## Key messages at Food Distribution Points

# Version current to: 09 April 2020

These messages can be announced in local dialect through megaphone or shared by staff or volunteers to people waiting in line at the distribution point. The messages shall also be disseminated before distributions. For the messages inside the distribution point, you could choose 1-2 groups of messages to announce every 30 minutes, seeing there are many of them. This is a working document so if you have any suggestions for changing or adding to these messages, please let WFP know.

### Before Distributions (1 day before start of the distribution and repeat daily until distributions are finalised)

1. A virus called coronavirus 2019 (COVID-19) has been detected in several countries around the world and has spread to (adjust as necessary141 countries) or regions, and health actors have confirmed many cases including cases in Cameroon. Until now, the transmission of COVID-19 in Cameroon is well controlled, but we need to collectively take measures to ensure transmissions do not occur.
2. Based on international public health guidelines, the government of Cameroon have taken several important measures to contain and stop the spread of the virus. (consider not using this sentence in North west and Sentence and only use sentence below)
3. WFP takes health of people very seriously. Ensuring that our assistance is provided in a healthy manner is of extreme importance from a protection, human-rights and public health perspectives. Therefore, on our next distributions, you will be requested to follow some safety and hygiene measures.
4. On (state the date), WFP and (partner name) will carry a food distribution (or name the assistance or activity to be carried).
5. Before going to the distribution site, please make sure your name is on a list approved by WFP. You can check if you are on the list or not. If you are a beneficiary not on the list on that day, please ensure to check the remain lists to find your name and the day you can collect your assistance
6. The distributions will be carried for smaller numbers of people per day, to ensure we respect we do not gather more than 50 people at the distribution site at a time. Do not worry everyone planned for assistance will be assisted according to the dates communicated.
7. Please bring to the distribution some clean and appropriate containers for the various food items. This will be the best way to carry it and to store it until you are ready to eat it.
8. Food assistance is heavy, and you may need to bring family or friends to help carry it. Please note that limited number of people will be allowed inside the distribution site. So please respect the guidelines and the waiting areas for people helping you to carry the food.
9. Elderly persons and people with underlying medical conditions and a weaker immune system (such as HIV, cancer) should avoid coming to the distribution sites and delegate the food collection to their alternate.
10. Once you reach the distribution point, please respect the guidelines set for the distribution

### Outside Food Distribution Points

1. This is a food distribution by the United Nations World Food Programme (WFP) in partnership with add partner name.
2. WFP is part of the United Nations and is the frontline agency in the fight against hunger. WFP currently provides humanitarian assistance countries to around 90 million people in over 80 countries.
3. WFP has a legal obligation to design and implement its humanitarian activities in ways that do not cause harm. This includes taking measures to ensure that the COVID-19 is not transmitted during its food distribution and nutrition activities.
4. Please help us to help you. If you organise yourselves this will make the distribution flow smoothly for everyone. You are therefore requested to respect the guidelines of our field mobilizers
5. Gloves and mask are subject to use by add partner name in the food distribution point, please note that this is a recommendation by the health sector and aimed to protect everyone. If you have or handed over a mask, we invite you to also wear it.
6. While moving between the reception point, (identity) verification point, collection point and exit to channel off traffic, please allow for personal space of at least one meter between each one of you.
7. Please proceed to the allocate areas for body temperature checks by health officials.
8. Before entering the site please go to the set-up hand washing area, and wash your hands with the washing solution (it is a clean bleach solution to disinfect your hands).
9. Food assistance is heavy, and you might have brought family or friends to help carry it. Please note that limited number of people are allowed inside the distribution site. So please respect the guidelines and the waiting areas for people helping you to carry the food.
10. Please proceed to the waiting areas, and keep enough space between you and others
11. You will notice that we have some separate lines. We recognise that some people find it harder to wait than others – this includes older people, people with disabilities, and mothers who are heavily pregnant or carrying an infant. Please be patient in respecting that we will serve them in priority so they can start the long journey to where they are staying. We also have men and women in separate lines to maximise comfort and we will be serving from each line fairly.

### Inside Food Distribution Points

1. Instruct beneficiaries to maintain one metre from each other throughout the distribution process
2. Proceed to collect your assistance when called, at the collection point, take your assistance from the tarpaulin/table at the distribution point and step back,
3. If you feel thirsty or need to go to the toilet while you are waiting, we encourage you to let one of our staff or volunteers know. They can help direct you to where to get water, and they can help to ensure you can return to the same position in the line.
4. If a beneficiary is detected to have a fever or shows flu-like symptoms, direct them to the specified sheltered/covered area for a follow up by a government approved healthcare official/worker, in line with national health response protocols
5. In order to support the site planning, WFP provide a sample plan for food distribution sites in the COVID-19 environment as an example for partners. The maximum number of beneficiaries on the distribution site is limited to 50 individuals at the same time.
6. Clearly mark the distribution site to help the beneficiaries progress through the registration and collection

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**Questions about Where the food assistance is coming from…**

1. Your food assistance is being provided by the World Food Programme.
2. WFP is part of the United Nations and is the frontline agency in the fight against hunger. WFP currently provides humanitarian assistance to around 90 million people in over 80 countries. WFP plays a key role saving lives and building a better future for people driven into hunger by conflict, disaster, and the impact of climate change. WFP has food and nutrition programmes, school feeding and livelihoods, all focused on ensuring people have nutritious food that they can grow, buy or receive to eat.

