



COUNTY OF UNLIMITED OPPORTUNITIES

# STANDARD OPERATING PROCEDURE FOR CLEANING AND DISINFECTION OF PUBLIC SANITATION FACILITIES IN NAKURU COUNTY



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**STANDARD OPERATING PROCEDURE FOR  
CLEANING AND DISINFECTION OF PUBLIC  
SANITATION FACILITIES IN NAKURU COUNTY**

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# Definition of terms

| Term       | Definition                    |
|------------|-------------------------------|
| <b>L</b>   | Liter                         |
| <b>MI</b>  | Milliliter                    |
| <b>PPE</b> | Personal protective equipment |
| <b>SOP</b> | Standard operating procedure  |
| <b>PWD</b> | People with disabilities      |
| <b>MHM</b> | Menstrual hygiene management  |

# Introduction

This document addresses the operations and maintenance of public sanitation facilities (PSFs) in Kenya. It is designed as a guide for PSF operators, which can include pit latrines, toilets connected to septic tanks, and flush or pour-flush toilets connected to sewers. This SOP has been developed for use by public sanitation facilities in public spaces and can be adopted for use in shared residential toilets.

## 1.1 Purpose

This standard operating procedure (SOP) has been written to:

1. Ensure effective cleanliness and maintenance of public sanitation facilities at all times, including during high peak hours. Peak hours are those hours when the number of toilet users is higher than other usual times of the day.
2. Ensure provision of high standard, well stocked public sanitation facilities to users.
3. Minimize any health risk associated with exposure to pathogens for both users and operators of the toilet.
4. Provide user-friendly and high professional standard services, including assistance to special group of users (PWD, young children, and the elderly).

## 2.1 Personal protective equipment

Personal protective equipment (PPE) refers to clothing or equipment that protects you from harmful chemicals (e.g. chlorine-based disinfectant solutions), germs, and other items that may harm or injure you. When cleaning toilets or emptying sanitary or waste bins, you should use PPE to protect yourself from contacting feces and from any potential injury. PPE should not be touched while worn, should not be worn outside of toilet cleaning or sanitation activities, and should be removed carefully to avoid self-contamination.

## 2.2 PPE Items

|   |   |  |   |
|---|---|--|---|
|  |  |  |  |
| <b>Safety gumboots</b>  | <b>PVC gloves</b>   | <b>Safety coverall or overcoat</b>   | <b>Disposable dust mask</b>   |

# Equipment for toilet cleaning

## 2.2 Steps for putting on and taking off PPE

### 2.2.1 Putting on PPE

|   |              |  |
|---|--------------|--|
| 1 | Hand Hygiene | Wash your hands with soap and water before handling or wearing PPE.  |
| 2 | Inspect      | Inspect PPE for damage. Replace items if any holes, rips, tears, or other damage.  |
| 3 | Coveralls    | First, put on your coveralls. Ensure the coveralls fit you properly.   |
| 4 | Gumboots     | Next, put on your gumboots. Make sure your boots have toe room but are not so loose it creates a tripping hazard.            |
| 5 | Facemask     | Next, put on a new facemask or a cleaned reusable cloth facemask. Touch only the bands or ties and place over nose and mouth |
| 6 | Gloves       | Remove any jewelry or watches. Roll gloves up over hands and arms. Do not eat or touch face while wearing gloves.            |

### 2.2.2 Taking off PPE

|   |                      |  |
|---|----------------------|--|
| 1 | Inspect              | Inspect PPE for any contamination. Clean any dirty spots.  |
| 2 | Wash gloves & remove | Wash the outside of rubber gloves with soap and water. Then remove.  |
| 3 | Facemask             | Touch only the bands or ties and remove facemask. Throw away if disposable or, if reusable, place where can be washed with soap and hot water. |
| 4 | Boots                | Remove gumboots before stepping anywhere you might contaminate   |
| 5 | Coveralls            | Remove coveralls. Wash with soap and hot water if dirty or at least every 3 days.  |
| 6 | Storage              | Always ensure PPE items are cleaned before storage. Store in dry place away from toilet users.   |
| 7 | Hand hygiene         | Wash hands with soap and water when you are finished.  |

### Safety gumboots

**Description:** Protective footwear often made of a blend of polyvinyl chloride (PVC) and nitrile. Safety gumboots protect the skin of the foot, ankle, and lower leg from irritation due to contact with cleaning chemicals. They also protect from exposure to pathogens. They are easily washable.

