



Current Responses to COVID 19 in slums

Practices from around the world

GSG Urban Poverty and Housing

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Lessons from Ebola

- Effective case management to maintain belief and trust to prevent outward mitigation
- Implement and laud successful treatment innovations. A positive feedback loop is essential for building trust in treatment units
 - In Liberia, Survivors were paraded in communities to emphasize the role of TUs in saving lives
- Debunk rumors through data. Community youth, pastors, imams should be trained in conducting daily door-to-door surveillance
- Practice safe burials
 - In Liberia, a Muslim burial team was formed to handle bodies in protective suits while allowing the appropriate ablutions.
- Impose curfews
 - The Liberian Government imposed a 9 p.m. to 6 a.m. restriction, which curbed evening movements. They cleared offices of the country's largest employer, the government. Municipalities took a hit to major sources of revenue when we prohibited the rental of public venues for events.
- Begin developing a post-crisis recovery plan mid-crisis





The response requires coordination and monitoring across stakeholders and interventions

- Non-government actors are key in mobilizing, gaining trust, providing food and other essentials to households
 - Includes identification and engagement of community organizations and leadership as well as NGOs or civil society organizations working in the affected areas
- Require multi stakeholder emergency committees, with representatives from government, community organizations, and religious organizations to coordinate emergency response measures
- Emergency services need to be provided and reached inside the community
- Vital to generate information regarding the number of inhabitants, their demographic characteristics and needs
- Actions directed at taking care of children and other dependents that may need care
- Mobilize resources for massive testing and isolation (e.g. outside the slum) of those testing positive
- Isolate entire neighborhoods if needed to treat it as a unit



Vouchers and cash transfers to provide a social safety net

- The Government of Brazil will distribute vouchers worth R \$600 to all informal workers that don't receive resources from the two flagship cash transfer programs
- The state of Uttar Pradesh in India will provide compensation to poor workers via online payments if they lost their job due to the pandemic.
 - Vegetable vendors, construction workers, rickshaw pullers, autorickshaw drivers, and temporary staff at shops will be targeted by this measure



Increased financial support to low income workers

- The Panama government is exploring ideas for transferring money to those who do not have a bank account and converting IDs into a debit card
 - Eg. using an ID, e-purse, or online membership to open a bank account
 - Convert ID into a debit card to provide economic assistance to buy groceries, first need implements and medicines
- Ireland has rolled out a simple application form for unemployment support for workers affected
- Pakistan is scaling up the Ehsaas (Social Safety Nets) Program based on information already available with the National Registry, and disbursing amount for 4-months in one tranche
- Leveraging existing mobile money platforms (e.g. M-Pesa,)
- Governments in Africa are leveraging mobile money and digital finance for payment transactions and cash transfers

Ensuring continued nutrition and education for children

- The Bolivian government introduced the Bono Familia program
 - It feeds children of low-income families who will not have school breakfast during this time of quarantine
Delivered in April, US\$ 72.6 will be paid for each child in elementary school
- The Kerala state government will deliver food ingredients for mid-day meals to over 300,000 children
 - It reaches those in 33,115 *anganwadis* (rural child care center) closed due to the COVID-19 pandemic
 - They are delivering this for ten days. The materials are being packed and distributed by the teachers themselves
- New York has distributed hundreds of mi-fi internet access points to families so kids could keep up with their education
- Some schools, e.g. In Washington DC, continue to remain open to provide meals to children



Free water and utilities

- In Colombia, Water services are being provided free of charge for families in a state of vulnerability
- In El Salvador, the government has granted a waiver for utility bills payments for COVID-19 positive people for three months.
 - Utilities include electricity, water, telephone, and internet



Hygiene and Handwashing

- In Mathare, Kenya, hand washing stations have been set up
- Rwanda is flooding its capital, Kigali, with portable sinks for hand-washing
 - At bus stops, restaurants, banks and shops
- In Brazil, hand washing stations have been installed by the local communities to wash hands before entering the favela
- Czech Republic and Haiti are proposing masks for everyone
- Sudan is making their own hand sanitizers and distributing it for free
 - The neighborhood resistance committees that helped to organize the uprising against al-Bashir have been making their own hand sanitizers using alcohol normally reserved for making illegal liquor and distribute them for free in their communities



Fight rumors with awareness campaigns

- The Liberia Country Programme is broadcasting a weekly talk show on ECOWAS radio with updates from the NPHI
 - This is in partnership with the Liberian Ministry of Health (MOH) and the National Public Health Institute (NPHI)
- Cities Alliance runs outreach in informal settlements across greater Monrovia
 - Social mobilisers on vehicles with loudspeakers, raising awareness about basic hygiene measures, waste management
 - Target gender-related issues, where messages have been pre-recorded in Liberian English and other local languages
- In Sierra Leone, they are using culturally tailored education messages
- Sudanese health experts at home and in the diaspora have made videos for social media explaining what the virus is and how to avoid infection.
- Pakistan is sending COVID-19 awareness message on cell phones replacing ring tones to help raise awareness among the 165 million subscribers.
 - Most TV channels are running frequent public service messages to raise awareness.



