

# General Distribution SoPs for Covid-19 Mitigation and Preparedness

Distribution should incorporate Covid-19 prevention and mitigation measures in-line with guidance provided by the World Health Organization (WHO). This is particularly critical in camp and camp-like settings as they are often congested and overcrowded.

The general distribution SoP below aims to layout recommended precautionary measures to be taken during distributions. The SoP lays out several distribution modalities--none is recommended over the others at this point. The key is that minimum mitigation and prevention measures are ensured.

The document includes the following sections: **(1)** distribution processes, **(2)** risk mitigation measures, **(3)** key messages on distributions, and **(4)** frequently asked questions.

This document was developed by the Sites and Settlements Working Group and the FSL Working Group with technical inputs by the Health Working Group, the WASH Working Group, and the SNFI Working Group.

## Key Risk Mitigation Measures

Risk	Mitigation measures
Overcrowding	<ul style="list-style-type: none"> <li>Bundle distributions as much as possible to minimize number of distributions. For example, food baskets with hygiene kits.</li> <li>Limit the number of beneficiaries to &lt;25 at the distribution site at a time.</li> <li>If this is a routine distribution, work with partner to distribute two rounds at a time.</li> <li>Verification methods should be simplified to shorten time and minimize surface touching. Donors should be consulted on adjusting, for example, fingerprinting and sheet signing requirements. Touching surfaces should be limited.</li> <li>Enforce social distancing between all those present at distribution site or at the blocks. The recommended social distance is 1+ meters. This includes a 1+ meter perimeter around the distribution tables/desks.</li> <li>Mark the 1+ meter spacing at the distribution points with tape, chalk, etc.</li> <li>Schedule timeslots with beneficiaries or block leaders/distribution facilitators for item pick-up. All must come according to the designated timeslot or risk delays.</li> </ul>
Vulnerable populations	<ul style="list-style-type: none"> <li>Those particularly vulnerable to Covid-19 are those who are elderly (50+), have chronic illnesses (e.g. high blood pressure, heart problems or diabetes) and pregnant women.</li> <li>Individuals within these groups should not participate in the distributions, including the block leaders who are involved in the block-by-block distributions. Identify alternates (for block leader participation) or another family member to collect and then deliver the items. Camp management has data to facilitate and plan.</li> </ul>
Infection transmission	<ul style="list-style-type: none"> <li>Health partners, distribution partners, and camp management should coordinate on providing IPC training and distribution best practices for block leaders, distribution teams, community mobilizers and distribution facilitators. Basic hand washing instructions from WHO are <a href="#">here</a>.</li> <li>Those with flu-like symptoms (coughing, sneezing, fever, etc) should not participate in the distribution either at the distribution site or block level. The individual should be referred to the nearest primary healthcare center. The PHC should be informed prior to the individual's arrival. This includes distribution teams, NGO staff, block leaders, facilitators and community members.</li> <li>Temperature screenings are not currently a requirement at the distributions. But if partners have the capacity to screen temperatures, they should as an added detection layer. Requirements may be adjusted by WHO and the Health Working Group.</li> </ul>