**Instructions for use:**

- Step 1:** Inspect your boots for damage such as holes, cracks, tears, or separation of the sole before use.
- Step 2:** Remove your boots after use without walking into and potentially contaminating another location (e.g. inside an office, etc.).

**Care and replacement:** Clean the exterior of your boot with mild soap and water and then disinfect then let them air dry. Keep your boots in a dry and ventilated place, away from direct sunlight and away from any heat source. Replace if degradation is observed, such as holes, cracks, tears, or separation of the sole. Make sure the boots fit comfortably with adequate toe room (approximately 12.5 mm from the front) but not so loose that they create a tripping hazard. It is recommended that gum boots should be expected to be replaced approximately once per year.

**PVC gloves**

**Description:** PVC gloves protect your skin from irritation due to contact with cleaning chemicals and protects your hands from contamination with germs that cause disease. It is recommended that each cleaner should have their own pair of gloves to avoid sharing.

**Instructions for use:**

- Step 1:** Wash your hands with soap and water and dry your hands using a clean towel before wearing gloves.
- Step 2:** Inspect the gloves for any signs of degradation or puncture before use.
- Step 3:** Make sure your gloves fit comfortably without being too tight or too loose.
- Note:** While wearing gloves, be careful not to handle anything but the materials involved in the procedure. Touching phones or other surfaces may cause contamination. Be aware not to touch your face, hair, or clothing.
- Step 4:** Before you remove gloves, wash the outside of the gloves with soap and water. Then wash your hands with soap and running water after removing gloves.

**Care and replacement:** Gloves should be cleaned and disinfected after every use. Replace gloves if you see any tears or thin spots in the material. Usually, you should replace PVC gloves at least every two weeks, if possible.

## Safety coverall or overcoat

**Description:** Overalls and overcoats are often made of cotton or a cotton blend with long sleeves to cover your arms. Overalls also have long pants to cover your legs. Both overall and overcoats protect your skin from irritation due to contact with cleaning chemicals and from exposure to pathogens.

### Instructions for use:

- Step 1: Inspect your coverall or overcoat for signs of damage including holes, tears in seams, and malfunctioning closures.
- Step 2: Ensure that your garments fit properly.
- Step 3: Tuck in your sleeves into your PVC gloves, and you pant legs into your safety gumboots.

**Care and replacement:** Overcoats and coveralls should be washed once every three days with detergent and hot water. After washing, let them dry under the sun. If you see feces or a lot of dirt on your overall or coverall, you should wash them immediately after use with detergent and hot water. Store in a dry, ventilated location. You should replace your overalls or coveralls if you see any holes, tears, or zippers or buttons that aren't working. It is recommended that overalls and overcoats should be expected to be replaced approximately once every year.

## Face mask

**Description:** Disposable dust mask often has an elastic strap and metal nose bridge to secure mask on your face with proper fit. A mask protects your nose and mouth from splashing and contact with cleaning chemicals during cleaning.

### Instructions for use:

- Step 1:** Use a new mask or follow procedures outlined below for reusing a mask if necessary.
- Step 2:** Touch only the outside of the mask to place it on your face and pull elastic band overhead. Squeeze the nose bridge to secure the mask in place.
- Step 3:** When removing the mask, use the elastic strap to pull it off. Do not touch the outside or inside of the mask.
- Step 4:** Throw away used disposable masks, or wash reusable cloth masks with soap and hot water.

**Care and replacement:** Disposable masks should be replaced after every use. Reusable (cloth) mask should be cleaned after every use. Allow mask to hang in a dry, well-ventilated space where the mask is protected from dust, contamination. Ensure that each person operating the toilet has their own designated mask and that masks are not shared.

# Cleaning Equipment and Supplies - Examples

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Detergent   | Bleach  | Toilet bowl cleaner   | Cleaning rag  | Floor mop and bucket  | Toilet brush  |

**Detergent:** The detergent contains anionic surfactants, sodium chloride, preservatives, perfume and colors. It is used to remove dirt and organic matter from surfaces. Examples of common detergent product brands in Kenya include Ariel, ARO, OMO, Sunlight etc.

**Disinfectant:** Disinfectants contain chemicals that are able to kill bacteria and viruses, most often sodium hypochlorite (bleach), known as chlorine solutions. Examples of common products that contain sodium hypochlorite include JIK and TOPEX. Care should be taken so that prepared chlorine solutions are an appropriate concentration for surface disinfection (0.1% sodium hypochlorite). ([Appendix I](#))

**Toilet bowl cleaner:** Disinfectant containing sodium hypochlorite plus thickening agents to hold the product on the porcelain surface of a toilet bowl. Examples of common toilet bowl cleaner brands include Harpic, Elesept, and ACE. Locally made toilet bowl cleaners can also be used.

