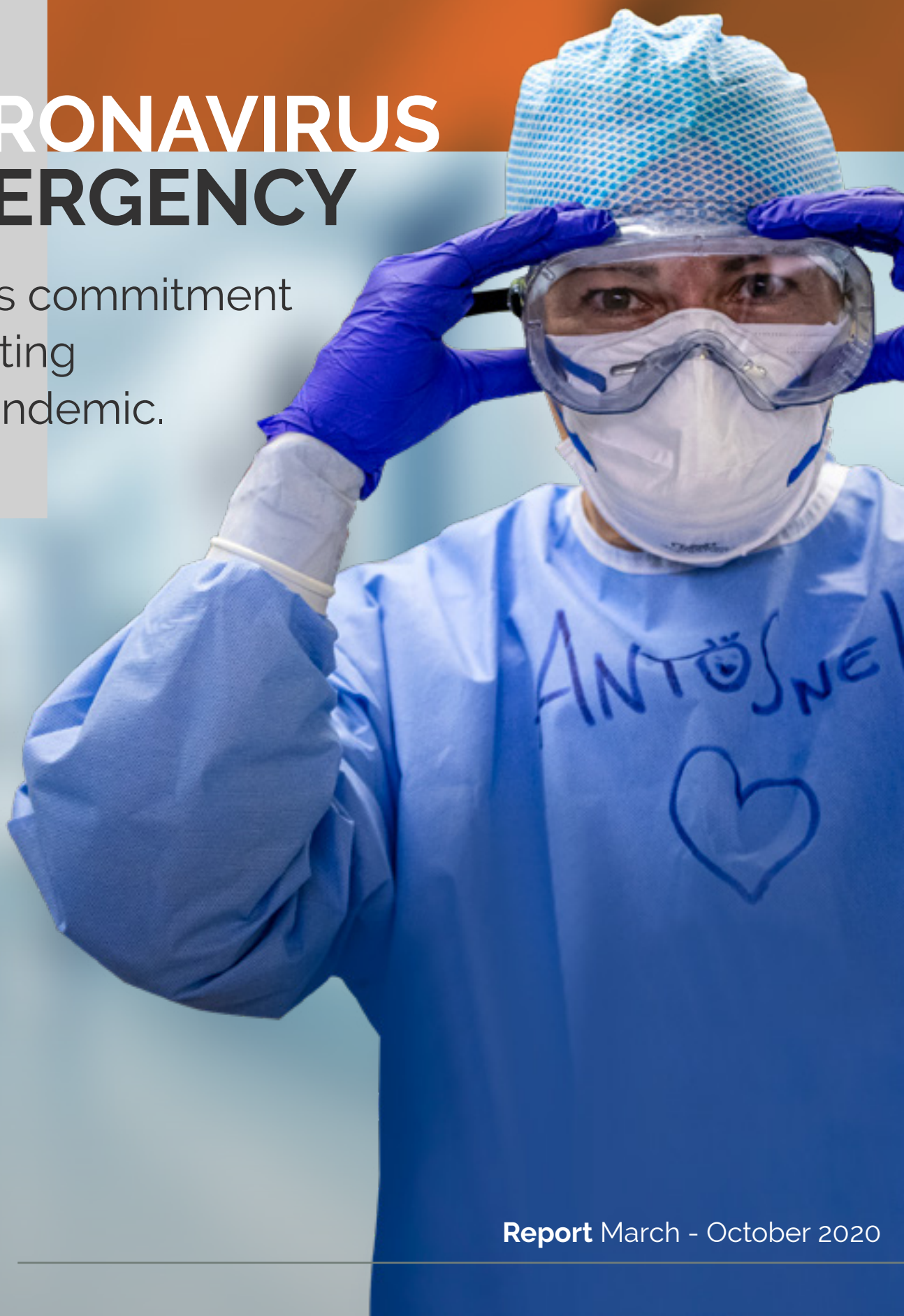


# CORONAVIRUS EMERGENCY

**Cesvi's** commitment  
to fighting  
the pandemic.



**cesvi**

**Report** March - October 2020

# CORONAVIRUS: THE EMERGENCY IN ITALY

Our thanks to the photographers Giovanni Diffidenti and Francesca Panaioli.  
Cover Photo by Giovanni Diffidenti



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Since February 2020 Italy has undergone an extremely severe **public health emergency** due to the spread of the **Covid-19** virus which has seriously hit the population and brought the national health system to its knees.