Leverage Creative media platforms

- Songs for awareness have seen a surge across the world
- Popular music has found its way in raising awareness through songs in Africa
- Pakistan is using culturally tailored videos to reach people of all ages
- Leveraging phone access and messaging, in Sudan, cellphone service providers deliver prevention messages to callers before connecting them





Targeted social protection: Migrant, and vulnerable populations

- West Bengal and Delhi Governments have set up temporary shelters for poor, migrants at schools and community centers
- Texas Legal enforcement announced that they would temporarily halt evictions to prevent people from losing their homes
- Pakistan's Prime Minister's 'Coronavirus Relief Fund' is set up to channel charitable donations towards the most needy and vulnerable. It has already seen an outpouring of generosity across Pakistan
- Pakistan is registering youth under the PM's 'Corona Relief Tiger Force' led by young Senators
 - The Force will assist in quarantine management, identifying the poor, and delivering food/rations to them etc.



Targeted social protection: Domestic violence towards women and children

- Uttar Pradesh has launched campaign “Suppress Corona, Not Your Voice” which advertises the police’s domestic violence hotline
- Expand shelter and temporary housing for survivors
 - Canadian government earmarked \$50 million funding for GBV shelters and sexual assault centers
- Encourage virtual and informal support networks
 - Platforms like MyPlan from US, iCan from Canada and SAFE from Netherlands can be scaled up. In areas with low internet, options for text (WhatsApp) based networks can be encouraged. These help women and children feel connected and supported, and alert perpetrators that women and children are not isolated
- Build strong violence related first response systems
 - Through community trainings, target informal support groups including neighbors and friends, and exploring virtual options like phones and internet



Leveraging data for transparency, monitoring and response

- Govt of Honduras has set up a central online portal resource
- El Salvador has set up a Tableau web responsive tool to monitor and track COVID cases
 - This allows users to contrast the number of PCR tests to detect COVID-19 vs. the number of confirmed cases, geographical location of confirmed cases, as well as health containment centers and collection centers for donation of food and household goods for them
- Dashboard using government data to track COVID-19 cases in Côte d'Ivoire: location, total number, and recoveries.



Community led initiatives

- In absence of public transport system, in Bangladesh, a group of CSO partnered with health ministry to provide free shuttle service to all the healthcare providers
- Argentina's president calls in priests to help prepare slums for COVID-19
 - Seven priests, who live and minister in the slums of Argentina's capital met with President Alberto Fernandez and filmed a video urging people to stay home
- Telemedicine/e-health centers with a UANs working 24/7 that directly connect to a doctor for concerns and advice regarding COVID-19. This reduces load on medical facilities.
- In Colombia, the local government and different civil society organizations joined efforts to launch a Hackathon to provide solutions
 - Aims at mobilizing critical workers at the same time as reducing contagion among citizens

Expanding health services and improving diagnosis

- Nigeria has created a tool that allows users to self-assess their risk category based on symptoms and exposure history
- South Africa's WhatsApp chat runs an interactive bot to answer common health questions and has reached 3.5 million users in 1 month
- In Argentina App COVID-19 allows people to self-test for coronavirus
 - Citizens also learn about the development of the pandemic and the measures adopted by national authorities to contain the advancement of the virus. On the first day of launching, 500,000 people already took the test with the app



Homegrown responses by community members

- Expanding non-traditional sanitation means through initiatives taken by NGOs
 - Examples include pee-poo bags and dry toilets
- Curfew imposed by the local communities in Brazil
 - They go around and watch people to make sure they are staying in
- Sierra Leone developed home-made personal protective equipment (PPE) during Ebola
 - They used plastic bags for gloves, sugar or rice sacks to wrap around their body, wellington boots to cover their feet, and woolen facemasks

Following a burial, they also washed their hands and feet with soap and water, and boiled their boots in lime

