

Measures adopted by the Catalan Government to face the COVID-19 pandemic

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Generalitat de Catalunya
Government
of Catalonia

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00. Introduction

Since the beginning of the COVID-19 pandemic, the Government of Catalonia has adopted a series of measures trying to reduce the effect of the crisis on health, economy and social aspects. Throughout the government's departments, there has been an effort to allow flexibility and cut red tape for many administrative procedures.

Specific measures can be found online at the following address: [General information for mitigating the effects of the COVID-19 crisis](#).

The website regularly updates all the information concerning the pandemic in Catalonia.

Twice a day, the president, vice-president, and Minister for Health, Home Affairs and Presidency hold meetings to evaluate the situation and propose measures to mitigate the effects of COVID-19.

The measures included in this document are classified according to the different departments of the Government of Catalonia and the moment of the crisis at which they have been adopted: emergency phase (March – April 2020) 🚨 and recovery phase (April – May 2020) 🔄.

01. Department of Economy and Finance

Measures adopted in the emergency phase



Tax measures

- A moratorium on the deadlines for the payment and self-settlement of some taxes (namely the Government of Catalonia's own taxes as well as Spain's taxes "ceded" to regional governments) until the end of the state of alarm.
- The suspension and interruption of deadlines for management, inspection and collection procedures.
- A moratorium on payment until October 2020 of the tax on stays in tourism establishments, which companies were supposed to pay in April 2020.
- The elimination of taxes related to individual waste management and a regulation for reducing the tax on industrial and construction waste by 50% will be put in place.
- The reduction of the water rate for domestic users and economic activities (from 1 April 2020 until 31 May 2020) by 50%. Vulnerable families, or those affected by COVID-19, will be able to apply for social benefits and pay nothing for this concept. [More information.](#)

Financial assistance for self-employed workers

€7.5m has been allocated to self-employed workers economically affected by COVID-19. The aid can be up to €2,000 for self-employed workers who prove a drastic and involuntary reduction in their turnover. They need to prove that they are registered in activities that health authorities have decreed the closure of and do not have other sources of income. It plans to benefit about 4,500 self-employed workers.

[More information.](#)



Ensure payment of public procurement

To ensure that companies working for the Government of Catalonia maintain their employment even though they cannot provide services effectively due to COVID-19. The Catalan Government will pay the wages and expenses of insurance policies to workers. This includes cleaning contracts, transport to school and school meals, special education centres, surveillance, and

work and service contracts awarded by the Government of Catalonia and its public sector.

Flexibilisation of administrative procedures

Procurement boards may meet without face-to-face attendance, while respecting the transparency required by the Law on Public Sector Contracts.

Liquidity line for SMEs and self-employed (bank guarantees; €750m)

The ICF (Catalan Institute of Financing), which is the public financial institution owned by the Government of Catalonia, and Avalis of Catalonia guarantee 80% of the loans given by financial institutions to Catalan SMEs and self-employed workers who have liquidity problems because of COVID-19. Companies who apply for loans under this scheme cannot lay off workers. [More information.](#)

Culture liquidity loans (10 million euros)

Loans to help cultural companies affected by COVID-19 deal with liquidity constraints. [More information.](#)



Moratorium of rents

A moratorium on the rents of public housing and commercial spaces administered by the Catalan Habitat Agency starting in April 2020. Around 20,000 families will benefit.

Notify suspension and reduction of working hours online

Creation of a dossier for temporary employment regulation by COVID-19, which justifies the closures protected by legal rules as well as the closures that have been determined by other administrations, and also those that have to be closed due to lack of supplies or due to isolation by the health authorities. Both suspension and reduction of working hours can easily be done on the Government of Catalonia's website.

Measures adopted in the recovery phase



Business activity flexibility in the waste management field

A 50% reduction of the industrial waste tax and the construction waste tax during the months of April 2020 and May 2020. The fees associated with the telematics processing of waste documents and in the register of people producing waste in Catalonia have been 100% discounted. Waste bonds for non-hazardous waste managers

have been abolished, a measure that could mean the release of about €40m. [More information.](#)

Economic benefit for foster children

Implementation of an emergency financial benefit for the foster care of children involuntarily separated from their family due to medical treatments or isolation measures that affect their parents. When emergency circumstances so require, children between the ages of 6 and 12 can receive benefit. The amount of the benefit is €326 for children from 0 to 9 years and €362 for children from 10 to 12 years, although these amounts can be increased due to disabilities of the child, the number of foster children or other circumstances that require special dedication. [More information.](#)

Additional deferrals in the payment of the water fee

The self-assessments of the water tax are carried out by the supply entities, which must pass them on to the bills of their subscribers. These entities, both public and private, are implementing measures to boost the liquidity of the self-employed and SMEs, postponing either billing or payments until the state of alarm finishes. For this reason, an interest-free deferral of the part of the self-assessments of suppliers that corresponds to invoices for self-employed workers and SMEs deferred

by the entities themselves, for a maximum period of six months is provided. Hotel establishments and campsites will pay the water tax for the water they consume until 31 December 2020, provided that the consumption is greater than six cubic meters per month. [More information.](#)

Search for COVID-19 measures and aid

The search for measures and aid for COVID-19 is a tool aimed at companies and self-employed people. The tool generates a Q&A session. The result of the questionnaire is a report of the measures, grants or subsidies that may correspond to each one. Information on the requirements and the necessary documents are provided together with direct access to the application process when it becomes available. [More information.](#)

Grants for the environmental third sector

€600,000 has been allocated as direct aid to associations and foundations of the environmental third sector affected by COVID-19, to ensure the continuity of its activity aimed at protecting and improving the environment in Catalonia.

Subsidies for the tourism sector

€3.5m has been allocated as subsidies for professionals and micro-enterprises

in the tourism sector affected by the health crisis and who are in any of the following categories:

- Tourist accommodation establishments: hotels, apartments, campsites and rural tourism establishments
- Tourist mediation companies
- People or companies that contribute to the dynamism of tourism and promote stays all over Catalonia
- Qualified tour guides

[More information.](#)

Credit line for the sports sector

€10m has been allocated as loans to help sports entities affected by COVID-19 deal with liquidity constraints.

Emergency benefit for basic expenses

€20m has been allocated as emergency aid of €200 per household (a one-off payment). The money must be used to buy food, pharmacy, and other basic supplies. The aim is to help the economic sustainability of families in a situation of economic vulnerability as a result of COVID-19. This emergency aid is for self-employed and employed people with family obligations who have suffered a reduction of more than 30% of their income due to COVID-19. [More information.](#)

€70m aid for companies affected by COVID-19

The Catalan Institute of Finances (ICF) and the European Commission, with the support of the Ministry of Vice Presidency and Economy, have launched 'ICF Eurocrèdit COVID-19', a new financing line for SMEs affected by COVID-19. With an initial endowment of €70m, it will be fully supported by the EU.



02. Department of Presidency

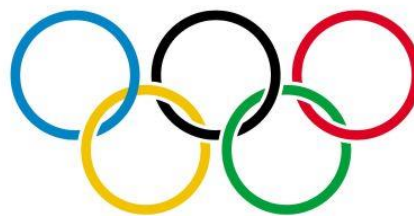
Financial support to local administrations

The Secretariat of Local Administrations and Relations with Aran has advanced €61m (50% of the Catalan Local Cooperation Fund) to strengthen budget liquidity of local administrations in Catalonia. The allocation of these funds has been as follows: €18m to county councils, €43m to town halls and €181,000 to decentralised municipal entities.

local councils and sports entities affected by COVID-19.

Support Olympic athletes

Exceptional measures to support the postponement of the 2020 Tokyo Olympic Games for the 530 competitors included in the high-performance programme, including extra 9 MEUR to guarantee its continuity during 2021.



SECRETARIAT OF SPORTS

Measures adopted in the emergency phase



Flexibilisation of deadlines

Immediate measures regarding grants and their due justification: suspend deadlines (with no effect whatsoever on contract suspensions or terminations); provision of finance to beneficiaries needing it; any other measure to avoid damage for the beneficiaries derived from any other procedural aspect of grants. Adapt open calls for grants accordingly: to accelerate availability of resources independently from budgetary approval process; suspend deadlines for the submission of accompanying documents for those sports entities having received 80% or more of their operative grants; analyse and prepare new calls to support

Measures adopted in the recovery phase



Updated set of prescriptions concerning physical activity and practice by elite, professional, high-performance or federation sports

Different measures if:

- The sport disciplines or practices at stake are considered of national interest by Spain's Higher Council for Sports, or
- The sports are regulated by federations not covered by point 1 or
- It involves top professional leagues (1st and 2nd division for Football, ACB league for basketball).

Usage of sports facilities will continue to be practically impossible and measures of prevention and distancing will continue to apply. There will be additional restrictions in sports involving animals (e.g. horses, where previous appointments will be needed, and no other human presence will be allowed during the exercises) and high speeds (skating, cycling, which require a 10-metre distance instead of 2 metres).

