

COVID-19 Standard Operating Procedures SOP

EFFECTIVE DATE: MARCH 2020

MARIA CARR

GOAL | Syria Program



Introduction:

As Coronavirus (COVID-19) continues to spread in an unpredictable manner it presents a growing risk to GOAL’s beneficiary, personnel and Partners, particularly during bakeries and food kits distributions program implementation. This document aims to guide the revision of bakeries Standard Operating Procedures (SOPs) in the COVID-19 context, to minimize the risk of exposure of personnel, partners and beneficiaries. Adjustments to existing SOPs should be in alignment with country-specific guidance shared by the relevant health authorities and partners (e.g. Ministry of Health, WHO), where available. More info about COVID19 are provided through WHO website
 English : <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
 Arabic: <https://www.who.int/ar/emergencies/diseases/novel-coronavirus-2019/advice-for-public/q-a-coronaviruses>

Focus	Mitigation measures	Actions	Owner
Basic protective measures against the new coronavirus	Wash your hands frequently	Staff should always keep hand hygiene by using portable 60%-95% alcohol-based hand sanitizer. Hand hygiene must be performed after touching surfaces; touching doors handles, going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water for at least 20 second.	<ul style="list-style-type: none"> GOAL Bakery staff Bakery owners/workers Bread distributors/ Vendors Local councils Beneficiaries
	Maintain social distancing	Maintain at least 1-meter (3 feet) distance between yourself and anyone who is coughing or sneezing.	<ul style="list-style-type: none"> GOAL Bakery staff Bakery owners/workers Bread distributors/ Vendors Local councils Beneficiaries
	Avoid touching eyes, nose and mouth		<ul style="list-style-type: none"> GOAL Bakery staff Bakery owners/workers

			<ul style="list-style-type: none"> • Bread distributors/ Vendors • Local councils • Beneficiaries
	Practice respiratory hygiene	Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.	<ul style="list-style-type: none"> • GOAL Bakery staff • Bakery owners/workers • Bread distributors/ Vendors • Local councils • Beneficiaries
	If you have fever, cough and difficulty breathing, seek medical care early	Stay aware of the latest information on the COVID-19 outbreak, available on the local communities' available resources such as (Ministry of Health, WHO), and through your national and local public health authority. COVID-19 is still affecting mostly people in China, Italy and Iran with some outbreaks in other countries.	<ul style="list-style-type: none"> • GOAL Bakery staff • Bakery owners/workers • Bread distributors/ Vendors • Local councils • Beneficiaries
	Most people who become infected experience mild illness and recover, but it can be more severe for others.	<p>Stay home if you feel unwell.</p> <p>If you have a fever, cough and difficulty breathing, seek medical attention and call in advance.</p> <p>Follow the directions of your local health authority.</p> <p>More info is provided through WHO website Arabic and English</p>	<ul style="list-style-type: none"> • GOAL Bakery staff • Bakery owners/workers • Bread distributors/ Vendors • Local councils • Beneficiaries
	Using, removing and disposing of the mask	<ul style="list-style-type: none"> • The use of the mask should be limited to health workers, caregivers and people with respiratory symptoms such as fever and cough. • Before touching the mask, clean your hands by rubbing them with an alcohol cleanser or by washing them with soap and water. • Hold the mask and examine it to make sure it is not torn or perforated. • Select the top end of the mask (the location of the metallic tape). 	<ul style="list-style-type: none"> • GOAL Bakery staff • Bakery owners/workers • Bread distributors/ Vendors • Local councils

		<ul style="list-style-type: none"> • Ensure that the correct side of the mask is pointed out (the colored side). • Place the mask on your face. Press the metallic tape or the hardened tip of the muzzle to shape your nose. • Pull the bottom of the mask off to cover your mouth and chin. • After use, take off the mask by removing the rubber band from behind the ears, keeping the mask out of your face and clothes to avoid encountering potentially contaminated parts of the mask. • Dispose of the used mask immediately by throwing it in a closed waste bin. • Clean your hands after touching the mask or throwing it with an alcohol antiseptic, or if washing them with soap and water if they are clearly dirty • https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks https://www.who.int/images/default-source/health-topics/coronavirus/masks/masks-7.png 	<ul style="list-style-type: none"> • Beneficiaries
Staff Level		<ul style="list-style-type: none"> • You're the one who is responsible for his/ her safety and accordingly staff members must follow the provided instruction through ministry of health and WHO as well as available resources at the national and local public health authority. • Avoid handshaking and keep at least one meter between the each other. • Regular washing hands with an alcohol-based hand rub or wash them with soap and water. • All hand washing facilities should be available and all surfaces to be wiped down before and after with Chlorine solution. • Staff who have fever, cough and difficulty breathing must stay at home with notifying his / her manager. • Staff with potential risks of exposure to COVID-19 off-site shall not come to work for 14 days since the day of exposure, to prevent contamination to residents and host communities • There should be no physical contact between GOAL's staff and beneficiaries or between beneficiaries. • Limit numbers so that everyone can always sit or stand at least 1 meter from others. • Wearing special clothes during the work including mask and gloves and change it regularly and dispose it in an environmentally manner. 	<ul style="list-style-type: none"> • GOAL Bakery staff

