

Lessons from Scandinavia during the first wave of Covid-19

Using new technologies to
mobilise volunteers and
reduce workloads for
healthcare staff



This handbook shows how local government and health organisations in Norway and Sweden are using Nyby to:

- Support health & social care staff through better resource collaboration
- Identify local volunteers with experience in healthcare and turn them into a useful resource group
- Mobilise residents and volunteers at scale
- Facilitate better communication between patients and their families
- Start quickly with resource collaboration

There are seven key learnings from this work:

1. Resource collaboration
2. Workload relief for health & social care staff
3. Finding qualified support
4. Mobilising volunteers
5. Supporting care and nursing homes
6. Responding to emergencies
7. Creating sustainable change

1 Resource collaboration

Why is resource collaboration so important during the pandemic?

Like elsewhere in the world, the first outbreak of Covid-19 created major resource challenges for local governments, especially in health and social care, across Scandinavia. The state of emergency affected most citizens but was especially tough for healthcare work staff, and those in self-isolation and quarantine. At the same time, many citizens wanted to help in any way they could and record numbers signed up to be volunteers.

Many local authorities and health organisations adopted new and innovative solutions at unprecedented speed and connected urgent needs directly with the available resources. Nyby is one of these solutions.

Now being used by over 50 local governments, the platform enables safe and secure collaboration between local staff and organisations so they can focus better on the needs of patients and citizens.

With new methods of resource collaboration, local authorities have worked quickly to relieve burdens from frontline healthcare workers, secure more staff, get more resources for infection control measures, helped citizens in quarantine and started to prepare for any new emergencies. This has also helped increase feeling of inclusion, reduce loneliness, and create new skills and paths into employment.

How Nyby works



Easy to ask for help

For healthcare professionals, or residents in quarantine.



Easy to contribute

For approved health professionals, residents, volunteers or others.



Safe and secure

Custom work routines and approval requirements for their organisation.



1

Ordføreren ønsker gode hjelpere inn på denne appen: - Et godt verktøy i krisen

2



Line hjelper brukere i gang med hjelpetjenesten Nyby

3



Skal gjøre det enklere og tryggere for kreftpasienter: Linda er klar for å farte rundt



4

The news articles above:

- 1 Melhus local authority mobilises corona support via mobile app
- 2 The Mayor wants volunteers to use this app: a good tool for the crisis
- 3 Frontline workers get support through Nyby
- 4 Making it easier and safer for cancer patients: Linda is back on her feet

Be inspired by dozens news articles, including NRK Lindmo interview, [here](#).

2 Workload relief for health & social care staff

How local government and health organisations provide new support for staff through resource collaboration

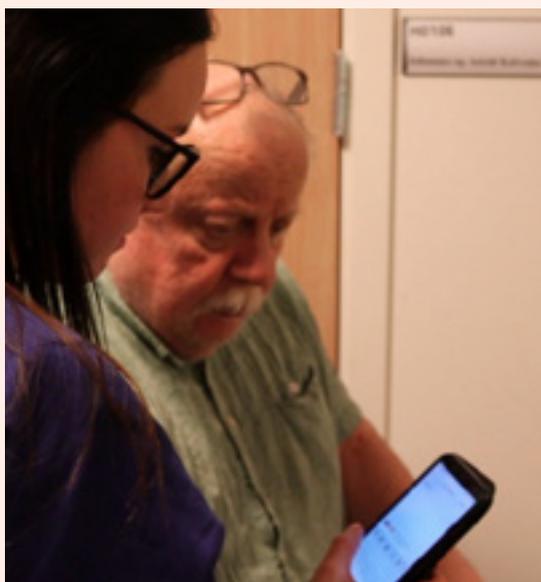
Even before the Covid-19 pandemic, home nurses stated that **9 out of 10 spend time on things every week that could easily be done by volunteers instead**. 6 out of 10 experience this daily.

The journal "Sykepleien" (Nursing), 06.02.2019

During the Covid-19 pandemic, health & social care workers have had extraordinary further demands placed on top of their already busy workloads.

To provide support and relief, local authorities across Norway gave health workers the opportunity to connect directly with qualified volunteers - many retired or currently unemployed - who can support. They help with tasks such as collecting medicine and essentials for patients, practical help around the home for patients, speaking to people feeling isolated over the phone, and assisting with transport.

Case study: St. Hanshaugen local authority



St. Hanshaugen uses Nyby to mobilise available resources to relieve health employees through e.g. running errands, providing practical help, accompanying patients to the doctor, etc.

«The Nyby app is clear and simple to use. As we have it on our service phones, we are also very happy to post the current needs on behalf of those who really need it».

