



THE **SOUP** & SOCKS



PLAYBOOK FOR EMERGENCY DISTRIBUTIONS

In 2015 and 2016, our organisation ran food and clothes distributions.

In light of the current events in Europe, we decided to document our method and our learnings, hoping that people who are looking for a guide will find them useful. This is an easy-to-follow summary of our approach.

This Manual contains:

- A Quick Intro
- The Roles
- The Set Up
- Golden Hints



A Quick Intro

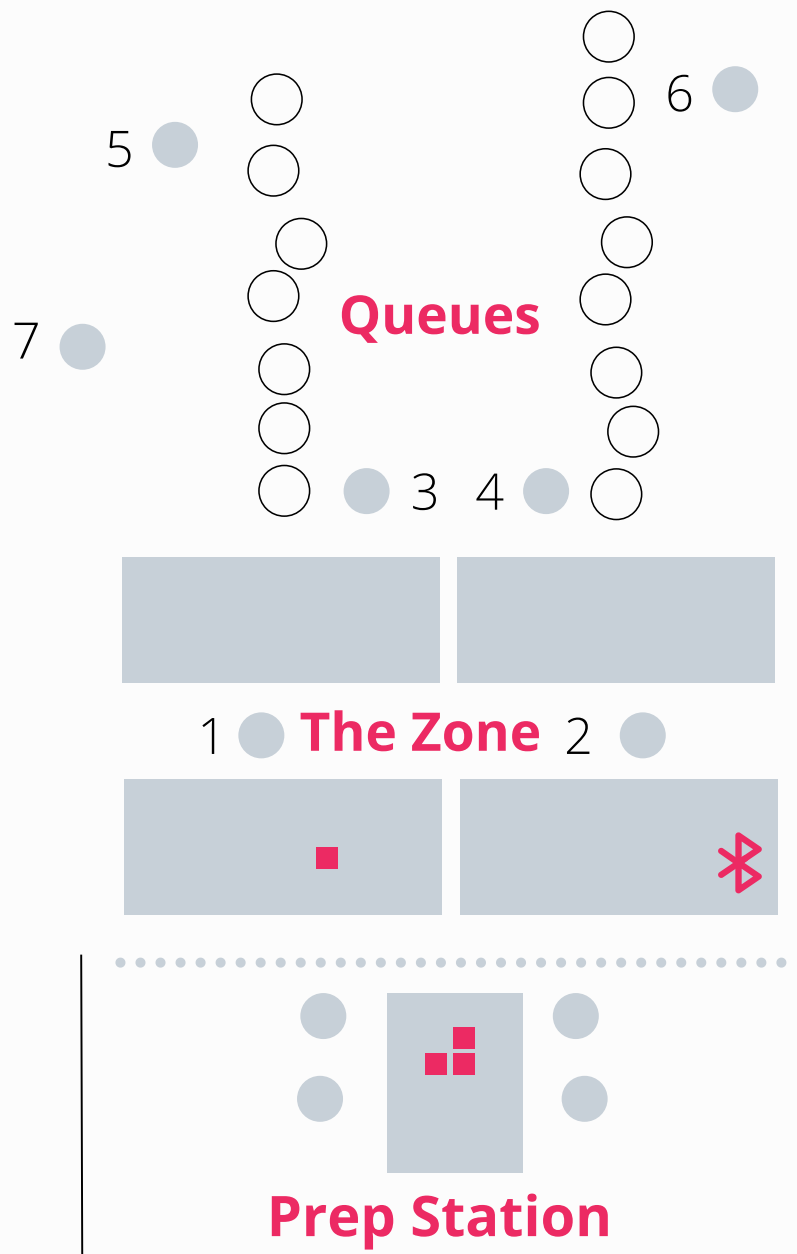
Having to stand in line for hours is not the most dignified way to receive items. Therefore, running distributions should be well thought through.

