



Live Learning Experience: Beyond the Immediate Response to the Outbreak

Public Service Delivery, a Pillar to Address the Pandemic

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metropolis ●

UN HABITAT
FOR A BETTER URBAN FUTURE





Buenos Aires

- What stage of the crisis are you in (preparation, emergency management, recovery, and build back better)?

Buenos Aires is currently in the emergency management stage of the coronavirus.

Main challenges

Three main challenges you have recognized are a priority for local/ regional governments to act on.

The three main challenges we have to face as local governments are the following:

- To contain the coronavirus outbreak through comprehensive policies, and through citizen social responsibility
- To strengthen the health system in order to face the disease in short and medium terms
- To prepare structural policies for the recovery to be implemented in the post-crisis period





Local response

One solution/mechanism your city is/has implemented which you think can be useful for other LRGs to know about.

In addition to be the first city to integrate the official message service WhatsApp to its coronavirus care service, also the **Buenos Aires City Government announced that its WhatsApp channel will be directly connected with the Emergency Medical Care System (SAME), aiming to assist people with suspicious symptoms.** This measure will help to decompress line 107 (the Buenos Aires City's main source of emergency services), to provide quicker responses, and to avoid the collapse of the local health system. The risk of overloading the medical care System will be lower if we can detect and isolate cases without going to hospitals.

Future vision

Looking six months ahead, what do you hope your LRG has been able to gain/achieve having confronted this crisis?

We are concentrating our efforts on making Buenos Aires resilient against this crisis. In this sense, we hope to have contained the virus efficiently in the next six months, and to have a low mortality rate in order to ensure the health and safety of our residents. Also, to have public services, economic activities and social life restored at reasonable times.



THANK YOU!

