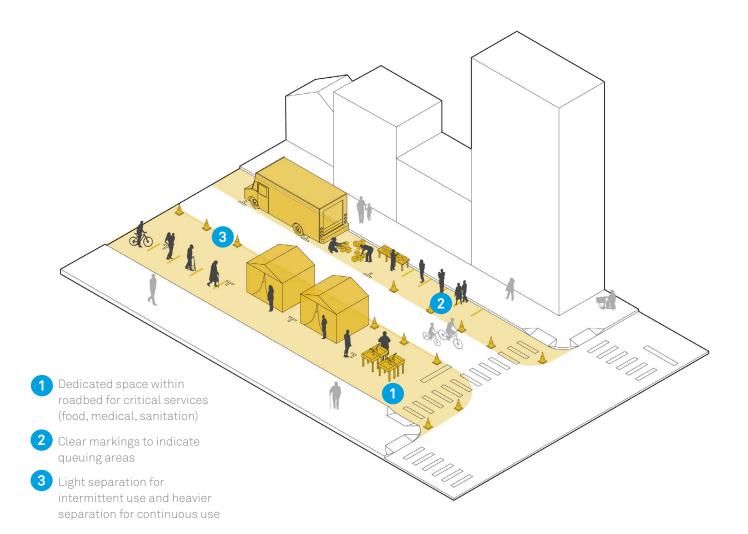
# **CRITICAL SERVICES**



# Provide space for critical/temporary food, sanitation, health, medical, or social services distribution centers.

#### CONTEXT

- Near key essential destinations such as markets, clinics, community centers, and transit stops.
- Adjacent to hospitals or medical centers that require additional capacity.

#### **KEY STEPS**

- Identify and prioritize relevant locations based on city demographic/health data and medical center locations.
- Work with local medical centers to forecast where expanded capacity might be needed.
- Fully or partially close streets to erect tents, distributions centers, or mobile stations.

TIMELINE: Days to weeks.

**DURATION:** Hours, days, weeks, or months.



Credit: Justin Sullivan/Getty Images

### San Francisco, CA, USA

A sanctioned tent encampment for people experiencing homelessness in San Francisco provides physical distance markers for tents and amenities.



Planning	<ul> <li>Identify which services are the highest priority for each neighborhood/medical center.</li> <li>Clarify the most relevant areas and locations that can be converted (for hours, days, or months) to offer required services.</li> <li>Consider tents, centers, and stations, as well as mobile clinics.</li> <li>Provide clear information on the provided services, locations, times, and eligibility for access at each location.</li> <li>Consider food distribution directly to single parents and elderly, pregnant, disabled, and immuno-compromised individuals to reduce demand or transmission on site.</li> <li>Plan safe transportation routes between isolation or medical centers and testing or medical stations.</li> <li>Consider access to power or space for generators that might be needed for medical equipment, refrigeration of food items, and lighting and other electronics.</li> </ul>
Engagement	<ul> <li>Engage with hospitals to extend testing or treatment capacity into adjacent streets.</li> <li>Partner with community centers, and local residents and businesses, to set up temporary stations, as needed.</li> <li>Partner with mutual aid organizations, stakeholders, and advocates to place flyers or safely contact local residents.</li> </ul>
Design + Implementation	<ul> <li>Consider full or partial street closures, sidewalk extensions, or parking lanes to locate the offered service. Provide physical separation and consider using traffic-calming strategies when tents or stations are adjacent to vehicular traffic.</li> <li>Provide adequate space and markings for people receiving and waiting for the service to respect physical distancing requirements.</li> <li>Use temporary signage, in multiple languages if needed, to highlight the station and service.</li> </ul>
Monitoring	<ul> <li>Key criteria: crowding in waiting areas, demand and capacity of services.</li> <li>Interview stakeholders and qualify which services are most in demand to determine adjustments.</li> </ul>



Credit: Eric Romero/PMSCS

## São Caetano, Brazil

São Caetano installed hygiene stations near transit stops.



Credit: AP Photo/Themba Hadebe

# Lenasia, South Africa

South Africa expands testing locations with quick-build tents and spread out waiting areas in Lenasia, south of Johannesburg.