	<ul style="list-style-type: none"> <li>• If temperature screenings are implemented, the thermometer should be a medical no-touch temperature gun, and health partners should provide trainings on the process and referrals. The screening should be conducted behind a privacy screen to reduce rumors and social stigma should someone need to be discretely referred to a healthcare facility.</li> <li>• Minimize paper exchange and surface touching as much as possible. Partners are encouraged to brainstorm what is possible at site-level. This applies even when all teams are wearing gloves. Gloves often create a false sense of security. This particularly applies to the exchange and touching of IDs. One proposed idea has been to put IDs in a plastic box when the block leaders collect their section's IDs. This way distribution staff can verify IDs without touching them. Box and IDs (pending on material) should be disinfected afterwards.</li> <li>• Verification and monitoring should be adjusted to limit finger printing, fingerprint scanning, the exchange of IDs, etc.</li> <li>• If possible, follow-ups should be done via phone. But if in-person follow-ups are critical (especially for sectors like protection, nutrition, and education), emphasize not entering the tents, maintaining social distancing, and washing hands. Each sectors should have guidance specific to their activities and follow-ups.</li> <li>• Items should be delivered to the tent of anyone who is ill. Distribution facilitators should not enter the tent, and keep 1-meter social distance.</li> <li>• For masks and gloves, please refer to the official <a href="#">WHO guidance</a> on when to use a mask and gloves. Mask and gloves improperly worn will be ineffective and even harmful. And, if used, they need to be disposed of properly. Video instructions on the proper mask usage and disposal can be <a href="#">found here</a>.</li> </ul>
Protection	<ul style="list-style-type: none"> <li>• Privacy screening should be prioritized for mitigation of stigma and rumours.</li> <li>• Use distributions as a message amplification point for key messages mitigating rumours and potential social stigma.</li> <li>• Prioritize PSEA and SEA messaging as freedom of movement has been limited and select individuals have given increased responsibilities to facilitate life-saving services (like food delivery).</li> <li>• Use the item drop-off to the tent as a specific opportunity to check in on the elderly and vulnerable groups and to emphasize key messages about Covid-19. Do not enter the tent, and keep social distance from the door.</li> </ul>
Hygiene	<ul style="list-style-type: none"> <li>• Hand sanitization is mandatory at the distribution sites and at the distribution points at the block level. All must wash their hands before entering the site and between groups.</li> <li>• The handwash solution should be 0.05% bleach solution, or, when a handwashing station is not feasible, an alcohol-based gel should be provided. This should be at least as 60% ethanol or 70% isopropanol.</li> <li>• Common areas and distribution spaces must be sanitized between each group of beneficiaries, focusing on surface areas such as computers, desk tables, phones, etc.</li> <li>• Cleaning solutions should contain 0.5-1% chlorine solution or the equivalent commercial bleach product.</li> <li>• Some distributions may require a mobile handwashing station. This can be made from a sink-structure connected via pipe to a 20-liter jerry can, strongly sealed and emptied regularly.</li> <li>• Paper napkins should be prioritized; towels and clothes should be avoided.</li> </ul>
Clear focal points	<ul style="list-style-type: none"> <li>• Camp management and site-level partners should clarify referrals, designate site health focal points, and review SoPs together for contextual modifications. This is underway via site-level coordination meetings and health meetings.</li> <li>• Camp management should provide distribution partners, block leaders, and facilitators a list of health and referral focal points. These should be in-line with those disseminated by WHO and HWG.</li> </ul>

# Distribution Processes

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## *Block-Level Distribution*

This distribution includes partner distribution teams, block leaders, and distribution facilitators. Block leaders and distribution facilitators pick up the items from the distribution site, and transport the items to the blocks. Camp management assists with transportation and distribution facilitation. The facilitators conduct the distribution at the block level either through an organized block distribution or tent-by-tent (placing item outside tent door and keeping 1-meter social distance). The block leaders assist and carry IDs.

Distribution partners, camp management, and health assist to provide the appropriate training.

- Plan for distribution:
  - Train block leaders and distribution facilitators on handwashing, key messages and IPC via Health partners, WASH partners, and CCCM. The distribution facilitators should specifically be supported on distribution best practices.
  - Explain the distribution process and distribution key messages to the block leaders and distribution facilitators. They should pass these messages to their blocks. (Distribution key messages in following section)
  - Emphasize that only the designated block leader(s) should come to the distribution site. If the block leader is from a vulnerable group or feels ill, identify an alternate.
  - Take this time with block leaders as an opportunity to collect complaints and feedback as CFM/community meetings have been modified.
  - Consult with partners and block leaders if a tent-by-tent delivery is best for your site. Or if having household heads come to a distribution space at the block level is more appropriate.
  - Camp management and the partner should schedule timeslots for each group of block leaders and facilitators to come to the distribution site.
- Prepare the distribution sites:
  - Prepare hand cleansing for the blocks and distribution site either through a handwashing station/mobile bucket or alcohol-based hand sanitizing gel.
  - Ensure the arrangement of the distribution site allows for social distancing (1+ meters) throughout the site, including in queue and with desk.
  - Mark these distances with tape, paint, chalk or other objects.
  - Provide a means to reduce the exchange and touching of IDs and papers particularly if the block leaders are carrying block IDs to the distribution site. (See Key Risk Mitigation Measures)
  - Set up IEC materials at distribution site.
- During the distribution: :
  - Provide block leaders and facilitators with hand sanitizers, plastic bag/box (if appropriate), masks (optional), and gloves (optional). Masks and gloves are dependent on the context, and can do harm if not used properly. (See Key Risk Mitigation Measures)
  - Ensure block leaders and facilitators come during their allocated timeslot, and that they do not crowd. They should collect the items for the beneficiaries on the distribution list shared by partners the previous day.
  - The block leader and facilitators should wash their hands with soap and water or an alcohol-based gel immediately upon reaching the distribution site.
  - (Optional) They will then go to the temperature screening point. This should be done based on the capacity of CM and health partners. (See Key Risk Mitigation Measures)
  - They will go the verification point for the partner verification and distribution. Verification should be simplified. (See Key Risk Mitigation Measures)
  - The block leader will then move to the collection point to collect the items.
  - The distribution facilitators will then escort the block leader back to the block, helping with transportation of kits.
  - The distribution facilitators will then distribute the items with the help of the block leaders. Facilitators and block leaders should ensure measures described under Key Risk Mitigation Measures be applied here. This will be done at block level or tent-by-tent:
    - If tent-by-tent, facilitators should leave the items in front of the tent, and not enter the tent, keeping 1-meter social distance.
    - If at the block level, all should follow Key Risk Mitigation Measures, always prioritizing hand sanitization and social distancing.
- After the distribution:
  - Between each group, disinfect all surfaces at the distribution site between, focusing on surface areas like desk tops,

