



Republika e Kosovës

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***Ministria për Komunitete dhe Kthim • Министарство за заједнице и повратак •
Ministry of Communities and Return***

**PROTECTION AND ASSISTANCE PROGRAM FOR
VULNERABLE DURING THE COVID-19 PANDEMIC
IN KOSOVO**

MARCH 2020

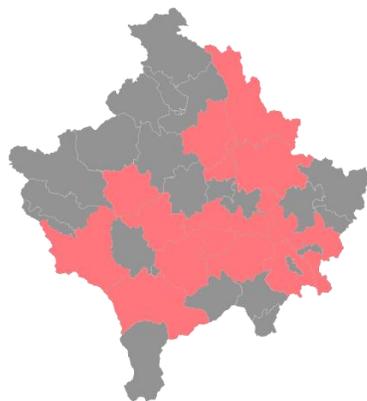
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1. Executive Overview

The Coronavirus Infection Pandemic (COVID-19) began in China, its Wuhan province, on December 8, 2019. Today, 172 countries face this pandemic, as many call it the invisible enemy of humanity. Data from March 25, 2020 show that over 451,000 people are currently infected, while 20,000 have lost their lives to the virus. Unfortunately, this virus that is blocking the world at an extraordinary rate has not bypassed Kosovo.

Kosovo first encountered coronavirus on March 13, 2020, when the National Institute of Public Health announced that two patients had been infected with the virus. On March 25, 2020, the virus was caused in 15 municipalities in Kosovo, where some municipalities are fully quarantined, and currently 86 people are infected with Covid-19 and one person has died from this virus.



2. Program

Aware of the fact that we are facing a pandemic, which has a tendency to spread rapidly, with unparalleled consequences, we must face it together, the program and the help for each other, but also for ourselves, because that it is the only way to cope with this global crisis. Central and local government bodies have introduced safeguards that are common in times of pandemics and emergencies: traffic bans for a certain period of time, bans on rallies, school closures and other public facilities, quarantine, etc. Measures to protect against the spread of Kovida-19 pandemic have further hampered normal life in Kosovo. These times of crisis are most affected by vulnerable groups of citizens such as: returning to remote and isolated areas,

The Ministry of Communities and Returns (hereinafter: MCR), in accordance with its mandate and in response to the pandemic crisis, has drafted a Protection and Assistance Program for those at risk during the pandemic of Covid-19 virus in Kosovo (hereinafter). : Program). The purpose of this document is to provide MCC employees and their users and target groups with

timely, transparent and concrete protection, but also to assist in the pandemic time of the Covid-19 virus in Kosovo.

The program is not a political campaign or marketing but the MCC's clear intention to inform the public, institutions and citizens about the package of measures taken in response to the Covid-19 pandemic worldwide.

The program is about:

- Internal protection measures in the MCC and
- Assistance to returnees, non-majority communities and other vulnerable groups

Internal protection measures

MCC, taking the decisions and recommendations of the Government and the Ministry of Health of Kosovo, has taken all necessary measures to protect employees from the Covid-19 virus, and the work itself in this institution has adapted to the new situation due to pandemics.

Some of the protective measures taken include:

- Poster announcements detailing the steps employees must take to protect themselves and others.
- Hand disinfectants have been handed over to employees.
- Frequent ventilation, cleaning, washing and disinfection of all offices and facilities.
- Work from home to self-sufficient parents, as well as workers with young children.
- Field visits and group meetings were canceled.
- More frequent telephone contacts with returnees, displaced persons, vulnerable groups and non-majority communities.
- Continuous coordination of activities with other line ministries regarding needs and safeguards for returnees, displaced persons, vulnerable groups and non-majority communities.
- A work obligation was introduced and a work rotation plan was drafted.

Furthermore, the MCC made a statement in the official languages for the Serbian and Albanian media regarding the measures taken for protection and work in a limited capacity. The announcement was also made on the MCC website with a phone number 038 200 16 502 and a username on the social network Skype: MCR Call, to continue coordination activities with local and international partners. Also, a letter was sent to all heads of Municipal Offices for Communities and Returns in official languages regarding the establishment of regular telephone

contacts with officials and competent MCC services regarding the needs of returnees. Similarly, more intensive contacts have been established with municipal crisis staff and field coordinators from return countries.

