**AFRICA INSTITUTE FOR PROJECT MANAGEMENT STUDIES FOR**

**DIPLOMA IN WATER SANITATION AND HYGIENE-D002**

**FINAL EXAMINATION**

STUDENT DETAILS

NAME: ASIKI T ISAAC DAGAMA

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**QUESTION 1**

**What is Sanitation and Hygiene?**

Sanitation is the effective use of tools and actions that keep our environment healthy. These include latrines or toilets to manage waste, food preparation, washing stations, effective drainage and other such mechanisms.

Hygiene is a set of personal practices that contribute to good health. It includes things like hand-washing, bathing and cutting hair/nails. Hand-washing is the single most important activity we can all do to encourage the stop of disease.

While there is a slight difference between the two, both sanitation and hygiene are related, both are effective tools and effective behaviours to protect our health. Imagine how important these can be in places without a toilet or where hand washing has never been learned!

**QUESTION 2**

**Why are water, sanitation, and hygiene important?**

WASH services provide for water availability and quality, presence of sanitation facilities and availability of soap and water for hand washing. Adequate water, sanitation and hygiene are essential components of providing basic health services.

The provision of WASH in health care facilities serves to prevent infections and spread of disease, protect staff and patients, and uphold the dignity of vulnerable populations including pregnant women and the disabled. Many health care facilities in low resource settings have no WASH services, severely compromising the ability to provide safe and people-centred care and presenting serious health risks to both health care providers and those seeking treatment.

All the three; water, sanitation and hygiene are intertwined and all three are needed for sustained impact. Water, sanitation and hygiene are fundamental for healthy homes and broader systemic change

**QUESTION 3**

**What is open defecation?**

Open defecation (also used in the opposite meaning as open defecation free (ODF)) is the human practice of defecating outside (in the open environment) rather than into a toilet. People may choose fields, bushes, forests, ditches, streets, canals or other open space for defecation. They do so because either they do not have a toilet readily accessible or due to traditional cultural practices. The practice is common where sanitation infrastructure and services are not available. Even if toilets are available, behaviour change efforts may still be needed to promote the use of toilets. The term "open defecation free" (ODF) is used to describe communities that have shifted to using a toilet instead of open defecation. This can happen for example after community-led total sanitation programs have been implemented.

**QUESTION 4**

**What is Sanitation Marketing?**

Sanitation marketing is an emerging field that applies social and commercial marketing approaches to scale up the supply and demand for improved sanitation facilities. While formative research is the foundation of any sanitation marketing program, essential to understanding what products the target population desires and what price they’re willing to pay for them, components such as the marketing mix, communications campaign, and implementation are also critical to the design and implementation of effective program.

**QUESTION 5**

**What are some of the biggest challenges you face in teaching hygiene and sanitation?**

**Cultural’ factors**

Indeed, beyond individual motivations, further potential barriers referred to in the international literature are cultural factors which make the intended beneficiaries of sanitation and hygiene promotion projects reticent or resistant to new facilities. Cultural difference arises from gender: variations in the perspectives of women and men on sanitation facilities are noted by many commentators. The views of adults and children vary too. Household circumstances are also diverse. Different ethnic groups may have varying beliefs and customs, while attitudes to sanitation and hygiene may vary substantially between urban and rural contexts.

**Complexities of behaviour change**

Much as there are compelling reasons for investing in sanitation and hygiene such as; reduced disease burden, reduced public health costs, increased school attendance for girls, greater economic productivity and others, the private motivations of individuals for better sanitation at home may be different. Individual is likely to be prompted to improve his/her sanitation facilities by a mix of motives, including some which are notlinked to a concern for health.

But, although discouraging poor hygiene practices and encouraging good hygiene practices is important, it will not be enough: just because people know about disease and the cause of disease it does not necessarily follow that they will do something about it. The regular daily conduct of individuals and their habits will be based, at least in part, on reasoned decisions as to how they organise their daily lives, within the limits of time or resources. Where open defecation offers people adequate privacy, convenience and safety, they may not wish to change their ‘bad’ habits. It is ‘bad’ when viewed from a broader public health perspective.

Predicting when one or more of the above motivations might become persuasive or compelling for an individual, household or community, is a matter of considerable complexity and subtlety. Lessons learned suggests different cultural contexts will require different solutions.

