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

RECEPTION AREA

TRIAGE AND TEMPERATURE TESTING

VERIFICATION AND SIGNING OFF

WAITING AREA

DISTRIBUTION AREA

Area for suspected cases – this is a covered area inaccessible to the public

Optional if there is partnership with local health facility/medical NGO

Number of lanes depends on situation – expected number of recipients, available HR, etc.

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.

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.

Do not ask for signature as to limit interaction.
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

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