

October 30, 2014

Agreement Officer Representative, USAID

Subject: Annual Report for Cooperative Agreement No. EPP-A-00-09-00014—Ghana – Water Access, Sanitation and Hygiene for the Urban Poor (Wash-Up)

Dear ,

On behalf of Global Communities I am pleased to submit our annual report for the above mentioned agreement. This report summarizes activities undertaken from October 1, 2013 – September 30, 2014.

Please do not hesitate to contact me or our Country Director should you have any questions.

Director of Program Operations
International Operations

Cc: USAID
Country Director, Global Communities/Ghana
DFA, Global Communities/Ghana
Program Manager, Global Communities/Headquarters



WASH-UP Annual Report

Program Name/Acronym: Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP)

Country: Ghana

Donor: United States Agency for International Development

Award Number/Symbol: EPP-A-00-09-00014

Reporting Period: October 1, 2013 – September 30, 2014

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USAID
FROM THE AMERICAN PEOPLE



Name of Project	Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project
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Executive Summary

Due to the fact that the majority of poor urban residents do not have access to improved sanitation and the slow pace of the realization of the Millennium Development Goals (MDG) regarding water and sanitation, the Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project was developed in line with the revised national environment health sanitation policy of Ghana. The goal of the WASH-UP project is to increase equitable access to improved water supply and basic sanitation for poor urban communities in Ghana by improving water supply and sanitation infrastructure, social behavioral change, and water and sanitation facility governance for sustainable services deliveries. Global Communities is employing a community-driven approach involving a broad range of stakeholders to address critical gaps in availability and access to water and sanitation services for the urban poor.

The original phase of the program implemented from October 2009 to September 2012 worked to bring relief to residents of 5 slum communities (Avenor, Nima East, Ayidiki in Accra Metropolitan Area and New Takoradi, Kojokrom in Sekondi-Takoradi Metropolitan Area). The program undertook interventions in the areas of water and sanitation, reinforced hygiene behavior change messaging and promoted proper hygiene behaviors in the communities.

In recognition of the program's success to consolidate and scale up activities to ensure sustainability and inclusiveness, the program received a modification that extended the period of performance from three years to six (October 2009 - September 2015). During the extension period, Global Communities expanded its reach from the initial five communities to nine (La in the La Dadekotopon Municipality, Nima East, Nima West, Avenor and Ayidiki in the Accra Metropolitan Area of the Greater Accra Region and New Takoradi, Kojokrom, Ntankoful and Assakae in the Sekondi-Takoradi Metropolitan Area of the Western Region). In recognition of Global Communities' demonstrated success in extending programming to these new areas, the program received another modification to extend the period of performance for one more year (October 2009-September 2016) and extend programming to rural and peri-urban communities in the Volta, Western, Central, and Northern regions.

During WASH-UP's implementation, partnerships have been developed with local non-governmental organizations (LNGO) for direct implementation of water and sanitation services to the beneficiary communities, and Global Communities has undertaken activities to build the capacity of these LNGO partners to improve their performance.

In the area of water supply and limiting the reporting period to the commencement of the first modification phase (October 2012), a total of 6.05 km of water main distribution pipelines have been extended to two communities (La and Assakae). Our LNGO partner activities in the field have yielded 167 water connections (house/yard) in three project communities (La, Assakae and Kojokrom) with 55 connections ongoing, resulting in 4,047 residents having access to reliable and improved water supplies. Through a partnership with the Ghana Water Company Limited, applicants from these poor urban settlements received a discount in water connection fees, making it more affordable to have water connections in their houses. Additionally, 1,297 residents are estimated to be benefitting from the installation of public water kiosks in La and Assakae. In

all, 5,344 residents in project communities through the project have now access to improved water supplies.

As an alternate water supply source, boreholes have been provided in Assakae and Ntankoful. In Whindo - Assakae community school, a mechanized borehole with a yield of 2,100 liters/hour and three 15,000 liter water storage tanks have been provided to supply water to over 1,200 pupils and teachers. Also, a 1,000 liter elevated water storage facility has been provided to supply water for use of an Institutional Biofil Toilet Facility at the school.

A small town water supply system is under construction for Ntankoful community, which involves a mechanization of a borehole water source yielding 6,000 liters/hour with a 100,000 liter capacity concrete water storage tank situated at the highest point in the community. The positioning of the water storage tank will allow water distribution under gravity flow to six public water standpipes situated at strategic locations within the community. This community water scheme would make water accessible to the entire population of the community, which is estimated to be over 3,000 residents.

In addition, 2 water storage tanks with a total capacity of 30,000 liters have been provided to the Ntankoful Community School and have been connected to receive water from the community water scheme. Again, another 1,000 liter elevated water storage facility has been provided to the school to supply water for use of a toilet facility. These will address the water needs of the school and also facilitate the practice of good hygiene. Water samples from these boreholes were declared safe for drinking purposes according to the Ghana Standards Authority Guidelines as well as the World Health Organization (WHO) guidelines. Monitoring of the water quality will be carried out twice in a year, once in the dry season and again in the wet season.

In the LA community, the LA Anglican Cluster of Schools has been provided with a rainwater harvesting scheme comprised of two 10,000 liter water storage tanks. In addition, two 20,000 liter water storage tanks have been provided and connected to receive water from Ghana Water Company Limited. A booster pump has also been installed to pump water to another 1,000 liter elevated tank to supply water to make an existing water closet toilet facility functional. This toilet facility was provided by another NGO and could not be used by the school for three years after it was commissioned because of a lack of water supply to the school. In the same LA community, the LA Catholic School has also been provided with a 1,000 liter water storage facility for use of a toilet facility.

In terms of access to improved and sustainable sanitation, three latrine technologies (BIOFIL, KVIP, WC) have been adopted to suit various ground conditions and the financial abilities of the urban poor. So far, 154 family latrines (which have the capacity to serve more than a single household) have been completed with 51 others in various stages of construction. 3,850 residents are now using such family latrines in the project communities. Three schools; La Roman Catholic Basic School, Ntankoful M/A Basic School and the Whindo-Assakae M/A Basic School have school sanitation improvements ongoing. This involves the provision of Biofil technology latrines to the three schools. The Biofil latrines designed for two of the schools (Ntankoful and Assakae Schools) have changing rooms for females (gender sensitive) and disabled access ramps to the toilet rooms. In La R/C Basic Schools, improvement works entail retrofitting of an abandoned

water closet toilet facility into a Biofil toilet. The WC toilet was abandoned because of accessibility difficulties in dislodging the septic tank. The Biofil technology addresses this challenge and has been employed.

