Community-Led Total Sanitation

Facilitator’s field guide
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What is Community-Led Total Sanitation?
Community-Led Total Sanitation is a sanitation promotion based on stimulating a collective sense of disgust and shame among community members as they confront the crude facts about mass open defecation and its negative impacts on the entire community. The basic assumption is that no human being can stay unmoved once they have learned that they are ingesting other people’s faeces. Generally communities react strongly and immediately try to find ways to change this through their own effort based on different motivations.

The strong feelings and drive to act of these different sections of the community should not be ignored. Rather, they could be encouraged to form their own pressure groups to encourage others to change.
**What is the aim of CLTS?**

The aim of CLTS is to trigger self-realisation among community members that they need to change their own behaviours, so the facilitator must never lecture or advise on sanitation habits, and should not provide external solutions in the first instance with respect to models of latrine. The goal of the facilitator is purely to help community members see for themselves that open defecation has disgusting consequences and creates an unpleasant environment. It is then up to community members to decide how to deal with the problem and to take action.

The key to success is the attitude and approach of the facilitator.

**Who is this field guide for?**

This field guide is to support the CLTS facilitator during the triggering of communities. It is a guide indicating the sequence of steps and the tools that can be used.

**Who is a CLTS facilitator?**

The CLTS facilitators are the frontline persons responsible for triggering the communities. The key roles of the CLTS facilitators are to Mobilise and trigger communities for CLTS, follow-up and monitor triggered communities and report on achievements and challenges met so they can be addressed accordingly.

CLTS facilitators could include; Village Health Teams, Parish Development Committees, Community Based Organizations and natural leaders who emerged from the ODF villages. It would be of added values if the selected facilitators have been involved in water and sanitation activities in their communities. However this does not mean that those who have not been involved in (Water and Sanitation) WATSAN activities should not be trained as facilitators.

The desirable attributes of a CLTS facilitator are:

- Resident in the community
- Acceptable to, and respected by the community
- Enthusiastic, innovative and creative
A spirit of voluntarism and not driven by material or financial gains
- Willingness to share information and knowledge
- Ability to communicate clearly and effectively

The sequence of steps
The following is the suggested sequence of steps which could be followed, and tools that could be applied in triggering CLTS in villages.

Steps to follow in triggering CLTS
i) Planning and mobilizing for triggering
ii) Introduction and rapport building
iii) Triggering the community
iv) Managing the trigger moment
v) Action planning by community
vi) Follow up

The sequence and choice of steps to adopt is dependent on community response and prevailing sanitation situation. The Facilitator should use personal judgement to decide
Step 1: Planning and mobilizing for triggering

1. Plan with the village leadership for your intended visit and activity.
2. Identify the village where you are going to conduct the triggering.
3. Identify the day, time and venue where you will meet the community members. Ensure that the time identified for the meeting is convenient for the children, women and men. Visit the village and familiarize yourself with the surrounding paying particular attention to the sanitation situation.
4. Find out from the village leadership the village profile with all relevant information like population, sanitation situation, that will help you plan effectively for the triggering.
5. Work with the village leadership to mobilize the community for the day of triggering.
6. Agree with your fellow CLTS facilitators on the roles to be played by each during the triggering. Do not go alone because you will not be able to capture all the information. You need to support each other.
Step 2: Introduction and rapport building

1. On the day of triggering arrive at the venue early and have some informal interactions with the community members as they start to gather.

2. When the community has gathered let the community leader introduce you and the team.

3. After the introduction build a rapport with the community prior to CLTS triggering. Some issues to consider during the rapport building would include:
   - Introducing yourself to the community and tell them you have come to learn more about sanitation in their village.
   - Be friendly, relaxed, open, observant, listen and don’t rush.
   - Appreciate good things of the community (based on information obtained at the planning stage)– praising good things first makes it more acceptable to raise issues later that disgust and make people ashamed, and to ask the direct questions of CLTS triggering.
   - Ask what are the local words for shit in the community
   - Ask where most people of the village shit?
   - Where does the shit go?
   - You could ‘who has defecated in the open today?’ and ‘have you seen or smelt human shit in your village today?’ by show of hands.
4. If questioned about the purpose of your visit, you may find it useful to tell the community that you and your team are studying the sanitation profile of villages in the district. You are trying to find out the number of villages where people are practising open defecation and waiting for external help before they make any change, and how many villages are ready to get out of that unhygienic condition through their own initiative.

5. Once you have the interest of at least a good part of the community, the next stage is to facilitate a comprehensive analysis by the local community of sanitation in their own village through the transect walk.

