
Minimum Standards for Za'atari WASH Sector

This document

This document outlines the minimum standards adopted by the WASH Sector at Za'atari Refugee Camp. This document is a revision of the WASH Sector Minimum Standards for Camps, adopted by the WASH Sector in May 2013.

This document is structured into 9 key areas: 1. Governance and ownership; 2. WASH facilities; 3. Water quantity; 4. Water quality; 5. Wastewater/excreta management; 6. Hygiene promotion; 7. WASH NFIs for Hygiene and Water Storage and Collection; 8. Solid waste management; 9. Vector control; and 10. Private facilities (for monitoring only, no targets linked to 'Private facilities' indicators).

Note: Minimum Standards for Schools, CFSs, YFSs, Kindergartens and Clinics are under development by a separate working group and will be issued as an Addendum to this document.

Responsibility

UNICEF is the lead agency for WASH in Jordan. Within Za'atari Refugee Camp ACTED, JEN and Oxfam are UNICEF's key partners in the implementation of WASH activities. The WASH Lead Partner is designated by District:

- ACTED - Districts 1, 2, 9, 10, 11, 12.
- JEN – Districts 3, 4, 5.
- Oxfam - Districts 6, 7, 8.

Interventions implemented by the WASH Sector should be aligned with Standards outlined in this document. Monitoring against these Minimum Standards to determine compliance is also the responsibility of the WASH Sector. Monitoring results should be shared with the wider WASH Sector and other actors as necessary.

In some cases responsibilities for either implementation or monitoring maybe shared across Sectors, primarily the Health Sector, Camp Management, Site Planning, Community Services and Protection.

At the time of drafting drainage and vector control activities are being implemented and monitored by UNHCR Camp Management and its partners rather than the WASH Sector.

Minimum standards to be achieved

1. Governance and ownership

Users actively participate in the development of new facilities and WASH interventions and in the management of existing facilities.

Key activities

- A. WASH Committees have been set-up to manage WASH Block cleaning and small-scale maintenance. WASH Committees are the Focal Point for WASH issues within their area.
- B. WASH Committees are actively encouraged to take discuss, agree and take actions to increase the safety and security of WASH Blocks for all users both during the day and at night, and to maintain facilities accordingly (e.g. through maintenance of lights, doors and locks).
- C. WASH Partners monitor and evaluate performance of WASH Committees and provide support to them as necessary.

Indicators

- i. There is an active structure (e.g. WASH committee) responsible for small scale maintenance and operation of each WASH Block and water point and follow up on timely performance of water-related activities (desludging, water delivery).
- ii. *Indicators currently under development by the WASH Sector.*

2. WASH facilities

There are appropriate, adequate and safe WASH facilities which include toilets, areas for bathing, laundry spaces, and external tap points for water supply.

Public water points are sufficiently close to households to enable use of the minimum water requirement.

People have adequate, appropriate and acceptable toilet facilities, sufficiently close to their dwellings, to allow rapid, safe and secure access at all times, day and night.

Key activities

- A. At Handover from the Sector to the WASH (user) Committee, WASH Facilities meet the minimum standard agreed between UNICEF and its' partners.
- B. WASH Facilities are managed and maintained (small-scale) by Users through WASH Committees following Handover from the WASH Sector to the WASH Committee with larger scale maintenance undertaken by the WASH Sector.
- C. People in need of additional support to access toilets, for example people with impaired mobility, are managed on an individual basis. WASH Partners identify potential needs and refer through a common referral mechanism to UNHCR Community Services who then refer on to Handicap international/IRD for verification. Portable disabled toilets (Commodes) are provided at the household level by Handicap International/IRD as necessary (Focal Point – UNHCR Community Services).
- D. The Sector is actively working towards safe and hygienic one latrine per family in which all wastewater is discharged into a sealed system.

