

Guidance note - Delivery of assistance to families in light of COVID-19

14th May 2020

Objective and approaches

During low community transmission phase of COVID-19, all suspected and confirmed cases will be treated in an isolation facility to mitigate the risk of infection transmission. In a high community transmission scenario, bed availability will be prioritized for severe cases and mild and moderately symptomatic individuals will be encouraged to self-isolate and receive care at home.¹ Elderly persons (> 60 years) will also be encouraged to self-isolate, and refrain from leaving the shelter to reduce the risk of becoming infected.

To minimise movements outside of their shelters to access humanitarian assistance, partners will support the most vulnerable families through provision of home-based care services including delivery of NFI packages to their shelters. Partners involved in NFI home delivery should take all possible steps to protect their staff, volunteers, and affected population and to minimize the spread of the infection.

This guidance is based on WHO's advices for infection prevention and control² and other relevant global and local guidelines, and outlines basic protocols for all phases of a home-based NFI distribution, from planning to distribution to close out. Acknowledging the complex, challenging and fast-paced operating environment, partners are invited to adopt these recommendations to the extent possible.

The main underlying approaches are:

- ✓ Adopt a Do-Not-Harm approach to minimize the risk of infection for staff members, volunteers, and camp residents;
- ✓ Increasing overall awareness and hygiene levels for staff members and volunteers;
- ✓ Adapt distribution protocols to eliminate close contact and reduce the potential spread of the infection.

The guidance provides recommendations for each phase of home delivery:

- Stage 1: Planning home delivery (*managers and supervisors*)
- Stage 2: Orienting staff members and volunteers (*managers and supervisors*)
- Stage 3: At warehouse/office prior to home delivery (*supervisors and staff members*)
- Stage 4: During home delivery (*staff members and volunteers*)
- Stage 5: After home delivery (*staff members and volunteers*)

Some of the following recommendations, especially Stages 3, 4 and 5 may be further developed in form of IECs to facilitate the dissemination to staff members and volunteers, and/or further developed by different Sectors/agencies. This guidance should be used in combination with guidelines from other sectors developed globally and locally. It may be updated as the situation evolves globally and specifically in the Rohingya Response.

¹ Health Sector CXB – “Home care and isolation support for persons with mild & moderate symptoms consistent with COVID-19 in Rohingya camps of Cox's Bazar, Bangladesh” - Interim Concept Note, Version 1.6, as of 7 May 2020

² WHO – “Coronavirus disease (COVID-19) advice for the public”: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Stage 1: Planning home delivery**Who: Managers and supervisors**

- Plan informing the family in advance on date, time and modality of the delivery through community representatives, volunteers or staff members. When possible, adopt community outreach strategies that minimize physical interaction, for example using loudspeakers, radio listening groups, etc.;
- As hand washing for households is challenging to be enforced, consider adopting verification and accountability procedures that eliminate sharing/touching the same items such as pens, paper and electronic devices. For example, identification can be done visually against UNHCR/GoB identification cards and/or Family Attestations; confirmation of delivery can be obtained asking staff members and volunteers to collect the Progress Number on cards to be verified against registration data at a later stage, instead of collecting fingerprint and signature. Discuss alternative accountability protocols with your donor;
- Plan the distributions so to have small teams of critical volunteers/staff members only. It is strongly advised that at least one member for each delivery team is female to mitigate the risk of protection and sexual exploitation and abuse cases;
- Assign one person per task, such as one for carrying and handling the NFI package and one for checking the UNHCR/GoB identification card and/or Family Attestation and filling the beneficiary list on paper/electronic device, to avoid physical contact and cross-handling items;
- When possible and appropriate, coordinate with other Sector and partners to conduct multi-sectorial home delivery with the aim to minimize families' exposure;
- Each person involved in distribution should be provided with two or more reusable masks (not surgical/medical graded masks). If required for their role, provide staff with Personal Protective Equipment (PPE);
- When possible, the NFI package should include IEC materials on - but not limited to - COVID-19 and suggested practices for infection prevention and control, content of the package, care and maintenance of the items, recommendations for self-isolation, and how to provide feedback and access complaint mechanism. IEC should also display protection messages including sexual exploitation and abuse reporting protocols;
- As hand washing can be challenging in the field, plan to provide all teams with a mobile hand washing solution such as:
 - Preferred option: alcohol-based hand sanitizer (min. 60% alcohol)³;
 - Alternative options: portable bar of soap, soapy water⁴ or chlorinated water⁵ (least recommended).
- Adopt additional measures to keep the warehouses, offices, other workspaces and vehicles clean and disinfected following Health Sector guidelines⁶, especially for frequently touched surfaces;
- Provide all workspaces with infrared thermometers.