**Cleaning rag:** Used to clean surfaces such as the door and walls. Clean your rag with water and disinfectant after every use. Air dry it to avoid a damp odor and bacteria. Replace the rag after every two months.

**Floor mop and bucket:** Floor mop is used to clean the floor and bucket is used to hold detergent solution. Disinfect and rinse the mop head after every use and dry under the sun. It is recommended to replace it every two months because it collects bacteria.

**Toilet brush:** A stiff bristled brush used to clean inside the toilet bowl or squat plate. Rinse with disinfectant solution and air dry after every use. Replace when you notice the bristles thinning.

### 3.1 Storage and cleaning of equipment

**Clean all equipment** by preparing a fresh disinfectant solution in the mop bucket. Soak the mop head, cleaning rag (in a separate bucket other than the mop bucket), and toilet brush in the solution for at least 5 minutes. Rinse them with clean, fresh water, and allow to dry in a well-ventilated location. Drain and empty the mop bucket and allow it to dry upside down. **Wash PPE** according to instructions in the section above.

Throughout the day, ensure that all **user consumables** are stocked and replenished as needed, including toilet paper, hand soap, and water for the handwashing station.

After cleaning the toilet each day, **leave the toilet door open** for about ten minutes to allow in fresh air.

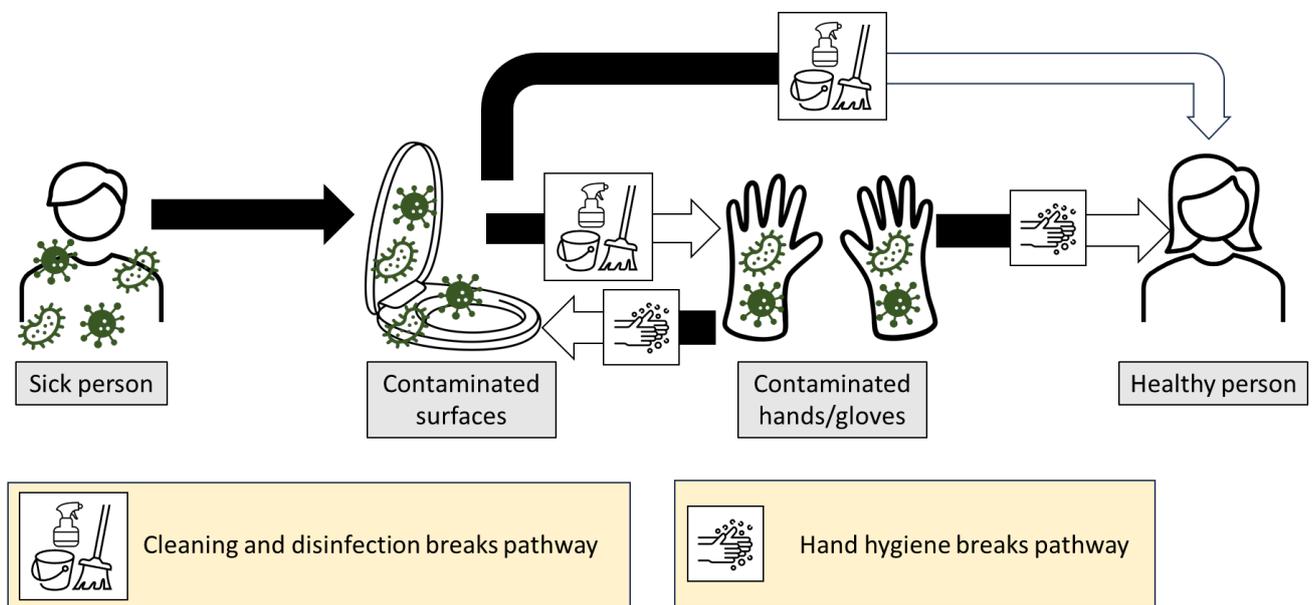
### Supplies provided for users

|   |   |   |  |   |
|---|---|---|--|---|
|  |  |  |  |  |
| Hand soap   | Handwashing station filled with water   | Toilet Paper  | Sanitary bin   | Trash bin   |

The materials above should be stocked and available to toilet users at all times. If a sink with running water is available, a handwashing station will not be necessary. The sanitary bin and the trash bin should have bag liners. Where possible the toilet can also be stocked with sanitary pads.