To reduce flooding and stagnant waste water to prevent the spread of cholera and diarrheal diseases, WASH-UP under the original phase constructed 770 linear meters of secondary and tertiary drains in Avenor, a project community which suffers from perennial flooding. In the first modification phase of the project, the drainage improvement work was completed with an additional 570 linear meters, creating a complete drainage channel with a length of 1,340 linear meters. Studies have linked the aftermath of floods with cholera, which may explain why Avenor was noted for its high incidence of cholera. With the completion of the drainage works, Avenor is no longer being associated with incidence of cholera outbreaks.

With respect to behavioral change communication messaging, WASH-UP has been undertaking hygiene behavior change communication activities mainly in the project communities and adjoining communities. Food vendor screening and certification is taking place in coordination with Environmental Health Assistants who stress the importance of hand washing and focus on sanitation promotion messaging which discourages open defecation. Hygiene behavior change communication is also being undertaken in public places like schools, markets, churches, mosques and child welfare clinics as well as direct person-to-person contact. In public schools in the project communities, WASH clubs have been formed under the supervision of SHEP coordinators to help inculcate the culture of good hygiene and hand washing in children from the onset.

To reach a wider populace, three thematic behavior change communication (BCC) animations in English and Akan were developed and have been aired since May 2014 on Ghana Television with an estimated viewer base of 14.75% which translates to about 3.77 million people nationwide. On social media, the project has a page to reach out to youth and people engaged in social media activities to educate them on the project as well as carry on behavior change communication messages. In addition, the air time was leveraged under a Private Public Partnership which contributed to about USD 300,000 cost share to the project.

In response to the highest outbreak of cholera recorded in the country since it was first diagnosed in the early 1970s, 122,100 Aquatabs strips (water purification tablets) have been distributed among the 8 affected regions which can purify up to 24,420,000 liters of water. The distribution was accompanied with education on regular hand washing with soap under running water and preventing open defecation.

Acronyms and Abbreviations

AMA	Accra Metropolitan Assembly
AWSO	Ayidiki Water and Sanitation Organization
BCC	Behavior Change Communication
BDS	Business Development Services
CLTS	Community-Led Total Sanitation
GHAMFIN	Ghana Microfinance Institutions Network
GHS	Ghana Health Services
GWCL	Ghana Water Company Limited
HFFG	Hope for Future Generations
IEC	Information, Education and Communication
KVIP	Kumasi Ventilated Improved Pit Latrine
LadMA	La-Dadekotopon Municipal Assembly
LNGO	Local Non-Governmental Organization
MDG	United Nations Millennium Development Goals
MFI	Microfinance Institution
NGO	Non-Governmental Organization
PACE	Participatory Action for Community Engagement
PHAST	Participatory Hygiene and Sanitation Transformation
ProNET	Professional Network Associates
RCN	Resource Centre Network
RUDNET	Rural Development Network
STMA	Sekondi-Takoradi Metropolitan Assembly
USAID	United States Agency for International Development
WASH	Water, Sanitation and Hygiene
WASH-UP	Water Access, Sanitation and Hygiene for Urban Poor
WATSAN	Water and Sanitation
WHO	World Health Organization
WST	Water and Sanitation Team
WSC	Water and Sanitation Committee
Y-SEF	Youth and Social Enterprises

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1.0 Introduction

The Water Access, Sanitation and Hygiene for Urban Poor (WASH-UP) Project is fashioned to respond to dire situations in selected poor urban communities in the Accra and Sekondi-Takoradi Metropolises. It sought to bring relief to residents of 5 slums through interventions in the area of water and sanitation and reinforcing hygiene behavior change messaging to promote proper hygiene behaviors in the communities. After three years of implementing WASH-UP, due largely to demands from project communities, it was deemed necessary to continue the project and scale up interventions to significantly improve conditions in the communities. Consequently, WASH-UP (phase II) was designed retaining the original overarching goal of increased equitable access to improved water supply and basic sanitation for poor urban communities in Ghana by improving water supply and sanitation infrastructure, behavior, and governance. However, the geographic scope was widened to include 4 more communities: 1 in Accra Metropolis, 1 in La Municipality and 2 in Sekondi-Takoradi Metropolis.

To accomplish the aforementioned goal, Global Communities is utilizing a community-driven approach involving a broad range of stakeholders to address critical gaps in availability and access to water and sanitation services for the urban poor. WASH-UP is now working to improve services in nine poor urban settlements; five within the Accra Metropolis and four in Sekondi-Takoradi. The objectives of the WASH-UP project are:

- to increase household access to affordable, improved, and sustainable drinking water supply
- to increase household access to improved and sustainable sanitation facilities
- to promote innovative economic enterprises in the areas of water and sanitation
- to improve hygiene and sanitation behaviors among the urban poor
- to strengthen local governance for water supply, sanitation service, and hygiene promotion

This report provides insight on project implementation in the second year and outputs realized within the period. Just as was done in the first year, physical interventions were planned for new communities (La Abafum-Kowe-Abese, Nima West, Ntankoful and Assakae) with hygiene behavior change, water and sanitation business development services and support as well as improvement of governance structures for public water and sanitation services covering all communities.

1.1 Project Background

The project was designed to meet the objectives of the Senator Paul Simon Water for the Poor Act of 2005 which are to “Increase equitable access to improved water supply and basic sanitation for the urban poor in sub-Saharan Africa by promoting innovative cooperative efforts between civil society organizations, local service providers, and government.” The WASH-UP project is also found to be in conformity to the Growth and Shared Development Agenda being implemented by the government of Ghana and the revised national environmental sanitation policy. Additionally, it focuses on improving governance of WASH services and reducing the incidence of water and sanitation -related diseases. Thus, the WASH-UP Project will also help in increasing the pace towards achieving the Government of Ghana MDG targets in water and sanitation.

1.2 Background of Project Communities

In this phase of the project, WASH-UP extended its geographical coverage to four new communities; Nima West in Accra, La Abafum-Kowe-Abese in the La Dadekotopon Municipality and Ntankoful and Assakae in the Sekondi-Takoradi Metropolis.

1.2.1 Assakae

Assakae is located in the Effia-Kwesimintsim Sub-Metropolitan Assembly of Sekondi-Takoradi Metropolitan Area. The estimated population of the Assakae community is 8,153 with an annual growth rate of 3.2. Assakae appears to be growing in terms of land area as well as population, mainly attributed to migration caused by high rental charges in the inner city of Takoradi causing people to relocate to places like Assakae, which serves as a dormitory town for workers. The community is classified as a third class residential area by the Sekondi-Takoradi Metropolitan Assembly; having high population density (80-150 persons per acre) and housing density often more than 6 housing units per acre. Assakae has an average household size of five with 60% living in compound houses.