**Lack of arrangements for cleaning and maintenance**

A key aspect of the financial viability of shared and communal sanitation facilities is payment for maintenance cleaning and pit-emptying. Sustained demand for use of latrines will depend on their being clean and without smell. If the rota or other system for cleaning breaks down, the facility will become unpleasant to use. Though there is an institutional mandate for communal facilities suggesting that engaging a caretaker is strongly recommended, preferably a local person paid from usage receipts, rather than a public employee. To cover this expense, as well as [other] maintenance and emptying costs, a fee for use is charged.’

**Lack of strong messages**

Promoting sanitation and hygiene presents a substantial communication challenge. Statistics make no impact on people, so that it is not enough to state to villagers that diarrhoea kills x thousands of children in their country every year. The real challenge is to make clear the links between common illness and the practice of e.g. open defecation. If the campaign is focused only on the building of latrines, there will always be people who are not reached, people who defecate in the open and who continue to pollute the water sources and spread disease. High levels of latrine coverage, therefore, are simply not good enough.

**Methods/technology ill-suited to context**

Suitable sanitation services/facilities will vary according to context; there will be differences between urban and rural contexts, large and small towns, planned and unplanned settlements as well as between different ethnic and social settings e.g. communities with more or less collective organisation and identity. Since different products embody different technology choices, technology options which prove inappropriate will constitute practical barriers. There is broad consensus in the literature that the right choice of technology is an important determinant of take-up and use of sanitation facilities.

**Lack of access to credit**

Access to credit is also noted as something which is commonly lacking in Uganda and South Sudan, and perhaps the entire East African Sub-region or Africa at large, particularly micro-credit for small service providers, whether community-based or private. Loans available are often only for income- generating activities, rather than for improving community and household infrastructure, both sanitation and water facilities. And any available credit may not be at affordable interest rates or offer repayment periods long enough for poor borrowers.

**Limited service providers**

The reality in many locations in Uganda, South Sudan and Africa in general is that there is limited choice of sanitation and hygiene providers, whether agencies of local government, community associations, NGOs or private suppliers.

In relation to water and sanitation, these include, for example, bricklayers (or ‘masons’) for latrine construction and people to empty pits manually, pump mechanics (Technicians) to fix broken wells. There are still some doubts as to slum populations’ willingness to pay, but the significance of the role of small private providers in meeting the needs of poor populations is now more widely recognised, where they are able to offer the right product for the right price.

What is affordable is very context-specific, and among poor communities’ affordability may be a persuasive limiting factor on uptake of new sanitation facilities, such as latrines and service parts for water facilities, especially for hand pumps.

**Limited human and technical capacity**

In many parts of Uganda, South Sudan and Africa in general, a lack of capacity in terms of human resources inhibits development, particularly at a decentralised level. The multi-faceted nature of WASH means that a wide range of different disciplines and skills is required to improve sanitation and hygiene provision. While the water sector has tended to be dominated by engineers who feel comfortable with technical problems and tend to lean towards technical solutions, household sanitation and hygiene requires softer, people-based skills and takes engineers into areas where they feel uncomfortable and unfamiliar. Promoting behaviour change at household level is an area where most countries have few skills and limited capacity. Most public agencies are unfamiliar with or ill-suited for this role

**Inadequate information**

Lack of recent, reliable information on the condition of existing sanitation and hygiene infrastructure, including whether or not it is actually functioning. Official statistics on sanitation coverage are often inconsistent or even hopelessly inflated. Needs and demands, particularly in more remote rural areas, are frequently unknown, making the task of setting a coherent and balanced agenda more difficult.

**Insufficient coordination**

The WASH industry attracted the attention of many actors ranging international arena including International Organizations such as the United Nations and its agencies, Non Governmental Organizations, Regional/Sub-regional Organizations and governments Ministries of respective countries. All these actors have their respective sub-divisions and bureaucracies, systems, visions, missions, core values, goals and objectives, with numerous arrays of staffing. This setting makes condition complex though there is a lot of efforts put in place to maximize the use of resources to realize a common target, there is still a struggle due to differing value systems.

