

KIT DISTRIBUTION PROTOCOL DURING THE COVID-19 OUTBREAK (FOR DISTRIBUTION AT-HOME AND ON-SITE)

INTERNAL DOCUMENT / Coronavirus - Procedure n° ... – DROI-DeXT-U

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Due to the evolving nature of the situation related to the ongoing COVID-19 pandemic, and the necessity to adjust the responses, including technical, these documents are likely to be modified or completed.

A. INTRODUCTION

This **technical sheet** aims to detail the precautions to be taken when distributing kits in the context of the COVID-19 pandemic to limit the risks of spreading the virus to our beneficiaries and to protect volunteers and staff. These distributions can take the form of kit distributions at **people's homes** or via **direct group distributions in dedicated areas**.

This distribution protocol includes food products for emergency aid, non-food items (NFIs), water or hygiene kits, as well as agricultural inputs (seeds, tools, etc.).

B. PREPARATION PHASE OF THE DISTRIBUTION

STAFF AND VOLUNTEERS TRAINING

All volunteers and employees involved in the planning or implementation of a distribution must be trained on the following subjects:

- General knowledge on the Covid-19
- Recommendations and implementation of barrier actions
- Training of trainers to lead awareness sessions on the risks associated with Covid-19 during distributions
- Procedures to apply for distribution during Covid-19 outbreak (according to local regulations.)

DETERMINING THE MODALITIES OF THE DISTRIBUTION

- Consider **larger distributions in quantity or transfer amount¹**, making it possible to cover needs over a longer period of time, before the community transmission stage is reached or declared (**WHO stage 3**) in order to minimize the need for distribution at the height of the crisis. Give a ration of several weeks up to 3 months depending on local availability and the method of distribution (the kit distributed must remain "transportable"). Generally, for food kits, a 1-month ration is fairly standard, up to 1.5 to 2 months. A 3-month ration will be recommended in the event of a strong sign of the epidemic spreading in the intervention area, since the risks of resale or loss increase because of the often-poor storage conditions.
- **Adjust the distribution methods** (transfers in kind, cash or vouchers) to limit gatherings and contacts between the team and beneficiaries.

In the case of in kind distributions:

- Determine the distribution method to adopt: home delivery for the most vulnerable and isolated, or direct distribution to an arranged and secure site.
- Establish a clear distribution protocol limiting the number of beneficiaries and the physical interactions between the team and beneficiaries;
- Clarify and clearly determine the tasks of the staff on the distribution site: reception of beneficiaries, awareness, distribution, receipt of complaints, etc.

PROCEDURES FOR BENEFICIARIES REGISTRATION AND IDENTIFICATION:

- Unless absolutely essential / necessary for operational continuity, **avoid the collection of biometric data** or, depending on the circumstances, avoid complete recording / collecting data in the context of active contamination. These measures should be communicated to the affected populations in advance, while ensuring that data protection principles continue to be observed.
- Educate staff on protective measures against the virus: keep a physical distance of at least 1.5 meters, do not have contact, hand wash regularly with soap and hydro-alcoholic gel

PROTECTIVE EQUIPMENTS FOR STAFF AND VOLUNTEERS:

Equipment

People handling the kits throughout the distribution process must be equipped with:

- **Hand washing device**, hydro alcoholic gel, or hand sanitizer (also for beneficiaries at the entrance of distribution sites)
- Surgical or alternative **masks**

Wearing the equipment

Everyone involved in the distribution of kits should be trained on how to properly put on their masks, as well as on hand washing for kit preparation and before distribution.

Wearing the mask:

- Wash your hands before putting on the mask
- Pinch the **metal rod** on the nose
- Make sure the mask goes **under the chin**
- Do not touch the face when the mask is in place
- If the mask is partially removed, discard it.

¹ Make sure to inform and agree with the donor in case of modalities changes.

Removal of protective equipment

- PPE will be thrown in lined **plastic bags** (one bag enclosed in another bag) with normal municipal waste

VEHICLES EQUIPMENT:

Before leaving, vehicles must be equipped with:

- A handwashing station + soap + 20 liters of water

Working conditions for staff and volunteers: Staff and volunteers will be asked **daily** if they have the following symptoms:

- Fever
- Sore throat
- Cough
- Diarrhea

In case of symptoms, they will be asked to wait **14 days** after the symptoms have ended before resuming activities.

PREPARATION OF KITS AHEAD

Receipt of goods for distribution in kind

Goods must be received with a minimum of personnel present in order to be prepared in kits for distribution. Individual kits will need to be prepared in advance. No grouping method will be authorized on the distribution site directly.