**Lombardy** has been **the most affected region** in Italy. The area around the city of Bergamo, in particular, still represents one of the zones most tragically affected by the terrible effects of the pandemic.

Lombardy's health services were overwhelmed with a **very high number** of patients leading to collapse in few weeks.

Doctors and health personnel have worked without pause, being forced to select those patients to treat more urgently. From the very start **beds** ran out, as did **machinery for the intensive and sub-intensive care unit, and health care centers** for both patients and health workers, many of whom in their turn have been infected, extending the chain of contagion.

In addition to the health emergency, a **social emergency** broke out too.

The pandemic has seriously jeopardized many people's life, especially those **over 65**, who represent one of the most vulnerable categories at risk.



## CESVI'S INTERVENTION



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We from **Cesvi** started out in Bergamo 35 years ago: seeing our land so harshly affected, we immediately set up a **fundraising campaign** to support the Hospitals of Bergamo and take social action to help the most vulnerable part

of the population: **the elderly**. Thanks to our experience in managing emergencies in the most difficult and remote situations on the planet, we have acted promptly in the sectors of health, social-assistance and economics.



1

## HEALTH SECTOR

**Support to the city's hospitals** (Pope John XXIII Hospital, the Alpine Regiment's Field Hospital), **aid to the rest homes** and the convalescence facilities for discharged

Covid patients, run by ATS (the **Agency for the Protection of Health**) of Bergamo, through the **purchase of personal protection supplies** and medical **equipment**.

2

## SOCIAL-ASSISTANCE SECTOR

**Support to the economically weakest segment** of the over 65's from Bergamo and Milan (Municipality VI), through home **delivery services**

(shopping and medicines), handling **requests and giving psychological help** to forestall solitude and exclusion due to lockdown.

3

## ECONOMIC SECTOR

**Support for helping Bergamo's micro-enterprises** to face the expenses incurred under lockdown and the investments needed for recovery through the

**Bergamo Renaissance Project**, promoted in collaboration with the Bergamo City Council and the Intesa San Paolo bank.





# THE RESPONSE TO THE HEALTH EMERGENCY





We took action from the very start to face up to the Coronavirus Emergency in the health sector supporting the **Pope John XXIII Hospital**, constantly providing the health care centers with urgent supplies and equipment and working in close collaboration and synergy with the hospital staff.

We also provided equipment for diagnostics and intensive care in the health care center for the **Alpine Regiment's Field Hospital**. We guaranteed help to ATS by supporting convalescent facilities for discharged Covid patients, through the donation of respirators.



Thanks to the strategic partnership with the **United Nations Humanitarian Response Depot (UNHRD)** in Brindisi, run by WFP, we were able to convert **the sums collected through private donations into certified humanitarian aid**, with guaranteed rapid delivery when the market was particularly disrupted.





# RESULTS

Thanks to the solidarity that arose spontaneously, we raised **more than 5 million** euros with which we gave to the Pope John XXIII Hospital in Bergamo and to the Alpini's Field Hospital more than 1 million personal protection equipment sets, a cardio help, a mobile CT scan, 16 ventilators and two sanitizers as well as other urgent medical supplies. Besides that, 500

pulmonary ventilators (400 ventilators and humidifiers purchased by Cesvi and 100 donated by Gestri) have been delivered to ATS (the **Agency for the Protection of Health in Bergamo province**), which have been used in facilities for discharged Covid patients to complete their recovery. Finally, Cesvi provided 748 swabs for epidemiological tests in Bergamo.