Indicators

- i. In communal facilities latrines are available at a 1 functional toilet for 50 people (assessed weekly through UNICEF-REACH monitoring reports);
- ii. Functional latrines are available at a Camp level (public plus private) at no more than 1 latrine per 20 people.
- iii. All latrines are within 100m of shelters
- iv. There is free and open access to all latrines at all times.
- v. All latrines discharge into a sealed system.
- vi. Latrines and bathing places offer security with doors on 100% of latrines and shower cubicles
- vii. At least one latrine and shower cubicle in each WASH Block has an internal lock.
- viii. 100% WASH Blocks have lighting.
- ix. 100% of public bathing places and toilets are sex separated.
- x. 100% of eligible cases are supplied with disabled friendly household toilets (Commodes/toilets on wheels) (responsibility of Community Services rather than WASH Sector).
- xi. 100% of households are within 100m of the nearest functional external water point.
- xii. There is 1 functioning external tap for 100 people.
- xiii. Waiting time to collect water is no more than 30 minutes for all, but with the majority of people waiting no longer than 15 minutes to collect water.
- xiv. There is a structure/system in place for cleaning of latrines (refer also to 1 – Governance and ownership).
- xv. Evidence of 100% Latrines cleaned daily (refer also to 1 – Governance and ownership).
- xvi. Percentage of household that regularly use a Public WASH Block (no target – indicator only).

3. Water quantity

Safe and equitable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene is available to all. *Note: Water requirements for facilities are to be determined based in consultation with facility managers and users but quantities in Annex A maybe used as a guideline.*

Key activities

- A. Monitoring is undertaken at least every 6 months to determine water access and usage (one in July one Jan plus KAP).
- B. Water conservation awareness is delivered regularly.

Indicators

- i. 100% People have at least 35L/p/d of safe water available. 80% People are aware that every individual is allotted 35L/p/d only.
- ii. 70% of people believe they have sufficient water for their needs (assuming that a proportion of the population will always want more for activities that are not considered sustainable within the local context).

4. Water quality

Water is odourless, colourless, no taste other than that of Chlorine, and of sufficient quality to be drunk and used for cooking and personal and domestic hygiene without causing risk to health.

Key activities

- A. FRC is systematically tested in 100% of trucks entering the camp and of trucks collecting water from internal boreholes, and results are shared. If it does not meet the threshold the truck is rejected.
- B. A minimum of 1 water samples per each 2,000 people per week are taken from within the Camp (WASH Blocks/Tapstands/Community Facilities/Schools) to perform FRC and Total Coliforms (TC) analysis. If TC is above 1.1 MPN, F.coli analysis needs to be done

Indicators

- i. 100% of water supplied by the Sector has FRC = 1 to 1.8mg/l at the truck, and 0.5 - 1.0mg/l at the point of delivery (0.5-1.0mg/L at point of delivery is the Jordanian Standard, whilst 1.0-1.8mg/L at truck level is good practice and adopted following consultation with health authorities).
- ii. 100% of samples are free from faecal coliforms at the point of delivery and use.

5. Wastewater/excreta management

The living environment in general and specifically the habitat, food production areas, public centres and surroundings of drinking water sources are free from human faecal contamination. In addition, the GoJ require zero infiltration of wastewater to ground within the Camp.

Key activities

- A. Communal tanks are desludged regularly. Private tanks/pits are desludged upon request by calling the Hotline available.
- B. Where problem areas in terms of open defecation are identified, targeted messaging is delivered to families in the local area by Hygiene Outreach Workers.
- C. All wastewater collected by desludging trucks is taken to GoJ approved facilities for disposal.
- D. An initial kit was provided to WASH Committees for cleaning and maintaining the WASH room or the WASH Block.
- E. There is a standby agreement in place for dewatering of flood waters in the event of heavy rain.

Indicators

- i. There are zero WASH Block sewage tank overflow incidents per week in each District.
- ii. Open defecation is kept minimum (less than 3 evidences of open defecation in the District observed per week)
- iii. 80% communal water points/facilities have no stagnant water.
- iv. Toilets are kept clean and hygienic facilities, managed and maintained by the WASH Committee with the support of the WASH lead partner for the District)- Refer to Indicator under '4. WASH Facilities' (refer also to 1. Governance and ownership).

6. Hygiene promotion

People of all ages are aware of key public health risks and are mobilised to adopt measures to prevent the deterioration in hygienic conditions and to use and maintain the facilities provided (refer also to 1 – Governance and ownership, and 4 – WASH Facilities).

