ADJUSTING FOOD, VOUCHERS AND CASH DISTRIBUTION PROCEDURES IN THE CONTEXT OF THE COVID-19 OUTBREAK

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Key actions

- Social distancing
- Hand washing
- Protection equipment
RECOMMENDED ACTIONS

1. Protection
2. Community engagement
3. Pipeline Management
4. Crowd Planning
   • Organize the distribution site
   • Organize rations/kits ahead of the distributions
   • Do not allow crowding around the distribution point
   • Manage the flow of traffic at the distribution site
5. Hygiene and sanitation measures
6. School feeding take-home rations
Protection:

• Equal access to impartial assistance according to need and without discrimination.

• Linha Verde continues to function

• Sensitization messages should be shared with beneficiaries ahead of distributions in line with national guidelines.
  - Alternative arrangements for distribution of assistance to those groups should be put in place (e.g. alternative collectors).
  - Ensuring social distancing, hygiene etc.
Community engagement

• WHY?
  o to reduce transmission
  o contain the spread of the disease
  o reduce fear, misinformation, confusion and tension.

• HOW?
  • Messages should be disseminated in simple/local language,
  • taking into consideration cultural context and needs of marginalized communities,
  • With involvement of relevant stakeholders conducting risk communication activities (i.e. health / hygiene promotion).
  • Adjustments should be made in alignment with MISAU guidance, relevant local health authorities and partners (e.g. Ministry of Health, WHO).
Pipeline Management: plan double or triple distributions:

- Consider Capacity of the affected population to bring home food rations
- Numbers of beneficiaries in each grouping beneficiaries might need to be reduced to enable two people to attend per household.
CROWD PLANNING

1. Each community should be informed prior the day of distribution about the risks and preventive measures being taken into account so to limit risks of COVID-19;

2. Involve community committees and community leaders in sensitizing communities to prevent non-beneficiaries to come to distribution sites.

3. Shifting systems needs to be agreed

4. Identify 2 separate locations in the village to joining the previous shift
   • never exceeding 20 maximum beneficiaries per shift

5. Most vulnerable groups first

6. Each group will be served with at least 10 minutes of break to reorganize

7. Each distribution: less than one and half hour;

8. The visibility material should be well placed and include information on COVID-19 preventive measures.
Social distancing and hand washing stations for food distributions
SOP’s for Food & CBT distributions in the context of COVID outbreak

Annex 1: Sample site plan for Food distribution sites in the COVID-19 environment

- Reception Point
- Verification Point
- Collection Point
- Exit

Hand washing area

Line with appropriate distancing measures (1m)

Storage

Desk 1
Desk 2
Desk 3
Desk 1
Desk 2
Desk 3

EXIT
Organize the distribution site: masks (at least 1/staff/day), disposable gloves and disinfectant solution (500 ml/6 weeks) and cotton/cloth to disinfect surfaces such as mobile phones, pens, etc.

- Handwashing before entering the distribution site should be strictly enforced.
- Beneficiaries must be informed that +2 meters between individuals.
  - CP staff is encouraged to mark the floor (with stones, local material, etc)
- Minimize manual contact during the handwashing process.
  - Pedal tap, paper towels, uncovered bins, + adequate signage how to wash hands.
- Beneficiaries to be called and then directed to the waiting areas where they wash their hands.
- The health screening ahead of the distributions.
  - In the event that a beneficiary is found to have a flu-like symptoms, to be referred to health services, but never be deprived of assistance.
- An information system in the local language through megaphones.
To the extent possible, organize rations/kits ahead of the scheduled distribution

- If not already prepositioned, offload the food supplies into the temporary storage and organize rations or kits ahead of the scheduled distribution
- Separate storage from the collection points where possible;
- Minimize scooping during distribution by pre-organizing rations.

Do not allow crowding around the distribution point

- Instruct beneficiaries to maintain a distance of 2 metres from each other throughout the distribution process;
- One-meter area around the desk to 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.

Manage the flow of traffic at the distribution site

- Committees to ensure crowd control mechanisms and health sanitation measures
- Beneficiaries to pass through the distribution one time.
- Upon entering the site, beneficiaries are progressively directed to the identity control points, then to the surveillance counter and finally to the food or voucher or cash reception point.
Hygiene and sanitation measures

• There should be no physical contact between staff and beneficiaries or between beneficiaries;

• Emphasize hygiene measures for contact with objects (e.g. food containers)

• During the ID controls, ask the beneficiary to hold it in a visible manner

• Operators at the verification point, the signature point, and the collection point should be wearing gloves and a medical mask

• Following the collection of the entitlement, beneficiaries are to be directed to exit the collection site and encouraged to depart the distribution site.
School feeding take-home rations

1. Hand washing and keeping a two meters distance
2. Students should be accompanied by caregiver throughout the distribution process;
3. Students and caregivers should wash their hands before entering the distribution process and signing the beneficiary list, and after, before exiting.
Voucher and cash distribution

- before taking the voucher or cash and signing the beneficiary list,
- Beneficiaries encouraged to bring their own pen;
- Finger stamping should be avoided

M-PESA

- M-Pesa agents should wash their hands several times during the distribution.
- M-pesa withdraws, the CP staff should wear gloves and avoid touching the beneficiaries’ phones whenever possible. When the beneficiaries are not able to utilize the phone independently, the CP staff should ensure they wash and/or disinfect their hands between beneficiaries;

Voucher redemption at retailers’ shop

- A maximum of five (5) people should be inside the shop– Max 80 people (40 AM / 40 PM) per day in a shop
- At the voucher distribution site, set up a desk (with one-meter+ perimeter cordoned off) with the price list for the CP to assist beneficiaries in preparing their shopping list
- The shop staff should place food items on the floor or counter, and then step back
SPECIFIC INSTRUCTIONS FOR COOPERATING PARTNER STAFF AT THE DISTRIBUTION SITES

Provide public health and COVID-19 specific guidance for all personnel.

1. Monitor and record body temperature and flu-like symptoms of all personnel working at the distribution site prior to distributions;
2. Positions and functions should not be switched
   • if they are switched, appropriate PPE for the new role should be worn
3. On completion of distribution
   1. Ensure that the distribution point (room/ area/ tarpaulin) is swept clean and sprayed with disinfectant (Bleach solution 0.5%).
   2. Once dry, the tarpaulin should be folded away for storage/transportation. The broom may be used again after bleach spraying to remove any debris;
   3. Remove all tapes, ropes and signage once all distributions are completed;
   4. Clear hand wash station and remove/store hand washing solution;