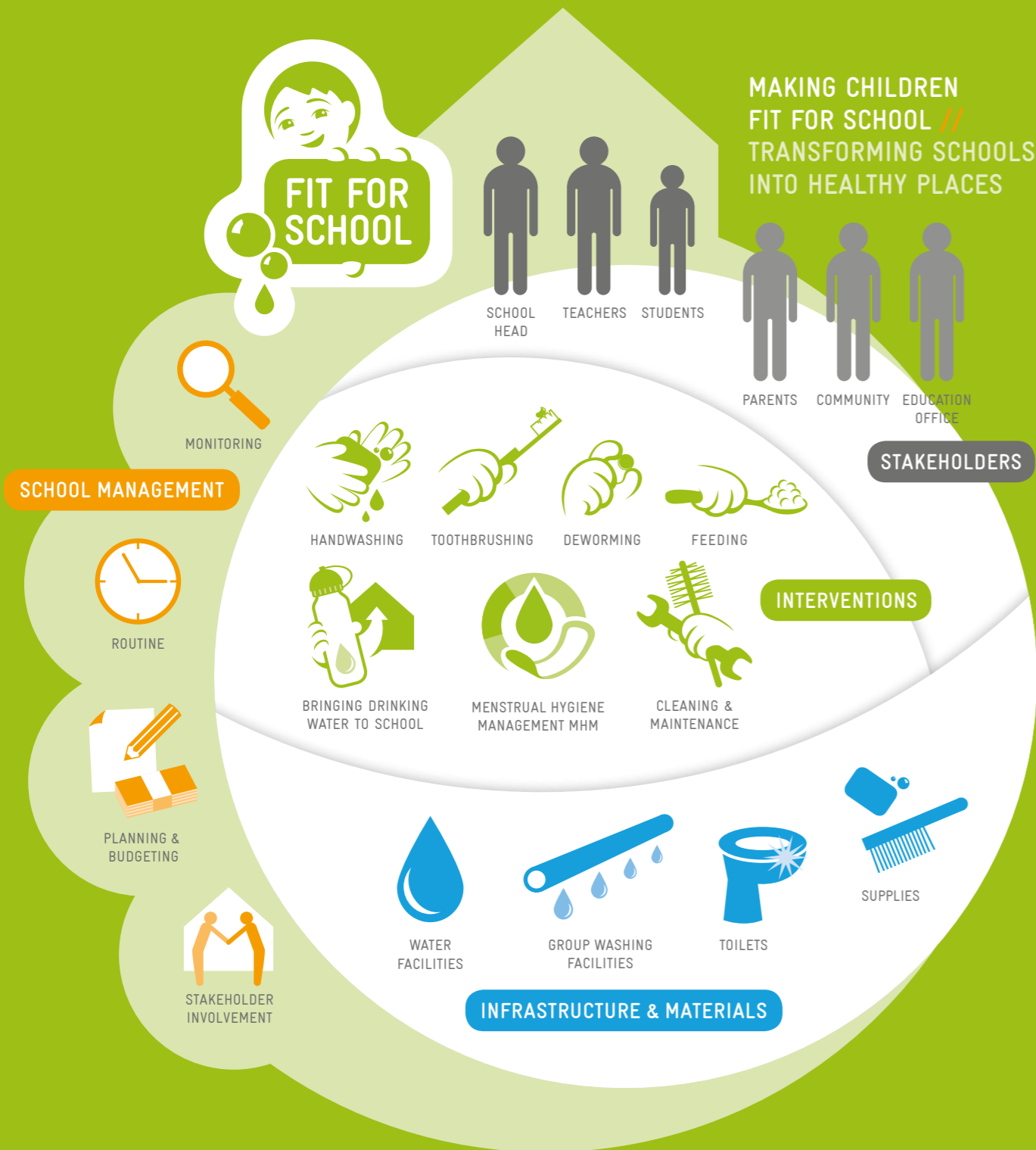


# WASH in Schools Operation & Maintenance





## Introduction

Water, Sanitation and Hygiene (WASH) are essential for health and are critically contributing to performance and educational success. Schools must provide a healthy environment where children feel safe and protected and where the basic needs of children, including access to water and sanitation, are met.

WASH in Schools (WinS) is a global movement to improve WASH services in the school setting. Commonly, the Ministries of Education are in charge to manage WinS. In 2016, the Department of Education (DepEd) in the Philippines issued Order No. 10, s. 2016 – Policy and Guidelines for the Comprehensive Water, Sanitation and Hygiene in Schools Programme. In this context, a WinS Monitoring system was developed to support schools in the management of WinS and provide clear guidance to the implementation on school level. An accreditation system acknowledges achievements of schools and DepEd Divisions related to WinS implementation quality and adherence to the WinS policy.

In order to support the aspect of operation and maintenance/management (O&M) of WinS facilities, valuable experiences and learnings have been captured in this manual and will support schools with practical approaches on how to improve usability of school toilets.

This manual is used in selected schools in the Division of Batangas in the context of researching the conditions to improve O&M of sanitation facilities in public elementary schools in the Philippines. Users of this manual are highly encouraged to provide feedback on their experience using this tool to improve the next edition. The learnings of this research project are supporting the further roll out of WinS in the Philippines and will also have an impact on WinS in Southeast Asia and beyond.

The research project has been supported by the German Federal Ministry for Economic Cooperation and Development (BMZ) and Unilever's Domestos School Programme through Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.



## Clean and Healthy School Environment

The school community needs to have a reliable system in place to keep toilets and washing facilities usable and clean. Only toilets that are accessible, private and functional are usable toilets, and they need to be clean that children will use them. This requires the engagement of everyone including teachers, parents, students and community members, as operation and maintenance of toilets and washing facilities are shared responsibilities.

### 1. Use it

It all starts with proper toilet manners. Every student and teacher must know how to use the toilets correctly and clean after use.

### 2. Clean it

Daily cleaning is important to ensure that the toilets will be used by the students.

### 3. Maintain it

Regular maintenance will increase the lifetime of the toilets, keep them functional and prevent them from breakdown and expensive repairs.

#### BENEFITS OF A USABLE AND CLEAN TOILET:

- Increased toilet use
- Reduction of open defecation and peeing in public
- Improved well-being of children
- A healthy and enabling learning environment



# 1. Use it

## Guidelines

**Students** learn in school how to use the toilet correctly and how to clean after use.

**Teachers** orient the students to use and keep the toilets clean and to always wash their hands with soap after toilet use.

**Each toilet cubicle** needs to be equipped with water, bucket and dipper to flush the toilet after use, toilet brush and a trash bin with cover.

**Cleaning** of the bowl is being done with the toilet brush to remove all feces and stains. Tissue paper and sanitary napkins have to be thrown into the trash bin with a cover and NOT in the toilet.