If, however, a distribution is the most feasible option, make sure to get informed about already existing offers before you begin. If there is another distribution system in place already, opt to support the existing system rather than reinvent the wheel (and possibly make things more complicated).



The Set-Up

Case A: Distribution that doesn't require documentation



You need

- 7-11 team members = ●
- 4-5 tables = ■
- All distribution items (■) or a Prep Station
- Something to limit access to your tables, the zone and the Prep Station. This could be walls or cars.
- Ideally: A bluetooth speaker

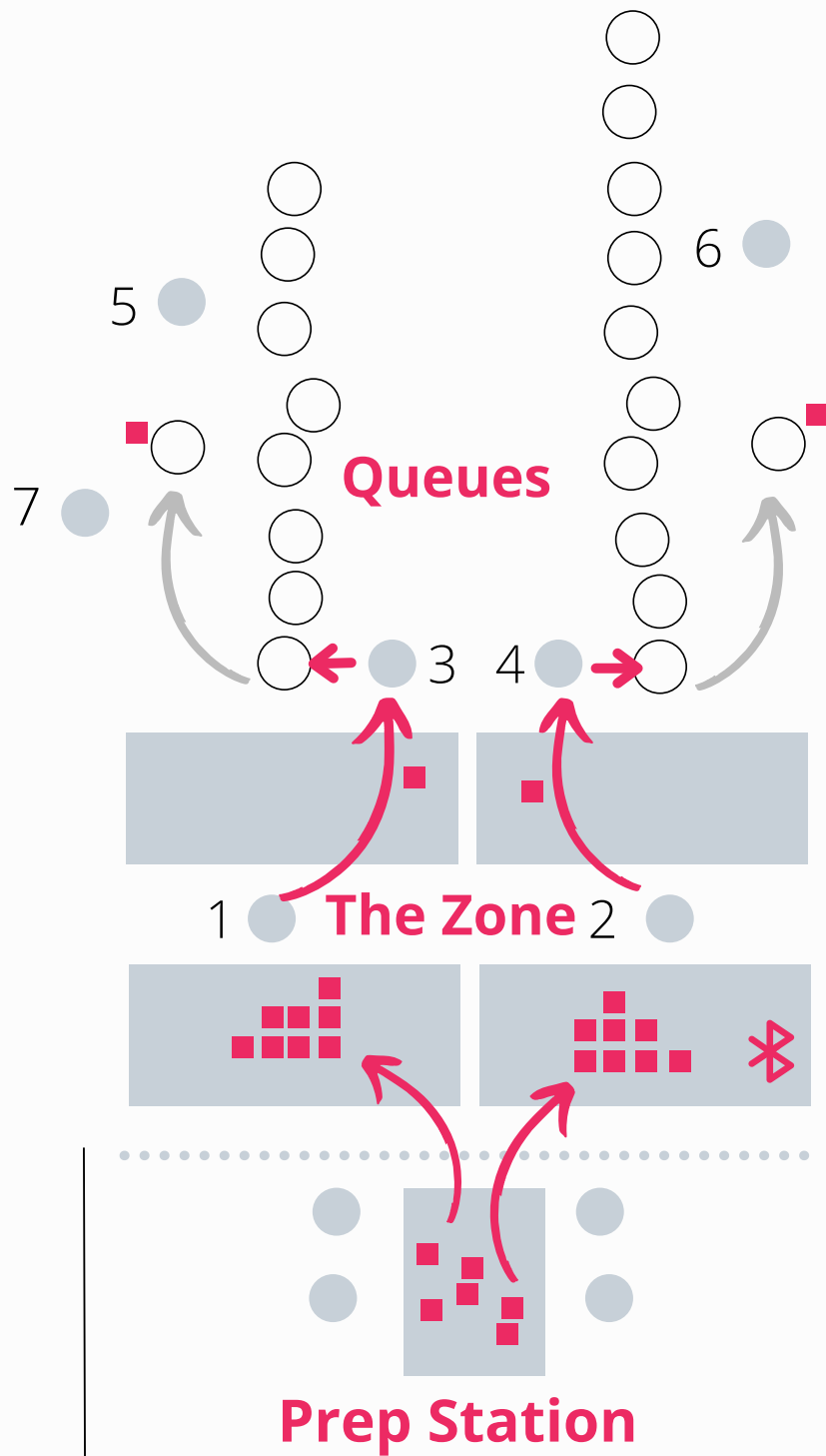
You can run a distribution with or without a Prep Station. A Prep Station is a space inside a building or van that can't be accessed by just anybody. If you can prepare all items in advance, a Prep Station is not needed.