**Shortage of political and budgetary priority, lack of demand**

A limiting factor commonly evoked is lack of funds for investment. Both water and sanitation have been losing out to other sectorial interests in the competition for scarce public funds. For example, other ‘social’ sectors, such as education and health, attracted much larger budgetary allocations than water, and sanitation, it is especially under-funded. It prompts the question as to whether the political will exists to increase budget priority of sanitation.

Advocates of increased support for sanitation need to address the fact that, in many instances, household and community expressed demand for sanitation facilities is lower than for other forms of support, including drinking water supply. Sanitation and hygiene specialists note that, for example, ‘toilet acquisition may not be a priority item of expenditure, especially for the poor.

Allocation of public funds to sanitation facilities in households which have not made them a priority may run the risk that, after installation, those facilities will not be used.

**Donors’ agendas**

In aid-dependent developing countries, donor priorities will tend to be influential in setting sectorial agendas, and if pursued individually they will undermine efforts to promote collaborative planning.

**QUESTION 6**

**What is sustainable sanitation?**

Sustainable sanitation is a sanitation system designed to meet certain criteria and to work well over the long-term. The Sustainable Sanitation Alliance (SuSanA) includes five features (or criteria) in its definition of "sustainable sanitation." Systems need to be economically and socially acceptable, technically and institutionally appropriate and protect the environment and natural resources.

The purpose of sustainable sanitation is the same as sanitation in general: to protect human health. However, "sustainable sanitation" attends to all processes of the system. This includes methods of collecting, transporting, treating and the disposal (or reuse) of waste.

**QUESTION 7**

**What are the steps for planning and implementing a successful WASH behaviour change campaign?**

The table below gives the project phases and steps to be undertaken while planning and implementing a WASH behaviour change campaign.

|  |  |
| --- | --- |
| **Project Phases** | **Steps in Communication of Behaviour Change (CBC)** |
| Project Identification | 1. Carry out communication situational analysis 2. Determine broad Communication Behaviour Change (CBC) objectives based on overall project goals 3. Review existing information and analyse information gaps |
| Project Preparation | 1. Complete assessment of institutional capabilities and decide on basic responsibilities 2. Plan and conduct initial formative research |
| Pre-Appraisal/Appraisal | 1. Complete initial formative research 2. Design a comprehensive behaviour-change strategy, including its communication component but also link to training needs, products, etc. |
| Project Implementation & Supervision | 1. Stakeholder meetings to complete behaviour change strategy 2. Assign responsibilities for materials preparation, training and remaining research, including monitoring and evaluation 3. Prepare message and media plans; conduct additional formative research if needed 4. Draft, pre-test and finalize messages and materials 5. Produce the Communication Behaviour Change (CBC) materials 6. Prepare to implement communication and other components of the behaviour-change strategy, including training 7. Plan, conduct, and analyse a baseline survey 8. Implement communication activities 9. Monitor and adjust project activities 10. Plan and conduct an impact evaluation |
| Project Completion | 1. Disseminate project achievements and lessons learned |

**QUESTION 8**

**What are the challenges faced by WASH Projects in Africa?**

Centre for Affordable Water and Sanitation Technology (CAWST) sees five main challenges to achieving sustained, universal access to safe water and sanitation, these challenges cuts across the WASH industry including Africa. They are; The scale of the need for safe water, sanitation and hygiene; The variability of water and sanitation problems and consequently the variability of solutions from place to place and from time to time; How to best sustain essential WASH services over the long-term; How to reach people most in need; and The integration of water, sanitation and hygiene for health. Here below are the are major five challenges in Africa;

**The Scale of the need for Water, Sanitation and Hygiene:**

Half the World’s Population are needy for WASH services. The sheer scale of the issue is a challenge in itself. It will be no small feat for half the world’s population to gain sustained access to safe water, basic sanitation and good hygiene practices.

Even critical institutions like health care facilities and schools lack water and sanitation. A study in 54 low- and middle-income countries found that 38% of health care facilities lack access to an improved water source, 19% lack sanitation and 35% do not have water and soap for hand-washing (World Health Organization & United Nations’ Children’s Fund, 2015).

The scale of the need will increase, particularly as populations grow, available freshwater is used and contaminated at increasing rates, and the climate changes.

