Purpose & Background
As the Novel Coronavirus (COVID-19) continues to spread in an unpredictable manner, it presents a growing risk to WFP personnel, Cooperating Partners (CP) and beneficiaries, particularly during food distributions. This document aims to provide adjustments to existing food distribution Standard Operating Procedures (SOPs) at country level, to minimize the risk of exposure to personnel, partners, and beneficiaries.

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Recommended Actions
1. Pre-distribution (all phases)
   - Ensure coordination includes also Health and WASH actors on the ground, and that it covers information specific to COVID-19 regarding planning, prevention and management.
   - Nominate a COVID-19 focal person on the ground, who will support the team in ensuring all matters related to COVID-19 are covered and will be responsible for guaranteeing adherence to SOPs.
   - Sensitize communities on practices at registration to avoid infection.
   - Determine whether additional on-the-ground support will be needed for crowd control and/or community mobilization to ensure sites are kept congestion-free and information is thoroughly disseminated.
   - Ensure that at least one CP staff member is dedicated to supporting persons with specific needs during the distribution

2. Set-up of distribution site (Phase 1 and Phase 2a)
   - The set-up of a distribution site seeks to maximize space for people to ensure at least one-meter distance between any two persons and thus minimize the risk of cross infection.
   - The distribution and storage sites must be accessible for food deliveries in all weather and located in a secure area. The images below show some examples of options to implement distancing and manage crowds.
   - The site should be separated from but near the commodity storage facilities, to avoid accidents, theft and crowding. Safety of staff and beneficiaries should be the top priority.
• The site should be located on solid ground, at least 50 to 100 m from the nearest house. It should be in an open area, far away from crowded places (such as markets and hospitals).
• There must be access to clean water, sanitation and first aid services (for staff and beneficiaries) and shelter from sun and rain for waiting beneficiaries.
• A helpdesk needs to be set up for COVID-19 FAQs and for general assistance queries. If possible, set up two helpdesks – one by the entrance, one near the exit.

Organize and clearly mark the allocated spaces at the distribution site
• Allow for personal space of at least one meter between each beneficiary to minimize risk of cross-infection at reception point or collection points, as well as exit to channel off traffic.
• It is important to separate those receiving food from those waiting to receive food.
• One-meter area around the desk should be cordoned off (with a rope or tape) at the collection point if possible. This will ensure that the collection point is accessible to only one beneficiary at a time.
• The layout of the distribution site should enable efficient distribution of food and, where applicable, non-food items, with minimum loss within a minimum amount of time, enable beneficiaries to observe one-meter distance and easy record keeping.
• Establish sheltered/ covered area for persons with specific needs (people with disabilities, elderly, heavily pregnant and lactating women) where they can sit and rest while waiting for assistance.

Manage the flow of traffic at the distribution site
• Upon arrival at the distribution site, direct beneficiaries to the hand-washing area and advise them to wash their hands.
• Only five individuals should be allowed to enter the queue at once. The groups of five can then proceed to the different stations (e.g. handwashing, verification, collection, etc.).
• In instances of re-distribution amongst households, no more than 5 – 10 individuals should be in one re-distribution group (no matter the household size they represent). This will be consistent with the practice of social distancing.
• Ensure that the arrival / waiting area is decongested. This can be done through sensitization or through organizing more shifts for distribution.
• Do not allow beneficiaries to pass through the distribution point more than once.
• There is likely to be an increase of children at all food distribution points (FDPs) due to the recent closure of schools. A PMC or community leader should be engaged to support the removal of children from the distribution site to ensure their safety and support rapid distributions.
The following six general rules should always be adhered to:

1. Separate storage from the distribution point.
2. Instruct beneficiaries to maintain a distance of one meter from each other throughout the distribution process.
3. Do not allow crowding around the distribution point.
4. Ensure that there are clearly marked entrance and exit points in the distribution area.
5. Separate beneficiaries from the commodities and the distributors.
6. If applicable, allocate additional space for community re-distribution.

