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Co-funded by the
Europe for Citizens Programme
of the European Union 

Civil Protection services during the COVID-19 pandemic Aksakovo, Bulgaria

10-12 August 2021

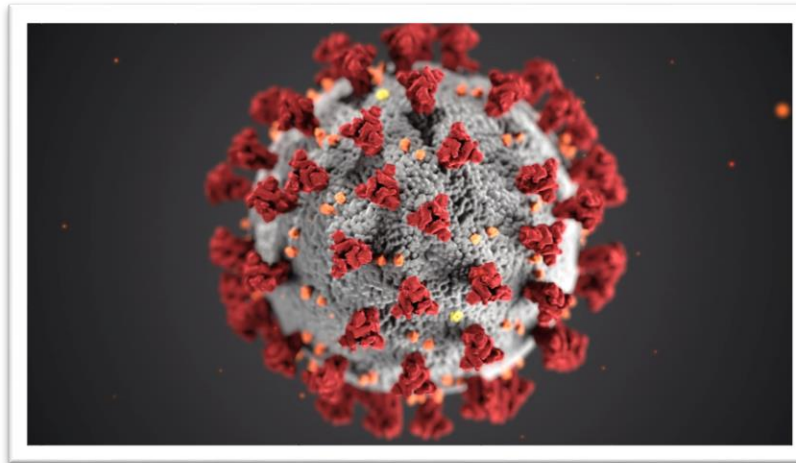
Osilo, Italy

Agenda

- ***Covid situation in Bulgraria***
- ***Actions towards citizen-oriented municipal services***
- ***Caring for the administrative staff***
- ***Turning the pandemic into an opportunity for better services***

How did everything start?

***First case of Covid-19
in Bulgaria:
8 March 2020***



***Announcement of
Emergency Situation:
13 March 2020***

Towards citizen-oriented municipal services

Coronavirus hotline

***Home delivery of
medication***

***Public informational
campaign***

Food delivery

Situation

First actions

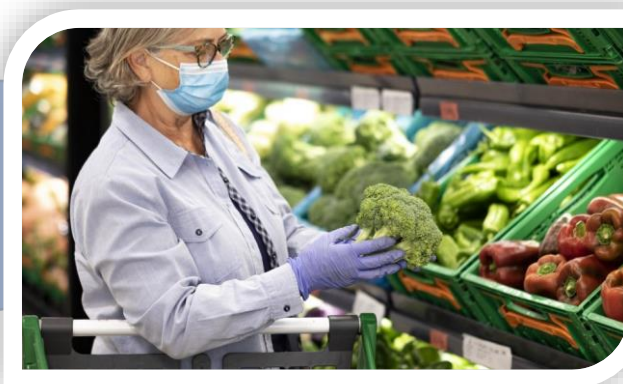
Projects

Administration

E- Government

Towards citizen-oriented national measure

Coronavirus hotline



Green aisle/corridor

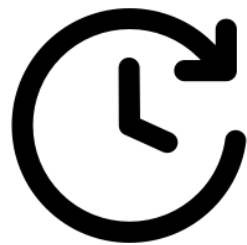
***Public informational
campaign***



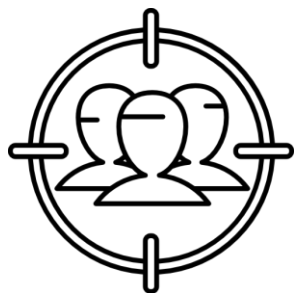
***Electronic portal for
enrolling for vaccine***

Project:

“Patronage care for elderly people and persons with disabilities”



Start date: 01.05.2020
End date: 31.03.2021



Elderly people 65+
Persons with disabilities
Adults at risk
COVID 19 quarantine
Single parents with children under 12



Delivery of food and basic necessities (incl. medicines)
Payment of household bills
Assistance for receiving urgent administrative services



Personal assistants:
Paid with project funds

Project’s target group:
purchases and administrative fees
paid with personal funds

Project: “Patronage care for elderly people and persons with disabilities”

IN NUMBERS

Staff involved:
(personal assistants)

18

People that used the
service:

156

Towards citizen-oriented municipal services

Project "Patronage care+"



Mental health:
social isolation
and loneliness



European
Social Fund



Center for Civil support
Center for social rehabilitation and integration



To people who
recovered from
COVID-19



Psychologists
Occupational therapists
Rehabilitators



Spring

Town of Borgomanero – lead project – ITALY
Town of Quart de Poblet – SPAIN -
Town of Aksakovo – BULGARIA -
Town of Ziebice – POLAND -
Town of Stip – NORTH MACEDONIA (extraUE) -
Town of Digne les Bains – FRANCE (twinned with
Borgomanero) -
Town of Bad Margentheim – GERMANY (twinned
with Borgomanero) -
National Association of Italian Municipalities of
Piedmont (ANCI Piemonte) – ITALY



WHY SPRING – *Solidarity IN PROgress* ?