On the MCC website, the symptoms of the infection have been published as well as the basic advice in accordance with the recommendations of the World Health Organization to prevent the spread of pandemic.

CONCLUSIONS FOR THE PREVENTION OF THE CORONA VIRUS PROCESS (COVID-19)

SYMPTOMS	COLD	FLU	COVID-19
Fever	**	****	*****
Caugh	**	*****	****
Short breath	**	*****	*****
General weakness	***	*****	*****
Headache	**	*****	***
Muscle aches	*	****	*****
Sneezing	****	***	*
Sore throat	****	***	***
Runy nose	***	***	**

DON'T HAVE ANY PROBLEMS THAT THE GENERAL CONCLUSION OF INDIVIDUALS WHEN WORDS ARE MADE FOR THE VIRUS CORONA; I CAN CONTRIBUTE TO THE DEVELOPMENT OF DISEASE; PLEASE CONTAIN YOUR COUNTRIES AS A DRIVER:

√ 😊	Wash your hands often and thoroughly with soap and water, or with an alcohol-based disinfectant.
√ 😊	Avoid touching the eyes, nose and mouth.
√ 😊	Keep your distance. Avoid companionship, and if you need to see someone, be two feet away.
√ 😊	Stay home if you are not feeling well. If you have a fever, cough, or difficulty breathing, seek medical attention and follow your doctor's instructions.
√ 😊	Follow the advice of the Ministry of Health or your employer to keep everyone healthy and safe.

Assistance to the needy, non-majority communities and other vulnerable groups

The infection was recorded in 15 municipalities in Kosovo (as of March 25, 2020), and pandemic measures prevented a normal life in Kosovo, and the general situation led to a lack of basic living goals in wholesale and retail trade in Kosovo. The created assistance aims to provide timely assistance packages for vulnerable categories of residents, in order to normalize and further facilitate the daily living conditions. This will be achieved by providing concrete assistance to basic food and hygiene products.

Based on numerous requests received from municipalities, municipal offices for Communities and Returns, municipal crisis headquarters, returnees and their representatives, the MCA has developed an action aimed at helping vulnerable returnees, the elderly, and people with disabilities. limited, Roma, Ashkali and Egyptians. In the first phase, 18 municipalities of Kosovo have been selected in which the MCC will provide assistance packages. Detailed criteria on which the MCC was guided in the selection of municipalities and beneficiaries are described in the next section.

3. Who can participate in the Program

The situation with the spread of pandemics has made it difficult to provide basic livelihoods in most non-majority communities, so the MCC has accepted dozens of requests for assistance for the most vulnerable individuals and families. MCR recognized the requirements of the most affected and provided for the distribution of 303 basic life support packages and hygiene products for the most affected based on previously agreed criteria.

The criteria for the selection of municipalities and beneficiaries are:

- Isolation of individual communities,
- Collective life of the center,
- The municipalities to which he has returned,
- Requests for assistance from MCCs,
- Availability of basic life goals in a given area,
- Population age,
- Social instability of communities,
- Municipalities south of the Ibar River where displaced persons have been reintegrated,
- The most affected municipalities by pandemics, including those in the north,
- The willingness of local authorities to make their resources available (for example: volunteers, transport, protective equipment, etc.).
- Readiness of local authorities to compile lists of vulnerable persons in close coordination and cooperation for relevant organizations and institutions in the country: Office of the Mayor, Municipal Assembly, Crisis Staff, Municipal Office for Returns and Communities, Social Service, Representatives of villages, Village Committees, Youth Council and / or some other important local decision makers.

Direct Beneficiaries:

- Returning to isolation facilities,
- Residents of collective centers at risk,
- Elderly families at risk,
- Single parents,
- Persons with disabilities,
- Beneficiaries of social assistance,
- Unemployed,
- Non-majority communities in isolated environments,
- Families with many members with insufficient income,
- Rome, Ashkali, Egyptians and other non-majority communities
- Other vulnerable persons.

Indirect Beneficiaries:

- Office of the Mayor,
- Commission of the Municipal Assembly and of the Assembly (Committee on Communities),
- Local Crisis Self-Government Staff,
- Municipal Offices for Communities and Returns,
- Social service in the municipality,
- Village representatives and village committees,
- Youth Council i
- Local NGOs.