# Surface cleaning and disinfection

## Environmental transmission pathway



Adapted from CDC and ICAN. Best Practices for Environmental Cleaning in Healthcare Facilities in Resource-Limited Settings. 2019

A sick person, or someone carrying germs, can contaminate toilet surfaces. Germs from these contaminated surfaces can spread to a healthy person in two ways:

- If the healthy person makes contact with the contaminated surfaces directly (e.g., touches them).
- If a worker or another person makes contact with the contaminated surfaces and then spreads the germs to the healthy person

Contaminated hands or gloves of workers and toilet users can also contaminate surfaces in this way. Proper hand hygiene and cleaning and disinfection can prevent the spread of germs (break the transmission pathway). (Adapted from CDC/ICAN, 2019).

For all cleaning and disinfection, **proper PPE** should be worn, including safety gumboots, PVC gloves, safety coveralls or overcoat, and a disposable dust mask as described in the section above.

## Preparing detergent and disinfectant solutions

There are two types of cleaning solutions that should be used for cleaning. The **detergent solution** is used to remove dirt, debris, and organic materials from surfaces, and the **disinfectant solution** is used to kill bacteria and viruses on surfaces.

5. **Detergent solution:** Mix approximately one handful detergent per liter of water. However, this can be increased or decreased depending on the quality and concentration of detergent. Mix the detergent solution in a bucket.
6. **Disinfectant solution:** A disinfectant solution should be made using a bleach product containing sodium hypochlorite, with the final solution containing approximately 1000 ppm or 0.1% sodium hypochlorite. **Never mix bleach with detergent or soap.** The exact dilution would depend on the concentration of the product used; however, commonly sold bleach products in Kenya contain 3.5-4% sodium hypochlorite. In this case, you can mix about 85 mL of bleach (about ½ a cup) product with water to make a 3 L solution or 30 mL bleach (about ¼ a cup) to make a 1 L solution. Use a calibrated jug to, or a standard cup measure the bleach. Mix the solution in a bucket or spray bottle. You may also prepare a chlorine solution using chlorine powder. Refer to the tables below for additional formulations. **(See Appendix I)**

