

# Operations and Management Guide for a WaSH-UP Facility

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Drafted by the WPI WaSH Team, 2013

## Management Structure

### WaSH-UP Coordinator

All caretakers of WaSH facilities in a particular settlement or region report to the WaSH-UP Coordinator.

The WaSH-UP Coordinator visits each facility twice a week to:

- Work closely with caretakers, community leaders and others to review how facility is performing and explore new opportunities to improve services and public health benefits.
- Work closely with caretakers to continually strengthen their commitment to public service and personal growth.
- Coordinate payment of caretakers (see *Payment Procedure* below)
- Collect income from facility
  - May include income from showers, health supply sales, and rent for small business space
  - Ensure reported income matches that collected
- Coordinate the purchase of supplies
  - Cleaning chemicals
  - Toilet Paper
  - Health supplies
- Make sure routine maintenance is completed
- Make decisions on improvements, such as aesthetic and repairs
- Assess community need for long-term WaSH projects
- Oversee master key locks (see *Keys*, below)
- Respond to any emergencies at any of the WaSH facilities

### Payment Procedure

- The WaSH-UP coordinator collects timesheets of all workers bi-weekly.
- Workers will be paid through direct banking when available.
  - If direct banking is not available, the WaSH-UP Coordinator will pay workers at their next visit following the collection of time sheets.

### Keys

- The WaSH-UP Coordinator, a community leader, and two caretakers should have keys to the facility at all times.
- Whenever someone with keys is leaving the area for an extended period of time, they will leave their keys with another worker or community leader.
- Any lost or stolen keys will be reported to the WaSH-UP Coordinator. Locks will be changed at the discretion of the WaSH-UP Coordinator.

### Training of Workers

The WaSH-UP Coordinator is responsible for training all workers (caretakers, security, etc.) in the operational and management procedures outlined in this document.

In addition, the coordinator will arrange for each caretaker to be trained in public health education. Programs in or near the informal settlement of Langrug can be coordinated with David at Batho's Place.

## Daily Caretaker Operations<sup>1</sup>

The term “caretaker” refers to the person or people responsible for the daily maintenance of a WaSH facility. The caretaker can be someone hired to fulfill this role. However, the caretaker role can also be filled by a community social group that volunteers its members’ time to maintain this vital community centre. There are various social and economic benefits to either option. The caretaker structure does not change the operating procedure of the facility.

### Opening of the Facility

1. Unlock exterior doors
2. Unlock caretaker office and any other interior doors
  - a. If appropriate, open any window coverings
3. Inspect the premises for signs of theft, vandalism or necessary repairs.
  - a. If minor repairs are needed that can be easily fixed, (e.g. writing, missing towel) fix it.
  - b. If there is significant damage, theft or vandalism to any part of the facility (e.g. broken pipe, permanent vandalism, etc.) contact the WaSH-UP Coordinator.
4. Clean as necessary
  - a. Mop any rainwater that has come in.
  - b. Sweep any dirt that has come in.
  - c. Organise the caretaker office

### Toilets and Urinals

1. Greet the visitor(s).
2. Hand them toilet paper if they did not bring their own.
3. Check each stall every hour, depending on the user frequency. Make sure toilet is flushed, and clean surrounding area, using gloves.
4. Restock the toilet paper when the supply is running low.

### Shower

1. Visitors will bring their own hygiene products.
2. Collect money from the user.
3. Store the collected money in a moneybox.
4. Record income in the ledger.
5. Each use should take no more than 15 minutes.
6. Check rooms after each use.

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<sup>1</sup> Not all WaSH caretakers will have this full list of responsibilities. Tasks to complete depend on the WaSH facility.

## Laundry Basins

1. Visitors will bring their own detergent and/or dishwashing soap.
2. If user has a child with them, offer child education supplies to the guardian, before offering to the child.
3. Bring out table and chairs for children as necessary.
4. Check and clean basins after use or as necessary.

## Health Supply Sales

1. While performing duties throughout the day, ensure the security of the health products.
2. When customer inquires about health product purchases:
  - a. State the price (according to the price list)
  - b. Offer information on the products if asked by the customer
  - c. Collect money from customer, and place in collection box
  - d. Record the sale in ledger
3. Offer supplies to users of the facility at the caretaker's discretion
4. When supplies are running low:
  - a. If a vital supply, contact WaSH-UP coordinator at earliest convenience; otherwise,
  - b. Inform WaSH-UP coordinator at their next visit

## Changing Shifts

When one caretaker goes off duty:

1. Exchange any necessary keys with incoming caretaker
2. Inform incoming caretaker of any problems that occurred during their shift, and of the statuses of current users at the facility.
3. Remain at the facility until the incoming caretaker is settled and aware of all current proceedings at the facility.
4. Incoming caretaker counts the money in the moneybox and ensures that the amount matches the reported income.

## Closing the Facility

1. Clean all toilets, sinks, and basins
2. Sweep and mop the floor
3. Count income for the day, and ensure it matches the ledger
4. If money does not match the ledger, record the difference.
5. Organise caretaker room.
6. Bring any outdoor facility features (e.g. children's table and chairs) indoors.

7. Lock money<sup>2</sup> and all interior doors.
8. If security guard is reporting for duty, exchange any necessary keys. Inform guard of any issues and proceedings from the day.

### After-Hours Security Guard

If the facility has a security guard to monitor the premises after hours, he or she should:

1. Report for duty 1 hour prior to the closing of the facility
2. Receive any keys or necessary information from the caretaker on duty
3. Guard the facility at night, and handle any incidents that occur at one's discretion, calling proper authorities when necessary
4. Report all major incidents and emergencies (see *Emergency Procedures* below) to the WaSH-UP Coordinator and/or proper authorities
5. Remain at the facility until a caretaker opens the facility. Inform the new caretaker of any issues or developments they should be aware of.

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<sup>2</sup> The financial policy of the WaSH facility will need to be established by the WaSH-UP Coordinator and the caretakers.

## Emergency Procedures

The WaSH-UP Coordinator should be available at all times to respond to any emergencies. If s/he will at any point be unable to respond, they will appoint an emergency contact in their absence. Community leaders are also emergency contacts in immediate emergencies. A list of all emergency contact information (WaSH-UP Coordinator, Community Leaders, local law enforcement, hospitals, and fire department) will be posted in the caretaker office.

### Plumbing

In the case of a plumbing emergency, the caretakers will notify the WaSH-UP Coordinator in a timeframe befitting the state of emergency.

The WaSH-UP Coordinator will arrange with the plumber of choice to respond to such emergencies.

### Flooding

In the case of minor flooding, the caretakers will mop or drain the affected area. If problem persists, the WaSH-UP Coordinator will identify means of reducing or eliminating flooding at the facility.

### Fire

In the event of a fire at or near the facility:

1. The caretaker or guard on duty should ensure that everyone is safely out of the facility before they leave.
2. The caretaker or guard on duty should notify the nearest community leader and/or the local fire department.

The ability to immediately response to fire at a facility will depend on the facility. When training the caretakers, the WaSH-UP Coordinator should ensure that all workers know how to respond to fire (e.g. water hose, fire extinguisher, etc. when available)

### Medical Emergencies

Caretakers should be trained in basic first aid. The WaSH-UP Coordinator will arrange this training. In the event of a medical emergency at the facility, the caretaker on duty should be able to assess the severity of the emergency and apply a basic solution if that is sufficient medical care. There should be a first aid kit at the WaSH Facility. If necessary, the caretaker will call for professional medical help. The WaSH-UP Coordinator will be notified to make any executive decisions after this step, and to respond to any resulting issues (e.g. legal, etc.).