

---

## Minimum Standards for Za’atari WASH Sector (Final Version 1: 15 Sept 2014)

---

### **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 March 2014.

This document is structured into 10 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 Annex 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. For their roles and responsibilities please refer to WASH FAQs. Annex B.

- 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 conducted by survey should be disaggregated by sex and age and should ensure representation by vulnerable groups. 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, with representation from both genders and other vulnerable groups, 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. (e.g. through monitoring and maintenance of lights, doors and locks). They are to participate in proactive roles, such as conducting awareness with their communities and working with actors to increase knowledge of WASH issues. For additional details see Annex C.



- B. WASH Committees are actively encouraged to discuss, agree and take actions to increase the safety and security of WASH Blocks for all users both during the day and at night.
- C. WASH Partners monitor and assess performance of WASH Committees and provide support to them as necessary.
- D. Communities are informed of ways they can report their WASH committee members with complaints and problems, making the committees accountable to their communities through activities such as; community mobilisation, flyers, FGDs, surveys etc.

**Indicators**

- i. There is an active structure (e.g. WASH committee) responsible for small scale maintenance; security and operation of each WASH Block (refer to WASH committee TOR, Annex D).
- ii. WASH committees include at least 20% female members and/or separate female WASH committees for female WASH blocks if more acceptable by the community.
- iii. All WASH Committee members receive an initial briefing regarding the role of the committee and the support they can expect to receive from the lead agency When requested WASH Committees can produce an accurate list of contact names and/or numbers for services relevant to O&M (to be included in the monitoring frame work).
- iv. WASH blocks are monitored at least twice every week by the lead agency and scored against a checklist (Annex E).
- v. 100% of WASH committees scored as underperforming are met with within 2 weeks of the assessment to discuss the results.
- vi. 75% people surveyed state they know the responsibilities of WASH committees and how to keep them accountable.

**2. WASH facilities**

There are appropriate, adequate, safe and hygienic sector-provided WASH facilities which include toilets, areas for bathing, and external tap points for water supply.

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

Women, men, girls and boys 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. 100% of WASH facilities are connected to water storage supplied with water by the sector.
- ii. There should be a minimum of 1 functioning toilet<sup>1</sup> for every 50 persons at the camp level. Note: In many districts large proportions of the population are using private toilets – See Section 10. Private facilities, Indicator 1.
- iii. There is free and open access to all latrines at all times.
- iv. All public latrines discharge into a sealed system.
- v. There should be at least 2 functioning shower cubicles in each WASH Block<sup>2</sup>.
- vi. Lights are installed in 100% of WASH blocks.
- vii. 100% of public bathing places and toilets are sex separated for privacy.
- viii. 100% of households are within 100m of the nearest functional WASH block and external water point.
- ix. There are 2 functioning internal water taps in each WASH block.
- x. There is 1 functioning external tap for 100 people (WASH blocks + public water points).
- xi. 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 from WASH blocks + public water points as monitored through KAP survey.
- xii. There is a structure/system in place for cleaning of latrines (refer also to 1 – Governance and ownership).
- xiii. Evidence of 100% latrines cleaned daily (refer also to 1 – Governance and ownership).
- xiv. There is an arrangement for disposal of baby diapers & menstrual hygiene materials in 100% of female WASH blocks.
- xv. WASH blocks are assessed twice every week by the lead agency and scored against a checklist. Meetings are held with 100% of WASH blocks scored as underperforming within 2 weeks of the assessment and an action plan for improvement agreed.
- xvi. 100% of eligible cases are supplied with disabled friendly household toilets (Commodes/toilets on wheels) (responsibility of Community Services rather than WASH Sector).

### 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 may be used as a guideline.*

#### Key activities

- A. Monitoring is undertaken at least every 6 months at the district level to determine water access and usage (one in July, one Jan, plus KAP).
- B. Water conservation awareness is delivered regularly.
- C. Monitoring of daily supply chain of sector provided water from camp gate and boreholes to District and Street level.

#### Indicators

<sup>1</sup> Proposed minimum standard for functioning toilets: no blockages, toilet works, doors with a functioning lock in place, no holes in the walls.

