

VIOLENCE GENDER & WASH

A PRACTITIONER'S TOOLKIT

Making water, sanitation and hygiene safer through improved programming and services

Toolset 4-H

Methodologies for working with communities

TS4-H – Community information leaflet

This toolset includes:

Guidance on the information that should be provided to communities on the WASH programme in terms of their rights and the responsibilities of WASH actors supporting programmes.

Information leaflets

It is important for communities to know their rights and entitlements with respect to the WASH programmes and the way that they should be treated by the staff who are supporting the programme.

Where communities are generally literate, leaflets can provide information on:

- The quality of the facilities in terms of privacy, safety and access for children and people with disabilities;
- Information on staff behaviour and what is unacceptable (including sexual exploitation and abuse);
- How staff should involve people in the project; and
- Who to contact if a problem occurs.

Where communities are less literate, leaflets or posters can still be provided for those who can read, but it is important to use other media for communication as well. This could be through sharing the same information in meetings or using a loud speaker during distribution of non-food items in emergencies.

For an example of a leaflet developed by the Global WASH Cluster, see example [TS4-H-1](#): the original versions in PDF and Word can be found [on the USB stick](#) in the folder of supporting information.

Another example, [TS4-H-2](#), can also be found [on the USB stick](#) in the folder of supporting information. This is of a generic information leaflet by the Inter-Agency Steering Committee used in West Africa to share information specifically on issues around sexual abuse and exploitation by the protection cluster.

It is good practice for such information leaflets to be developed for projects in development contexts as well as emergency contexts, as problems including sexual exploitation and abuse can occur in both.



Rod Shaw / WEDC, Loughborough University

Where protection issues and violence are particularly high, WASH actors should collaborate with protection and GBV experts to develop appropriate information

for sharing with communities. This may also include specific links to services for people who have experienced violence. Refer to [BN4](#) for further details.

We Want to Hear Your Views

Agencies are keen to hear your views (good or bad) about the water, sanitation and hygiene projects.

In order to learn and improve the service we provide it is important that any problems are brought to the attention of the agency concerned as soon as possible.

Staff Behaviour

Agency staff should:

- Be respectful and polite
- Treat you as equal partners in the project
- Actively seek your views on the way in which the water, sanitation and hygiene (WASH) programme is designed and carried out
- Always be able to explain their actions

WASH

Water, Sanitation and Hygiene

Our Commitments to You



It is not acceptable for agency staff to demand favours or payment in return for the provision of hygiene kits or water and sanitation facilities.

Please report this if you hear of this happening.

Providing You With Information

Every agency should provide you with details of:

- The agency name and contact
- Name(s) of staff working in your community
- What is planned and for how long
- Who will receive what and why they have been selected
- Follow up visits
- Feedback following assessments or evaluations

