



THE CHALLENGES OF COVID19 WITHIN THE IVORIAN MEDIATION INSTITUTION



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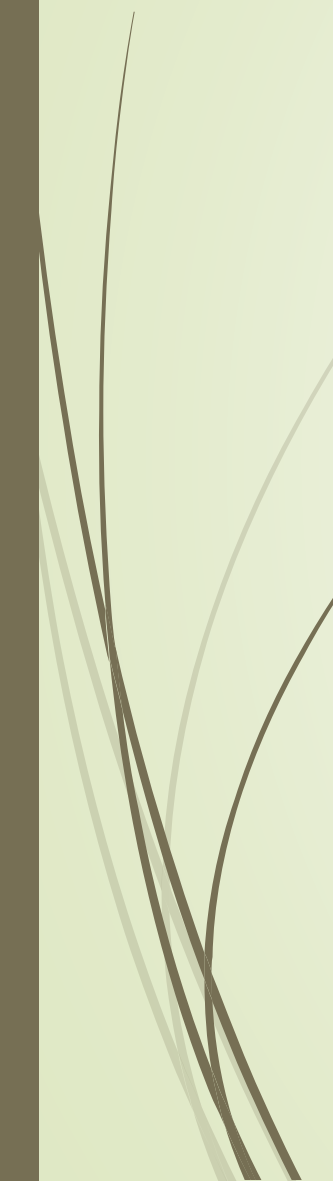
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INTRODUCTION

I- GOVERNMENT ENACTED MEASURES

- 1. Suspension for a period of 15 days, renewable, starting at midnight on March 16, 2020, of the entry into Côte d'Ivoire of non-Ivorian travelers from countries with more than 100 confirmed cases of coronavirus disease (COVID-19). Ivorian nationals and non-Ivorian permanent residents will be subject to mandatory quarantine for 14 days upon entry into Côte d'Ivoire in centers requisitioned by the State;
- 2. Reinforcement of health control at air, sea and land borders;
- 3. Quarantine of suspected cases and contacts of patients in centers requisitioned by the State;
- 4. Closure of all pre-school, primary, secondary and higher education institutions for a period of 30 days starting from midnight on 16 March 2020;
- 5. Respect of a distance of at least one (01) meter between people in supermarkets, scrublands, restaurants, businesses, airport zone, places of worship and public places;
- 6. Respect of personal, behavioral, water and food hygiene measures (hand washing with soap, application of hydro-alcoholic solutions, prohibition of manual greetings, hugs and kisses, strict prohibition of bush meat consumption);
- 7. Closure of nightclubs, cinemas and entertainment venues for a period of 15 days, renewable from March 18, 2020; Translated with à minuit;

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- 8. Prohibition of population gatherings of more than 50 people for a period of 15 days renewable starting on March 18, 2020 at midnight;
 - 9. Suspension of all national and international sporting and cultural events for a period of 15 days renewable starting on March 18, 2020 at midnight;
 - 10. Opening of complementary sites equipped with care in Abidjan, Abengourou, Aboisso, Bondoukou, Bouaké, Bouna, Daloa, Gagnoa, Korhogo, Man, Odienné, San Pédro and Yamoussoukro;
 - 11. Total free diagnosis and management of all suspected and confirmed cases of COVID-19;
 - 12. Reinforcement of the health security of health workers, research personnel, defense and security forces, airport zone and port platform agents in the prevention of COVID-19;
 - 13. Reactivation of departmental epidemic control committees.



II- *PRACTICAL MEASURES MADE BY THE IVORIAN MEDIATION INSTITUTION*

- Public awareness is made through its website and its facebook page;
- the distribution of masks and hydro-alcoholic gels to the staff;
- Systematic temperature control and mandatory hand washing at the entrance of the Institution and the regional delegations;
- the rotation of the Institution's staff in order to reduce the risk of contagion; the physical distance of one meter must be respected by the staff;
- the suspension of listening sessions of more than fifty people at the headquarters and in the regional delegations of the Institution;
- the weekly coordination meeting of the Mediator of the Republic was held by videoconference.

III- THE IMPACT OF COVID-19 ON THE INSTITUTION'S ACTIVITIES

➤ **At the national level**

In Côte d'Ivoire, after the first case of Covid-19 reported on 11 March 2020, the number of infected people has been increasing steadily reaching 25 on 22 March 2020. This rapid evolution of the disease has had a considerable impact on the activities of the entire Ivorian nation including those of the Institution " Le Médiateur de la République " (The Mediator of the Republic).

➤ **At the international level**

All the meetings initially planned were either adjourned or held using new information technologies (telework, video-conferencing, etc.).

Employees of the Ivorian Institution were able to take part in training and seminars organized by AOMA, DCAF and AOMF.

IV- PROCESSING OF CLAIMS IN COVID-19 SITUATIONS

- At the level of complaints, covid-19 has created a slowdown in their processing. Faced with the acceleration of the pandemic in Côte d'Ivoire, many administrations had taken measures to fight against the spread of the disease; however, these measures have, to some extent, slowed down the processing of complaints at the level of the Mediator of the Republic.



CONCLUSION

I THANK YOU

