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## **DOBRI DOM AND COVID-19/EARTHQUAKE**

### **- ABILITY TO FUNCTION IN CRISIS SITUATIONS -**

**2020-2022**

#### **INTRODUCTION**

The disruptive crisis caused by the COVID-19 pandemic changed the current paradigm of behavior and work, but also once again demonstrated the social importance of the development and implementation of social services in the community as a necessary help in meeting the essential needs of citizens in social protection. As stressful and difficult as it was, the experience of doing business in pandemic conditions was - invaluable. We have proven that size does not necessarily mean sluggishness, but quite the opposite - better insight and the ability to predict, mobilize all available resources and react quickly. The responsibility and commitment of our workers guarantees that the DOBRI DOM will emerge stronger from these times of crisis.

#### **ABOUT US**

In the context of our activity, the corona crisis, but also the earthquake and its consequences, we see as a procedural crisis that put the responsible person of the Institution and employees the need to reorganize a large part of business processes to protect the health of our employees and preserve the smooth operation and delivery of meals and distribution of food items to the needy. The institution DOBRI DOM of the City of Zagreb was founded by the City of Zagreb on February 26, 2004, by the Decision of the Assembly of the City of Zagreb. The newly established Institution of Social Welfare without Accommodation, takes over all previous forms of assistance, and still provides them within its competence:

- meals in public dining rooms
- delivery of a hot meal to a house for the elderly people in social protection needs
- assistance in dairy food for children from 0-12 months for families in social protection needs
- help in food packages for families in social protection need

Beneficiaries are entitled to these types of social welfare benefits at the City Office for Social Welfare and Persons with Disabilities through a referral / certificate from the competent Social Welfare Centre Zagreb as a person with a social protection need and on the basis of an insight into their social status. Meals are prepared for the needs of public dining rooms in the Business Unit "Thermal Block Kosnica". The finished meals are then transported to the public dining rooms where they are distributed to fellow citizens in need. In accordance with epidemiological protection measures, lunch is not eaten in the dining room, but is taken outside with a limited number of people who can be in the dining room at the same time. It is obligatory to wear protective face masks and hand disinfection.

**TABLE 1. Prepared and distributed meals to beneficiaries, healthcare professionals and intervention services, and food and hygiene packages to beneficiaries of social welfare and participants in the war**

INSTITUTIONAL PROGRAMS	NUMBER OF MEALS / PACKAGES	
	2020.	2021.
<b>NUTRITION IN PUBLIC CUISINE</b>	832.536	750.279
<b>DISTRIBUTION OF MEALS AT ADDITIONAL TEMPORARY LOCATIONS (period from 03/30 to 05/17/2020)</b>		
CARITAS ARCHBISHOPRICS OF ZAGREB – GAJNICE/part of Zagreb	12.250	-
CARITAS ARCHBISHOPRICS OF ZAGREB – DUBRAVA/part of Zagreb	14.000	-
PARISH SV. ANTUNA PADOVANSKOG - SVETI DUH/part of Zagreb	12.180	-
CITY SOCIETY OF THE RED CROSS – SIGET/part of Zagreb	10.850	-
<b>HELP IN FOOD PACKAGES FOR FAMILIES</b>	35.392	33.276
<b>NUTRITION ASSISTANCE FOR CHILDREN FROM 0-12 MONTHS - REPLACEMENT MILK FOOD</b>	351	113
<b>MEAL DELIVERY TO THE HOUSEHOLD</b>	155.186	152.381
<b>MEAL PREPARATION AND DELIVERY - COMMUNITY SERVICE CENTER NOVI JELKOVEC</b>	486	5.191
<b>MEAL PREPARATION AND DELIVERY - HOME FOR CHILDREN AND ADULTS - VICTIMS OF DOMESTIC VIOLENCE "DUGA - ZAGREB"</b>	8.377	7.810
<b>MEAL PREPARATION AND DELIVERY - DAILY CENTER FOR REHABILITATION OF CHILDREN AND YOUTH "MALI DOM - ZAGREB"</b>	-	7.181
<b>SPECIAL ACTIVITIES</b>		
<b>TEACHING INSTITUTE FOR EMERGENCY MEDICINE OF THE CITY OF ZAGREB</b>	35.070	31.259
<b>SCHOOL OF PUBLIC HEALTH "ANDRIJA ŠTAMPAR"</b>	11.526	17.849
<b>ZAGREB FIRE COMMUNITY</b>	30.420	-
<b>LOCAL GOVERNMENTS - AFFECTED BY THE EARTHQUAKE</b>	4.988	-
<b>VACCINE POINT - Zagreb Fair – Hall nr. 6, AVENIJA DUBROVNIK 15</b>	-	20.010
<b>VACCINE POINT – HIGH SCHOOL LUCIJANA VRANJANINA ZAGREB, TRG HRVATSKIH PAVLINA 1</b>	-	6.310
<b>VACCINE POINT - SPORTS FACILITIES MANAGEMENT INSTITUTION „DOM ŠPORTOVA“, TRG K. ČOSIĆA 11</b>	-	6.040
<b>VACCINE POINT - TECHNICAL HIGH SCHOOL JELKOVEC, V. STRAHULJAKA 1</b>	-	6.230
<b>IN TOTAL</b>	<b>1.163.612</b>	<b>1.043.929</b>