**Stickers/visual signs** remind students on the correct use of the toilet.



**HUWAG KADIRI!**

Umupo, huwag tumayo



**HUWAG**



Pagkatapos, magbuhos

**HUWAG KADIRI!**

Pagkatapos, magbuhos



**HUWAG KADIRI!**

Gamit mo, linis mo



**HUWAG KADIRI!**

Basura mo, itapon mo



**HUWAG**



**HUWAG KADIRI!**

Maghugas ng kamay

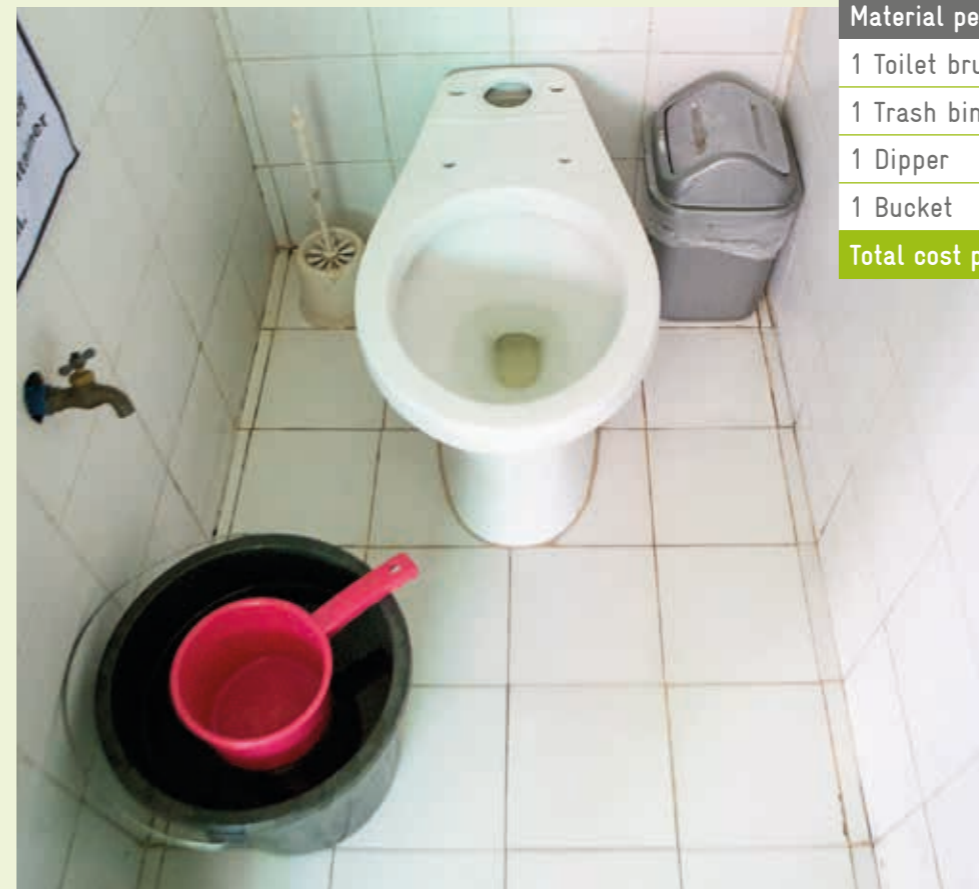
## User's Kit

**User's Kit** can be made of recycled materials to save cost e.g. used plastic containers for trash disposal, just make sure, there is a cover.

### Cost of User's Kit

#### Material per cubicle

1 Toilet brush	50 PHP
1 Trash bin with cover	100 PHP
1 Dipper	50 PHP
1 Bucket	100 PHP
<b>Total cost per year</b>	<b>300 PHP</b>



# 2. Clean it

## Guidelines

Usability and cleanliness can only be achieved, if roles and responsibilities are clarified:

**School heads** are advised to assign teachers for supervision of each toilet block or classroom toilet. A signboard places the name of the teacher.

**Supervising teacher** is managing the usability and cleanliness of the toilet by supervising the duties of the cleaner and being in contact with the hygiene control assuring proper documentation using the toilet checklist.

**Students, boys and girls**, contribute to the cleanliness of the toilets and washing facilities by cleaning facilities after use. Students can be actively involved in maintaining usable and clean toilets by assigning appropriate tasks according to the cleaning and maintenance plan. However, cleaning and maintenance activities are never used to punish students and should not curtail attendance to classes.

**Cleaning activities** conducted by students are supervised by a teacher.

**Janitors/cleaning staff** clean the toilets every day. If no janitor/cleaning staff is available teachers, students, parents and community members clean the toilets.

### Cleaning:

- Regular cleaning, once a day, is important to keep toilets usable and clean
- Everyone who is cleaning toilets needs to wear gloves and face mask for protection.
- Make cleaning a group activity.
- Use the cleaning checklist, which names the supervising teacher and documents cleaning and patrolling activities, including names and time.



## Cleaner's Kit

Given the heavy use of school toilets, daily cleaning using bleach is recommended. This applies for all public toilets.

To properly clean, the cleaning kit should contain floor mop, bucket, brooms, brush, sponges, gloves, face mask and bleach.