Without a Prep Station, make sure there is a wall or car, limiting access to the tables with all your prepared items.



The Roles

Case A



Prep People: If you have a Prep team, they are the first actors in your workflow. They define the rhythm for your distribution.

#1+#2: Your **People in the Zone**. They grab the prepared items and pass them on. #1 will always pass the item to #3. #2 will always pass the item to #4. This avoids confusion or disagreements about who the first person in the line was. Figuring this out is not the job of #1 and #2

#3+#4 are your **Joints**, passing on the item to the first person in the line. They make sure that people who received their item leave the queue towards the **outside**.

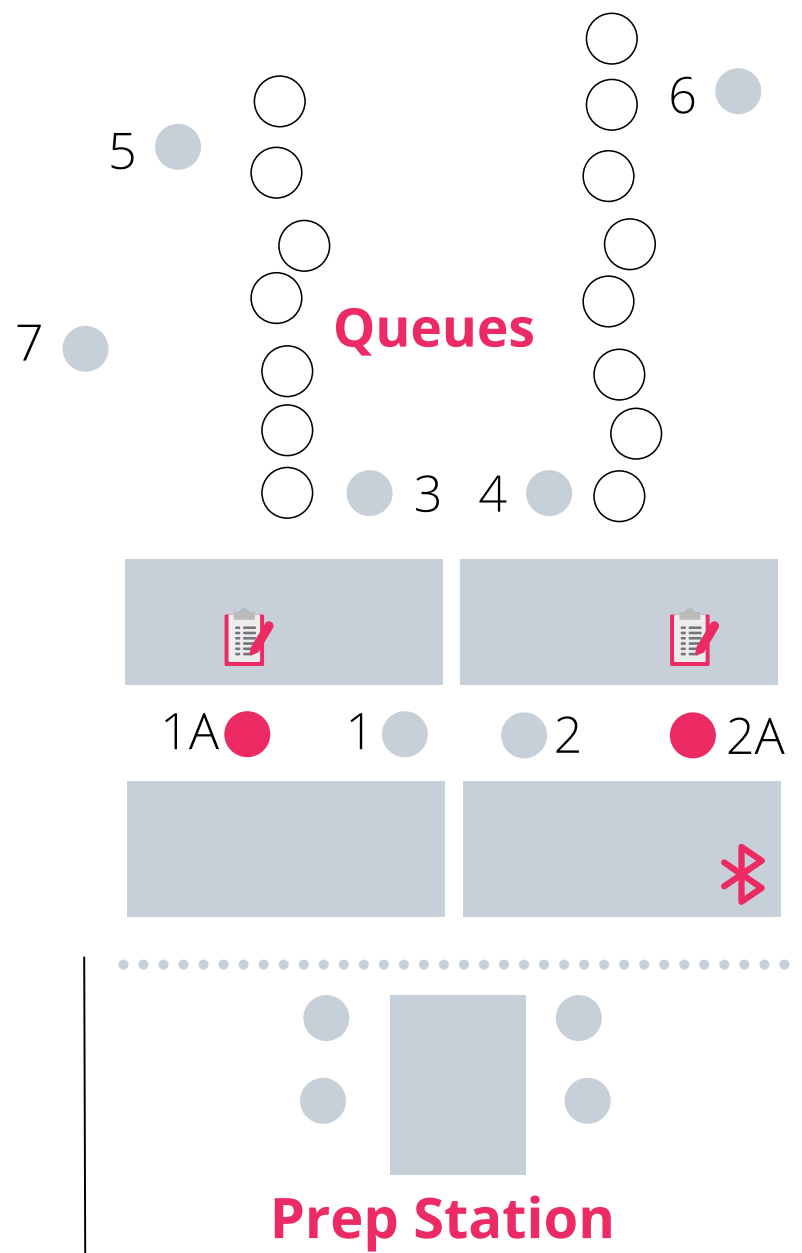
#5+#6 are **Line Managers**. They make sure nobody is jumping the queue. They answer questions and have friendly conversations. If the queues are very long, additional line managers are needed-