4. Content of the aid package

The content of the package consists of basic needs and hygiene products, namely:

- hygienic package: 10 kg flour, 5l oil, 5l milk, 6 packets of rice, 6 packets of pasta / spaghetti, 2 kg of salt, 5 kg of sugar, 10 pieces of canned noodles, 10 pieces of canned fish;
- the hygiene bag contains: 1l shampoo, 1l dish detergent, 5 kg laundry detergent, 3 pieces of (solid) soap, 3 pieces of toothpaste, 12 pieces of toilet paper.

The total weight of the whole package is approximately 31 kg.

5. EU Assistance Program and MCC in partnership with IOM

In the framework of the project "Return and Re-integration in Kosovo, the Fifth Phase (RRK5)", implemented over the past few years by the IHR together with the EU Office in Kosovo, and in partnership with the International Organization for Migration (IOM), an aid package for an additional 50 most vulnerable families of returnees, mostly members of the Roma, Ashkali and Egyptian communities. Aid packages include personal hygiene products and basic necessities of life: wheat flour, beans, vegetable oil, sugar, canned beef, canned fish, salt, dried vegetables (mix), dried yeast, milk, baby biscuits , etc. pasta (pasta), rice, fruit jam, red pepper (spice), blankets, kitchen utensils, work tools, hygiene boxes, toiletries for women and baby diapers.

The beneficiaries of this assistance program are listed in the Users list in the table below.

6. Possible challenges

Due to coronary artery disease, the government adopted a series of measures regarding restricted movement, school closures, the possibility of procurement of basic necessities of life, and due to the new situation, there is a possibility of infecting people, therefore approved all these measures.

There are many challenges facing the successful implementation of the Program, including:

- Isolation or quarantine municipalities (currently: parts of Klina and Viti) and access to the affected
- Obtaining special movement permits during the movement ban, as well as access to the affected.
- Prohibition of rallies, arrival of more than two users in one place to download the help package.
- Effective protection of personnel engaged by the MCC and their provision of security equipment.
- Difficult purchase of protective equipment: protective clothing, goggles, masks, hats and gloves.
- Effective coordination with all institutions and organizations that provide assistance and assistance to the same people.
- Risk of infection.

7. Distribution plan

MINISTRY OF COMMUNITIES AND RETURN					
PLAN OF THE UNDERSTANDING OF HELP TO HELP THE RISK AS PASSING THE VIRUS CORON IN KOSOVO MARCH 24:03 - 10: 04: 2020					
MUNICIPALITY	DATA OF DISTRIBUTION	DISTRIBUTION TIME	ENGAGED PERSONNEL	CONTACT PERSON	THE NUMBER OF PAKOVE
FERIZAJ/UROSEVAC	Tuesday 03/31/2020.	15: 00-16: 00	return advisor and integration advisor	Representative of returnees	5
KLINË/KLINA	Wednesday 01/04/2020.	11: 00-12: 00	return advisor, integration advisor, protocol chief-advisor	MOCR officer Klina	12
ISTOK/ISTOG	Wednesday 01/04/2020.	12: 30-13: 30	return advisor, protocol chief-advisor, media assistant	MOCR officer Istok/Istog	10
PEJE/PEC	Wednesday 01/04/2020.	14: 00-14: 40	return advisor, protocol chief-advisor, media assistant	Representative of returnees	3
LIPJAN/LJIPJAN	Wednesday 01/04/2020.	10: 00-11: 00	integration advisor, head of office for public communication	Member of the community committee	8
GRAÇANICE/GRACANICA	Wednesday 01/04/2020.	11: 40-12: 40	integration advisor, head of office for public communication	Coordinator	21
RANILLUG/RANILUG	Thursdays 02/04/2020.	11: 00-13: 00	integration advisor, head of office for public communication	Mayor	30
KAMENICË/KAMENICA	Thursdays 02/04/2020.	13: 30-15: 00	integration advisor, head of office for public communication	Chief of MOCR	8
NOVOBERDE/NOVO BRDO	Thursdays 02/04/2020.	11: 00-13: 00	integration advisor, media assistant	Member of the Crisis Staff	30
GJILAN/GNJILANE	Thursdays 02/04/2020.	13: 30-15: 00	integration advisor, administrative assistant		10
KLLOKOT/KLOKOT	Thursdays 02/04/2020.	11: 00-14: 00	procurement assistant, community integration officer	Mayor and Deputy Mayor	37
PARTESH/PARTES	Friday 03/04/2020.	11: 00-14: 00	advisor for return, head of office for public communication	Mayor	32
VUSHTRRI/VUCITRN	Friday 03/04/2020.	11: 00-12: 30	integration advisor, integration officer		10