³ CDC – Hand washing and use of hand sanitizer: <https://www.cdc.gov/handwashing/when-how-handwashing.html>

⁴ CDC – “How to make soapy water”: <https://www.cdc.gov/vhf/ebola/pdf/chlorine-solution-liquid-soapy.pdf>

⁵ WASH Sector CXB - “Technical guidance on disinfection procedures for COVID-19 response (non-health settings) - v. 02”:
<https://drive.google.com/open?id=1gM8OwM4d7Y3ZEXcJiM07wRorVwAetrhd>

⁶ Health Sector CXB – “Infection Prevention and Control measures at non-medical workplaces to minimize the spread of the COVID-19 - Recommendations to all humanitarian partner organizations in Cox’s Bazar Rohingya Response”:
<https://drive.google.com/open?id=1u8CtLmEm7YN0WN9KM-ij4XcnpjBMZISy>

Stage 2: Orient staff members and volunteers**Who: Managers and supervisors**

- An orientation on COVID-19 and home delivery should be provided to all staff members and volunteers involved in home distributions, including description of the disease, symptoms, transmissibility, severity and WHO's key prevention messages to be followed at all times;
- Training should be provided to all staff members and volunteers on safe home delivery protocols included in this guidance note and/or organizations' own SOPs, including instructions on new roles and responsibilities and correct use of face masks and PPE (if provided);
- Staff members and volunteers regardless of their position should receive orientation on protection mainstreaming, PSEA and Code of Conduct;
- All people engaged in delivery services should follow the suggested practices for infection prevention and control:
 - Maintain physical distance of at least 1 meter (3') from others;
 - Wash your hands regularly with clean water and soap for at least 20 seconds, with soapy water, chlorinated water or applying an alcohol-based hand sanitizer (recommended option). Hand hygiene should be performed before every delivery, before and after using the latrine and whenever hands look dirty;
 - Avoid touching your eyes, nose and mouth with unwashed hands;
 - When coughing or sneezing, cover your mouth with tissue and throw it into closed bin or in a plastic bag immediately. Keep the plastic bag closed at all times. If you do not have a tissue, cough or sneeze into your flexed elbow;
 - Do not spit;
 - Do not greet each other with handshakes or embraces;
 - Collect solid waste in a plastic bag and keep it closed at all times. Do not throw garbage on the ground; wash your hands after disposing garbage.
- Staff members and volunteers falling in one of the following categories should not engage in any distribution activity:
 - Staff or volunteers who have a family member who may have COVID-19 living in the same household or in self-isolation;
 - Staff or volunteers who have come in close contact with a confirmed COVID-19 patient in the previous two weeks. S/he should not report to work and should self-quarantine at home for two weeks;
 - Staff or volunteers who show one or more symptoms related to COVID-19 (high temperature, new persistent cough, shortness of breath). S/he should not report to work; s/he should stay home and self-isolate or seek medical care in case of severe symptoms;
 - Staff or volunteers who are particularly vulnerable to COVID-19 (by virtue of age, clinical/health condition or pregnant).
- Staff members and volunteers should be clearly informed on protocols to follow in case they or their family members get sick;

Stage 3: At warehouse/office prior to home delivery**Who:** Supervisors and staff members

