



COVID-19 emergency management strategy for informal settlements



Some lessons to share

Costa Rican experience

Conclusions and recommendations

1. The work in informal settlements is determined by the socio economic and territorial capacities of each county and region: **work through networks**
2. Coordination and planning are as crucial as they are chaotic, hence there's a basic premise: **move forward**
3. Use available information, as well as social networks to optimize scarce resources throughout complexity: **need to prioritize**
4. Stop and breath: reflections upon what needs to be donde in the short, medium and long term: **long-term, scenario planning with strong and qualified teams**

Next steps and support

1. Geographic information as updated as possible
2. Links with the Municipal Emergency Committees and multidisciplinary teams when possible
3. Coordination with community leaders: circulation of official information and communication of urgent needs
4. Design and implementation of good practices in accordance with the identified priorities

Target population



According to the 2019 National Household Survey, in CR 96,271 people live in informal settlements

Some precedents

The screenshot shows the website for the Ministry of Housing and Human Settlements (MIVAH) in Costa Rica. The page is titled 'PUENTE A LA COMUNIDAD' and 'PROYECTOS URBANOS INTEGRALES'. It features a navigation menu with options like 'Acerca de Nosotros', 'Emergencias y Gestión de Riesgos', and 'Mapas Temáticos'. The main content area includes a colorful illustration of a cityscape and three buttons: 'Puente a la Comunidad', 'Mapas Temáticos', and 'Descargas'. The website also displays logos for MIVAH, Carbono Neutral, and the Costa Rican government.

← → ↻ mivah.go.cr/Puente-Comunidad.shtml 🔍 ☆ P ⋮

MIVAH
Ministerio de Vivienda y Asentamientos Humanos

**MINISTERIO DE VIVIENDA Y
ASENTAMIENTOS HUMANOS**

CARBONO NEUTRAL

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Acerca de Nosotros ▾ Emergencias y Gestión de Riesgos ▾ Información Geo Espacial Transparencia Institucional Consultas Públicas Medios Informativos