3. Hygiene and sanitation measures (All phases)
   - Set up hand washing area with adequate supply of water and soap or handwashing solution (0.05% bleach solution) at the entry of the distribution center. (see Section 1).
   - All washing solutions must be prepared prior to dispatching to distribution point and marked clearly.
   - There should be no physical contact between CP staff and beneficiaries or between beneficiaries.
   - Operators at the collection point should place the food rations on the tarpaulin/table at the distribution point and step back, permitting the beneficiary to collect the ration.
   - Following the collection of the ration, beneficiaries are to be directed to exit the collection site and encouraged to depart the distribution site.

4. Body Temperature Checks – Considerations
WFP does not require body temperature checks of beneficiaries at food distribution points for the following reasons:

- In the context of COVID-19, to protect the health and the wellbeing of staff and beneficiaries, ONLY health professionals should carry out temperature checks. WFP and CP staff are not trained to monitor body temperatures in a safe way. According to WHO and CDC, it is recommended that the health screening is carried out by adequately trained personnel only (if possible, a medical or health professional endorsed by government authorities).
- In the case that a person at a food distribution point has a fever (confirmed by a health professional), it cannot be concluded that the person is infected with coronavirus. WFP further does not have the protocols to handle a suspected case of coronavirus infection on site, nor there is possibility of referral in most sites where distributions take place.
- Asymptomatic cases may not be detected through temperature checks.
- Most of WFP’s food distributions make people walk and wait under the sun, which can elevate body temperature.
For all staff working at the distribution sites, monitoring body temperature and flu-like symptoms is mandatory prior to distributions and, if possible, throughout the day.

However, WFP welcomes the implementation of body temperature checks and health screening when they are carried out by health professionals and institutions (whether governmental or non-governmental), and are conducted in a way to ensure maximum possible privacy and confidentiality. In such cases, the advice of health experts should be followed in order to incorporate additional screening measures in WFP's food distribution sites. WFP and partners should ensure that, in cases when health professionals need to isolate a person, special measures are in place to ensure that food assistance reaches the household. When health professionals set up body temperature checks in food distribution points, beneficiaries must be informed and assured that their household will receive rations irrespective of the results of the screening. Adequate protection measures need to be ensured to protect all persons showing symptoms from possible stigmatization in the community, and to minimize risks of disruption of ongoing humanitarian activities.

5. Disinfect warehouse and distribution area (Phase 2a)
- After each distribution day, the warehouses and distribution area need to be disinfected to reduce risk of contamination for the following day.
- Warehouses and distribution area to be disinfected with disinfecting solution – also referred to as 0.5% bleach solution. Similar to handwashing solution, it can be made from a variety of chlorine bases available in the market. (see Section 1)
- All disinfecting solutions must be prepared prior to dispatching to distribution point and marked clearly.

6. Personal Protective Equipment (PPE) for Phase 2a only
- Appropriate Personal Protective Equipment (PPE) is essential for the protection of WFP Staff, CPs and beneficiaries. PPE is to be worn for specific tasks, worn correctly throughout performance of that task and removed safely in accordance with Section 2 - SOP FOR WAREHOUSE AND FOOD DISTRIBUTIONS, as well as other WFP instructions.
- Mine tape, signage and hand washing stations are required to conduct food distributions.
- Appropriate PPE for warehouse operations and distributions are as follow:
  a. Disposable non sterile latex / nitrile gloves
  b. Surgical face mask

Please refer to Section 2 - SOP for Warehouse and Food Distributions for details and procedures.
Suggested Site Set-up

**RECEPTION POINT**
- Queue 1
  - Hand-Washing 1
  - Temperature Check
- Queue 2
  - Hand-Washing 2
  - Temperature Check