CATAL WOMEN'S INSTITUTE

Measures adopted in the emergency phase



Campaign against gender violence

Launching of a campaign to facilitate access to a helpline for women unable to call for help or write to services due to being confined with the perpetrator.

- The permanent telephone service for women in situations of gender-based violence has been strengthened and complemented with a WhatsApp chat with the aim of ensuring no woman is neglected during confinement. [More information](#).
- A new section has been introduced to the [website](#), displaying the services that are available for women experiencing gender-based violence during lockdown, from all the different government departments and other institutions.

Serveis telefònics d'atenció a dones en situació de violència masclista i el seu entorn
#NoEstàsSola
#JoActuo

Per a qualsevol consulta sobre violències masclistes pots trucar al

900 900 120

També pots contactar via Whatsapp
671 778 540

O enviar un correu electrònic:
900900120@gencat.cat

Per a qualsevol emergència pots trucar al

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Measures adopted in the recovery phase



Increase in hours of help offered at the helpline for victims

There has been an increase in hours of help offered by helpline professionals for victims of gender-based violence. There has also been an intensification of the helpline's promotion by broadcasting information on it in different media across the region since the 19 March 2020.

Intensification of phone and emails contacts

The Information and Attention Services for Women, which usually attend people on a face-to-face basis, on top of phone calls and emails, have been working hard to maintain all services only through phone calls and emails (and on-site in case of emergency).

Activation of the Intervention Service for Urgent Crisis

Regarding the Intervention Service for Urgent Crisis, which is activated when

there is a femicide, to give comprehensive care to those surrounding the victim; it has been activated successfully since the lockdown period started (only once so far).

Campaign 'Space free of gender-based violence'

Launching of the campaign 'Space free of gender-based violence', which calls for the woman's environment (family, friends, children, etc.) to support women that may be experiencing gender-based violence and may need someone calling for them so they can get help.

Work group to study how children are being affected by the COVID-19 crisis

The Observatory for the Rights of Children has created this group, which is included in the Plan for Children's Progressive and Controlled Transition out of Isolation. The Catalan Women's Institute has presented proposals to try to make sure that gender mainstreaming is on the agenda, regarding actions for the protection of public health, to secure children's schooling and towards caring for the most vulnerable and at risk.

03. Department of Foreign Affairs, Institutional Relations and Transparency

Measures adopted in the emergency phase

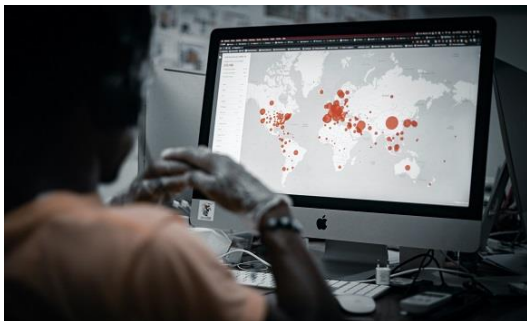


Identify and share best practices

Through its delegations abroad, the Government of Catalonia has identified best practices abroad to learn and apply those measures, which are proving to be most effective.

Support of Catalans abroad

The Department has been coordinating and helping Catalans abroad who are attempting to return home by providing up to date information on restrictions, information on administrative obligations in different countries, among many other initiatives. The Department has provided aid to over 2,400 people since COVID-19 started.



Strengthening of the territorial cooperation instruments and networks

The Working Community of the Pyrenees, under the Presidency of the Government of Catalonia, has created a COVID-19 working group to strengthen cross-border cooperation through its main programmes. The General Assembly of the Euroregion Pyrenees Mediterranean agreed to modify its 2020 working plan and annual budget to identify lines of action to cope with COVID-19 consequences. The government actively collaborates with several European and Mediterranean networks, such as the Four Motors for Europe, CRPM-CIM and Mediterranean Cooperation Alliance, to exchange good practices and deliver common analysis of the measures to be taken at EU level.

Measures adopted in the recovery phase



Cross-border and interregional cooperation

The Working Community of the Pyrenees, under the Presidency of the Government of Catalonia has launched a questionnaire to analyse the

consequences of the pandemic and these priorities are being identified in the new EU cross-border cooperation programmes aimed at beneficiaries of the seven territories that make up this consortium.

The Euroregion Pyrenees Mediterranean has created a Euroregional aid fund to respond to the crisis generated by COVID-19, which has a total amount of €700,000 and will be used for projects and actions in the five sectoral areas in which the EPM works: innovation, environment and climate change, higher education and research, tourism and culture.

The Four Motors for Europe network has set up a Working Group on COVID-19 in order to exchange good practices and explore possibilities for collaboration in different areas. To this date, there has been a meeting with political representatives from each region to set the ground for this collaboration and a meeting between the Environment ministers to establish common guidelines for future actions.

The Mediterranean Cooperation Alliance, a platform which brings together more than 200 European and Mediterranean territories, launched a statement calling for specific programmes and more funding for territorial cooperation in the Mediterranean, a region where the crisis generated by COVID-19 will make the balance between economic, social and biodiversity development more necessary. Moreover, the CPMR has launched an open letter signed by 20 European regions addressed to European institutions and bodies to adopt a new pact on migration and asylum and demanding more shared responsibility on

behalf of the territories.

Follow up of expatriated staff and aid workers from Catalan cooperation organisations

The pandemic health situation in the country where the expatriated staff is placed must be analysed. If repatriation is recommended, according to recommendations of health authorities from this country, staff must return and expenses generated by the expatriated staff during the in-country period will be eligible.

Flexibility of ongoing cooperation projects and programmes terms and adjustment of activities

If an entity is obliged to cancel its activities due to the impossibility of carrying them out because of the health crisis, the entity should report it formally to Catalan Agency for Cooperation Development (ACCD) and, if need be, request a prolongation of the activities' implementation.



Collaboration to readapt cooperation

Collaboration with public administrations and organisations from other countries we work with; and reformulation of

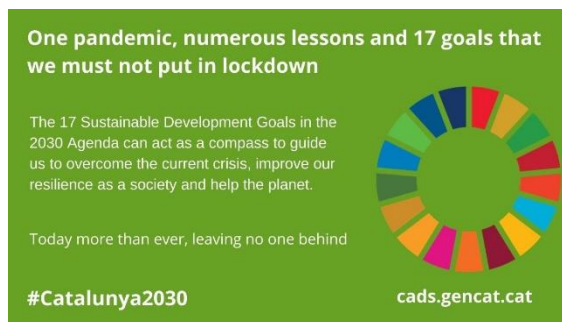
collaboration with multilateral organisations to redirect fund for measures against COVID-19. Meetings with cooperation, humanitarian and emergency aid NGOs to detect potential partnerships and actions to be carried out. Nowadays, ACCD is working on the definition of the 2020 call for funding, adapted to the current situation.

Training to face new challenges on cooperation

Organisation of 3-days training (28 - 30 April 2020) about Technology and Cooperation (Digital Organising), concerning the challenges of the connection of social and technological innovation.

The Advisory Council for the Sustainable Development of Catalonia (CADS) publish the report 'One pandemic, numerous lessons and 17 goals that we must not put in lockdown'

On 14 April 2020, the council issued a [statement](#) on the management of the new reality after COVID-19 in terms of sustainability. According to the council, the way out of this crisis lies in curtailing degradation of nature; fostering an economy that serves humanity while respecting the limits of the planet; better funding for public health and social care systems, especially for older people; and committed investment in research.



The CADS takes part in an Open Letter 'Responding to Covid19: Building social, economic and environmental resilience with the European Green Deal' of the EEAC Network

On 20 April 2020, the chair of the European network of advisory councils on Climate Change, Environment and Sustainable Development (EEAC) issued an [open letter](#). With a call to understand the link between COVID-19 and the ecosystem degradation, to increase resilience to future pandemics, and to use the EU Green Deal and some other EU strategic instruments (such as the MFF and Horizon Europe) to boost a social and economic recovery based on sustainability principles.



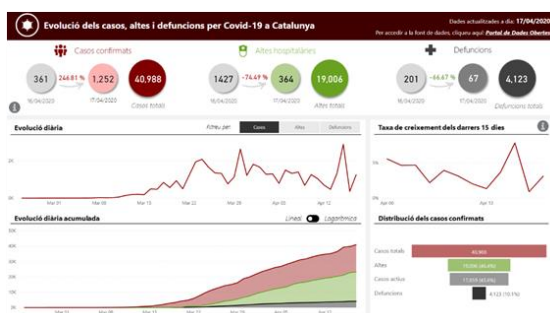
Reflection on COVID-19 with experts and think tanks

[IDEES](#), the Center for Contemporary Studies' magazine, is curating an updated section of the most relevant reports by leading think tanks and research institutions worldwide. The section features an analysis of the most relevant ideas and proposals of these

reports and offers a link to them. Together with the Ministry of the Economy and the Advisory Council on Sustainable Development, IDEES Magazine has put together a series of online debates to shed some light on the effects of the pandemics in 6 different areas: the Economy, Global Health, Society, Climate Change, Democracy and Geopolitics.