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PUENTE
AL DESARROLLO

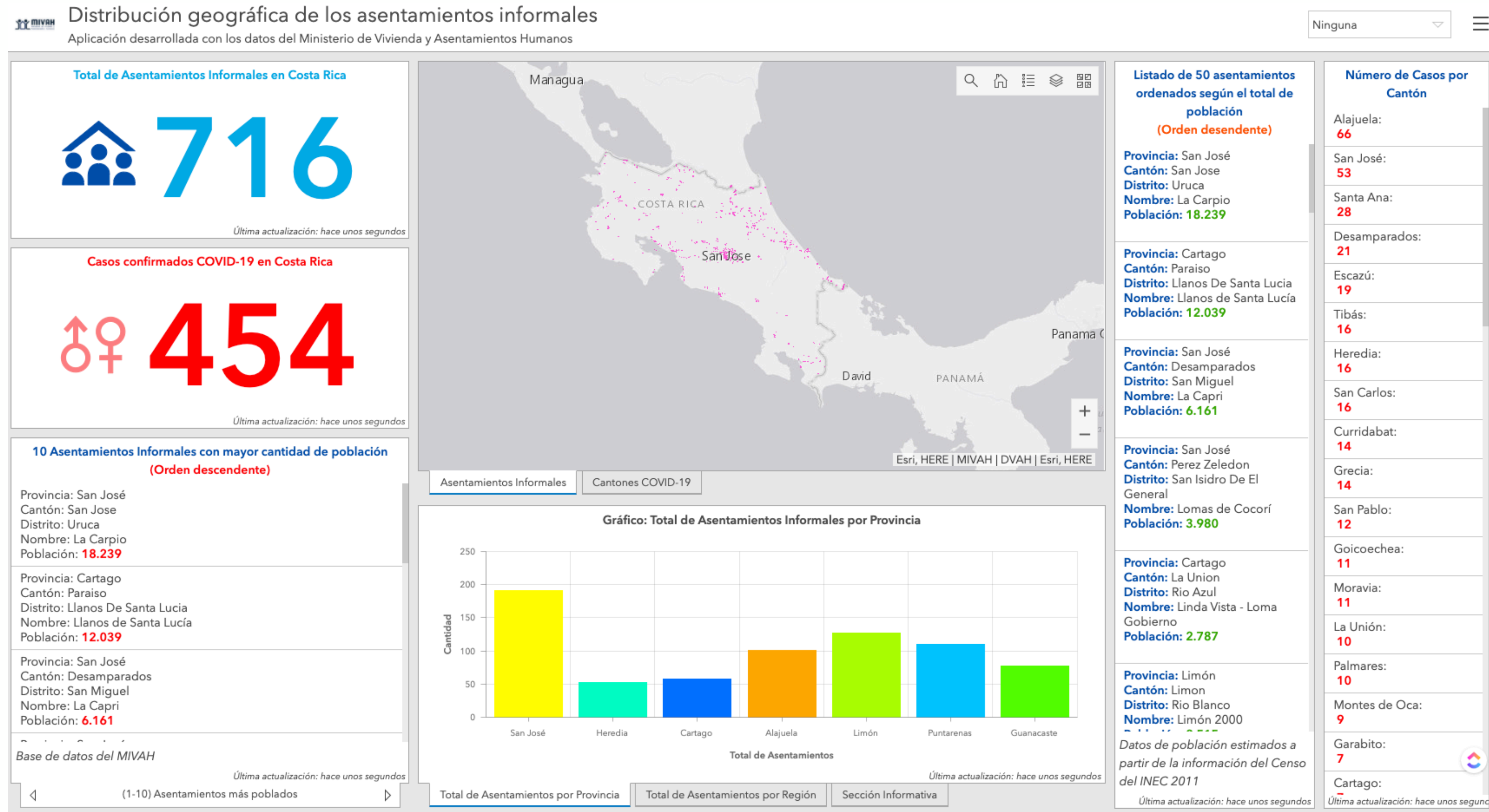
PUENTE A LA COMUNIDAD
PROYECTOS URBANOS INTEGRALES

COSTA RICA
GOBIERNO DEL BICENTENARIO

Puente a la Comunidad ▾ Mapas Temáticos Descargas

La política social del Gobierno del Bicentenario 2018-2022 plantea la ampliación de la Estrategia Nacional para la Reducción de la Pobreza denominada: **Puente al Desarrollo.**

Who are we oriented through chaos?



<https://mivah.maps.arcgis.com/apps/opsdashboard/index.html#/c64416daa19f45d3a41c3c99576b1150>

Geospatial information
 about informal settlements

Prioritized areas

IN ACCORDANCE TO THE PRESENCE OF INFORMAL SETTLEMENTS AND POPULATION

Local level

- Alajuela
- Alajuelita
- Bagaces
- Buenos Aires
- Cañas
- Carrillo
- Cartago
- Corredores
- Curridabat
- Desamparados
- Garabito
- Goicoechea
- Golfito
- Heredia
- La Unión
- Liberia
- Limón
- Los Chiles
- Matina
- Naranjo
- Nicoya
- Paraíso
- Parrita
- Pérez Zeledón
- Pococí
- Puntarenas
- Quepos
- San José
- San Carlos
- Santa Cruz
- Sarapiquí
- Siquirres
- Talamanca
- Tibás

Communitarian level

1. La Carpio, San José
2. Llanos de Santa Lucía, Paraiso
3. La Capri, Desamparados
4. Lomas de Cocorí, San Isidro de el General
5. Linda Vista – Loma Gobierno, La Unión
6. Limón 2000, Limón
7. Las Violetas, Alajuelita
8. Pueblo Nuevo, La Unión
9. San Luis – Santa Marta, Puntarenas
10. Cristo Rey, Sarapiquí

Main issues of Costa Rican informal settlements



Information

Limited access to official, updated and comprehensible information



Water

Households without access to water services



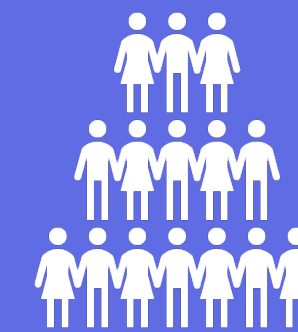
Waste

High density settlements that produce large levels of liquid and solid waste



Sanitary Infrastructure

Quantitative and qualitative deficiencies of sanitary facilities and infrastructure



Overcrowding

Overcrowded households and Communities



Informal labour

Unstable and informal labour markets



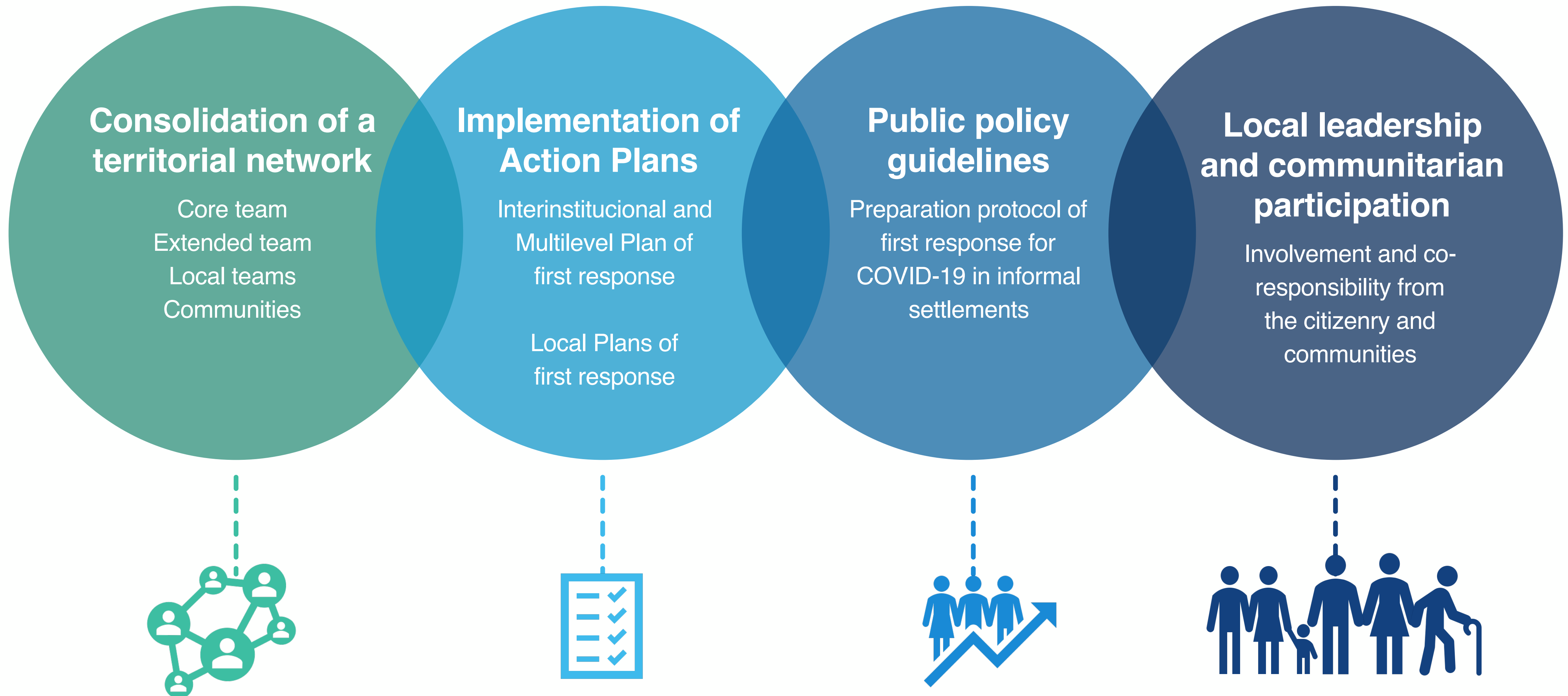
Domestic violence

Difficulty in keeping necessary physical and emotional distances



Strategy

for COVID-19 emergency management in informal settlements





Core team

1. Ministry of Health
2. National Emergency Commission
3. Costa Rican Social Security System
4. Ministry of Housing and Human Settlements
5. Mixed Institute of Social Assistance
6. Institute of Municipal Assessment
7. National Union of Local Governments
8. National Association of Mayors



Extended team

1. Local governments
2. National Direction of Migration
3. University of Costa Rica
4. United Nations in Costa Rica
5. National Institute of Housing and Urbanism



Local teams of municipal staff or volunteers

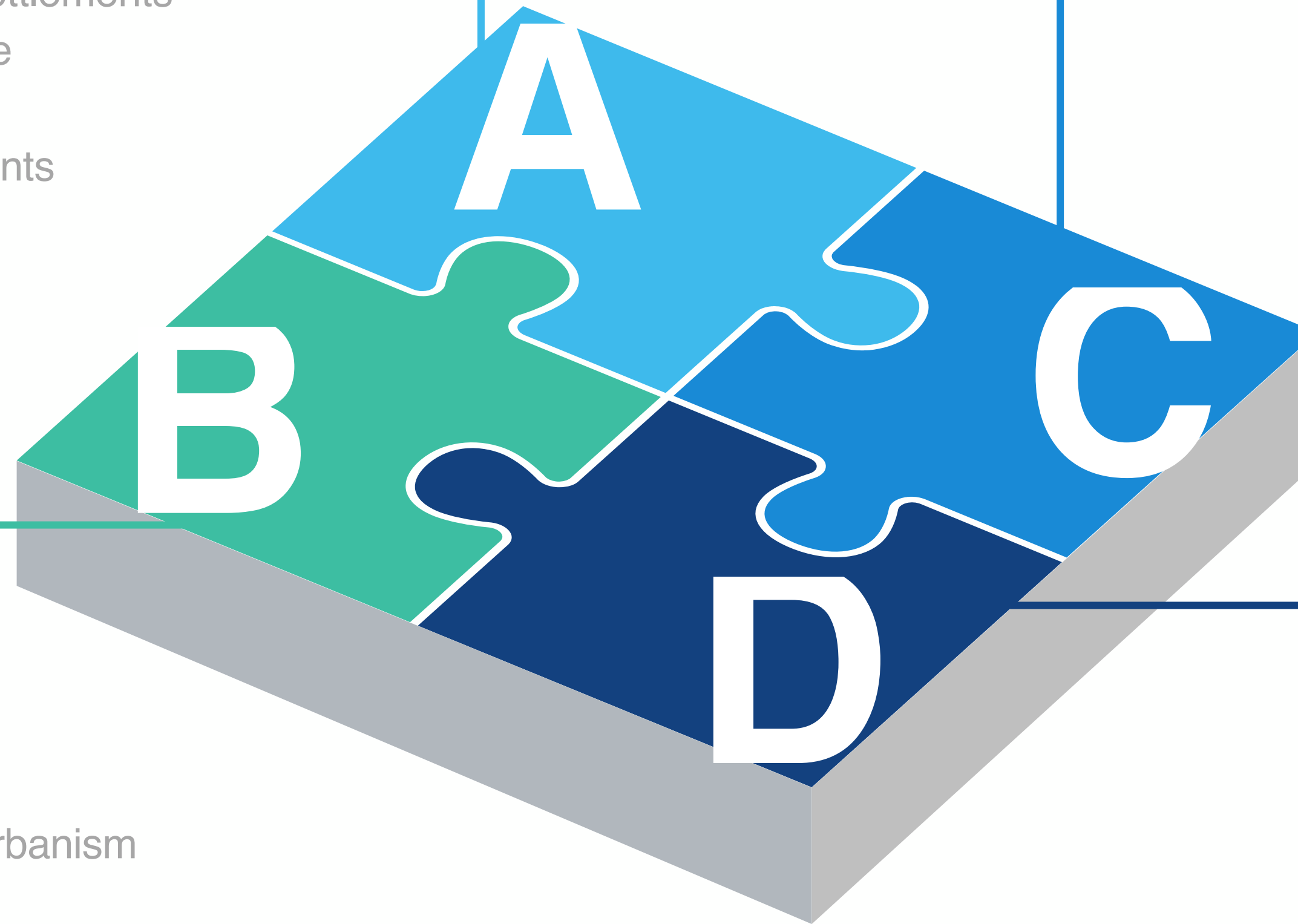
1. Link with Municipal Emergency Committees
2. Link between the Ministry and local governments
3. Representative of Health Area
4. Representative of Ministry of Health
5. Professionals in social work, psychology, infirmary, medicine, among others.
6. Civil society and community groups
7. Representative from National Women's Institute