In terms of sanitation, about 40% of residents of Assakae use the public toilet while 35% defecate in the open creating health hazards. Among the rest, 15% of the people use water closets and the 10% have access to Kumasi Ventilated Improved Pit Latrines (KVIP).

1.2.2 Ntankoful

Ntankoful is another slum located in the Effia-Kwesimintsim Sub-Metropolitan Assembly of Sekondi-Takoradi Metropolitan Assembly (STMA). The settlement is estimated to have about 3,344 residents and an average growth rate of 3.2%. The average household size is 5, which is higher than that of the entire metropolis (4.3), and average room occupancy of 4.

Access to potable water in Ntankoful is inadequate and unreliable due to very small diameter pipelines used for house/yard connections. Just like Assakae, improved sanitation facilities in Ntankoful are inadequate and most residents defecate indiscriminately into the open spaces and bushes.

1.2.3 Nima West

Nima West is an electoral area of the Ayawaso East Sub-Metropolitan Assembly of the Accra Metropolitan Assembly. It is one of the oldest and widely known slums in Accra and beyond. Nima in general is a settler community; both heterogeneous and cosmopolitan in composition and very densely populated. Nima West is estimated to be home to about 40,000 people. The average household in Nima is 4.6. Typically, a house in Nima has about 30 residents

Most households in Nima West do not have adequate water and sanitation facilities and some households still use pan latrines. Some also use private commercial sanitation facilities. Few houses have GWCL mains piped into their houses/dwellings and consequently most people rely on water vendors, “water porters”, water tankers and reservoirs.

1.2.4 La Abafum-Kowe-Abese

La Abafum-kowe-Abese are three separate but closely-linked quarters of the main La Township, which is the capital of the newly created La-Dadekotopon Municipal Assembly (LadMA). La used to be part of the Accra Metropolitan Assembly (AMA) until it was carved out by the local government (La Dadekotopon Municipal Assembly [Establishment] Instrument, 2012 [LI 2038]). The 2010 PHC puts the entire population of La at 183,528, a massive increase from 81,684 counted during the 2000 Census. The average household size is 4.2

In terms of access to potable water, supply from the existing Ghana Water Company line is erratic with a few households connected. A large portion of residents buy water from vendors. The situation of access to improved sanitation is not any better, as very few households have latrines

and the majority rely on the LadMA-managed public toilet and privately-owned and operated public latrines.

1.3 Preparatory activities for Year II Implementation

Moving on from year one, some preparatory activities were undertaken to ensure the right partnerships were built for implementation. Though annually done, the need was even more reinforced by the mixed results of implementation in year one. The several activities are outlined in this section.

1.3.1 Procurement of implementing partners for components

In line with the implementation approach of Global Communities, WASH-UP is being implemented through local intermediaries, which are mainly local non-governmental organizations (LNGOs). Sub-grant agreements were crafted for Water and Sanitation (WATSAN), Behavior Change Communication (BCC), and Business Development Services (BDS) components. Such agreements spell out the modalities of the partnership and deliverables expected at the end of the sub-grant period.

At the end of the procurement process of the sub-grantees, Rural Development Network (RUDNET) was selected to implement the WATSAN component in the Sekondi –Takoradi communities while Professional Network Associates (ProNET) was allocated Nima West and East. The Ayidiki Water and Sanitation Organization (AWSO) is implementing WATSAN activities in La and Ayidiki.

Hope For Future Generations (HFFG), a widely known BCC organization, was selected to implement the BCC component in all project communities to ensure uniformity of messaging and is currently operational in the La Municipality, Accra and Sekondi-Takoradi metropolises.

Youth and Social Enterprises Fund (Y-SEF), a financial non-governmental organization and a member of the Ghana Microfinance Institutions Network (GHAMFIN), was selected and engaged to undertake the BDS activities in all project communities.

1.3.2 Partnerships

In the second year, closer ties were forged with the local government structures within whose administrative areas the project was running. This is necessary to smoothen implementation and leverage any efforts already put in by such statutorily mandated bodies.

2.0 Indicator Table

The indicator table gives a clear indication that the project has far exceeded what it set out to achieve for FY14. A comparison of the target and actual project result for the period has been summarized as below:

S/N	INDICATORS	FY 14 TARGET	FY 14 RESULTS	% VARIANCE	FY 15 TARGET	FY 16 TARGET
1	Percent of households using an improved drinking water source.	5.40%	6.53%	21%	5.40%	TBD
	Number of persons in rural areas	0	0	0%	2,550	22,950
	Number of persons in urban areas	2,755	5,344	94%	2,755	0
2	Percent of households using an improved sanitation facility.	1.2%	5.61%	368%	5.30%	TBD
	Number of persons in rural areas	0	0	0	0	3,000
	Number of persons in urban areas	2,755	3,850	40%	2,755	0
3	Number of policies, laws, agreements, regulations, or investment agreements (public or private) that promote access to improved water supply and sanitation.	250	305	22%	184	0
3a	17. Number of WATSAN related micro enterprise loans granted	150	236	57%	55	0
3b	Urban WASH strategy documents developed and disseminated	0	0	0%	0	0
3c	Number of household loans for water and sanitation facilities granted	100	69	-31%	129	0
4	Number of persons gaining access to an improved sanitation facility	2,755	4,374	59%	2,755	3,000
5	Number of people gaining access to an improved water source	2,755	5,344	94%	5,305	22,950

3.0 Indicator Narrative

This section describes the essential indicators tracked across USAID programs including successes and challenges related to particular indicators.

3.1 Percentage of household using an improved drinking water source

WASH-UP continued to follow USAID's requirement for data collection in the Indicator Reference Sheet of the Project M&E Plan. Per the requirement, surveys have been indicated as the standard tool for gathering data on this indicator and this was strictly followed during the period. The survey was carried out in September 2014 in 5 of the 9 communities where a water intervention had taken place. These communities were Assakae, Kojokrom, La, Ayidiki and Nima West. A sample size of 275 households was selected with an average of 50 households interviewed in each community. The survey result indicated an overall achievement of 6.53% out of a target of 5.4%. This was accounted for by several factors. Key among them was the backlog of activities in FY13 which were carried over to FY14 as such increasing the result for the period.

Specific interventions included the completion of mains extension and household connections in La which saw over 200 household connections with USG's support. Over 100 households took advantage of the extensions to connect water into their homes with their own resources. Additionally, an 8.5 cubic meter water storage tank was installed for households further away from the mains extension who could not directly connect to the mains. A total of 438 households in Assakae, Kojokrom, Ayidiki and Nima West whose application process had begun in FY13 had their facilities completed in FY14. Altogether, approximately 951 households (5,344 people) have been given access to improved drinking water sources. This was made possible by the strategies employed by Global Communities and partners to clear the backlog in FY13 and increase new demand for FY14.