Personal protection equipment



Ventilators



Beds for sub-inpatients



Cardio help



Mobile CT scan



**MORE THAN 5.000.000 €**







# THE RESPONSE TO THE ELDERLY EMERGENCY



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The population over **65 years old** has been **the most affected** by Co-vid-19. That's why, from the very start, the authority's guidelines have been addressed mainly to this sector of the population, who have been asked to stay at home as much as possible. **Cesvi** has offered effective solutions to the most fragile people's needs through professional figures such as social welfare operators, family assistants and social guardians. From the first days of the emergency we activated a network of 22 specialized social-health operators and 540 volunteers, in the territories of **Milan**

and **Bergamo**, who have provided the over 65's with assistance and health protection services.

It was decided to concentrate the intervention in those zones most at risk for this segment of the population, and in particular: the Municipality VI of Milan City, an area characterized by a high percentage of elderly people (**22.4%** of the existing population), often in particularly fragile socio-economic conditions, and in Bergamo City and other villages of the Territorial District 1, where the elderly account for the **25%** of the overall population.



1.344

The number of elderly people we have managed to help thanks to funds collected from private donations



Home delivery of **shopping, medicines, meals and face-masks**.



Handling of **requests** and **specific paperwork** on demand.



Constant **listening to, and monitoring** of the physical and psychological state of health of the elderly people, through the closeness and care of the operators involved, limiting and preventing isolation and loneliness.

Together with the **Council of Bergamo**, a phone line for emergencies has been set up, dedicated to the elderly, which has received more than **6,404** requests for help and assistance



SHOPPING



MEDICINES



READY MEALS



PAPERWORK



SUPPORT





BERGAMO



MILAN

**540 volunteers**  
have brought help



**22 social worker operators**  
have brought help

**More than 1000 elderly**  
have received support

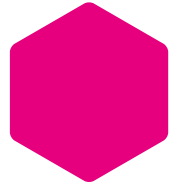


**286 elderly**  
have received support



## THE WITNESS OF OPERATORS AND VOLUNTEERS AT THE SERVICE OF THE OVER 65S





**Nicoletta Rossi, an educator with our partner Consorzio Solco Città Aperta and an operator in the social project set up with Cesvi in Bergamo during the Coronavirus emergency**

«I am proud of giving this service for my town, and after the first moments of fear and discomfort I found the necessary **courage and enthusiasm** to deal with this job, which I consider really precious. My assignment is tough, but it's rewarding to know that we are a point of reference for people in need. **There's a story in everyone** and I feel all the responsibility and duty to know how to listen and understand in order to find the right answer. The group of people I'm working with is very precious too; we discuss and support each other; the **team work is really crucial**».



**Enrico, 26 years old, #bergamoxbergamo volunteer with the Bergamo social project**

«The service we are carrying out as volunteers is simple. It is delivering essential goods to people who, in need or anxious, count on the volunteer network. What we do is neither tiring nor a sacrifice. **The hope is that these little acts give great relief for the beneficiaries**. As far as I'm concerned, from this experience I'm receiving more than I give, thanks to the meeting with Mr. F. We have built up a very close relationship, in spite of the social distancing we must respect. This friendship of ours, multiplied by all the others which have been formed, **can enrich our city**».



**Marina, 28 years old, an operator in the social project "We come to you", set up in Milan with the Cooperative Spazio Aperto Servizi**

«We meet people who are usually alone and often, initially, scared. But almost always I find the door open, the desire to speak and share hopes and fears to relieve the weight of loneliness. The greatest satisfaction is realizing that I have managed to create a relationship with the people I meet, and this charges me up to start a new day».

# THE RESPONSE TO THE ECONOMIC EMERGENCY



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The halting of small productive enterprises, shops and artisans of Bergamo under lockdown triggered a **lasting crisis** and the **closure** of many of these businesses, already in serious trouble before the pandemic due to the economic crisis.

To sustain the recovery of these businesses in need and give new hope to the productivity of the city and its suburbs we have launched, thanks to an extraordinary funding from the Intesa Sanpaolo bank and in collaboration with the Municipality of Bergamo, the "**Bergamo Renaissance**" Program.

The project foresees the distribution of **10 million euros** of non-repayable contributions to cover the expenses that small commercial enterprises have had to bear during lockdown and for adjustment to the new Covid-19 context.