#7 **Floater**. This role is really important. This person jumps in if support is needed anywhere - whether it is restocking supplies, speaking to authorities or by-passers or de-escalating in case an argument breaks out.



The Set-Up

Case B: Distribution with documentation



You need

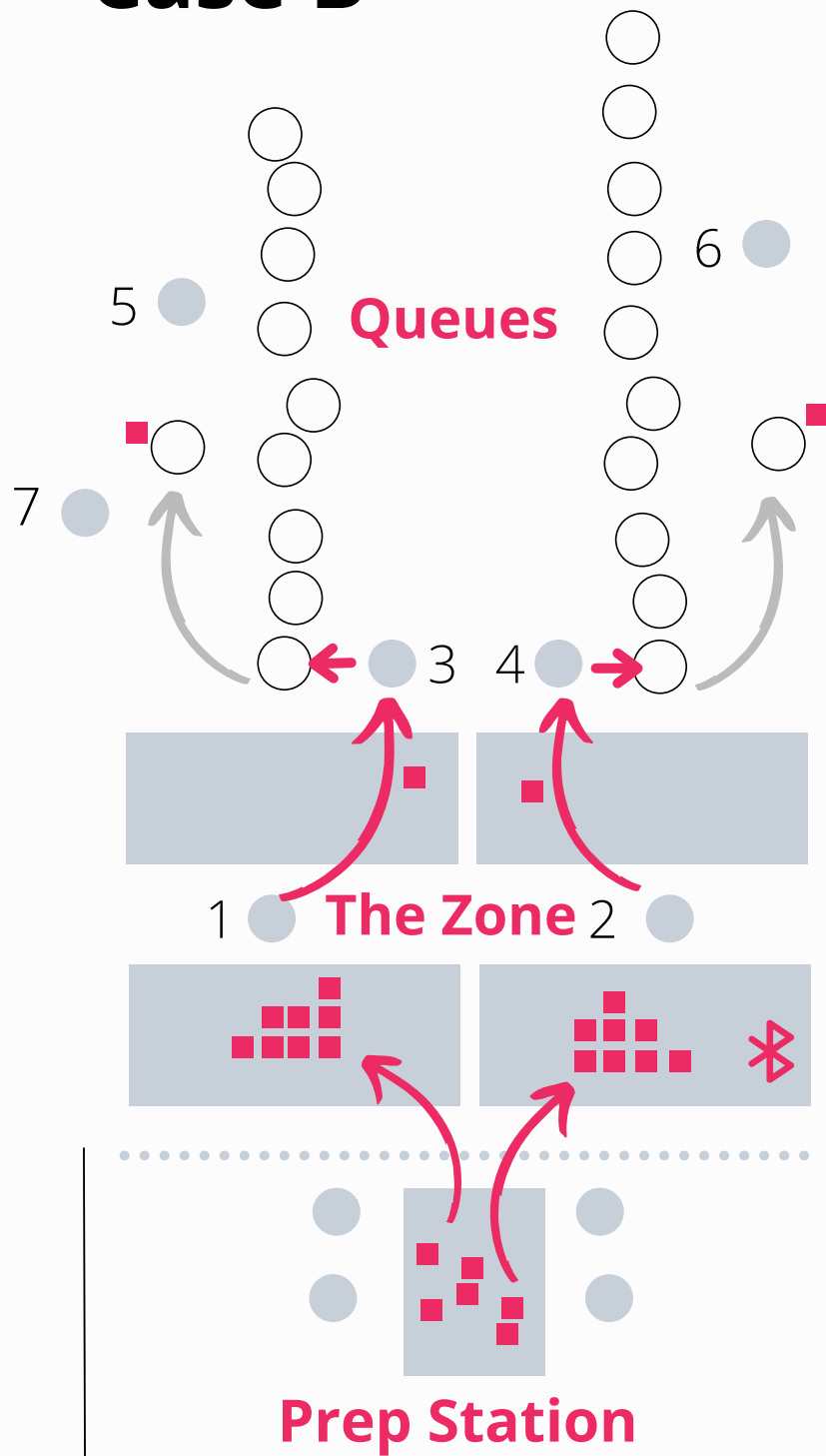
- 9-13 team members = ● + ●
- 4-5 tables = ■
- 2x laptops/tablets/pen&paper 📄
- All distribution items prepared (■) or a Prep Station
- Something to limit access to your tables, the zone and the Prep Station. This could be walls or cars.
- Ideally a bluetooth speaker

