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ACRONYMS

WASH; Water, Sanitation & Hygiene
WBD; Water Born Disease
IDPs; Internally Displaced People
4Ws’ Who, Where, What & When
FSL; Food Security and Livelihood
NFI; Non-Food Items
CCCM; Camp Coordination & Camp Management
THF; Turkey Humanitarian Funding
ETF; Emergency Task Force
EWARN; Early Warning And Response Network
HTH; High Test Hypochlorite (Calcium Hypochlorite)
HH; House Hold
IEC; Information, Education & Communication
DPD 1; Diethyl-P-Phenylene (used for free residual chlorine testing)
Lt/P/D; Liter per Person per Day
NGO; Non-Governmental Organization
FRC; Free Residual Chlorine
SWM; Solid Waste Management
FSM; Faecal Sludge Management
KG; Kilo Gram
HP; Hygiene Promotion
PPE; Protection Protective Equipment
Acknowledgments;

This guideline was made possible through a collaborative effort of strong WASH engineers with an excellent background and heavily involved in the WASH response in North Syria, thank you to all who contributed to this guideline;

Hussein Al-Araban; Technical Team Lead, World Vision International

Amer Al-Amer; WASH Program Manager, ACTED

Tamam Aldbl; Project Manager, Maram Foundation

Ewan Chainey; WASH cluster coordinator, Global WASH cluster Filed Support Team

Omar Alhagi Sobeh; WASH cluster co-coordinator, Hand in Hand for Aid and Development

A draft version of this guideline has been shared with the WASH cluster Strategic Advisory Group. We would like to thank all of them for their valuable time, inputs and feedback.
First section; General Overview

Introduction

The humanitarian impact of the Syria crisis continues to reverberate across the country and the wider region. Most immediately, the crisis has left millions of people facing a daily struggle to survive amidst pervasive threats to their lives, security, well-being, and dignity. These people are caught in a protection crisis, defined by indiscriminate, disproportional and unrestrained attacks that inflict extensive hardship and destruction upon the civilian population. Various forms of violence permeate daily life, particularly affecting women and children. At the same time, prolonged conflict and widespread displacement continue to tear apart the social and economic fabric of Syria.

WASH services must meet basic needs: to provide them in sufficient quantity and quality for people to survive and stay in good health. Inadequate quantities and poor quality of water, insufficient latrines or open defecation, and poorly set up waste disposal or drainage systems, will lead to WBD - water borne disease. Therefore, they are among the most vital and very first services provided in camps, informal settlement and collective centers. It is the shared responsibility of the Camp Management Agency, WASH service providers and national authorities to reduce the risks of water-borne diseases.

Rationale,

In most emergencies, external support can take days to months to arrive. Therefore, it is vital that there is a plan in place, based on the available in-country capacity, to deal with the initial phase of an emergency in preparing to respond to potential emergencies with appropriate humanitarian assistance and protection.

In addition, after 7 years and with lack of resources and donor fatigue, the need to work together with other partners has become mandatory, therefore a guidance note will help to enhance and harmonize responses among all WASH partners.

This tool provides practical guidance to assist WASH humanitarian workers and field teams in preparing to respond to potential emergencies with appropriate humanitarian assistance and protection.

These guidelines are a tool to:

a. Develop a common understanding of WASH needs and to develop a system for responding to those needs to ensure early action is taken when required.

b. When feasible establish a minimum level of multi-sectoral preparedness in coordination with other sectors.

c. Development of WASH contingency plan.

Second section; Overview on Camps, Informal Settlement and Collective Centers in Syria Context.
Definitions of camps as defined by the CCCM cluster;

- **Planned Camp** – The structures that are established by an accountable humanitarian actor and to the extent possible, meet the minimum SPHERE standards. The site was chosen by the humanitarian actor and, where possible, the infrastructure was established before the arrival of some IDPs.

- **Informal Settlement/Informal Camp** – Also called spontaneous settlements or self-established camps. They are a group of tented of other types of housing units established by the IDPs themselves or by non-experienced actors, often erected on land that the occupants have no legal claim to. The IDPs do intend to stay in this location for an extended period of time. At the moments, most of the so called IDP camps in Syria fall under this category.

- **Collective Centre** – Other types of settlements, i.e. public buildings, schools, private collective building, i.e. factories that are inhabited by five or more IDP families.