The implementing partner played a key role in collaborating with Ghana Water Company and other key players to fast track the construction process, assisted by the BCC partner who sensitized households to access drinking water from improved sources to create demand for the facilities as well as the BDS partner's support with household loans to households who otherwise could not have afforded to pay for the facility. The out year targets for FY 15 and FY16 have been set based on the extension to 2016. Of the 85 boreholes to be drilled, 25,500 rural people are expected to gain access to an improved drinking water source. This is calculated using a standard of 1 borehole per 300 people. Out of this number, 10% (2,550 people) in FY15 are expected with the remaining 90% (22,950) in FY16. The spread is based on the assumption that FY15 will be

used for start-up activities for the extension including program launching, surveys or rapid assessments, contract processing, etc.

The target for the urban population for FY15 remains the same at 2,755 as the water supply component has been earmarked for the rural area. The percentage of households will be determined based on a survey which will determine household size, population without access to improved water source etc. The achievement of the targets are based on the assumption that the political and socio-economic factors would remain the same over the period and the level of support from all key players remain the same or improve over the period.

3.2 Number of people gaining access to an improved water source

The number of people gaining access to improved water is obtained largely through direct count. The beneficiary data collection instrument has been designed solely to gather data on this indicator. It is administered by implementing partners who collect data on when facilities are completed and in use. Although surveys are not a required tool for this indicator, they were employed to help ascertain actual beneficiaries of public water points.

Apart from the interventions at the household level, water related interventions have been carried out in three schools: La Roman Catholic School, La Anglican Cluster of Schools and Assakae Primary JHS under the WASH in Schools component where a total of 1,639 pupils and teachers have gained access to improved drinking water sources. To date, about 5,344 people have gained access to improved drinking water through house water connections, pipe extensions, public water points and institutional water points. As explained earlier, the contributing factors to this achievement have largely been the team's effort to complete the outstanding target for FY13 and achieve that for FY14. It involved intensifying house-to house sensitization, and collaboration efforts with key players including LNGO partners, GWC, the sub metros and the Water and Sanitation Committees (WSCs). A chunk of the support was provided by community members who were able to access the facilities with or without direct support from the project. A case in point is in La, where over 100 households (about 500 people) took the initiative to connect water to their homes with their own resources. The out year targets for FY15 and FY16 has been set based on the extension to 2016 which is envisaged to serve about 25,500 people. Ten percent (2,550 people) are allocated for FY15 with the remaining ninety percent (22,950) allocated for FY16. With an original target of 2,755 people for FY15, the target for FY15 increases to 5,305.

3.3 Number of persons gaining access to an improved sanitation facility

This is the count of people who have either gained access to Water Closet, KVIP or Biofil. The value of the indicator is obtained by direct count using a beneficiary data collection tool. This tool is administered by implementing partners who count the actual number of people using the facility when it is completed and in use. As was the case for water, the backlog of activities from FY13 which were completed in FY14 has contributed to the value realized for the indicator. In FY13, a number of facilities were under construction with an appreciable number of people finalizing their application process. Upon completion of these activities, the result was accounted for under FY14, increasing the results for the fiscal year. In the end, 3,850 people have been given access to improved sanitation instead of the planned 2,755 people for the period. This was made possible with the unrelenting effort of the team to make up for the unachieved target in FY13 and the plan to exceed the target for FY14.

Another contributing factor has been the use of the direct count method instead of the use of averages for estimating possible users. Compared to the use of averages, the direct count method, as the name implies, involves direct head counting of actual beneficiaries. To add to these, the increasing support from the environmental health unit in approving sites for construction with the support of all partners (BCC partner, MFI partners and WSCs) to increase demand for the latrines have been very helpful. The out year target for FY16 is based on the anticipated 3,000 beneficiaries to be covered during the extension and all this have been allocated to the rural areas whereas the FY15 target remains the same as 2,755 and will continue to cover the urban population.

3.4 Percent of households using an improved sanitation facility.

The value of this indicator as required by the Indicator Reference Sheet was obtained through a survey. With a sample size of 272, approximately 38 households were interviewed in each of the 7 beneficiary communities benefitting from sanitation interventions. The variance realized (5.61% result compared to the 1.2% target) is accounted for by similar factors earlier mentioned including the uncompleted works from FY13 which have been reported under FY14 and the increased effort from the team to achieve the life of project target. Also contributing to this achievement has been the increasing support from the environmental health unit in approving sites for latrine construction and summoning households without latrines to construct household latrines. The role of partners and WSCs in generating demand for the facilities has also been commendable. The MFI partner's support of reducing the collateral rate for loans from 10% to 5% has to a large extent helped increase demand for the latrines. All these efforts have resulted in 931 households having access

to improved sanitation. The target for FY16 will be determined based on the survey which will provide the population sizes of beneficiary communities, household sizes and the number of households without access to improved sanitation. The sanitation component has been adapted for rural settings under the extension and all 3,000 people are expected to be covered in the rural area in FY16.

3.5 Number of policies, laws, agreements, regulations, or investment agreements (public or private) that promote access to improved water supply and sanitation.

The indicator as it pertains to WASH-UP is largely public and private investment agreements that promote access to water and sanitation services. It includes microenterprise loans for the support or establishment of water and sanitation related businesses as well as loans granted to households to access household water and sanitation facilities. To date, a total of 305 investment agreements have been made (236 microcredit loans, 69 household loans). This result was possible with the effort of the MFI who is a strict financial institution but also a non-governmental organization that understands the needs of the target group and the rules of engagement. Among the strategies adopted was the reduction of their collateral from 10% to 5% to increase demand, the flexibility for daily repayment for households who cannot afford monthly repayment, the repackaging of the project information to households and the intensity of house-to house sensitization to create demand for facilities. The out year target for this indicator will be determined upon detailed information about the targeted beneficiaries with respect their income levels, interest in credit facilities and their credit worthiness through a baseline or some rapid assessment.

3.6 Challenges

The implementation in the year under review was not without challenges. The main challenge was the quick depreciation of the Ghana Cedi, which increased the total contributions paid by poor urban residents to access the facilities. The economic hardship brought on by the weakening currency meant households were hard pressed and forced to spend more on what they considered essentials and forgo investing in latrines and house water connections.

The rising cost of labor for construction worked in a way that also affected the overall cost of construction. This led to trained masons offering their services to other activities rather than focus on latrine construction because they could earn more money.

Irregular flow of water from the GWCL lines also dampened the desire of residents to have yard connections because they saw no benefit in having a connection when there was no flow. However, there are assurances the flow will improve and remedy the situation.

