



# **DISTRIBUTION LAYOUT AND OUTLINE OF DISTRIBUTION PROTOCOL**

July 2020

# DISTRIBUTION PROTOCOL: BEST PRACTICES AND RECOMMENDATIONS

## Before distribution

- Ensure presence of handwashing facilities at the distribution site (or access to hand sanitizer if not available).
- Ensure everyone involved in the distribution are equipped with appropriate PPE and are aware of COVID-19 preventive measures.
- Disinfect high-contact surfaces before the start of the distribution.
- Prepare kits ahead of time, ensuring they are transportable i.e. a person can carry it back.
- Ensure pathways are clearly defined and markings are in place to indicate at least 2m apart.
- Ensure each zone/section of the distribution site is manned by a trained personnel. This is to guide the flow of the crowd and to avoid overcrowding.
- Ensure distribution list is ready.
- Ensure complaints and feedback mechanism is in place and information about the mechanism is displayed publicly.

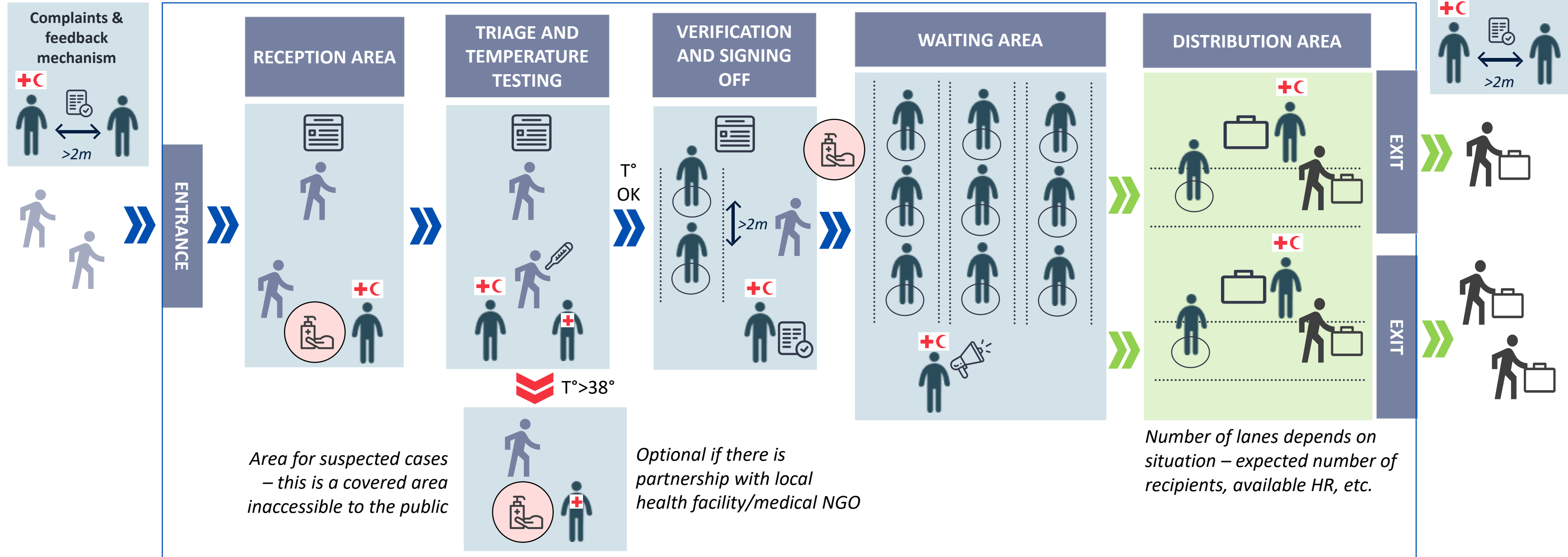
## During distribution

- Continue to disinfect high-contact surfaces throughout the distribution process.
- If handwashing facilities are present, ensure continuous supply of water and soap. If hand sanitizers are present, ensure they are replenished.
- Communicate key messages while the recipients are queueing up. This can include key hygiene messages and on COVID-19 awareness. IEC materials can also be used to supplement this activity and/or displayed at strategic points of the distribution site. This includes informing recipients on your complaints and feedback mechanism.
- Practice COVID-19 preventive measures at all times e.g. maintain physical distance of at least 2m distance, wear a mask, perform hand hygiene frequently, practice respiratory hygiene and refrain from touching nose, mouth and eyes.