		<ul style="list-style-type: none"> • For affected people apply referral mechanism producers to the close health care points. • in these difficult situations that the whole world is going through, employees of humanitarian organizations bear the responsibility of following the conditions of proper prevention and spreading awareness among the persons who deal with, especially within the framework of the activities carried out, where the bakery team is responsible for monitoring the implementation of preventive steps and sterilization inside the bakery and the application of procedures Recommended at the point of distribution to reduce the spread of the virus as much as possible. 	
	If case of virus spread within the community	<ul style="list-style-type: none"> • Applying remote management for bakery production through establishing a group via what's app or any other available communication methods with random visit to the bakery if possible. • Increase the bread distribution points in the covered villages to the maximum to avoid gatherings 	<ul style="list-style-type: none"> • GOAL Bakery staff
Bakery level	Bakery parts to be sterilized	<ul style="list-style-type: none"> • The first step in the disinfection of surfaces of kneading machine, fermentation the first room, flattening dough machine and drying surface bread by using a package of dilute chlorine (20 cm chlorine mixed with one liter of water) to spray the surfaces and wipe the floors. • All hard surfaces are wiped before and after each event with 0.5% chlorine solution. • This package is not suitable for use except within 24 hours, as it may lose its ability to cleanse, however, a new solution must be made every day, that spray must be repeated once every 24 hours on the same surfaces that must remain wet for a period of not less than five minutes before drying it (it is better to leave it To dry with itself) • GOAL Emphasizes the necessity to adhere to these preventive steps to maintain the safety of the communities, GOAL has full authority to terminate the contract immediately with any bakery If those instructions are not followed 	<ul style="list-style-type: none"> • Bakery owners/workers
	More instructions	<ul style="list-style-type: none"> • In collaboration with WASH department, hygiene staff to conduct rising awareness session with bakeries staff and workers. • Workers at the bakery required to wear production clothes and to wash them hands regularly. For example, all workers to wear "hats, gloves and white 	<ul style="list-style-type: none"> • GOAL Bakery staff • Bakery owners/workers

		<p>short coat” cloths to be changed regularly and work clothes to be kept at the bakery with regular with periodic sterilization on daily basis.</p> <ul style="list-style-type: none"> • Bakery management to conduct daily sterilization of production mechanisms and bakery equipment including the goods and machines at the warehouse regularly and to insure workers hygiene daily. Just as an example “Alcohol sterile liquid 60-90% for hands, sterile liquid for material especially the cooling itinerary and it’s table and any area exposed to direct touch. • Applying crowding management methods in case the bakery directly selling the bread to beneficiary • which could be summarized in selling the bread directly through the bakery through one-meter area around the selling point to be cordoned off (with a rope or tape). This will ensure that the selling point is accessible to only one beneficiary at a time, keep distance between beneficiaries and then to be directed to exit the buying site and encouraged to depart the site once they collect them bread bags. • Instruct beneficiaries to maintain one meter from each other while buying the bread. • in collaboration with local council GOAL to agree on production time and to divide the area to different groups to avoid crowding. • in coordination with bakery owner to adopt the requested changes above and to increase the number of working hours and reducing the amount of production during the unit hour while maintaining the daily production capacity • GOAL to hangout a poster about COVID-19 and to distribute one time-off of flyers along with bread bag. • Providing a handwashing point close to the selling point. • At a minimum handwashing facility should be a bucket with tap, not a jug which has to be lifted and above the hand washing stations should be a poster that shows the 11 steps of handwashing. • Facilitators must maintain hygiene standards when preparing and ensure handouts are only touched by one person. 	<ul style="list-style-type: none"> • Bread distributors/ Vendors • Local councils Beneficiaries
Distribution points		<ul style="list-style-type: none"> • In collaboration with WASH department, hygiene staff to conduct rising awareness session with distributors. 	<ul style="list-style-type: none"> • GOAL Bakery staff • Bread distributors/ Vendors

		<ul style="list-style-type: none"> • Distributors to wear special clothes and to keep distance of one meter a way from beneficiary. It is mandatory that all staff at the distribution site perform hand sanitation and follow general hygiene practices. • Instruct beneficiaries to maintain one meter from each other throughout the buying process • One-meter area around the desk to be cordoned off (with a rope or tape) at the selling point if possible. This will ensure that the selling point is accessible to only one beneficiary at a time. • GOAL staff to hangout a poster and distribute flyers about COVID-19 at the distribution points. • Beneficiaries should not pass through the selling point more than once. • Beneficiaries not allowed to touch the bread bags of other. • Staff at the collection point should place the bread bags on the tarpaulin/table at the selling point and step back, permitting the beneficiary to collect the bread bag. • Beneficiary to be directed to exit the collection site and encouraged to depart the distribution site Once they collect them bread bags. • Increase the number of distribution point and decrease the crowding per point. • Dividing the working hours to groups and dividing the village into groups a and each group receives at a specific time • Providing a handwashing point close to the selling point. To do so GOAL decided to increase the profit for the BREAD distributors to allow them buying this tool • A line of place makers 1 meter apart should be placed on the ground for people to stand on while queueing to wash their hands. Recommended that only 5 people be. • Dividing the beneficiaries into groups where each group to be no more than 25 people. 	<ul style="list-style-type: none"> • Local councils • Beneficiaries
--	--	--	---