Key activities

- A. Faecal-oral disease surveillance is undertaken by the Health Sector and made available to the WASH Sector. In the event of increase in cases, the WASH and Health Sectors undertake a coordinated response.
- B. Hygiene outreach workers from within the refugee community are given a cash incentives in line with Camp Agreed policies.
- C. Sessions made by Agency staff and Hygiene/Community Outreach Workers need to be context and primary target-relevant using Arabic (Syrian written form may differ slightly from Jordanian form) and culturally appropriate IEC tools, such as large size posters or flipcharts, or multiple individual leaflets.
- D. Gender and age appropriate curricula are developed.
- E. Group hygiene session are conducted separately for adults (separated by gender), teenagers (separated by gender), and children (not separated by gender).
- F. IEC materials disseminating core HP messages are approved by UNICEF before use within the Camp.
- G. Hygiene promotion messages are reviewed regularly to ensure they cover key seasonal risks.
- H. A large scale hygiene promotion event (e.g. World Water Day 21/22Mar, Women's Day 8 Mar, World Health Day 7Apr, World No Tobacco Day 31 May, International Refugee Day 20 June, International Hand Washing Day 15 Oct, World Toilet Day 19 November) is organized at approximately every 3 months.

Indicators

- i. There is a structure/system in place for cleaning of latrines (refer also to 1 – Governance and ownership).
- ii. Evidence of 100% Latrines cleaned daily (refer to 2 –WASH facilities).
- iii. Agencies agree on pay range Hygiene/Community Outreach workers and pay in line with them.
- iv. At least 3 large scale events and relevant messages are implemented every year.
- v. In each target community, trained Hygiene Outreach workers (1 male and 1 female per 1000 persons) are employed in the dissemination of hygiene promotion messages during group and household-to-household sessions.
- vi. 80% of people interviewed (including disabled and children) have basic knowledge of diarrheal disease transmission ways (faecal-oral routes), prevention and management.
- vii. 80% of people (including disabled and children) practice hand washing with soap at the 3 critical time (eating, post-latrine, food preparation)
- viii. 80% people interviewed report feeling safe and comfortable to use the latrine and bathing place during the day and night. (Disaggregated Disabled, Women + girls, Children, Men, Elderly, Pregnant).

7. WASH NFIs for Hygiene and Water Storage and Collection

People are provided with appropriate WASH NFIs including: Hygiene items to ensure personal and environmental hygiene, health, dignity and well-being; WASH kits to ensure adequate facilities to collect, store and use sufficient quantities of water for drinking, cooking and personal hygiene, and to ensure that drinking water remains safe until it is consumed. *Note: At Za'atari, the NFI Sector generally supports camp-wide standardised distributions rather than targeted distributions (unless in specific cases such as diapers) in response to previous security incidents linked to perceptions of inequity of distribution.*

Key activities

- A. Beneficiaries are consulted to determine what should be included within the kits. This includes building in feedback from post-distribution monitoring is undertaken to assess distribution coverage and usage.
- B. Post-distribution monitoring takes place to determine coverage, usage and acceptance of materials distributed.
- C. New arrivals receive:
 - a. Hygiene kit(s), sanitary napkins and diapers (children <2yrs given as standard, children >2yrs and adult diapers given based on assessment by Community services)(quantities dependent on family size and eligibility).
 - b. New arrivals receive 10L collapsible jerrican(s) and a 14L plastic bucket with a lid for water storage (number depending on family size).
- D. Camp-wide distribution/replenishment of:

- a. 250gram of soap per person per month.
- b. Camp-wide distribution of hygiene kits every two months.
- c. Sanitary napkins every two months.
- d. Diapers every two months (children <2yrs given as standard, children >2yrs and adult diapers given based on assessment by Community services)(quantities dependent on family size and eligibility).
- e. Camp wide distribution of WASH Kits every 6 months (contents may vary but Jan 2014 kit for family size 5 contained:2 x Waste Bins of 30L each; 2 x Jerry Cans of 20L each; 2 x Washing Jugs; 1 x washing up bowl; 1 x child's Plastic Potty; 1 x Water Bucket).

