

# WASH Sector Knowledge, Attitude and Practices Survey in Za'atari Refugee Camp



November  
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## 1.1. Introduction

Za'atari camp was opened on the 28th of July, 2012. The first, baseline Knowledge Attitudes and Practices (KAP) assessment was conducted in November 2012, in collaboration between UNICEF, ACTED, Relief International, JEN and Oxfam. At that time the camp was estimated to host approximately 22,000 Syrian refugees in five zones; 378 households out of approximately 4,400 were targeted for the 2012 KAP assessment.

A 2013 KAP assessment was conducted with 978 households as a follow up to the baseline assessment conducted in 2012. Information from the 2013 KAP assessment serves as a basis for tracking progress on current programming and for informing future programming. The assessment was a collaborative effort of the Hygiene Promotion and AMEU teams of ACTED, Oxfam and JEN with guidance from UNICEF. Technical support was provided by REACH.<sup>1</sup> At the time of the 2013 KAP the population residing in Za'Atari camp was estimated at 75,000 in 13,325 households.

## 1.2. Methods and Strategy

Survey development was done through intra-agency cooperation between ACTED, Oxfam and JEN with oversight of UNICEF. Draft versions of the survey were piloted with Syrian hygiene promoters with experience living and working in the communities within Za'atari camp at two points during development. This provided appropriate terminology and phrasing to allow a natural delivery of questions using wording common to the populations being assessed, thereby minimizing discomfort of the survey. The final survey included up to 70 questions many of which were directly taken or modified from the 2012 assessment. Topics included in the survey questions focused on: access to water, water in the household, hand washing, personal hygiene and items, solid waste collection, sanitation and safety outside the house, food hygiene and perceptions of health. The survey was administered by 40 assessors working in pairs (one female/one male when possible) from 10-20 November. Assessors were from ACTED Hygiene Promotion (20) and Community Mobilization (five) teams. An additional 20 assessors were hired by Oxfam and JEN on a cash-for-work basis. All assessors were Syrian refugees residing in Za'atari.

To prepare for the survey, one day of training for Team Leaders took place on 4 November by Oxfam Meal Assistant, represented ACTED (three), Oxfam (two) and JEN (two). This was followed by a one day of training of the assessors by the trained team leaders on 5 November. Training focused on the survey tool, terms and the purpose of the questions. On 6 November assessors piloted the survey using the ODK app (version 1.4) on their personal cellphones. Each assessor piloted the survey with two-three families in the camp to identify any problems with the survey or application.

The pilot revealed that the survey took between 35 and 45 minutes to complete depending on how many follow-up questions needed to be asked. A feedback session took place at the end of the piloting day. The following issues were noted:

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<sup>1</sup>REACH was formed in 2010 as a joint initiative of two organizations (ACTED and IMPACT Initiatives) and a UN program (UNOSAT). The purpose of REACH is to promote and facilitate the development of information products that enhance the humanitarian community's capacity to make decisions and plan in emergency, rehabilitation and development contexts.

- Some assessors were uncomfortable with asking questions about frequency of episodes of diarrhea and asking to see where people bathe.
- No one reported a household that refused to respond to the survey.

To address these concerns NGO staff explained the importance of asking every question because they are intended to capture different things and stressed that assessors should not answer the survey with their assumptions but rather allow the participants to respond. The more experienced assessors shared tips for professionally dealing with discomfort of asking questions that people may feel embarrassed about answering.

REACH provided maps with the appropriate number of randomized dots for each survey by district (See Figure 1). When assessors reached the approximate area of the dot in the district a pen was tossed in the air to identify which household the assessors would approach to complete the survey. Our large sample size allows us to be certain that responses are reflective of the general population with a confidence level of 95% and a confidence interval of + or - 3.1.

District	Number of Households in district	Number of Households Surveyed	% of District Surveyed	% of Total respondents by district
D 1	1161	75	6.5%	8%
D 2	1305	91	7.0%	9%
D 3	1157	76	6.6%	8%
D 4	981	72	7.3%	7%
D 5	1101	101	9.2%	10%
D 6	935	70	7.5%	7%
D 7	1076	77	7.2%	8%
D 8	368	25	6.8%	3%
D 9	964	70	7.3%	7%
D 10	1340	97	7.2%	10%
D 11	1784	123	6.9%	13%
D 12	1180	101	8.6%	10%
<b>Total</b>	<b>13352</b>	<b>978</b>		

**Figure 1 Respondents**

Assessors worked in pairs (one male and one female) so that embarrassment about answering sensitive questions could be mitigated. This also allowed one person to address the questions while the other acted as reporter feeding the given answers to the ODK application on the smart phone. The pairs were arranged in to eight teams of four-six people one of whom was a team lead. In addition to training the teams and providing daily guidance as to where surveys would be conducted team leads also participated in conducting the assessment. Surveys were administered Sunday–Thursday from 10-20 November 2013.

### 2.1. Characteristics of Respondents

Respondents to the survey were predominantly women (64%). Most respondents were between 26 and 45 years of age (62%) with 17% being less than 25 years old and 21% older than 45 years. The average reported household size was seven. Only 30% of households were female headed (See chart 'Gender of Respondents').

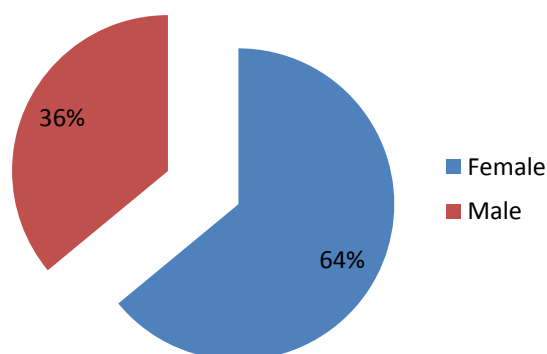


Figure 2 Gender of Respondents

The majority of respondents (66%) had been living in the camp for 7-12 months with 21% having been in the camp for more than one year. Most of the respondents who had lived inside the camp for more than one year resided in Districts 1, 2, 3 and 4. (See Figure 3 'How long have you been living in the camp?')

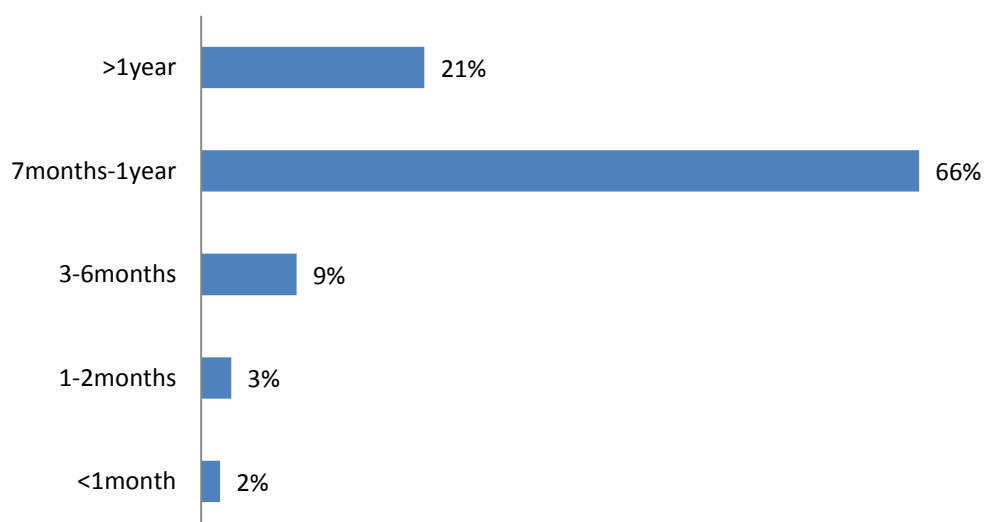


Figure 3 How long have you been living in the camp?

By observation 75% of respondents were living in caravans 13% in tents and 12% in both.



## 2.2. Access to Water

The majority of respondents indicated that they get their drinking water from tap stands while 22% buy bottled water from the market, 20% collect drinking water from the WASH block, and 15% have water delivered from a “private” water truck. (See chart ‘Where do you get your drinking water?’).

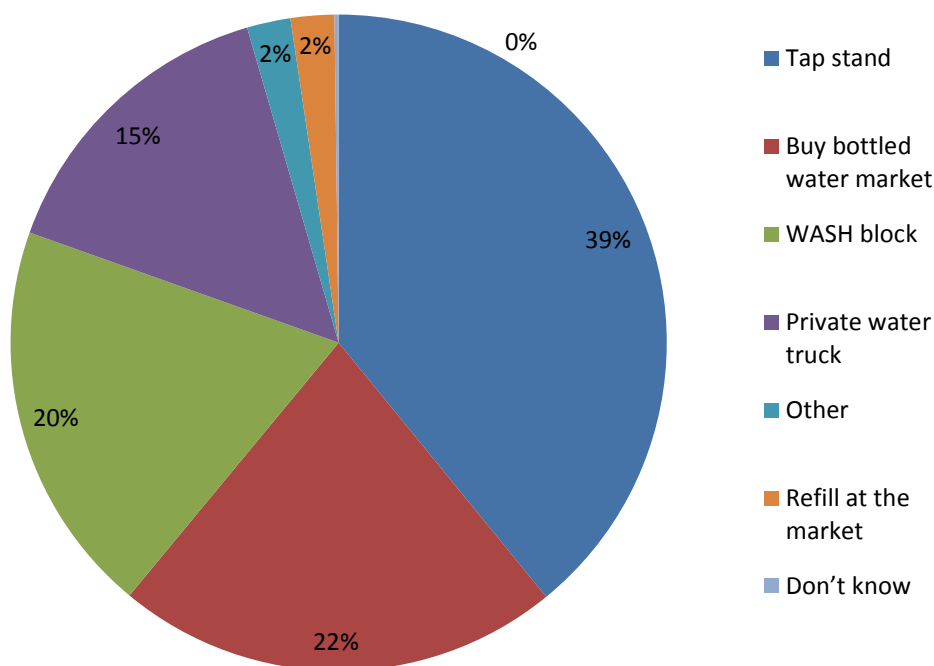


Figure 4 Where do you get your drinking water?

Responsibility for fetching water lies predominantly with adults (74%) in the families and then with boys 11-18 years old (11%)

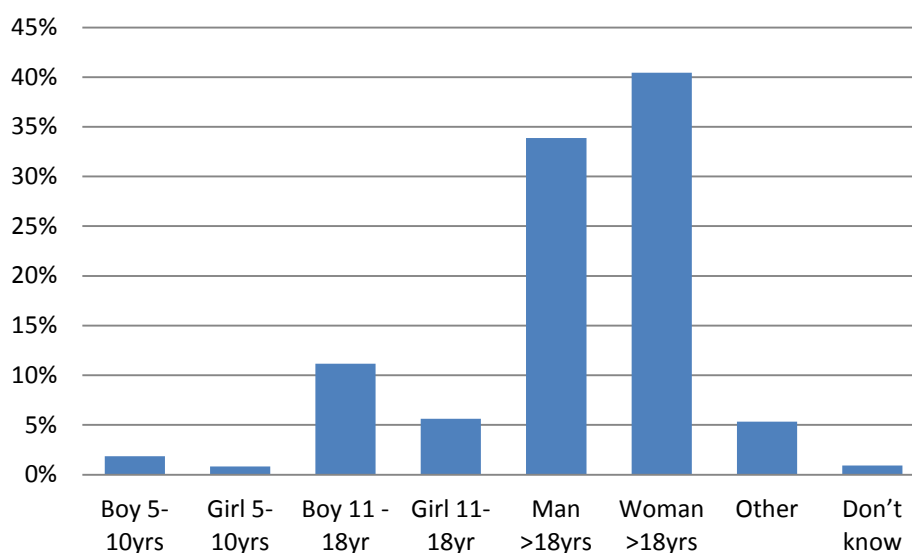
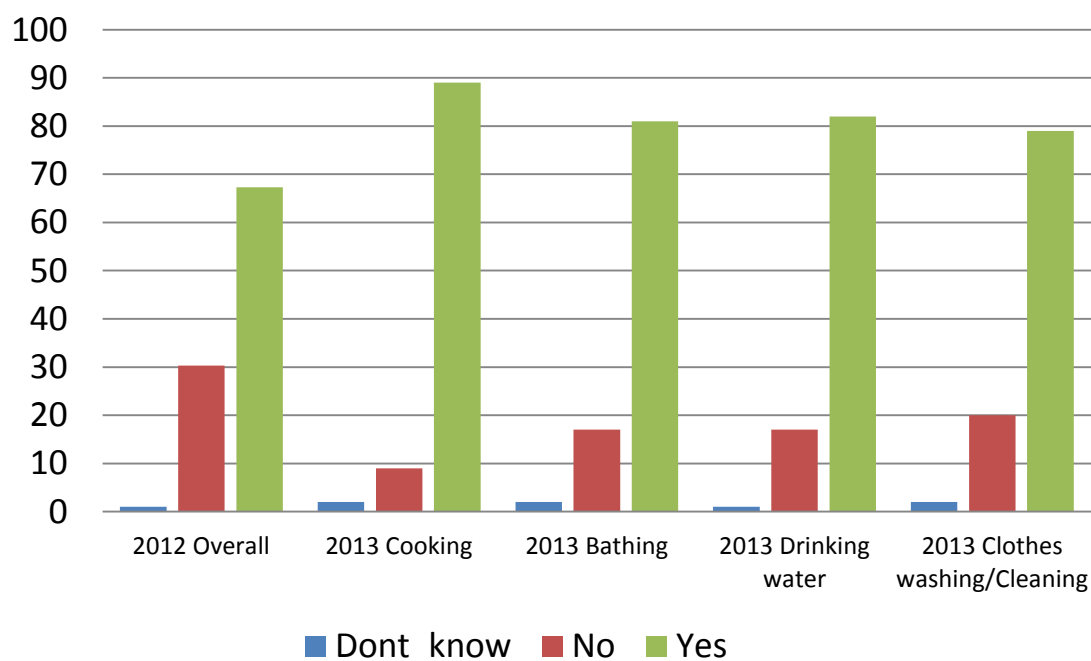


Figure 5 Who collects water for your household?

Overall, 84% of respondents stated that they spent less than 15 minutes waiting to collect water with 57% of the total respondents indicating they spent less than five minutes waiting to collect water daily. Half of respondents

indicated they prefer to collect water in the morning and another 34% indicated that it didn't matter when they collected water.

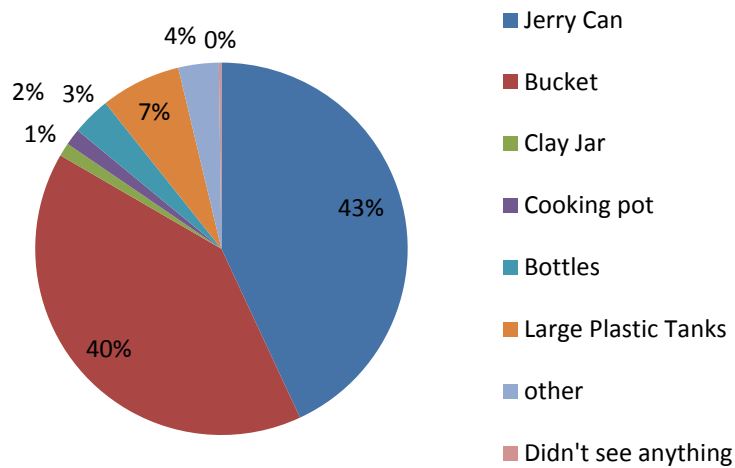
Most respondents (approximately 80%) reported having sufficient water for each of their activities. This is an improvement over the 2012 baseline survey where only 68% when indicated had enough water overall (see Figure 6 'Do you have access to enough water?'). In the event that there is not enough water, over half (56%) of respondents indicated that they would wait for the tanks to be refilled, while 25% indicated they would purchase water in the market, get water from a neighbor (12%), or go to another district for water (7%).



**Figure 6 Do you have access to enough water?**

Fifty-three percent of respondents fetch water three or more times per day. When asked what time they prefer to collect water half of respondents (50%) indicated they prefer to fetch water in the morning while 34% have no preference as to when they fetch water. In the camp, water is collected using jerry cans (43%) and buckets (40%). Storage of water is predominantly in the same types of vessels with 78% of respondents using jerry cans for storage and 74% using buckets to store water.