<sup>2</sup> Proposed minimum standard for functioning shower cubicles: functional draining system, clean, doors with a functioning lock in place.



- i. 70% of men and women 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).
- ii. 80% of male and female respondents are aware that every individual is allotted 35L/p/d only as per KAP survey.
- iii. 80% of male and female respondents can name one method of water conservation as per KAP survey.
- iv. 100% of water allotted per street is delivered daily to meet an average of 35 L/p/d as per latest population survey (street by street) agreed by Camp Management through REACH

#### 4. Water quality

100% of sector approved water is odourless, colourless (within Jordanian standards), tasteless (other than that of chlorine), and of sufficient quality to be drunk, used for cooking and personal/domestic hygiene without causing risk to health.

##### Key activities

- A. FRC is systematically tested in 100% of sector provided trucks entering the camp and of trucks collecting water from internal boreholes, and results are shared with the sector. If water in a truck does not meet the standards the truck is rejected.
- B. A minimum of 1 water sample per each 2,000 people per week are taken from within the Camp (WASH Blocks/Tap stands/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.
- C. Random and Ad-hoc water sampling and testing at communal facilities across the camp.
- D. Lobby SRAD for assistance and access to the camp for testing non-sector endorsed water sources.
- E. Public water tanks should be cleaned and disinfected according to the procedures of the sector.
- F. Additional testing (ammonia, TDS, turbidity) for water coming from external sources is conducted according to recommendations by directorate of health and food.

##### Indicators

- i. 100% of water supplied by the Sector has FRC = 1 to 1.8mg/L at the truck, and 0.2 - 1.0mg/L at the point of delivery (0.2-1.0mg/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 water samples taken by the Sector are free from faecal coliforms at the point of delivery.
- iii. Water quality testing results are shared with the WASH sector on a monthly basis.
- iv. The WASH Sector WG communicates quarterly with SRAD regarding water issues in the camp.
- v. 100% of public water tanks are cleaned and disinfected at least twice a year as well as if coliform bacteria are found in water from the tank and in the event the tank is found in particularly bad hygienic condition (ie. organic matter inside).

#### 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 Promoters.
- C. All wastewater collected by desludging trucks is taken to GoJ approved facilities for disposal.
- D. An initial kit is provided to WASH Committees for cleaning and maintaining the WASH room or the WASH Block at handover from sector.
- E. There is a standby agreement in place for dewatering of flood waters in the event of heavy rain.
- F. Solutions are offered to address standing grey water.
- G. Environmental risk from wastewater disposal is assessed on an on-going basis with comprehensive study once per year by appropriately qualified independent expert.

#### Indicators

- i. There are zero WASH Block sewage tank overflow incidents per week in each District.
- ii. Open defecation is kept minimal (less than 3 evidences of open defecation observed per fortnight within a 2 m radius of WASH blocks).
- iii. 80% communal water points/facilities have no stagnant water.
- iv. Messaging to promote sector-approved grey water gardens and/or other solutions is offered to the community.

#### 6. Hygiene promotion

Women, girls, boys and men 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. Sessions made by Agency staff and Hygiene Promotion/Community Outreach Workers are context-specific and target audience-relevant using Arabic (Syrian written form may differ slightly from Jordanian form) and culturally appropriate IEC materials, such as large size posters or flipcharts, or multiple individual leaflets. IEC materials disseminating core HP messages are approved by UNICEF before use within the Camp.
- C. Gender and age appropriate messages are developed and disseminated appropriately.
- D. Group hygiene session are conducted separately for adults (separated by gender), teenagers (separated by gender), and children (not separated by gender).
- E. Hygiene promotion messages are reviewed regularly to ensure they cover key seasonal risks.
- F. A large scale hygiene promotion event (e.g. World Water Day- 21/22Mar, Global Hand Washing Day -15 Oct, World Toilet Day- 19 November, etc.) is organized approximately 3 times per year.

