



**The First Arab Conference**  
**Arab social worker roles in facing the Covid 19 virus**  
**April 30, 2020**

**The working paper about the role of YGUSSWP to  
confront of COVID-19 submitted by**  
**Mr. Talaat Hassan Hammoud**  
**The Secretary General of**  
**Yemeni General Union of Sociologists, Social Workers**  
**and Psychologists(YGUSSWP)**



**First:** YGUSSWP Has working hard in the first line to support quarantine centers by NFIs and conducted 5 RNA for the quarantine centers in Sana'a Gov. the NFIs provided by YGUSSWP are like the following : (blankets - mattresses - Sleeping mat - solar lamp) - for quarantine centers in Sana'a governorate

Items	Mattresses	Kitchen set	Bucket 14	Sleeping mat	Solar lamp	Blankets
stock distributed for Quarantine center in Ghadran area Bani Hushaysh District 24-25-March-2020	13	0	13	13	13	13
stock distributed for Quarantine center in Thomah area Nahm District 7-April-2020	16		16	16	16	16
stock distributed for Quarantine center in District Jahanh area Khulan 7-April-2020	4		4	4	4	4
3 cases for alhaymah for Quarantine center District in Jahanh area Khulan 7-April-2020	3		3	3	3	3

**Second:** Developing a case management system for vulnerable children in accordance with the precautionary measures for Corona virus

The working team of social workers is the Ministry of Social Affairs and Labor

1. At the central level (central operations room and hotlines - workers in the Ministry of Social Affairs and Labor from social workers, case managers, and national consultants from social workers. Central emergency response
2. At the governorate level (an operating room in the governorates of social workers and hotlines - supervisors of the situation in the governorate (providing awareness, psychosocial support, family and community), emergency response
3. At the District level (the response team of social workers and case managers) the response team of social workers in health centers provides counseling and psychosocial support. Field emergency response
4. At the community level (community response team, community protection committees), community and family emergency response.



**Third :** While Coronavirus (COVID-19) continues to spread in an unpredictable way , it presents an increased risk to partners, employees, and beneficiaries through non-food items, Emergency shelter kits ESKs , particularly during a distribution process.

This Temporary Guide is not intended to replace the Recommendation guidelines for the distribution of ESKs shelter and non-food items, but rather to complete them. In the context of the outbreak of the new corona virus (Covid 19). The amendments should be in line with the directives issued by the Yemeni Ministry of Health and the World Health Organization It is shared by the relevant authorities and partners .

YGUSSWP has designed a Temporary Precautionary Recommendations for Shelter and NFIs Distribution Activities in the Context of Coronavirus (COVID-19) April 2020 which shared by Shelter cluster to all partner working in Yemen and posited in the shelter Web site - <https://www.sheltercluster.org/yemen/documents/ygusswp-guide-covid-19-precautionary-recommendations-distributions>

**Fourth :** YGUSSWP has play all the role of Precautionary Recommendations for Shelter and NFIs Distribution Activities in the Context of Coronavirus (COVID-19) in its NFIs distributions , and do all Precautionary procedures of COVID-19 as following :

- 1- The YGUSSWP coordinated with the authorities in the affected areas to determine a location for distribution that is accessible to the beneficiaries, safe from flood risks and takes into account the precautionary measures of COVID - 19 . Team Contacted with the beneficiaries before the distribution process to inform that the distribution date will be from the 7:00 am to 1:00 pm to avoid the rain in the afternoon and alos guiding them to keep a distance of 1-2 meters from each other throughout the distribution process.
- 2- YGUSSWP has trained the employees, teams, and volunteers in the distribution process and preventive and safety measures for public health and COVID-19 and training them in the use of masks, gloves and disinfectants. Distribution mechanisms in the context of Coronavirus (COVID-19)
- 3- We Ensured that all employees and volunteers involved in the distribution process are negative of symptoms of Coronavirus (COVID-19) and any infectious diseases through a medical examination. Before the process of participating in the distribution,
- 4- YGUSSWP prepared three points of reception and verification (identity), one of them was for women , and allow a personal space of no less than one meter between each beneficiary.
- 5- YGUSSWP Printed the waiting points of the beneficiaries, and marked point for the beneficiary in all the steps of distribution .



- 6- YGUSSWP Provided and distribute masks and medical gloves Hands are sterilized for all beneficiaries before entering the distribution sites at the main gate .