#### 7. Formulations for preparation of disinfectant solution with 0.1% chlorine

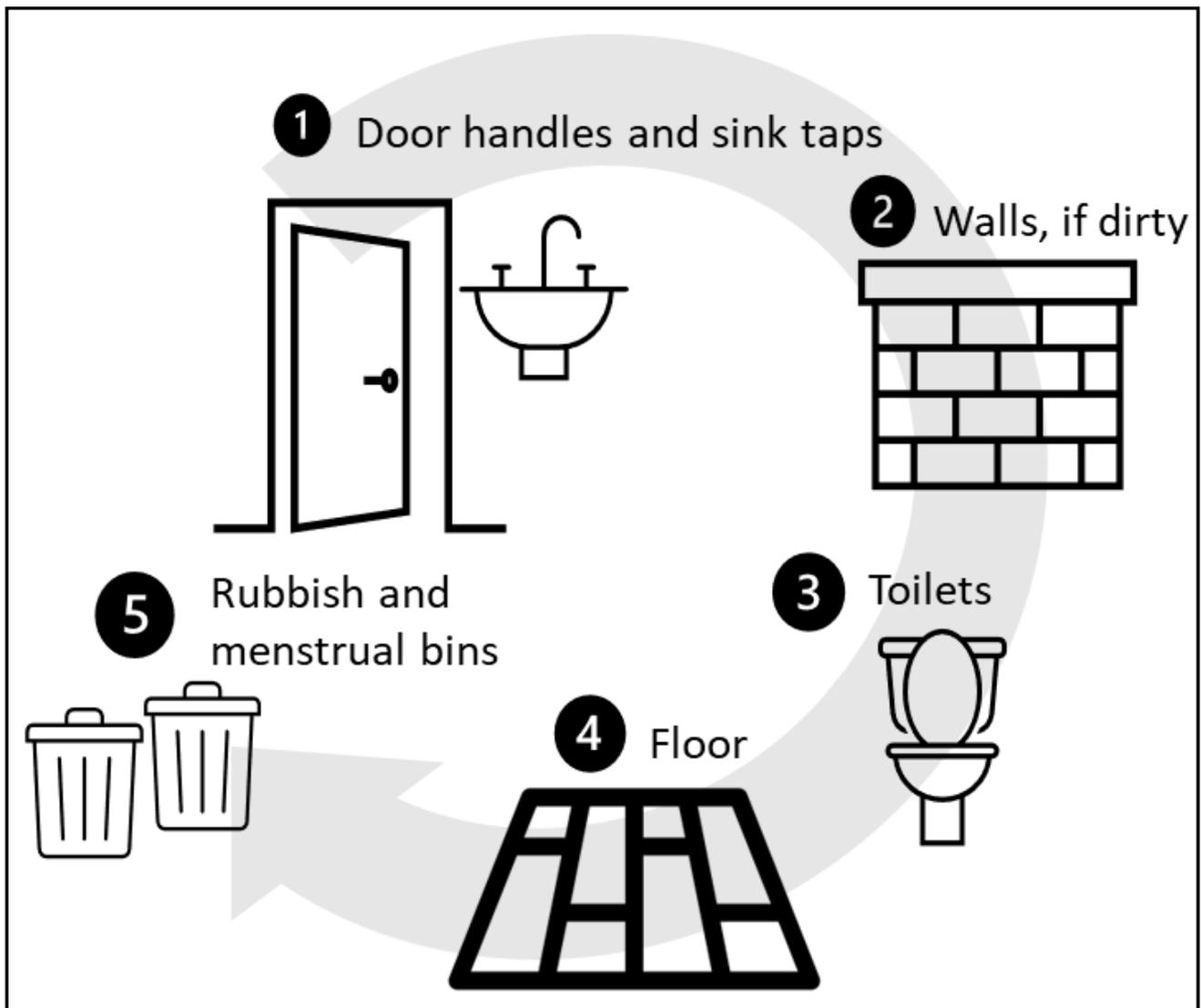
|   | Liquid Bleach<br>(sodium hypochlorite %) |                          |
|---|--|--------------------------|
| Disinfectant solution container size (water needed) | 3.5% Sodium Hypochlorite                 | 5.0% Sodium Hypochlorite |
| 1 L   | 29 mL / 2 tbsp                           | 20 mL / 4 tsp            |
| 3 L   | 86 mL / 6 tbsp                           | 60 mL / 4 tbsp           |
| 10 L  | 286 mL / 19 tbsp                         | 200 mL / 13.5 tbsp       |
| 20 L  | 571 mL / 38 tbsp                         | 400 mL / 26.5 tbsp       |

|   | Chlorine Powder<br>(sodium hypochlorite %) |                         |                         |
|---|--|-------------------------|-------------------------|
| Disinfectant solution container size (water needed) | 35% Sodium Hypochlorite                    | 65% Sodium Hypochlorite | 90% Sodium Hypochlorite |
| 1 L   | ½ tsp                                      | --                      | --                      |
| 3 L   | 2 tsp                                      | 1 tsp                   | ½ tsp                   |
| 10 L  | 2 tbsp                                     | 1 tbsp                  | 2 tsp                   |
| 20 L  | 4 tbsp                                     | 2 tbsp                  | 4.5 tsp                 |

**CAUTION: Never combine bleach with other cleaning chemicals (e.g. bleach/disinfectant with detergent solution) as it can produce vapors that are dangerous to breathe in and / or reduce the ability of disinfectants to kills germs**

**Direction : clean to dirty**

**Fig. 6 Toilet compartment /surfaces**



To prevent cross-contamination, cleaning and disinfection should be done in a systematic manner. You should start with surfaces that are frequently touched by users (e.g. door handles, sink taps) and surfaces that are relatively cleaner than other surfaces (e.g. walls). Next, proceed to dirtier surfaces (e.g. toilets, floors). Otherwise, cleaning surfaces from dirty to clean may spread germs from the dirtier surfaces to the cleaner ones. Refer to the figure above for the appropriate order of surfaces to clean **(See Appendix II)**.