**VERIFICATION POINT**
- Desk 1
- Desk 2

**COLLECTION POINT**
- Desk 1
  - Spread out as much as possible
  - Crowd Controllers
- Desk 2

**COMMUNITY REDISTRIBUTION AREA**
- Redistribution Point
  - Crowd Controllers

**Waiting Area**
- PSN Queue
  - PSN Hand-Washing
  - PSN Desk
- Sheltered Area
  - Crowd Controllers
- Helpdesk
  - Crowd Controllers

**Queue**
- Queue 3
  - As above
- Queue 4
  - As above
- Queue 5
  - As above
- Queue...

**Floor Markings**
- Ensure at least one meter distance is kept at all times! Work with floor markings.
- No more than 5 people in one group (no matter what household size)

**Suggested: Four crowd controllers per queue including coverage of waiting area**

**Notes**
- Ensure storage is separate from distribution site.
- Ensure quick exit from redistribution area.
- Create separate line for persons with specific needs (PSN).
WFP Mozambique assisting beneficiaries in the Savane Resettlement Center through cash-based transfers while ensuring social distancing. Photo: WFP/Rafael Campos

Women line-up during a WFP food distribution to Sudanese refugees in Djabal camp, Chad. Photo: WFP/Claude Kamdem

Social distancing at WFP South Sudan. Photo: WFP/Sabri Benzaid
Section 1: Hygiene and Sanitation

Hand wash solution (0.05% bleach solution) can be made from a variety of chlorine bases available in the market. Washing hands with clean water and soap is mandatory for all WFP and CP personnel, beneficiaries as well as any other party involved in the process/present at the distribution site.

Instructions for making mild hand wash solution (0.05% chlorine solution)

Instructions for making soapy water

Disinfectant solution (0.5% bleach solution) can be made from a variety of chlorine bases available in the market. All washing and disinfecting solutions must be prepared prior to dispatching to distribution point and marked clearly.

Instructions for making disinfectant solution (0.5% bleach solution) from liquid bleach

Concentrated chlorine and bleach are highly toxic substances that can cause irritation and inflammation to eyes, throat and nose. When mixing and using 0.5% disinfecting solution, appropriate PPE (including impermeable coverall, apron, N95 mask, goggles and double glove i.e. inner disposable latex gloves and outer heavy-duty latex gloves) must be worn.

Section 2: Standard Operating Procedures for Personal Protective Equipment (PPE) for Warehouse and Food Distributions

Instructions for putting on and safe removal

This Standing Operational Procedure (SOP) is intended to provide guidance to personnel operating on behalf of, or in partnership with WFP while operating in areas where possible or there is an increased risk of transmission or cases of COVID-19 is known to be prevalent and active, and where suspected or confirmed new cases have been reported, in the conduct of Routine Food Distribution.

Responsibilities

The Country Director (CD) is ultimately responsible for the safety and security of all personnel employed by WFP. The CD devolves that responsibility to the Operational Managers who accept responsibility for enforcing monitoring and supervising compliance with standing instructions. All WFP personnel are responsible for complying with all aspects of this standing instruction and ensuring that any individual demonstrating potential symptoms of COVID-19 are identified and isolated, with appropriate follow-up (policy direction needed here).
Material
Personal Protective Equipment (PPE) must be appropriate to the considered risk, must not be unduly cumbersome and must not, in itself present a risk through heat stress, dehydration and cross contamination due to inappropriate use. It is recognised that wearing full PPE will degrade work efficiency and reduce work endurance significantly.

All PPE must, wherever possible be disposable and must be disposed of appropriately, using sealed and marked BIOHAZARD bags and incinerated after use.

Minimum standards
The minimum required PPE for all WFP and Partner Organisation Personnel (POP) during routine food distribution is:

- a. Surgical Face Mask
- b. Nitrile gloves

WFP and CPs are to don and disrobe PPE in accordance with the instructions below. The procedure is to be supervised and enforced by an individual, nominated by the WFP HOFO/CP manager, who accepts responsibility for the donning, disrobing and disposal of PPE.