phones, railings, etc.

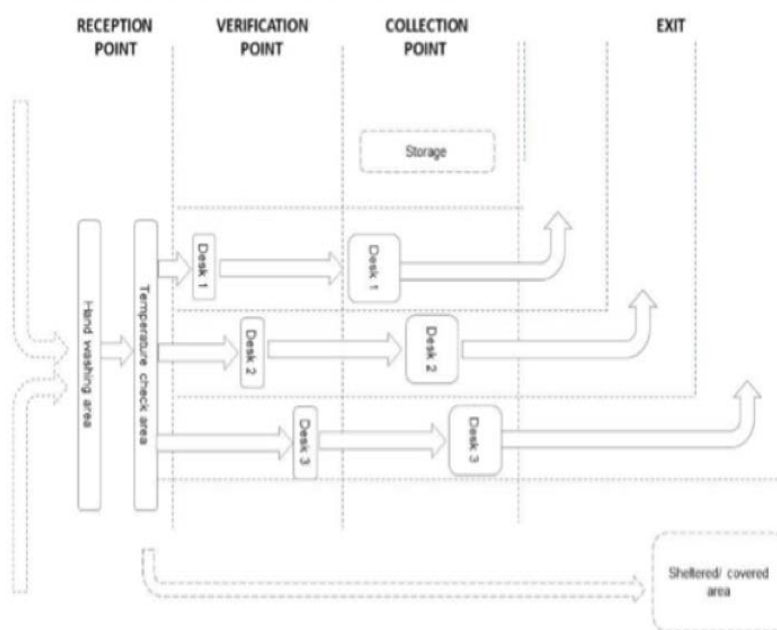
- Disinfect the plastic box (if used) and the IDs (if possible due to their material).
- Dispose of all garbage, paying special attention to the disposal of masks and gloves as instructed by WHO.

#### Camp/site distribution site

- Current partner SoPs with the mitigation measures incorporated from the Key Mitigation Measures.
- Bundle distributions together as much as possible. Coordinate with camp management to distribute items the same day as another partner(s). It is also highly recommended to distribute two rounds.
- Recommended distribution site plans can be seen below, and was designed by the Global FSL Cluster.

#### Distribution site plan from the Global FSL Cluster to mitigate risks for Covid-19

Annex 1: Sample site plan for Food distribution sites in the COVID-19 environment



#### Daily bread distributions

The current bread distribution process is to be maintained with key mitigation measures incorporated. Block leaders will be the main facilitators for the distributions with an increased focus on IPC training and distribution training for the block leaders. The additional prevention measures should be applied for the bread distributions:

- Partner posts WHO IEC materials and Covid-19 posters at all bakeries
- Provide training and awareness sessions for bakery teams and transportation teams.
- Covid-1 hygiene kits will be provided by FSL partner to bakeries and distribution teams so they can practice regular hand washing, and to ensure that all staff have the appropriate mitigation materials recommended by WHO.
- Ensure bakeries teams and labours have daily sanitization material. Ensure bakeries staff overall uniforms washed and cleaned regularly and regular hand cleansing at the bakeries, transportation and delivery either through a handwashing station/bucket or alcohol-based hand sanitizing gel.
- Partner and teams will ensure to stock vans with bread needed for each block, and to ensure the vans are cleaned, staff who load and unload vans must wash hands before and after.
- The block leaders will then distribute the bread with the help of distribution facilitators. Facilitators and block leaders should ensure handwashing throughout the process according to proper handwashing techniques described in WHO IEC materials and their mandatory training given by WASH partners or/and camp management.