To date, solutions have tended toward infrastructure, implemented by a few organizations. This approach alone has not been successful in reaching everyone, and there aren’t enough local people with the required knowledge and skills to deliver universal, safely-managed WASH by 2030. The current formal systems for training, such as university and vocational programs, are important but will not produce enough WASH practitioners to meet the demand by 2030.

No single solution will result in universal access by 2030. A range of adaptable and scalable solutions are needed to overcome geography, gender and socioeconomic barriers.

Solutions will require many organizations working cohesively to provide smaller-scale, decentralized WASH services, especially at the household level. Those many organizations need support and increased capacity in order to reach unserved populations with sustained WASH services.

**The Variability of the Problem and Therefore the Solutions:**

Water and sanitation issues are highly variable from location to location, from season to season and community to community; and people who lack WASH are often living in the most challenging geography and climate.

One-size-fits-all solutions have not worked and cannot be the strategy to scale-up reach. For example, water quality, rainfall and hydrology are site-specific and have important implications on technology selection and siting. Incorrect choices can exacerbate an already poor condition (e.g. digging a simple pit latrine that further contaminates groundwater).

Customized water and sanitation services are needed that capitalize on existing local knowledge of conditions; and local people need to have the capability to make informed choices and be able to respond effectively to changing conditions.

**Sustaining Water, Sanitation and Hygiene Services for the Long-Term:**

Focus over the past decades has been on water and sanitation infrastructure. This approach is costly in up-front capital, operations and ongoing maintenance. It requires a highly educated, skilled workforce and often doesn’t reach the most marginalized communities, nor address specific contextual challenges.

Sustained operation and maintenance of this infrastructure has been challenging. For example, 30% of water hand-pumps in Africa are not working (RWSN, 2009). The failure of community water and sanitation systems is often a failure of operation and maintenance, rather than a failure of the basic technology.

Addressing this failure requires learning from the successes of those infrastructure that have been used and maintained for many years. At its core, we need to (i) increase skills and knowledge of people to use and maintain the technology and/or service and (ii) select water and sanitation products and services – including household-level solutions – which are affordable to implement, operate and maintain and appropriate to the context.

**Reaching People Most in Need:**

Overwhelmingly, it is the poorest who lack better water and sanitation. Virtually the entire poorest 25% of the world’s population does not have piped water and the inequality in coverage between rich and poor is even greater for sanitation than for water (JMP, 2014).

Addressing this challenge requires both supporting those who serve the people most in need and providing water and sanitation solutions that marginalized households can afford over the long-term.

**Integrating Water, Sanitation and Hygiene (WASH) for Health:**

Many of the water and sanitation approaches employed to date in international development focus on providing either improved water or improved sanitation or improved hygiene. Global monitoring programs, such as the Joint Monitoring Program of UNICEF and the WHO count access to each of the three separately. Alternatively, organizations have the vision to implement all three and struggle to do so when faced with the realities on the ground.

The question is then how to implement so people have water and sanitation and hygiene for generations? Start with interventions that will be the easiest for households to adopt immediately and for the long-term, and provide an entry-point for motivating action on other WASH components. Furthermore, longer term commitments are needed that work towards households having all three components: water, sanitation and hygiene.

In Conclusion, overcoming challenges to reach everyone by 2030 addressing these five challenges will go a long way towards achieving universal access to safe water and sanitation by 2030. We will reach that goal through many organizations implementing many projects of varying scale, technology and approach.

There are thousands of existing local organizations and government agencies that are best-suited to reach their own populations with safe water and basic sanitation. In the weeks, months and years ahead, alongside these organizations, we need to build capacity, create and sustain demand, provide products and services, monitor for improvement and provide appropriate financing.

In this way, we can collectively achieve sustained services for generations to come.

**QUESTION 9.**

**You have visited one of the schools in your locality. What part of its surroundings can you see that satisfy the criteria for disease prevention? List the parts of the building and its surroundings, and state why they are important.**

**Water quality**: Water for drinking, cooking, personal hygiene, cleaning and laundry is safe for the purpose intended.

**Water Quantity:** Sufficient water is available at all times for drinking and personal hygiene, and for food preparation, cleaning and laundry when applicable.