**The distribution Processes :**

- BNFs were informed about the time and place of distribution and the Precautionary procedures for COVID19 in the distribution site for example the waiting points the distance between the BNFs should be 1 Meter at last
- BNFs reach to external gate of distribution sites , YGUSSWP distribution team provide Sterilizers and antiseptics and sterilized all beneficiaries 'Hand before enter the distribution sites .
- The distribution team distributed masks and medical gloves and help them to wear them
- The beneficiaries directed directly to the verification committee (ID) and the point where his items put.
- YGUSSWP CVs will Guide the beneficiaries to maintain a distance of one meter in all points during the distribution
- After verification , the BNFs hand sterilized before and after each individual use of fingerprint or signature on the distribution lists
- BNFs moved to the point of receiving their items with different line for female and male and 1 Meter distance , the BNFs received their NFIs in organizational way .
- YGUSSWP Provided a supporting team in order to provide support and assistance in carrying items .
- After receiving the non-food item, the beneficiary guided and encourages to exit and leave the distribution site.

**Fifth** : YGUSSWP has conducted social media awareness session in all apps of social media (face book -tweeter -Instagram – YouTube – Whats app .....)

Please find attached of Temporary Precautionary Recommendations for Shelter and NFIs Distribution Activities in the Context of Coronavirus (COVID-19)

The Republic of Yemen

Yemeni General Union of Sociologists, Social  
Workers and Psychologists(YGUSSWP)

Executive Office

Ref; ( )

Date; 20



الجمهورية اليمنية

ال نقابة العامة للأخصائيين الاجتماعيين والنفسيين اليمنيين

المكتب التنفيذي

رقم الإرسالية: ( )

تاريخها: ٢٠٢٠ / ٤ / ١ م

Member at the International Federation of Social Workers

عضو الاتحاد الدولي للأخصائيين الاجتماعيين

Annex 1



## Temporary Precautionary Recommendations for Shelter and NFIs Distribution Activities in the Context of Coronavirus (COVID-19)

### Introduction

. While Coronavirus (COVID-19) continues to spread in an unpredictable way , it presents an increased risk to partners, employees, and beneficiaries through non-food items, Emergency shelter kits ESKs , particularly during a distribution process.

This Temporary Guide is not intended to replace the Recommendation guidelines for the distribution of ESKs shelter and non-food items, but rather to complete them. In the context of the outbreak of the new corona virus (Covid 19). The amendments should be in line with the directives issued by the Yemeni Ministry of Health and the World Health Organization It is shared by the relevant authorities and partners .

### Objectives

This Guideline aims to guide and adapt distribution of shelter and non-food items, in the context of COVID-19 at the Yemen level and provide recommendations on approaches and minimum requirements according to what is appropriate for distributions in the context of Coronavirus (COVID-19) to reduce the risks of transmission and spread of Coronavirus (COVID-19) to the employees, partners, beneficiaries, and one-to-one through the following:

- Provide guidance during the distribution of non-food items and the distribution of emergency shelter through specific mitigation measures that take into account the prevention of the spread of Coronavirus (COVID-19)
- Reducing the risk of exposure of Novel Coronavirus (COVID-19) employees, partners, and beneficiaries .
- Mitigating the risk in overcrowded shelters, collective centres, tents, or any other shelters at risk.
- Reducing secondary infections among close contacts.
- Ensuring protection remains central to the response.

### Recommended Procedures

#### Protection :

It is important to ensure equal access to neutral assistance as needed and without discrimination. This includes identifying beneficiaries who may be withheld from applying for assistance because they are marginalized or feared being marginalized by the virus and maintaining sensitive information about affected people or communities.



Ref; ( )

Member at the International Federation of Social Workers

رقم الإرسالية: ( )

Date; 20

عضو الاتحاد الدولي للأخصائيين الاجتماعيين

تاريخها: 1 / 4 / 2020 م

1. Awareness and prevention messages should be shared by phone or social media communication with beneficiaries before distributions in line with national guidelines of the Ministry of Health and WHO, including providing advice to at-risk groups (elderly and people with pre-existing health conditions) As well as confirmation / suspected cases, to not come to the distribution site.
2. Allocating areas suitable for the elderly, pregnant and lactating women, those with disabilities, and individuals suffering from chronic and serious health diseases with priority given to distribution or allocating a designated point for them.
3. Alternative arrangements for the assistance distribution should be established for at-risk groups (aged 50 years and over and individuals suffering from chronic and serious diseases), to avoid their risk of infection Coronavirus (COVID-19) can do the following:
  - ✓ The Urgent Response Team for Shelter and Non-Food Items arrived to their whereabouts and delivered their assistance in cooperation with the Community Volunteers Team.
  - ✓ Approval of a mechanism for agencies to act on their behalf to receive their assistance from Aqal or area secretaries of their regions during the month of April as a precaution to avoid exposing them to a risk of developing Coronavirus (COVID-19)