Identification and visualisation of pools of data concerning the pandemic

The Secretary of Transparency and Open Government has identified several potential open data datasets concerning the impact and evolution of the COVID-19 pandemic, to help the institutions, professionals and citizens understand how this is affecting and how this will affect our lives. These datasets have been published in the Government's Open Data Portal ([access our COVID-19 data](#)) and it is our goal to have all data visualised to make it easier to understand by the citizens. ([See our open data COVID-19 evolution dashboard.](#))



COVID-19 Standards, data quality and interoperability improvements

The Secretary of Transparency and Open Government is working with Open Data Charter on the definition of international standards in relation to [COVID-19 open data](#), to apply these standards to our health system open data and make them comparable with the different open data collected and published by each country. We are working to make our data accessible in English as well as having it published and available in the European Open Data Portal ([access our data](#)).

Communication and Transparency

The Secretary of Transparency and Open Government has centralised and integrated, in a [unique website](#), all open data datasets and initiatives that are available concerning the impact and evolution of the COVID-19 crisis, to have an open and transparent communication with the citizens.

Moreover, we have created a catalogue of the different examples of how our data related to COVID-19 hosted on the Open Data Portal is being reused by citizens, data scientists and other user profiles. [Access to the catalogue.](#)

04. Department of Home Affairs

Measures adopted in the emergency phase



Enforcement of confinement measures:

In order to enforce confinement measures and reduce citizens' mobility, Mossos d'Esquadra (Regional Police forces), in coordination with Local Police forces, have set up police-controls all over the territory. Citizens found outside have to justify their mobility based on the exceptions laid down in the Royal Decree on the State of Alarm. As a result, over the last four weeks, the Metropolitan Area of has experienced an important reduction of mobility rates (nearly 65%).



Self-responsible mobility certificate

In order to help police officers in their patrolling tasks and help citizens make sure that a specific movement outside corresponds or does not correspond to an authorised activity, the Department of Home Affairs has launched a Self-responsible Mobility Certificate ([available online](#)). Its use is non-mandatory, it allows for the standardisation of procedures and can only be requested by police officers.

Update and activation of PROCICAT (Civil Protection Plan of Catalonia)

The Action Plan for Emergencies related to Emerging High-Risk Transmissible Diseases (revised on 4 March 2020) is the existing plan to manage emergencies arising from these diseases, give support to the strategy from the Directorate General of Public Health to minimise the spread of the pandemic, maintain basic services and coordinate all the actors involved in the response. ([Available in Catalan.](#))

The plan includes two Emergency Phases, which foresees specific actions depending on the severity of the situation. The first phase of the plan was activated on 12 March 2020 and it implied civil protection measures (beyond sanitary ones) and actions to guarantee the provision of basic services. Some of the decisions taken so far include:

- The restriction of movements in the municipalities of Igualada, Vilanova del Camí, Santa Margarida de Montbui and Òdena due to the amount of COVID-19 cases there ([link to the decision](#))
- The suspension of activities in schools and universities ([link to the decision](#))
- The coordination, support and information to local authorities, which also play a role in civil protection measures

From an organisational perspective, the Steering Committee of the Plan (Home

Affairs and Health Ministers) is the maximum authority responsible for, among others, evaluating the situation, deciding on the measures and communication strategy and prioritising basic services. It receives assistance from the Advisory Council and the Technical Committee (Representatives and experts from Health Services, Police Forces, Civil Protection, Medical Emergency Services and other actors that analyse, evaluate and propose actions). The Information and Communication Office coordinates and channels all the information given to citizens and the Action Group (specialized bodies with their own resources) implements the actions and measures (health services, police forces, civil protection, logistical infrastructures, etc.).

Information on activity restrictions

The Directorate General of Civil Protection has launched an [online site](#) giving citizens all the necessary information about how to proceed in case of a COVID-19 related emergency and what is allowed or not allowed under the current circumstances. It includes a FAQs page that is updated twice a day.

Gender-based violence

Bearing in mind that confinement measures can lead to an increase in the number of gender-based violence cases, Mossos d'Esquadra has doubled efforts and intensified contacts with women who had previously reported their cases to the authorities.

Social media

Official social media accounts from the [Department of Home Affairs](#), [Civil Protection Units](#) and [Mossos d'Esquadra](#) are constantly engaging with citizens to update them on the crisis, answer their questions and explain their actions. As an example, Mossos d'Esquadra recently shared a video in sign language to reach a broader audience.

Awareness-raising on the use of 112 emergency number

Due to the increasing amount of COVID-19 related calls to the 112 emergency number instead of the 061 CatSalut Respon (Health Answer), the Department has elaborated a video explaining the proper use and purpose of this number so that the service does not collapse. This way, calls requiring an emergency response (ambulance, police or firefighters) can be managed without delay. [More information.](#)



Measures adopted in the recovery phase



Guidelines to address gender-based and domestic violence during confinement

Mossos d'Esquadra has published a set of [action guidelines](#) for people who could be victims of gender-based and domestic violence and who, due to confinement measures, are forced to spend more time with their aggressor. This guide includes specific advice and action procedures for each vulnerability group (women, children, teenagers and persons with disabilities) as well as all the resources and services available for them (24h free telephone helpline 900 900 120; email address mossos.atenciovictimes@gencat.cat and WhatsApp 671 778 540). As Mossos d'Esquadra emphasise, judicial and police forces continue to work to eradicate any kind of violence and, despite the state of emergency, victims are allowed break confinement to ask for help. [More information.](#)



Storytelling to celebrate Sant Jordi

Sant Jordi is a special festivity in Catalonia, when streets are full of people buying and offering books and roses. Since this year's celebration could not

take place in normal circumstances, police officers decided to read children stories through their corporate Instagram account. Mossos d'Esquadra wanted to thank children for their behaviour during confinement. [More information.](#)

Website with recommendations to better address confinement

Civil Protection has launched a [website](#) with the main recommendations, advice and good practices to ensure a good confinement while reducing its negative effects. On the one hand, the website offers guidelines to ensure solidarity and support among neighbours and help those in situations of vulnerability. On the other, it also offers care advice for children, people with disabilities and elderly persons and practical recommendations so that citizens adopt healthy and dynamic routines. [More information.](#)

Distribution of masks for those using public transport

Following the decision on 13 April 2020 to put an end to the restriction of labour activity to essential services, Red Cross and Civil Protection volunteers distributed masks in public transport stations and interchanges in municipalities with more than 30,000 inhabitants so that citizens could go to work safely. [More information.](#) In the following days, the remaining masks were distributed among nursing homes throughout Catalonia to offer a better protection to both workers and residents. [More information.](#)

Recommendations to ensure the safe return of children onto the street

Following the decision to allow children onto the street one hour per day from 26 April 2020 onwards, Civil Protection has elaborated a [document](#) with basic information so that families know what they are allowed to do. To ensure the proper implementation of this measure and avoid huge concentrations of people undermining social distancing measures, the Technical Committee of PROCICAT has also approved [a proposal of timeslots](#) according to age, which has been sent to the Central Government. [More information.](#)



Corps of Firefighters of Catalonia

Catalan Firefighters' action during COVID-19 focused on areas such as logistical support to build temporary health infrastructures, distribution of masks, operative support to disinfect buildings and infrastructures in critical situations and operative support in managing multiple-victim scenarios. Furthermore, the Corps has also offered firefighters with nursing knowledge and ventilators to hospitals all over the territory. All these actions are subject to the guidelines of Health Authorities. [More information.](#)

05. Department of Education

Measures adopted in the emergency phase



Supporting Online Learning

Launching of an action plan to support distant learning, including the distribution of 22,000 laptops with connection to pupils without access to such equipment. It also created 600+ (mostly Moodle-based, but also using Google classroom and Microsoft Teams) environments so all education providers can deliver virtual education. [More information](#). It distributed more than 100 pedagogical projects for this period of confinement to all institutions needing it, arranged in a searchable manner (by educational level, by subject-matter). [Access to the search engine](#). It also decided to grant unrestricted access to all educational contents of its Open Institute of Catalonia (IOC) platform. [All contents of IOC](#).

Cancellation of exams

The Department decided to call off tests for: 6th graders in primary (7 April 2020), and for joint "batxibac" (*batxillerat-baccalauréat*, recognised both in Spain and France) secondary education completion. Likewise, it shared guidelines on how to evaluate students with learning outcomes acquired before and during the lockdown.

Helping those in need

Adoption of urgent measures to prevent malnutrition wherever there are children exposed to such risk (depending on public support to get hot meals). Mobilisation of resources to support companies delivering a.o. transport and catering services to schools.

Supporting families

Publication of a website with guidance and support on home-schooling and distant-learning etology, with subthemes such as: time spent with families; relation between families and schools; Healthy usage of technology; values, support for children; promotion of a healthy life. [More information](#).