**About the food being distributed and risk of contamination**

1. WFP provides food assistance in kind, cash or vouchers, and at the moment in your area the assistance is with food. WFP has very strict quality standards for food quality and the food is safe for you to consume.
2. We are currently distributing rice (sorghum), yellow split peas, oil and salt. For some people with additional nutritional needs we will soon be distributing Super Cereal, and this includes pregnant and lactating mothers plus children under two years of age, to help them grow strongly in these important initial days of life.
3. Currently there is no evidence of food or food packaging being associated with transmission of COVID-19, foodborne exposure to this virus is not known to be a route of transmission.
4. The virus is thought to spread mainly from person-to-person. This includes between people who are in close contact with one another (within about 6 feet), and through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. However, it’s always critical to follow the 4 key steps of food safety—clean well your food such as fruits and vegetables, separate food such as fish and meat, cook, and consume immediately– to prevent foodborne illness

**Your rights as beneficiaries…**

1. Humanitarian assistance is free of charge, so nobody should ask you for money, sex, or any favour or service in exchange for it. This includes staff, committee members, volunteers, drivers, labourers and anyone else involved in food assistance operations. If anything like this happens please complain
2. You have several options for making complaints. You can send an SMS or WhatsApp message to (00237) 691 75 60 35. You can call our free hotline on 8099 and opt to speak with someone in English from the helpdesk. Confidentiality is guaranteed, and you can also choose not to say your name, if you prefer. You can also choose to speak with a woman or a man. The free hotline is open from 7am to 8pm every day except Sundays. If using a phone does not suit you, you can put a note in the
3. WFP works in a transparent way and has zero tolerance for fraud or other unprofessional conduct. Everyone deserves to be treated with respect. We ask you to help us ensure a fair and quality programme by reporting any concerns you have about fraud or misconduct, plus any suggestions you may have for us to improve.
4. You have the right to give feedback and to make a suggestion or complaint. It is confidential and you will not be punished for complaining – we want to know so we can improve, and we appreciate your taking the time to give us inputs.

**About your safety and dignity…**

1. Please help us to help you. If you organise yourselves this will make the distribution flow smoothly for everyone.
2. Please bring to the distribution some clean and appropriate containers for the various food items. This will be the best way to carry it and to store it until you are ready to eat it.
3. Food assistance is heavy, and you may need to bring family or friends to help carry it. Please note that limited number of people will be allowed inside the distribution site. So please respect the guidelines and the waiting areas for people helping you to carry the food. It’s important that children don’t carry heavy rice bags because it can harm them both physically and mentally.

**Prevent gender - based violence…**

1. Women and girls in conflict-affected areas will be deeply affected by the COVID-19 outbreak. Placing the protection and health needs of women and girls must be at the center of COVID19 response efforts and ensuring equitable access to quality multisector services.
2. COVID-19 response should be inclusive to recognize and address the specific needs of women and girls who are at heightened risks of GBV in emergencies.
3. Women are often the first to lose their income from precarious and informal work; it is harder for them to get the nutritious diet and access resources to protect them from the virus. Multiple factors including their expected role as caregivers, their representation in the health work force put women and girls at greater risk of the virus and violence.
4. With the COVID-19 measures, your wives, daughters, sisters and mothers might have more domestic duties let’s help them!
5. COVID-19 lockdowns are bringing a rise in domestic violence, and homes cannot be assumed as safe zones for many women and girls. Women and girls in conflict-affected areas face increased risks of psychological trauma due to the effects of GBV, conflict and COVID-19.
6. They must have access to quality mental health and psychosocial support services. Adolescent girls are among the most vulnerable to various forms of violence, exploitation and abuse. Services must be available to support them.
7. Ensure credible information makes it to the remotest of communities, making sure all women and adolescents, people with disabilities get preventative information in an accessible format.
8. Essential services needed by women and girls as a matter of survival must remain accessible.
9. If you are harmed or feel threatened, intimidated or harassed, do not stay silent. Seek confidential support using the GBV referral pathway.
10. You have the right to get help to make it stop and do not have to manage this on your own; The COVID-19 confinement measures are not an excuse for GBV, say no to GBV!
11. Listen and Link: If someone experiences gender-based violence and asks for help, you can be a source of support: “listen” to their problem and “link” them to information about available support services in your area using the GBV referral pathways. Remember, it’s not the survivor’s fault.
12. Staying at home because of COVID-19 causes tension. If you find yourself getting so angry or frustrated that you think a disagreement may turn into a fight, take a break and talk about the matter later when everyone is less angry.
13. If you feel overwhelmed and tense, seek help. It is normal to feel out of control and to worry how to provide for your family in this situation. o Do not feel ashamed to ask for help. If you feel like talking about what you have experienced and things that bother you, this can be helpful, too. GBV referral pathways have trusted listeners for girls, boys, women and men of all ages.
14. If you or someone you know is facing difficulties because of a disability or an injury, use the GBV referral pathways to access adapted devices.
15. Your feelings are a normal response to a difficult situation. Do not be ashamed to ask for help through the GBV referral pathways.
16. If you are having difficulty concentrating or sleeping, if you are having physical reactions such as headaches, or feeling anxious without a specific reason, these are actually very common responses to a difficult situation.
17. If you are feeling sick and show symptoms of COVID-19, consult a doctor immediately. Do not hide it; there is nothing to be ashamed of.