### Cost of Cleaner's Kit

Material per toilet block (3 cubicles)	
1 Floor mop	850 PHP
1 Bucket	
2 Brooms	
1 Brush	
10 Sponges (or used cloth)	
5 Hand gloves	650 PHP
2 Face masks	
<b>Total cost per toilet block per year</b>	<b>1,500 PHP</b>
<b>Material cost per cubicle</b>	<b>500 PHP</b>
Bleach needed per cubicle	
30 ml applied under the rim of the toilet bowl	1,320 PHP
25 ml diluted 10 liters of water to clean other surfaces each day	
30 ml + 25 ml = 55 ml 55 ml x 200 days = 11 liters per year 11 liters x 120 PHP (cost per liter) = 1,320 PHP	
<b>Total cost per cubicle per year</b>	

# 3. Maintain it

## Guidelines

**Simple Tasks** like refilling water and soap or check-ups can easily be performed by students.

**Daily check-ups** ensure cleaning quality and raises the awareness of the school community to have clean toilets and washing facilities.

**Simple repair** like fixing a door lock or replacing a broken tap should be done immediately.

**Regular scheduled maintenance inspection** is helpful to prevent major repairs in the future.

**For heavy repairs and problems**, which cannot be solved by school resources, the school needs to engage with the respective government office and professional support need to be contracted.

**Regular Maintenance** is necessary to avoid costly repair of WA SH facilities.

**Proper documentation** of all maintenance and repair activities is important.

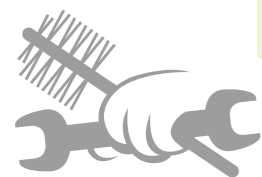
## Maintainer's Kit

**For regular maintenance and simple repairs**, every school must have a maintenance kit composed of screwdrivers, toilet pump, hammer, pipe wrenches, hook locks, sealing agent, Teflon tape, extra faucets and paint.

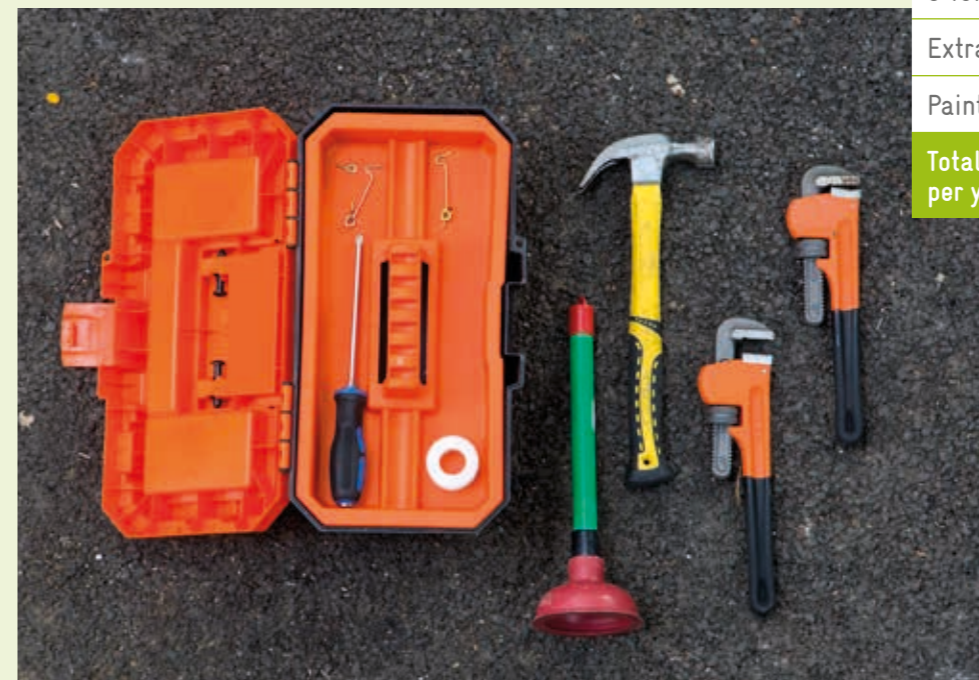
**Proper use and storage** of the maintenance kit is important to assure that it is out of reach for the children and that tools will not get lost and are available when needed.