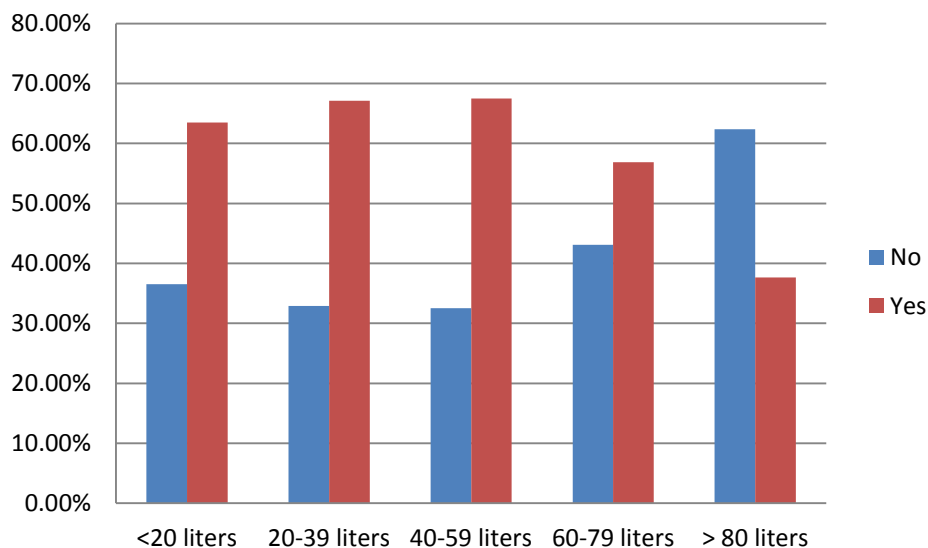




**Figure 7 Water storage at camp level**

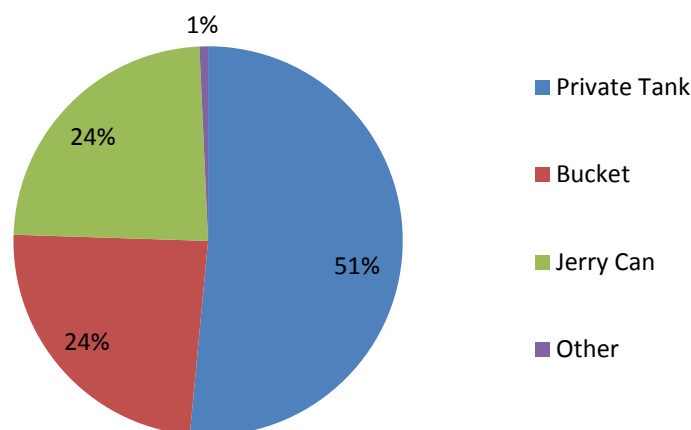
It may be important to note that respondents who indicated that they store water in large (2m<sup>3</sup>) plastic tanks were mainly in Districts 1 and 2. Water storage in large plastic tanks is also occurring in the other districts but to a lesser extent.

Almost half (45%) of respondents feel that their container capacity is not sufficient to store enough water for the day. When classified by the amount of water storage capacity observed by the assessors there is a negative correlation between the amount of water storage the family has and the likelihood that they feel that the family has a shortage of water storage capacity.



**Figure 8 Does your family have a shortage of water storage items?**

Respondents who indicated that they had a shortage of water storage capacity felt that the most useful type of water storage container would be private tanks (51%) followed by jerry cans and buckets (24% each) (see Figure 9 'Which type of water storage would be most useful?').



**Figure 9 Which type of water storage would be most useful?**

In general, the beneficiaries are able to keep the containers clean with only between 5 and 12% of containers being observed as “somewhat dirty” or “very dirty” inside depending on the type of container. Assessors observed that most of the time water storage containers were covered with a lid, the notable exception being buckets which were reported to have lids only 68% of the time. Buckets initially were not supplied with lids so this is to be expected in some cases, however buckets provided to new arrivals do come with a lid.

Generally respondents are satisfied with water with 76% indicating they feel the water quality is average, good or very good. Of the 22% who reported that the water quality is bad or very bad most (83%) cited the water as having a bad taste, smell or looking dirty as the reason. Only 59 of 215 people who were dissatisfied with water quality felt that people got sick from drinking it, however 30 of these respondents indicated that they still drink the water. Of those 30 respondents who do still drink the water, 13 (43%) treat the water to make it safe, 14(47%) do not. Those who treat the water use various methods including: letting the dirt settle (46%, five people), boil (15%, two people), use other methods (15%, two people), let the dirt settle and boil (8%, one person), use chlorine/iodine and use a commercial filter (8%, one person) and use a commercial filter (8%, one person). Those who do treat the water indicated that boiling(29%) and using a commercial filter(28%) were the ideal ways to treat the water, 23% did not know an ideal way of treating the water) Of the 14 people who drink the water but do not treat the water seven (50%) cited not having financial resources to treat the water as the reason, 29% (four people) cited they didn’t know how to treat the water and 14% (two people) indicated there are no adequate materials in the camp to treat the water.

### 2.3. Hand Washing Behaviors

Handwashing five or more times /day is practiced by 80% of the surveyed population, 14% wash their hands three-five times per day, only 6% wash their hands less than three times per day (see Figure 10 ‘How many times do you wash your hands per day?’).

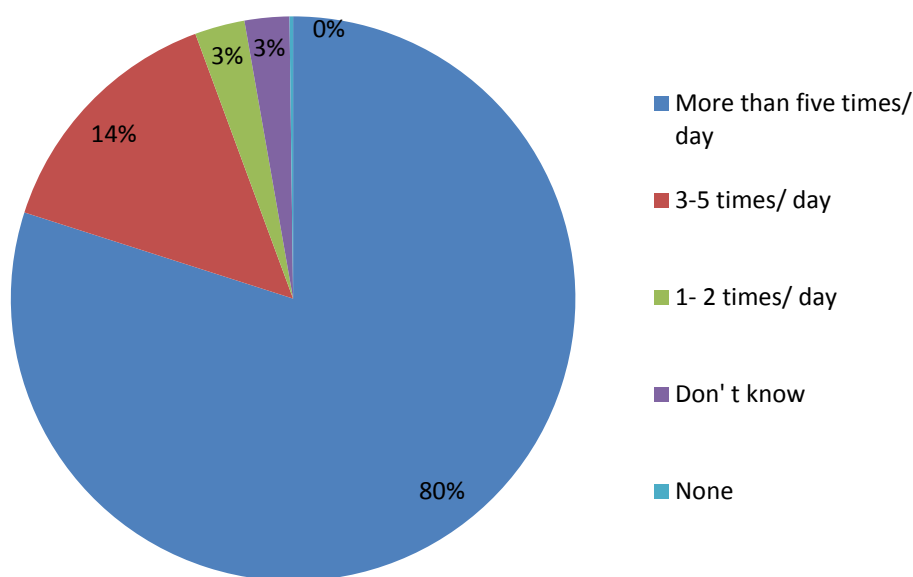


Figure 10 How many times do you wash your hands per day?

When washing hands 98% use both soap and water while only 2% use only water (see Figure 11 ‘What do you use to wash your hands?’)

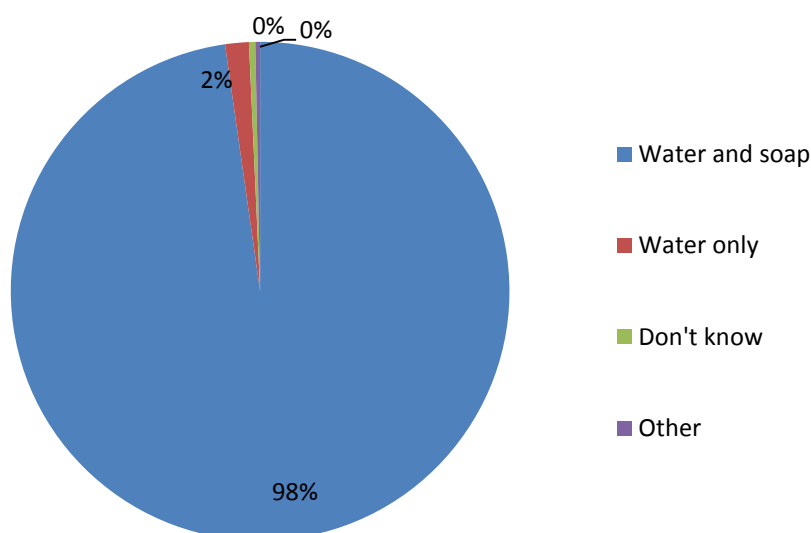
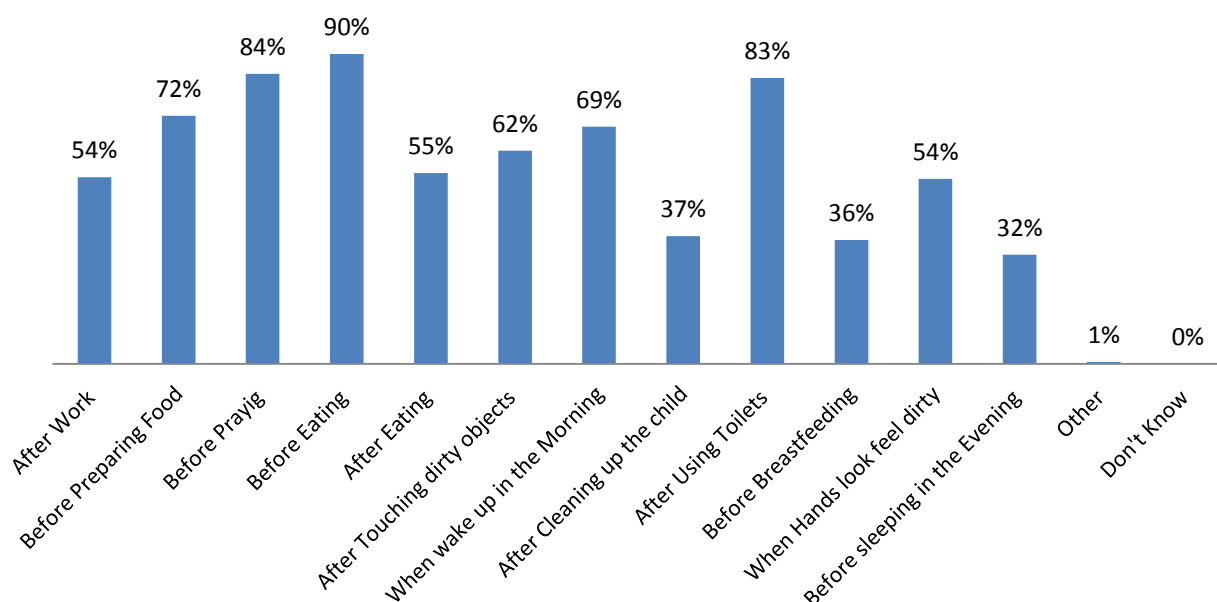


Figure 11 What do you use to wash your hands?

This response is supported by assessor observation in which 95% of assessors reported seeing evidence of soap in the house. Of the 22 respondents who don't use soap 10 people indicated that soap was not available, eight said not enough was distributed, three indicated the quality of the soap is bad and four said soap is too expensive

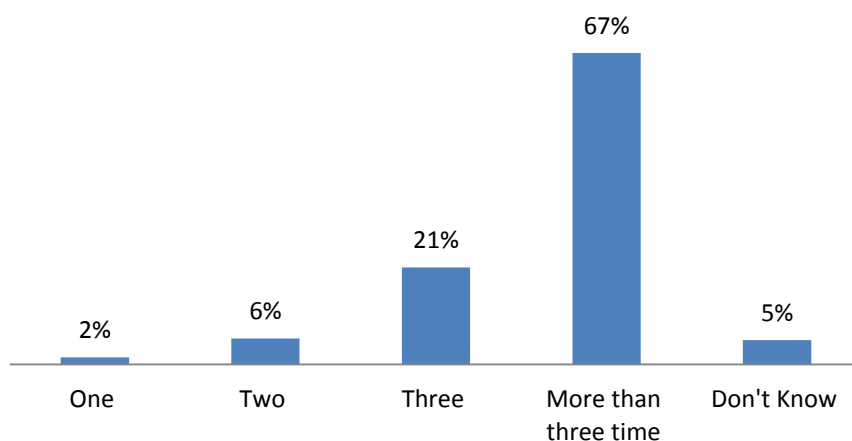
## 2.4. Hand Washing Compared to Hygiene Promotion Messaging

Ninty-one percentof respondents reported washing their hands in their house versus 6% who wash in WASH facilities and 3% who wash their hand at a tap stand. Generally, half to three quarters of respondents identified that they wash their hands at times that align with the times noted in the key messages on hand washing (see Figure 12 ‘When do you wash your hands?’). While the responses “after cleaning up the child” and “before breastfeeding” had the lowest response rate the 2013 survey is limited in that it does not allow us to compare these responses only in the households that have a young child in them. Therefore these responses may be lower than the rest simply because the respondents did not have small children to care for.



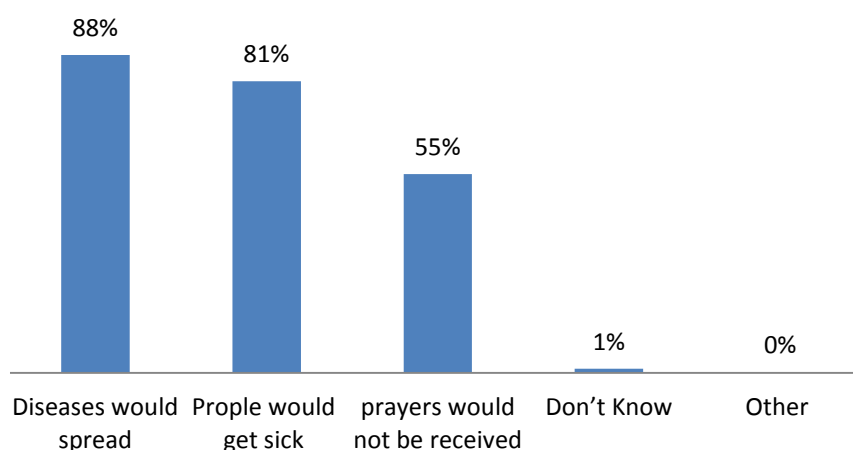
**Figure 12 When do you wash your hands?**

Overall, 84% of respondents say they get their soap from distributions and 53% indicated that they also purchase soap. Of those who purchase soap 13% access soap only through purchase while 75% purchase soap in addition to receiving soap through distribution. Ninety percent responded that they purchased soap because they did not receive enough from distribution, 4% purchased soap because they don't like the quality of the soap distributed and 5% indicated they did not receive soap through distribution. Eighty-eight percent of respondents who purchase soap indicated that they bought three or more bars in the past 30 days (see Figure 13 ‘How many bars of soap did you buy in the last 30 days?’).



**Figure 13 How many bars of soap did you buy?**

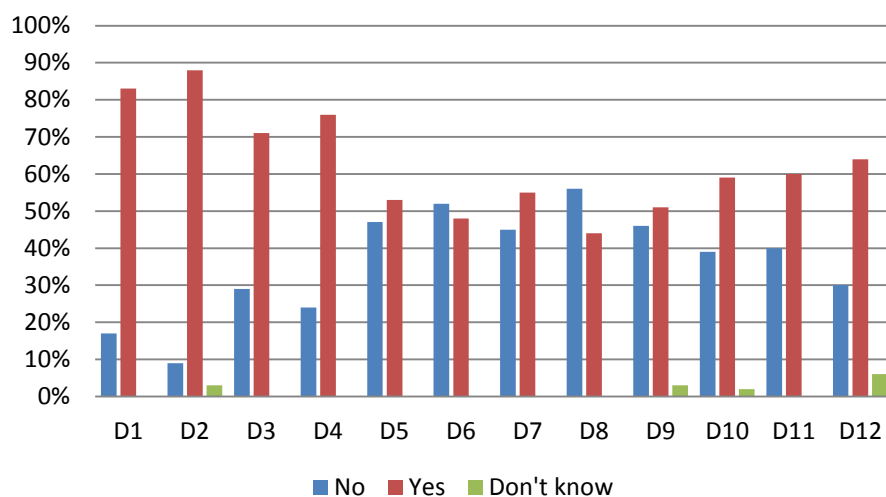
Respondents indicated that the consequences of people not washing their hands include diseases spreading/people would get sick and that prayers would not be received (see Figure 14‘What would happen if everyone stopped washing their hands?’).



