

HOME DELIVERY OF GROCERIES AND MEDICINES FOR THE MOST VULNERABLE PEOPLE

“L’Unione fa la spesa” (United we shop) is a home delivery service either for grocery products and pharmaceutical ones, for the most vulnerable people, for those who need any kind of assistance, disabled people, those who suffer from chronic diseases or those with a compromised immune system, so for all the weaker categories who cannot go out during these difficult times. This service is regulated by a Protocol signed by the Municipality of Bologna and *Coop Alleanza 3.0* (the largest consumers’ cooperative in Italy) and representatives of the voluntary sector, such as AUSER, Third Sector Forum, Volunteering Service Centre VOLABO (Csv).

HOW IT WORKS

The service began on March 23rd, targeting the people included in the municipal Plan that monitors the elderly in solitude (MAIS): the City of Bologna and the local Health authority (ASL), in cooperation with LEPIDA (the public company, created to design, realize and manage broadband infrastructures for the regional public administrations in Emilia Romagna), from last March 10th are contacting and giving telephone support to more than 2500 people over 75 years of age and in fragility conditions. The groceries home delivery service starts from them. The Municipality identifies the beneficiaries and provides the volunteers (coordinated by the volunteer association AUSER, in charge of the organization) with all the safety equipment. AUSER gets in contact with the beneficiaries and coordinates the volunteers, who will go to the qualified *Coop* stores.

At the moment 11 *Coop* selling facilities of the city are involved in the project. Inside these supermarkets, “special pathways” have been created for the volunteers, in order to speed up their shopping. *Coop* will also pay a fee to the associations, to ensure this free delivery service and to support the volunteers’ activity. The Protocol has been notified also to the *Prefettura* (the authority representing the national government in the city), so as to allow the volunteers to move around the city, being all movements forbidden except in case of real necessity.

MAIS Plan for the most vulnerable

From March 10th, 2020 Municipality has started the MAIS Plan (Monitoring the Elderly in Solitude) for more than 2500 people over 75 and in fragility conditions, who receive phone assistance as during the Summer for heat waves. Senior citizens are particularly at risk and this is the reason why the Municipality decided, together with the local health authority, and in collaboration with LEPIDA, to activate this monitoring service, also to provide useful information on the precautions to be taken in the daily life, to avoid the spread of contagion and to meet any need. These 2500



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elderly citizens must be added to more than 6000 other senior citizens who are already followed by social services and who continue to receive the ordinary assistance.

THE RED CROSS ALSO OFFERS HOME DELIVERY

The Red Cross – Bologna Committee activated a home delivery service for groceries and medicines for the elderly, fragile and with immunodeficiency.

Italian Red Cross has reinforced the free delivery service of medicines, 24/7.