

Smart Villages' coping stories in the covid-19 pandemics

Lessons learned and recommendations

The present report represents a contribution of Alpine Space Smart Villages to the wider conversation on lessons learnt during the covid-19 pandemics. The report is based on a survey carried out amongst the partners of the Alpine Space Program project "Smart Villages, which is a strategic implementation initiative of AG5 of EUSALP. The report summarises the main findings as reported by the project partners.

Name of the village/mountain area	Fieschertal (CH)	Murska Sobota, Pomurje Region (SLO)	Campo Ligure/ Valle Stura (IT)	Alpine french area (FR)
Main challenges encountered during the covid-19 pandemic	<p>During the high-time of the crisis the information exchange between the public administration and the population and also among the population was reduced to almost 100% non physical contacts. However the need to be informed was even higher than in normal times. The artisans in the village were desperately looking for further promotion channels. Events had to be cancelled or delayed.</p>	<p>No platform for communication about the real-life problems as opening times, where various goods and services are (or not) available etc.</p>	<ul style="list-style-type: none"> - Closure of schools and need for reorganisation of education methods - Need to limit travel (especially for older people), even if linked to situations of need (e.g. shopping) - Identification and 'tracking' of possible Covid-19 positive cases - Identification, help and support to people in difficulty: in this phase new situations of economic difficulty have been created that have affected people or families affected by the health emergency (e.g. 	<p>Covid-19 and lockdown forced all territorial organisations and local authorities to adapt their link to inhabitants or users, to imagine new ways to deliver services.</p>

			<p>redundancy fund, loss of job, need of baby-sitting to take care of children).</p> <ul style="list-style-type: none"> - Effective communication between the municipal administration and civil protection towards the citizens (and vice versa) - General management of the pandemic with all the bodies involved (Italian Red Cross, Local Police, Police Forces) 	
<p>Main lessons learnt during the covid-19 pandemic</p>	<p>The municipality therefore used their traditional digital communication channels extensively. However the public administration was very happy to have with the municipality application “megaphone” a tool at disposal that assured an immediate information exchange (incl. push functions) on each smartphone of subscribed citizens.</p>	<p>The closing of municipality borders forced inhabitants to buy local food and other products, which was not supported with corresponding information given to people (how, where, when, what).</p>	<ul style="list-style-type: none"> - Possibility to carry out school lessons even remotely, interacting with students (even younger ones) - Possibility for local shops to implement home delivery or shopping preparation (to be picked up and paid later in the shop, thus avoiding spending too much time inside the shop or queuing outside the shop) - The integration and effective collaboration between different subjects, bodies and associations has been very important in this emergency: constant updating and 	<p>We can learn from each other experiences and it’s so important in such a difficult period. Even quite heavy administrations can see that and use agile methods to overcome such a crisis.</p>

			<p>collaboration between municipal administration, social services, family doctors, civil protection, Red Cross, Local Health Authority: this has allowed to identify and intervene promptly both for the management of possible cases of coronavirus positivity and to better identify situations of difficulty or economic and social discomfort that otherwise would probably have remained hidden.</p> <p>- The use of social networks, as well as of 'direct' communication channels such as WhatsApp and Telegram, has allowed a prompt and effective communication to and from the citizens, to report critical issues or simply to inform about regulations and their updating or about opportunities and services in the area.</p>	
<p>Has there been any particular success story in your village/mountain</p>	<p>The megaphone municipality app includes the fonctions News, Places, Events, Infos, Autostop und Photo-Reporter. In these days the fonctions news, events</p>	<p>SmatrIS developed SmartVillages Android app for connecting local goods producers and consumers:</p>	<p>- Collaboration between the Municipal Administration and the cooperative that manages the Filigree Museum has led to the preparation of films and</p>	<p>RiposteCreative is here to offer a space of resources and experiences sharing among territorial organisations and local authorities, and a space of</p>

