

## **CITY OF ATHENS – Directorate of Social Solidarity**

### **“HELPING YOU AT HOME” initiative**

During the emergency situation with Covid19, the City of Athens readjusted its social services towards the need for keeping distances and staying at home. The project “Helping you at home”, is an initiative involving most of the personnel of the social services, especially from the services that had suspended their transactions with the public due to emergency situation.

#### **The “Helping you at home” services are for people that:**

- Belong to vulnerable groups of the population due to health issues
- Belong to to the age group of 65+ and have no close relatives or any other help
- Lonely people that cannot self-serve themselves

#### **In the context of the project the social services provide:**

- Help with groceries. The personnel of the project can help the above groups with their everyday groceries without leaving their home
- Help with medication. The personnel of the project can help the above groups with their medication (prescribe to the municipal clinics and buying of the medicine from a pharmacy)
- Free material help (food basket and hygiene products) for people of the above groups in severe economic distress

#### **The project has 3 pillars:**

- The city’s calling center, where the people in need can apply for help and their application is registered in the AthensAid platform
- An evaluation and social research unit (social workers and psychologists) that call back to all applicants to assess their status and the exact nature of their application
- Field groups that complete the applications, taking into account the assessment of the previous unit

More than 4000 people have addressed to the city for help since 30<sup>th</sup> of March.

### **PROTOCOL OF EMERGENCY IN ELAIONAS ACCOMODATION SITE FOR ASYLUM SEEKERS**

The City is also hosting , in cooperation with the Ministry of Migration and Asylum, an accommodation site for asylum seekers, in the urban area of Elaionas with 1900 approximately beneficiaries.

Since the beginning of the emergency situation there were extended campaigns informing the residents of the site in multiple languages concerning the Covid19 situation and all the necessary measures of personal hygiene.

The medical services within the site, developed an early warning mechanism, visiting also door to door all inhabitants, detecting people having symptoms. Up to now, all persons of concern proved negative to Covid19. Also, a quarantine wing was created inside the camp, for potential cases that do not have to be hospitalized, but must be apart from the rest of the population.

The Ministry of Migration and Asylum, the Ministry of Health, the City of Athens and the rest of the actors in the accommodation site, developed a contingency plan, that will be activated from the first positive case of Covid19. The plan is formulated as below:

- In case of a positive Covid19, all focal points of all actors in the site, inform their personnel and take special measures
- The quarantine wing is activated and the medical assessment is initiated to define the volume of the spread
- All population of the site is informed by sms, through the WatchUp group that was developed for the emergency situation (all residents are members of the group), that there is a positive case of Covid19, and must stay in their caravans until they get further information
- The gate is closing until the results of the medical assessment and with cooperation with the IOM, food baskets are distributed to all population
- If the assessment shows a wider spread in the community, the whole site is entering a quarantine situation, with the cooperation of the police
- If there is not a wide spread, the site operates under special restrictions, concerning visitors etc, and absolute measures are being taken to the quarantine wing
- The municipal services, through the whole process, implement special hygiene measures such as decontamination to all spaces of the site.