



Key Messages on WFP Coronavirus Preparedness and Food Distributions

- WFP **will continue its distribution of food and cash** in all refugee settlements during the coronavirus outbreaks.
 - WFP has put in place safety measures to keep you, WFP and partner staff safe.
 - **These include:**
 - A reduced number of people receiving food at each FDP per day;
 - Keeping at least two arm's length distance between people coming to pick food;
 - Temperature checks for people before they enter the FDP;
 - Isolation and health partner support for anyone with high temperatures or other possible coronavirus symptoms;
 - Handwashing at key points where WFP operates;
 - Temporary suspension of fingerprint and iris identification, to reduce the risk of spreading coronavirus;
 - Only ration cards and OPM-issued "Proof of Verification" letters are to be used for identity authentication and attendance tracking.
 - **At agent outlets:**
 - Fingerprint scanning as part of WFP financial service provider payment authentication / Know Your Customer (KYC) measure at FDPs will be suspended;
 - All Bank Agents have been requested to set up hand-washing facilities in front of their shops;
 - Everyone must wash hands before entering the premises;
 - You will be required to keep a two arm's length distance between you and the person in front of you.
 - Given the present restrictions from the President of Uganda on movement and mass gatherings, the WFP-supported MCHN programme will be temporarily suspended to allow for a review of compliance with these restrictions.
 - WFP will be working closely with the Ministry of Health, Resident District Commissioners and the UNHCR re-activate the MCHN programme as soon as possible.
 - For further information on these measures, please contact the **free WFP helpline at 0800 210 210** or the **free Interagency helpline at 0800 32 32 32**.
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Frequently Asked Questions on Coronavirus and Food Distributions

Question	Answer
<p>1. <i>Will WFP continue to distribute food and cash assistance amid the coronavirus?</i></p>	<p>Yes. WFP will continue with general food assistance (both cash and food) as well as nutrition support.</p>
<p>2. <i>What measures has WFP put in place to protect refugees from the coronavirus and other diseases considering the congestion at the FDPs, health centres and Agent shops?</i></p>	<p>WFP will make sure to minimize the number of people who will be present to collect food in food distribution points, so you may be asked to minimize the number of people you send to collect your food ration. You will be asked to wait outside of the FDP, health centres and agent shops until you are called and to keep a distance of at least two arms lengths between you and the person in front of you. When you arrive at the FDP, health centre or agent shop, you will wash your hands and have your temperature checked before collecting your food. Those with a high temperature will be sent to another tent where a Ministry of Health official will follow up with you. All WFP staff and partners at these locations will be wearing Personal Protective Equipment (like masks and gloves) to ensure that distribution points remain as clean as possible.</p> <p>Please make sure that you follow and cooperate with all instructions given so that the process remains orderly and all who are collecting food are kept as safe as possible.</p>
<p>3. <i>How shall WFP handle the sick people at the FDPs? Will WFP have isolation places?</i></p>	<p>WFP is currently looking at several options for minimizing risk to the people we serve, as well as WFP and partner staff, as we continue with food assistance during the outbreak.</p> <p>From April, we will change the arrangement of FDPs to increase the distance between people collecting food. We will also have temperature checks, isolation tents, handwashing and disinfection stations. Many of</p>

	<p>these measures are like what was done at FDPs last year to successfully prevent the spread of Ebola.</p> <p>Please make sure you listen carefully and follow all instructions when you go to collect food.</p> <p>In the future, WFP is also looking into other options to maximise your safety while collecting food assistance. We will continue to keep you informed.</p>
<p>4. <i>How will WFP help us stay healthy and avoid diseases with the ration cuts?</i></p>	<p>WFP will strive to ensure that there is a variety of food selection on the local market so that refugees can diversify their diet.</p>
<p>5. <i>The MCHN programme is suspended due to the review of coronavirus safety measures for the program. Do you know when it will be re-activated?</i></p>	<p>WFP is working closely with the government and UNHCR to make sure that we can continue to run the MCHN programme and keep you as safe as possible during this difficult time. We should have a revised plan for continuing this programme sometime next week.</p>
<p>6. <i>Is COVID -19 the basis for ration reduction? Were rations reduced to purchase medicines? Will the full ration be restored after CORONAVIRUS?</i></p>	<p>The ration cuts from April onwards are in no way connected with the coronavirus outbreak. They were necessary because WFP had not received enough funding to continue feeding all refugees in Uganda. If enough funding is secured so the rations can be increased again, we will let you know.</p>
<p>7. <i>How will WFP make GFA compliant with the Presidential directives?</i></p>	<p>The Presidential directives on coronavirus do not allow large gatherings. WFP has asked for clarity from the Government of Uganda that this will not impact food distribution, where many people come together to collect food.</p>

	<p>The Minister of State for Relief, Disaster Preparedness and Refugees at the Office of the Prime Minister has noted this issue and has further noted the changes to WFP food collection procedures to minimize the risk of coronavirus. The Minister has indicated that critical food assistance should continue and has called for the support of all authorities, including local government, police and military leaders, settlement commandants and RWCs.</p> <p>We urge all refugees to observe the new procedures for food collection, especially around the distance between people and handwashing, to ensure that GFA can continue. These processes will be communicated in detail before and during food collection.</p>
<p>8. <i>What is WFP going to do with the increasing commodity prices on the market following the coronavirus pandemic?</i></p>	<p>WFP continues to monitor all commodity pricing and will take further action if required. WFP also notes that the Government of Uganda has already taken measures to prevent merchants from increasing prices to profit from the coronavirus issue.</p>
<p>9. <i>How are the casual labourers going to be protected amidst the coronavirus?</i></p>	<p>All casual labourers will receive PPE and will be sensitized on hand washing and social distancing to protect themselves and the people they serve.</p>
<p>10. <i>Is WFP going to provide Personal Protective Equipment to the community team leaders, set to meet the communities in information dissemination?</i></p>	<p>Anyone working with WFP will receive PPE as a protection for themselves and the people they will interact with.</p>
<p>11. <i>Is WFP going to provide PPE for the cash agents?</i></p>	<p>Yes, PPE will be provided to cash agents.</p>