Nurse in the district of St. Hanshaugen,
Sara Boge Stol

3 Finding qualified support

How local government and health organisations establish resource bases of qualified volunteers

The Covid-19 outbreak has seen pressure increase on health and social care workers. At the same time, many people with relevant qualifications and experience that could support health professionals have been made unemployed or placed on furlough and want to lend their help.

Case study: Melhus local authority

Melhus saw the need to map available volunteers with health and social care experience in the local area in the event of a staffing crisis during the early stages of the Covid-19 outbreak. Using Nyby, they created a campaign to recruit qualified volunteers quickly and easily. Connected within the Nyby system, the recruited volunteers formed a new resource group that local authority and local health organisation staff could communicate with directly and tap into for support.

«In March, we were very scared that many of our employees would need to isolate or be put in quarantine. Therefore, we created a base for former health personnel, many now working in different fields, in Nyby. So we registered quite a few very quickly and created a good system in the app».

Unit manager at Idrettsveien housing association in Melhus municipality, Marit Leer Øyaas



4 Mobilising volunteers at scale

How local government is mobilising citizens and volunteers at scale

During the Covid-19 pandemic, we have seen a great desire and willingness from citizens to provide help and support in any way they can. More than 50 local authorities across Norway and Sweden used Nyby through the pandemic to establish groups for local citizens who want to contribute and connect them easily with other groups of citizens who need additional help.

The Nyby system allows those who need assistance to quickly and easily get in touch with citizens and volunteers able to offer support without additional intermediaries or coordination from a third party.

Both ordinary citizens and qualified volunteers have, among other things, been able to run simple errands and complete tasks for neighbours who are

in quarantine or shielding.

An important difference between neighbourhood help groups that operate via Facebook or Whatsapp and Nyby, is that Nyby is designed with public and voluntary sector safeguarding and privacy needs in mind. Therefore, requests that should only be made or responded to by qualified staff or volunteers are only made or seen by them, and not by unqualified citizens. This enabled local government and health organisations to be confident that the additional support they get through Nyby is via a safe and secure framework.

Nyby is also adapted to health and care professionals' routines, and can be used directly from their phones so that health professionals can post needs on behalf of the most vulnerable.

Lager nettsted for dem som trenger korona-hjelp



"Creates website for those who need corona help"



"Standing up for each other"

Østre Toten med egen korona-app: - Vi opplever kjempepågang av frivillige



Eastern Toten with its own corona app: - We experience a huge influx of volunteers

Local residents and businesses are part of the emergency preparedness in Hemsedal

When the Covid-19 outbreak started, Hemsedal local authority recruited almost 20 percent of its inhabitants into the Nyby app.

Not only did this enable residents in quarantine to get more help quickly and simply; local government and health organisations were also able to provide more and better information to citizens taking part. This meant that both those who needed more help and those able to provide it became better informed about infection control and how to play their own part in keeping new infection rates down.

«Hemsedal created a channel where volunteers can deliver food and medicine to people at-risk groups and in quarantine. Very important contribution in our preparedness».

Health and care manager in Hemsedal municipality, Inger Lill Solberg



“No assignments too small, none too large”

Nyby as a key to national expansion of the Norwegian Cancer Society everyday help programmes

«Without a tool like Nyby, we would not have been able to do this».

Special adviser in the Norwegian Cancer Society, Hanne Hovde Bye

Those supported by the Cancer Society have been additionally vulnerable during the pandemic, and are suffering as well from the necessity to be isolated from friends and family.

Through the society’s Everyday Help and Driving Service initiatives, volunteers support with simple but vital tasks that means those living with cancer can cope better with everyday life at home.

All assignments are carried out in accordance with infection control advice.

[Read the entire case study from the The Cancer Society here →](#)



5 Supporting care and nursing homes

How care and nursing homes are enabling better communication between residents and families

During the pandemic, nursing and care homes have had to shut down or restrict visits and socialising. Although necessary to protect lives, these measures have led to never before seen levels of isolation and loneliness. Not being able to visit loved ones

also creates additional stress and anxiety for friends and family members. To address these challenges, many nursing and care homes have started to use Nyby to connect residents with their friends and family.

Case study: The Church's City Mission

The Church's City Mission has used Nyby for communication with relatives of their nursing home residents for a few years, but were able to adapt to new ways of utilising the tool when homes had to shut down for visits.