## Cleaning and disinfection table

The recommended cleaning process and frequency for all elements in the public toilet and handwashing stations are described in the table below.

| Item or surface   | Recommended cleaning frequency | Recommended method of cleaning  |
|---|--------------------------------|---|
| Doorhandles and other surfaces used to open & close doors | Daily                          | <p>Note: Users can leave germs that spread disease when they touch these areas. Cleaning and disinfecting these areas is important to prevent the spread of disease. See Figure: Environmental Transmission Pathway.</p> <p>Step 1: Use a cleaning rag and the detergent solution to wipe down and remove dirt from these surfaces.</p> <p>Step 2: Spray or wipe (with a clean rag) <u>disinfectant solution</u> on the surface and allow to dry for 5 minutes before wiping down with a cleaning rag.</p> <p>If there is heavy use of toilets throughout the day, it may be necessary to repeat steps 1 &amp; 2 more than once a day (after ~50 users).</p>  |
| Walls   | As needed                      | <p>Check the toilet stall walls regularly. If dirty, Use a cleaning rag and detergent solution to clean the surface</p> <p>Spray disinfectant solution on the surface and allow to dry for 5 minutes before wiping down with cleaning rag</p>   |
| Toilet bowl   | Daily                          | <p>Step 1: Clean the inside of flush toilet bowls daily. First, flush the toilet. Then add approximately 120 mL (around the size of a very small cup) of a liquid toilet bowl cleaner to coat the bowl. Allow it to sit for 10 minutes. Use a toilet brush to scrub the inside of the toilet bowl, including under the rim. Flush the toilet to rinse. If a liquid toilet bowl cleaner is not available, use a strong detergent instead.</p> <p>Step 2: Apply a disinfectant solution inside the toilet bowl (to areas not submerged by water) and allow to dry for 5 minutes. You may spray the disinfectant solution or apply with a clean rag. Do not use this rag to disinfect any more surfaces until it has been laundered. After 5 minutes, flush the toilet to rinse.</p> |

| Item or surface    | Recommended cleaning frequency     | Recommended method of cleaning  |
|--------------------|------------------------------------|---|
| Toilet             | Daily                              | <p>Step 1: Use a cleaning rag and the detergent solution to clean the whole surface of the toilet (except for flush toilet bowls, see above).</p> <p>Step 2: Spray disinfectant solution on the surface and allow to dry for 5 minutes before wiping down with a clean rag.</p>   |
| Floors             | Daily                              | <p>Clean floors daily. Remove any trash and dispose of it in the trash bin.</p> <p>Step 1: Clean the floor using the detergent solution and mop.</p> <p>Step 2: Apply a disinfectant solution and allow to dry for 5 minutes. You may spray the disinfectant or apply with a mop and bucket. After 5 minutes, use the mop to remove any excess disinfectant.</p>  |
|                    | Spot checks, several times per day | <p>Conduct spot checks throughout the day. Throw any trash, toilet paper, or sanitary pads left on the floor or outside near the toilet. If you see feces, urine, or a lot of mud on the floor, you should clean the floor immediately.</p> <p>Clean with soap and disinfectant before and after high peak hours. Clean the floor regularly whenever there is visible dirt (like feces, vomit, mud, water etc.) or as may be required.</p>  |
| Sanitary (MHM) bin | Daily                              | <p>Check the sanitary bin daily and empty and dispose of collected waste when full. Be sure to dispose menstrual waste safely, according to your local laws. Menstrual waste should be disposed along with trash. This may involve a professional service responsible that collects menstrual waste and trash.</p> <p>Place a new liner bag inside the bin.</p> <p>If there is heavy use of toilets throughout the day, it may be necessary to empty the sanitary bin more than once a day.</p> |

| Item or surface | Recommended cleaning frequency | Recommended method of cleaning  |
|-----------------|--------------------------------|---|
|                 | Weekly                         | <p>Step 1: After emptying, rinse out the bin with clean water. Use the detergent solution and a cleaning rag to clean both the internal and external surfaces and rinse soapy residue with clean water.</p> <p>Step 2: Spray disinfectant on the internal and external surfaces of the bin. Allow 5 minutes of contact time and wipe off with a cleaning rag.</p> |
| Trash bin       | Daily                          | <p>Empty the bin and dispose of collected waste properly, likely in accordance with a professional service responsible for collecting trash.</p> <p>Place a new liner bag inside the bin.</p> <p>If there is heavy use of toilets throughout the day, it may be necessary to empty the trash bin more than once a day.</p>  |
|                 | Weekly                         | <p>Step 1: After emptying, rinse out the bin with clean water. Use the detergent solution and a cleaning rag to clean both the internal and external surfaces and rinse soapy residue with clean water.</p> <p>Step 2: Spray disinfectant on the internal and external surfaces of the bin. Allow 5 minutes of contact time and wipe off with a cleaning rag.</p> |