## 1. Planning the distribution sites

Distribution site planning should allow the rapid distribution of shelter and non-food items, within the context of COVID-19, with a minimum of 1-2 meters between the beneficiaries and maintaining traffic easily :

- ❖ Organize and designate assigned areas at the distribution site in the context of COVID-19 as precautionary measures
- ❖ Create a reception point, verification point (identity), collection point and exit point for the traffic channel, and allow a personal space of no less than one meter between each beneficiary.
- ❖ Set up a hand-washing area with adequate supply of hand-washing gel or soap. Or with a hand wash solution (0.05 chlorine or water and soap - see instructions below).
- ❖ Every effort should be made to minimize manual contact while washing practical hands (for example there is no tap / pedal tap, paper towels, and covered boxes without using hands to collect waste) in line with guidelines at the national level. Provisions should be made to ensure the regular and safe removal of waste hand-washing area. Handwashing



stations must also be equipped with appropriate signs, including how to wash hands, if that's possible .

- ❖ Provides and distributes masks and medical gloves . Hands are sterilized for all beneficiaries before entering the distribution sites at the main gates.

### In the case of the presence or spread of corona virus

- ❖ Allocate health checkup areas / body temperature checks by health officials.
- ❖ Create a protected / covered area for beneficiaries who do not obtain a permit in the examination / health authority temperature checkpoint. The allocated space should be wide enough to allow the beneficiaries to sit / stand at least 1-2 meters away from each other.
- ❖ Ensure that there are clear entry and exit points (accessible for persons with disabilities) in the distribution area. Provided with appropriate hygiene and sanitation supplies in line with the guidelines at the Yemeni level .

## 2. Plan the distribution

- ❖ The first method: The modifications may include an increase in the number of distribution sites / for shelter and non-food items to avoid crowding and gatherings to be multiple distribution points managed at one time, be closer to the beneficiaries as much as possible in order to reduce the distance in front of them to go to and from the site determine distribution points According to the (defenseless areas), this can be an important element in controlling and regulating crowded persons at distances of 1-2 meters, and in ensuring equitable access to humanitarian aid.
- ❖ The second method: is that every day, a number of IDPs, according to their areas, are called on to the distribution area, and IDPs should not be forced to travel to distribution points for a maximum of 3 km.
- ❖ The third method: the rapid distribution of shelter and non-food items to the field and distribution to beneficiaries who suffer from high temperature or who show signs of influenza while in the precautionary household quarantine or the most vulnerable groups of the elderly and patients suffering from serious illnesses or chronic diseases They need to





stay home and receive assistance at the door in order to avoid direct contact with other groups of beneficiaries and employees.

- ❖ When necessary, prioritizing the provision of door-to-door / tent-to-tent services in order to avoid gathering people and overcrowding in lines for families, especially the elderly - and serious and chronic diseases and people in the quarantine of the home. Or in the general precautionary quarantine sites , or it can make a power of attorney certified by Aqal or SCMCHA to their behalf to receive assistance as emergency measures during the April 2020
- ❖ The partner organization responsible for the distribution process determines the assessment of the situation and the selection of the appropriate method in consultation with the relevant authorities.

### 3. Organizing the process of distributing shelter and non-food items before the scheduled distribution to prevent crowding

- ✚ If they are not prefabricated, empty non-food items, tents, and emergency shelter supplies in temporary storage locations and organize benefits before scheduled distribution.
- ✚ Separate storage from collection points where possible.
- ✚ If possible, the area should be cordoned off about one meter from the office (with a rope or tape) at the Distribution point. This will ensure that the receiving point can reach only one recipient at a time.
- ✚ Allocating specific distribution times and numbers a few for the beneficiaries, and if possible distribute the distribution cards to the targeted families where the time, date, place of distribution, prevention instructions and distribution mechanisms are distributed in the context of COVID-19..