**Figure 14 What would happen if everyone stopped washing their hands?**

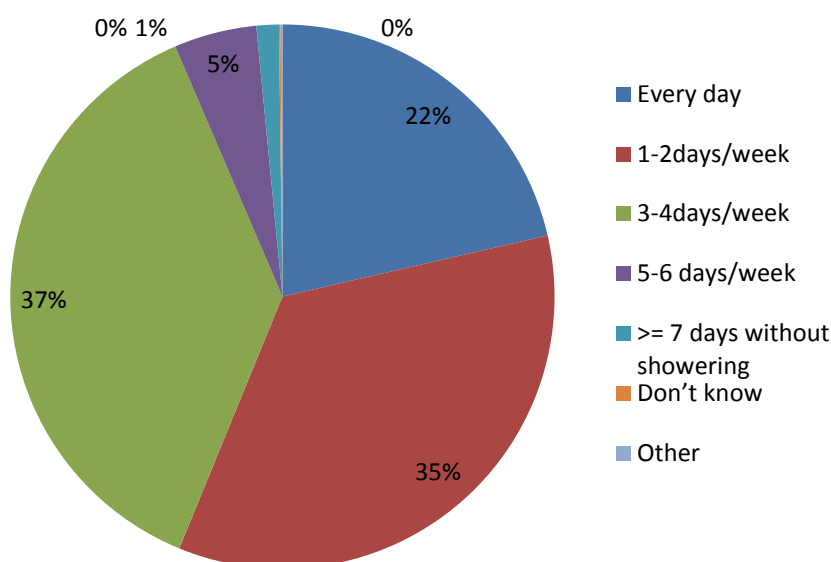
## 2.5. Personal Hygiene and Items

Overall 64% of respondents indicated that they do have bathing facilities inside their living space. Assessors observed private bathing facilities in 55% of surveys. Access to private bathing facilities is predominant in Districts 1, 2, 3, 4, and 12 with other districts showing a closer balance of those who have access to private facilities versus those who do not (see Figure 15 ‘Do you have a shower/bathing area inside your tent/ caravan?’)



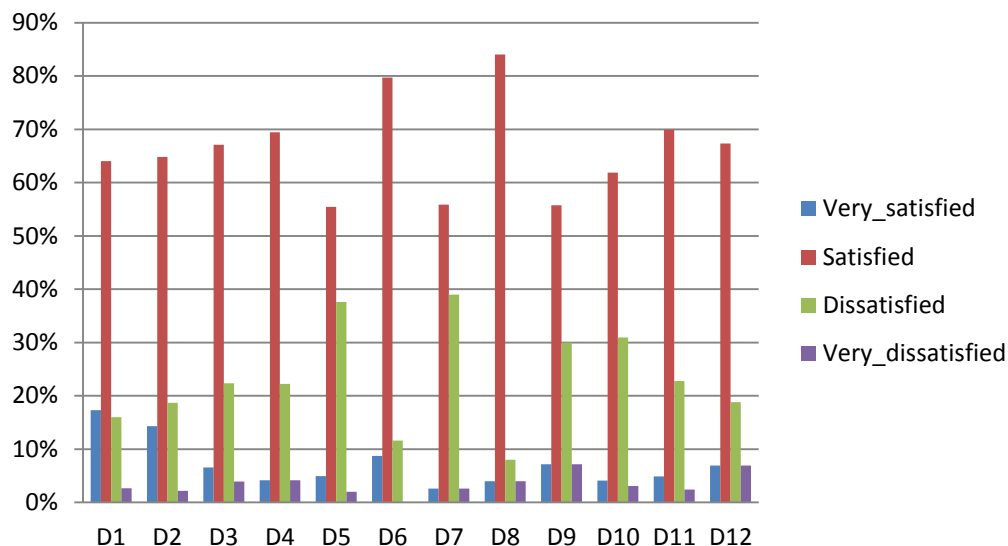
**Figure 15 Do you have a shower/ bathing area inside your tent/ caravan?**

Twenty-two percent of respondents are taking a shower every day, 37% shower three to four days a week, and 0-1% shower less than once in seven days (see Figure 16 'How many days a week are you able to shower?')



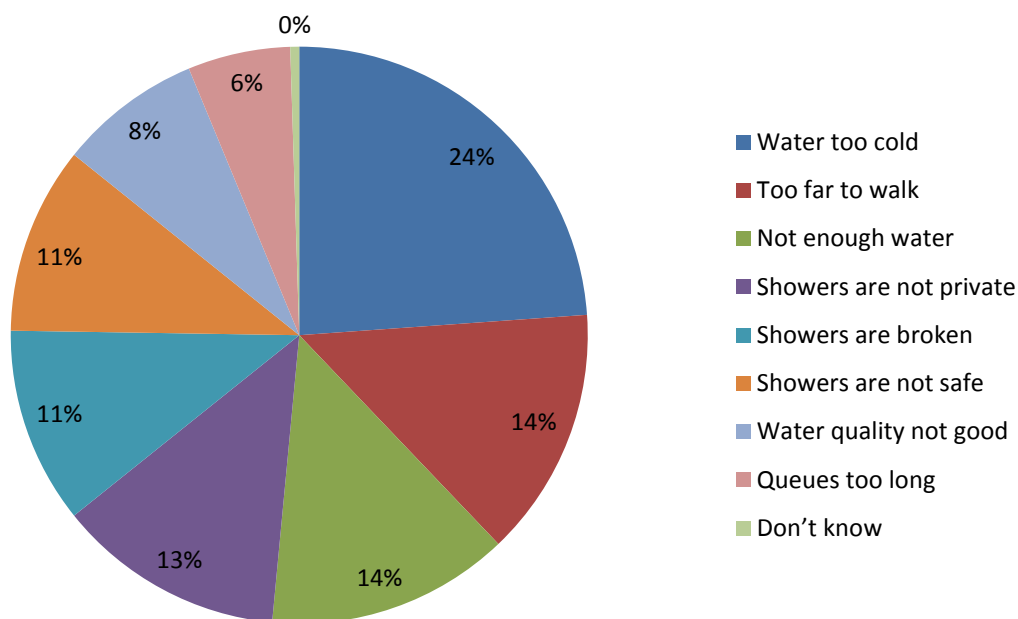
**Figure 16 How many days a week are you able to shower?**

Seventy-two percent of respondents reported being satisfied or very satisfied with their frequency of bathing. Levels of dissatisfaction of bathing frequency do not fully overlap with lack of private facilities when considered at the district level (see Figure 17 'Are you satisfied with the frequency of bathing?')



**Figure 17 Are you satisfied with the frequency of bathing?**

Fifty-three percent of respondents indicated they would like to shower at least once a day. People who were dissatisfied with bathing frequency cited many reasons including: water too cold (24%); too far to walk and not enough water (14% each); lack of privacy (13%); showers are broken (11%); showers are not safe (10%); water quality is not good (8%); and long queues (6%) (see Figure 18 ‘Why are you dissatisfied (with bathing frequency?)’)



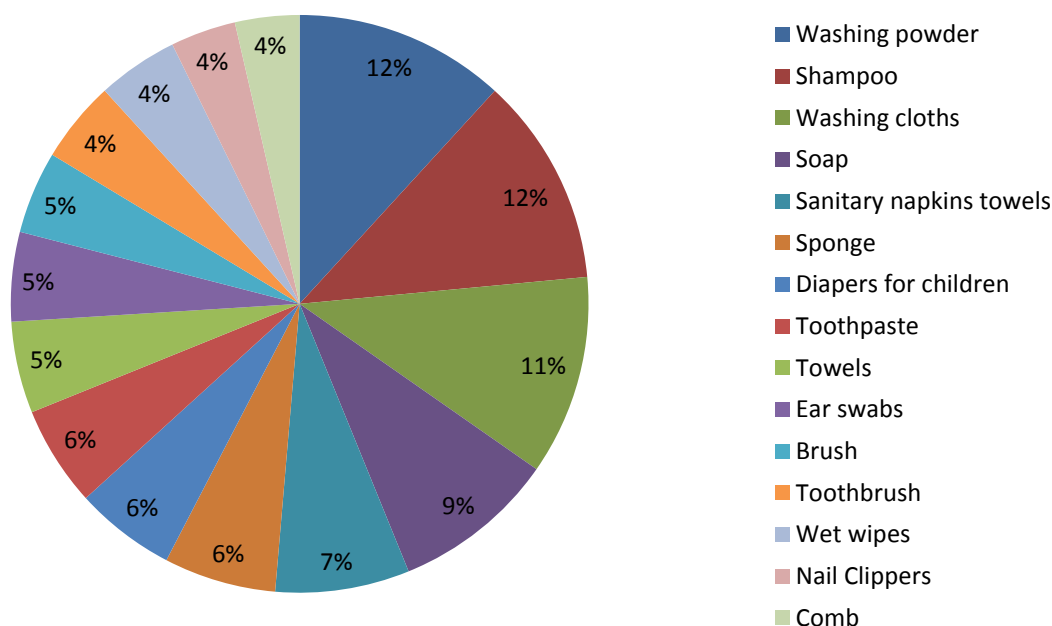
**Figure 18 Why are you dissatisfied (with bathing frequency)?**

When asked if they brush their teeth daily 50% of respondents reported that they brushed their teeth once a day, and 36% reported brushing twice or more times a day while 9% reported that they did not brush daily.

Survey participants reported being short on a variety of personal hygiene items. The items respondents are most frequently lacking include: washing powder for clothing and shampoo (12% each), cloths for washing (11%) and soap



(9%) (see Figure 19 'Shortage of personal hygiene items'). These items correspond directly with the percentage of respondents who claimed they had purchased an item during the week washing powder for clothing (88%), shampoo (87%) and washing cloths (84%) and soap (65%).



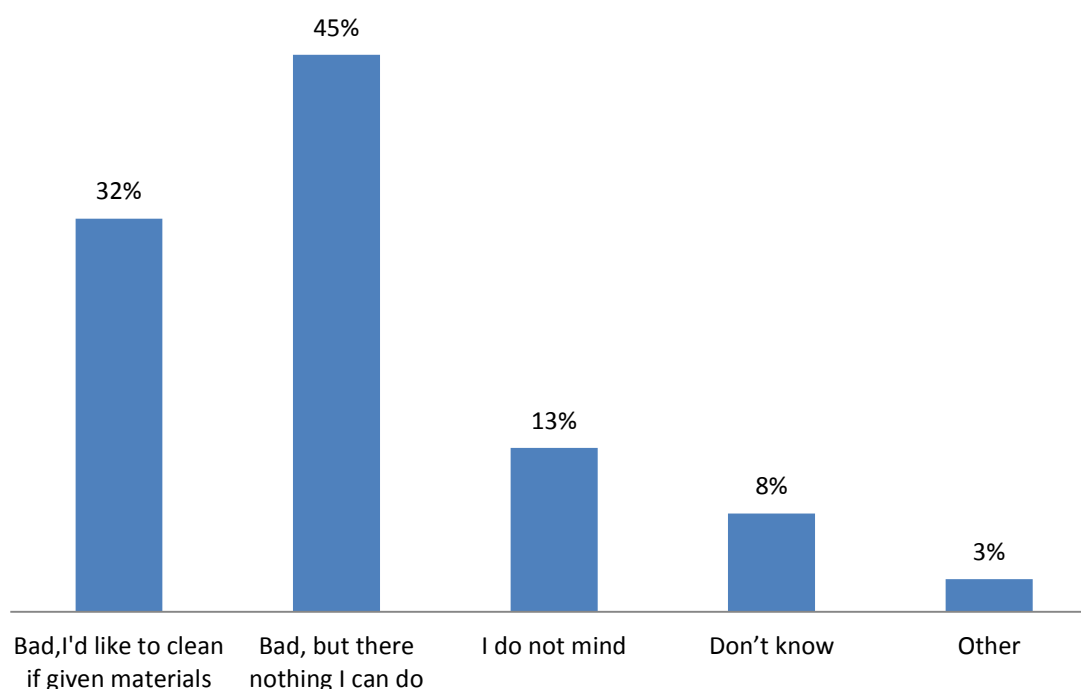
**Figure 19 Shortage of personal hygiene items**

## 2.6. Solid Waste and General Cleanliness Inside the Household

To collect solid waste inside the tent/caravan 73% of respondents use bags while 22% use bins; only 38% feel that this is sufficient while 57% indicate that the bins/bags are too small to manage household solid waste.

Sixty-one percent reported that there is frequently littering in their area. Respondents from District 4 reported the most litter in their area while Districts 6 and 9 reported the least.

Almost half of respondents (45%) indicated they feel bad about the litter but feel there isn't anything they can do about it, while 32% indicated that they would be willing to clean up their area if they had the materials to do so. 13% didn't mind the littering (see Figure 20 'How do you feel about littering around your area?')



**Figure 20 How do you feel about littering around your area?**

Almost half of respondents (49%) reported that they clear around their accommodations daily, 15% reported that they clean at least twice each week and another 29% more reported cleaning around their accommodations at least once per week.

When cleaning inside their accommodations most people (83%) indicated that they use a brush or broom, 65% use soap, 38% use just water and 35% report using old clothes for cleaning purposes. Of those who responded that they use water for cleaning around the household 64% report that the bucket of washing water is disposed of outside the tent/caravan, 20% reported disposing of the washing water in a drainage system that feed to a pit outside the home, 9% reported disposing of the water in a WASH facility.

For people who dispose of waste water in external pits reported that the pit was emptied to a larger pit (38%), emptied away from their living space but near another persons living space (37%) and 12% reported emptying the pit in an unpopulated part of the camp. 17% indicated that their pits were never emptied while 37% said their pits were emptied more than twice or more per week. Twelve percent indicated the pit was emptied whenever the desludging truck is available.

## **2.7. Cleaning of WASH facilities**

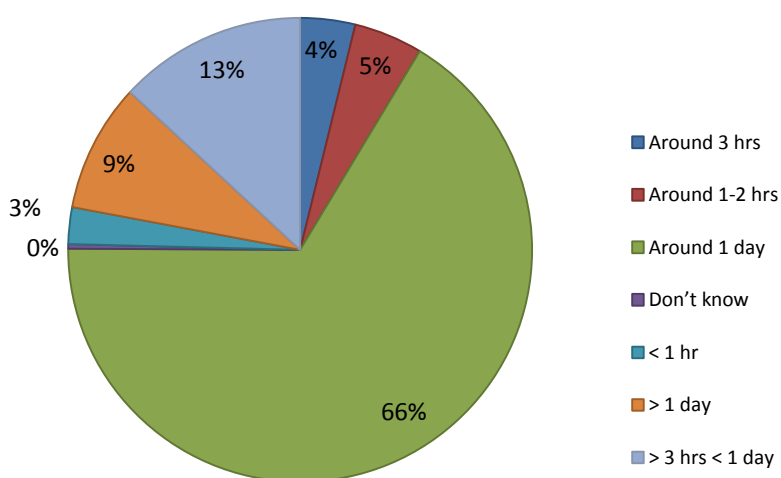
50% of respondents replied that communal WASH facilities should be cleaned by paid cleaners, 19% felt that WASH committees should be responsible for cleaning the WASH facilities and 18% felt that unpaid community members should clean the wash facilities. When asked about safety in the WASH facilities, 33% of respondents indicated they had safety concerns about using WASH blocks during the day, this increased to 48% when asked about how safe they felt using WASH Blocks at night. The biggest concerns for WASH facility safety is for children ages 2-10 (64% day, 72% night) and girls ages 11-18(26% day, 15% night). During the day the primary reasons people are fearful of using the facilities are (lack of privacy (36%) and the dirtiness/smell (25%), at night the primary reasons people are unwilling to use WASH facilities include the distance they have to travel to the facility and the lack of privacy.

Only 7% of respondents indicated that there are problems with access to toilets and showers for those with reduced motility. The main problems include a lack of toilet seat or adapted toilet (36%) and the distance to the facility (30%) as well as a lack of “grab bars” for people to support themselves on (20%).

## 2.8. Food Hygiene

Only 32% of respondents indicated they store cooked food in the home. Of those who store food 76% store it in a covered pot and 22% in a refrigerator. Assessors observed that the food storage place was clean or very clean in 100%.

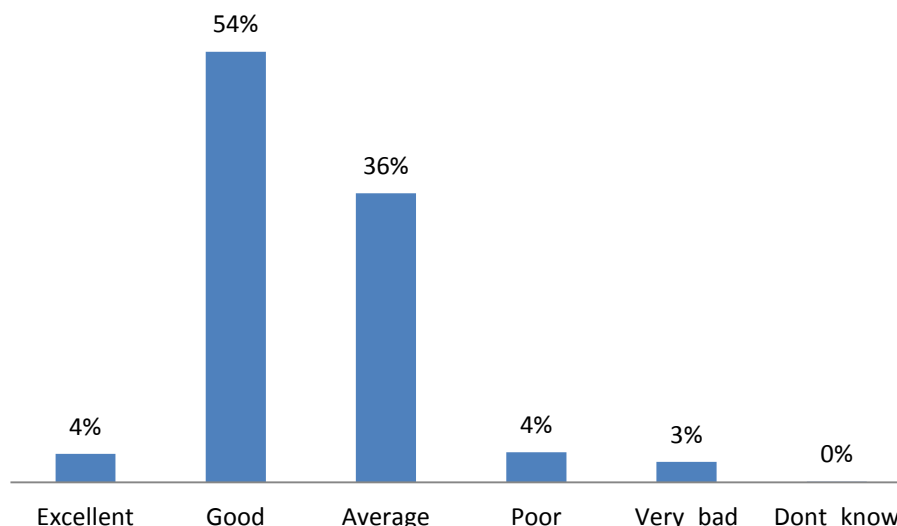
Most (66%) of respondents indicated that they generally keep cooked food more than three hours but less than one full day. Keeping cooked food for more than one day is practiced by 9% of respondents (see Figure 21 ‘What is longest time you would keep cooked food before eating?’)