- Staff members should be encouraged to reach the workspace using individual modes of transportation, maintaining distance in shared vehicles and avoid public transport when possible;
- All persons should wash or clean their hands before entering and leaving the workspace;
- Body temperature should be measured with an infrared thermometer for all persons entering the workspace or prior to engaging for home delivery. If the person is found with fever, s/he should not be allowed to enter the workspace, advised to return home and self-isolate or seek medical care in case of severe symptoms;
- Prepare the NFIs in individual packages, possibly inside a basket, bag or similar. If provided by your organization, use gloves while handling the items;
- Clean and disinfect any materials, equipment and tools that will be used during delivery, such as NFI bags/baskets, electronic devices, paper and pens;⁷
- Preferably, every staff should be provided with individual set of tools needed, for example pens, paper, electronic devices to avoid sharing and cross contamination;
- Prepare and bring enough hand sanitizer or other alternatives for mobile hand washing (bar of soap, soapy water or chlorinated water) and to disinfect equipment upon completion of delivery (to leave in the vehicle);
- When using an organization vehicle to move from the workspace to the affected community, keep distance in the car from others, for example leaving one seat free from the next person, and drive keeping windows open to ensure natural ventilation when possible.⁸

Stage 4: During home delivery**Who:** Staff members and volunteers

- All people engaged in delivery should adhere to the suggested practices and protocols for COVID-19 infection prevention and control throughout the delivery procedure, as instructed during training and orientation;
- Wash or sanitize your hands before handling a new package;
- Use masks and PPE as provided by your organization and as instructed during training and orientation. Wear a cloth mask at all times during the delivery process;
- Upon reaching the shelter, call the person receiving the package by voice, then step back from the door at least 1 meter (3");
- Do not go into the shelter for any reason and wait for a member of the household to open the door. All members of the delivery team should stay outside the shelter for the whole duration of the delivery. If no answer is received, schedule a new delivery time;
- Introduce yourself and explain why you are there. Inform the person that the changes in delivery procedures are to eliminate direct physical contact, and that your objective is to take precautions

⁷ Instructions for safe disinfection - Cox's Bazar WASH Sector technical guidance on disinfection procedures for COVID-19 response (non-health settings) - v. 02: <https://drive.google.com/open?id=1gM8OwM4d7Y3ZEXCjIM07wRorVwAetrhD>

⁸ Additional measures can be found in WHO CXB – “9 rules for humanitarian workers to reduce risk of covid-19 transmission when traveling to camps in Ukhiya and Teknaf”: https://drive.google.com/open?id=1f_VaR5KRTy1bQM81hxiQpTwfJloqSvfIA
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to keep them and other families safe. Explain that the same procedure is followed for all home deliveries;

- Ask the receiving person to provide proof of identification of the intended receiver by showing the UNHCR/GoB personal identification card and/or the Family Attestation, and verify it against the FCN number on your list. Verification should be done visually maintain physical distance, and the card/attestation should remain in the owner's hands only;
- Once identification is completed, inform the family member that only one person in the household will receive the package. This can be the intended receiver of the assistance or a family member;
- Inform the person about the purpose and content of the package, and accountability measures for your organization;
- Upon verbal confirmation that the household member agrees to receive the package and understand its purpose and content, leave the package near the entrance of the shelter maintaining physical distance and then back away. If needed, ask the receiver to step back while delivering the package to the doorstep. Do not hand off the items directly to the person;
- Make sure the items are retrieved by the household member, checked and brought into the shelter;
- For confirmation of receipt, ask the household member to confirm reception verbally, and then complete the procedure according to your organization's protocol, either on paper or through electronic device. If requested by your organization, log the UNHCR/GoB Family Attestation and/or identification card's FCN Number. Inform the household that you are confirming the reception of the NFIs on their behalf, as they should not touch pen, paper or electronic device;
- Advise the household members to wash their hands with clean water and soap after handling and opening the package.