In some cases, distributions require documentation. For example, when people have to show documents or vouchers for the items they receive - or if you need to keep track of how many people you reached or other data for your donors or yourselves.



The Roles

Case B



Prep People: If you have a Prep team, they are the first actors in your workflow. They define the rhythm for your distribution.

#1A + #1B Your **List Keepers**. These team members are approached by the first person in the queue. #1A + #1B ask for vouchers/information and document. Once they are done, they instruct #1 + #2 what items to fetch. #1A + #1B define the rhythm for your distribution, too.

#1+#2: **People in the Zone**. They fetch the prepared items and pass them on. #1 passes the item to #3. #2 passes the item to #4. Figuring out who the first person in the queue was is not the job of #1 and #2

#3+#4 are your **Joints**, passing on the item to the first person in the line. They make sure that people who received their item leave towards the **outside**.

#5+#6 are **Line Managers**. They make sure nobody is jumping the queue. They answer questions and have friendly conversations. If the queues are very long, additional line managers are needed.

#7 **Floater**. This person jumps in if support is needed anywhere - whether it is restocking supplies, speaking to authorities or by-passers or de-escalating in case an argument breaks out.



Golden Hints

We don't want to call this section the "golden rules" - you will make your own rules. We share the following hints because they made a huge difference in our distributions.

Attitude

- Treat people with respect. Check your motivation. Don't get involved in distributions because you want to feel like a hero. The only difference between the people standing in line and you is the fact that you were more fortunate regarding your place of birth/residency.
- Engage. Take the time to explain distribution rules and the reasons for them. Answer people's questions, have a conversation, smile.



Golden Hints

Preventing Tensions

- Don't start a distribution if it is obvious that you don't have enough items for everybody. If you have to stop a distribution before every person received something, it will (understandably) lead to a lot of frustration and maybe even tensions.
- Team members/people who carry out the distribution should not be part of the receiving groups. We have learned this the hard way: People who are part of the communities that are standing in line can experience a different level of pressure by their friends, neighbours, and family members.



Golden Hints

Keep the Mood up

- Play nice, uplifting music (not too loud!). In Athens in winter, people literally started dancing in the queues to keep warm.
- Communicate calmly. Don't raise your voice, ever. Even in stressful situations, even when something goes wrong. Not all people might understand the language you speak, but everybody can pick up on your tone.
- Trust your team members. Don't argue during a distribution. If you disagree (e.g. about the first person in line), there will be a time and place to discuss later.
- As hard as it is: **Don't make exceptions.** It will lead to a lot of frustration and conflict if people feel like you are being unfair and treating people differently.