**Key points**

- **DO NOT** use the nice, polite words but use people’s own crude terms for bad sanitation behaviour throughout the facilitation process.

- **DO NOT** believe that you are there to educate people or change their behaviour. The only thing you are there to do is to assist the community in carrying out their own analysis of the sanitation situation.
Step 3: Triggering the community

Tool 1: Walk of Shame

1. After initial rapport-building, ask the community to take you for a walk in their village. During the walk ask them to show you the cleanest and dirtiest places in their village. Substantial time must be spent at both these locations to discuss why the group considers these locations to be cleanest or dirtiest. This helps understand popular perceptions related to clean and unclean in the community, giving useful clues to the facilitator to build on.

2. Make the walk of shame interactive by asking questions that can enable the community show the places where OD is taking place like:
   - Where do men, women, elderly and children of the village defecate? Visit and observe the area.
   - Ask some individuals to show you where they defecated that morning.
   - Where and how is an infant’s excreta disposed off?
   - Where do people defecate at night?
   - Where do we fetch drinking water from?
   - Where do people shower and wash their utensils?
   - Is the area around the water sources clean?
   - Visit some houses with latrines during the walk.
   - Are gardens and open areas of the village dirty or clean?
   - Do we or our children defecate around water sources, gardens and in the backyard of the house during day or night?
3. Ask the community if you could take a picture of those who practice OD. If they agree take the picture and tell them that you will share it with other villages to show those who practice OD.

4. Pick some of the shit from OD areas and take it with you to the meeting point. This will be used for another demonstration.

Key points

- **Transect walks are the single most important motivating tool.** The embarrassment experienced during this ‘walk of shame’ results in an immediate desire to stop open defecation and get rid of these areas. Even though everyone sees the dirt and shit every day, they only seem to awaken to the problem when outsiders force them to look at and analyse the situation in detail.

- **Try to locate areas of open defecation and visit all the different types of latrines along the way.** When this is proposed, some people may be hesitant or even leave the group as they feel embarrassed to show outsiders the dirty spots of the village. However, since this is an important step, try to persuade these people to join in the transect/walk of shame.

- **Spend substantial time discussing in open defecation areas.**

- **The key is your attitude and approach during the walk of shame.** It is your skillfulness that will enable you to clearly explain that this exercise is not an outsider’s attempt to stop open defecation but for the insiders to analyse and take their own decisions. The decision to continue with open defecation and ingesting each other’s shit by the insiders is also fine with you, but the name of the village would be added to the report about their new learning, if the insiders agree.

<table>
<thead>
<tr>
<th>Do’s</th>
<th>Don’ts</th>
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<tr>
<td>✓ Be curious. Walk slowly, observe carefully.</td>
<td>✗ Don’t be bored or bore the group by lecturing or asking for too much information that you won’t use.</td>
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<td>✓ Don’t miss an opportunity to talk to passers-by.</td>
<td>✗ Don’t avoid the defecation areas.</td>
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<td>✓ Give positive reinforcements for initiatives observed in the village during the transect. This could also be outside the purview of sanitary conditions of the village.</td>
<td>✗ Don’t insult anyone and/ or pass judgment on the community. The objective of the activity is to instill a feeling of disgust.</td>
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Tool 2: Defecation mapping

1. Return to the meeting point and ask the community members to draw a simple map of their village on the ground.

2. Let the community members identify one person who will draw the map and the following should be indicated: start with the village boundaries, roads, health centres, schools, churches, defecation areas and water points.

3. Invite individuals to locate their homes on the map and using a leaf or a stone indicate if they have a latrine or not.

4. Let an individual from each household indicate the areas of open defecation with a coloured powder and draw lines to connect them to their household for those that visit them.

5. Draw attention to how far some people have to walk to defecate and at what times of day. Are there any safety issues?

6. Ask people to trace the flow of shit from places of open defecation to ponds and other water bodies, resulting in their contamination.

7. Ask them to discuss among themselves which is the dirtiest neighborhood of their village, the second dirtiest and so on, and to note these on a piece of paper. Collect and read out the papers. In most cases you will find that all groups identify the same one or two neighborhoods as the dirtiest.
Key Points:

- Choose a suitable large open area for mapping. The mapping exercise should get all community members involved in a practical and visual analysis of the community sanitation situation. The community map should be transferred to paper and displayed in a public place.
Tool 3: Shit Calculations

Calculating the amount of faeces produced in a community can help to illustrate the magnitude of the sanitation problem. Households can use their own methods and local measures for calculating how much they are adding to the problem. The sum of each household’s production can be added up to produce a figure for the whole community. The quantities can add up to a number of tonnes which may surprise the community.