## After distribution

- Wash your hands with soap and water.
- Disinfect high-touch surfaces.
- Clean handwashing facilities.
- Safely manage/dispose off wastes.
- Carry out a team debriefing, including any received verbal/written complaints/feedback.
- Carry out post-distribution monitoring and satisfaction surveys (if applicable).

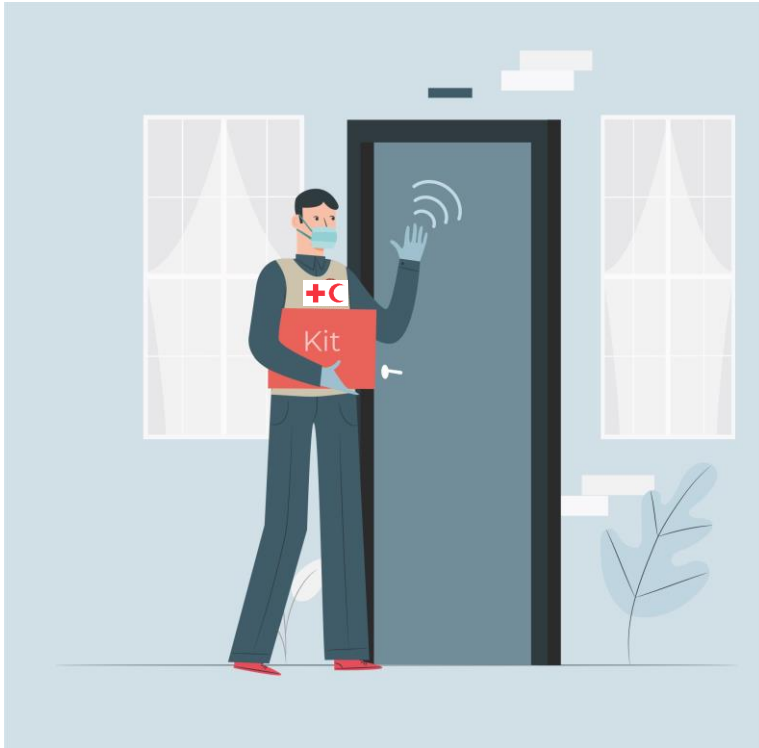
# PROPOSED DISTRIBUTION SITE LAYOUT



- RCRC personnel
- Medical team member (if partnership with health facility/medical NGO)
- Item recipient
- Handwashing/hand sanitizer points
- Kit
- Notice board for display of key information
- Registration/verification process
- Communication of messages

# PROPOSED STEPS FOR HOUSE-TO-HOUSE DISTRIBUTION

**1** Knock on the door.



**2** Keep a distance of at least 2m when presenting yourself. Check the person's identity.



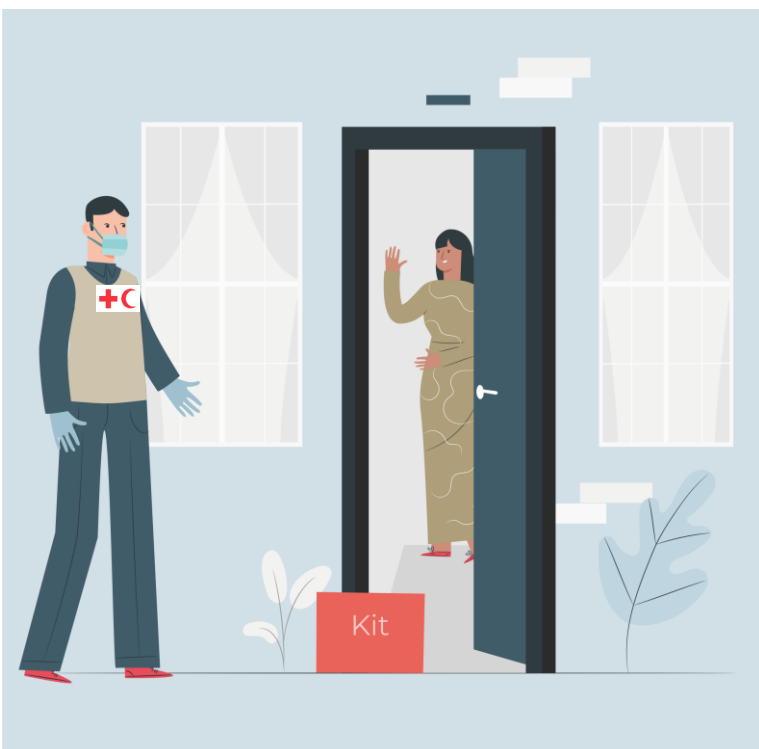
**3** Present key messages such as kit content and good hygiene practices.