4.0 Key Issues

This section describes the progress towards achieving the objectives of the WASH-UP project by component. It highlights the major activities undertaken by stakeholders, challenges and the overall outputs achieved in the reporting period.

4.1 Water Supply

4.1.1 Household Water Connections

Within year two, 158 yard connections were completed with 70 ongoing. There are also over 280 applicants for house/yard connections. These residents, upon meeting the requirements like paying their contributions either directly or through loans advanced by Y-SEF after GWCL submits cost estimates, will also be connected to the GWCL lines. The completed yard connections are serving 1,424 residents.

4.1.2 Community water schemes

In communities, where conditions prevented extension of the main water lines like Ntankoful, the most viable alternative for improving water supply is the development of boreholes and other water sources. Continuing the successful drilling of boreholes in Ntankoful in the first year, its development into a small town water scheme is ongoing. A consultant was engaged to analyze the characteristics of the 5 boreholes and design an appropriate scheme that optimally utilizes the underground water resource. The resulting design involves the mechanization of the highest yielding borehole (6,000 liters/hour) and a 100,000 liter ground level tank located on an elevated level portion of the community that allows water to flow by gravity to the rest of Ntankoful for over 3,000 residents. Pipelines have been laid connecting the water scheme to the Ntankoful MA Cluster of Schools with a storage capacity of 20,000 liters to ensure pupils and teachers have reliable water supply to practice proper hygiene in the school.



Plastering of the concrete water 100,000 liters storage tank



The Pump house with the bore arrowed

In Assakae, as part of the school WASH improvement, a borehole has been sunk in the Whindo-Assakae cluster of schools yielding 2,100 liters/hour of water with 3 water storage tanks to supply water to over 1,200 pupils and teachers.

4.1.3 Water Kiosks

1,297 residents in La and Assakae have access to reliable water with the provision of public water vending kiosks. These kiosks cater to residents who are unable to afford yard connections to bring water to their homes for domestic use.

4.2 Access to Improved Sanitation

55 other latrines are ongoing in all communities, while over 300 applicants have registered with their WSCs. Upon successful completion of processing which includes site validation by the Environmental Health Unit of the local assembly and payment of contribution towards the construction of the facility, latrine construction will commence.



A completed Biofil Latrine in La

To date, 4,373 residents have gained access to improved sanitation through 152 completed family latrines.

4.2.1 Improved School Sanitation

Three schools were selected for improvement in school sanitation based on need. In La, the Roman Catholic Basic Schools had a dysfunctional 7-seater water closet latrine retrofitted with

the Biofil technology. Before the intervention, pupils and teachers shared a functioning 7-seater latrine with one main entrance and cubicles. With the rehabilitated latrine, male and female pupils and teachers have physically separate functioning latrines. The decision to adopt the Biofil latrine for the La Roman Catholic Basic Schools stems from the initial latrines' holding tanks were inaccessible and could not be de-sludged. The new Biofil latrine rarely requires de-sludging when used properly.



The almost completed School Latrine

In the Sekondi-Takoradi Metropolis, 2 cluster of schools were selected for the interventions. Construction work is almost completed on a 20-seater Biofil latrine with an overhead tank for the Ntankoful M/A Cluster of Schools. The latrine is girl-child and disability friendly in conformity to the GES Guidelines for WASH in schools.

As part of a holistic transformation of the WASH condition of the Whindo-Assakae Cluster of Schools, a 12-seater Biofil Latrine is also under construction. It has also been designed to conform to WASH guidelines for schools.

4.3 Governance and Capacity Building for WASH services

The governance and capacity building component ensure elements of sustainability are infused into the project by building local capacity to drive action. Most activities are geared towards strengthening existing organizations to better perform their assigned roles which ensure poor urban residents have access to essential urban services like water and sanitation. As a critical component, most activities are done with facilitation from the Capacity Building Specialist.

4.3.1 Strengthened Local Governance for Water Supply, Sanitation Services and Hygiene Promotion

The Metropolitan and Municipal Environmental Units of Accra, Sekondi-Takoradi and La-Dade Kotopon were supported to develop annual WASH BCC Action Plans that fit into the National Strategy for Behavior Change and Communication. These BCC Action Plans also guided Environmental Health Officers in the project communities to monitor adherence to sanitation bylaws. Key behaviors that were covered in the BCC Action Plan were proper hand washing, safe disposal of human excreta, safe disposal of solid and other waste and proper food hygiene and

vending. The BCC Action Plan also facilitated effective engagement between local government officials and community groups such as Water and Sanitation Committees and Local NGOs to improve in WASH conditions in the affected communities.

4.3.2 Reinforce Capacity and Share Results of Municipal Government Experience

i. Support EHAs to promote Hygienic Food Vending.

Environmental Health Units of Sekondi-Takoradi Metropolitan and La Dade-Kotopon Municipal Assembly were tasked to undertake sensitization of Food Vendors on hygienic practices. The Food Handlers Manual that was developed in response to the need for a standard training manual that meets the fundamental sanitation and hygiene needs of all sections of food handlers in Ghana was utilized for the training. A total of 154 food vendors in new project communities were trained by Environmental Health Officers. Topics covered included: personal hygiene, food safety, housekeeping, customer service and business management.

ii. Quarterly review meetings between Sub-Metros WASH Teams, GWCL and WSCs

Sub-Metro WASH teams consisting of a Technical Engineer, Environmental Health Officer, Waste Management Officer and a Community Development Officer met with key WASH-UP implementing partners in the communities. During these meetings Water and Sanitation Committees and LNGO partners updated local government officials on progress made and sought their support in improving WASH conditions. The quarterly meetings also offered opportunities for implementing partners to clarify roles and responsibilities. A good working relationship has been developed between local government officials through these meetings. For example, the Metro Environmental Health Departments have worked closely with Water and Sanitation Committees to serve summons and create demand for household latrines. In La Dade-Kotopon Municipality a total of 150 notices were served during the year.

4.3.3 Train WSCs in sustainable management of WASH services

To facilitate effective community management of the post construction phase of ongoing WASH interventions; newly-constituted WSC members in 4 communities were trained in sustainable management of WASH services. Modeled on IRCs WASH Cost Approach, the training introduced participants to the full costs of delivering adequate WASH services to a specific population in a particular geographic area indefinitely. Through hands-on practices, the WSC members were given opportunities to identify the various cost components that contributes to achieving adequate, equitable and sustainable WASH services. For example, members of La WSC were able to calculate the full costs as well as revenue required to enable them manage the newly constructed Community Managed Water point effectively. The Ntankoful WSC which will be

entrusted with management of a Small Town Water System now has a good appreciation of what it takes to sustainably manage a WASH facility. WSCs in Nima East and La were supported to open and operate bank accounts themselves. Revenue generated from vending of water is kept in these accounts with occasional withdrawals for minor maintenance.