# Cleaning Handwashing Station Surfaces

## Handwashing stations compartments

| Item or surface         | Recommended cleaning frequency | Recommended method of cleaning  |
|-------------------------|--------------------------------|---|
| Hand washing water tank | Daily                          | <p>Use a cleaning rag and detergent solution to clean the external surface of the water tank.</p> <p>Using a sponge or a clean cloth, leave the inside and the outside with disinfectant for at least one minute then rinse with clean water (if using immediately) or air dry.</p>   |
|                         | Weekly                         | <p>Empty any water remaining in the tank.</p> <p>Clean the internal surface of the tank using a separate cleaning rag and detergent solution. Rinse with clean fresh water to remove any soap residues.</p> <p>Spray the tank with disinfectant solution. Open the tap to release some of the disinfectant solution through the tap. Then close the tap and allow the solution to soak for at least 1 minute.</p> <p>Rinse out with fresh, clean water (if using it immediately) or air dry it.</p> |
|                         | When empty                     | <p>Any time the tank is empty and needs to be refilled, use the opportunity to clean the inside of the tank with detergent solution and a clean rag. Rinse the tank with clean water to remove soapy residue, and then refill the tank with fresh, clean water.</p>   |
| Hand washing taps       | Daily                          | <p>Use a cleaning rag and the detergent solution to clean the surface.</p> <p>Using a sponge or a clean cloth, leave the tap with disinfectant for at least one minute then rinse with clean water (if using immediately) or air dry.</p>   |
|                         | As needed                      | <p>Hand washing taps are high-touch surfaces and may need cleaning throughout the day if the toilet has high use and/or visible contamination is observed.</p>  |

| Item or surface          | Recommended cleaning frequency | Recommended method of cleaning  |
|--------------------------|--------------------------------|---|
| Soap pumps/<br>soap dish | Daily                          | Use a cleaning rag and the detergent solution to clean the surface.<br>Spray disinfectant solution on the surface and allow a 5-minute contact time before wiping down with a cleaning rag. |

For details of cleaning hand washing stations see [appendix III \(a\)](#) and [appendix III \(b\)](#)



### Key

- 1. Hand washing station tank
- 2- Tap
- 3- Grey water receptacle
- 4- Stand
- 5 - Soap dish

## 6. Monitoring and supervision of toilet cleanliness

It is important that a simple daily cleaning roster is developed and provided for the cleaners and supervisors keep track of when and who cleans the toilet. Additionally, toilets users feel more confident using toilets with up-to-date cleaning schedule. The cleaning roster should include name of public toilet, name of the operator or cleaning supervisor, cleaning areas and frequency/daily schedule.

## 7. Special considerations

### Managing public toilets during high peak hours

|                               |   |
|-------------------------------|---|
| Managing traffic              | <p>Request the customers to queue in a single line to avoid over-crowding at the point of payment.</p> <p>Ask all customers to ensure they leave the toilet clean for the next user by flushing or pouring water. Posting educational and instructional materials can assist in promoting proper use of facilities.</p> |
| Ventilation                   | All public toilets should have windows to let in enough natural light during the day. Keep all windows open to allow for flow of fresh air  |
| Water supply                  | <p>Ensure there is enough water in reservoir tanks for pour-flushing after every use.</p> <p>If facility has automatic flush toilets, check the supply of piped water regularly. Keep enough water for pour-flushing if piped water is not available.</p>   |
| Lighting                      | If the public toilet operates early in the morning and late evening, the facility should have proper artificial lighting for safety and visibility by users.  |
| Tissue supply                 | Ensure there is enough tissue to last the high peak hours   |
| Anal cleansing accommodations | Ensure at sufficient anal cleaning water is available for anal cleansers during peak hours.   |
| Hand washing soap supply      | Ensure there is enough handwashing soap to last the high peak hours   |
| Cleaning                      | Toilets should be cleaned as needed during high peak hours, after about 50 users.   |

## Accessibility and Inclusivity

To ensure high standard of service delivery by the operator, the following guidelines should be followed;

