



COVID-19 GUIDANCE

Non-food items, food and cash distribution



This guide explains how to safely organise a distribution site for non-food items (NFIs), food and cash in the circumstance that *physical* distribution of these items cannot be avoided during the Covid-19 outbreak.

By following this guidance, we minimise risk of exposure of staff, personnel and beneficiaries. Adjustments to this can be made if in alignment with context and country-specific Covid-19 guidance, shared by the relevant health authorities and partners (eg Ministry of Health).

Steps to follow when setting up distribution

Steps	Responsibility and tools
1. Agree with local authorities what movements are possible for local community members and programme staff	
2. Set a location for distribution and prepare the site <ul style="list-style-type: none">- Agree the location in collaboration with the community, community leader and in accordance to Covid-19 national legislation and guidance.- Use rope, string or tape to mark out the distribution site.- Use chalk or tape to clearly mark spaces for people to stand, helping them to maintain a two metre distance.- Install handwashing points with soap at the site entrance and exit.	Responsibility: programmes team Tools: distribution schedule plan

<ul style="list-style-type: none"> - Allocate space for health checks (eg checking body temperature) according to the advice of health officials. - Incorporate sheltered areas for people to rest if they are feeling unwell. - Ensure that the site is accessible for people with disabilities, the elderly, pregnant women etc. - Staff must be prepared with equipment needed for distribution ahead of time, this includes pens, paper, tables, chairs etc. 	
<p>3. Plan the distribution time</p> <ul style="list-style-type: none"> - Decide the date(s) and schedule times. - Decide how many recipients will attend the site each day, at what time and for how long (estimating the length of time it takes for each person to go from first point at distribution site to last). - Communicate these messages to beneficiaries, local leaders and financial service providers (if relevant). - Communicate with relevant internal teams (eg logistics, finance, programmes). - Ask beneficiaries to come to the distribution site with their ID token previously given to them. 	<p>Responsibility: programmes and logistics teams</p> <p>Tools: chalk, masking tape, signs (see examples at end of document)</p>
<p>4. Set and communicate the distribution process</p> <ul style="list-style-type: none"> - A calling point should be set up - this is where those collecting items should wait and are called for at the time of their scheduled slot. - Identification desks should be used for beneficiaries to identify themselves as those on the distribution list to ensure that assistance goes to the correct person. This should be done through a form of ID (national ID, refugee ID, cards made by the relevant organisation). - Help desks should be situated next to the identification desks in order to solve any ID issues and collect feedback from beneficiaries. If the person's ID is not recognised / not valid they must leave the site; if the ID is recognised, their ID token is stamped and they can return to the identification desk. - Receiving desk is the point at which beneficiaries receive their items or cash. Staff and beneficiaries must sign to show they are in receipt of items. 	<p>Responsibility: programmes and logistics teams</p> <p>Tools: calling list, ID check list, reception list, feedback collection tool</p>

<p>5. Distribute items and cash grants</p> <ul style="list-style-type: none"> - Programmes must make requests of items ahead of distribution date and times. - Logistics should ensure items are prepared and then delivered on the day of distribution (this may mean starting preparations a few days before). - For cash: ensure that it is prepared in advance so that it can be delivered quickly. 	
<p>6. Reconciliation</p> <ul style="list-style-type: none"> - Fill the reconciliation form in at the end of each distribution day before leaving the site so that any discrepancies and irregularities are noted immediately. 	<p>Responsibility: programmes, finance and logistics teams</p> <p>Tool: reconciliation form</p>
<p>7. Debrief and wrap up</p> <ul style="list-style-type: none"> - Hold a brief meeting to assess the distribution process, raise issues and make adjustments for the next distribution day. - Pack away all items and leave the site clean and organised. 	<p>Responsibility: programmes team</p>

Examples of signs and marking spaces which could be used on a distribution site

These images are being used in different contexts to help maintain safe social distancing and clearly mark out areas that people should be standing in.



📷 Covid-19 social distancing signs in a Spar supermarket and various public spaces. Photo: Paola Castiati/Tearfund