

CCW WASH Training Feedback Report

Introduction

This report details the feedback from Woza Moya's Community Care Workers (CCWs) approximately six months after their first Water Access, Sanitation and Hygiene (WASH) training package. The training was intended to inform the CCWs about WASH practices and empower them to implement WASH practices in their community. The purpose of the one-to-one feedback interviews was to ascertain the key areas to address in an upcoming WASH training session.

Interviews were conducted with 20 CCWs covering five topics:

1. Key lessons learned from the WASH training
2. Key challenges faced when implementing WASH training in their communities
3. Differences observed in the CCW's own life after WASH training
4. Differences observed in the CCW's community after WASH training
5. Additional WASH training desired by the CCWs

Community Care Worker (CCW) Feedback

Key lessons learned from the WASH training:

- The majority of CCWs identified the construction and use of a "tippy-tap" as a key lesson learned from their WASH training.
- Additionally, most CCWs reported that good hand washing practice was a highly valuable lesson. Hand washing practices were frequently described as – "washing hands when I come from the toilet", "washing hands before I eat", "when I wash hands I must use running water and soap", "that I mustn't wipe my hands on my clothes after I wash my hands". Hand washing practices were also commonly combined practices with "tippy-tap" usage.
- Several CCWs described good hygiene as a key lesson learned during the WASH training. Good hygiene was associated with washing away germs by using good hand washing practices, proper disposal of rubbish and careful management of water sources (including the use of lids to cover water).

Key challenges faced when implementing WASH training in their communities:

- Overwhelmingly, the greatest challenge faced by CCWs was community motivation to construct and use "tippy-taps". Despite training and demonstrations, CCWs reported that only a few families in their communities built "tippy-taps". The general feeling from the

CCWs was that there was a lack of enthusiasm to make the “tippy-taps” despite adequate resources available. However, some CCWs reported that there were families that lacked the basic resources to make “tippy-taps” – i.e. both the 5Lt bottle and wood source was inaccessible.

- The lack of community response to WASH training was also mentioned in other areas including rubbish disposal and family compliance with WASH principles.
- Other challenges faced by CCWs included how to deal with full toilets, how to avoid water pollution from animal faeces when rain causes flooding, and, how to access clean water after realising that all current water sources are polluted.

Differences observed in the CCW’s own life after WASH training:

- Differences observed in the CCWs own home was closely aligned with the key lesson learned during the WASH training. Almost all CCWs reported that they had constructed a “tippy-tap” at home and used it regularly. Reports of “tippy-tap” usage were usually accompanied by indications of a significant change in hand washing practice – i.e. to use running water, soap and to wash thoroughly. Many CCWs also mentioned that their families also followed the new WASH practices closely.
- A change in the incidence of diarrhoea was often cited. Whenever this was mentioned, follow up questions were asked to gain additional behavioural information – e.g. “what change do you think caused the diarrhoea to stop”. Correct and constant hand washing practice was often believed to be the key contributing factor. Other contributing factors mentioned included covering food, covering water and taking care of where animals leave their faeces.
- The overall mood by the CCWs was that the WASH training was a life changing education experience for them.

Difference observed in the CCW’s community after WASH training:

- Community adoption of WASH practices was a major problem faced by the CCWs. Few families in each community constructed and used “tippy-taps”; however, the families who did build “tippy-taps” noticed a difference in their health with change in the incidence of diarrhoea often reported. Changes in hand washing practices were also frequently reported and often in conjunction with reports of lower incidents of diarrhoea (i.e. some CCWs mentioned that families asked for less medication for diarrhoea; other CCWs noticed a change in the incidence of diarrhoea during the December rainy period)

- Several CCWs also reported that new practices were adopted by families in the community which ensured access to clean water. These practices included boiling water, covering water and using springs, rain water and bore holes instead of the river.
- Change in food storage practices and rubbish disposal (i.e. collection in bins and burning the rubbish) was also reported.
- One CCW reported that the community had learned to level community paths to allow wheelchair bound members to easily access toilets and water sources.

Additional WASH training desired by the CCWs:

- Many of the CCWs found this question challenging to answer. The training previously received was reported to be very enjoyable and very valuable; consequently, many of the CCWs were just excited to participate in more WASH training.
- Further discussion with the CCWs often resulted in expression of their desire to be revised on many, if not all, of the aspects covered in the original WASH training. Expansion on the previous WASH training package was also highly desired; particularly as this opportunity to learn more was reportedly mentioned during the previous WASH training session.
- Several areas were clearly identified as topics for further training based on challenges faced at home and in the community:
 1. To learn more about how to train the community to abide by WASH practices (A need stressed by many CCWs)
 2. To learn how to handle full toilets
 3. To learn more about hygiene (specially, why using excreta to clean the floor is not good for health)
 4. To learn how to secure water sources to ensure animals do not pollute the water
 5. To learn how to treat water which is very polluted
 6. To learn how to construct an “Enviro-Loo” at home and in the community (i.e. at schools)

Summary

The interviews conducted with the CCWs intended to identify how their initial WASH training package was received and what a future WASH training session should focus on. There was an overwhelming positive response to the WASH training. Many of the CCWs had never been exposed to the topics covered in the training and consequently felt that their health and life had changed positively thereafter.

For the CCWs, communicating their knowledge and enthusiasm for WASH practices to their community was the greatest challenge. Very few families in the community responded enthusiastically to the training by the CCWs. Therefore, many CCWs desired further training on how to educate their communities and ensure their communities implement WASH practices. General revision on all of the WASH topics was also desired, with a focus on how to deal with full toilets.

One recommendation proposed by the interviewers to address the lack of community adoption of WASH practices is to facilitate a CCWs focus group to help them problem solve this issue together. Some CCWs were more successful than others at encouraging their community to implement WASH practices. A forum to assist in the sharing of methods engaging their community could help with local problem solving and build CCW relationships for the future.

Contributors

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