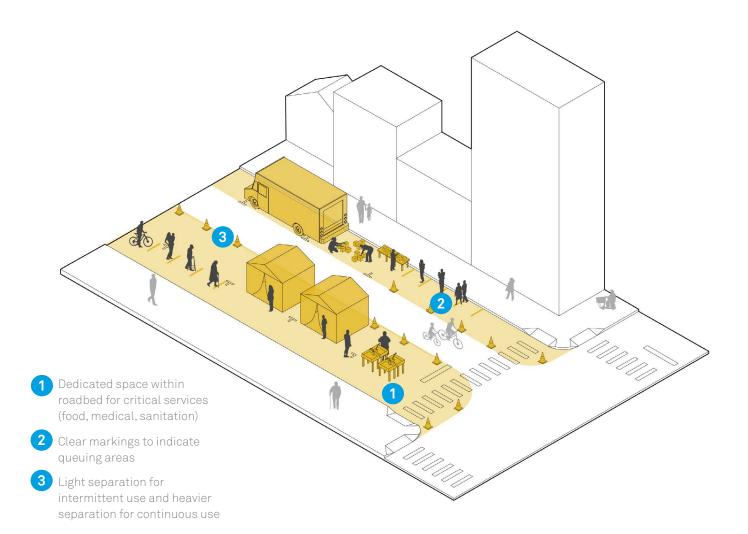
CRITICAL SERVICES



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



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.