4.3.4 Support for further Organization Development of LNGO Partners

To further strengthen the capacities of implementing LNGO partners, Global Communities leveraged its Appreciative Capacity Review Tool to assess the current capacities of partners in the area of governance, strategic planning, public relations, service delivery, resource development and finance and administration. Guided by capacities of respective partners, the team employed methodologies such as observation, experiential action learning and coaching to further strengthen the capacities of these partners.

Besides Global Communities' Appreciative Capacity Review Tool, published resources by renowned NGO capacity-building organizations were also adapted and shared with the organizations. Since many organizations were at different levels of development, the capacity building team supported them based on their defined areas of need. Specific manuals and handouts in the areas of strategic planning, public relations, service delivery, resource development, finance and administration were made available to each organization. The manuals served as a standard guide for the LNGOs throughout the intervention processes and as a future resource for reference.

4.4 Water and Sanitation related business development

Under the component, the project focused on empowering the urban poor, especially women, to venture into water and sanitation related businesses. It also focused on providing training and support through startups and microcredit. Under the component, micro-loans are advanced to finance house water connections or household/family latrine construction. To date, 2 WSCs, latrine attendants and water vendors have been trained to be able to operate and manage the water and sanitation facilities completed under this phase. These trainings were provided for the sustainability of the facilities.

4.4.1 Community mobilization and sensitization through "Informart"

The take-off of implementation in year two was ushered in with rounds of 'Informart' in the various communities. The demand for facilities is usually generated when all partners and the WSCs engage residents one-on-one to drive home the importance of having yard connections and family

latrines. All relevant information on the project is disseminated using information vans and mini-durbars. Registration of interested applicants for various aspects of the project commences during the 'Informart' and continue throughout implementation. 1,068 people showed interest in the program and these people were contacted to provide additional information by phone and house visits.

4.4.2 Establishment of new businesses and support for existing businesses

Eighty one businesses were started by women and received support from the BDS partner.



4.4.3 Business development training

404 entrepreneurs received business development training, essential for the sustenance and growth of their businesses. The entrepreneurs were taken through basic book-keeping, customer relations and credit management.

4.4.4 Micro-loans for household WATSAN facilities acquisition

Filling the gap for households unable to raise their contribution towards construction of family latrines and yard connections, loans were advanced to 90 applicants, comprised of 52 females and 32 males. Loans under the component are competitive with a repayment period of usually six months. No defaults were reported in terms of repayment and it is anticipated that the financial NGO will pick up the financial product and market it elsewhere after WASH-UP is completed.

4.5 Behavior Change Communication

Global Communities partnered with a local NGO, Hope For Future Generations, to undertake a number of behavioral change communication interventions in all the nine project communities and schools with the objective of effecting positive behaviors among residents and pupils in areas of water and sanitation. Major interventions outline below.

4.5.1 House to house Education and Data Collection

A number of volunteers were trained to regularly conduct house-to-house education to affect positive behaviors among residents especially women and children in project communities. As house-to-house sensitization creates interpersonal and interactive platforms and enhances good rapport between the trainer and trainee, volunteers used the occasion to solicit data from the respondents which enabled the program to regularly assess, evaluate and adapt BCC approaches.

4.5.2 School Health and Hygiene

In the reporting year, school health and hygiene activities continued in all project communities. In Assakae, a canteen has been provided for hygienic food vending and to provide a proper place for pupils to eat during breaks in lessons. Aside the physical works, food vendors in the school were trained in proper food handling and preparation.



School children washing their hands

In the La Anglican Cluster of Schools, where a rainwater harvesting system and storage tanks were provided, standalone hand washing facilities have been positioned at vantage points in the school and pupils educated on proper hygiene practices including hand washing. Pupils in the La Roman Catholic Cluster were also educated on exhibiting proper

hygiene behaviors as their latrine was rehabilitated.

4.5.3 BCC messaging at public places

i. Child Welfare Clinics

Child welfare clinics were conducted at hospitals and Community-based Health Planning and Services (CHPS) compounds in all project communities at regular schedules to sensitize care givers and attendants with behavior change communication messages. Key messages centralized on proper hand washing, proper disposal of refuse, stopping open defecation, the use of household latrine and prevention of cholera and other water and food borne diseases. All activities were conducted in close collaboration with the community health nurses of the Ghana Health Services (GHS).

ii. Market Education

Market sensitizations were conducted regularly to educate workers and customers on positive WASH behaviors. The occasions were also used to network and build rapport that enabled the team to follow up on customers to further deliver positive behavioral change education. In all instances, hand washing demonstrations were set up at vantage points to provide opportunities for people to wash their hands and also to serve as a learning platform where people were taught on proper ways of hand washing. Additionally, people were introduced into the five critical times where hand washing is essential.

iii. Church and Mosque Education

In order to reach out to those that are otherwise not easily reached during normal weekdays, WASH-UP's BCC interventions regularly stretched over to the weekend where people in churches and mosques were educated on positive WASH behavioral messages. Messages emphasized proper hand washing, personal hygiene, proper disposal of solid waste, stopping open defecation and the use of household latrines.

iv. Community Video Shows

Audio-visuals are one of the effective tools to effect positive behaviors and in line with this, Global Communities developed animated BCC scripts which were regularly shown in some selected project communities and schools. At each showing, hand washing demonstrations were set up to provide opportunities for people to learn proper ways of hand washing.

4.5.4 Community-led clean-up exercises



Cleaning of drains in La

To reinvigorate communal spirit in all project communities towards water and sanitation programs, Global Communities provided cleaning tools and technical support to the project communities that initiated clean-up exercises. For the year, 19 clean-up exercises were initiated and successfully conducted in project communities. The need to periodically de-silt drains and clear rubbish piles came to the forefront when after the first rainy season, cholera broke out in the Accra Metropolis and the La Municipality. Just before the peak of the epidemic, two major cleanups were organized with the collaboration of

the La Municipal Assembly, Ghana National Fire Service, Zoomlion Ghana and community-based organizations. The volunteering spirit of residents was rekindled and they took an active part in

the exercises. The BCC team used the opportunity to stress the need for proper solid waste management and also promote hand washing at the 5 critical times.

4.5.6 BCC Messaging using Mass Media

The three short animations developed in year one started airing on national television and a digital satellite TV Channel with support from Ghana Television (GTV) and the Multimedia Group. The animations served as good reminder to promote hand washing, discourage open defecation and to ensure proper refuse disposal in communities. The three short animated series have also been translated into Akan, which is spoken and understood by a large proportion of the people in the project communities and across the country.