**Figure 21 What is the longest time you would keep cooked food before eating?**

## 2.9. Perceptions of Health

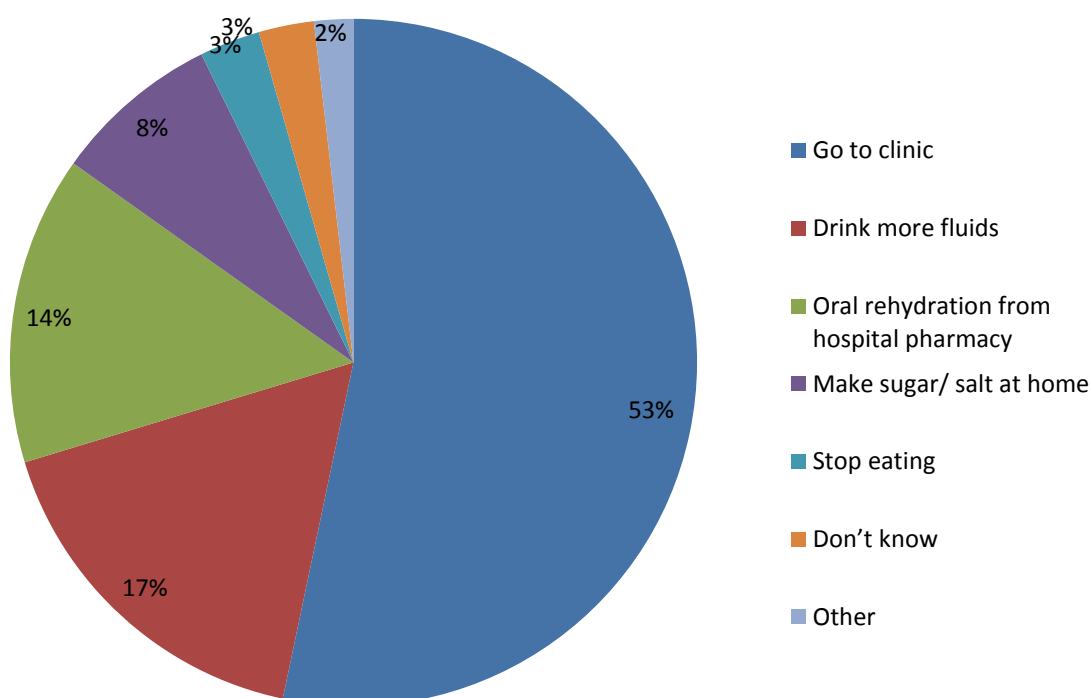
The population describes the health of their families as good or excellent in 58% of the responses. An additional 36% of respondents said the health of their families was average (see Figure 22 ‘How would you describe the health of your family?’)



**Figure 22 How would you describe the health of your family?**

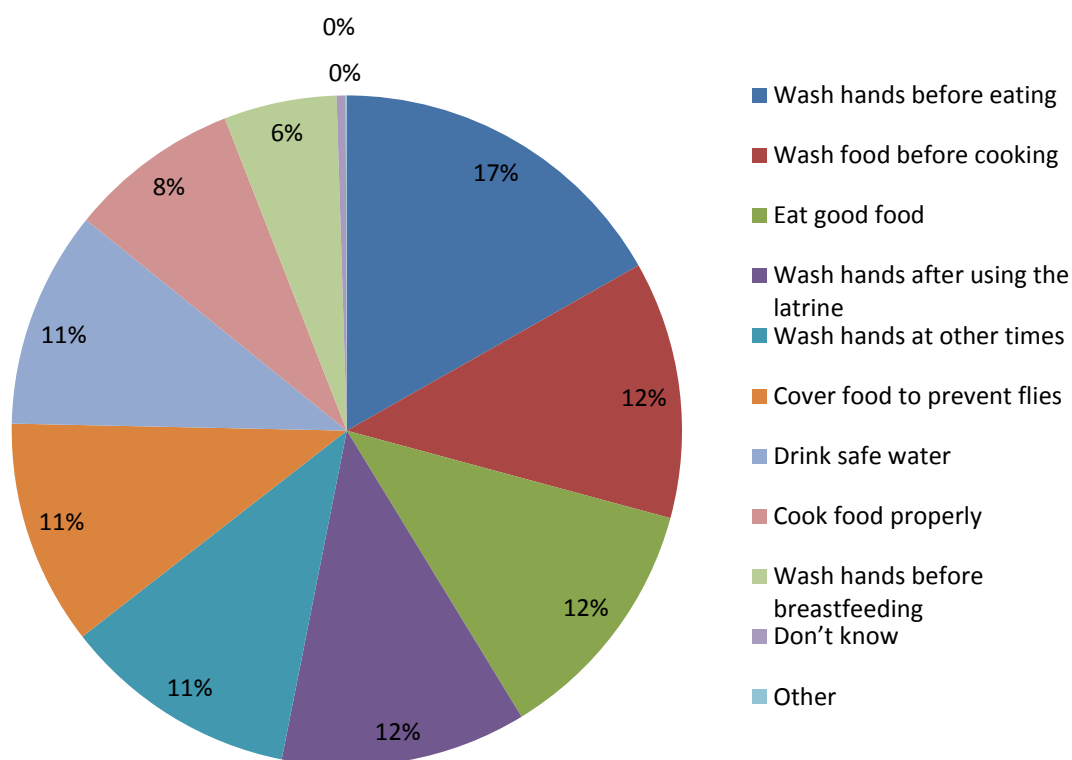
Health issues were largely the same for adults and children in the 15 days prior to the survey were most notably respiratory problems (adults 29%, children 21%) and diarrhea (adults 19%, children 17%). Respiratory illnesses may be triggered by dusty conditions during the hot dry season in which the assessment was conducted.

Watery diarrhea was experienced by someone in the household in 24% of responses in the 15 days prior to the survey. In 47% of cases the diarrhea occurred three or more times per day Respondents indicated that they know multiple things to do when a family member has diarrhea. They responded that they would go to the clinic (53%), Drink more fluids (17%) and use oral rehydration therapy which they would get from the hospital (see Figure 23 'If somebody in your family has watery diarrhea, what do you do?')



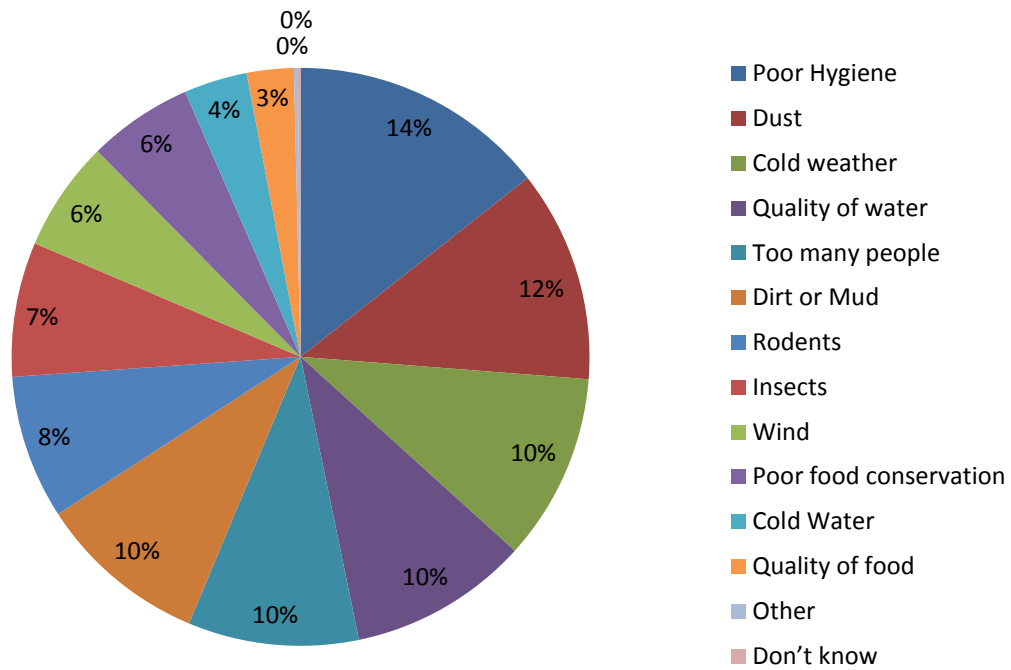
**Figure 23 If somebody in your family has watery diarrhea, what do you do?**

Respondents were able to name several methods of preventing diarrhea in children. (See graphic ‘How can people prevent their children from getting diarrhea?’)



**Figure 24 How can people prevent their children from getting diarrhea?**

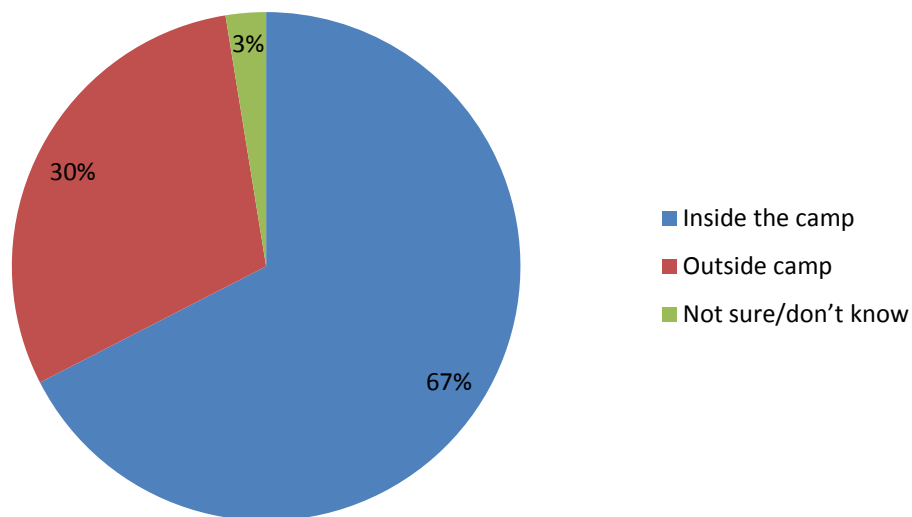
On the question ‘What do you think are the causes of illness in the camp?’, respondents were able to name several causes from a list. Poor hygiene, dust, cold weather, water quality, too many people and dirt/mud were most commonly identifies as causes of illnesses. (See graphic ‘What do you think are the causes of illness in the camp?’).



**Figure 25 What do you think are the causes of illnesses in the camp?**

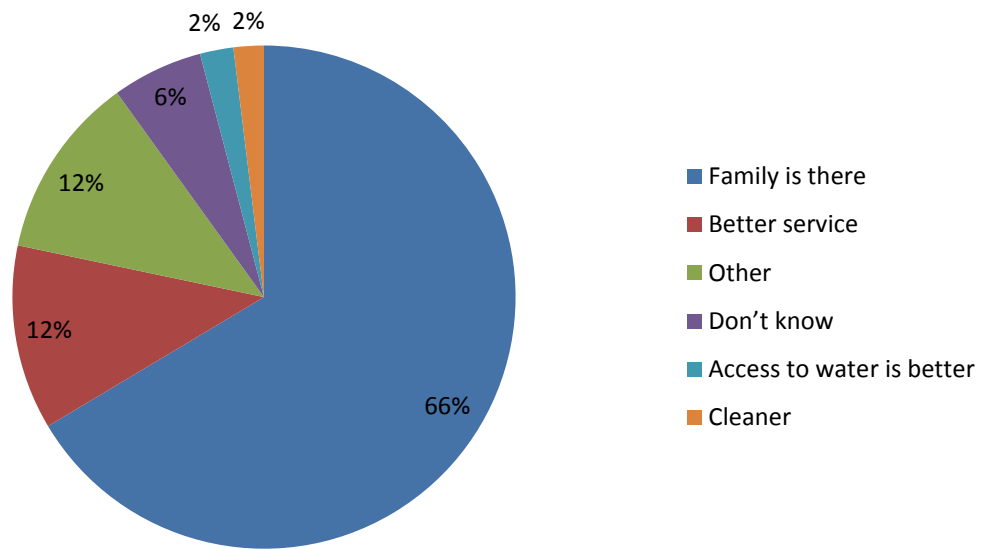
## 2.10. Closing Questions

When asked where they would chose to live at the current time 30% responded that they preferred to live outside the camp while 67% preferred to live inside the camp.



**Figure 26 If you had a choice to live inside the camp or outside in the host community at this time, what would you choose?**

The reason for that is that family lives there (see Figure 27 'What are the other reasons you would choose to live in the camp?')



**Figure 27 What are the other reasons you would choose to live in the camp?**



Approximately 7% of the households in each district were sampled for the 2013 KAP survey. In total 978 households were included in the data analyzed for this report with the highest number of surveys (123) occurring in District 11 and the fewest (25) in District 8. Most of the respondents were women probably because they are more likely than the men to be in the house during the day though 30% did indicate that the household is headed by a woman. Aligning with statistics from UNHCR the majority of respondents were between age 26 and 45 years of age. Most respondents (66%) had been living in the camp for at least seven months indicating their responses are based on a significant length of experience in the camp, compared to the 2012 survey when only 31% had been in the camp for more than two months.

### **3.1. Water Needs and Satisfaction**

Adults and older children (>11 years of age) seem to be responsible for meeting the needs of the household in terms of collecting water. It may be worth while trying to further support adults in this activity by prioritizing items like rain boots for adults rather than children.

The vast majority of respondents (84%) indicate they wait less than 15 minutes daily to collect water. This is an improvement over the 2012 results when only 64% of respondents reported waiting less than 15 minutes.

Most respondents (approximately 80%) reported having sufficient water for each of their daily activities requiring water. This is an improvement over 2012 when only 68% indicated they had enough water overall. Though it should be noted that 22% of respondents did report buying their drinking water in bottles from the market rather than collecting it from a common facility such as a water tap or WASH block.

While 40% of respondents have a water storage capacity of greater than 80 liters, almost half of all respondents feel that they do not have a large enough water storage capacity in their household. Water storage is generally in jerry cans and buckets but half of the respondents indicated they would prefer to have a large water tank as their storage facility for water. Provision of such tanks will likely increase the demand for private water trucks to fill water tanks in the camp. However, continuing to include jerry cans and buckets in future WASH kits will not only ensure that useful items that may be wearing out are replaced, it also allows the households to expand their water storage capacity while still using communal water sources.

All water provided by ACTED to communal water points is treated with chlorine when the trucks are filled. The chlorine levels are tested to ensure that there is enough to kill harmful bacteria. In general, respondents indicate that water is acceptable for drinking. However, when people are unsatisfied it is generally about the taste of the water. Only a very small percentage of respondents (6%) indicate that they feel that people can get sick from drinking the water. While this is greatly reduced from the 2012 survey when 43% of people felt 'bad' water was a cause of illness in the camp. It may still be worth making information available on methods of making water safe for drinking such as chlorination, boiling and filtering to empower those who are worried about the water with a way to improve their personal water quality.

### **3.2. Hand Washing and Personal Hygiene**

Almost everyone (98%) in the camp claims to be washing their hands with soap and water. This is an improvement from 2012 when only 68% reported using soap. While 84% receive soap from soap distributions about half of

respondents indicated that they also buy soap from the market. In such cases most respondents indicated that they were purchasing the soap primarily because they did not receive enough soap through the soap distributions and that they had purchased at least three bars of soap in the last 30 days. Because washing is highly important from a cultural aspect and also because most respondents indicated they are washing their hands at least five times a day and that they are aware that a major consequence of not washing is an increase of illness the quantity of soap distributed should be increased.