Indicators

- i. People have access to at least 250gr of soap per person and per month for hand washing and bathing (as per WASH NFI Strategy, Oct 2013).
- ii. Women have access to an adequate supply of Sanitary towels (as per WASH NFI Strategy, Oct 2013).
- iii. Need for distributed materials > 60%, and satisfaction > 60%, are assessed every 2 years for regular distribution and every ad hoc relevant distribution.
- iv. At least 1x14L bucket with handle and lid for multipurpose water storage (non-potable) is distributed to families every 6 months as part of a regular replenishment (as per WASH NFI Strategy, Oct 2013).
- v. At least 1x20L and 1x10L jerrican for water transportation and safe storage (potable water) is distributed every 6 months as part of a regular replenishment (as per WASH NFI Strategy, Oct 2013).
- vi. One 30L refuse bin available for each family.

8. Solid waste management

The Camp environment not littered by solid waste, including medical waste, and has the means to dispose of their domestic waste conveniently and effectively.

Key activities

- A. There are services in place to collect all solid waste from the camp on a daily basis.
- B. All waste is collected and disposed of at appropriate GoJ facilities.

Indicators

- i. There is an arrangement for disposal of baby diapers & menstrual hygiene materials in each WASH block.
- ii. There is one 1m³ public refuse container available for 30HH (150 people).
- iii. Each District is described as mostly clean when assessed as very clean/mostly clean/dirty/very dirty) in the KAP.
- iv. Waste management within the HH – refer to 7. WASH NFIs indicator '30L refuse bin available for each family'.

9. Vector control

The Camp environment does not expose a risk to health through disease-causing and nuisance vectors, and those vectors are kept to a reduced level where possible and people have the knowledge and the means to protect themselves from disease and nuisance vectors that are likely to cause a significant risk to health or well-being.

Key activities

- A. Vectors are monitored through consultation with Health Sector and Protection/Field Teams etc. Management actions are taken as appropriate.

Indicators

- i. Rodents are not reported at nuisance levels (by WASH/Health/Protection through District Team Meetings).
- ii. Flies are not reported at nuisance levels (by WASH/Health/Protection through District Team Meetings).

10. Private facilities (included for monitoring only)

The Za'atari Camp refugee community has demonstrated a strong preference for undertaking many activities planned for communal facilities at the household level including preparing food, washing clothes, bathing and use of latrines. Infrastructure to support these activities at the household level has to date been developed by members of the camp community, independent of support or regulation from the WASH Sector.

Although currently unsupported and unregulated, this continuing trend for private facilities is driving and defining many of the planned infrastructure projects such as the wastewater collection network project and household connections project. The Sector is actively working towards maintaining safe and hygienic environmental conditions and services linked to the development of private facilities.

Private facilities are included here primarily as indicators as they tell of the realities of the Camp and highlight potential issues related to infrastructure management and risks to health, however, there are no targets attached to them.

Key Activities

- A. The Sector is actively working towards maintaining safe and hygienic environmental conditions and services linked to the development of private facilities.
- B. Private wastewater storages are desludged free of charge (service upon request through calling Hotline).

Indicators (no targets – included indicator of Camp conditions only)

- i. Percentage of households with private latrines per District.
- ii. Percentage of households with private bathing place per District.
- iii. Percentage of households with private laundry per District.
- iv. Percentage of households per District with private connection from a WASH Block water tank or public tapstand.
- v. Percentage of household that regularly get water supplied at the household level by truck.
- vi. In addition, refer to Indicator from Section 2, *'In communal facilities latrines are available at a 1 functional toilet for 50 people (assessed weekly through UNICEF-REACH monitoring reports). BUT the Sector is actively working towards safe and hygienic one latrine per family'*.

Annex A

Guideline for water quantity needs for different facilities.

Facility	Demand	Unit
Warehouse	100	l/facility/d
Office	10	l/person/d
Health (out patients)	5	l/person/d
Health (in patients)	60	l/person/d
Child Friendly Space	5	l/person/d
Distribution Point	5	l/person/d
Playground	0	l/person/d
Registration	10	l/person/d
Community Office	5	l/person/d
Kindergarten	3	l/person/d
School	3	l/person/d
Youth Center	3	l/person/d
Community Center	3	l/person/d
Recreation	3	l/person/d
Security	15	l/person/d
Common space	0	l/person/d
Mosque	5	l/person/d