### Cost of Maintainer's Kit

Tools needed	
1 Screwdriver	1,000 PHP
1 Toilet pump	
1 Hammer	
2 Pipe wrenches	
Consumable materials	
Hook locks	300 PHP
1 Can sealing agent	
3 Teflon tapes	
Extra faucets	
Paint	1,300 PHP
<b>Total cost per school per year</b>	



Incorporate cleaning and maintenance of toilets and washing facilities into other daily school cleaning routines.





## WinS Management Tools

A healthy learning environment with usable WASH facilities needs the support of the entire school community. Simple tools that will help to manage 'Operation and Maintenance' challenges:

### Toilet Checklist

The Toilet Checklist is very helpful to develop routines in managing the functionality and cleanliness of the toilets and washing facilities. The list clarifies roles and responsibilities between the supervising teacher, students and the cleaners. It also puts on record daily cleaning activities, and availability of water, soap, and user kits.

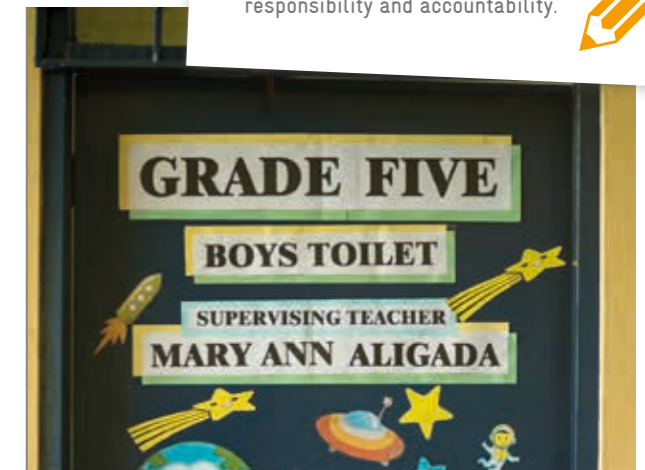
### WinS Inventory & WinS Improvement Plan

To engage the community it is important to assess the WASH status of the school together: counting number of toilets and washing facilities and assess how many of them are usable. This overview is needed to complete the inventory for 'DepEd WinS Monitoring' taking part every year.

The 'WinS Inventory' is the base for the principal and the school community to plan the improvements for their school toilets and washing facilities. For those facilities in need of repair, the school community can document the agreed next steps, including estimated cost and responsibilities. The WinS Inventory and the Improvement Plan summarize the WASH situation as well as decisions related to ongoing and planned activities and cost estimations. They should be displayed publicly at the school bulletin board.

You will find examples on the next two pages.

Teachers are highly respected thus the written name of the supervising teacher on the entrance doors of the respective toilet block, as well as in the toilet checklist encourages responsibility and accountability.



Planning of the improvements for the school.

## Toilet Checklist

Supervising Teacher: \_\_\_\_\_ Week: \_\_\_\_\_

Toilet Cleaned			
	Time	Remarks	Name and Signature
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Hygiene Patrol (yes/no)							
	Toilet Clean & Functional	Water Available	Soap Available	Trash Bin Available	Toilet Brush Available	Tabo/Bucket Available	Name and Signature
Monday	AM						
	PM						
Tuesday	AM						
	PM						
Wednesday	AM						
	PM						
Thursday	AM						
	PM						
Friday	AM						
	PM						

### Contact List

School Head / Principal	
Barangay Captain	Mr. ...
Barangay Health Worker	Aling Neneng
Hygiene Patrol Coordinator	Mr. Casas
PTA President	Edwin Dinlayan
District Supervisor	Mark Warren
DepEd School Nurse	Nicole Zaport

Keeping names and contact details of active school community members updated is crucial.

## WinS Inventory & WinS Improvement Plan

Example Table: A joint WASH assessment was conducted in a school that has 7 toilet blocks with 2 to 3 cubicles on each block. 2 out of 7 toilet blocks are not usable – one male, one female.