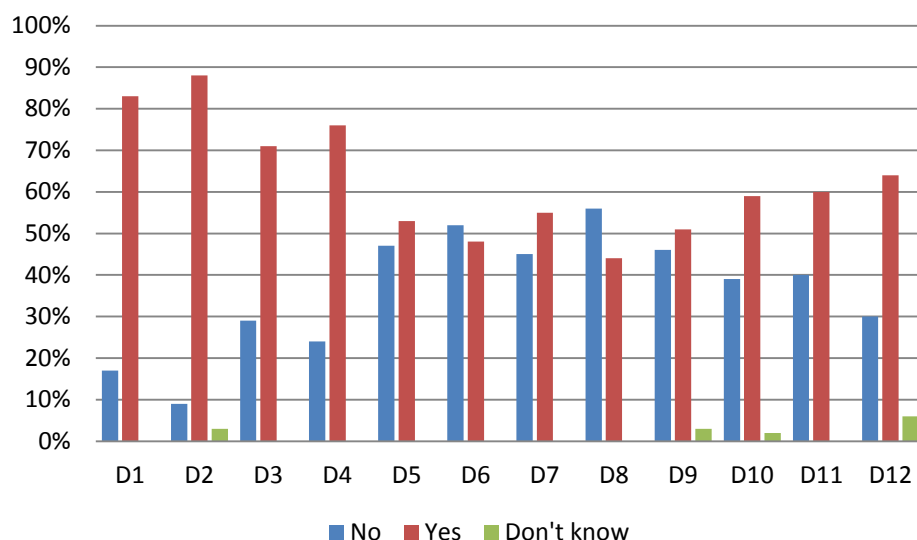
There are two important times when it appears that hand-washing behaviors are reported as being lower than desired: after changing children's diapers and before breastfeeding. This indicates that mothers of small children may be a group to receive focused messaging regarding hand washing. However due to limitations of the survey we are not able to link those indicating that they do not wash their hands in correlation to child care with those respondents actually being responsible for breast feeding or diaper changing.

An increase of privatization of bathing facilities since 2012 has probably contributed to an increased satisfaction with the frequency of bathing. The main reason for feeling discontented with bathing frequency is that the water is too cold. As this survey was conducted in November it is likely that this is the case due to cooling of the daily air temperature.

Greatest needs for personal hygiene items include washing powder for cleaning clothing, shampoo, cleaning cloths, soap and sanitary pads and diapers. Providing increased access to these items through hygiene distribution would alleviate the financial burden of purchasing these items in the market and reduce the likelihood that people will not be able to maintain satisfactory personal hygiene conditions.

### **3.3. Security at WASH Facilities**

Safety in using the WASH facilities is not a large concern during the day, at night about half of respondents indicate that they are afraid to use the WASH facilities. The biggest concerns for WASH facility safety is for children ages 2-10 (64% day, 72% night) and girls ages 11-18 (26% day, 15% night). During the day the primary reasons people are fearful of using the facilities are (lack of privacy (36%) and the dirtiness/smell (25%)), at night the primary reasons people are unwilling to use WASH facilities include the distance they have to travel to the facility and the lack of privacy. These concerns are likely contributing to the preference to privatize bathing and toilet facilities. Privatization of facilities is most highly reported in the districts of the old camp (Districts 1, 2, 3, 4, 12, 11 and 10)



**Figure 28 Do you have a shower/bathing area inside your tent/caravan?**

### 3.4. Environmental Hygiene

Respondents generally feel that the receptacles for solid waste being used in the household are too small. This should be somewhat alleviated as additional bins are anticipated to be distributed in the next WASH kit distribution.

Littering was identified as a problem for less than 10% of respondents. Of those for whom it is a problem less than 20% felt it there was a lot of littering. Of those who identified littering as a problem almost one-third felt that they would like to clean up the litter around their household if they had the materials to do so while around 40% feel there is nothing that can be done. This may present an opportunity to do some outreach days and have community clean-up events where hygiene promoters and community mobilizers work in the districts to lead clean-up efforts and discuss why it is important to keep the environment clean.

Half of respondents felt that communal WASH facilities should be cared for by cash-for-workers while only 17% reported that the WASH facilities should be maintained by WASH committees. This could be because WASH committees are not yet officially functioning in all districts or because WASH committees represent fewer opportunities to access cash for the general population.

There is concern by a small percentage of the respondents that disabled persons are not able to easily access the communal facilities. Lack of seated toilets and grab-bars to aid in stability as well as the distance to the facilities are the main concerns. Adding grab bars and seated toilets may be a feasible upgrade to the communal facilities though this option needs to be weighed against the likelihood that those households with elderly and disabled members may simply install private facilities.

### 3.5. Food Safety

Over half of respondents indicate that they maintain cooked food for more than three hours but less than one full day. Less than 10% of respondents are saving cooked food for more than one day. An appropriate follow up question for the 2014 KAP would be to link this information to whether or not these households are utilizing refrigeration. Food security and food hygiene sessions could also be increased as prepared food stored at room temperature is a likely source of food borne illnesses such as vomiting and diarrhea.

### 3.6. Overall Health

94% of all respondents indicate that they consider their family's health as being average, good or excellent. This is an improvement over the 2012 data when approximately 23% rated their family's health in the same categories.

Respiratory problems and diarrhea were listed as the most frequent illnesses experienced by the refugees. Respondents seemed well aware of how to handle diarrhea and able to list multiple ways to prevent children from developing diarrhea indicating that messaging efforts on this topic are being received and understood in the community. It may be wise to include messaging in 2014 about respiratory illnesses and suggest methods of preventing/caring for respiratory problems. We would need to work with the health unit to identify causes of the respiratory illnesses as they may be a result of smoking, second-hand smoke inhalation, and asthma/allergies or they may be caused by respiratory infections. Depending on the causes messages would be tailored accordingly.

On average three people out of seven in a household were reported to have hepatitis. This is more than any other ailment. As hepatitis is in many cases transmittable through unsanitary conditions it would be wise to increase messaging about Hepatitis in 2014.

While significant progress has been made in increasing positive hygiene behaviors, such as washing hands with soap, there are still topics that the camp population can benefit from if messaging were increased. As such, suggested topics for 2014 include respiratory illnesses, hand washing awareness (especially around diaper changing, breastfeeding), food hygiene as it relates to diarrhea and Hepatitis, the contamination chain related to what people can do with their environment. A more creative approach in delivering key hygiene messages may be needed maintain engagement of the population over messages that have been delivered intensively thus far. Hygiene promotion actors may consider expanding their activities to include hygiene promotion through WASH committees, increasing the range of knowledge and enthusiasm of the hygiene promoters, campaign days for environmental awareness, activity days/ months to raise awareness of other health issues, addressing specific target groups such as women's hygiene and health.

### 3.7. Lessons Learned

- **Have a reliable power source for charging phones:** phone charging usually happens at night, sometimes the power is cut at night
- **Access to a good wifi connection is important:** need to upload data at the end of the day
- **Plan extra days for assessment – security incidents cause delays:** caravan distribution, tension between groups
- **A morning briefing with team leaders is important:** extra feedback from the past day comes up and it gets everyone prepared for the current day
- **Add question to the survey to capture refusals:** rather than relying on assessor memory

**Fewer questions:** the intention was to get information for multiple reasons/teams - but too many questions made survey bulky to collect and cumbersome to analyze/report.

### 3.8. Other Considerations

While it is useful to have comparable datasets there is a chance some responses may be influenced by the season. It may be worth to having another KAP survey in 6 months to start to develop an understanding of summer and winter conditions.





## Appendix - Survey Questions

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Zaatari KAP – October 2013

### General

1. Date of Survey
2. Start Time
3. District
4. Block / street
5. Sex of interviewer 1. Male 2. female

### Introductions

6. Sex of Respondent 1. Male 2. Female
7. Family size.
8. Age of Respondent a. 18-25, b. 26-35, c. 36-45, d. 46-65,
9. Is it a female-headed family? 1. Yes, 2. No
10. For how long have you been here? 1. Less than 1 month, 2. 1-2 months 3. 3-6 months, 4. 7 months – 1 year 5. More than 1 year

### Access to Water

11. Are the tanks of your WASH facilities where you collect your water closed by a lid? 1. Yes, all are closed 2. Some are closed 3. None 4. There is a lid but it doesn't close the tank 5. Other (please explain) 6. Don't know
12. Where does your household get most of its drinking water? 1. WASH Block 2. Tap stand 3. Buy bottled water at the market 4. Private water truck 5. Refill at the market 6. Other (please explain) 7. Don't know
13. Who usually fetches the water? 1. Man (above 18) 2. Woman (above 18) 3. Boy (11- 18) 4. Girls (11- 18) 5. Male child (5-10) 6. Female child (5-10) 7. Other (please explain) 8. Don't know
14. At what time do you prefer to collect water? 1. Morning 2. Afternoon 3. Evening 4. Doesn't matter/No preference 5. Don't know  
How long do you usually spend waiting in the queue to collect water? 1. Less than 5 minutes 2. 5 -15 minutes 3. About 30 minutes 4. About 45 minutes, 5. About 60 minutes 6. More than 60 7. Don't know
15. How many times every day do you fetch water? 1. One time 2. Two times 3. Three times 4. More than 3 times 5. Don't know 6. I do not fetch water daily

- 16. What do you mainly use to collect drinking water for the home? (select all that apply and write how many)** 1. Bucket (how many?) 2. Jerry Can (how many?) 3. Clay jar (how many?) 4. Bottle (how many?) 5. Cooking pot (how many?) 6. Bricks (how many?) 7. Other (please explain) 8. Don't know
- 17. Are the containers you use to collect water enough to guarantee your family a sufficient amount of water every day?** 1. Yes 2. No 3. Don't know
- 18. Generally, do you have enough water for your family to drink?** 1. Yes (go to question 19) 2. No (go to question a) 3. I Don't Know (go to question 19)
- ONLY ask if previous response was NO: If your family does not have enough water for drinking, what do you do?** 1. Wait for more water to be delivered 2. Get water from a neighbor/friend 3. Buy water from the market (answer part b) 4. Buy water from the truck 5. Get water from another District 6. Other (please explain) 7. Don't know
  - ONLY ask if previous response was "3. Buy water from the market": If you buy it, how often do you do it?** 1. At least twice per week 2. Once per week 3. Once every 2 weeks 4. Once per month 5. Other (please explain) 6. I don't know
- 19. Generally, do you have enough water for you to cook?** 1. Yes (go to question 20) 2. No (answer part a) 3. I Don't Know (go to question 20)
- ONLY ask if previous response was NO: If you do not have enough water for cooking, what do you do?** 1. Wait for more water to be delivered 2. Get water from a neighbor/friend 3. Buy water from the market 4. Buy water from the truck 5. Get water from another District 6. Other (please explain) 7. Don't know
- 20. Generally, do you have enough water for you to wash yourself?** 1. Yes (go to question 21) 2. No (answer part a) 3. I Don't Know (go to question 21)
- ONLY ask if previous response was NO: If you do not have enough water for bathing, what do you do?** 1. Wait for more water to be delivered 2. Get water from a neighbor/friend 3. Buy water from the market 4. Buy water from the truck 5. Get water from another District 6. Use another WASH block 7. I do not wash 8. Other (please explain) 9. Don't know
- 21. Generally, do you have enough water to keep your environment and clothes clean?** 1. Yes (go to question 22) 2. No (answer part a) 3. I Don't Know (go to question 22)
- ONLY ask if previous response was NO: If you do not have enough water to keep your home or clothes clean, what do you do?** 1. Wait for more water to be delivered 2. Get water from a neighbor/friend 3. Buy water from the market 4. Buy water from the truck 5. Get water from another District 6. I do not wash my home and clothes 7. Other (please explain) 8. Don't know
- 22. What do you think of the quality of the water provided in the WASH Facilities in the camp?** 1. Very Bad (answer part a) 2. Bad (answer part a) 3. Average 4. Good 5. Very Good 6. Other (please explain) 7. Don't know
- ONLY ask if previous response was "bad" or "very bad": What is the reason? (choose all that apply)** 1. Taste is bad (go to question 23) 2. The water looks dirty (go to question 23) 3. People get sick after drinking it (answer part b) 4. The water is hot (go to question 23) 5. The water smells bad (go to question 30) 6. Other (please explain) (go to question 23) 7. Don't know (go to question 23)
  - ONLY ask if previous response was "People get sick after drinking it": Do you still drink the water?** 1. Yes (go to question 22c.) 2. No (Go to question 22d) 3. Don't know (go to question 23)
  - ONLY ask if response to 22b was YES: Do you do anything to make it safe?** 1. Yes (answer parts e and f) 2. No (answer part d) 3. Don't know (go to question 23)
  - ONLY ask if the response to 22c was NO: What are the reasons that prevent you from treating the water to make it safe?** 1. I do not know how to treat water 2. I do not have the financial resources to treat the water 3. In the camp there are no adequate treating materials 4. Other (Please explain) 5. Don't know (go to question 23)
  - Ideally, how would you treat the water?** 1. Buy a commercial filter 2. Make a homemade filter 3. Boil the water 4. Use chlorine or iodine 5. Other (please explain) 5. Don't know
  - ONLY ask if the response to 22c was YES: What do you do to make water safe to drink? (Select all that apply)** 1. Boil the water 2. Use chlorine or iodine in the water 3. Let the dirt settle 4. Use a commercial filter 5. Use a homemade filter (explain) 6. Other (please explain) 7. Don't know



## Water in the Household

### 23. [Observation] Can you show me how you store water in your home? (multiple choice, table below)

[Observation] Can you show me how you store water in your home?	Check all containers observed. If no containers, skip to next	[Observation] How clean do the containers look? (choose one answer for all containers selected) 1=Generally very dirty inside  2=Somewhat dirty inside  3=Generally average 4=Somewhat clean inside 5=Generally very clean inside	[Observation] Do the storage containers have a lid?	[Observation] If the storage container has a lid, is the lid clean?	[Ask respondent for all containers observed]  How do you use the container?  1=Collect water 2=Store water 3=Both (collect and store water) 4=None of above 5=Don't know
a. Jerry can	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
b. Bucket	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
c. Clay jar	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
d. Cooking pot	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
e. Bottle	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
f. Large plastic tank	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
g. Other	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____
h. Don't see anything	<input type="checkbox"/>	_____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	_____

**24. What is the total capacity of water storage in the household? (liters)** 1. Less than 20 liters, 2. 20-39 liters, 3. 40-59 liters 4. 60-79 liters 5. 80+liters 6. Don't know

**25. Does your family have a shortage of any water storage items?** 1. Yes (answer part a) 2. No 3. Don't know  
**a. ONLY ask if previous response was YES: Which type of water storage would be most useful? (Select all that apply)** 1. Buckets 2. Jerry cans 3. Private tank 4. Other (please specify) 5. Don't know

## Handwashing

**26. How many times do you wash your hands during the day, on most days?** 1. None 2. 1-2 times/day 3. 3-5 times/day 4. More than five times/day 5. Don't know

**27. If you wash your hands, when do you wash them? (Select all that apply)** 1. Before prayers 2. Before eating 3. Before preparing food 4. Before breastfeeding/feeding child 5. After work 6. After using toilet 7. When you wake in the morning 8. Before sleeping in the evening 9. After cleaning a child/disposing of child's feces 10. After eating 11. After touching dirty objects and dust 12. When hands look/feel dirty 13. Other (please explain) 14. Don't know

**28. What do you use most often to wash your hands?** 1. Water and soap (answer part a) 2. Water only (answer part d) 3. Other (please explain) (answer part d) 5. Don't know (answer part d)

- a. **ONLY answer if the response to previous question 28 was “water and soap”:** If you use soap, where do you get it? (Select all that apply) 1. Distribution 2. I buy it (answer part b and c) 3. Receive it from friends/neighbors 4. Other (please specify) 4. Don't know
  - b. **ONLY answer if previous response was “I buy it”:** If you bought soap, how many bars (125 gr) in the past 30 days did you buy? 1. One 2. Two 3. Three 4. More than three 5. Don't know (all respondents answer 29c)
  - c. **ONLY answer if response to 28 was “I buy it”:** Why do you buy soap? 1. I do not receive soap in the distribution, 2. I do not get enough soap in the distribution, 3. I do not like the quality of the soap I receive in the distribution. 4. Other (please explain) 5. Don't know
  - d. **ONLY answer if the response to question 28 was “Water only, Other or Don't know”:** If you don't often use soap to wash your hands, why not? (select all that apply) 1. Soap is not available 2. Not enough soap is distributed 3. Soap is too expensive 4. The quality of soap is bad 5. Other 6. Don't know
29. **Where do you mainly wash your hands?** 1. In the house 2. At the WASH block 3. At the water tap 4. Other (please specify) 5 Don't know
30. **Is there any time of the day where WASH blocks are too crowded?( select all that apply)** 1. Morning 2. Lunch time 3. Afternoon 4. Dinner time 5. Evening 6. Before prayers 7. Other 8. Don't know
31. **[Observation] Can I see where you wash your hands? Is there any soap or evidence of soap use?** 1. Yes 2. No ( only if the answer for 30 was 1. ( in the house )
32. **What do you think would happen if everyone stopped washing their hands? (Select all that apply)** 1. People would get sick 2. Our prayers would not be received 3. Diseases would spread 4. Other (please specify) 5. Don't know