OBILIQ/OBILIC	Friday 03/04/2020.	13: 00-15: 00	integration advisor, integration officer	Representative of returnees	9
RAHOVEC/ORAHOVAC	Saturday 04/04/2020.	11: 00-13: 00	advisor for return, head of office for public communication	Officer MOCR	9
SHTERPCE/STRPCE	Saturday 04/04/2020.	11: 00-13: 00	secretary general, chief of protocol, integration adviser, integration officer, procurement assistant	Adviser to the mayor	38
VITI/VITINA	Monday 04/06/2020.	13: 00-15: 00	minister, the chief of cabinet, return adviser, integration adviser and the driver	Officer MOCR	21
PRISHTINE/PRISTINA	Tuesday and Wednesday 7-8.04.2020.	10: 00-12: 00	minister, chief of cabinet, advisor for return, adviser for integration, assistant for media	Health House (RS)	10
Totally					303

8. Control of activities that precede the distribution of aid

CONTROLLING LIST OF ACTIVITIES				
#	MEMORY	+ / -	REMARKS	LIABILITY
1.	Notice to the competent authorities			
2.	Special permit to enter an isolated area			
3.	Official ID			
4.	Travel order			
5.	Authorization to use an official vehicle			
6.	Protective clothing, masks and gloves			
7.	Photo camera			
8.	Informing beneficiaries about the time and place of delivery			
9.	FIRST photo (if applicable)			
10.	PHASE PHASE (if applicable)			
11.	Notice to local media			
12.	Online article, newsletter and photos (what, why, who, when, how, where and how much)			
13.	Press release after			
14.	"Success Story"			
15.	Beneficiary feedback or key messages			
16.	Maximum of two people in the ministry due to regulations.			
17.	Required questions			
18.	Field report			
19.	Testing MCC employees for COVID-19			

9. Nationality of direct beneficiaries of assistance

9.1 Nationality of package beneficiaries allocated by the MCR

NOTIONALITY OF EU-RRK PACKAGES 5 AND MCC FROM IOM, Stage 1: 31.03. - 8.04.2020			
NATIONALITY	# OF FAMILIES	TOTAL # OF BENEFICIARIES	PERCENTAGE
Serb	283	853	92.8%
Albanian	1	3	0.3%
Rom	17	58	6.3%
Ashkali	0	0	0%
Egyptian	0	0	0%
Goran	2	5	0.5%
Totally	303	919	100%

9.2 The nationality of the beneficiaries of the beneficiaries of the EU-RRK 5 package and the MCC allocated by IOM

NOTIONALITY OF UNEMPLOYED BENEFICIARIES IN EU-RRK AGREEMENT 5 AND DISCOUNT DEPARTMENT FROM IOM MEMBER, Phase 1: 31.03. - 8.04.2020			
NATIONALITY	# OF FAMILIES	TOTAL # OF BENEFICIARIES	PERCENTAGE
Serb	9	38	13,3%
Albanian	0	0	0%
Rom	19	116	40.7%
Ashkali	5	33	11.6%
Egyptian	16	94	33%
Goran	1	4	1.4%
Totally	50	285	100%

9.2 Nationality of all beneficiaries of MCC and EU-RRK 5 and MCR package packages

NATIONALITY OF UNCONDITIONAL BENEFICIARIES FROM MCC AND PACKAGE TO EU-RRK CUSTOMER 5 AND MCC AGAINST IOM, First phase: 31.03. - 8.04.2020			
NATIONALITY	# OF FAMILIES	TOTAL # OF BENEFICIARIES	PERCENTAGE
Serb	292	928	74.3%
Albanian	1	1	0.1%
Rom	36	182	14.6%
Ashkali	5	32	2.6%
Egyptian	16	94	7.5%
Goran	3	9	0.7%
Totally	353	1246	100%

10. List and number of beneficiaries by municipalities

Available only in accordance with personal data protection procedures