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ROYAUME DU MAROC

MINISTÈRE DE LA SOLIDARITÉ, DU DÉVELOPPEMENT SOCIAL  
DE L'ÉGALITÉ ET DE LA FAMILLE

المملكة المغربية  
وزارة التضامن والتنمية الاجتماعية  
والمساواة والأسرة

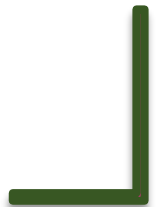


Webinar on « The impact of COVID-19 on Elderly  
People and Persons with Disabilities in the OSC Member  
States »

23.12.2020

The Kingdom of Morocco's actions and efforts to address the  
Covid 19: Measures targeted towards persons with disabilities  
and elderly people

Mohamed AIT AAZIZI



# General strategies



**Obligation to wear a mask**



**Awareness campaigns**



**Quarantine: stay at home and do not leave unless absolutely necessary**



**Creation of the Coronavirus Pandemic Special Fund to cover urgent expenses**



**Ensure the continued functioning of basic public administrations**



**Continuous supply of essential products to markets**



**including distance learning**

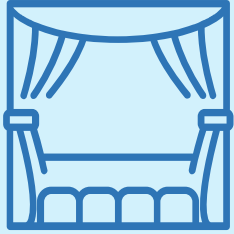


**Making military medicine expertise support for civilian medicine**



**Provide an epidemiological surveillance system through a national center and regional centers for the emergency operation**

## General actions



**Cancellation of sporting, cultural and artistic gatherings and events**



**Suspension of studies in schools and universities**



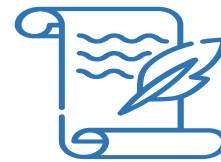
**Creation of a steering committee to monitor the epidemiological situation**



**Closing of weekly markets and non-essential public stores**



**Temporary closure of mosques**



**Publication of a decree-law promulgating provisions relating to the state of health emergency**



**Closure of Moroccan airspace, sea and land**



**Suspension of court hearings and organization of remote sessions**

*Upon discovery of the first case in Morocco on 2 March*

**Preventive measures**

## Continuity of basic public services

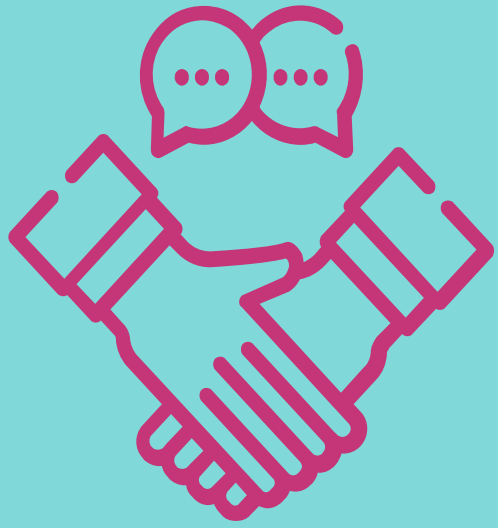
### Precautionary and preventive measures for workers

- Limit the holding of meetings, while making sure to reduce the number of participants and using modern technologies "Video Conference"
- Provide online administrative services to users
- Organization of user reception operations in necessary cases
- Organize, if necessary, the attendance rotation process between public service employees;

### Develop digital services to enable remote an attendance rotation

- The digital order office portal for administrative correspondence allows administrations and users to file their correspondence remotely with the services concerned in exchange for a digital receipt to confirm receipt.
- The electronic counter for administrative correspondence, which allows departments, in their relations with one another, to manage their incoming and outgoing correspondence,
- Activation of the "electronic service signing system" service





# *Social* *measures*



# Distributing the health kit to women and people with disabilities ... in rural and semi-urban areas



# Support persons with disabilities

## Awareness campaigns for prevention

Preparation of Covid-19 website content for people with disabilities : <https://covid19.social.gov.ma>

- Dissemination of a set of awareness campaigns on the emergence of the corona virus in sign language on the COVID-19 website and via the ministry's social media;
- The launch of the "Salama" operation (Health kit), which consists of providing a health bag to people with disabilities, in 3 regions: Rabat-Salé-Kénitra, Tangier-Tétouan and Fès-Meknes.

