

## Standard operating procedures (SOPs) for supervisors of door-to-door registration/distribution teams in the COVID-19 context

V1. November 2020

### Remember the COVID-19 infection prevention measures<sup>1</sup>

- Maintain physical distance of at least one metre from all others, except immediate members of the family or people with whom you share accommodation
- Regularly and thoroughly clean your hands with an alcohol-based sanitizer or wash them with soap and water. WHO recommends washing hands often with soap and water for at least 20 seconds. If soap or hand sanitizer are not available, rub hands vigorously with wood ashes
- Avoid going to crowded places
- Avoid touching your eyes, nose and mouth
- Practise respiratory hygiene by coughing or sneezing into a bent elbow or tissue and then immediately dispose of the tissue<sup>2</sup> and wash your hands
- If you have fever or respiratory symptoms, you should stay home and not go to work
- Wear a fabric mask if there is widespread community transmission, and especially where physical distancing cannot be maintained
- Correctly use and dispose of any COVID-19 infection prevention materials provided. Follow national government guidance for disposal
- Maintain all other measures described even when wearing protective equipment
- Keep up to date with the latest guidance and regulations put in place by WHO and the national government

**NOTE:** As the pandemic evolves, WHO updates the infection prevention measures based on new scientific findings. Check for any updates on <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>.

**Core AMP documents:** *Key guidance for distribution of insecticide-treated nets (ITNs) during COVID-19 transmission*

*Planning for safe ITN distribution in the context of COVID-19 transmission* See:

<https://allianceformalariaprevention.com/about/amp-guidelines-and-statements/>

### **SUPERVISION**

*Supervision of an ITN mass distribution campaign in the context of COVID-19 transmission:*

<https://allianceformalariaprevention.com/about/amp-guidelines-and-statements/>

These standard operating procedures (SOPs) apply to supervisors overseeing the work of door-to-door teams during a mass ITN distribution campaign. They apply to both a single phase distribution strategy (registration and ITN distribution simultaneously) and to a two-phase strategy (registration followed at a later date by ITN distribution).

<sup>1</sup> <https://www.WHO.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

<sup>2</sup> Follow WHO and national guidance on waste disposal. Waste should be disposed of appropriately where it will not be in the environment risking contaminating others. See also: <https://www.who.int/publications/i/item/water-sanitation-hygiene-and-waste-management-for-the-covid-19-virus-interim-guidance>

**NOTE:** These SOPs are provided as an example and should be adapted to the specific context of each country in terms of the activities, roles and responsibilities and COVID-19 infection prevention measures put in place for the ITN distribution.

### **Safety measures**

In the COVID-19 context, supervisors must ensure the following safety measures are taken:

- Disinfect all frequently touched surfaces, materials and areas used at locations where door-to-door teams are briefed and debriefed at the beginning and end of each day of registration/distribution. Use antiseptic liquid or bleach diluted with water to clean.
- Ensure door-to-door (D2D) team members disinfect materials used during registration/distribution (pen, phone, tablet, etc.).
- When wearing a mask, avoid touching it, and replace once it becomes damp. Do not reuse disposable masks (if provided). Ensure that D2D team members are reminded of the proper use of their masks throughout the day and replace any damaged masks (for example, broken elastic) as soon as possible, while also ensuring adherence to the appropriate waste management for the used personal protective equipment (PPE).
- Ensure door-to-door teams comply with the infection prevention measures at all times and use PPE correctly (masks, hand sanitizer or handwashing, physical distancing, non-exchange of materials, etc.).

### **Daily health checks**

In the COVID-19 context, the responsibility of ensuring that health checks are carried out for all campaign workers lies with their supervisor. Health checks include:

- Temperature checks (if infrared thermometers are provided)
- Asking questions as per the daily health check questionnaire that should be administered for all campaign workers, including those responsible for loading, offloading, resupply and security of the ITNs:
  - Do you have a cough?
  - Do you have a fever?
  - Do you have any difficulty in breathing?

In the case of a campaign worker showing signs or symptoms of COVID-19 or generally feeling unwell, the supervisor should report this to the appropriate person [provide country-specific details] and ensure that the worker does not continue work. Other members of that worker's team should then receive an additional health check before they are permitted to continue work and their health should be monitored closely over the coming days of activity implementation.

### **Prior to door-to-door registration/distribution**

Supervisors are responsible for ensuring that household registration/distribution is carried out at high quality, while at the same time protecting the safety and security of campaign personnel and members of households being registered/receiving ITNs.

At the beginning of each day, prior to the start of the household registration/distribution, the supervisor should:

- Ensure that maps and workplans have been prepared that show how door-to-door teams should progress with their work and which areas will be covered each day.
- Remind door-to-door teams of the importance of following all the guidance regarding COVID-19 prevention measures during the door-to-door visits, particularly wearing masks and physical distancing. Remind them that wearing masks does not make them or household members 100 per cent safe from COVID-19 transmission and that maintaining physical distance is critical.