1. As a facilitator lead the community in calculating the shit produced in their village. Mention that an individual produces an average of 250 gms of faeces per person per day.
   - Find the average number of people in a household
   - Calculate the amount of shit per household
   - Calculate the amount of shit in the village per day based on number of households in the village
   - The shit generated by the village in a week, month and year is calculated based on the above daily figure.

2. Mention that since the people in the community know the exact number of people in a household ask which household produces most, and ask everyone to clap and congratulate the family for contributing the most shit to the village. Similarly identify the second, third and so on and appreciate their contributions.
3. Identify the family that produces the least. Ask them why they produce so little shit? Ask them to eat more and shit more. All this generates a lot of fun but silently the fact emerges clearly.

4. Relate the amount of shit generated per year to how many tons of shit lorries or how many 100 kg bags (sacks of produce like maize) the feaces would fill. Relating the amount of feaces to the measurements commonly used will create a more vivid picture in the minds of the people.

5. Ask the community where do the feces go?

**Key points:**

- Emphasize that it is the ‘big picture” that matters in this exercise - the impression of the large volume of shit generation (imagining tons of lorries (tipper lorries) or 100kg sacks) and thinking about where it all goes!

- The tool goes ahead to emphasise that the very feaces that have thoughtfully been deposited away from us and our homes, don’t go ‘away’. Instead, they make their way back through the same carriers.

**FEACES CALCULATION SHEET**

A. How many times a day do YOU defecate?  
250g  

B. Volume of feaces per defecation (per shit) e.g.  

C. Volume of feaces per day A X B  

D. Number of people per family  

E. Volume of feaces per family per day C X D  

F. Volume of feaces per family per month (E X 30)  

G. And how many families in the village??  

TOTAL AMOUNT OF FEACES GENERATED  

PER MONTH BY A VILLAGE (F x G)  

Number of 100 kgs sacks or 10 ton lorries produced by each village per month
Tool 4: **F - diagram**

**Step 1:** Using the information from the walk of shame and shit calculation ask the community to mention where all the shit they have seen goes. For each idea mentioned let the person draw the picture or write it on a card and pin it up.

**Step 2:** Then ask them to trace the flow of shit from places of open defecation to ponds and other water bodies, resulting in their contamination. Different contamination routes like flies, bicycle and contaminated water will be mentioned. Take note of these for later discussion.

**Step 3:** Then ask how the shit then gets into the mouth. For example: hands, fingernails, flies on food, fruit and vegetables that have fallen on or been in contact with shit and not been washed, utensils washed in contaminated water, Dogs licking people etc.

**Step 4:** Ask one of the community members to draw lines linking the feaces to contamination points and back to an individual. You should never suggest the pathway of contamination.

**Step 5:** Wrap up by thanking the community for eating their own shit which they thought had been safely stored away.
Tool 5: The Bottle Of Water!

**Step 1:** Offer a bottle of mineral water to one of the community members and ask if it is safe to drink it. If they say yes, then ask others until everyone agrees that the water is safe to drink. Let one of them open the bottle and drink some of the water.

**Step 2:** Next, show the community the piece of stick or thread and ask what it is. Ask if they can see it. Then touch it on some shit brought in from the walk of shame.

**Step 3:** Now dip the thread or piece of stick in another bottle of mineral water that you opened before the participants. Ask if they can see anything in the bottle of water.

**Step 4:** Offer the bottle of water to anyone standing near to you and ask them to drink it. Immediately they will refuse. Pass the bottle on to others and ask if they can drink. No one will want to drink that water. Ask why they refuse it. They will answer that it contains feaces.

**Step 5:** Now ask how many legs a fly has. They might tell you the correct answer. If not, inform them it has six legs and they are all serrated. Ask if flies could pick up more or less feaces than the stick or thread could. The answer should be ‘more’.
Step 6: Now ask them what happens when flies sit on their or their children’s food and plate, their mouths: what are they bringing with them from places where open defecation is practiced? Finally ask them what they are eating with their food.

Step 7: Using another scenario: Ask them how many fingers one has on the hand they use to clean themselves after defecating. The response will be five fingers. Then ask them again if the stick or the thread picks more faeces than their fingers? What happens when the fingers touch food, plates, feed children, eat food etc. How much faeces do the fingers carry? Finally ask them what they are eating with their food?

Step 8: When someone says that they are eating one another’s faeces or their own faeces bring them to the front to explain what happens.