### **Personal Hygiene and Items**

33. **Do you have a shower or bathing area at your house?** 1. Yes 2. No 3. Don't know
34. **How many days during a week are you able to shower or clean yourself?** 1. Every day 2. 5-6 days/ week 3. 3-4 days a week 4. 1-2 days a week 6. Skip a week or more without showering 7. Other (please explain) 8. Don't know
35. **What time of day do you usually take a shower or clean yourself?** 1. Morning 2. After noon 3. Evening 4. Different times depending on the day 5. Other (please explain) 6. Don't know
36. **How satisfied are you with the frequency in which you are typically able to take a shower or clean yourself?** 1. Very satisfied (go to question 37) 2. Satisfied (go to question 37) 3. Dissatisfied (answer part a, b and c) 4. Very dissatisfied (answer part a, b and c)
37. **Do you brush your teeth daily, either with sewak or tooth brush?** 1. Yes - 2 or more times per day 2. Yes - 1 time per day 3. No 4 (answer part a) Don't know/ refuse to answer
- a. **ONLY answer if response to question 37 was NO:** How often do you brush your teeth, either with sewak or tooth brush? 1. Usually every 2-3 days, 2. Usually every 4-5 days 3. Usually once a week (about every 6-7 days) 4. Less than once a week 5. Don't know
38. **Do you or your family have a shortage of any of the following personal hygiene items? (Select all that apply)** 1. Soap 2. Washing powder 3. Shampoo 4. Comb 5. Nail Clippers 6. Toothpaste 7. Toothbrush 8. Sanitary pads/towels 9. Ear swabs 10. Diapers for children 11. Towels 12. Washing cloths 13. Brush 14. Sponge 15. Wet wipes 16. Other (specify)
39. **Which items have you bought in the last 30 days? (select all that apply)** 1. Soap 2. Washing powder 3. Shampoo 4. Comb 5. Nail Clippers 6. Toothpaste 7. Toothbrush 8. women Sanitary pads napkins/towels 9. Ear swabs 10. Diapers for children 11. Towels 12. Washing cloths 13. Brush 14. Sponge 15. Wet wipes 16. Other (specify)

### **Solid Waste and General Cleanliness inside the household**

40. **Do you have a bin or bags for garbage in your household? (Select all that apply)** 1. Bins 2. Bags 3. None 4. Other (please explain) 5. Don't know
41. **If you have bins, bags or both, is it sufficient?** 1. Yes 2. No, too small 3. Don't know

### **Sanitation and Safety outside the household**

42. **In your area, who collects the garbage and disposes it?** 1. ACTED Cash for Work 2. Community itself 3. Nobody 4. Other (please explain) 5. Don't know

- 43. Generally, is there littering around your home?** 1. Yes (answer parts a,b and c) 2. No (go to question 44) 3. Don't know
- ONLY answer if response to question 43 was YES: Generally, how much litter is around your home?** 1. Lots 2. Some 3. Not much / just a little 4. Other (please explain) 5. Don't know
  - ONLY answer if response to question 43 was YES, How often has there been litter around your area in the past 30 days?** 1. Always 2. Frequently 3. Sometimes 4. Rarely 5. Never 6. Other (please explain) 7. Don't know
  - ONLY answer if response to question 43 was YES: How do you feel about it?** 1. Bad but there is nothing I can do. 2. Bad and I would like to clean it up if I was given the materials 3. I do not mind 4. Other (please explain) 5. Don't know.
- 44. How often do you clean your accommodation?** 1. Once per day 2. Twice a week 3. Once per week 4. Twice per month 5. Once per month 6. Less than once per month 7. Other (please explain) 8. Don't know
- 45. What do you use generally to clean your accommodation?(select all that apply)** 1. Brush/ broom 2. Water (answer part a) 3. Soap/detergent 4. Old cloths/old clothes 5. Other (please, explain) 6. Don't know
- ONLY answer if response to question 46 included "water": When you use water to clean your house, where do you dispose of your water?** 1. Bucket disposed outside my house 2. Bucket disposed in WASH facility 3. Direct drainage from your house to the external pit (answer parts b, c, d) 4. Other (please explain) 5. Don't know
  - ONLY answer if response to question 46a included "external pit": If you use an external pit for water, who empties it?** 1. Me 2. My spouse [indicate the sex] 3. My children 4. Another member of the family [indicate the gender] 5. Other (please explain) 6. Don't know
  - ONLY answer if response to question 46a included "external pit": Where is the water from the pit disposed to?** 1. Far away from my tent but still close to other tents/caravans 2. In a bigger pit 3. In an unpopulated part of the camp 4. Other (please explain) 5. Don't know
  - ONLY answer if response to question 46a included "external pit": How often is your pit generally emptied?** 1. More than twice/week 2. Twice per week 3. Once per week 4. Once every two weeks 5. Fewer than once every two weeks 6. Depends on when sludge truck is available 7. Never 8. Other (please explain) 9. Don't know
- 46. Who should be the primary responsible to clean the communal toilets/showers?** 1. WASH Committees 2. Normal residents (not WASH Committees members) 3. Paid cleaners 4. NGO / UN 5. National / local government authorities 6. Other (please specify) 7. Don't know
- 47. Does anyone in your family feel unsafe using the toilets and showers during the DAY?** 1. Yes (answer parts a and b) 2. No (go to question 48) 3. Don't know
- ONLY answer if response to question 47 was YES: Who in your family feels unsafe using the showers during the DAY? (select all that apply)** 1. Children (2-10) 2. Boys (11-18) 3. Girls (11-18) 4. Men (19-60) 5. Women (19-60) 6. Older people (over 60) 7. Don't know
  - ONLY answer if response to question 47 was YES: What are their fears? (Select all that apply)** 1. Distance to facility 2. Darkness 3. Being harassed 4. No locks in the doors 5. Crime 6. Insects/Rodents 7. Dirtiness/smell 8. Lack of privacy 9. Other (please, explain) 10. Don't know
- 48. Does anyone in your family feel unsafe using the toilets and showers during the NIGHT?** 1. Yes (answer parts a and b) 2. No (go to question 49) 3. Don't know
- ONLY answer if response to question 48 was YES: Who in your family feels unsafe using the showers during the NIGHT? (select all that apply)** 1. Children (2-10) 2. Boys (11-18) 3. Girls (11-18) 4. Men (19-60) 5. Women (19-60) 6. Older people (over 60) 7. Don't know
  - ONLY answer if response to question 48 was YES: What are their fears? (Select all that apply)** 1. Distance to facility 2. Darkness 3. Being harassed 4. No locks in the doors 5. Crime 6. Insects/Rodents 7. Dirtiness/smell 8. Lack of privacy and doors 9. Other (please, explain) 10. Don't know
- 49. Are there any problems with access to toilets and showers for people with reduced mobility (including elderly)?** 1. Yes (answer part a) 2. No there is no one with reduced mobility living in the house 3. No, access to toilets and showers is not a problem for people with reduced mobility. 4. Don't know
- ONLY answer if response to question 49 was YES: What are the most common problems? (select all that apply)** 1. Lack of special adaptation in the toilet seat or no

toilet seat 2. Floors are too slippery 3. No bars/rails for people to hold on 4. Distance to the toilet or shower 5. Other (please, explain) 6. Don't know

## **Food Hygiene**

**50. Do you store cooked food in the home? (If no go to next section "Perception of Health" – question)** 1. Yes (answer parts a, b and c) 2. No (go to question 51) 3. Don't know

- a. **ONLY answer if response to question 50 was YES: How do you mainly store food in the home?**(select all that apply) 1. Covered container or pot 2. Cardboard box 3. Bag 4. Uncovered container or pot 5. Loose, on ground 6. Loose, off ground 7. Fridge 8. Other (please specify) 9. Don't know
- b. **ONLY answer if response to question 50 was YES: Can I see where you store your food?**  
**[Observation] What is the cleanliness of storage place?** 1. Very clean 2. Somewhat clean 3. A little dirty 4. Very dirty
- c. **ONLY answer if response to question 50 was YES: What is the longest time you would normally keep cooked food before eating? (hours)** 1. Less than 1 hour 2. Around 1-2 hours 3. About 3 hours 4. More than 3 hours but less than 1 day 5. Around 1 day 6. More than 1 day 7. Other (please explain) 7. Don't know

## **Perceptions of Health**

**51. Generally, how would describe the health of your family?** 1. Very bad 2. Poor 3. Average 4. Good 5. Excellent 6. Other (please explain) 7. Don't know

- a. **Has any adult in your family suffered from any of these illnesses in the past 15 days? (Select all that apply and list # of people that have the illness)** 1. Fever 2. Respiratory 3. Diarrhea 4. Vomiting 5. Stomach pain 6. Skin disease 7. Eye Infection 8. Lice 9. Hepatitis 10 Mumps 11. Other (please, explain) 12. Don't know

**52. How long did they have these symptoms?** 1. One day, 2. Two days 3. Three days 4. Between 4-7 days 5. 7 days to 2 weeks 6. 2 weeks to 1 month 7. More than 1 month 8. Don't know

**53. Has any child <5 in your family suffered from any these illnesses in the past 15 days? (multiple choice)** 1. Fever 2. Respiratory 3. Diarrhea 4. Vomiting 5. Stomach pain 6. Skin disease 7. Eye Infection 8. Lice 9. Hepatitis 10 Mumps 11. Other (please explain) 12. Don't know

- a. **How long did they have these symptoms? (days)** 1. One day 2. Two days 3. Three days 4. Between 4-7 days 5. 7 days to 2 weeks 6. 2 weeks to 1 month 7. More than 1 month 8. Don't know

**54. Has any member of your family had watery diarrhea in the past 15 days?** 1. Yes (list # of people and answer part a) 2. No 3. Don't know

- a. **How many times per day?** 1. less than 2 times 2. 2-3 times 3. 3 times or more 4. Don't know

**55. If somebody in your family has watery diarrhea, what do you do? (select all that apply)** 1. Go to clinic 2. Drink more fluids 3. Use oral rehydration solution from hospital/pharmacy 4. Make sugar salt solution at home 5. Stop eating 7. Other (please, explain OTHER SORES AND SPE...) 8. Don't know

**56. How can people prevent their children getting diarrhea? (select all that apply)** 1. Wash their hands before eating 2. Wash hands at other times 3. Eat good food 4. Wash food before cooking 5. Cover food to prevent flies 6. Cook food properly 7. Wash hands before breastfeeding/ feeding children 8. Wash hands after using latrine 9. Drink safe water 10. Other (please explain) 11. Don't know

**57. What do you think are the causes of illnesses in the camp? (select all that apply)** 1. Too many people 2. Cold weather 3. Poor Hygiene 4. Quality of water 5. Cold Water 6. Poor food conservation 7. Quality of food 8. Dust 9. Wind 10. Dirt/Mud 11. Insects 12. Rodents 13. Other (please explain) 14. Don't know

### **Closing questions**

**58. If you had a choice to live inside the camp or outside in the host community at this time, what would you choose?** 1. Inside the camp 2. Outside the camp 3. Not sure/don't know

**59. Do health/hygiene conditions in the camp influence your answer?** 1. Yes, Very much 2. Yes, somewhat 3. No 4. Don't know

**60. Does the presence of health services in the camp influence your answer?** 1. Yes, very much 2. Yes, somewhat 3. No 4. Don't know

**61. What are the other reasons you would choose to live there?** 1. Family is there 2. Access to water is better 3. Cleaner 4. Better service (distribution, health, education etc) 5. Other (please explain) 6. Don't know

### **Internal observation (DO NOT ASK)**

**62. [Observation] Type of Shelter** 1. Tent 2. Caravan 3. Both

**63. [Observation] How clean is the accommodation?** 1. Very bad 2. Poor 3. Average 4. Good 5. Excellent

**64. [Observation] Is there any damage to the shelter?** 1. Yes Major 2. Yes Minor 3. No

**65. [Observation] What is the condition of the shelter?** 1. Very Bad 2. Bad 3. Average 4. Good 5. Very Good

**66. [Observation] Do they have an internal shower or cleaning area?** 1. Yes 2. No

**67. [Observation] If yes, does it have drainage?** 1. Yes 2. No

**68. [Observation] Is there stagnant water around the home?** 1. Yes 2. No

**69. [Observation] Is there rubbish around the home?** 1. Yes 2. No

**70. [Observation] Is there any waste disposal mechanism?** 1. Yes 2. No

## معلومات العامة

1 تاريخ الاستبيان

وقت البدء

3 رقم القطاع

4 رقم المربع / الشارع

الجنس للموظف :- 1 ذكر 2 انثى

## مقدمات

6- جنس الشخص الذي تمت مقابلته :- 1 ذكر 2 انثى

عمر الشخص \_ 1 (18-25)

هل رب الاسرة في العائلة هي امرأة :- 1 نعم 2 لا

منذ متى وانت مقيم في هذا المخيم :- 23.  
(1 اقل من شهر 2 من شهر الى شهرين 3 من 3 الى 6 اشهر 4 من سبعة اشهر الى السنة 8 ) اكثر من سنة 24.

## الجزء الاول ---سهولة الوصول للماء

هل الخزانات الموجودة والقريبة منكم والتيات تي لجلب المياه منها مغطاة بغطاء ؟

1؟ نعم, كل الخزانات مغطاة 2 البعض منها مغطاه 3 لا 4 هنالك غطاء ولكن لا يتم تغطية فتحة الخزان 5 اي شيء اخر ( يرجى شرحه )  
6 لا اعرف

11) من اين تحصل على معظم مياه الشرب لعائلتك؟؟؟

1 ( من المرافق الصحية 2 من نقاط الشرب الخاصة 3 شراء قوارير الماء من السوق 4 تستخدم الصهاريج الخاصة لجلب المياه 5 )  
تعبئة الماء من محطات التنقية الموجودة في السوق 6 أي مصدر آخر ( يرجى الشرح ) 7 لا اعرف

25.

12) من بالعادة يذهب لجلب ( زق ) الماء لديكم ؟؟؟

1 ( رجل عمره اكبر من 18 سنة 2 نساء اكبر من 18 سنة 3 اولاد من عمر ( 11-18 ) سنة 4 فتيات من عمر ( 11-18 ) سنة  
5 ( ذكور من عمر ( 5-10 ) 6 اناث من عمر ( 5-10 ) 7 اختيارات أخرى ( يرجى الشرح ) 8 لا اعرف

في اي وقت تفضل الذهاب لجلب ( زق ) الماء ؟؟؟

1( فترة الصباح 2 ) فترة الظهر 3 ) فترة المساء 4 ) لا يهم اي وقت يمكن 5 ) لا اعرف

14) بالغالب كم ومن الوقت تنتظر في الطابور لجلب ( زق ) الماء ؟؟؟

- 1 ( أقل من 5 دقائق 2 ) من 5 – 15 دقيقة 3 ) نحو النصف ساعة  
6 ( أكثر من ساعة 7 ) لا اعرف

15 ) كم مره تذهب لجلب ( زق الماء ) خلال اليوم ؟؟؟

- 1 ( مرة واحدة يوميا 2 ) مرتين يوميا 3 ) ثلاث مرات يوميا 4 ) أكثر من 3 مرات يوميا 5 ) لا اعرف 6 ) عادة لا أقوم بإحضار / زق الماء

19) بشكل عام هل لديك ما يكفي من الماء للطبخ ؟؟؟

- 1) نعم- انتقل الى سؤال 20- 2 ) لا انتقل الى فرع أ. 3 ) لا اعرف ( انتقل الى السؤال رقم 20

أ ) اذا تمت الاجابه على السؤال السابق بـ لا : -  
اذا كان لا يوجد لديك مياه كافية للطبخ لعائلتك ماذا تفعل ؟؟؟

- ( انتظر لحين تزويد الماء مرة اخرى من خلال الصهاريج 2 ) اجلب الماء من الجيران او الاصدقاء 3 ) اشترى الماء من السوق 4 ) اشترى الماء من الصهاريج 5 ) اجلب الماء من المنطقة/ القطاع المجاورة 6 ) اي شيء اخر ( يرجى شرح ) 7 ) لا اعرف

20) بشكل عام , هل هل لديك ما يكفي من الماء للاستحمام ؟؟؟

- 1 ) نعم – انتقل للسؤال رقم 21 2 ) لا انتقل على فرع أ 3 ) لا اعرف انتقل على السؤال رقم 21

أ ) اذا تم الاجابه على السؤال السابق بـ لا : -  
اذا كان لا يوجد لديك مياه كافية للاستحمام لعائلتك ماذا تفعل ؟؟؟

- 1 ) انتظر لحين تزويد الماء مرة اخرى من خلال الصهاريج 2 ) اجلب الماء من الجيران او الاصدقاء 3 ) اشترى الماء من السوق  
( انتقل الى الفرع ب ) 4 ) اشترى الماء من الصهاريج 5 ) اجلب الماء من المنطقة المجاورة م القطاع المجاور 6 ) اي شيء اخر ( يرجى شرحه ) 7 ) لا اعرف

21) بشكل عام , هل لديك ما يكفي من المياه لتنظيف البيت وغسل الملابس لعائلتك ؟؟؟

- 1 ) نعم – انتقل على سؤال رقم 22 2 ) لا انتقل على فرع أ 3 ) لا اعرف انتقل على السؤال رقم 22

أ ) اذا تمت الاجابه على السؤال السابق بـ لا : -

اذا كان لا يوجد لديك مياه كافية لتنظيف البيت وغسيل الملابس لعائلتك ماذا تفعل ؟؟؟

- 1 ) انتظر لحين تزويد الماء مرة اخرى من خلال الصهاريج 2 ) اجلب الماء من الجيران او الاصدقاء 3 ) اشترى الماء من السوق 4 ) اشترى الماء من الصهاريج 5 ) اجلب الماء من المنطقة المجاورة/القطاع المجاور 6 ) لا أقوم بتنظيف البيت ولا غسل الملابس 7 ) اي شيء اخر ( يرجى شرحه ) 8 ) لا اعرف

26.