#### Indicators

- i. A representative from the Hygiene Promotion Working Group attends Health Sector Coordination meetings, and a representative from the Health Sector Coordination Group also attends the Hygiene Promotion Working Group.
- ii. In each target community, trained Hygiene Promoters (1 male and 1 female per 1000 persons) are active in the dissemination of hygiene promotion messages during group and household-to-household sessions.
- iii. 80% of males and females interviewed have basic knowledge of diarrheal disease transmission ways (faecal-oral routes), prevention and management.



- iv. 80% of males and females interviewed) report practicing hand washing with soap at the 3 critical times (eating, post-latrine, food preparation)
- v. 80% of people reporting the use of communal latrines and bathing spaces state that they feel safe and comfortable using these during the day and night. (Disaggregated by people living with disability, women, girls, men and boys, elderly, pregnant).
- vi. 70% of male and female respondents report receiving a message (attending a FGD, receiving a visit by a hygiene promoter, or recalling IEC material) given by the hygiene promotion group
- vii. At least 3 large-scale, coordinated and camp wide events on relevant messages are implemented every year.

## 7. WASH NFIs for Hygiene and Water Storage and Collection

This section will be valid only if the WASH NFI is distributed/funded by the WASH Sector:

Women, girls, boys and men 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 (males and females) 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 are 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. The need for kits (both hygiene and WASH) is assessed at least once per year and 60% of respondents report that the full contents of the kits (both hygiene and WASH) are required and useful.



- ii. Satisfaction with the a) quality b) quantities and c) frequency is assessed at least one per year and 75% of respondents express satisfaction for each individual parameter.
- iii. 100% of new arrivals receive a complete hygiene kit and WASH kit.
- iv. 100% of residents 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).
- v. 100% of women and girls that require sanitary towels have access to an adequate supply (as per WASH NFI Strategy, Oct 2013).
- vi. At least 1x14L bucket with handle and lid for multipurpose water storage (non-potable) is distributed to families as part of a regular replenishment (as per WASH NFI Strategy, Oct 2013).
- vii. At least 1x20L and 1x10L jerrican for water transportation and safe storage (potable water) is distributed as part of a regular replenishment (as per WASH NFI Strategy, Oct 2013).
- viii. At least 1x 30L refuse bin is available for each family.

### **8. Solid waste management**

The Camp environment is not littered by solid waste and the camp population 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. 100% of solid waste collected daily in the camp needs to be disposed daily to a GoJ-authorized site.
- C. Waste bins are washed /disinfected on a schedule agreed on by the WASH sector.
- D. Health and environmental risk from solid waste management is assessed on an on-going basis with a comprehensive study once per year by appropriately qualified independent expert.
- E. A system for routine street cleaning is in place within the camp and the cleanliness of the environment is routinely monitored.

#### Indicators

- i. There is one 1m<sup>3</sup> public waste bin available for 30HH (150 people).
- ii. Waste bins are washed/disinfected four times a year.
- iii. 80% of people in each district describe their environment as clean or better when assessed for litter in the KAP survey (with question options: very clean/mostly clean/clean/dirty/very dirty).

### **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 (rodent poisoning campaigns, flies eradication campaigns, general pest control campaigns, etc) are taken as appropriate.
- B. Community receives messages about preventing vector transmitted disease etc.

#### Indicators

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



- ii. Flies are not reported at nuisance levels (by WASH/Health/Protection/community members through District Team Meetings).
- iii. 75% of people surveyed can name a method of protection against vector borne disease (i.e. proper rubbish disposal, covering food etc).

#### 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. 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 household that regularly use a Public WASH Block.
- iii. Percentage of households with private bathing place per District.
- iv. Percentage of households with private laundry per District.
- v. Percentage of households per District with private connection from a WASH Block water tank or public tapstand.
- vi. Percentage of household that regularly get water supplied at the household level by truck.
- vii. In addition, refer to Indicator from Section 2, *'In communal facilities latrines are available at a 1 functional toilet for 50 people who do not have access to private toilets (assessed weekly through UNICEF-REACH monitoring reports). BUT the Sector is actively working towards safe and hygienic one latrine per family'*.





**Annex F**

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