Elders who live alone can also reach the City out through any of the provided communication channels to a team of social workers who remain at their disposal to address their needs for assistance, including doorstep delivery of their retirement pension.

## We keep our city clean

- In terms of sanitation, City Cleaning has doubled the waste collection frequency and performs daily in-depth cleaning of public spaces (residential blocks, marketplaces, parks, roads) and air disinfection take place throughout all of the administrative units of the city.
- Disinfection tunnels are being installed at the controlled entrances of outdoor marketplaces, while customers are advised to stand at marked spots and maintain the required physical distance.
- The City Fire Department has performed a major cold fog disinfection of city public spaces.
- Schools, kindergartens and nurseries have undergone the disinfection process,
- The public transportation fleet has been sanitized while its operation remains currently suspended on most lines, only critical workers (medical staff are allowed to use buses.

## We continue our education online

- At present, as all education institutions remain closed; all classes of the 1<sup>st</sup> grade to the 12<sup>th</sup> are uploaded online through a free platform.
- All Classes until 12<sup>th</sup> grade are broadcasted on national television as well.

- Teachers have established online contact via mobile phones with parents and students to facilitate homeworks and classes.

## City's Administration under lockdown

- The city's administration has shifted to remote working and all public activities are cancelled. Remote working has been facilitated using technology by using videoconference platforms based on open source and file sharing cloud platforms.
- No public gatherings are allowed, while cafés, restaurants, bars and indoor recreational spaces are closed.
- Local Municipal Police are encouraging citizens to stay at home by delivering cautionary messages via loudspeakers throughout the city, as well as regulating public transport for medical personnel, monitoring minimum distance in high-density spots.
- In light of the Central Government's instructions on social distancing, Municipal Police also ensure that citizens who are outside comply with the current regulations in force.
- To guarantee the smooth provision of key services, essential & critical sectors continue to operate normally while abiding to the Government's directives.
- Communication channels including live chat support; the green line; regular and electronic mail; mobile applications and online platforms; official social media accounts as well as community liaisons that are at the disposal of all citizens of Tirana who need to address their enquiries, concerns, complaints and needs for aid during this period.