Stage 5: After home delivery

Who: Staff members and volunteers

- If possible, clean and disinfect any equipment and tools used during delivery, such as bags, tarpaulins, electronic devices, pens, etc., before putting them back in the vehicle;
- All garbage should be put collected in closed bags and safely disposed at the warehouse/office;
- After collecting the garbage and disinfecting the equipment, staff members and volunteers should wash or sanitize their hands before entering the vehicle;
- If possible, staff members and volunteers should use the same vehicle they used on their way to the delivery;
- Once back at the warehouse/office, clean and disinfect the vehicles used to transport NFI packages and staff members/volunteers.⁹

⁹ CDC – “Cleaning and Disinfection for Non-emergency Transport Vehicles”: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

Further readings & references

- CDC – “Cleaning and disinfection for non-emergency transport vehicles”:
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>
- CDC – “How to make mild (0.05%) chlorine solution”:
<https://www.cdc.gov/vhf/ebola/pdf/chlorine-solution-liquid-mild.pdf>
- CDC – “How to make soapy water”:
<https://www.cdc.gov/vhf/ebola/pdf/chlorine-solution-liquid-soapy.pdf>
- CDC – “When and How to Wash Your Hands”:
<https://www.cdc.gov/handwashing/when-how-handwashing.html>
- CwC WG CXB - “Strategy, Key Messages and IEC Materials for COVID-19 (host and Rohingya communities)”:
<https://drive.google.com/open?id=1Wjng-27m9QB5qZo9OKDdcdIAQoltkdl>
- Health Sector CXB – “Home care and isolation support for persons with mild & moderate symptoms consistent with COVID-19 in Rohingya camps of Cox’s Bazar, Bangladesh” - Interim Concept Note, Version 1.6, as of 7 May 2020
- Health Sector CXB – “Infection Prevention and Control measures at non-medical workplaces to minimize the spread of the COVID-19 Recommendations to all humanitarian partner organizations in Cox’s Bazar Rohingya Response”:
<https://drive.google.com/open?id=1u8CtLmEm7YN0WN9KM-iJ4XcnpjBMZISy>
- Various Sectors CXB - Recommendation for distributions in light of COVID-19”:
https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/final_recomendations_for_distributions_covid19_17march2020_bangla.pdf
- WaSH Sector CXB – “Technical guidance on accountability in distribution procedures for COVID-19 response - v. 01”:
https://drive.google.com/open?id=1zvdcjMb59Quvy_6iyj_urzJqneeFhhjF
- WaSH Sector CXB – “Technical guidance on disinfection procedures for COVID-19 response (non-health settings) - v. 02”:
<https://drive.google.com/open?id=1gM8OwM4d7Y3ZEXcJiM07wRorVwAetrhd>
- WFP – “Interim recommendations for adjusting food distribution standard operating procedures in the context of the covid-19 outbreak”:
<https://interagencystandingcommittee.org/system/files/2020-03/Final%20Interim%20IASC%20Guidance%20on%20COVID-19%20Outbreak%20Readiness%20and%20Response%20-%20Food%20Distribution.pdf>
- WHO – “Getting your workplace ready for COVID-19”:
<https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>
- WHO – “Home care for patients with COVID-19 presenting with mild symptoms and management of their contacts”:
[https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-\(ncov\)-infection-presenting-with-mild-symptoms-and-management-of-contacts](https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-(ncov)-infection-presenting-with-mild-symptoms-and-management-of-contacts)
- WHO - “Coronavirus disease (COVID-19) advice for the public: When and how to use masks”:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- WHO – “Rational use of personal protective equipment for coronavirus disease 2019 (COVID-19)”:
https://drive.google.com/open?id=1W6_4fT5FhgFwsjAPZRhouVx8Mlv0Z9cC
- WHO Bangladesh – “Guidance on wearing homemade cloth masks”:
https://drive.google.com/open?id=1Jb173nC8Q_HwtrTfqCdT5UaE8rzYAgLJ