Measures adopted in the recovery phase



Adaptation of calendars (ongoing)

The Department decided to move up the calendar for registration to the next academic year (2020-21) for all levels (primary, secondary, vocational) and made all necessary arrangements for it to take place online wherever possible, or in a secured manner physically (with all hygienic measures). This registration is ongoing (several deadlines apply), and more information can be found [here](#). A final decision on whether and how to return to school before the summer break has yet to be made.

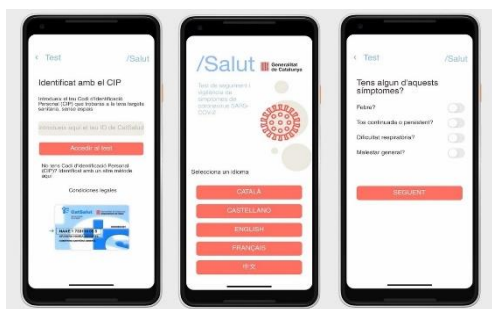
06. Department of Health

Measures adopted in the emergency phase



Stop COVID-19 application

On 18 March 2020, the Government of Catalonia launched an app intending to control and detect new COVID-19 cases in Catalonia. Every patient registered with symptoms will be monitored daily (or more frequently). Thus, it will benefit both patients, who will get personalised feedback based on their symptoms, as well as the government, obtaining real-time data about the evolution and incidence of the illness in the Catalan territory. If needed, a medical emergency service can also be activated according to the situation of the user. [More information.](#)



Real-time data centre

The Department of Health and the Agency of Health Quality and Assessment of Catalonia (AQuAS) released [a website](#) gathering all the information about the pandemic situation in Catalonia including a dashboard and a heat map. This allowed public decision-makers and

individuals to access reliable information to track the situation on real time. Furthermore, open data from all COVID-19 tests has been made available to the public.



Temporal hospitals set up at the 'Fira de Barcelona' and other locations

To take care of stable COVID-19 patients and prevent the collapse of hospitals, the Health Department set up several hospitals that could increase bed capacity if needed.

One of the spaces was the CEM Olímpics Vall d'Hebron, as an extension of the Vall d'Hebron University Hospital that accommodated up to 132 patients.

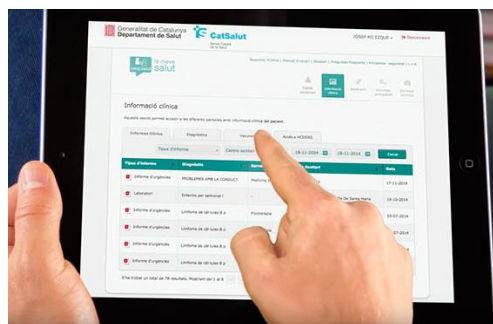


Healthcare professionals were reincorporated at hospitals and tested

Since the COVID-19 outbreak, many healthcare professionals have been reincorporated into the health system, especially in Igualada Hospital, situated in La Conca d'Òdena (its primary catchment area), which was the first detected COVID-19 hotspot in Catalonia. From the 25 March, all professionals working at Igualada Hospital had been tested for COVID-19. In addition, this centre welcomed 42 direct hires of new healthcare professionals to strengthen the care in the region and 180 beds were allocated from the General Hospital of Catalonia specifically for patients in this area. [More information.](#)

'My health'

An online form was made available in order for citizens to have easier access to their files. This used to be a procedure that had to be done in person but can now be made online in order to ensure that people do not need to go to a health centre in the context of the health emergency caused by COVID-19. This measure was created with the intention to avoid the collapse of health centres. [More information.](#)



Hotels hosted mild patients with COVID-19

Hotel beds were made available for hospitals to allocate patients who had symptoms but could not isolate at their homes due to the difficulties of their environment. Healthcare professionals and social health workers assisted the patients, who had primary care support in each area.



Fast track validation of 3D printed ventilators

As ventilators are a critical device to assist some of the patients with COVID-19, initiatives helping to increase the capacity of use of this device are highly valuable. The Department of Health has provided support to initiatives such as 3D-printed or other novel ventilation systems and devices, in the validation process at the regulatory agencies with the purpose of enabling the mass

production and use in the event another peak puts pressure again to the need of such devices. [Report by the Agency of Health and Quality Assessment of Catalonia \(AQuAS\) on newly approved procedures, devices and joint ventures.](#)

Clinical trial

The Department of Health is co-leading a clinical trial study, which started in March 2020 with the aim of evaluating the effectiveness of a preventive strategy to reduce transmission and, therefore, the incidence of COVID-19 in the population during the outbreak by COVID-19 in Catalonia.

07. Department of Territory and Sustainability

Measures adopted in the emergency phase



Free public transport

Public transport operated by the Government of Catalonia has been made free to ensure key workers who are forced to travel can do so easily.



Waste management

With reference to industrial waste, the Government of Catalonia is mitigating the impact of COVID-19 using digital tools in order to cut red tape involved in complying with the regulations relating to waste and also by forgoing the taxes involved in this process in its entirety. A regulation for reducing the tax on the industrial and construction waste by 50% will be put in place.



08. Department of Culture

Measures adopted in the emergency phase



Increase grants, budget and financial aid

Increase the percentage of all grants by 10% to inject more liquidity into companies and beneficiary entities. Promote, both from the Catalan Institute of Cultural Enterprises and the Office of Support for Cultural Initiatives, subject to budget availability, specific lines of support to compensate for the loss of profits of companies and entities from different cultural sectors, as long as it is a direct consequence of the measures prevention and control of COVID-19 infection adopted by the competent authorities or bodies. Strengthen the line dedicated to the purchase of books by the Library Service of the Government of Catalonia. Create a grant line to finance the interest generated by the lack of first year of the loans supported by the Government of Catalonia.

Flexibilisation of deadlines and administrative procedures

Extension of deadlines for executing eligible activities (or justification thereof). Grants granted during 2020 shall not be revoked and beneficiaries of grants will not be required a minimum percentage of expenses made and justified with respect to the total cost of the activity.

Deliver on financial commitments

In case of cancellation of any of the strategic markets, guarantee the contribution of Department of Culture, with the aim of avoiding additional damage to the contracted companies - with priority to Catalan companies -, mitigating the fall in hires and other negative impacts for workers of the event and for external providers.

Increase digitalisation

Increase the purchase of e-book licenses to meet current demand on eBiblio, which has soared over 500%. Design of a programme of activities to promote cultural consumption on the Net. Support all initiatives in the world of culture that seek to accompany citizens, who live these days confined in their homes, with recommendations of readings, concerts, performances of all kinds, audio visuals, music, debates, games, etc. through social networks and the internet.



Support cultural activities

Support the celebration of arguably the most important cultural day of the year in Catalonia, Sant Jordi. In agreement with all agents and sectors involved, it will be

rescheduled whenever the pandemic allows.

Measures adopted in the recovery phase



Plans to accompany a transition back to normalcy

The Ministry of Culture is working on a permanent basis with the cultural and creative sectors to devise a programme to support re-activation of cultural and creative activities and projects, a programme to foster activities and the re-activation of the sector, and an audience-building and communication plan supporting this re-activation. The monitoring and follow-up of targeted actions (publishing, libraries, museums, Language policy and learning, popular culture, and so on) carried out and the upcoming plans and programmes, as they become available, is possible via this [link](#).

Summary of Finance actions (first wave)

ICEC (Catalan Institute of Cultural Enterprise) & ICF (Catalan Institute of Finances) Culture loans for liquidity	€10m
Culture interest abrogations	€0.35m
OSIC support grants to compensate for damages and losses incurred	€3m
OSIC (Oficina de Suport a la Iniciativa Cultural) support grants to compensate for the reduction of income caused by cancellations	€2m
ICEC Line for compensation of economic impact	€8m
Anticipation of purchase of books and rights for libraries	€4m
Extraordinary transfers for equipment to face up to the crisis	€4m

An ongoing process of budgetary restructuring is underway, which is intended to result in further resources becoming available for a second wave of direct-support lines of credit, for liquidity and compensation.

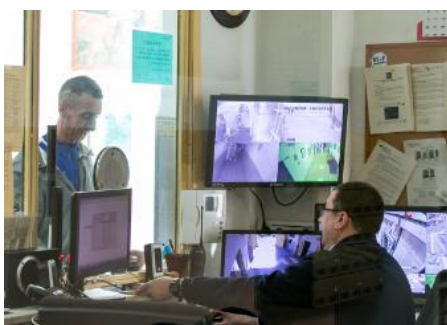
09. Department of Justice

Measures adopted in the emergency phase



Flexibility

To avoid increasing contagion in facilities, more than half of the inmates qualified as grade 3 (semi-open regime) are currently serving their sentence at home. They are sleeping at home daily while being controlled by telematics. Before COVID-19, there were 325 grade 3 inmates at home, and now, during COVID-19, there are 955.



Measures adopted in the recovery phase



Video conference service for detainees to testify from police stations

Launching of a new telematics system so that detainees can testify before judges at a police station of Mossos d'Esquadra and local police, without having to transfer to the courts.