The project also utilized the power of radio through panel discussions on community-based radio stations especially in the Sekondi-Takoradi Metropolis to provide insight on the WASH-UP project and sensitize residents on proper WASH behaviors.

4.5.7 Hand washing facilities



Pupils washing their hands with soap under running using the hand washing facilities provided for their school

To further enhance behavioral change initiatives at schools and households, Global Communities installed 93 hand washing facilities in schools and 94 household hand washing facilities in the project communities. All latrines being constructed under the WASH-UP project are expected to be fitted with hand washing facilities. Additionally, all school sanitation improvements are accompanied with installation of hand washing sinks and standalone hand washing stations within the school compound. To date, 197 hand washing facilities have been installed to help reduce feco-oral transmission of diseases like cholera.

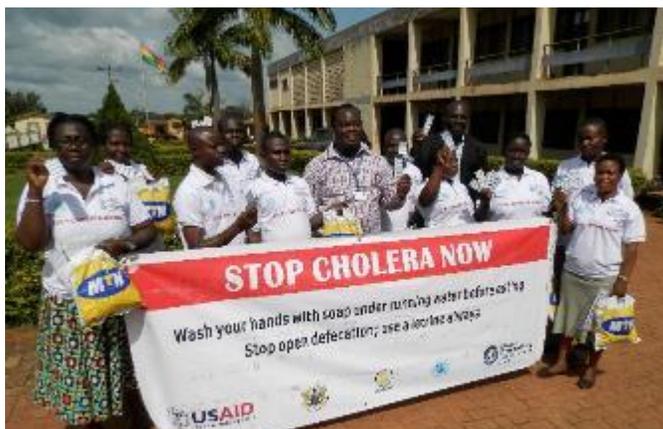
A summary of the activities under the hygiene and sanitation promotion component completed in the reporting year is as follows:

4.5.8 Cholera epidemic response

After monitoring of the cholera cases reported in the middle of June 2014, WASH-UP started



Donation of Aquatabs to Ghana Health Service



Volunteers for the distribution of Aquatabs in Techiman Municipality

intensifying hygiene behavior change messaging in project communities, especially those associated with cholera outbreaks in the past years. Two community cleanups were also supported in La and Ntankoful. When cases of cholera were declared to have reached epidemic level, the project donated 1,221,000 tablets of Aquatabs (water purification tablets) to the GHS for onward distribution in worst affected communities in 7 regions. Distribution of the Aquatabs was also supported in 6 regions and is expected to purify about 24 million liters of water when applied correctly.

Additionally, the project developed some Information, Education and Communication (IEC) materials with tailored messages crafted from the National BCC Strategy to further enhance

the dissemination of BCC messages. In response to the cholera outbreak in some districts in Ghana, the IEC materials were shared with stakeholders including NGOs to further strengthen our messages on open defecation, proper hand washing, and proper disposal of solid waste to prevent feco-oral transmissions of germs.

5.0 Project management

Administratively, project management was spearheaded by a Director, supported by technical specialists and officers for the various components. These component teams provided technical support to local NGOs engaged under sub-grant agreements. General program support of Global Communities comprising the Monitoring and Evaluation, Knowledge Management, Geographic Information Systems and Environmental Compliance units provided essential inputs in project activity tracking, documentation, and reporting.

5.1 Monitoring and Evaluation

WASH-UP continued to employ multiple performance monitoring and evaluation tools to assess the performance of indicators and address issues that may stall the achievement of desired outcomes. These methods and tools included routine field monitoring, post construction monitoring, indicator tracking, training assessments, project team meetings, partners' workshops and sub-grant evaluations. Participatory monitoring tools continued to be adopted through monthly workshops and bi-annual community meetings with partner NGOs and WSCs to assess progress, identify emerging issues and share successes and lessons. The outcomes of these meetings helped greatly to improve upon project implementation. Elements of the M&E component were as follow;

5.1.1 Data Sources; Data collection method and Analysis

The project utilized several methods to gather, analyze and store quantitative and qualitative data during the course of implementation. Quantitative data was gathered through surveys, beneficiary data collection tools, partners reports, secondary data from schools, hospitals and sub-metro, Training attendance sheets and GIS mapping. Qualitative data was obtained through observation, photos, workshops, focus group discussions and informal interviews. Data from annual surveys were analyzed using statistical software (Epi-Info). Routine data from field monitoring were entered into both Excel and an online database (Program Tracker) designed to capture, store and produce reports. These reports are generated on quarterly basis to inform program team of the progress thus far and the necessary steps that may be required.

5.1.2 Data Quality Assessment

The M&E unit had the responsibility of collating, validating, and analyzing data from the field and processing it into meaningful use for program team and subsequently to USAID. The unit had the responsibility of institutionalizing a data quality assurance mechanism to ensure quality data is reported from the field to the project team. This was achieved by training partners in data quality

requirements and periodically conducting field visits to LNGOs for data quality checks to ensure data collected and reported is complete, accurate, precise, reliable and timely as required by USAID and to also help address the predominant data quality problems partners face.

5.1.3 Feedback

The most significant aspect of M&E is providing feedback from past performance to direct future program activities. To ensure that activities are on track, indicators are measured against established baseline and targets using the Indicator Tracking Table and Indicator Progress Reports from the online database. These tables compare results against targets and are used for project performance assessment on quarterly basis. The Participatory Assessment also played a key role in unearthing other related issues most of which were brought to the attention of the team for redress.

5.2 Environmental Compliance and Safety

In line with the project's Environmental Mitigation and Monitoring Plan (EMMP), the project team strictly subjected all construction facilities and project interventions to a strict environmental and safety assessment processes using a set of monitoring tools. As a rule, all field officers were required to complete an environmental and safety monitoring sheets on their regular field work. These assessments included an initial site assessment to determine the suitability of sites for the intended purposes and mitigation of foreseeable impacts, if any. Additional monitoring was conducted during the construction of facilities to ensure that contractors and personnel do not only conform to statutory environmental safeguard practices but also conform to mandatory safety standard. Post construction environmental monitoring was conducted to ensure that the facilities, especially latrines, were well maintained and did not cause any environmental disaster such as offensive odor, leakages and contamination of water bodies. The project endeavored to place all latrines not less than 30m from a body of water and at a lower gradient if possible. Users of such facilities were given adequate training on how to maintain them.