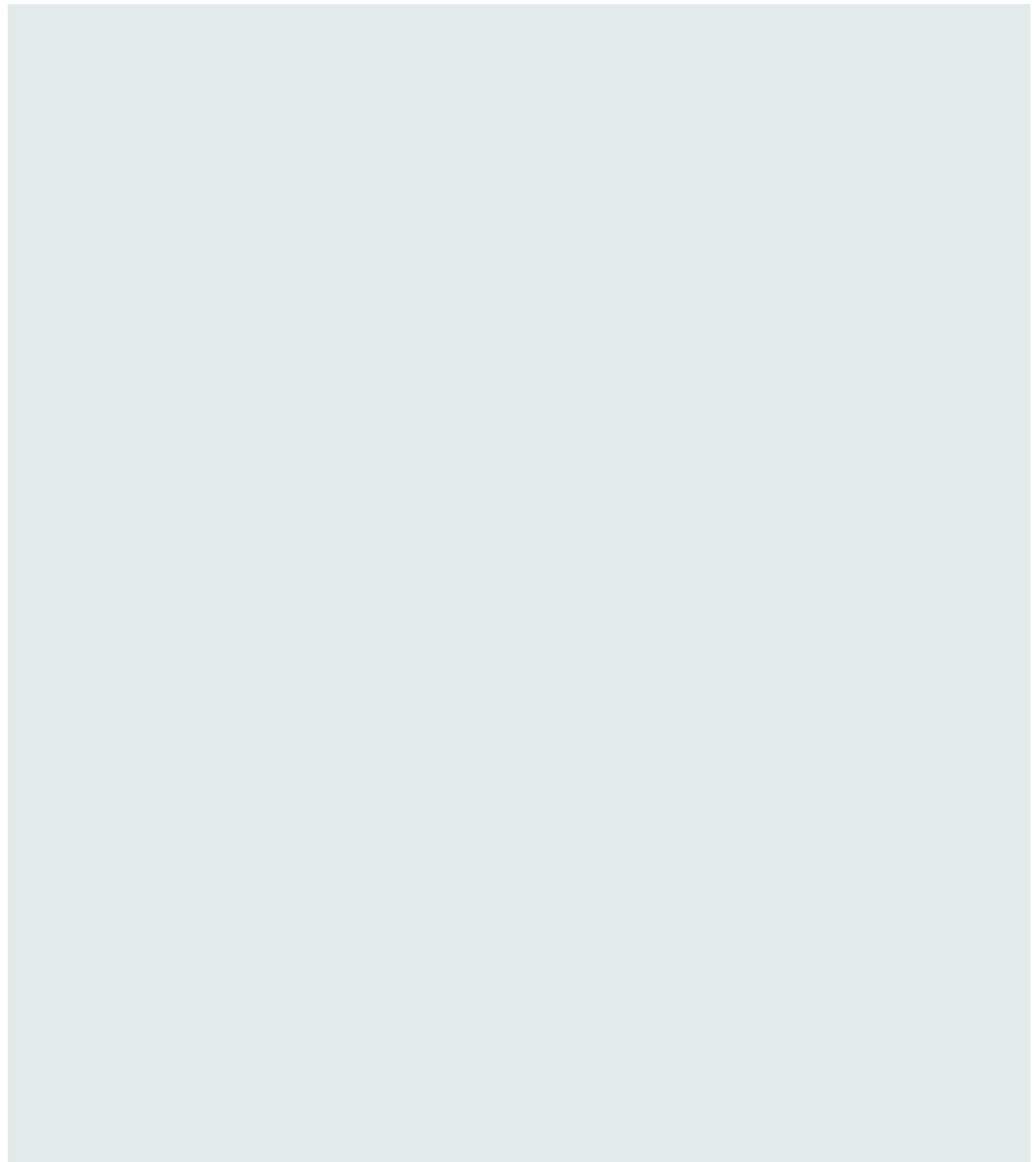
WASH Commitments

We aim to meet your needs for acceptable water, sanitation and hygiene facilities.

Women, men, children and different sections of the community should be able to have a say in how these facilities are provided.

Examples of information leaflets for communities

No	Title	Description	Source
<p>TS4-H-1 (on USB stick in supporting documents folder)</p>	<p>Leaflet: WASH – Our Commitments to You</p>	<p>Two examples of community leaflets were developed by the Global WASH Cluster accountability project (see case study TS3-F-2 for more details). The information leaflets are bright and attractive, and are provided in a format that can be edited. The leaflet explains what commitments the organisations supporting the humanitarian response have to the communities they are working with. This includes issues related to:</p> <ul style="list-style-type: none"> • Ensuring the safety of facilities; • Involving communities in the design of facilities; • Providing information and feedback and being available to answer questions; • Exploitation – stating that it is not acceptable for agency staff to demand favours or payment in return for the provision of hygiene kits or WASH facilities, requesting that any such incidents are always reported; and • How to make a complaint and the contact details of the agency. 	<p>Global WASH Cluster</p>
<p>TS4-H-2 (on USB stick in supporting documents folder)</p>	<p>Leaflet: Special measures for protection from sexual exploitation and abuse</p>	<p>Example of a model leaflet developed for West Africa, which provides information on sexual exploitation and abuse. More specifically it contains information on:</p> <ul style="list-style-type: none"> • What sexual exploitation and abuse is; • What behaviours are not allowed by UN staff and other staff working in humanitarian responses; and • What the person should do if they have a complaint regarding sexual exploitation or abuse. <p>A range of other materials can be found on the website: Protection, Sexual Exploitation and Abuse (PSEA) Task Force. Tools Repository. Response Systems. Available at: http://www.un.org/en/pseatastaskforce/tools_response.shtml#Standards [Accessed 11 October 2013].</p>	<p>Inter-Agency Standing Committee Task Force on Protection from Sexual Exploitation and Abuse</p>



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