Religious plurality guaranteed

City councils are informed about the needs related to religious plurality. Intermediation is also carried out with religious communities and the availability of places in cemeteries is monitored to meet specific demand of religious groups. More information [here](#) and [here](#).

'Dialogue and Agreement to deal with COVID-19' mediation programme

A mediation programme has been designed and launched to deal with conflicts that arise during the state of alarm and the following six months. It is free of charge for users and managed online. The programme focuses on conflicts that affect children and, in particular, the custody of children, teenagers and people with disabilities as well as other disadvantaged groups. This measure is complemented by the ['Mediation and COVID-19' website](#).

Telematic care for victims of crime is guaranteed

All professionals in the offices for the victims of crime are working electronically; interviews with victims who require support and guidance are executed over a phone call. When a court activates the service, support for victims of gender-based violence is maintained when they have to appear in court.

Economic incentives for good behaviour among minors and youngsters are increasing

The scales of remuneration for minors and young inmates have been modified upwards to encourage good behaviour, sense of responsibility and positive participation in the activities arising from the educational project. [More information.](#)

Placement / Treatment of infected detainees

An inmate showing symptoms compatible with COVID-19, or who has been in close contact with another person testing positive for COVID-19, will be placed in the prison infirmary, in particular the health isolation cells specially created to this end. The inmate will be tested by health care staff and provided with a face mask. The surfaces and rooms of potential or confirmed cases will be properly cleaned and disinfected according to Health Department standards. New contracts have been signed with companies specialising in disinfection. Personal hygiene packs for inmates have been increased.



The conditions of the modules where admission to the penitentiaries are located have been improved

Upon admission, if the inmate shows symptoms or expresses having been in contact with someone with symptoms or a confirmed case, they will be transferred to a cell to be assessed by health staff who will decide whether they shall be placed in a health isolation cell.

The Center for Reintegration Initiatives (CIRE) draws up a contingency plan for its partners

CIRE has carried out individual evaluations with the collaboration of client companies on the impact of the workshops, in order to guarantee the maximum number of jobs for inmates.

Workshops for the production of medical supplies in prison

Production workshops continue to operate although shifts have been rearranged so that inmates from different units do not meet in the same workshop in order to prevent the spread of infection. In particular, the workshops already working on clothing manufacture are now working intensively to deliver health staff clothing ordered by the Health Department.

Prison Administration Social Services

The Social Services branch of the Catalan Prison Service have mobilised their teams to respond to the suspension

of family visits with ways to keep families in frequent touch with detainees, introducing remote visiting, extended telephone access and weekly videocalls. 'Treatment teams', which include social workers, educators, lawyers and psychologists, along with cultural mediators and artistic monitors, are working together to give support and information to prisoners and families. [More information.](#)

Communication

Sessions to inform about the current restrictive measures in place inside the prisons, how to communicate with relatives, the health protocols implemented to prevent infections and treat potential and positive cases. Addressed to groups of no more than 10 inmates of the same residential unit and in sufficiently sized rooms; inmates can ask questions to staff about their concerns. The general restrictions implemented by the government are also explained.



Suspension of permits and leaves

All kinds of prison permits, leaves and scheduled exits granted to inmates (allowed for various specific activities in the community) have been suspended until health authorities establish that

these do no longer pose a risk to inmates' health.

Representatives

Defence lawyers have been requested to make use of the videoconference call system regularly available in bar associations all over Catalonia (one in every province). Should the visit be indispensable, the lawyer will be allowed to visit their client in a room with a glass partition, provided that the lawyer does not present any symptoms compatible with COVID-19. Regular visits by consulates' representatives have been suspended. If the inmate has a need requiring the consulate intervention, the prison management will channel it via the available means so that consulate support can be provided without posing a risk to the inmate's health.



Implementation of video conference service with relatives of the inmates

All kinds of family visits have been suspended until health authorities establish that they do not longer pose a risk to the inmates' health. The possibility to bring parcels for inmates into the prison has been suspended too. To compensate for the restriction of communications:

- The number of phone calls the

inmates can make to their relatives has increased from 10 to 20 per week (8 minutes/call). The cost of the calls made by those inmates without incomes is covered by every prison budget, also when the relatives live abroad, the possibility to make a collect call is always available.

- In a limited number of prisons, a videoconference system has been set up through specific software via the internet in the computer rooms.
- Smartphones have been purchased and distributed among prisons so that inmates can make video calls through WhatsApp.

[More information.](#)

10. Department of Labour, Social Affairs and Family

Measures adopted in the emergency phase



Grants for the self-employed

Launch of a grant, in the form of an economic benefit, up to €20,000 for self-employed workers (individuals) who show a drastic and involuntary reduction in their billing as a result of the effects of COVID-19 on its economic activity.

Protecting children and adolescents

Project to assist children and adolescents whose parents are hospitalised or isolated by COVID-19. For children and adolescents from 3 to 18 years old, XANASCAT will open hostels, where qualified staff will be present all day long. For children under 3 years old, a host family will be provided. [More information.](#)

Guaranteed meal services for minors who are users of the services of socio-educational intervention with meal service

Cards will be facilitated for the families and for the minors who are users of the socio-educational intervention services with a meal service, through an agreement with CaixaBank. There will be 140,000 cards for children using the dining service and 20,000 for the minors

who are users of the socio-educational intervention services with a meal service. For each family, the card will be debited with the amount of the daily allowance for the total number of days that the closure lasts.

Protecting the elderly

The Department has activated the inspection of social services to intervene in cases of residencies for the elderly who are at risk. [More information.](#) In addition, it has strengthened coordination to protect the nursing homes for the elderly, disabled, and those living with a mental illness in front of COVID-19 by generating a unique logistics circuit for the distribution of protective equipment based on their own estimated needs. An emergency pool of people registered in the Catalan Public Employment Service (SOC) with a suitable professional profile has been created to join the teams of the nursing homes that need it urgently.

Protecting the vulnerable

Relocation of 21 disabled people living in nursing residencies and who have some COVID-19 symptoms in Barcelona to the Casa del Mar in Barcelona where they can receive targeted care. [More information.](#)

Protecting social workers

- Provision of masks and gloves to workers in residential care services to prevent the spread of COVID-19 in nursing homes for the elderly, improve care for the affected people, and prevent staff contagion. [More information.](#)
- Extension of free psychological support service for COVID19 to social services professionals in collaboration with the Professional Association of Psychologists. [More information.](#)

Multilanguage and audio communication

Mobilisation of volunteers to translate COVID-19 recommendations into 35 languages. We have recorded voice notes to reach groups that do not understand Catalan or Spanish, or have difficulties accessing the internet. Infographics with information and recommendations on COVID-19 have also been translated into 18 languages spoken in Catalonia. [More information.](#)

Was bedeutet häusliche Isolation?

▶ Bei der häusliche Isolation geht es darum, in **Ihrem eigenen Zuhause zu bleiben** und nicht in den öffentlichen Raum zu gehen.

▶ Der Hauptzweck von Isolierungsmaßnahmen besteht darin, **das Virus isoliert zu halten und seine Ausbreitung zu verhindern**

▶ Die Gesundheitsfachkräfte entscheiden, ob eine Person für eine häusliche Isolation



Financial aid for people over 65 and victims of gender violence

The Government of Catalonia will advance financial aid to pay rent to people over 65 and victims of gender violence. [More information.](#)

Ensure human resources are available

Exceptional organisational and human resource measures have been put in place for nursing homes and day care centres for the elderly, disabled and those living with mental illness, as well as at home help services. [More information.](#)



Recommendations for workers

Published a set of recommendations of personal protection and prevention for those working in the Homeless Services ([more information](#)), volunteering and neighbourhood network groups ([more information](#)), home care professionals ([more information](#)) as well as FAQs relating to work-related questions and answers about COVID-19 (permanently updated – [more information](#)).

Establishment of prevention measures for workers

Measures for the management of nursing home centres and professionals dependent on the General Management for Child and Adolescent Care in order to avoid health risks due to the spread of COVID-19 or mitigate its effects in relation to the minors and young people who reside in these spaces, as well as the professionals who take care of them ([more information](#)). Measures for those in the Orientation and Support Services for

families ([more information](#)). Measures and technical recommendations for essential services that are provided within the Home Care Service ([more information](#)).

Flexibility of mobility of healthcare professionals

Agreement between the Department, employer's organisations and trade unions agree to allow flexibility in the mobility of healthcare professionals. [More information](#).

Recommendations for companies and workers

From the beginning of the current crisis, there has been a document of recommendations for companies and workers on actions related to situations that may occur due to COVID-19 created by the Work Relations Council of Catalonia. The document is updated and can be reviewed depending on the evolution of the situation and according to the available information. Within the framework of the Work Relations Council, it is considered necessary to provide labour information to companies and workers; recommend prevention measures, focusing on the environmental, organisational and individual actions, in order to minimise the risk; propose actions in the labour-relations field that have been agreed, so that Catalonia has a unified proposal of measures and actions; transfer some considerations regarding the determination of the contingency before the exposure of a worker to a biological agent that entails a period of preventive

isolation; and, encourage the mobility of staff linked to the sector of care services for people in the context of the health and social emergency.