- Ensure that teams understand the definition of a household (e.g. “people that regularly sleep in the same house or eat from the same pot under the same roof and recognize one household head”). Remind them that households may differ in type, e.g. headed by a woman, young male workers sharing, polygamous, single occupant. [Adapt for country-specific definition]
- Remind teams how ITNs will be allocated to households, e.g. 1—2 people = one ITN, 3—4 people = two ITNs, 5—6 = three ITNs. [Adapt for country allocation strategy]
- Remind door-to-door teams of their roles and responsibilities during the registration and ITN distribution and check their understanding regarding:
  - The areas they are to cover each day using maps and the workplan and how many households (minimum) they are expected to visit
  - The definition of a household and how ITNs will be allocated to households (e.g. one for every two persons in the household, rounded up in the case of uneven numbers, or capped at X ITNs, etc.) [Adapt for country strategy]
  - How to introduce themselves at each household, request to see the head of household or responsible adult and explain what they are doing
  - How to fill in the household registration form on electronic device (e.g. smart phone or tablet) or paper tool
  - How to disseminate key messages on malaria, use and care of ITNs (and COVID-19 if messaging is integrated), using the job aid or other supports designed for this purpose
- Ensure that teams understand the data collection required. At the start of each day, the supervisor should ask one of the team members to explain what they should do and give constructive feedback if there needs to be any correction.
- Verify that teams have enough materials for the day, including masks, soap and water or hand sanitizers, registration forms or charged electronic device, pens, SOPs, job aids and any other materials required. [Adapt for country strategy]
- Remind teams of the procedures [and forms, as per country procedures] for reporting any problems encountered during the day, and that they should, in case of any insecurity felt or aggression towards them, suspend their activities and report to the supervisor or closest community leader.
- Remind teams of the importance of communicating to their supervisor and/or community leader any rumours that they have heard about the ITN distribution, the ITNs themselves or COVID-19 and infection prevention measures.

### **During door-to-door registration/distribution**

The supervisor’s primary roles during the door-to-door registration or distribution are to ensure:

- Safety and security of the door-to-door teams, household recipients, devices (where used) and ITNs.
- Households are approached correctly:
  - Teams must adhere to the COVID-19 infection prevention measures at all times (wearing a mask and practising physical distancing)
  - At a household, teams must not enter, but should remain at a distance of at least one metre from any household member
  - Teams should request to speak to the head of the household or adult over 18 years, explain the purpose of the visit and why they are collecting data about the household
- Data collection is being done as per the training and that ITNs are being allocated to households correctly:

- Door-to-door teams must record the correct number of ITNs received at the start of the day and if being resupplied, must fill in the correct number received during the day at the time that the ITNs are received
- Teams must determine how many people are living in the household and fill in that number on their registration form or device
- Teams must correctly calculate number of ITNs to be allocated and place the correct number of ITNs at the door of the household (where devices are used, this may be done automatically)
- Waste management procedures are implemented correctly (see below):
  - If the policy is for teams to remove and keep the packaging from the ITNs before handover, they must place the plastic packaging in the sealable bags provided [Adapt for country strategy]
- Social and behaviour change messages are communicated:
  - With the help of the job aid, teams must communicate the key messages to households, (airing the ITN before use, washing hands after handling the ITN, hanging, care and repair, sleeping under an ITN every night, what to do with packaging if remaining at the household, COVID-19 prevention) [Adapt for country strategy]
  - Teams should respond correctly to any questions from members of the household
- Household marking is correctly done:
  - Teams must mark the household as having been served (e.g. a chalk mark) and communicate clearly the purpose of the marking and the need to leave it there
- Constructive feedback is given to door-to-door teams and corrective action is taken if necessary
- Daily presence list is filled in correctly to ensure timely payment for door-to-door teams

### Daily summary of data

At the end of each day, supervisors are responsible to ensure that:

- The door-to-door teams have summarized the work they have done that day on the daily summary sheet (on paper or in electronic form).
- The data summary, as well as the original data forms, is verified for accuracy before filling in the daily summary form.
- The daily data summary is prepared based on validated data and results communicated to the appropriate person (e.g. data manager). [Adapt for country strategy]

### Daily review meetings

Supervisors must organize and/or participate in daily progress meetings (virtual or face-to-face and if the latter, preferably outdoors with all COVID-19 infection prevention measures in place) with other local supervisors and with supervisors at other levels of the supervision structure to:

- Provide a report (quantitative based on data collected and qualitative based on observations, both of which should have been collected on standard forms) and to identify successes and challenges
- Ensure that there are continuous quality improvements during registration/distribution.

Following the daily review meeting, supervisors should provide feedback, via text or WhatsApp message to their contacts at management level to alert campaign staff immediately to any issues, such as missed communities or inaccurate ITN allocation, rumours or misinformation.

### **Waste management<sup>3</sup>**

The supervisor has the responsibility of ensuring that any waste from door-to-door teams is disposed of correctly. There may be two types of waste:

1. Plastic packaging from the ITNs
2. Used PPE

There may be instructions that the two types of waste should be bagged separately. The supervisor should ensure that door-to-door teams comply with the instructions. **[Adapt for country strategy]**

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<sup>3</sup> See AMP document: *Guidance on managing waste generated during mass insecticide-treated net (ITN) distribution campaigns in the COVID-19 context*. <https://allianceformalariaprevention.com/about/amp-guidelines-and-statements/>