22) برايك كيف تقيم نوعية الماء التي يتم تزويدها للمرافق الصحية داخل المخيم ؟؟؟



1 ( سيئة جدا - انتقل الى فرع أ 2 ) سيئة - انتقل الى الفرع أ 3 ( متوسط 4 ) جيدة 5 ( جيد جدا 6 ) اي شيء اخر ( يرجى الشرح هـ ) 7 ( لا اعرف

g.

الفرع أ – اذا كانت الاجابة سيئة او سيئة جدا ما السبب؟ ( يمكنك وضع اكثر من خيار ) :

ما هي الاسباب لجعل المياه سيئة برايك؟؟

1 ( الطعم/ المذاق السيء) انتقل الى السؤال رقم 23 . 2 ( تبدو المياه عكرة ) انتقل الى السؤال 23 ( 3 ) بعض الاشخاص يمرضون بعد الشرب منها ( انتقل الى الفرع ب ) 4 ( المياه تكون ساخنة ) انتقل الى السؤال رقم 23 . 5 ( هنالك رائحة كريهة للماء ) انتقل الى السؤال رقم 23 ( 6 ) اي شيء اخر ( يرجى الشرح ) ( انتقل للسؤال 23 ) 7 ( لا اعرف ) انتقل الى السؤال رقم 23

a.

ب ( اذا تم الجواب في السؤال السابق ان الماء يسبب المرض بعد شربه:ـ

هل لا زلت تشرب نفس الماء ؟؟؟ 1 ( نعم – (انتقل الى السؤال 22 ج) 2 ( لا – (انتقل الى السؤال 22 د) 3 ( لا اعرف – انتقل الى السؤال رقم 23

a.

ج ( اذا كان الجواب لسؤال 22 بـ في نعم :

هل تعمل اي شيء لجعل المياه صالحة وآمنة للشرب ؟؟؟ 1 ( نعم ( قم بالإجابة على فرع هـ & و ) 2 ( لا انتقل الى الفرع د 3 ( لا اعرف انتقل الى السؤال رقم 23

a.

د ( اذا كان الجواب في الفرع ج هو لا :-

ما هي الاسباب التي تمنعك من معالجة المياه لجعلها آمنة للشرب ؟؟؟

1 ( لا اعرف ما هي الطريقة المناسبة لمعالجة المياه 2 ) لا يوجد لدي الموارد المالية لمعالجة المياه 3 ( لا يوجد مواد كافية داخل المخيم لعملية معالجة المياه 4 أمور أخرى ( يرجى الشرح ) 5 ( لا اعرف – انتقل الى السؤال رقم 23

a.

هـ ( من الناحية المثالية كيف يمكننا معالجة المياه لجعلها آمنة للشرب ؟؟؟

1 ( شراء فلاتر تجارية 2 ) صنع مرشحات/فلاتر محلية في البيوت 3 ( غلي الماء 4 ) استخدام الكلور او اليود 5 ( أمور أخرى ( يرجى الشرح ) 6 ( لا اعرف .

a.

و ( اذا تم الجابة على السؤال جـ بنعم :

ماذا تفعل لجعل المياه امنه لشرهبا ؟؟؟ (قم باختباركل ما ينطبق)

- 1 ( غلي الماء 2 ) استخدام الكلور او اليود 3 ( ترك الماء فترة لتركد الرواسب في القاع 4 ) شرا فلاتر تجارية 5 ( صنع ر فلاتر/ مرشحات يدوية مرشحات للماء ) ( يرجى شرح العملية ) 6 ( طرق أخرى( يرجى الشرح ) 7 ) لا اعرف

## الجزء الثاني - المياه في المنزل

37.

23) من خلال المشاهدة ( المراقبة ) اختيارات متنوعة، تتم تعبئة الجدول ادناه - هل تستطيع ان تريني كيف يمكنك تخزين المياه داخل منزل؟

اسال الشخص الذي قابلته هل هذه هي جميع الاوعية ؟  كيف تستخدم الأوعية؟  1= زق الماء 2= تخزين الماء 3= زق وتخزين الماء معا 4= لا شيء مما ذكر 5= لا اعرف	بالملاحظة :_ اذا كانت الاوعية لها اغطية هل الغطاء نظيف ؟؟؟	بالملاحظة :_ هل اوعية تخزين الماء لها غطاء ؟؟	بالملاحظة كيف تبدو نظافة الاوعية المائية ؟؟ اخترجواب لكل من الاوعية التي تمت مشاهدتها  1 – بشكل عام الوعاء وسخ من الداخل  نوعا ما الوعاء وسخ من الداخل  3-بشكل عام النظافة متوسطة 4) نوعا ما الوعاء نظيف من الداخل  5) نظيفة من الداخل	تحقق من جميع الاوعية ثم إن لا انتقل الى السؤال التالي	الملاحظة ( هل لك ان تريني كيف تخزن الماء في بيتك ؟؟
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	a. جالون بيدون
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	b. دلو
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	c. جرة طينية
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	d. اواني طبخ
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	e. قوارير ماء
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	f. برميل ماء بلاستيكي كبير
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	g. اي شيء اخر
<input type="checkbox"/>  _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/>  _____	<input type="checkbox"/>	h. لم تتم معاينة أي شيء

38.

ما هي كمية الماء التي يتم تخزينها في المنزل ؟؟؟

1) اقل من 20 لتر (2) 20-39 لتر (3) 40-59 لتر (4) 60-79 لتر (5) اكثر من 80 لتر (6) لا اعرف

39.

25) هل لديك اي نقص في اوعية تخزين الماء؟؟

1) نعم ( انتقل الى فرع أ ) 2) لا 3) لا اعرف

a.

إذا كان الجواب في السؤال السابق نعم ( يمكن اختيار اكثر من جواب :

ما هو أفضل وعاء يمكن استخدامه في تخزين المياه؟ ( 1) دلو ( 2) جالون ماء ( 3) خزان خاص ( 4) أخرى ( يرجى التحديد ) ( 5) لا اعرف

### الجزء الثالث : - غسل الايدي

40.

26) كم مرة تغسل يديك خلال اليوم ، بمعدل الأيام؟؟ ( 1) ولا مرة / باليوم ( 2) 1-2 مرة / باليوم ( 3) 3-5 مرات / باليوم ( 4) اكثر من 5 مرات / باليوم ( 5) لا اعرف

(إذا كنت تغسل يديك متى تقوم بغسلها ) ( يمكن ان تختار اكثر من خيار اختار ما ينطبق ) (؟؟؟

1) قبل الصلاة ( 2) قبل الاكل ( 3) قبل تحضير الطعام ( 4) قبل الرضاعة للطفل ( 5) بعد العمل ( 6) بعد استخدام الحمام ( 7) عند الاستيقاظ صباحا ( 8) قبل الذهاب للنوم ( 9) بعد تنظيف الاطفال ( تغيير القوط ) ( 10) بعد الاكل ( 11) بعد لمس اشياء وسخة او مغبرة ( 12) عندما تشعر او تبدو يديك متسخة ( 13) اي حالات اخرى ( يرجى ذكرها ) ( 14) لا اعرف

41.

ماذا تستعمل عادة عندما تغسل يديك؟؟

1) ماء وصابون ( انتقل الى الفرع أ ) 2) ماء فقط ( انتقل الى الفرع د ) 3) اي شيء اخر ( يرجى ذكره ) 4) لا اعرف ( انتقل الى الفرع د

e.

أ) اذا تمت الاجابة على السؤال السابق بماء وصابون ( تستطيع وضع اكثر من خيار ) :ـ

من اين حصلت على الصابون؟؟

1) من التوزيع ( 2) تشتريته - انتقل على الفرع ب / ج ( 3) اخذته من الجيران او الاصدقاء ( 4) اي شيء اخر ( يرجى ذكره ) ( 4) لا اعرف

ب) اذا تمت الاجابة على السؤال السابق بانه " اشترى الصابون" :ـ

إذا اشتريت الصابون من السوق كم قطعة ( 125 غم ) من الصابون اشتريت خلالالماضية ؟؟؟

- ( 1 ) قطعة ( 2 ) قطعتين صابون (3) ثلاثة الواح صابون (4) أكثر من ثلاث الواح ( 5 ) لا اعرف  
(جميع الإجابات 29 جـ)

ج ( إذا تمت الاجابة على السؤال 28 السابق بانه اشترى الصابون: \_

لماذا اشتريت الصابون ؟؟

- (1) لم استلم اي صابون من خلال التوزيع (2) لم احصل على الكمية الكافية من التوزيع (3) لا تعجبنى جودة الصابون الذي تم توزيعه  
(4)أمور أخرى ( يرجى ذكرها )

د ( إذا تمت الاجابة على السؤال 28 ( غسل اليدين بالماء فقط او لا اعرف" : \_

إن عادةً لا تستخدم الصابون لغسل الأيدي، لماذا ؟

- ( قم باختيار ما ينطبق ) (1) الصابون غير متوفر ( 2 ) الصابون الذي يتم توزيعه غير كافي ( 3 ) الصابون غالي/مكلف ( 4 ) نوعيه الصابون رديئة ( 5 )  
( أمور أخرى (6) لا اعرف

42.

- (29) (1) في البيت ( 2 ) في المرافق الصحية (3) عند مشارب المياه (4) أمور أخرى (يرجى الذكر ) ( 5 ) لا اعرف

43.

(30) هل هناك وقت معين في النهار تجد المرافق الصحية مكتظةبالاشخاص ؟؟؟ (اختر ما ينطبق)

- (1) في الصباح ( 2 ) في فترة الظهر (3) في فترة العصر ( 4 ) في وقت المغرب ( 5 ) في وقت الليل ( 6 ) قبل كل صلاة ( 7 ) اي وقت  
اخر ( يرجى ذكره ) ( 8 ) لا اعرف

31 ( من خلال المشاهدة ) هل من الممكن ان تريني أين تغسل يديك ... هل يوجد هناك صابون أو أثر لإستخدام الصابون؟؟؟

- ( 1 ) نعم ( 2 ) لا .. ( فقط إن كانت الإجابة على سؤال 30 بالإختيار 1 – في المنزل).....

44.

( 32 ) ما ذا تعتقد اذا توقف الجميع عن غسل ايديهم ؟؟؟(أختار ما ينطبق)

- (1) ممكن ان يمرض الاشخاص (2) لن يقبل الله صلاتنا ( 3 ) سوف تنتشر جميع الامراض ( 4 ) أمور أخرى ( يرجى ذكرها ) ( 5 ) لا  
اعرف

## الجزء الرابع : النظافة الشخصية ومواد النظافة

33 هل يوجد مكان خاص للاستحمام داخل بيتك ؟؟؟

1( نعم 2( لا 3 لا اعرف

45.

34 كم مرة خلال الاسبوع تستطيع الاستحمام أو تنظيف نفسك ؟؟؟

1( كل يوم 2( 5-6 ايام / الاسبوع 3( 3-4 ايام بالاسبوع 4( 1-2 يوم / الاسبوع 6( تاجيل الاستحمام لمدة أسبوع أو أكثر 7( أمور أخرى (يرجى الشرح) 8 لا اعرف

35 ( ما هو الوقت الذي تفضل فيه الاستحمام ؟؟

1( فترة الصباح 2( فترة الظهر 3( فترة المساء 4( في اوقات مختلفة بالاعتماد على اليوم 5( اي شيء اخر (يرجى الشرح) 6( لا اعرف

46.

36 ( ما مدى رضاك على قدرتك على الاستحمام والعناية بنفسك ؟؟؟

1( راضي جدا ( انتقل للسؤال رقم 37 ) 2( راض ( انتقل للسؤال رقم 37 ) 3( غير راضي ( انتقل الى الفرع ب / ج ) 4( مستاء جدا ( انتقل الى الفرع ب ب ا ج )

1.

37 ( فقط إن كان الجواب على السؤال السابق "غير راضي او غير راضي جداً" :

كم مره ترغب بالاستحمام ؟؟؟ 1( مرتين باليوم 2( مرة باليوم 3( 5-6 أيام بالاسبوع 4( 3-4 ايام بالاسبوع 5( 1-2 أيام بالاسبوع 6( أمور أخرى (حدد) 7( لا اعرف

أ ( إذا كان الجواب على السؤال 36 غير راضي او مستاء :

إذا كنت غير راضي او مستاءاً من عدد المرات للاستحمام لماذا ؟؟؟؟ ( يمكنك اختيار الاجابات التي تنطبق

1( لا يوجد ماء كافي 2( الماء بارد جدا 3( جودة الماء غير جيدة 4( المسافة بعيدة جدا 5( هناك طوابير جدا على الحمام 6( الحمامات مكسرة ( خرابنة ) 7( الحمامات غير امنه للاستحمام 8( لا يوجد خصوصية في الحمام 9( اي شيء اخر (يرجى ذكره) 10( لا اعرف

38.

38 ( هل تفرشي اسنانك يوميا سواء بالفرشاه او السواك ؟؟؟

1( نعم مرتين او اكثر باليوم 2( نعم مرة واحدة يوميا 3( لا ( انتقل الى الفرع رقم أ . 4( لا اعرف / رفض الجواب .

b.

إذا كان الجواب على السؤال 37-: \_ (أ)

كم بالعادة تستخدم الفرشاة والسواك في اليوم ؟؟؟ (1 بالعادة 2-3 مرات باليوم (2 بالعادة 4-5 مرات باليوم (3 عادة مرة بالأسبوع )  
نحو 6-7 أيام (4 أقل من مرة بالأسبوع (5 لا اعرف

71.

39 هل انت او عائلتك تعانون من نقص في مواد النظافة الشخصية ؟؟؟ ( يمكنك اختيار كل ما ينطبق ) ؟؟؟

(1 صابون (2 بودرة غسيل (3 شامبو (4 مشط (5 مقص اظافر (6 معجون اسنان (7 فرشاة اسنان (8 فوط  
صحية للنساء محارم او بشكير (9 نكاشات اذان (10 فوط الاطفال (11 مناشف (12 غسيل للملابس (13  
فرشاة (14 اسفنج (15 محارم مبللة (16 اي بنود أخرى (حدد)

72.

اي من هذه المواد قمت بشراءها خلال الـ 30 يوم الماضية ؟؟؟ ( اختار ما ينطبق ) ؟؟؟

(1 صابون (2 بودرة غسيل (3 شامبو (4 مشط (5 مقص اظافر (6 معجون اسنان (7 فرشاة اسنان (8 فاين  
( محارم او بشكير (9 نكاشات اذان (10 فوط الاطفال (11 مناشف (12 غسيل للملابس (13 فرشاة (14  
اسفنج (15 محارم مبللة (16 أخرى (حدد)

## النفايات الصلبة والنظافة العامة داخل المنزل

73.

41 هل يوجد لديك سلة أو أكياس لجمع النفايات الصلبة ؟؟؟ (أختار ما ينطبق)

(1 سلة مهملات (2 اكياس (3 لا شيء (4 أخرى ( اشرح (5 لا اعرف

42 اذا كان لديك سلة مهملات او اكياس نفايات او كلاهما هل هي كافية ؟؟؟

(1 نعم (2 لا قليلة جدا (3 لا اعرف

## النفايات الصلبة والسلامة خارج المنزل

74.

33 في منطقتك من هو المسؤول عن جمع والتخلص من النفايات ؟؟؟

(1 موظفي العمل لكسب العيش لمؤسسة أكتد (2 المجتمع نفسه (3 لا احد (4 أخرى (اشرح (5 لا اعرف

75.