Speeding up unemployment benefits

The Public Employment Service of Catalonia (SOC) offers its infrastructure to support the Spanish Government Public Employment Service (SEPE) with the aim to process unemployment benefits. People who go to the SOC will be registered without having to wait for the SEPE. [More information](#).

Flexibilisation of deadlines and streamline of urgent needs

Deadlines for enrolments to different grants and realignment of the channels to process the Guaranteed Minimum Income scheme of Catalonia (RGC) and ensure its availability, especially in urgent cases. [More information](#)

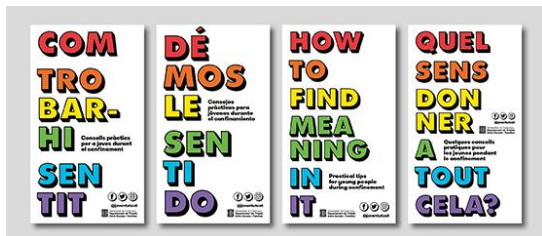
Measures adopted in the recovery phase



Two guides with practical tips so young people can manage confinement with emotional balance

The Directorate General for Youth publishes through social media, tools to identify emotions, learn to become positive and rediscover new ways to participate and connect with the

environment. [More information](#). UNESCO has included the guide to accompany young people during their confinement "How to find meaning" in a list of the best resources and good practices worldwide. [More information](#).



Creation of a benefit for the care of children separated from their family due to COVID-19

This is an emergency financial benefit that covers the costs of caring for children temporarily unprotected due to the pandemic. [More information](#).

Online housing advice to guide young people who cannot afford housing because of having lost income due to COVID-19

Expert staff will resolve legal doubts about who can and how to opt in for a 50% discount on rent, a deferral of the fee or obtain a bank microcredit of up to 10 years and without interest. [More information](#).

Train staff in nursing homes on the COVID-19

The Ministry of Labour, Social Affairs and Families, the Consortium for Continuing Education of Catalonia (CFCC) and Doctors Without Borders (MSF) have started a collaboration to provide online training on COVID-19 to health

professionals and of the care sector working in nursing homes. The training materials and sessions aim to expand staff knowledge about COVID-19 and provide advice and instructions for implementing hygiene and disease prevention measures to minimise the risk of infection. [More information](#).



#HeyBrain campaign for a conscious use of mobile phones and social networks, placing young people at the centre of decisions

The Secretariat for Children, Adolescents and Youth is launching the campaign to encourage healthy and responsible habits in the use of mobile devices (smartphones and tablets) and social media. With the motto, "I act for a conscious internet. Create, enjoy and share", the government's social networks, radio and audio-visual wedges will be aimed at teenagers aged between 12 and 16 and their parents and guardians in particular, with a close, emotional graphic campaign. [More information](#).

Care services for women in situations of gender-based violence

There have been 3,457 care interventions provided to women since confinement began. [More information](#)

Updated Instruction 8/2020 for the application of labour measures for workers who have signed discontinuous fixed-term employment contract

Because of COVID-19 and for the application of the regulatory provisions issued in labour matters. [More information.](#)

Instruction 1/2020, of 8 April 2020, of the General Directorate for Social Economy, the Third Sector and Cooperatives

It is agreed to continue the instruction and resolution of the procedures relating to the provision of the Catalan guaranteed income. [More information](#)

Resolution for the accomplishment of the integral services of orientation and support to the labour integration of people with disability or mental health disorders, for the year 2019

Resolution TSF / 1301/2019, of 9 May, while Royal Decree 463/2020, of 14 March, declaring the state of alarm, is in force for the management of the health crisis situation caused by COVID-19. [More information.](#)

COVID-19 recommendations for companies that have resumed activity

Government, unions and employers have

agreed on a wide range of measures to prevent COVID-19 expansion. Among others: to promote telework; respect the 1.5m distance in collective areas; wear a mask to prevent the virus from spreading, and other PPE when appropriate; risk prevention services should assess workers' symptoms and temperature; companies must review Contingency Plans or Occupational Health and Safety Protocols, agreed with workers' representatives. There are specific measures for workers in health, social sectors and nursing homes. [More information.](#)



Virtual platform to train workers that will be incorporated into nursing homes

The Public Employment Service of Catalonia and the Consortium for Continuing Education organise courses, of between 10 and 15 hours, to guarantee that the people registered carry out their work with the greatest rigor and professionalism. Médecins Sans Frontières has also made several specific modules available to the staff of the nursing homes.

Adapt training actions and occupational programmes to the situation caused by the health alarm

Introduction of online training whenever possible and extension of the terms of certain programmes and related contracts suspended due to the crisis. [More information.](#)

To support the consolidation, strengthening and reinvention of self-employment in Catalonia, for the year 2019.

Extend the execution period of the Consolida't program

Resolution / 1525/2019, of 7 May, with extraordinary measures to deal with the impact of COVID-19 in relation to the “Consolida't program”, to support the consolidation, strengthening and reinvention of self-employment in Catalonia on 2019. [More information.](#)

Extraordinary measures to address the impact of COVID-19 in relation to the financing of training plans in the field of social dialogue and collective bargaining, for the year 2019

Granting of subsidies for the financing of training plans related to social dialogue and collective bargaining. The beneficiary organisations will be able to adapt the methodology, the aim and effect, to allow the foreseen formative activities. [More information.](#)

Emergency benefit for workers and the self-employed to cover expenses for basic needs and basic supplies

Implementation of an extraordinary grant of €200, until the exhaustion of €20m budget, for employees and self-employed workers with family responsibilities who have suffered a reduction of more than 30% of their income due to COVID-19. Specifically, people affected by a temporary regulation file, those with an expired temporary contract or self-employed workers who have had to suspend or reduce their activity, may request it. To facilitate the acquisition of food, pharmacy products and other basic supplies, to each affected family unit. [More information.](#)

11. Department of Enterprise (Business) and Knowledge

Measures adopted in the emergency phase



Flexibility of temporary employment regulation records

Temporary Employment Regulation Records (ERTES) caused by COVID-19 have been considered force majeure and workers have the right to the contributory unemployment benefit, even if the unemployed person does not complete the required prior contribution requirement. [More information.](#)

Extraordinary benefit for the cessation of activity for self-employed workers

Self-employed workers with activities suspended by the current state of alarm, or whose invoicing in the month preceding the request for the benefit, is reduced by at least 75% compared to the average billing for the previous semester, have been entitled to the extraordinary benefit for the cessation of activity. [More information.](#)

Creation of 'Business Marketplace COVID-19'

Online service to connect technological and health solutions to face the COVID-19. A supply and demand service to address the emergency within the citizenship. Users need to fill in a form to

offer or request any business solution that can help deal with the situation. The government publishes the offers and demands and request with the maximum agility. It already counts on almost 1,700 registered companies to collaborate and orientate their capacities towards facing COVID-19. [More information.](#)



Virtual desk of 'ACCIO competitiveness for Catalonia'

A measure to strengthen the channel with electronic business advice and help the creation of new services during the COVID-19 crisis.

- Zero minute: aimed to reinforce the business attention system via chat to answer any business-related doubt with specialists in innovation, internationalisation and financing.
- Opportunities: videoconference service to attend any business ideas or enquiries.
- On-going support by an account manager in case of on-going personalised projects.
- Updated useful information on COVID-19 for the business sector. [More information.](#)

Flexibilisation of deadlines

Interruption of the administrative deadlines of the acts and procedures related the management of the calls for research grants and research grants of the Agency for Management of University and Research Grants (AGAUR). [More information.](#)

Measures adopted in the recovery phase



Package of trade aid measures

Activation of a package of subsidy lines in the field of retail, services, crafts, and fashion, in order to support the economic reactivation of these sectors. The grants, endowed with up to €9m, will be articulated through the Consortium of Commerce, Crafts and Fashion of Catalonia (CCAM). [More information.](#)

€2m to support micro-enterprises and professionals in the tourism sector

An aid of €2,500 in a single advance payment is designed for companies and professionals both affected by COVID-19 and with limited access to other existing aid lines due to its smaller structure and lower turnover. Beneficiaries may be accommodation establishments, tourist guides, mediation companies, establishments and activities of tourist interest, with a maximum of five employees and up to a maximum of €500,000 in annual turnover. [More information.](#)

'Now it's your turn' campaign

Launching of the 'Now it's your turn' marketing campaign with the aim of reactivating local commercial activity as the reopening of establishments is planned for the coming weeks.



FAQ for business and professionals

At 'Business Channel', all frequently asked questions of companies and professionals related to the COVID-19 emergency are answered. [More information.](#)

Support to Catalan companies with international branches and importing sanitary materials

The international network of Trade and Investment Offices of Catalonia have set up new services to strengthen their support to Catalan companies based abroad. They are validating international suppliers and assist in the process of importing sanitary materials to Catalonia. [More information.](#)

Creation of the Orfeu Programme

Designed to address the massive screening of the population to detect COVID-19.

