

Annex 6 - Guidance Note: Public Health Promotion

Step 1: Understanding Current Behaviours

In the selection of locations for the TWTs, it is important to understand current behaviours to see if they align with the following criteria. In this context, TWT are to be constructed in communal areas (schools, markets, etc) so user behaviour might not be uniform. Therefore, an adequate cross-section of potential behaviours must be considered.

Criteria:	Important because....	Behaviours to consider: <i>(at the location where the latrine will be adapted)</i>	What it tells us...
Availability and use of water	2L of water per flush is required when flushing the TWT to ensure a proper moisture level for worms.	Where do communities get water for latrine use?	What kind of water is being used (treated, untreated, salty, PH levels etc) and if this potentially will affect the worms.
		How do individuals practice anal cleansing?	What is used for anal cleansing (i.e. paper, water, or other materials) and if behaviours need to be modified
Experience with flushing	The TWT is a flushing toilet.	How do community members flush the toilet?	If current flushing practices align with requirement of 2L of water and if additional awareness is needed on how to flush the TWT.
		Community perceptions and current practices towards flushing toilets.	Attitudes towards toilet flushing.
Items entering the system	There are restrictions on what can be flushed down the toilet.	In addition to faeces, what do community members put 'down' the toilet?	If other items are being put down the toilet (i.e. garbage, cigarettes, chemicals, nappies, menstrual materials, food waste, and plastic or glass bottles) and if additional awareness is required about how these items might damage the TWT.
Community opinions of worms	Communities may perceive worms in negative ways (i.e. lack of cleanliness)	Are worms used/accepted by the community for fishing bait or other uses?	If the worms in the toilets will be accepted or if community sensitization is needed to explain what they are for, what they do, etc.
Cleaning of latrines	Chemical cleaners should not be used on the toilet bowl as the run-off into the digester and kill the worms.	How are the existing latrines cleaned? What kinds of supplies are used?	If chemical cleaners are traditionally used, if a switch to water-only cleaning will result in communities perceiving toilets as 'unclean'
Insect and odour control	If insects (ants, flies, etc) are a problem in the area, there are specific	What practices are communities using to control insects?	If current control methods risk damaging TWTs and if fumigation, use of insecticide will be accepted by

	measures that can be taken to reduce their likelihood (fumigation, insecticide, etc)		communities.
		How do communities control odours from existing latrines?	If current coping mechanisms risk damaging TWTs and if use of 2L of water to maintain water seal and stop odours and flies requires some awareness-raising.
Use of gardens	Effluent may be collected in an external sump and used for gardening purposes.	Do communities have gardens? Do they accept (and understand) the idea of using effluent for gardening purposes?	If community members have gardens and if the disposal of collected effluent onto their gardens will be an accepted concept.

Step 2: Involving the Community & Local Authority Figures

- ✓ Involving the Camp Management Committees (CMCs) as well as Religious Leaders, Women's and youth groups from the onset of all discussions regarding TWT will not only ensure sustainability but will teach new skills and broaden awareness about health and hygiene issues.
- ✓ Prior to the Inception Workshop, it's a good idea to meet with the CMC, Women's and youth groups, and the Religious Leaders to introduce the project. This is an important step to introducing the project and to request their support in its successful implementation. Be sure to allow a lot of time for questions and answers to make sure they digest the idea and express any fears or concerns they may have.
- ✓ Consider assigning the CMC a role in the Inception Workshop so they feel a part of the process and are in a position to meaningfully engage with users.
- ✓ Introduce the criteria for establishing the location of the TWTs – in schools, markets, shared family units and/or HH toilets feeding into a communal tank. Ask if the CMC has any addition criteria they would like to add and come to a final agreement.
- ✓ Request that the CMC facilitate subsequent meetings with community members so that the project can be introduced and – particularly in locations where the TWTs will be set up.
- ✓ Reach an agreement with the CMC on the community contribution to the project if this is at all possible given the lack of movement and restricted freedoms as well as limited livelihoods. In past TWT projects, this has included the following:

Potential Contribution	Why it's necessary	What it requires	Budget Implication? (TBD from the community or Oxfam)
Cleaning around the toilet (outside)	For hygienic reasons	Cleaning materials Dedicated latrine cleaners	Yes
Cleaning around the toilet (inside)	For hygienic reasons	Cleaning materials Dedicated latrine cleaners	Yes ¹
General Control Checks	For operation and maintenance	Trained technicians (from community)	Yes

¹ A suggestion here is: a starter hand over cleaning kit as the level of ownership needs to be empowered by the communities, and be less in-kind centric from NGOs

Technician teams to follow up on maintenance problems	For operation and maintenance	Trained technicians (from community)	Yes
Helpline to call in case of problems	For operation and maintenance	Dedicated phone (with credit) and person to be responsible for receiving calls	Yes
Collection and disposal of effluent	Effluent can either be discharged into the surrounding ground or collected in an external sump.	Households/communities may directly handle effluent. There might not be sufficient hygiene knowledge and attitudes to ensure safe practices.	Maybe
Household contribution towards materials needed for construction of TWT	Items such as: sand, coconut fibre, labour, and water are needed to construct toilets.	A commitment from community members to participate in the construction – either by providing materials or labour or both.	Maybe

Step 3: Construction, Operation, & Maintenance of TWTs

- ✓ Prior to and during construction, holding community meetings with the latrine ‘catchment areas’ will help to share information about what’s happening, dispel rumors and myths, and provide a forum for questions and concerns.
- ✓ Develop a pictorial guide to be placed on the door of the TWT on how to use the toilet (to include the messages mentioned below).
- ✓ Also, during construction and during the first few weeks of usage, key messages (to be developed) can be shared with communities on the following:
 - Use of 2L of water for flushing
 - What can and cannot be flushed down the toilet
 - Role of the worms
 - Shared responsibility of using and maintaining communal latrines

The helpline and/or where to go when there are maintenance issues

Step 4: Monitoring

- ✓ The following monitoring systems need to be established:
 - Every 3 months, the PHP team must hold focus group discussions (FGD) to solicit feedback from users (HIF requirement). To focus on: likes, dislikes, observations (including suggestions for improvement), and recommendations on how to improve it.
 - Regular weekly monitoring via direct observation of users as well as individual interviews
 - Establishing on-going user-centric complaints mechanisms to get real-time user feedback
- ✓ Given the personal nature of toilet use, FGD should be held in small homogeneous groups (men, women, and children).
- ✓ Latrines shall be equipped with door counters to monitor the usage of the latrines. This data shall be collated and triangulated with the observations made in the toilet (accumulation of faecal matter, and vermicompost).
- ✓ Communities shall need to be orientated that the monitoring by Oxfam staff shall also entail toilet observations of the magnitude of faecal matter, to vermicompost, and the worm population in the tiger toilet itself – having people regularly enter the latrines might cause rumors or suspicion which can be preventable.