Step 9: Emphasise that: everyone in the village is eating their own or each others’ faeces. Once one of the community members has said this publicly, you can repeat it from time to time. Do not say it before they do. It has to be what they have said as a result of their analysis, not what you have come to tell them.

Step 10: Ask them what happens when flies have feasted on their faeces in OD areas come into contact with their food. Ask how they feel about eating their own and each others’ faeces because of open defecation? Don’t suggest anything at this point. Just leave the thought with them for now, and remind them of it when you summarise at the end of the community analysis.

Step 11: At this moment you should thank the community for the analysis and conclude. Tell them that you are not there to advise them to stop their age-old practices and that you are not there to sell toilets or distribute subsidy. Tell them they are free to continue what they have been doing, i.e. eating each other’s shit, and bathing and washing their mouths out with water in which everyone defecates. Thank them all and close!

Step 12: Usually at this stage the spirit goes high and violent arguments begin among the community as to how to stop open defecation. Don’t interrupt or advise. Quietly listen to the community’s discussion. If questions are thrown to you, tell them that, as an outsider, you have little knowledge about their local situation, and that they know much better than you what is best to do in that situation. Tell them that they are free to choose anything including continuation of open defecation.
Key points

- DO NOT try to convince the community to stop open defecation and start constructing toilets. Your job is to facilitate a good analysis that ignites a sense of disgust and shame, and compels the people to shift from haphazard open defecation to fixed-point defecation in a covered pit that stops the routes of contamination.

- DO NOT lecture or try to educate the community about the diseases caused by open defecation, flies as agents of contamination, or the need for hand-washing at this stage. The most important element that ignites CLTS is not the knowledge of health hazards but the element of disgust, shame and the sense of un-cleanliness, dirty feeling and impurity in many religions.

- DO NOT at any point talk of any subsidy. Tell them clearly that you are not there to provide any subsidy or to suggest latrine models.
Step 4: Managing the Triggering Moment

1. If at this stage some people say that they want to change;
   - Asking who would like to stop OD immediately, with raising of hands.
   - If the cost of a latrine is a constraint, ask who would be interested to know the cheapest latrines constructed by communities elsewhere.
   - When all agree and demand to know, draw a simple sketch of a direct pit latrine using black marker and clear drawing. Hand over the marker to interested community members to do their own drawings.
   - Ask those who will act at once to write up their names.

2. For communities that seem reluctant to change or those that don’t seem to be triggered, thank them for their time and plan to return at a later date. Don’t rush them.
Key points

- DO NOT prescribe models of latrines. Remember that the central idea of CLTS is not to prescribe the best and most durable model of toilet to the community at first, but to initiate local action for communities to look for their own alternatives to open defecation.

- DO NOT worry if no one talks about starting any local action there and then. In that case thank them again and tell them that you will record them as a village where people are willing to continue open defecation and eating one another’s shit.
Step 5: Community action planning

1. If some positive action toward CLTS begins, then extend help and facilitate carefully. Enthuse the community by say informing them that if they could achieve 100 per cent total sanitation and stop open defecation, many people from outside and neighbouring villages would come and visit their village to see it. (use any other motivation factor based on the community profile and their responses)

2. Tell them about the possibilities of their becoming famous as the first open defecation free village in the block, sub-district or district.

3. Help the community to come up with a village action plan to achieve ODF. The process of planning should concentrate on immediate positive action plans.

4. Encourage early action-takers to come and sign up. As they come, give them a big clap, and say that they are leaders for a clean future. Find out their wellbeing status, and praise them especially if they are poor. Keep them standing in front of the crowd. Do the same with any who comes forward as donors.

5. Take a photograph of the group as those who are going to transform the community’s environment. Facilitate formation of a sanitation committee. Write up the names of the committee.

6. Ask how long before they will stop OD totally. If the answer is more than 2-3 months, ask if 60-90 days of ingesting each others shit is acceptable. The response may be to share toilets and dig pits to cover shit almost at once.

7. Tell people about other actions by nearby communities and what they are doing. If the community is the first in an area, stress the recognition they will receive, and the chance of a special celebration if they become ODF.

8. Together with the community agree when you will come back for monitoring of ODF and latrine construction.
Key Points

➤ As a first step, it is necessary to have a steering and management committee which will oversee the completion of this process. This committee, to be set up at this meeting, can include Parish Development Committee members and if it exists, members of an active Village Water and Sanitation Committee.