The first phase, funded by the Catalan Government with €1.4m, involves three CERCA research centres in Catalonia: the Centre for Genomic Regulation (CRG), the Institute of Bioengineering of Catalonia (IBEC) and the Institute of Biomedical Research (IRB Barcelona). The CRG leads this effort to carry out 170,000 tests to detect COVID-19 both during the lockdown and as measures are progressively relaxed. The centres are working seven days a week to conduct 100,000 tests during a six-week period in its labs thanks to their regular PCR capabilities, in addition to the next-generation sequencing robot with a capacity to run 8,000 samples per day at CRG. The programme is based on the use of real-time PCR to look for the presence of COVID-19 genetic material in samples.

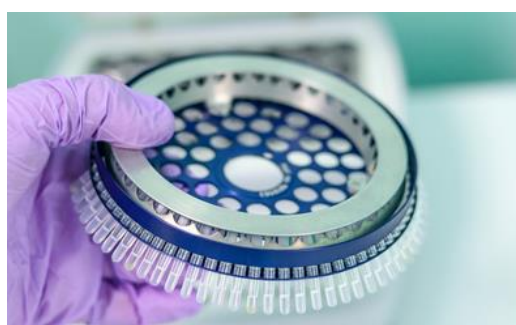
The second, funded with €1.2m, adds the specialised facilities of the University of Barcelona, Pompeu Fabra University, the Autonomous University of Barcelona, Rovira i Virgili University and EURECAT (through the Centre for Omic Sciences, COS). This extension adds capacity for 139,000 tests to be carried out at the Catalan universities and which join the 170,000 from the first phase. 309,000 tests are expected for six weeks.

The tests have been compared and verified to meet the national standard set by Spanish hospitals, as well as those in Europe, the United States, Israel and further afield.



New website on research activity linked to COVID-19

It compiles projects, funding and solidarity initiatives led or participated by research centres, large infrastructures, universities and hospitals in Catalonia that investigate on therapies, vaccines and new diagnostic tests for COVID-19. The repository research activity in Catalonia linked to the COVID-19 reflects the scientific effort of the knowledge system of Catalonia. The site also provides information on the European Commission response to the COVID-19 and the opportunities for researchers and SMEs. A FAQs section on the site addresses questions regarding research activities during lockdown. [More information.](#)



Emergency call to speed new solutions for preventing and treating COVID-19

Promoted by the Catalan Ministry of Health, it has funded 19 projects on new therapies, drug repurposing, vaccine development and diagnostics, with €4m.

More information. Two more calls are under preparation by the Ministry of Business and Knowledge, targeting different TRLs to fund research and innovation projects against COVID-19 in all knowledge fields. The total amount of both calls will exceed €10m.

CATALAN AGENCY FOR CONSUMERS

Measures adopted in the emergency phase



Information for consumers

Up to date information on what kind of commercial and leisure activities will remain closed and what kind of commercial activities and services will remain open, including the reduction of activities such as road transports, train transports, flights and inland water transport. [More information.](#)

General advice

The Agency encourages consumers towards responsible and solidarity consumption, to plan shopping and strictly buy the necessary goods. The Agency also advises not to stockpile products.



Measures adopted in the recovery phase



New online channel to attend to inquiries due to the effects of the COVID-19 crisis

Through its [YouTube Live platform](#), the Catalan Consumer Agency is adding a new space and making this new channel available to the public. From Monday to Friday from 12pm to 1pm, citizens can send all their queries related to the effects in the field of consumption.

12. Department of Digital Policy and Public Administration

Measures adopted in the emergency phase



Digital infrastructure

The Department and operators have agreed to extend, at no cost, data plans in order not to leave subscribers without internet in view of the increasing demand generated by COVID-19. Furthermore, the Department has also extended the capacity of optic fibre public networks so that local operators, which in some cases have experienced a 300% increase of the demand in certain areas, can guarantee the service to citizens.

AI-based application ‘Confinapp’

Confinapp.cat is a digital tool that integrates all the services and information that the government offers to citizens and companies during the COVID-19 crisis. To improve its functioning and effectiveness, this app includes an AI-based virtual assistant that manages and solves citizens’ needs and doubts during confinement (hygiene and health measures, allowed movements, measures to support workers and companies’, schooling information, etc.). Moreover, this app also encourages citizens to identify social needs in current circumstances so that companies and start-ups can develop a solution and include them in the app. This will be carried out through a so-called “Hackatlon”, launched with the support of

Mobile World Capital Barcelona, Digital Future Society and i2Cat Foundation.

[More information.](#)



Cybersecurity

In the light of the cyber-frauds and cyber-crimes related to the expansion of COVID-19, the Cybersecurity Agency of Catalonia has published a report ([available in Catalan](#)) alerting of the main threats and listing the key recommendations to follow. Some of them include the need to distrust non-requested mails and to search for COVID-19 information on official sites such as the Catalan Department of Health or the World Health Organisation (WHO). [More information.](#)



Teleworking

In order to preserve the health of public workers and guarantee the provision of basic and strategic public services, the Department has enabled the possibility to continue working from home (teleworking). Besides, those public workers at risk, in charge of children or sick people and not performing basic and strategic services will be given “permission” to stay home and receive 100% of the wage. Apart from that, the Department has also launched a [webpage](#) with all the necessary information regarding teleworking (#JoTeletreball: Q&A, cybersecurity advices, user guides for ICT devices, specific training, etc.). [More information.](#)



Survey on the effects of COVID-19 among Catalan ICT companies

CTecno and the Government of Catalonia launched a survey to explore how the current crisis was affecting the Catalan ICT sector ([check out the survey results](#)). With the participation of more than 300 companies, the survey showed that, thanks to the existence of the necessary tools and procedures, this sector could quickly implement teleworking measures. Although the whole sector has experienced a decrease in the total turnover and number of clients, those companies offering digital services, online

training and research have been less affected. To face this situation, the surveyed companies highlight the need to postpone tax payments, provide financing with special conditions and the leadership of public administrations to boost digitalisation and to act as client for projects. [More information.](#)

Pool of volunteers to develop administrative tasks

Public servants not dedicated to strategic tasks in the current situation, can volunteer to develop administrative tasks for the Department of Health and Department of Homeland –which are two of the departments most affected by the COVID-19 crisis. The idea is to reinforce these departments. [More information.](#)

Measures adopted in the recovery phase



Deployment of optic fibre network

Since most people in Catalonia are working and studying from home, it has become essential to guarantee proper levels of connectivity. In this context, the Government of Catalonia has declared, as “emergency works”, 10 projects aimed at deploying public optic fibre network in 51 municipalities and county capitals where the existing levels of network coverage are insufficient. These projects will cover Falset, Vielha, Puigcerdà, Moià, Montblanc, Valls, Gadesa, Solsona,

Borges Blanques and Sort. By the end of this year, connectivity will reach 6.4 million inhabitants, 84% of the population in Catalonia. [More information.](#)



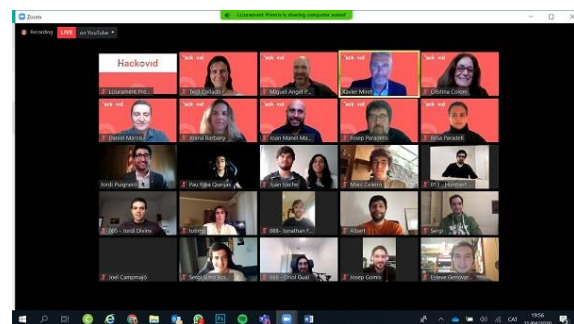
Cybersecurity campaign for companies

The use of digital tools, especially teleworking, has increased due to confinement measures. Bearing in mind the current increase in cyber-attacks (nearly 150%) and their economic and social impact, the Cybersecurity Agency of Catalonia has launched a campaign to raise awareness on the risks, threats and vulnerabilities that companies, and specially SMEs, face. By providing recommendations, advice and tools, this campaign wants to promote a cybersecurity culture within the business sector. [More information.](#)

Hackovid

The Department of Digital Policies and Public Administration, Mobile World Capital Barcelona, Digital Future Society and i2Cat Foundation, organized [Hackovid](#); a virtual, open and participatory Hackathon to respond to the social needs related to

the confinement situation as well as those that will arise later as activity starts to normalise. In order to identify these needs, Hackovid launched a participatory process so that citizens could propose their needs and assess the most relevant ones (such as the provision of food for families at risk of social exclusion or digital resources for teachers and students). Afterwards, programmers and developers had to come up with an innovative digital solution to address them. More than 100 teams of programmers and developers participated in this event. The winning solutions will be included in the '[Confinapp](#)' mobile application. [More information.](#)



The Office from Home

The Department has created a repository of digital tools called '[The Office from Home](#)' so citizens, especially self-employed and SMEs, can continue their activities and productivity during the COVID-19 crisis. These resources, software, services and tools were offered by different ITC companies and are classified by categories (collaborative work, security, connectivity, etc.) and cost (free of charge or with, at least, a

25% discount). The repository will grow as more companies offer new resources and teleworking tools. [More information.](#)

Sit & TIC Talks

The Directorate General of Digital Society is organising a series of online debates called 'Sit & Tic Talks, discussions on e-confinement' to address the challenges posed by COVID-19 and the technological solutions that allow us to continue with our daily activities. These sessions will be moderated by journalist Karma Peiró and will have the participation of experts in technological issues. Some of the discussion topics will be AI solutions in times of crises, e-learning and teleworking. [More information.](#)

Guide to collaborative working for public administration

The Open Administration of Catalonia Consortium (AOC) has launched a [guide to help small and medium public administrations](#) that do not have their own teleworking model. This guide includes general recommendations and orientation.