## Simplification of administrative procedures

- The launch of the **khadamaty** platform to process requests for obtaining a disability certificate. on the 6 jully 2020
- Designate the Centers for Orientation and Assistance for People with Disabilities (COAPD) as structures belonging to the Regional Commissions of Entraide Nationale (EN)



# Support persons with disabilities

## *The development of integrated remote services*

A press release was published by the Ministry concerning the pursuit of the activities of the various centers concerned with the education and training of disabled children, within the framework of "Support for the education of people with disabilities".

This program consists in carrying out the following operations :

- Communicate with parents and children with disabilities, and offer them educational activities that can be carried out at home
- Reeducation and functional rehabilitation specialists continue to provide rehabilitation guidance and instructions for people with reduced mobility, as well as instructions for correcting speech for persons with mental and communication difficulties.
- Provide psychological support to children and provide instructions and guidance to parents to overcome some psychological difficulties related to the period of home quarantine
- Give preventive advice and instructions in accordance with the health protocol approved by the Ministry of Health, through auxiliary and alternative methods, means and forms of communication, in an accessible language and using video technology for deaf people

### *Participants in this program:*

*297 associations specializing in the field of disability,*

*14,352 beneficiaries of the school support service included in the Social Cohesion Support Fund,*

*12,213 families were contacted;*

*3462 executives specializing in the fields of education, professional reintegration, rehabilitation and psychological support.*





# Support persons with disabilities

*Integrated remote services: communication, counseling and guidance units available to families with autism*

The ministry has set up **communication, counseling and guidance units** supervised by national authorities, set up as part of the Rafiq program for autism professionals.

The tasks of the cell are defined as follows:

- Provide advice and guidance to parents and provide them with educational and behavioral measures and procedures that can be implemented for the benefit of their children at home;
- Provide preventive instructions against Coronavirus in accordance with approved international practices for the benefit of people with autism;
- Provide answers to various questions of concern to people with autism.

Since the start of this process, the cells have received a number of phone calls from approximately 283 foster families of people with autism



# Support persons with disabilities

## Distance education seminar program

Establishment of a remote integrated services platform, comprising 22 educational capsules, intended for families and professionals concerned by simplified and accessible methods, provided by professionals with proven skills in the field, divided into 5 axes, namely:

1. Preschool education courses to enable children with intellectual disabilities to acquire basic skills and learning abilities
2. Reading, writing and math lessons for children with intellectual disabilities
3. Medical rehabilitation guidelines for people with cerebral palsy
4. A psychological counseling session for people with disabilities
5. Advice on developing the psychomotor skills and abilities of a disabled child

These episodes are broadcast, in addition to Arabic, in sign language and in Amazigh language.

المملكة المغربية  
وزارة التضامن والتنمية الاجتماعية  
والمساواة والأسرة



بلاغ صحفي  
الوزارة تشرع في بث سلسلة دروس تعليمية  
ووصلات تربوية مهم الأشخاص في وضعية إعاقة في ظل جائحة كوفيد-19

في ظل التنمية الوطنية الإيجابية لمواجهة انتشار وباء كورونا المستجد، وإيلاء ميثاقنا بحق الأشخاص في وضعية إعاقة من الاستفادة كآفي المواطنين والمواطنات من خدمات تربوية وتأهيلية تستجيب لاحتياجاتهم الخاصة في هذه الظروف الدقيقة، شرعت وزارة التضامن والتنمية الاجتماعية والمساواة والأسرة في بث سلسلة دروس تعليمية ووصلات تربوية مهم الأشخاص في وضعية إعاقة على المنصة الإلكترونية <https://covid19.social.gov.ma/handicap> التي وضعتها الوزارة خصيصا لهذه الفئة من المواطنين والمواطنات والأسرهم وتختلف الفئات. وتروم هذه المبادرة المساهمة في دعم مجهود التوعية من كيبسولات وفيديوهات، بلغة ميسرة ومرتجة للغة الإشارة والله وأبده، من خلال إيحاء متابعة مجموعة من الموارد التربوية من كيبسولات وفيديوهات، بلغة ميسرة ومرتجة للغة الإشارة موهمة خصيصا لهذه الفئة المهمة من مجتمعا، بنشاط فترائيا خيرا معارية، مشهود لهم بالكفاءة والخبرة الميدانية.