➤ Next, decide on an action plan and approximate time frame to achieve the end of open defecation in the village. Discussions can be held on material availability, how to procure these, etc. The committee may also decide on whether any fines need to be imposed on those undertaking open defecation after a period of time.

➤ Although the process of completely ending open defecation will take some time, it is necessary to start the first step toward that process immediately. Some actions that can be taken immediately are:
  o Digging pits to use as makeshift latrines.
  o Learning more about low-cost technology models.

➤ Caution: Don’t make any commitment of benefits

➤ DO watch out for the natural leaders emerging from the PRA process. Encourage them to take lead and share their ideas with the whole community about the consequences of open defecation and what best could be done to avoid them.

➤ DO involve children in the discussion and ask them what they will do to stop open defecation. Often children start processions shouting loud slogans against open defecation. Encourage these activities. They find it great fun.
Step 6: Follow up

Community commitments in the action plan will need to be followed up to ensure progress is being made and maintained. This process should be participatory and pre-determined frequency e.g. monthly; the community members track the progress of their own development such that the community can make its own decisions about:

- What is working well?
- What is not working well?
- How to proceed next?

**Remember:** Whenever you make a follow-up in the community please update the defecation map drawn by the community. On the map indicate the homes that have stopped OD and what method they are using for defecation. The map is one of the tools you should use to collect data on improvements being made by the community.

### Community Facilitators monitoring form

<table>
<thead>
<tr>
<th>District Name:</th>
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<tbody>
<tr>
<td>Sub-county Name:</td>
<td></td>
</tr>
<tr>
<td>Village Name:</td>
<td></td>
</tr>
<tr>
<td>Implementing Resource Agency:</td>
<td>NGO:</td>
</tr>
<tr>
<td>CLTS facilitators name(s):</td>
<td></td>
</tr>
<tr>
<td>Facilitator trained by:</td>
<td>Date:</td>
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<tr>
<td>Does Village have a trained Mason?</td>
<td>Yes:</td>
</tr>
<tr>
<td>Number of Households:</td>
<td></td>
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<tr>
<td>Was handwashing included in the trigger event?</td>
<td>Yes</td>
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<tr>
<td>Did the village trigger? (one of the following is true):</td>
<td></td>
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<tr>
<td>Question</td>
<td>Yes</td>
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<td>-------------------------------------------------------------------------</td>
<td>-----</td>
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<tr>
<td>(1) all are prepared to take action</td>
<td></td>
</tr>
<tr>
<td>(2) the majority agreed to take action</td>
<td></td>
</tr>
<tr>
<td>(3) some agreed to take action</td>
<td></td>
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<tr>
<td>Did the sub village agree on date when it will be Improved (ODF and all households have an improved latrine)?</td>
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<tr>
<td>Did village put together an action plan?</td>
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<td>Start Date:</td>
<td></td>
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<td>End Date:</td>
<td></td>
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<tr>
<td>Household Baseline (No. Of HHs)</td>
<td></td>
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<tr>
<td>No. of Improved latrines</td>
<td></td>
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<tr>
<td>No. of Unimproved latrines</td>
<td></td>
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<tr>
<td>No. Of shared latrine</td>
<td></td>
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<tr>
<td>No. Of HH using OD</td>
<td></td>
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Supervisor’s Name and Signature
Name:  
Signature:  
Date:  

If No provide comments:
## Post-trigger visit/ Follow-Up

<table>
<thead>
<tr>
<th>Has village / participants taken action to facilitate and improve their sanitation situation?</th>
<th>Yes</th>
<th>No</th>
<th>Comments:</th>
</tr>
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<tbody>
<tr>
<td>Has village / participants started implementation of action plan?</td>
<td>Yes</td>
<td>No</td>
<td>Comments:</td>
</tr>
</tbody>
</table>

### Follow up supervision 3 months after triggering

<table>
<thead>
<tr>
<th>1st Follow - up Supervision</th>
<th>No. of Improved latrines</th>
<th>No. of Unimproved latrines</th>
<th>No. Of shared latrines</th>
<th>No. Of HH using OD</th>
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<tbody>
<tr>
<td>2nd Follow -up Supervision</td>
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<tr>
<td>3rd Follow - up Supervision</td>
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<tr>
<th>Date:</th>
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<tbody>
<tr>
<td>Has the village declared itself Improved? (ODF and every household has an improved latrine)</td>
<td>Yes</td>
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<tr>
<td>Date:</td>
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<table>
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<tr>
<th>Verified by:</th>
<th>Name &amp; Title</th>
<th>Agency:</th>
<th>Verifier’s Signature:</th>
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<td>Date:</td>
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