The program consists of four grants: the first "Unavoidable expenditures", to face expenses during the enforced closure. The second and the third ones, respectively, "Michelangelo" and "Raffaello", support projects for adjustment and consolidation of activities, and those for innovation and re-organization of service and product models; the fourth grant, "Artemisia", in place since the end of September, is devoted to consolidation and innovation in non-profit/third sector organizations.

Cesvi is entrusted with the operative management of the project: handling of financing request procedures as well as distribution, monitoring and accounting for non-repayable contributions. The remaining **20 million euros** will be distributed as "impact loans" by Intesa Sanpaolo.

# RESULTS

## UNAVOIDABLE EXPENDITURE GRANT

From the **15th of May** to the end of **August**



Requests received



Euros Non-repayable contributions distributed

## MICHELANGELO E RAFFAELLO GRANTS

From the **4th of June** to the end of **October**



Euros Non-repayable contributions distributed



Euros Impact loans



Campaign "Bergamo Renaissance" project





**Mauro Pezzetti's testimony, owner of the Pastry shop Salvi, Bergamo**

«I took over the management of the historical pastry shop Salvi two years ago, taking on the legacy of a land-mark bar in central Bergamo. I am a professional pastry chef, with a past as a professional musician, and this is the first shop in my life. My partner and I fell immediately in love with this venue, and **we are putting our hearts and souls into bringing this pastry shop back to its former splendor**, and all in all we are getting on well. Unfortunately the Coronavirus has abruptly stopped our work, after a successful Christmas season. During lockdown, from Caravaggio where we live, I sometimes went to the city to check that all the equipment was ok and I found a ghost city, barricaded. Going into the shop, empty and without the typical aromas of cakes and coffee, made me very sad. I was frightened that we would have to put an end to our dream. Nonetheless during the closure we kept ourselves informed about the help that State and Region made available to support enterprises. So we learnt about the Bergamo Renaissance program, and we were impressed that a local Institution like the Municipality and an NGO, together with Intesa Sanpaolo, were there for us. A precious help to cover expenses that would have weighed heavily on the shoulders of our business. We applied and were surprised to receive the funds in less than a week, in record time. We reopened the pastry shop on the 4th of May and the bar on the 18th. Work has opened up again and our customers have proved to be faithful and caring. We are confident that life can gradually return almost to "normal" again, as we see that **Bergamo and its citizens are reacting positively** in this new phase, but we can't hide a touch of fear for the autumn. We are grateful for the help received from Bergamo Renaissance and we hope that it can be an example for central bodies».

# RESPONSE TO THE EMERGENCY ALL OVER THE WORLD





In the global COVID-19 pandemic picture, we have activated **all possible channels** to respond effectively to it in those countries where we are working, paying special attention to the contexts in which the

Coronavirus's spread could have tragic consequences, worsening living conditions already compromised by hunger, poverty and vulnerability.



## SOMALIA

In Somalia, in continuity with the ongoing health intervention, **Cesvi** is distributing **personal protection equipment for front line rescuers** and continues to work in Health Centers. Furthermore, where possible, it works in villages with mobile clinics to **monitor the population's state of health**. Awareness campaigns have been started in health centers, but also in villages and over

the radio, on how important **hygiene and prevention** are. **Cesvi** is also distributing **hygiene kits for families** and working on reactivating sources of drinking water and on constructing hand washing stations. The most vulnerable families are also being supported with cash transfers aimed at **supporting the local economy**, further damaged by the Coronavirus health emergency.



## PALESTINE

In **Palestine** **Cesvi** is working on the **environmental health** issue to combat the spread of the virus. In particular it has set up a response to the pandemic crisis by ensuring the **proper di-**

**sposal of infective sanitary waste** from health facilities, quarantine centers and home isolation, both in Cisjordania and Gaza.



## PAKISTAN

In **Pakistan**, **Cesvi** is **building latrines, providing water tankers and electric energy generators in quarantine centers**. It's delivering thousands of **personal protection kits for health workers** in hospitals and quarantine

centers, and for paramedical staff in various districts, and has started up a **communication and awareness campaign** about the Covid-19 risks, to be sent out in different local languages, **addressed to disadvantaged areas**.