- The block leaders can either distribute tent-by-tent or at the block. Facilitators and block leaders must maintain social distancing (1+ meters) from all during the distribution and ensure others do the same. If this is distributed tent-by-tent, block leaders and facilitators must place the items on the ground in front of the tent to minimize contact keep the minimum 1-meter social distance and not enter the tent.

## Key Messages

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All partners should explore alternative methods of messaging to reduce face-to-face contact. This may include, for example, WhatsApp and megaphones. Partners should brainstorm at the site-level considering the site's context and resources.

WHO has stated that household flyers and brochures should be limited as these are considered surfaces that may pass Covid-19.

IEC materials should be posted at distribution sites. Materials used should also include the [materials focused on "myth busting" developed by WHO](#). This is key at distributions as this is where people undergo temperature screenings.

*All beneficiaries:*

- Only one person should collect the item(s). Children or an accompanying family member/friend should not come to the distribution.
- Do not send family members that have fever, cough, and/or difficulty breathing to the distributions. They should be advised to go to the primary health care.
- Distribution staff have been asked to notice coughs, sneezing, and difficulty breathing. Staff may discreetly ask people who are coughing, sneezing, or having difficulty breathing to seek a doctor's opinion and not remain at the distribution point. Distribution staff will follow-up to ensure this household still receives the distributed item; block leaders or distribution staff will facilitate the delivery by bringing to the tent.
- If you are asked to go to the doctors, this does not immediately mean you have Covid-19, and you shouldn't assume someone has Covid-19 if they go to the doctor's office. Many times, the symptoms match the flu and a common cold. We are just being cautious as Covid-19 is new and can be extremely harmful.
- Wash hands (or use the provided alcohol-based hand rub) at regular intervals during the distribution.
- Keep at least 1-meter distance around you, especially during distributions and camp activities.
- Arrive at the site-level or block-level distribution point precisely when requested by block leaders or distribution facilitators.

*Block leaders and distribution facilitators:*

- Go to the distribution site during your allocated timeslot. Ensuring everyone goes according to schedule is crucial to ensuring crowds are reduced, and health standards are maintained. WHO have emphasized that frequent handwashing (or usage of alcohol-based gel) and social distancing are the best ways to prevent Covid-19.
- Camp management and distribution staff will schedule times for each block/block leader to come to the distribution side.
- If you feel ill, do not take part in the distribution or come to the distribution site. If you have symptoms—coughing, fever, sneezing or other flu-like symptoms—you should not come to the distribution site and go directly to the doctor. Try to contact the doctor before you arrive so they can put any needed precautions in place like making sure other sick people are not in the caravan.

## Frequently Asked Questions

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*Who is in charge of temperature checking should this be initiated:*

Camp management mapped health partner capacities across planned camps and informal camps. In the cases in which WHO or a health partner confirmed their capacity, then this should stay with the health partner recognizing that they may hire additional teams for this.

In cases that the health partner does not have the capacity, camp management may procure the thermometers pending budget capacity and work with their facilitators or partners to provide support. Health partners must provide training for temperature taking teams, and conduct periodic check-ins and refreshers for these teams. This is a technical health activity and needs to be closely

monitored by health actors.

*Do you have further guidelines on how to sanitize common spaces, including distribution sites?*

The WWG has disseminated specific guidance on this. Please contact any sector for this.

*Who is in charge of the handwashing and sanitation at the distribution sites?*

Camp management mapped WASH actor capacities across planned camps and informal camps. In the cases in which the WASH actors confirmed their capacity, then this should stay with the WASH partner. Otherwise, camp management provides.

*What mitigation measures should be considered for CFM?*

Guidance is forthcoming from the Covid-19 Taskforce. CFM for distributions should be a part of a larger discussion on site-level capacity keeping in mind that face-to-face contact should be limited.

For further information, please reference [WHO's guidelines](#).