WinS Inventory // In Line with DepEd WinS Monitoring Form

	Toilet				Handwashing Facilities (Count by Number of Water Outlets/Faucets)	
	Male	Female	Shared/Communal	Total	Group	Individual
Functional	4	5	2	11	20	6
Not Functional	2	2	0	4	10	4

WinS Improvement Plan

Activity	Cost (Material/Labor)	Person Responsible	Target Date of Completion	Status
<b>Regular</b>				
Daily cleaning of all toilets	Php 20,020.00 per year	Jed Dimagiba	SY 2016-2017	Ongoing
<b>Simple</b>				
Replacement of 6 broken door locks	Php 150.00	Ian Moreno	Brigada Eskwela 2016	Done
Replacement of 2 leaking faucets in Grade 2 toilet	Php 500.00	Gladys Calla	Brigada Eskwela 2016	Done
Replacement of 3 busted lights	Php 300.00	Mia Jaro	June 2016	
General cleaning of all toilets	-	Gladys Calla/ Jed Dimagiba	Brigada Eskwela 2016	
<b>Complex</b>				
Installation of handrails for PWD in one toilet block	Php 3,000.00	Jed Dimagiba	Sept - Dec 2016	
Replacement of 2 GI roof to translucent roof	Php 2,000.00	Frederick Vertodaso	July - August 2016	Planned
Desludging of septic tanks	free / Manila Water	Principal	June 2016	Planned
Repair of 2 broken toilet doors	Php 900.00	Kuya Edgar - Carpenter	June - July 2016	Ongoing

It is important that the WinS plan is displayed in public space that can be easily seen in school so that progress is monitored; ensuring targets are hit according to schedule.

June 2016



WASH in Schools (WinS) is a management task for the school. Clarification and agreement on roles and responsibilities of the different members of the school community is key to success. WinS is everyone's business.



## Roles and Responsibilities



### School Principal

- Be familiar with the WinS policy and ensure its enforcement.
- Conduct a WinS assessment.
- Take the lead in the development of a WinS improvement plan with parents and community.
- Allocate Assign one supervising teacher per toilet block, responsible for cleanliness and usability of the toilet and supervise the students.
- Facilitate the annual testing of water quality.
- Assure conduct of daily group hygiene activities.
- Assure the establishment of cleaning and maintenance schedules.
- Seek close partnership with parents and community and facilitate the resource mapping.
- Link with the local government and other stakeholders.
- Allocate budget for WinS from the MOOE.
- Recognize achievements of teachers in WinS.

### Hygiene Patrol

- Be present in the toilets during breaks.
- Assist younger students in case they need help.
- Check availability of water and soap.
- Check that Users Kit are readily available for users in the toilet.
- Fill out the toilet checklist.
- Report any problems in the toilets to the supervising teacher.
- Remind other students on proper toilet manners and handwashing with soap.



### Students

- Flush and clean the toilet after use.
- Support or follow the hygiene patrols.
- Be a model for cleanliness.
- Ask your parents to have soap at home at all times.
- Encourage your siblings to wash hands with soap after toilet use and prior to eating.
- Remind your parents, grandparents and siblings to wash hands before preparing food.



### Teachers

- Assure cleanliness of your classroom and include the topic into your teaching.
- Initiate and supervise cleaning routines in the classroom and school and empower students to take leadership.
- Assure usability of the toilet, which is under your supervision.
- Support establishment of Hygiene Patrol.
- Facilitate and supervise the daily group hygiene activities.
- Supervise the availability of water, soap and toothpaste.
- Develop a routine to inspect students toilets.
- Make your class a model for WinS.



### PTA and the Community

- Actively promote the improvement of WASH facilities and services in school, in the community and at home.
- Participate and support the construction, rehabilitation and maintenance of toilets and washing facilities.
- Support and participate in regular cleaning activities.
- Participate actively in the WinS Monitoring.
- Mobilize resources to improve and maintain WASH in your school.
- Establish a routine of handwashing with soap after toilet use, before preparing food and before eating.
- Hold school management responsible to ensure a healthy learning environment, including usable and clean toilets and washing facilities.