## BRAZIL

In Brazil, due to the lockdown, the **House of Smile** has had to temporarily halt its activities dedicated to children and youth. But the operators' work hasn't stopped and some of those activities have been transformed to **support local communities**. The staff at the House of smile of **Rio de Janeiro** set up a **home delivery service of food** in the favela of Manguinhos **for families which can't work**. This service has been organized

involving groups and social movements of the favela and encompasses nearly **200 families** to which 3 months of basic provisions must be guaranteed. Moreover, the operators keep in touch with children and youth enrolled in the House of smile's courses and their families too, also through video-lessons, so as to know their needs in times of emergency.



## PERÙ

In Perù a project has been set up to **assist single mothers and their children** who drop in on the **House of smile in Lima**, extended to the population of the Capital's suburbs, which have been seriously hit by the Coronavirus. Indeed **Cesvi** has assisted more than **5,000** vul-

nerable people, including infants, children, adolescents and elderly. The intervention consists of **distributing food for families, hygiene and personal care kits, personal protection items and small-scale economic aid**.



## LEBANON

In Lebanon, following the closure of schools and sport centers and the overall lockdown, **Cesvi** has reconvered the activities devoted to childhood adapting them to the new situation. Thus it has been able to **support from a distance the 1,500 refugee Lebanese children** from the Beirut and Mount Lebanon regions, coming from vulnerable families and at risk of dropping out of school, involving them in the **"Resilient EducAction"** project. The

project is based on sport and artistic leisure activities, aimed at **stimulating their talents and their self-esteem**, and on courses helping them manage their emotions and reinforce social cohesion. **Cesvi's** staff have never stopped supporting minors in **coping with the stress** caused by the pandemic, offering training and sports activities at a distance, and awareness activities about prevention and response to the virus.





CESVI



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**Cesvi** is an Italian secular, independent, humanitarian organization, founded in Bergamo in 1985. It is present in **22 Countries** with 66 foreign offices in all; it works all over the world to transform the humanitarian mission into an opportunity to build long term projects promoting self-development and participation in the beneficiary communities.

It works to ensure food safety and agricultural development, promotes sustainable development and environmental protection and acts for mitigation of the effects of climate change. It defends the life and health of the most vulnerable children in the world through the **Houses of Smile**, and in Italy it is engaged in a program for prevention and contrast to child abuse and protection and integration of foreign non accompanied minors. It carries out awareness campaigns

to encourage everyone, in Italy and in Europe, in particular youth, to be active and responsible citizens, protagonists of a cultural and social change.

In 2019, **Cesvi** helped almost **1 million** people in Africa, the Middle East, Asia, Latin America and Europe, collaborating with 122 local NGO's in 121 projects and investing 88% of its resources directly in the field.

**It was the first non profit association** to be awarded the Balance Oscar for its transparency by FER-PI (Italian Federation of public Relationships) in 2000, an award won again twice, in 2001 and 2017. It's a member of the European network Alliance-2015, together with other 7 European NGOs, to be even more effective in fighting poverty all over the world and giving a contribution to Sustainable Development Goals.



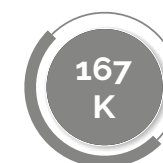
# ACCOUNTING OF CORONAVIRUS EMERGENCY PROJECTS



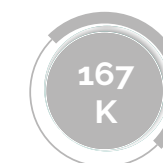
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# ALLOCATION OF FUNDS COLLECTED

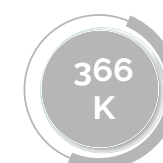
as of 26/10/2020



Social Project  
for over 65's in  
Bergamo



Social Project  
for over 65's  
in Milan



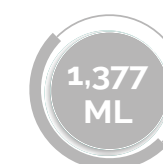
Bergamo  
Renaissance  
Project



Project in favor of Pope John  
XXIII Hospital and the Alpini's  
Field Hospital



Swab Purchase Project  
for epidemiological  
analysis in Bergamo



Project in favor of  
ATS, Rest Homes  
and Public Health



# SUPPORT OUR PROJECTS

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