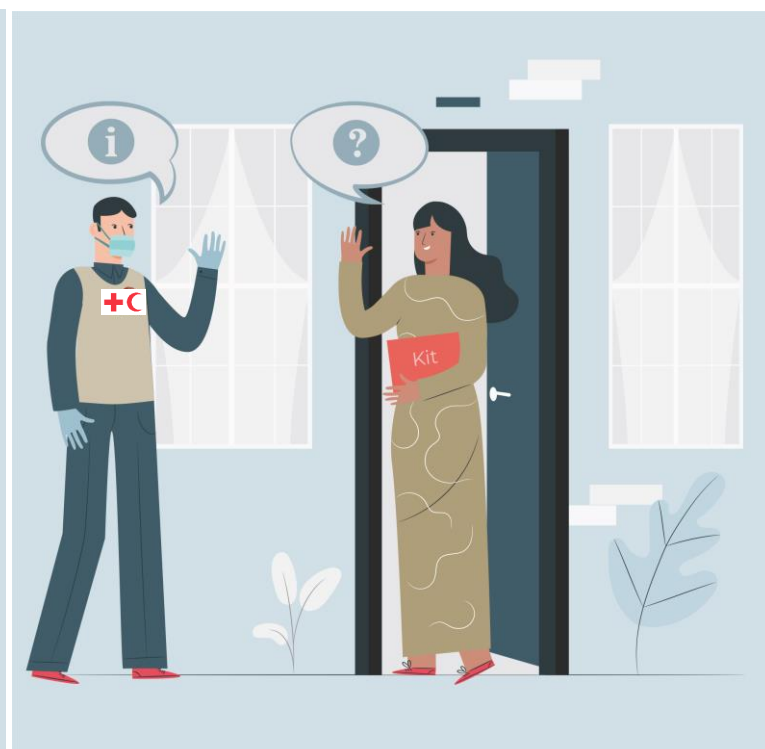
**4** Ask the beneficiary to step back 2m



**5** Put down the kit in front of the door and step back 2m



**6** Answer to questions recipients may have about the kit.



**7** Take the person's phone number if he/she agrees



**8** Tick/jot down the recipient name on the list



Do not ask for signature as to limit interaction

## KEY REMINDERS!



- Always wear PPE when carrying out distributions.
- Practice COVID-19 preventive measures at all times e.g. maintain at least a distance of 2m with the recipient.
- Ensure communication of key messages such as kit content and how to use the distributed items, best hygiene practices and relevant information on COVID-19.



## REFERENCES/ADDITIONAL INFORMATION

This protocol has been contextualized from pre-existing guideline/protocol developed by Solidarités International and the French Red Cross. The key references as follows:

- Solidarités International COVID-19 guidance for programmes  
<https://solidaritesinternationalcovid19.wordpress.com/>
- French Red Cross (2020). *Kit distribution protocol during COVID-19 outbreak (for distribution at-home and on-site)*,  
[https://drive.google.com/file/d/1Ox63V3kbTqFyQs6ZG76\\_T02gEzgw1\\_n8/view?usp=sharing](https://drive.google.com/file/d/1Ox63V3kbTqFyQs6ZG76_T02gEzgw1_n8/view?usp=sharing)

As we are adapting how we do things in these uncertain times, there has been a plethora of different materials emerging from various organizations. The APRO WASH team has collated a list of key WASH resources related to the pandemic – this is a living document where relevant new and/or updated resources will be added over time. The resources are categorized according to different WASH-related topics and consists of internal and external sources.

<https://drive.google.com/drive/folders/1AuH65ytdKMPKDDiayBthl9HUpjmuLTpF>