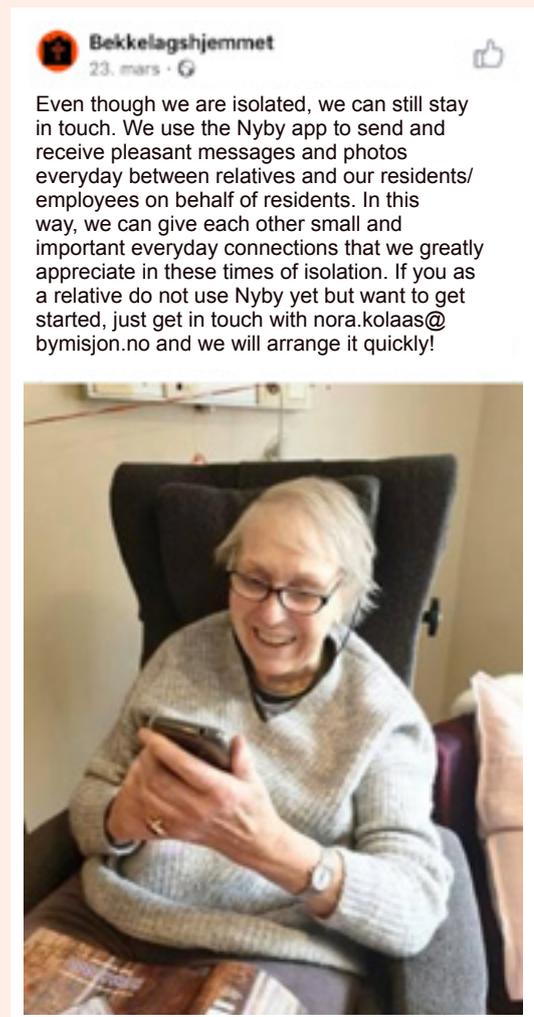
In Nyby, they created secure chat channels directly between employees and residents, and their friends and family members. Here they can send daily updates, supportive messages and images, which help to create a much needed sense of closeness and security in a changed and often isolated new everyday life.

«It's priceless to be able to see mother in pictures when we have not seen each other now in 11 weeks».

Relatives

«Sharing photos both ways and morning and evening greetings give the feeling of connection with our mother».

Relatives



6 Responding to emergency

How to get started with resource collaboration during a state of emergency

Normally, Nyby is introduced through a structured implementation plan that we call The 100-day plan. However, during the pandemic we developed a rapid implementation programme. This enabled local authorities such as Østre Toten to be up and running with Nyby within 12 hours.

«Before the coronavirus outbreak, there were several things we had put a five-year perspective on, which were done in two months. We have more opportunities than we often believe. But implementing technology requires good anchoring and follow-up. We have to readjust and think differently, because human resources will be in increasingly short supply in the future».

Mayor of Østre Toten, Bror Helgestad

Case study: Østre Toten municipality

During the initial outbreak of Covid-19 in Norway, supporting a large number of citizens with quick and safe assistance via Nyby became part of Østre Toten's emergency response plan.

The local authority implemented Nyby within a few days. The result was an

unemployment centre able to organise itself in new ways, a large increase in volunteers and more help for the most vulnerable.

[Read more about how Østre Toten implemented Nyby here →](#)

Case study: The City of Helsingborg



The Covid-19 pandemic also created chaotic conditions across Sweden. The City of Helsingborg was proactive in seeking innovative solutions for its citizens. In just four days they created a digital meeting place and quickly helped their most vulnerable residents using Nyby.

[Read more about how the City of Helsingborg is using Nyby here →](#)

«It's time to redefine the public sector job from being exclusively a performer of services to also a facilitator who enables citizens who can create value for one another. Nyby is a brilliant example of how the new sharing economy can be used also for public services».

Development Manager, Social Administration,
City of Helsingborg, Kalle Pettersson

7 Creating Sustainable Change

How to create lasting and sustainable change in the aftermath of the pandemic

Through resource collaboration, you can free up time for health and care professionals, at the same time as you get more people involved in supporting important welfare tasks. All this contributes to increased inclusion, reduced loneliness and and faster paths into employment.

Case study: Melhus local authority



Prior to the outbreak of Covid-19, the town of Melhus in Norway wanted to explore new ways to organise the welfare and wellbeing of residents. They especially wanted to find new solutions for how residents with problems related to substance abuse and poor mental health could more easily gain access to training and volunteering programmes. By using Nyby to achieve this, Melhus increased inclusion with this group vulnerable to isolation, gave them access to tasks where they were contributing to the common good, and got more support for other vulnerable groups who received their help.

[Read more about Melhus's innovative use of Nyby here →](#)

«We started out relatively small with Nyby but we have now expanded to include many services and businesses. The app has so many possibilities».

Chef för välfärdsteknologi i Melhus kommun,
Heidi Pallin

«It's about thinking about society in a different way. Not as "us and them", but as "we"».

Mayor of Melhus municipality,
Jorid Jagtøyen

**Want to find out more
about using Nyby for your
organisation?**

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