Packaging for distribution in kind

- The goods will be packed by volunteers wearing their personal protective equipment, in a space allowing a distance of 1.5 m between people and well ventilated.
- Ready-to-distribute kits will be prepared prior to distribution. Regarding food distributions, keep food stocks in a separate place, and organize rations / food baskets upstream.
- Disinfect the packaging before inspection, loading and distribution since studies indicate that the coronavirus can survive on surfaces for a few hours or days, and therefore remains at risk of transmission.

TRANSPORT

- Load on vehicles only the number of kits planned for the day's distribution in order to **avoid bringing undelivered kits back** into the storage area
- **Undistributed kits** returning to stock must be stored separately from the others to avoid cross-contamination for 7 days or disinfected with a sponge and Dettol for non-food kits.

Volunteers and drivers

- Must **rub their hands** with hydroalcoholic gel each time they get into the car
- Must wear their **masks** when entering the car
- No one should sit in the middle rear seat to maintain safety distances
- Windows must be open to allow air circulation
- Avoid switching on the air conditioning in vehicles

SPECIFICITIES FOR DISTRIBUTIONS OF CASH AND / OR VOUCHERS

- **Revise the timetable for cash transfers** without putting beneficiaries in difficulty (by increasing the amounts of transfers for example).
- In the case of physical distribution, **stagger the transfer schedule to avoid grouping** of beneficiaries in a closed and / or confined space.
- Refer to the key measures described for the above distributions and apply them in the context of cash distributions.
- Avoid using reusable paper vouchers to limit the risk of transmission: consider electronic vouchers or return to single-use paper vouchers.
- Depending on the feasibility, consider resorting to **electronic cash transfers**, to limit as much as possible the risks of contamination and spread of the virus with cash and to strengthen the security of beneficiaries and partners. Otherwise, consider using bank cards if possible.
- The transferred values (cash or vouchers) can be sterilized (storage period of 7 days under seal, heat sterilization, etc.)
- In the event of restriction of mobility in the area (lockdown, curfew), **favor the grouping of transfers** (eg switching from a weekly transfer to a monthly transfer).
- **Organize proxy systems** in the event of health isolation of some beneficiary households or very vulnerable people who are not able to move (the mandate allows beneficiaries to send a representative to recover the aid and thus limit the risk of contamination of those at risk from the virus).
- **Increase the frequency of monitoring of commodity markets and prices** (risk of price increases) and pay particular attention to stocks, supply chains of essential products and services (risk of shortage of certain basic products / essential products for barrier actions against COVID-19 such as hydro-alcoholic gel). Market monitoring should be done remotely as much as possible via secondary data (using data from the government, FSL or cash working groups or clusters, WFP, PCMA).
- **Merchants who are partners of the distributions must receive hand washing stations and soap**, to be installed in front of their stalls and barrier masks in sufficient quantity for the duration of the operation.

For more details, see the [British Red Cross technical note regarding cash transfers](#).

BENEFICIARIES REGISTRATION / IDENTIFICATION PROCEDURES:

- Encourage a **review of targeting** criteria and prioritization (due to access / movement restrictions).
- **Go through community leaders, local National Society committees to identify** vulnerable people who need assistance. Checking of beneficiaries' lists will be implemented based on the level of contamination in the intervention area.
- **Communicate new targeting measures** to affected populations in advance.
- Ensure that **data protection principles** remain observed.
- **Sensitize staff on virus protection measures**: keep a social distance of at least 2 meters, do not have contact, wash your hands regularly with soap and hydro-alcoholic gel
- Establish **strict distribution lists** (with contact numbers), allowing to find a potentially contaminated person.

C. PROTOCOL FOR DISTRIBUTION AT-HOME

Home distribution makes it possible to target the most vulnerable and isolated beneficiaries. It can also be a good opportunity to raise awareness about the risks of spreading the virus and the barrier measures to put in place, and to create a contact for further explanations. However, this form of distribution requires more time and staff.

If someone (driver, volunteer, staff) does not feel safe to participate in the distribution, they are not obliged to do so.

PROCEDURE

- Staff must **knock on the door**, place the kit on the ground and back up 1.5 m away.
- Volunteers **introduce** themselves and explain the purpose of their presence
- The kit must be placed **on the ground** far from the beneficiary.
- Save the beneficiary's **contact details** using the tool at your disposal (tablet, computer, paper, etc.)
- An **awareness session** can be given to household members by keeping the distance. The information can be passed through **different communication channels and adapted tools** (posters, flyer, oral explanation, drawings ...) so as to adapt to its audience.
- Volunteers should take the following **precautionary measures**:
 - **Do not enter** people's homes
 - Keep a **distance** of at least 1.5 meters
 - Do not shake hands or kiss people (**no physical contact**)
 - Do not accept food, drink or gifts

D. DIRECT DISTRIBUTION PROTOCOL ON A SECURED SITE

Distribution sites have the advantage of being more efficient in terms of staff and time. They also allow the screening of beneficiaries and their subsequent monitoring and treatment. However, they require rigorous organization to avoid clutter and contamination of people.

Several distribution sites can be identified to avoid congestion on a single site.

The number of beneficiaries receiving their kit over the same period of time and on the same site must be limited to avoid the influx of people.

ORGANIZE AND IDENTIFY THE DIFFERENT DEDICATED AREAS OF THE SECURED DISTRIBUTION SITE

- **Design the layout of distribution points** to allow a physical distance of at least 1.5 m between people.
- **Prepare the site with markings on the ground and clearly delimited areas** (with ropes, barriers, markings...)
- Ensure the **clarity of the indications** for the management of **flow and direction of movement of people**, direction of entry-exit, markings on the ground accessible including for disabled people.
- The site must be large, well ventilated or if possible outside (gymnasiums, schoolyards or others are often suitable) and approved by the authorities.
- **Delimit the zones**: reception point, beneficiary identity verification zone, kit collection zone and exit point for crowd control.
- Consecrate a secure area for people at risk (elderly, pregnant or breastfeeding women, people with disabilities, people with pre-existing or chronic health problems) so that they can benefit from distributions without waiting and without contact with the others.
- Provide a mechanism for **reporting information and complaints** without contact (suggestion box, hotline, email address, etc.) and communicate on it (display of the hotline number or email address, opening hours and complaints office address ...)

AVOID CROWDING AROUND DISTRIBUTION POINTS

- Reinforce the organization of activities before the scheduled day to avoid crowds, for example by publishing in advance the fixed time slots, or by organizing more or regular distributions but by welcoming fewer people each time
- **Inform the beneficiaries** that it is necessary to respect the physical distance measures (keep 1.5m away from each other).

- Encourage beneficiaries to leave the distribution site and return home once their kit has been collected to avoid crowds.
- Create **different distribution points** (we can consider 3 parallel zones > see example of WFP map in appendix)
- Ensure that the site is relatively far from other gathering sites such as markets or stations to avoid the risk of crowds of curious people.

ENSURE HYGIENE AND PHYSICAL DISTANCIATION MEASURES

There must be no physical contact between staff and beneficiaries, and between beneficiaries.

- **Train staff and partners** on the COVID-19 prevention measures to apply.
- In the entrance area, provide **handwashing points with soap and water**, or prepared solutions such as soapy water, chlorinated water, hydro-alcoholic gel, etc.
- Put up **signage** on how to hand wash properly
- Encourage people to retrieve their kit quickly and evacuate the distribution area quickly to return directly to their homes without parking outside the site.
- The surfaces (tables, etc.) and equipment (pens, megaphones, etc.) supporting the activities must be **disinfected** regularly, before and during distribution.

AWARENESS SESSIONS DURING DISTRIBUTIONS

- **Train volunteers to provide advice** to beneficiaries during distribution on the Covid-19, transmission risks and barrier measures (RCCE component).
- **Recall prevention measures** by megaphone during physical distribution.
- Beneficiaries can receive this information via **different communication channels** (posters, images, megaphone awareness messages, songs, etc.)

E. AFTER THE DISTRIBUTION

Volunteers and staff

Hands should be washed after dispensing each kit.

Vehicles

Drivers must **wipe** all surfaces (door handles, gear lever, steering wheel, dashboard) **every night** with a disinfectant such as Dettol. **Avoid spraying** directly on the surfaces to be cleaned with the disinfectant. The aim is to avoid the suspension of potential droplets of virus which would be on the surfaces and which would then end up in the air, which would increase the risks of transmission by air. The disinfectants must be sprayed on a clean cloth, which itself is used to clean the surfaces.

Complaints management

Ensure the collection of data or complaints according to the different channels communicated to the beneficiaries during the distribution, and this in order to process them and get back to the people concerned.

Post distribution monitoring

Post-distribution monitoring and satisfaction surveys will be carried out by telephone if possible to limit contact.

F. BIBLIOGRAPHY

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APPENDIX 1: EXAMPLE OF A SECURE SITE PLAN FOR THE DISTRIBUTION OF KITS IN A COVID-19 ENVIRONMENT (SOURCE: WFP)