وتتضمن هذه الدروس سلسلة حلقات للدم التربوي والنسفي والتأهيل الوطني، مهم بالأساس إرشادات للترويض الطبي موجهة للأشخاص ذوي الشلل الدماغي، وخصص تربوية لتكوين الأطفال في وضعية إعاقة ذهنية من اكتساب المهارات والقدرات الأساسية للتعليم، إلى جانب حصص تعليمية للقراءة والكتابة والحساب.

كما تتضمن الدروس سلسلة كيبسولات تأهيلية للأسر في كيفية المعالجة السلوكية للأشخاص ذوي التوحد، وأخرى تقدم الإرشاد النفسي، وأخرى تعالج الجوانب النفسية المحركة للشخص في وضعية إعاقة.

وتجدر الإشارة إلى أن هذه الدروس هي ثمرة شراكة وتعاون بين وزارة التضامن والتنمية الاجتماعية والمساواة والأسرة وبرنامج الأمم المتحدة الإنمائي.

الرباط 26 ماي 2020



## support for the elderly

- **Distribution of “Salama kits” to social protection centers for the elderly :**

At the beginning of April, the Ministry of Solidarity, Social Development, Equality and the Family, in partnership with the United Nations Population Fund, launched the second phase of “Operation SALAMA”, at benefit of the elderly in social protection establishments, as they constitute the most vulnerable age group due to the emergence of the “Corona” virus (Covid-19).

The number of beneficiaries of this initiative reached **1,537 elderly people**, spread over the following regions: Rabat-Sale-Kénitra, Casablanca-Settat, Fès-Meknes and Tanger-Tétouan-Al Hoceima.

- **For awareness of the prevention of Covid 19:**

- Creation of a special website for the elderly;
- Preparation of an awareness capsule to enhance and intensify physical activity adapted to the elderly and people with reduced mobility, published on the website of the ministry as part of the quarantine



## support for the elderly

- *Housing of homeless elderly people in social establishments and designated spaces*
- *Remote advice, guidance and support service*

As part of the support of the elderly and their host families, as well as to guide citizens towards the declaration of cases of elderly men and women in a situation of homelessness or in a difficult situation during the period of quarantine, a reference on the website for the elderly and on the website of the Ministry was made available to citizens:

- *A list containing the data and names of the senior managers and heads of the department for the elderly in the Ministry;*
- *A list of the names and telephones of the regional coordinators for Entraide Nationale;*
- *The guide to social protection institutions for the elderly has been drawn up by the competent authorities in this regard.*

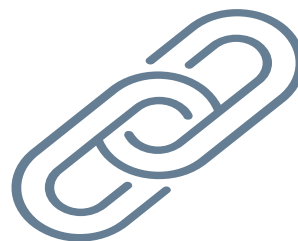


# Women in difficult situation

## Procedures for reporting violence against women



Reporting via the telephone numbers and electronic accounts of the Public Ministry in the various jurisdictions of the Kingdom, whose addresses are mentioned on the official website of the Presidency of the Public Ministry



Reporting via the electronic complaint platform of the public prosecutor via his account:  
[plaintes@pmp.ma](mailto:plaintes@pmp.ma)



Reporting via the telephone platform "We are all with you" to the National Union of Moroccan Women at the free number 8350



The Ministry has launched a digital awareness campaign, in partnership with the United Nations Population Fund, to convey messages that help overcome psychological stresses during the quarantine period and raise awareness of the need to invest in the current context, to promote the values of coexistence, shared responsibility between spouses and positive parenting.



# Women in difficult situation

## Domestic violence data in the shadow of the pandemic

The courts of the Kingdom recorded during the period from March 20 to April 20, 2020, a total of **892 complaints** related to various types of violence against women (physical, sexual, economic and psychological ... ), while the public Ministry's office was only engaged in 148 cases of this type, pending the end of Research into the remaining complaints.

According to the Presidency of the Public Ministry's Office of 30 April 2020, the number of prosecutions for violence against women decreased during the above-mentioned period ten times compared to the monthly average for this type of case (148 follow-ups instead of 1500 follow-ups per month under normal circumstances).



*Thank you  
for your attention*