### 4. Do not allow crowding around the distribution point

- Contacted with the beneficiaries before the distribution process and guide them to keep a distance of 1-2 meters from each other throughout the distribution process.
- Enclose (with a rope or tape) a radius of 1-2 meters around the office at the collection point if possible, and with continuous sterilization operations in the vicinity of the warehouse and inside



the store in the event that this does not violate the health procedures and guidelines of the Ministry of Health and Population and the World Health Organization and does not affect the stored materials.

- Print the waiting points of the beneficiaries , and the place must be determined and marked point for the beneficiary in all the steps of distribution .
- In cases where it is not possible to prepare family non-food items, distribute the various commodities in separate areas , it aims to always notice the spacing between beneficiaries and reduce crowding.

#### 5. Manage traffic flow at the distribution site as a precaution procedures

Managing traffic flow at the distribution site as a precaution when no one in the county is infected with the Corona virus:

- ❖ When BNFs reach to external gate of distribution sites , the distribution team must distribute masks and medical gloves or provide Sterilizers and antiseptics and sterilized all beneficiaries 'Hand before enter the distribution sites
- ❖ Upon reaching the distribution site, the beneficiaries are directed directly to the hand washing area and then to the verification area (ID).
- ❖ Guiding the beneficiaries to maintain a distance of one meter in all points during the distribution
- ❖ Beneficiaries must not pass through the distribution point more than once.
- ❖ Providing people in order to provide support and assistance in carrying items
- ❖ After receiving the non-food item, the beneficiary guides and encourages the beneficiaries to exit and leave the distribution site.

Manage traffic flow at the distribution site in case of the presence or spread of corona virus

- ❖ Upon arrival at the distribution site, direct beneficiaries to the hand washing area and then to the temperature check area to have their body temperature assessed using a non-invasive thermometer. Ideally, the temperature check should be conducted by a medical or health professional endorsed by government authorities.
- ❖ It is important to ensure that the Examination process covers the identification of signs and symptoms of COVID-19, as well as the risks of exposure, for example: observing visual signs of respiratory diseases, along with questions about the presence



of fever or respiratory symptoms, and questions about the date of contact with the potential of the COVID- 19.

- ❖ Inform / reassure beneficiaries who are examined and sterilized in the health check areas / the temperature at which they will get help, shelter materials or non-food items regardless of the results of the examination.
- ❖ Directing the direct beneficiaries who were examined and sterilized that did not show fever or flu-like symptoms in the health examination area to the checkpoint (ID).
- ❖ If the recipient is diagnosed with a fever or flu-like symptoms, direct them to the specific case a protected / covered area for follow-up by a government-approved health care worker, complete the management and referral cases for suspected cases, a procedures guide for managing cases of the Corona virus ( Coved 19) issued by the Ministry of Public Health and Population of Yemen .

#### 6. Consider hygiene and sanitation measures to distribute and install non-food items, emergency shelters and tents

- ✓ There should be no physical contact (such as convergence - shaking hands ... etc.) between the partner's employees distributing non-food items and the workers installing tents or shelter groups, the beneficiaries .
- ✓ If the recipient's fingerprint or signature is required on the distribution lists, the pens, the fingerprint, and the recipient's hand must be sterilized before and after each individual use.
- ✓ Personnel at distribution points should place assistance on tarpaulin / table at the point of distribution and retreat, and allow the beneficiary to collect assistance.
- ✓ After receiving items from the beneficiary, the beneficiaries will be directed and encouraged to leave the distribution site.
- ✓ For emergency shelter repairs, ensure that staff and workers follow preventive measures as described in the Yemeni Ministry of Health and the World Health Organization, including hand washing, hygiene, and sterilization practices.



**7. Specific instructions for partners, employees, workers, and volunteers at distribution sites (members of the reception, verification, and disbursement committee, etc.)**

**Specific instructions for distribution partners**

- ✓ Training partners, employees, teams, volunteers and porters in preventive and safety measures for public health and COVID-19 and training them in the use of masks, gloves and disinfectants. Distribution mechanisms in the context of Coronavirus (COVID-19)
- ✓ Ensure that all employees and volunteers involved in the distribution process are positive of symptoms of Coronavirus (COVID-19) and any infectious diseases through a medical examination. Before the process of participating in the distribution, and reducing the number of distribution team to the lowest possible number.
- ✓ Equipping employees, staff, volunteers and porters with hygiene and preventive tools
- ✓ Ensure that all employees, volunteers, contractors and workers follow preventive and hand-washing measures.

**Specific instructions for employees, workers, and volunteers at distribution sites (members of the reception, verification, and disbursement committee, etc.)**

- ✓ Monitor the beneficiaries' entry into the distribution point channel.
- ✓ Distribution of Arabic brochures, posters, leaflets and banners highlighting best practices to reduce the risk of infection, COVID-19 according to the publications of the Ministry of Health and Population and the WHO Organization
- ✓ Instruct beneficiaries to maintain a distance of at least one meter at all points during distribution.
- ✓ Ensure that the handwashing point is provided with appropriate quantities of handwashing and soap.
- ✓ Ensure that all beneficiaries wash their hands at the hand washing point and undergo a body temperature check before approaching the identity verification point
- ✓ If the recipient is self-reported, has a fever, or has signs of COVID-19, it must be directed immediately to the protected / covered area and referred to the relevant health authorities.
- ✓ Supervise and assist in unloading and organizing items before scheduling distributions.



- ✓ Directing beneficiaries who have been assisted to leave via a marked exit route. Instruct beneficiaries to leave the distribution site immediately upon assistance.
- ✓ When finishing the distribution, make sure the distribution point (room / area / tarpaulin) is clean and spray with disinfectant (0.5% chlorine solution). Once it dries, the tarpaulin should be folded away from storage / transportation. The broom can be used again after disinfection.
- ✓ Remove all tapes, cords and banners.
- ✓ Clean hand washing station and remove / store hand wash.
- ✓ It is imperative that all personnel at the distribution site perform cleanliness and follow prevention and hygiene practices.

#### Community participation :

Community participation and communication and feedback mechanism will be critical to reduce transmission, contain disease spread and reduce fear, misinformation, confusion and tension. Make use of existing community mechanisms and distribution activities to spread awareness messages at the community level.

Messages should be published in simple / local language, taking into account the cultural context, as well as the special needs of marginalized communities, with the participation of relevant stakeholders who engage in risk communication activities (i.e. health / hygiene promotion). Adjustments must be made in line with the directives of the Ministry of Public Health and Population and the World Health Organization (WHO)

#### REFERENCE

1. RECOMMENDATIONS FOR ADJUSTING NFI & EMERGENCY SHELTER DISTRIBUTIONS IN THE CONTEXT OF THE COVID-19 OUTBREAK As of 17 March 2020 [https://www.sheltercluster.org/sites/default/files/docs/syria\\_esnfi\\_guidelines\\_covid19\\_20200319.pdf](https://www.sheltercluster.org/sites/default/files/docs/syria_esnfi_guidelines_covid19_20200319.pdf)
2. CCCM, SHELTER AND NFI SECTOR GUIDELINES ON COVID-19 PREPAREDNESS AND RESPONSE PLANNING [https://www.sheltercluster.org/sites/default/files/docs/nigeria\\_interim\\_guidelines\\_shelter\\_nfi\\_ccm\\_covid19\\_20200320pdf.pdf](https://www.sheltercluster.org/sites/default/files/docs/nigeria_interim_guidelines_shelter_nfi_ccm_covid19_20200320pdf.pdf)
3. Recommendations for Shelter and NFI activities in the context of the COVID-19 outbreak North West Syria Publication 24 March 2020 [https://www.sheltercluster.org/sites/default/files/docs/snfi\\_cluster\\_guidelines\\_on\\_covid19\\_for\\_nws\\_20200324.pdf](https://www.sheltercluster.org/sites/default/files/docs/snfi_cluster_guidelines_on_covid19_for_nws_20200324.pdf)

The Republic of Yemen

Yemeni General Union of Sociologists, Social  
Workers and Psychologists(YGUSSWP)

Executive Office



الجمهورية اليمنية

ال نقابة العامة للأخصائيين الاجتماعيين والنفسيين اليمنيين

المكتب التنفيذي

Ref; ( )

Member at the International Federation of Social Workers

رقم الإرسالية: ( )

Date; 20

عضو الاتحاد الدولي للأخصائيين الاجتماعيين

تاريخها: 1 / 4 / 2020م

4. UKRAINE: humanitarian response plan for the COVID-19 pandemic Emergency Shelter and NFI Cluster in Ukraine [https://www.sheltercluster.org/sites/default/files/docs/humanitarian\\_response\\_plan\\_for\\_the\\_covid-19\\_shelter\\_cluster\\_final\\_draft.pdf](https://www.sheltercluster.org/sites/default/files/docs/humanitarian_response_plan_for_the_covid-19_shelter_cluster_final_draft.pdf)