Because the pandemic emergency experience has highlighted the importance of Solidarity and Cooperation between the Community and the communities

...the need was felt and the opportunity was taken to reflect not only locally but also internationally



First meeting «Civil Protection services during the COVID»

30-31 July 2021

Borgomanero, Italy

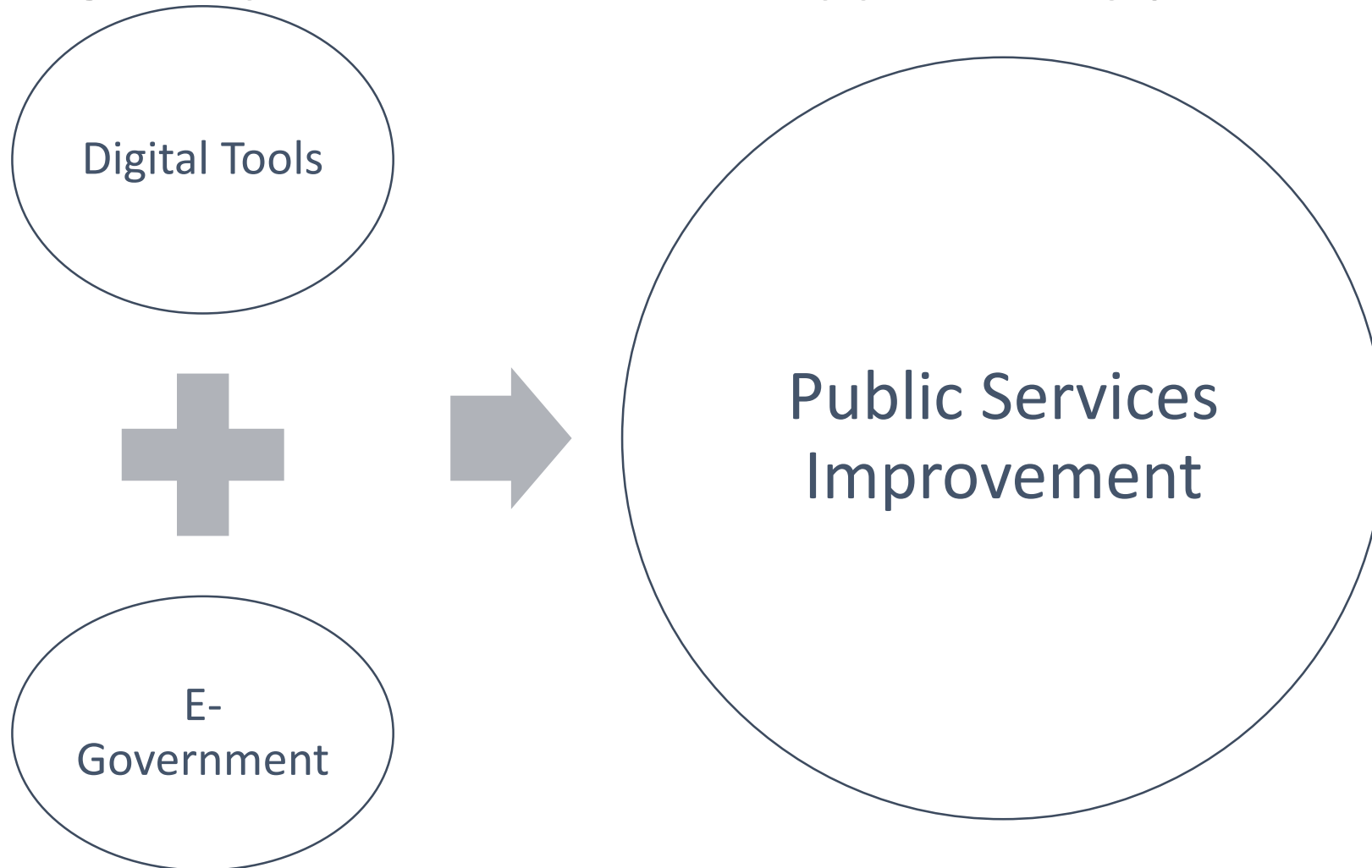
Caring for the administrative staff



- Free of charge COVID testing
- Protective materials
- Disinfectants
- Creating secure and safe workplace

Find “positive” in “negative” situation!

Turning the pandemic into an opportunity for better services



Situation

First actions

Projects

Administration

E- Government

Turning the pandemic into an opportunity for better services



Introduction of Electronic Document Management System

Goals:

- 1. Enhancement of the efficiency and the transparency of the administration***
- 2. Limiting contacts between public servants***

Turning the pandemic into an opportunity for better services



***Implement an electronic
"Reception Time" system***

***Goal: To limit the concentration
of people in one place***

*Thank
you*