### Schools Division Superintendent (SDS)

- Ensure that WinS is a priority in your Division.
- Issue a memorandum for all schools to adhere to DepEd's Order on WinS.
- Take the lead in the conduct of Division's WinS Monitoring.
- Include the visual inspection of toilet areas in each school visit.
- Include WinS performance into the performance rating for teachers and principals.



**Local Chief Executives  
(Governors, Mayors, Barangay Captains)**

- Become a champion for WASH in general and WinS specifically.
- Integrate WASH and WinS in the list of priority programs of the LGU.
- Become a strong partner of DepEd on WinS.
- Support quality implementation and M&E.
- Participate in Accreditation and Acknowledgement of Schools and Divisions.

**NGOs, Development Agencies and other International Organizations  
(WHO, World Bank, etc.)**

- Support the realization of the DepEd order on WinS.
- Support the SDG strategy.
- Collaborate with other organizations.
- Each organization should align their own strategies to a harmonized approach on WinS.

**Private Partners**

- Familiarize your company with the SDGs
- Provide financial support for Model Projects.
- Get involved in WinS Campaigns and bring in Mass Media.
- Support establishment of learning platforms.
- Support the scientific community in research.
- Develop quality products for use beyond the household level.

**Academes**

- Conduct research to strengthen the evidence on WinS.
- Communicate results for Government decision making and implementation.
- Put a focus on researching scalable interventions.
- Disseminate information on scientific developments.
- Take an active role in the advocacy process.

## Frequently Asked Questions

### Many toilets in our school are broken and dirty and we do not have budget. Where to start?

It is important that the school community gives attention to this, assesses the situation and takes action to improve it. Important is not to wait, start with small and doable actions such as cleaning the toilets, setting up trash bins made from recycled materials and installing door locks. This will start the improvement process.

### What can we do, if the toilet is clogged?

You can clear most clogs yourself with these simple steps:

- A plunger is the most simple tool to unclog toilets.
- Dishwashing soap and hot water: Add a little dishwashing soap and pour a bucket of hot-water (not boiling) from about waist level into the bowl and use the plunger again.
- If this does not work, you will need a plumber to tackle the problem. Also check, if the septic tank is full and needs to be emptied.

### Can we mix bleach with dishwashing detergent or powdered soap?

The use of any chemical or cleaning agents requires proper care and adult supervision. Do not mix bleach with other cleaning agents as combining them could produce hazardous gases or make them ineffective. Always read and follow manufacturer's instruction carefully.

### How can we reduce our water bill?

It is highly recommended to disconnect the cistern flush as the system is often leaking with the risk that water is running constantly. Using a water dipper instead consumes only about 2 liters of water, compared to a cistern flush system which uses 6 liters per flush. In addition you can collect rainwater and use it for handwashing and flushing toilets or can collect wastewater from handwashing to flush toilets and water flowers.

### How can we teach students proper toilet manners and proper handwashing after using the toilet?

It is DepEd's policy that all children have to participate in a daily group handwashing and toothbrushing routine in school. Children will develop hygiene habits, when this is incorporated into the daily routine of activities in the school. Just like singing the National Anthem in the morning or cleaning the school ground prior to start of classes. Only routine and follow up will establish habits. In addition, parents should be encouraged to have water and soap for handwashing at home.

## Experiences



### Student Hygiene Patrol // San Jose Elementary School

"Previously, I never used the toilets in our school. I did not drink the entire morning to avoid the urge to use the toilet. In our school boy scout and girl scout organization formed a hygiene patrol. We have scheduled presence in the toilet areas, check availability of water and soap, but also buckets, dippers and trashbins and we remind our peers to wash hands with soap after using the toilet. It feels so much better to have clean and usable toilets at school."