**Water facilities and access to water**: Sufficient water-collection points and water- use facilities are available in the school, allowing convenient access to, and use of, water for drinking and personal hygiene, and for food preparation, cleaning and laundry.

**Hygiene promotion**: Correct use and maintenance of water and sanitation facilities is ensured through sustained hygiene promotion. Water and sanitation facilities are used as resources for hygiene education.

**Toilets**: Sufficient, accessible, private, secure, clean and culturally-appropriate toilets are provided for schoolchildren and staff

**Control of vector-borne disease**: Schoolchildren, staff and visitors are protected from disease vectors.

**Cleaning and waste disposal**: The school environment is kept clean and safe.

**Food storage and preparation, if applicable**: Food for schoolchildren and staff is stored and prepared so as to minimize the risk of disease transmission.

**QUESTION 10.**

**You have asked the local county government to provide a license for your new hotel in town. The *inspector*asks you to assist him to describe the basic hygiene for your business before licensing. Kindly describe.**

The importance of maintaining the hygiene standards in restaurants cannot be stated enough. **Hygiene in restaurants is not just essential to ensure the health and safety of your employees and customers, but also because it plays a significant role in building the brand image of the restaurant.** Customers want to dine at a clean restaurant that serves hygienic food. Hygiene is probably the second most crucial aspect of running a restaurant; the first aspect would be of maintaining food quality.

**Restaurant hygiene is also essential for acquiring the license needed to run a restaurant. The Health Authorities can shut down restaurants which do not follow its health codes or do not meet its hygiene standards.**  Below is a description of some five basic hygiene steps to help maintain the hygiene standards in a restaurant.

### **Regular Inspection of Kitchen Areas, Dining Areas, and Restrooms**

It is a stated fact that every customer would want to trust a restaurant that follows the hygiene rules and has been successful in passing health and sanitation standards.  You should always have a sufficient stock of cleaning supplies which will ensure that the restaurant is kept clean all the time and the hygiene standards in the restaurant are met. **There should be regular inspection of the kitchen areas, eating and dining areas, restrooms by the managers so that they are successful in achieving health and hygiene requirements that have been set forth by the Health Authority**.

The kitchen area must be adequately cleaned to ensure safe food preparation and hygienic handling. Eating, drinking, and smoking must also be prohibited in the kitchen and the areas around to maintain restaurant hygiene.

### **Guidelines for Staff for Maintaining Personal Hygiene**

It is very well said that cleanliness begins at home, when talking about maintaining hygiene standards in restaurants, one of the most critical components is the training of the staff members about how to maintain personal hygiene at restaurants.  The employees can prove to be the most crucial factor for maintaining cleanliness and hygiene. **For safe handling of the customers, the employees should be provided with clean clothing, proper gloves, hair nets and other safety, and hygienic tools which are necessary for overall hygiene maintenance.**

There should be a regular training of staff members which shall include basic guidelines such as; Good personal hygiene including proper and frequent hand-washing, Make a routine of changing uniform after every shift, Sanitize your hands after every three hours while you are on duty, wear proper headgear, hand gloves while handling food. No dishwashing must happen without the use of rubber gloves, employees need to change gloves as they become soiled, torn and in between tasks, any cuts, wounds, or open sores on the hands and arms of restaurant’s personnel must be completely covered with a waterproof bandage, employees should be limited to wearing plain handed rings when it comes to jewellery. Necklaces, bracelets, earrings should be avoided, Employees should wear hair restraints such as hair nets, hats or scarves that can help in keeping hair fall under control, to mention but a few.

### **Regular Sanitization of Kitchen Equipment**

Maintaining hygiene standards in restaurants also plays an essential role in the better functioning and longevity of your Kitchen Equipment. Routine maintenance will keep your expensive equipment in proper operation and working order. Follow a Strict and consistent maintenance schedule of your restaurants’ equipment; you will be able to derive benefits related to both, reduction in energy costs and better quality food.

Only when your equipment is regularly cleaned, it can operate at its maximum efficiency. Make a consistent routine of sanitizing the equipment such as Oven, Stove, Grill, Baking Plate, and others thrice a week.  **Educating your employees on the proper use of the equipment can help in increasing the efficiency of your restaurants and also helps maintain the hygiene standards in restaurants.** Your employees should be aware of the misuse of any equipment. The employees should know how to carefully use, clean and maintain your kitchen equipment.