## COVID 19 AND EARTHQUAKE

Principal of the Institution 2/26/2020 makes a decision on the establishment of the Crisis Headquarter of the Institution DOBRI DOM of the City of Zagreb due to the occurrence of nCoV disease (COVID-19). The Institution has launched protective mechanisms for our customers and for all employees in the form of procurement of equipment, funds and devices, and regularly monitors the situation and situations with the number of infected people at the local, national and global levels.

We can and must proudly point out that in the period from March 2020 to September 2021, the Institution prepared daily meals and lunch packages for emergency services and emergency teams of the following institutions engaged in earthquake remediation and COVID-19 disease: Public Fire Department unit of the City of Zagreb, the Teaching Institute for Emergency Medical Aid, the Office for Emergency Situations, School of public health "Andrija Štampar" and the Communal police of the City of Zagreb.

At the same time, we have not forgotten the badly damaged public kitchen within the Franciscan monastery in Opatovina. For these institutions, DOBRI DOM has prepared a total of 170,000 meals that are identical to the meals that are prepared daily for the users of our public dining rooms.

On the day of the earthquake, March 22 2020, all employees of the Institution arrived at their jobs on time, and by 11.30 am we prepared and delivered 3,000 meals to the down town of the City of Zagreb to citizens and emergency services. All social services we provided were provided in very controlled conditions due to the epidemiological situation, in accordance with the recommendations of the Croatian Institute of Public Health and good hygiene practice that the Institution has been implementing for 16 years. Also, the delivery of meals to households took place as usual, and 380 meals were delivered on that day. After the quake, the Institution suffered damage at two locations, one of which dining room suffered major static damage. The damages were successfully repaired, in parallel with the regular business.

In order to ensure regular meals for users of public kitchens, and in accordance with the measures of the Croatian Civil Protection Headquarters for health protection and prevention of coronavirus infection and limiting public transport in cooperation with Caritas Zagreb Archdiocese, Croatian Red Cross, Red Cross Zagreb and the Parish of St. Antun Padovanski, the City Office for Social Welfare and Persons with Disabilities and our Institution organized additional temporary checkpoints for users of public kitchens.

Meals were prepared in our Institution, and our vehicles delivered them. The institution in the period from 03/30/2020 to 05/17/2020 prepared almost 50,000 meals for additional locations.

All users had to bring their own dishes at the meal distribution so they could pick up the meal. When taking over the meal, the users had to adhere to the prescribed instructions and protection measures in order to protect themselves and others. About 2,200 meals a day are provided for all locations. Also, throughout the crisis period, the delivery of hot meals to homes for the elderly in social protection needs, worked flawlessly and on the day of the earthquake as well.



source: [www.zagreb.hr](http://www.zagreb.hr)

During the Easter holidays in April 2020, everything in the dining rooms worked in the best possible way. The "Vehicle Park" delivered almost 2,000 kg of hams within 2 hours. During this holiday period, excellent work was done at the Zagreb Fair for almost 800 families, in completely controlled conditions, keeping in mind the social distance.

Also, the Institution distributed 144 food and hygiene packages to the associations of the disabled of the City of Zagreb, and 71 packages to the users of homes for the elderly.

## **MEDAL OF THE CITY OF ZAGREB**

On the occasion of the Day of the City of Zagreb, 5/31/2020, DOBRI DOM and all its employees received a great recognition - the Medal of the City of Zagreb for selfless contribution to the citizens of the City of Zagreb by delivering and distributing meals during the COVID 19 epidemic and after the earthquake.

This honourable recognition is an incentive for all of us in the DOBRI DOM to work even harder and work in the community in order to protect the most endangered citizens of our City of Zagreb.

## **WORK ORGANIZATION**

On two occasions, at the beginning of May until the beginning of July and at the beginning of November until the end of 2020, we worked in a two-shift mode. The mentioned division in case of virus and infection penetration within the Institution enables continuity of services, ie further preparation and distribution of meals to the most socially endangered citizens of the City of Zagreb, but also regular operations of the Institution.