Procedure
The procedure for donning PPE is as follows, the assumption is made that the individual is already wearing clean clothing:

- a) Perform hand sanitation in accordance with extant WFP SOP
- b) Put on facemask
- c) Put on gloves

The procedure for disrobing is as follows. Disrobing presents a contamination risk and the procedure is to be followed precisely in order to minimise that risk:

- a) Perform hand sanitation while wearing gloves
- b) Remove the glove ensuring that the gloved hand removing the glove touches ONLY the outside of the glove
- c) Hold the removed glove in the remaining gloved hand
- d) Remove the other glove, ensuring that the non-gloved hand touches ONLY the inside of the glove. Remove the glove in such a fashion that the first glove is encapsulated inside the first as it is removed
- e) Place the removed gloves in the marked Biohazard bag
- f) Perform hand sanitation
- g) Remove mask and place in the Biohazard bag
On completion of work, the nominated person is to ensure that the sealed Biohazard bag is destroyed by incineration. PPE is to be worn while performing this task, disrobed as described in this SOP and destroyed by incineration.

Section 3: Roles and Responsibilities of Staff

Specific instructions for those nominated to perform tasks are as follows:

1. PPE Monitor
   a. Ensure that enough PPE is deployed to the scene to protect all staff
   b. Ensure that all WFP and CP staff always wear the PPE described above correctly during distribution.
   c. Supervise the removal of PPE by all staff and ensure that all PPE is collected centrally in the clinical waste bag, which is to be passed to the Health Care facility in the area for destruction.

2. Reception point operator
   a. Monitor the entry of beneficiaries into the distribution point channel
   b. Ensure that entry is controlled to ensure that beneficiaries maintain a spacing of 1 meter
   c. Ensure that all beneficiaries wash their hands at the hand washing station before approaching the reception point
   d. Ensure that each beneficiary presents a ration card before entering the distribution point channel
   e. Ensure that the handwashing point is supplied with appropriate quantities of chlorine solution

3. Queue management Operator
   a. Ensure that those arriving have appropriate vouchers
   b. Direct beneficiaries to the waiting area
   c. Instruct beneficiaries to maintain one meter spacing at ALL times
   d. Instruct beneficiaries to wash their hands on reaching the hand washing station and prior to approaching the reception point
   e. Instruct the beneficiaries to leave immediately after collection of rations.

4. Distribution Point Operator
   a. Prior to distribution, oversee and organize rations
   b. Construct appropriate ration packs and place them on the DP tarpaulin
   c. Step back from the ration and direct the beneficiary to collect the ration and leave via the exit route
d. On completion of distribution, sweep the DP tarpaulin, spray with 0.5% chlorine solution and when dry, carefully fold and pack away with the assistance of another person. A broom may be used after bleach spraying to remove any debris. Ensure that you both are wearing gown, goggles, mask and double glove (inner thin latex, outer heavy-duty latex covering cuffs) creating as little movement of air as possible (e.g. without shaking out the tarp) when you fold up the tarp. (Adhere to proper disrobing procedures when finished)

5. Sentry
a. Prior to distribution, assist with organizing rations
b. Ensure that only those who have ration cards are permitted into the distribution area
c. Instruct beneficiaries to leave the distribution area on following collection of rations
d. Replenish the hand washing station when required to do so by the RP operator

This instruction will require constant adjustment in response to varied types of distribution (urban / rural / dense population areas etc) and prevailing climatic conditions. Leaders will be required to adjust procedures in accordance to prevailing conditions, with the overarching intent of protecting our staff, our CPs and beneficiaries.

Section 4: Additional Resources and Relevant SOPs

- WFP South Sudan COVID-19 Response Plan
- WFP SOP Chlorine Disinfection
- WFP SOP Chlorine Handwashing
- WFP SOP Special Transport
- WFP SOP Monitoring your Health
- WFP SOP Access to Workplace
- WFP SOP Behavior at Work

Please refer to the WFP SSUD Preparedness Unit OneDrive folder containing updated WFP COVID-19 documents and resources.