|   |  |
|---|--|
| Assistance to PWD, children and the elderly | <p>Whenever possible, provide at least one toilet facility that can be accessed by people with limited mobility. This toilet should be accessible without stairs or steps, with no entry door less than 80cm wide. There should be handrails inside the toilet compartment within reach of people using wheelchairs, and there should be a toilet seat that accommodates people using wheelchairs.</p> <p>Ask customers of these special groups if they require any assistance. Offer assistance as requested. If customer is of a different gender, request a like-gendered customer to offer the assistance requested.</p> |
| Use of toilets free of charge               | <p>Genuine customers without money, or of the special group above or sick customers who use the toilet frequently, should be allowed to use the toilet free of charge.</p>   |
| Information on use of toilets               | <p>Offer information on how to use the toilet to customers who may not be conversant with the toilet facility.</p> <p>Provide public education materials on proper use of toilet on the entrance door and individual toilet doors. This should contain information of proper use of the toilet bowl/ pan, disposal of sanitary products and trash.</p>   |
| Anal cleansing material                     | <p>Offer tissue paper to the customers (free or paid for) to bring to their attention the availability of it.</p> <p>For those who prefer, offer water and accommodations for anal cleansing. Consult with local religious organizations about specifications for accommodations for anal cleansing with water.</p>  |
| Customer conflicts                          | <p>The operator should not engage in arguments with customers. Any severe attacks by customers should be reported to the owner, and the nearest authority (chief / police station).</p> <p>Customer fights in the facility should also be reported to the owner and nearest authority.</p>   |
| Customer complaints                         | <p>The operator should have a notebook where they keep a record of all customer complaints, any vandalism or breakage. These should be reported to the management / owner within a week of occurrence.</p>   |

## Instructions for Users

To ensure toilet cleanliness and user hygiene, users should be reminded of the following through proper signage inside each toilet:

1. Ensure trash, such as paper towels and baby wipes, is placed inside the bin provided



2. Menstrual hygiene products should be placed inside the sanitary bin provided



3. Do not flush menstrual hygiene products, paper towels used to wipe hands or antiseptic/baby wipes or baby diapers down the toilets. Use the bins provided to dispose of these items.

4. Always wash hands with soap and water after using the toilet.

The instructions for properly washing hands are below. It is advised to post these or similar instructions somewhere near the handwashing station at the toilet.

## How to properly wash your hands:

The below steps should take 40-60 seconds

### Handwashing Steps

# STOP GERMS! WASH YOUR HANDS

Keeping hands clean is one of the most important things we can do to stop the spread of germs and be healthy.

- 1** **Wet** your hands with clean, running water, and apply soap.
- 2** **Lather** your hands by rubbing them together with the soap.
- 3** **Scrub** your hands for at least 20 seconds.
- 4** **Rinse** hands well under running water.
- 5** **Dry** hands using a clean towel or air dry them.

LIFE IS BETTER WITH  
**CLEAN HANDS**

329459-A

[cdc.gov/handwashing](https://www.cdc.gov/handwashing)

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES  
**CDC**  
NATIONAL CENTER FOR PREVENTION AND PROMOTION

Reference: WHO. 2009. "How to handwash?". Available at: [https://www.who.int/gpsc/5may/How\\_To\\_HandWash\\_Poster.pdf](https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf)

# Response to Emergencies

A public health emergency is a localized or widespread outbreak of an infectious disease that has a significant threat to a community or region. Diseases that can cause an emergency include COVID-19, cholera, and typhoid fever, among others. The following actions should be taken during emergencies;

**Cleaning:** High standards of cleanliness and hygiene should be maintained. The floors should be mopped more frequently with disinfectant. High touch surfaces (like door knobs and flush handles) should be wiped down more frequently with disinfectant.

**Handwashing:** Frequent and proper hand hygiene is one of the most important measures that can be used to mitigate spread of infectious diseases. Posters and reminders about proper handwashing are even more critical than usual during outbreaks of infectious disease.

**Masks / Physical distancing:** During peaks of severe respiratory illness outbreaks, users should be encouraged to wear masks while using the toilet and queuing. This can be done through posters and verbal reminders. Toilet attendants should also set a good example by always wearing a mask that covers their mouth and nose. Physical distancing in queues may also be encouraged. This can be done through posters reminding the importance of distancing and markings on the ground to indicate the proper distance (~1.5 meters) between people when queuing.

## Safe management of excreta

The excreta collected at the facility should be safely contained in a septic tank or pit latrine or channeled to a sewer line. For toilets connected to a septic tank or pit latrine, routine desludging should be done before the septic tank / pit latrine fills up and overflows. The operator should monitor for blockages on the sewer line and for fill up of the septic tank. Sewer blockages should be reported promptly to the water service provider, and toilet services suspended until the matter is addressed. Desludging should be conducted with a professional and formalized service that uses safe practices with proper PPE and that ensures the excreta is properly discharged at a treatment facility.

## Hotline Numbers

Customer Service (for sewer blockages and water outage):

Exhauster Services:

Public Health Toll Free Emergency Reporting Line:



