



**MNC-NCM**  
MESOAMERICA REGION

# Guidelines for Safe Relief Distribution during Coronavirus (COVID-19) Response

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Nazarene Compassionate Ministries | March 2020



One way to help vulnerable people who are isolated because of the coronavirus is the distribution of food and other essential items.

However, it is extremely important that great care is given to following protocol so that church and community members are not at risk.

This presentation incorporates best practices based on guidance from the World Health Organization. It is designed to help church volunteers and staff stay safe and to ensure that distributions carried out by the church do not increase the risk of COVID-19 transmission in the community.

**Note:** there are other ways for churches to respond to Coronavirus aside from distributions, but these same guidelines will likely apply.



## Two Key Principles:

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01

Follow your country's national public health guidelines regarding the coronavirus. Most governments will follow the guidelines from the World Health Organization that can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

## Two Key Principles:

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02

If you:

a) are feeling sick or have any of the symptoms

OR

b) have been in contact with anyone who either has the symptoms or is feeling sick, or test positive for COVID-19,

do NOT participate in these response efforts.

# Distribution of Food Items

- Wash hands thoroughly before packing any food items and ensure that all packaging used for food is clean. Remember to wash your hands regularly, including after you take any breaks during packing.
- Only pack NON perishable food items (rice, pasta, beans, lentils, oil, flour etc.) will reduce risk of transmission. Do NOT pack fresh food items. Multi-vitamins are OK, but should be in original packages that are sealed, and it should be made clear to the recipient that these are neither a treatment nor a preventative for the virus, but simply a health-boosting supplement.
- Leave all food packages at the gate or door of the household and do NOT enter the house or stay to socialize.

# Distribution of Food Items

- Do not shake hands with anyone and maintain a minimum distance of 6 feet (about 2 meters) from people.
- Do not touch door handles, gate handles, and other commonly touched surfaces. If you do, wash your hands after. Wash your hands regularly during distributions.
- Remind recipients to wash their hands.

# Distribution of Non-Food Items

- Our recommendation is to only deliver non-food items that are in original packaging. This can include hygiene items like soaps, cleaning materials, sanitary pads, diapers, etc.
- Wash hands before assembling packages and ensure packaging is clean. Remember to wash hands regularly, including after you take any breaks during packing.
- Leave all packages at the gate or door of the household and do NOT enter the house or stay to socialize.

# Distribution of Non-Food Items

- Do not shake hands with anyone and maintain a minimum distance of 6 feet (about 2 meters) from people.
- Do not touch door handles, gate handles, and other commonly touched surfaces. If you do, wash your hands after. Wash your hands regularly during distributions.
- Remind recipients to wash their hands.



# Volunteer Training

- Make sure that all volunteers understand the public health guidelines and the above guidelines from NCM before participating. If anyone is unwell or has any symptoms, they must NOT participate in the response. Volunteers that have fragile health themselves should also NOT participate in the response.
- If soap and water is not easily available when carrying out distributions, make sure volunteers have hand sanitizer (alcohol-based) so they can regularly clean their hands.

# General Reminders

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## For Everyone

- **Avoid touching eyes, nose, and mouth.**
- **Practice 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.
- **Wash hands regularly** — even if they don't look dirty. Watch this video for how to wash your hands properly!  
<https://www.youtube.com/watch?v=y7e8nMOJAz0>
- **Maintain distance from others** — stay a minimum of 6 feet (about 2 meters) from people.

Protect yourself and others from getting sick

## Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



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# Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



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# Protect others from getting sick

When coughing and sneezing  
**cover mouth and nose** with  
flexed elbow or tissue



**Throw tissue into closed bin**  
immediately after use

**Clean hands** with alcohol-based  
hand rub or soap and water  
after coughing or sneezing and  
when caring for the sick



# Protect others from getting sick



**Avoid close contact** when you are experiencing cough and fever

**Avoid spitting in public**



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider

For helpful Questions and Answers on the Coronavirus:  
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>