### Teacher // San Jose Elementary School

"In the past, the smell of the toilets near my classroom was very disturbing. Together with the parents we have done a general cleaning during 'Brigada Eskwela'. The smell is gone because it is cleaned every day now and we have assigned responsibilities. Each toilet block has one teacher, who supervises the cleanliness and usability of the toilets. This really works."

## Step-by-Step Guide for Principals



### Tasks

- Read the WinS Policy.
- Read and distribute the Manual.
- Set a meeting with the PTA.
- Watch the video together with the PTA.
- Prepare a WinS Inventory by assessing all toilets and WASH facilities.
- Prepare the WinS Improvement Plan.
- Assign one teacher to each existing toilet block for supervision.
- Start with simple and doable actions, complex repair might follow.
- Explore establishment of hygiene patrol.
- Display the WinS Management chart visible for everyone.
- Include WinS materials and supply in the MOOE budget.

## Checklist for Teachers



### Tasks

- Assign daily cleaners among your students.
- Include toilet manners in lessons for value formation.
- Encourage participation of students in hygiene patrol activities.

## About the Programme

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### About develoPPP.de

The manual was conceived as part of the develoPPP.de programme. The develoPPP.de programme was set up by the German Federal Ministry for Economic Cooperation and Development (BMZ) to foster the involvement of the private sector at the point where business opportunities and development policy initiatives intersect. Through develoPPP.de, BMZ provides companies investing in developing and emerging countries with financial and professional support by public partners like Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. With this development partnership with the private sector between GIZ and Unilever, the Regional Fit for School Programme of GIZ and Unilever's Domestos School Programme have joined forces.

Both partners work together in the development partnership 'Scaling-up water, sanitation and hygiene in schools - corporate contribution to a sustainable concept'. They aim to explore sustainable ways of strengthening operation and maintenance of WinS, as well as developing concepts for sustainable corporate engagement, so that WASH in schools becomes an integral part of school operations everywhere. This manual is part of a develoPPP.de-financed proof-of-concept study in the Philippines allowing the partners to examine the impact of the jointly developed interventions. Evidence and experience resulting from the develoPPP.de project will help to develop a realistic support package to help schools improving their WASH services.

BMZ and Unilever provided the funding for this project in the context of the develoPPP.de programme but did not have any influence on the project design and related interventions.

### About GIZ

GIZ is a credible partner in the development landscape with long-term experience in WASH. Its Regional Fit for School Programme implemented in Southeast Asia is renowned for supporting Ministries establishing a healthy school environment by ensuring access to WASH, as well as school-based health interventions such as handwashing with soap, tooth-brushing with fluoride toothpaste and biannual deworming.

### About Unilever

Unilever is committed to decouple its environmental footprint from growth and to increase its positive social impact. In the context of Unilever's Sustainable Living Plan, Domestos aims to improve access to toilets for 20 million people by 2020 through a number of programmes. The Global Domestos School Programme focuses on schools and aims to support them to keep toilets usable and clean.

## Imprint

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**Published by the**  
Deutsche Gesellschaft für  
Internationale Zusammenarbeit (GIZ) GmbH

Registered offices  
Bonn and Eschborn, Germany

Fit for School Programme  
11/F PDCP Bank Centre  
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© 2017 1st edition  
readbox unipress  
in readbox publishing GmbH,  
Dortmund/Münster, Germany  
ISBN: 978-3-96163-111-7

**As at**  
July 2017

**Printed by**  
VG Printing  
Philippines

**Design and layout**  
malzwei, Berlin, Germany

**Photos credits**  
Ivan Sarenas, Dr. Bella Monse, Gladys Montales

### **Acknowledgements:**

GIZ Fit for School is grateful to the Department of Education of the Philippines, the Quezon City Division, San Jose Elementary School, Unilever London and Unilever Philippines and to the many people who contributed their knowledge and insights to the final publication.

For more information on GIZ Fit for School, group washing facilities and the operation and maintenance concept, please visit [www.fitforschool.international](http://www.fitforschool.international) or contact Dr. Bella Monse ([bella.monse@giz.de](mailto:bella.monse@giz.de)).

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Published by:

**giz** Deutsche Gesellschaft  
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