<p>area, during the covid-19 pandemic, in any sector (education, administration, economy, healthcare, other services, ICT, ...) that you wish to share?</p>	<p>and infos were especially helpful. The public administration could inform the citizens on specific measures, reglementations, postponed events etc. The citizens could give feedback, they could also interconnect each other to organise neighbourhood assistance for elderly people via the application. Furthermore the local restaurant introduced a meal delivery service for elderly people via the application, an offer that was beneficiary for both, the restaurant as well as the elderly people. Everybody was very happy about this additional communication channel</p>	<p>Jemlokalno (which means EatLocal):</p>	<p>multimedia material for interactive lessons aimed at discovering the Museum itself and this particular form of craftsmanship that characterizes Campo Ligure. The online workshops can be viewed for free by schools all over Italy (and not only local ones), also in the coming years, for dedicated projects and initiatives. A new educational service has therefore been created, as well as a virtual visit to the Museum.</p>	<p>discussions and invention to struggle every difficulty linked to the Covid-19, with collaborative online methods. RiposteCreative is also here to care about the “post-Covid19 world”, learning from the crisis, trying to propose more supportive solutions for every people, better shared initiatives. All the process works in a collaborative and common good way. RiposteCreativeTerritoriale has been launched by the lab of National Center for Territorial Public Function (CNFPT) working with all french local authorities. The global RiposteCreative project has now different local implementations (an alpine one with Grenoble Risposte Creative) and also thematic ones mainly for education.</p>
<p>Main recommendations to other</p>	<p>The municipality application was introduced right before the corona crisis and was fully operational during the whole</p>	<p>Digital platforms for connecting people and other entities of public interest are crucial in crisis situation. Giving right</p>	<p>- The methods of conducting lessons "remotely" experienced in this emergency phase can also be implemented in cases</p>	<p>Just create you own local RiposteCreative website! Or join the RisposteCreativeTerritoriale</p>

<p>mountain/rural areas</p>	<p>crisis. The filling in of information is quite some work for the public administration but once done a lot of duplication work is avoided since different interfaces with website of the municipality, tourist providers, tourist promotion, artisans, associations etc. are automatically provided with data and updated. There must be one responsible for the management of the app. It is worth to work together with other municipalities in one functional area in order to share costs, promote regional events together and work in an intermunicipal way. The municipal application is a joint venture of the municipalities Fieschertal, Ernen, Lax and Bellwald.</p>	<p>information at right time to all relevant entities and/or people is of a great importance for successful managing the critical situations.</p>	<p>such as weather warnings (red or orange), which are now very frequent in autumn and which often lead to the closure of schools and the consequent "loss of lesson hours": for this reason, laptops have been distributed to some students who did not have them and the telephone and internet line of the schools, of the Filigree Museum and of the Town Hall has been improved to respond adequately to these "new" needs. The distribution of laptops purchased by the school, in particular, underlines the collaboration between the Municipal Administration and the Valle Stura Scholastic Institute, with the support also of the Carabinieri Corps.</p> <p>- The new ways of shopping in shops and restaurants (e.g. home delivery or preparation of the shopping by the shopkeeper himself) have strongly limited the movements (especially of elderly people) and the groups of people inside or outside the</p>	<p>community to learn from others and share your own lessons!</p>
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Any further note on the covid-19 pandemic in your village/mountain area		Platform for supporting of using local products will be further developed with cooperation of the Ministry for agriculture of Slovenia. Innovative business case is planned to be developed – which is crucial for long-term successful story.	- Since the first weeks of the epidemic, finding masks and other items has never been a problem: municipal administration, civil protection, together with various donations from local associations, companies and private citizens, have in fact made it possible to find a large quantity of masks, gloves and disinfectant gel: several free distributions to the population have therefore been made.	
Web links (if any)	https://www.fieschertal.ch/aktuelles/informationsdienst-megaphone-393	https://play.google.com/store/apps/details?id=sVoice.jemlokalno&hl=en	https://www.idida.it (portal with video of the Filigree Museum)	https://ripostecreativeteritoriale.xyz/?PagePrincipale