Global Communities' approach to environmental and safety safeguards were in two folds:

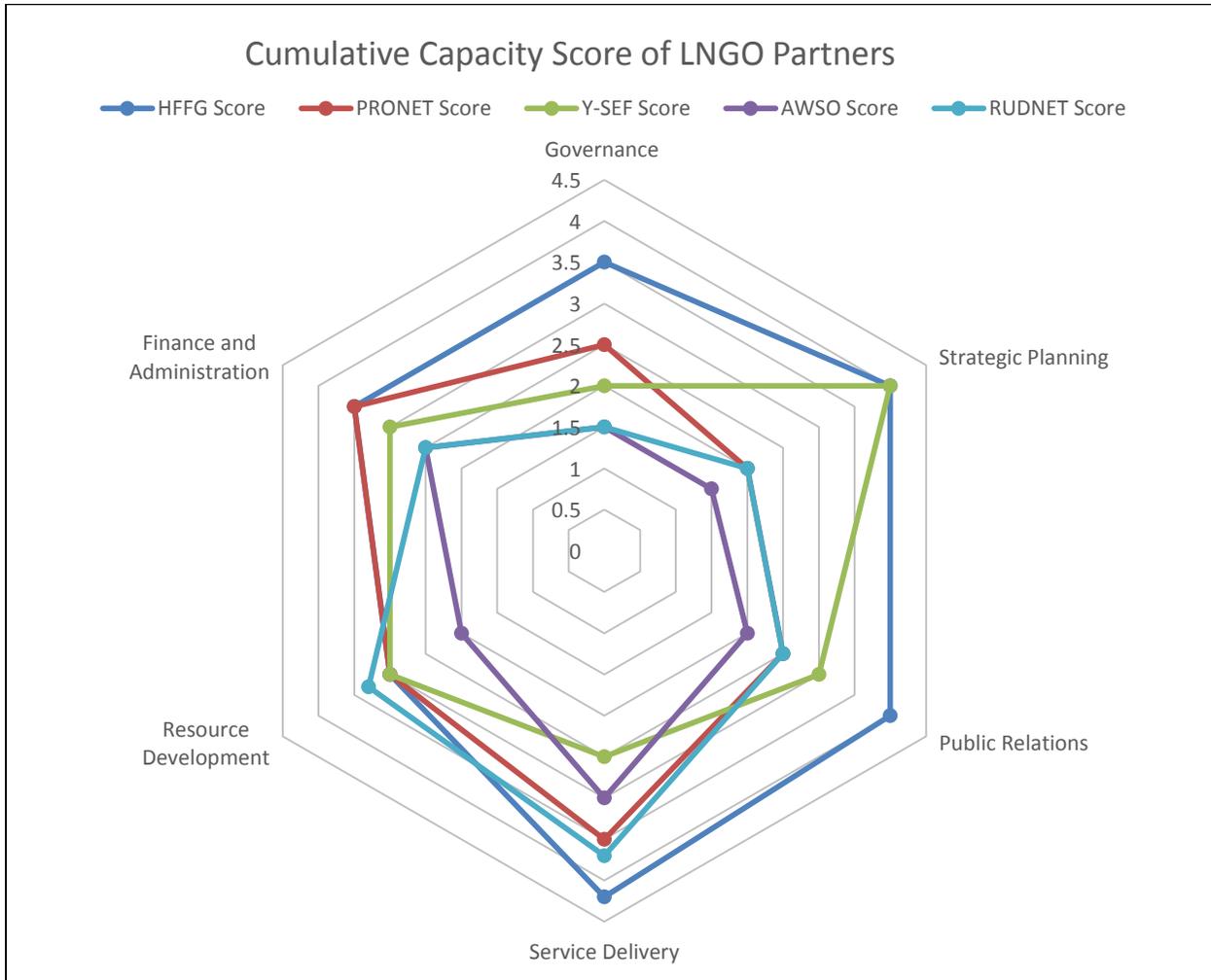
- a) making it mandatory for contractors, consultants and partners to conform to statutory environmental and safety requirements as part of the contracting processes and
- b) setting up an environmental monitoring unit for strict environmental and safety monitoring during the life of the project.

In conformity with the project's Water Quality Assurance Plan (WQAP), the project regularly conducted physical, chemical and bacteriological tests on all drilled boreholes using the laboratories of the Water Research Institute (WRI) before the water was supplied to the intended users. Additional tests were conducted on regular schedules in conformity with the project's EMMP, to ensure that the water remained safe for human consumption during the life of the project and thereafter. In all our water supply systems, a post project management systems have been put in place which prominently feature regular water quality test, environmental and safety monitoring.

For a clean physical environment, the project included clean-up exercises in project communities which were of no cost to the project. These were achieved through technical support and provision of tools to any community-based organization that initiated clean-up exercises.

APPENDICES

APPENDIX 1: CAPACITY SCORE OF LNGO PARTNERS



STOP OPEN DEFECATION NOW



It is unhygienic and shameful.



Flies perch on exposed faeces and later contaminate food when they settle on it.



When we eat the food we get diseases like typhoid, cholera and worm infestation.



Faeces can also wash into ground water and streams and contaminate them, which we may later drink.

 Use proper household toilet facilities such as Water closet, Biofil Toilet and Improved Pit Latrine.



Designed by: Sharmila Dasgupta / Sharmila Dasgupta

Funded by:  **USAID**
FROM THE AMERICAN PEOPLE

Implemented by:  **Global Communities**
Working for Good Change



STOP OPEN DEFECATION NOW

LET US ENCOURAGE THE CONSTRUCTION AND USE OF HOUSEHOLD LATRINES



BIOFIL TOILET



WATER CLOSET



TO PREVENT DISEASES, ALWAYS KEEP YOUR HOUSEHOLD TOILET NEAT AND TIDY.



Original by: www.aidmatters.org

Funded by: USAID
FOR THE AMERICAN PEOPLE

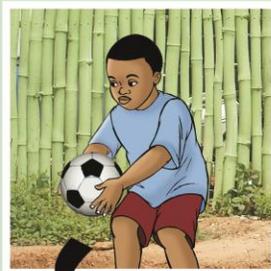
Implemented by: Global Communities
Partners for Good
for All



ALWAYS WASH YOUR HANDS WITH SOAP UNDER RUNNING WATER



After visiting the toilet



After playing or working



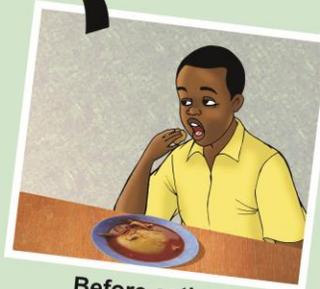
Before preparing food



After changing the baby's diapers



Even after a handshake



Before eating

PREVENT GERMS AND DISEASES

Stay Fresh, Clean and Healthy



Designed by: Kay Baka & Associates / Zingaro Productions

APPENDIX 3: PHOTOS FROM AQUATAB DISTRIBUTION



Traditional leaders at a community durbar



Volunteer at a community durbar to create awareness



Distribution of Aquatabs during a durbar



Distribution of Aquatabs in a community in Ashanti Region