

**03/06/2020, Topic: Re-opening our Communities;** experience sharing of COVID-19 plan, on organizing action with communities in Italy.

**Event Title:** Organizing Action with Communities \_“How to”...Webinar #2

**Host:** MSF Urban Spaces/ MSF IAT-MSF Italy

**Speakers/Presenters:** **Bianca Benvenuti:** Advocacy Officer, **Sara Radighieri:** Deputy Medical Program Coordinator

**How many people Joined:** 31 paxs

**Focus Questions:**

*How do MSF collaborations around COVID-19 with and in support of civil society actors can be built more effectively? What are the constraints and what works best?*

**Session Goals :**

- Provide an Overview of Organising Action with Communities Plan during COVID-19 response in Italy
- Share Challenges and Successes
- Reflect on how the insights emerging from this work could enhance your work and action plans

**Key takeaways**

**Context**

MSF Italy have recently commenced providing volunteer support to COVID impacted communities in Rome and Palermo in partnership with civil society partners. MSF has focused on partnering with civil partners primarily providing distribution of food and medicines.

**MSF’s intervention is based on the following principles :**

- Tailoring services to specific local environments
- Listening to recipients’ needs (on an ongoing basis)
- Development of a risk mitigation strategy
- Activities are developed based on feedback from civil society partners
- Modifications to services are based on (continuous) feedback received

**Mapping**

Based on the mapping of needs, a structured toolkit was developed for volunteers. Remote training, based on the volunteers’ knowledge, and skill sets is provided. Continuous feedback is sought from volunteers, and the toolkit is continuously modified based on these changing needs.

**Challenges identified :**

- Need consistent long term goals and flexible short term activities
- Toolkit requires continual modification based on changing needs and socio-economics; and evolving scientific data.
- Training needs to be adapted to profile of volunteers

**Positives for MSF**

- Expansion of MSF network including, into new sectors
- Pre-existing knowledge of communities