The vast majority of workers are not able to work from home, but they had to be on standby and jump into the work process immediately if the opposite shift is withdrawn. Also, laptops are provided for employees who perform office work and do not have the conditions for the same at home.

## VACCINATION OF THE CITIZENS OF THE CITY OF ZAGREB

In the period from April 6 to September 10, 2021, the Institution was very active in organizing and implementing vaccination of citizens of the City of Zagreb against SARS-CoV-2 virus by preparing, delivering and distributing meals to health professionals at the following points for vaccination:

- Zagreb Fair – Hall nr. 6, Av. Dubrovnik 15, Zagreb: 20.010 meals
- High school Lucijana Vranjanina Zagreb, Trg hrvatskih pavlina 1, Zagreb: 6.310 meals
- Technical high school Jelkovec, V. Strahuljaka 1, Zagreb – Sesvete: 6.230 meals
- Sports facilities management institution – Dom športova, Trg Krešimira Čosića 11, Zagreb: 6.040 meals

For these locations, the Institution prepared, delivered and distributed a total of 38,590 meals.

### STATISTICS OF VACCINATED WORKERS IN „DOBRI DOM“ - (1/1/2021. – 2/26/2022)

STATUS OF WORKERS (total 88)	NUMBER OF WORKERS	PERCENTAGE
WORKERS WHO HAD COVID	28	32%
VACCINATED WITH THE PRIMARY SERIES OF VACCINES (2 doses)	65	74%
VACCINATED BOOSTER DOSE	33	51%
WORKERS WITH OBLIGATION TO TEST	9	10%

## BLUE HEART OF “DOBRI DOM” FOR SMILE OF CHILDREN OF MATE LOVRAK PETRINJA ELEMENTARY SCHOOL

Employees DOBRI DOM decided to mark the 17th anniversary of the institution by donating school supplies to children attending the Regional School in the Czech village – City of Petrinja. We handed out the gifts on February 23, 2021. to the principal of the primary school, Mrs. Krnjaić and dear associates in City of Petrinja. We continued our cooperation for the benefit of 50 children from the said school. On the 10/21/2021 children came to the City of Zagreb and during their full day they visited the Museum of the City of Zagreb and the Zagreb Zoo.

## CONCLUSION

The corona crisis showed that the health danger and threat to society was not in any predictions, it surprised everyone and pointed out the global vulnerability and unpreparedness for major health crises.

The fact is that there are no predictions and plans for such disasters, and ultimately no adequate solutions to threats. The vision of "common health" in all policies at different levels must guide our overall crisis forecasting and management system. The COVID-19 crisis shows how the public health issue can affect the effective functioning of every part of society and the community. In addition to all the above, the business of DOBRI DOM in these two pandemic years is gaining weight and importance based on timely and decisive action to protect health and provide the necessary protocols and resources for the implementation of epidemiological measures to protect and self-protect the narrower and wider spectrum.

We all learned something during two difficult pandemic years. It is not just one lesson, but many lessons. A public health system geared towards this science experiment (SARS Cov-2 virus) based on the underlying sciences has yielded results and should not be ignored. It is with great pleasure that we can state that we have been and still are on this "scientific track" of the public health care system.

Our proactive approach in the first step through timely communication and education and in the implementation of epidemiological protection and self-protection measures, and later through vaccination (timely vaccination campaign) listening to science, has resulted in such a way that the "door" of the DOBRI DOM was open all these months, weeks and days. The pandemic has indeed done significant damage and people are tired of everything, but all together in the institution we must be aware that in the long run we will not be fully protected from new variants of this virus.

On very good public health indicators, I continue to call for additional caution and the implementation of measures to protect their own health, the health of co-workers and members of their families.

After the end of the pandemic certain epidemiological measures will surely be an integral part of health and sanitary-hygienic safety protocols in institutions of public importance for society and the community in the future, and as we know, the DOBRI DOM Institution has a special and significant role that additionally obliges and motivates us.

Institution DOBRI DOM of the City of Zagreb is one of the important factors in the stability of the social system in the form of social services in the City of Zagreb and the process of mitigating the crisis of citizens in social protection and it is a great opportunity for all of us.

It is up to all of us to continue to give our strong and quality contribution within the social policy of the founders of the City of Zagreb, monitoring our fellow users of social services and carefully listening to the needs of the community in which we live and work, proving our social responsibility and in these extraordinary circumstances we justify the humane framework of action of the DOBRI DOM through SECURITY, SOLIDARITY AND RELIABILITY.

I thank everyone who made it possible for DOBRI DOM on the path of proactive action in times of pandemic and earthquake crisis, continuous work for the benefit of citizens in social protection needs.

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