All equipment and surfaces that have direct contact with food must be cleaned and sanitized thoroughly according to the prepared schedules to prevent the build-up of bacteria and helps maintain hygiene standards in restaurants.

**Develop a Restaurant Hygiene Checklist**

To maintain hygiene standards in restaurants, the manager of the restaurant should create a checklist of the specific cleaning duties and tasks that have to be performed by the staff members.  The cleaning checklist of your restaurant will depend on the size of your restaurant.

For example, in a small restaurant, the cleaning checklist will be as simple as a list of duties printed on a single sheet of paper. But when it is a larger restaurant, there is a need of detailed list broken down by job categories with a little of specifications. For instance, list out the separate duties for different sections like dishwashing area, cooking line, and food preparation area.  **Depending on the nature of your restaurant operations, it might be appropriate to include cleaning duties in a comprehensive list of tasks that must be performed during a shift.**

### **Ensure Proper Ventilation**

It is imperative for any restaurant to have a proper ventilation system in place for the well being of your restaurant staff as well as customers, and plays an integral role to maintain the hygiene standards in restaurants.

The maintenance of proper restaurant ventilation is essential for safe preparation and storage of food and also for the boosting of the health and morale of employees which will further enhance your customers’ comfort.

Maintaining proper restaurant ventilation is essential for the safe preparation and storage of food, the health, and morale of employees and the comfort of customers. The efficiency of restaurants’ operations can decrease in an unpleasant atmosphere filled with smoke, high heat, steam, and excess moisture.

**QUESTION 11**

**You have to make a plan of action for the promotion of WASH in your town. Briefly describe the activities that need to be included in your plan.**

 The purpose of a promotion program is to bring about behaviour change. A promotion program is crucial to inform, educate, motivate, and persuade before a new practice is adopted, but the ultimate goal of any promotion program is to bring about and sustain the adoption of new practices.

Before engaging in WASH promotion campaign, there must be a fully developed action plan with clearly stipulated activities. Below is a description of the activities to be included in the action plan.

**Increase Creativity**

Creativity is the ability to conceive and design materials and activities in new and interesting ways. Creative inputs can add the punch needed to get through to the audience and motivate them to listen to the key promise and message and then try a new proposed way of behaving.

**Develop Storyboards**

A storyboard is a description of written ideas and visual imagery. It describes what will be said in pictures and words, and the order of presentation. A storyboard helps organize the ideas so that the pieces can be moved around and ordered appropriately. Storyboards should be used to create any type of material or activity (see Table 8).

**Develop Written Content, Text, and Scripts**

Written content is the translation of the objectives into phrases and vocabulary appropriate for the audience. Build on what the audience already knows and provide information on what they need to know. The challenge of message design is to combine an appealing and attractive design with a simple, clear, positive, and action-oriented message that is appropriate for and understood by the audience. In the case of actual written content, less is more!

Good content is directed toward the objective to be attained; clear to the audience; compatible with mental, social, economic, physical capabilities of the audience; specific; accurate; appropriate to the channel selected; appealing, attractive, and timely to the audience; applicable; action-oriented; simple; and consistent.

**Prepare Visuals; Photos, Illustrations, Scenery Description, and Props**

Focus on what the promotion campaign is targeting the audience to do. Avoid telling them what not to do. Audiences react negatively to negative images. They can be frustrated, angered, off-put – all emotions which discourage positive behaviour change.

**Compile Drafts**

Since all promotional materials and activities must be pretested with the audience, all print, non-print, interpersonal, or traditional materials or activities should not be finalized. Rather, all materials and activities should be prepared in simple draft format to save time and resources. They should look as close to the final product as possible, but do not need to be perfect.

**Conclusion**

Now that specifics have been detailed in the promotion action plan, the plan can be applied to the development of materials and activities each step is a further refinement of essential information and takes the promotion one step closer to providing the target audience with what it needs to understand, try, and adopt the practice to be promoted Developing materials and activities that accurately reflect these needs as detailed in the Promotion Plan helps to ensure that the audience will respond by ultimately adopting the new feasible practice