13. Department of Agriculture, Livestock, Fisheries and Food

Measures adopted in the emergency phase



Information for workers

Direct contact with fishermen of the boats, people working in the fishermen's associations and people working in the fish markets to inform about the protection measures to avoid being contaminated by COVID-19. The Directorate-General for Maritime Affairs and Fisheries has provided a telephone number and an email address to address any concerns.



Direct contact with the sector

Permanent contact with the fishery sector and aquaculture through their federations and associations to inform them about the economic support, labour law measures (Record of temporary employment regulation, in acronym in Spanish ERTOS) to the fishermen and ship-owners.

Prioritise essential funds

Prioritise all the invitations for tender of the European Fisheries and Maritime

Fund (EFFM) putting in place alternative communication mechanisms like a specific email address, a special online form. Prioritise the administrative procedure concerning the regional regulation (for those who have suffered damages caused by Storm Gloria in January 2020). Exceptional procedure to handle the authorisation procedures for fishery management and making available two different email addresses to exchange information with public administration.

Boost digitalisation procedures

The Fishery and Nautical school has established new procedures to renovate or dispatch titles, or licences, via online means. The Fishery and Nautical school has postponed their trainings. A website has been made available to reach the school.

Guarantee food production and supply

Ensure minimum essential services keep working to guarantee production and supply (including farmers and stockbreeders, farm workers and farms, food suppliers, suppliers of handling materials, containers and packaging of products, slaughterhouses, carriers, and distribution chain wholesalers and retailers.) Allow transport of animals.

Extension of administrative deadlines

The term for presentation of the Single Farm Financial Statement (Declaració Única Agrària, DUN) 2020, by means of which applications can be made for Common Agricultural Policy (CAP) grants for 2020 and other Ministry of Agriculture procedures undertaken, began on 1 February 2020 and was scheduled to end on 30 April 2020. However, given the state of alarm caused by COVID-19, the Department is processing the extension of the term for DUN subsidies and procedures until 15 June 2020 (direct subsidies, sustainability grants, competitiveness grants, and other DUN procedures). Concerning grants for the restructuring and reconversion of vineyards, the term will be extended up to 15 calendar days after suspension of the state of alarm.



Reinforce continuous distance learning

From its Agricultural Training Service, the Department has strengthened the Continuous Distance Learning activity, having had to suspend face-to-face and blended coordinated by the Mas Bové Agricultural School. Special webinars have been opened to improve business practices to fight COVID-19.

Donation of material

Donations have been made by the Department's agricultural schools to help prevent COVID-19 (gloves, facemasks, cleaning and disinfecting equipment) available at schools and the agri-food laboratory, at nearby health centres.

Measures adopted in the recovery phase



Recommendations to ensure safety in the fruit campaign under COVID-19

Protocols to guarantee the safety of people who intervene in the food production, manipulation, and transport of the raw material have been approved, as well of those who intervene in the transformation from the farm to the agrifood industry. A main goal of the above-mentioned measures is to guarantee the quantity and quality of the production and supplies to ensure food security and food safety to the population. This regulation provides for monitoring of activities through different territorial commissions where all main actors are involved (farmers, unions, industries, municipalities, government). These commissions monitor the agricultural campaign and agree the implementation of recommendations: inform all workers about the disease, regulate external visits to workplaces, hygiene rules and work organisation, transfer of workers, criteria for accommodation and measures at the municipal level, among others. [More information.](#)

Purchase €4m of fresh products from small producers to donate them to the 'Food Bank'

The Ministry of Agriculture will buy fresh products from small producers with difficulties accessing the food supply chain and commercialisation. These perishable products will be donated to the 'Food Bank' to guarantee the nourishment of deprived families, as the demand has risen due to the socioeconomic COVID-19 crisis.



Delivery EU school fruit, vegetables and milk scheme products to the 'Food Bank'

After suspending educational activity in Catalonia due to the COVID-19 outbreak, the Ministry of Agriculture will deliver, to the 'Food Bank' foundation, the fruits, vegetables and milk belonging to the EU school fruit, vegetables and milk schemes which cannot be distributed during the scholar term 2019 - 2020. It concerns 174,000 milk litters and around 16,000 Kg of apples. All these products will be aimed at vulnerable people in the entire

network of social initiative entities provided by the 'Food Bank'.



Subsidies/aide to mitigate the impact of the COVID-19 outbreak in fishery and aquaculture sector

The Ministry is preparing subsidies to furnish the sector with individual protection equipment to be able to face the public health crisis due the COVID-19 outbreak in the fisheries and aquaculture sector and in the commercialisation of fishery products. This support will be co-financed at 75% by the European Fund of Fisheries and Maritime Fund.

Questions and answers about COVID-19

The Ministry has published a space to answer the frequent questions about COVID-19, divided among different thematic sections (agriculture, forestry, hunting, rural development and CAP, livestock and nautical) on its website.

14. Independent Regulatory Authority: the Catalan Audio-Visual Council

The [Catalan Audio-Visual Council](#) (CAC) is the Independent Regulatory Authority for audio-visual communication in Catalonia. Its objective is to make sure that suppliers of audio-visual services, both public and private, comply with regulations applicable to them. The council's principles of action are defending freedom of speech and information, pluralism, neutrality and honesty of news as well as free competition in the sector.

In accordance with the provisions of [Law 2/2000](#) of its creation, the Catalan Audio-Visual Council acts with full independence of the Government of Catalonia and public administrations in the exercise of its functions ([more information](#)).

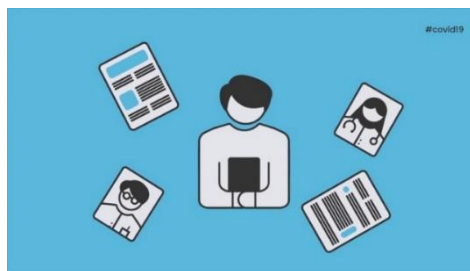
Measures adopted in the emergency phase



Combating misinformation in social media

The [Catalan Audio-visual Council](#) (CAC) has published a report called '[Content on YouTube and social networks promoting claims to cure COVID-19](#)'. Scientifically validated by the Barcelona College of Physicians, the CAC report reveals claims from people posing as researchers

or experts in the field of medicine and claiming to have found a cure for the pandemic. Following these findings, the CAC called on video-sharing platform YouTube to remove 16 these videos (with 340,000 views) promoting non-scientific treatments to cure COVID-19. YouTube deleted them on 26 March. The CAC has also published some recommendations to spot fake news from trustworthy information ([available in Catalan in this link](#)). Some of the key recommendations include following official information only, using recognised media outlets, crosschecking news and refraining from sharing unverified text or audio messages.



Awareness-raising campaign broadcasted on TV, radio and social media

The Catalan Audio-visual Council (CAC) launched a campaign to address some of the challenges and risks related to COVID-19. This campaign consisted of several animated videos and radio announcements that were broadcasted three times a day on public media, social

media platforms as well as private and local media. The first part of the campaign took place between 8 and 26 April 2020 and dealt with misinformation and reasonable screen use. More information [here](#). The second part of the campaign started on 29 April 2020 and dealt with good screen use during online learning activities and security in social media. More information [here](#). All the videos of the campaign are available with English subtitles ([Fake News 1](#), [Fake News 2](#), [Good Screen use 1](#), [Good Screen use 2](#), [Online Learning](#), and [Social networks](#)). In this context, the CAC has also published some recommendations to ensure a proper use of screens ([available in Catalan in this link](#)). Among others, the council advises families to agree on a schedule for their use and to allow common spaces for connections to avoid situations of isolation.

Analysis of TV trends during COVID-19

The CAC published a special newsletter ([available in Catalan](#)) on COVID-19 and audio-visual sector in Catalonia. According to this newsletter, the overall consumption of TV has increased by 38% since the state of emergency was declared. This increase is higher among children and teenagers (68% and 69% respectively). The newsletter also shows that the crisis has increased the audience for television news, the use of smartphones (by 34%), computers (by 22%) and tablets (by 17%) ([more information](#)).

Delegation of the Government of Catalonia to the EU
Rue de la Loi / Wetstraat, 227
1040 - Brussels
delegacio.ue.exi@gencat.cat
Telephone: 0032 (0)2 231 03 30