Communities

1. Integral Development Associations
2. Local and Neighborhood Committees
3. Religious associations
4. Coops
5. Foundations
6. Private sector
7. Universities

TERRITORIAL NETWORK OF INFORMAL SETTLEMENTS



Interinstitucional and Multilevel Plan of first response

25 actions to be implemented by the Core
Team and the Extended Team

Local Plans of first response

14 formulated plans
19 municipal links
11 Local teams

ACTION PLANS
NATIONAL AND LOCAL LEVEL

PREVENTION

- ❑ Territorial network
- ❑ County-level diagnosis
- ❑ Preparation of action plans
- ❑ Preparation of first response plans
- ❑ Preparation of response protocols
- ❑ Management of local-level requirements for response
- ❑ Dissemination of information
- ❑ Creation of strategic geospatial information

CONTAINMENT

- ❑ Early identification of suspicious or confirmed cases in informal settlements

MITIGATION

- ❑ Management, at the housing level, of suspicious or confirmed cases
- ❑ Transfer of people that co-exist with suspicious or confirmed cases to other households
- ❑ Temporary separation from high risk spots of vulnerable populations
- ❑ Temporary separation of confirmed cases

- ❑ Dissemination of information
- ❑ Promotion of communitarian vigilance
- ❑ Promotion of good sanitation practices (sanitation kits)
- ❑ Implementation of citizenry support services
- ❑ Drinkable water management in informal settlements that are lacking access
- ❑ Compliance of guidelines dictated by the Ministry of Health and the national government by commercial establishments
- ❑ Daily waste management
- ❑ Postpone eviction processes

Extraordinary options for suspicious and confirmed cases, with prioritization of vulnerable groups:

Single solutions

- ❑ Housing rentals
- ❑ Hotels and accommodations

Collective solutions

- ❑ Public and private facilities that are adequate for temporary shelters

RECOVERY

PROTOCOL of first response for COVID-19 in informal settlements

- Guideline 1: Formulation and implementation of Local Plans of first response for COVID-19 in informal settlements**
- Guideline 2: Prioritization in the attention of vulnerable populations that inhabit informal settlements=**
- Guideline 3: Postponement of eviction processes in informal settlements**
- Guideline 4: Capacity building and monitoring of staff in charge of action plans in informal settlements**
- Guideline 5: Implementation of metrics, as well as of monitoring and evaluation systems of the implemented actions**

PROTOCOL of first response for COVID-19 in informal settlements

<http://www.mivah.go.cr/Documentos/covid-19/Protocolo-Preparativos-Respuesta-Covid-19-Asentamientos-Informales-200416.pdf>



Thank you

For more information, you can contact

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