44 بشكل عام هل يوجد هناك قمامة متناثرة حول بيتك ؟؟؟

(1 نعم ( انتقل للفرع أ / ب / ج (2 لا (انتقل الى السؤال رقم 44 (3 لا اعرف

d.

أجب فقط اذا كانت الاجابة على سؤال 43 بنعم \_

بشكل عام كم حجم النفايات يكون ؟؟؟ (1) كثيرة (2) بعض الشيء (3) قليلة (4) اي شيء اخر (اشرح) (5) لا اعرف

a.

ب ( اذا كانت الاجابة لسؤال 43 بنعم ؟؟؟

كم يوم يتم تواجد القمامة حول البيت خلال الشهر الماضي ؟؟؟ (1) دائما (2) احيانا (3) بعض الوقت (4) نادرا (5) نادرا نوعا ما (6) أخرى (اشرح) (7) لا اعرف

a.

ج ( فقط اذا كانت الاجابة لسؤال 43 بنعم ؟؟؟

كيف تشعر عندما يكون هنالك قمامة ؟؟؟

(1) الأمر سيء- لكن لا يوجد شيء أستطيع عمله (2) سيء - ولكن احب عمل شيء اذا تم اعطائي المواد اللازمة (3) لا اهتم للموضوع كثيرا (4) الأمور أخرى (اشرح) (5) لا اعرف

76.

(45) كم مرة تعمل على تنظيف بيتك جيدا ..؟؟؟

(1) مرة باليوم (2) مرتين بالاسبوع (3) مرة بالاسبوع (4) مرتين بالشهر (5) مرة خلال كل سته اشهر (6) اقل من مرة خلال السبعة اشهر (7) الأمور أخرى (اشرح) (8) لا اعرف

77.

(46) ماذا تستخدم بالعادة لتنظيف بيتك ؟؟؟ (يمكنك اختيار ما ينطبق )

(1) فرشاة او مكنسة (2) ماء (انتقل للفرع أ) (3) صابون ومواد معقمة (4) استخدام قماش او ملابس قديمة (5) أخرى (يرجى الشرح) (6) لا اعرف

e.

أ ( اذا كان الجواب على سؤال 46 "يشمل استخدام الماء"

عند استخدام الماء في تنظيف المنزل ، كيف يتم التخلص منه بعد التنظيف ؟؟

(1) دلو ومن ثم رشها خارج البيت (2) دلو والتخلص منها في الحمامات (3) مباشرة الى قناة من البيت الى خارجة (اجب على الفرع ب/ ج/ د) (4) اي شيء اخر (يرجى الشرح) (5) لا اعرف

ب ( فقط إن كانت الإجابة على سؤال 46 تشمل الحفر الخارجية ، اذا كان الجواب هو مباشرة الى قناة \_

اذا كنت تستخدم الحفرة الخارجية لجمع المياه من يقوم بتفريغ الحفرة من الماء ؟؟؟ (1) انا (2) الزوج (اذكر جنسه) (3) أطفال (4) فرد آخر من الاسرة (اذكر جنسه) (5) آخرين (يرجى الشرح) (6) لا اعرف

a.

ج ( أجب فقط اذا كان الجواب للسؤال 46 أ يتضمن "الحفرة الخارجية": \_

المياه المجمعة في الحفر كيف يتم تصريفها ؟؟؟

1 ( مجراها بعيد عن خيمتي ولكن لا تزال قريبة من الخيام/ الكرفانات الاخرى 2 ( تجري الى حفرة كبيرة 3 ( تجري الى جزء غير مأهول من المخيم 4 ( أخرى (يرجى الشرح) 5 ( لا اعرف

a.

د ( أجب فقط 'ن كان الجواب عن سؤال 46 "الحفر الخارجية" : \_

كم مرة بالغالب تعمل على افراغها ؟؟؟؟

1 ( اكثر من مرتين بالاسبوع 2 ( مرتين بالاسبوع الواحد 3 ( مرة كل اسبوع 4 ( مرة كل اسبوعين 5 ( اقل من مرة بالاسبوعين 6 ( متاح حسب الصهاريج للنضح .. 7 ( ابدا 8 ( أمور أخرى (يرجى الشرح) 9 ( لا اعرف

78.

47 ( من يرايك هو المسؤول الأساسي عن تنظيف المرافق الصحية / الحمامات ؟؟

1 ( اللجان الصحية 2 ( و السكان العاديين ( ليست لجان الصحة) 3 ( نظام العمال والدفع لهم 4 ( المنظمات غير الأهلية والامم المتحدة 5 ( السلطات الوطنية والمحلية 6 ( جهات أخرى " يرجى التحديد" 7 ( لا اعرف

79.

48 ( هل يشعر أي من أفراد أسرتك بعدم الأمان من الإستعمال الحمامات أو المراحيض في النهار ؟

1 ( نعم ( انتقل الى الفرع أ / ب ) 2 ( لا ( انتقل الى السؤال رقم 48 ) 3 ( لا اعرف

c.

أ ( اذا كان الجواب على سؤال 47 نعم : \_

من هو الشخص منالعائلة الذي يشعر بعدم الامان خلال النهار ؟؟؟

1 ( الاطفال من 2 – 10 سنوات 2 ( الذكور ( 11-18 ) 3 ( الاناث ( 11-18 ) 4 ( الرجال ( 19-60 ) 5 ( النساء ( 19-60 ) 6 ( كبار السن ومن يبلغون من العمر أكثر من 60 عام 7 ( لا اعرف

a.

أ ( اذا كان الجواب على سؤال 47 نعم : \_

لماذا يشعرون بعد الامان ؟؟؟ (اختار كل ما ينطبق)

. على الأبواب أقفال 1 ( بعد المسافة عن المرافق 2 ( الظلام 3 ( التعرض للتحرش (المضايقة) 4 (لا يوجد أقفال 5 (



○ 5. الجريمة (6 الحشرات والقوارض (7 الوساخة/ الرائحة الكريهة (8 لا يوجد خصوصية للمكان (9 أمور أخرى (يرجى الشرح) 10) لا اعرف

80.

48 ( هل يشعر أي من أفراد أسرتك بعدم الأمان لاستعمال الحمامات أو المراحيض في الليل؟

1) نعم ( انتقل الى الفرع أ / ب ) 2) لا ( انتقل الى السؤال رقم 3 ) لا اعرف

أ ) أجب إن كان الرد على السؤال/48 بنعم: من هو الشخص من العائلة الذي يشعر بعدم الأمان خلال الليل عند استخدامه للحمامات ؟؟(اختر ما ينطبق)

1) الاطفال من 2 – 10 سنوات (2 الذكور (18-11 (3 الاناث (11-18 (4 الرجال (19-60 (5 النساء (60-19 (6 كبار السن اكبر من 60 عام (7 لا اعرف

c.

ب ) اذا كان الجواب على سؤال 49 نعم : \_

لماذا يشعرون بعد الامان ؟؟؟

○ 4. على لا (1 بعد المسافة عن المرافق الصحية (2 الظلام (3 التعرض للتحرش (المضايقة) 4 لا يوجد اقفال (5 يوجد اي ابواب او اي خصوصية 5. الجريمة (6 الحشرات والقوارض (7 الوساخة/الرائحة الكريهة (8 لا يوجد خصوصية للمكان (9 اي شي اخر (10 لا اعرف

81.

49 ( هل يوجد هنالك اي مشاكل لوصول ذوي الاحتياجات الخاصة للمرافق الصحية وخصوصا الكبار في السن ؟؟؟

1) نعم ( انتقل الى فرع أ ) 2) لا (لا يوجد اي احد ممن حركتهم محدوده او مسنين يسكنون في البيت (3 لا تعتبر هناك أي مشكلة لوصول ذوي الحركة المحدودة للمراحيض 4)) لا اعرف

b.

أ ) اذا كانت الاجابة على سؤال 49 بنعم ...

ما هي اهم المشاكل الشائعة ؟ (اختر ما ينطبق)

1 ( عدم مناسبة التصميم في مقعد المراض او عدم وجود مقعدة مراحيض تتناسب والحاجة 2. الأرضيات الزلقة جدا 3. لا يوجد قضبان/درازين لتمسك به عند استخدامها 4. بعد المسافة إلى المراض أو الحمام (5 اي شيء اخر (يرجى ذكره (6 لا أعرف

82.

هل تخزن الغذاء المطبوخ داخل بيتك؟؟

1 ( إذا كان الجواب نعم انتقل الى جزء "التصورات للصحة" انتقل للفروع ( أ-ب- ج ) 2 ( إذا كان الجواب لا- انتقل للسؤال 3 51 ) لا اعرف

d.

أ ( إذا كان الجواب على السؤال 50 -نعم

أ ( كيف تُخزن الغذاء المطبوخ في البيت؟ (اختار كل ما ينطبق)

1. أوعية أو أواني مغطاة 2. صناديق كرتونية 3. أكياس

4. أوعية أو أواني غير مغطاة 5. على الأرض

6. بعيدا عن الأرض 7. في ثلاجة 8. غير ذلك-حدد 9 ( لا اعرف

a.

ب ( إذا كان الجواب على السؤال 50 - نعم

هل لك ان ترينى مكان تخزين الاكل ؟؟؟ ( مشاهدة/معاينة )

ما هو وضع نظافة المكان الذي يتم تخزين الاكل به ؟؟؟؟ 1 ( نظيف جدا 2 ( نظيف بعض الشيء 3 ( وسخ قليلا 4 ( وسخ جدا

a.

ج ( إذا كان الجواب على السؤال 50 -نعم: .عادةً ما هي أطول مدة زمنية تحتفظ فيها بالطعام المطبوخ قبل أكله؟ (بالساعات)

1 ( اقل من ساعة واحدة 2 ( من 1-2 ساعة 3 ( بحدود 3 ساعات 4 ( اكثر من 3 ساعات ولكن أقل من يوم 4 ( بحدود يوم كامل 5 ( اكثر من يوم كامل 6 ( أمور أخرى يرجى الشرح 7 ( لا اعرف

### التوقعات للصحة

83.

بشكل عام ,, كيف يمكن أن تصف صحة أفراد أسرته؟

1 سيئة جدا 2. ضعيفة 3. متوسطة

4. جيد

5. ممتازة 6 ( أخرى-يرجى الشرح 7) لا أعرف

84.

52 ( هل عانى أي من أفراد أسرتك الكبار/البالغين من أي من هذه الأمراض خلال الـ 15 يوم الماضية ؟

1. الحمى
2. أمراض الجهاز التنفسي
3. الإسهال
4. التقيؤ
5. آلام في المعدة
6. أمراض جلدية
7. التهاب العين
8. القمل
9. ابو صفار ( الكبد الوبائي )
- 10 ابو دغيم
- 11 ( أمراض أخرى -يرجى الشرح 12 )
- لا اعرف

85.

أ ( كم من الوقت عانوا من هذه الأعراض ؟؟؟

- 1 ( يوم واحد 2 ) يومين 3 ) ثلاث ايام 4 ) بين 4-7 ايام 5 ) 7 ايام لاسبوعين 6 ) اسبوعين الى شهر 7 ) اكثر من شهر 8 ) لا اعرف

هل عانى أي من أفراد أسرتك الاطفال البالغين أقل من 5 سنوات من أي من هذه الأمراض خلال الـ 15 يوم

الماضية؟ 53

1. الحمى
2. أمراض الجهاز التنفسي
3. الإسهال
4. التقيؤ
5. آلام في المعدة
6. أمراض جلدية
7. التهاب العين
8. القمل
9. ابو صفار ( الكبد الوبائي )
- 10 ابو دغيم
- 11 ( أمراض أخرى -يرجى الشرح 12 )
- لا اعرف

b.

أ ( كم من الوقت عانوا من هذه الأعراض؟ (بالأيام) ؟؟؟

- 1 ( يوم واحد 2 ) يومين 3 ) ثلاث ايام 4 ) بين 4-7 ايام 5 ) 7 ايام لاسبوعين 6 ) اسبوعين الى شهر 7 ) اكثر من شهر 8 ) لا اعرف

86.

54 ( هل يوجد احد من افراد اسرتك اصيب بالاسهال خلال 15 يوم الماضية ؟؟؟

- 1 ( نعم اي مصادر اخرى 2 ) لا 3 ) لا اعرف

b.

أ ( كم مرة في اليوم ؟؟؟ )

1 ( اقل من مرتين باليوم 2 ) 3-2 مرات باليوم 3 ( ثلاث مرات باليوم فاكثر 4 ) لا اعلم

87.

55 إذا تعرض أحد أفراد أسرتك إلى إسهال مائي، ما الذي تفعله؟ (اختار ما ينطبق)

3. شرب محاليل مكافحة الجفاف التي يمكن الحصول عليها من/الصيدلية
2. شرب سوائل أكثر
1. الذهاب إلى العيادة
- المستشفى /الصيدلية
6. الاستراحة5. التوقف عن الأكل
4. تحضير محلول السكر والملح في المنزل
7. غير ذلك-يرجى الشرح اذا هنالك اي مصادر اخرى 8 . لا اعرف

88.

( كيف يمكن للأهل تفادي إصابة أبنائهم بالإسهال؟(اختار ما ينطبق)56

1. غسل أيديهم قبل الأكل
2. غسل أيديهم في أوقات أخرى
3. تناول طعام جيد
4. غسل الطعام قبل طبخه
5. تغطية الطعام لتفادي الذباب
6. طبخ الطعام كما ينبغي
7. غسل الأيدي قبل الرضاعة الطبيعية
8. غسل الأيدي بعد استعمال المراض
9. شرب مياه آمنة
10. أمور أخرى -يرجى ذكرها 11 ) لا اعرف

89.

57 ( في رأيك ما هي أهم أسباب الأمراض في المخيم ؟ (اختار ما ينطبق)

3. قلة النظافة

4. جودة الماء

5. برودة المياه

6. طرق فقيرة في حفظ الطعام

7. جودة الطعام

8. الغبار

9. الرياح

10. الأوساخ والطين

11. الحشرات

12- القوارض

13 مسببات أخرى (يرجى الشرح)

14) لا أعرف

الأسئلة الختامية

90.

(58) إذا كان لديك خيار بين أن تعيش داخل أو خارج المخيم في هذه الأوقات ، ماذا كنت ستختار؟

(1) داخل المخيم (2) خارج المخيم (3) لست متأكد / لا اعرف .

91.

(58) إذا كان لديك خيار بين أن تعيش داخل أو خارج المخيم في هذه الأوقات ، ماذا كنت ستختار؟

(1) داخل المخيم (2) خارج المخيم (3) لست متأكد / لا اعرف .

92.

(58) إذا كان لديك خيار بين أن تعيش داخل أو خارج المخيم في هذه الأوقات ، ماذا كنت ستختار؟

(1) داخل المخيم (2) خارج المخيم (3) لست متأكد / لا اعرف

93.

(60) هل الخدمات الصحية في المخيم لها تأثير على قرارك ؟؟

(1) نعم الى حد كبير (2) نعم نوعاً ما (3) لا (4) لا اعرف

94.

61 ما هي الاسباب الأخرى التي تجعلك تختار ان تبقى داخل المخيم ؟؟

؟ 1) بسبب وجود عائلتك 2) الوصول للمياه أفضل 3) المخيم يمتاز بالنظافة 4) خدمات أفضل ( التوزيع و الصحة و التعليم .. الخ ) 5) أمور أخرى( يرجى الشرح ) 6) لا اعرف

مشاهدات داخلية وخارجية (لا تطروحا)

95.

62) بالمشاهدة نوع المسكن 1) كرفان 2) خيمة 3) كلاهما

96.

63) بالمشاهدة : كيف تبدو نظافة المسكن ؟؟؟ 1) سيء جداً 2) النظافة سيئة 3) متوسطة 4) جيدة 5) ممتازة

97.

بالمشاهدة :- هل هنالك اي خراب بالمسكن ؟؟ 1) نعم ضرر أساسي 2) نعم ضرر ثانوي 3) لا 64

65) بالمشاهدة ما هو الوضع العام للماوي ؟؟؟

؟؟؟ 1) سيء جداً 2) سيئ 3) متوسطة 4) جيدة 5) ممتازة

98.

66) بالمشاهدة :- هل كات هنالك حمام داخلي او منطقة للتنظيف ؟؟ 1) نعم 2) لا

99.

67) بالمشاهدة\_ اذا كان الجواب نعم هل هنالك قنوات تصريف للماء ؟؟ ( 1 ) نعم 2) لا

68) بالمشاهدة : هل يوجد هنالك اي مياه راكدة حول البيت ؟؟؟ 1) نعم 2) لا

69) بالمشاهدة: هل يوجد هنالك اي قمامة حول المنزل ؟؟ 1) نعم 2) لا

70) بالمشاهدة: هل هنالك نظام لتصريف النفايات ؟؟؟ نعم 2) لا

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