- **Transit/Reception Centre** – A temporary shelter or group of shelters that was erected to provide extremely short-term support to IDPs while they are registered and referred to alternative housing solutions. These sites are often established

**Coordination**

With the ultimate aim of enhancing the public health and welfare of the population living in humanitarian emergencies, the purpose of the WASH Cluster is to strengthen the capacity in planning, coordination and support of effective and timely water, sanitation and hygiene strategies and interventions to ensure that acceptable quality of response is maintained; to promote policies and practices that support acceptable quality of response and preparedness; and promote a full and productive engagement of partners in strategic planning for the benefit and health of the population in humanitarian emergency.¹ Thus, all coordination efforts must be contributing to coordination mechanisms set by the WASH cluster team by using the recommended gap / response tracking tools i.e. online tracking link, response tracking matrixes, 4Ws reports, situation reports, etc. Coordination can be implemented via all available communication channels i.e. WhatsApp groups, Skype, Working Groups WG, direct contact, aiming for a timely response and maintaining an acceptable quality of response.

When we talk about coordination, we mean all types of coordination that led to improve WASH situation in camps, informal settlements and collective centers

1. Coordination with other clusters (FSL, Shelter/NFI, CCCM, Health, Protection, nutrition and education)
2. Information sharing (Gaps, response, etc.)
3. Involve WASH specialized members from the WASH cluster in other technical review committees when revising WASH component such as CCCM THF proposals.
4. In general, and more specifically during emergencies, improve coordination and information sharing among WASH Cluster members and cluster HUB coordinators, subsequently forming an emergency task force – WETF.
5. Coordination with local councils and camp management in the field

Assessment and Monitoring, (Rapid Assessment).

If no secondary data neither WASH cluster report/document/gaps are available, then a rapid WASH assessment should be carried out before any WASH intervention in camps, informal settlement and collective centers to inspect the following key issues:

1. Number of IDPs in camp in sex and age disaggregated figures.
2. Prevalence of diarrhea cases and skin infections (if not feasible, rely on EWARN WBD data and reports).
3. Availability and affordability of WASH related NFI and hygiene detergents.
4. Availability and number of large water containers to compare storage capacity with required water quantity.
5. Main water sources in camp and identify the quantity and quality of existing water supply sources.
6. Water treatment methods and average water consumption per household.
7. Coping strategies when water is not sufficient.
8. Percentage of people accessing toilets, other problems hindering IDPs’ access to toilets, and drainage related problems.
9. Garbage disposal mechanism and whether garbage is safely collected and disposed.

The recommended tool is the Informal Settlement Rapid Assessment Tool for monitoring WASH standards that was developed by WASH cluster in Gaziantep

Preparedness.

To insure quality and a quick response to any emergency situation, actors should have strong preparedness measures:

Contingency stock:

As part of preparedness and readiness, responding agencies must make sure that vital and important equipment and supplies are available during an emergency situation. These supplies and equipment can be different based on the nature of the response, whether for a first action WASH response or regular WASH response.

Recommendation for the type of contingency supplies and equipment:

- Bottled water: In case of first action response in a transition location.
- Water treatment (chlorination supplies):
  - Chlorine powder “HTH” for bulk water treatment.
  - Aqua tabs for water treatment at the HH level (Aqua tabs distribution must be associated with dissemination of IEC materials such as brochures/leaflets on how to use the Aqua tabs in parallel with awareness sessions to the targeted households).
- Hygiene items: based on the IDP settlements if a transition center or midterm location it can range from basic needs items to a more comprehensive kit with durable items including communal latrines and showers cleaning consumable kit
- Water bladders/tanks with pipes and tap stands for water distribution. According to the need.
- Emergency latrines. According to the need.
- Light operational support to existing infrastructure such as water and sanitation
- Water quality kit and consumable (Pool tester and DPD1 tablets)

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2 Harmonized WASH RAT informal settlements. KI; https://www.dropbox.com/sh/ny0o2urpq74zz4o/AACHa7kaZ1plZoGDxgSiJxpa?dl=0
In addition, warehousing or storage location should be selected in key strategic locations to minimize the transportation time and be appropriate for context.

**Emergency services, and stand by service provision:**

To ensure a quick response to the emergency situation, and due to the fact, the procurement process can take inordinate time to finish, actors should provide emergency stand by arrangements/contracts for the intended WASH services.

Recommended services:
- Emergency clean adequate water via water trucking
- Logistics
- Emergency Desludging

**Human resource training:**

A clear emergency response plan should include trained/experienced human resource and personnel (If not available to build the capacity of available staff), training could cover (needs assessment, aid delivery, protection, communication skills, and water treatment).

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**Third section; WASH Program Commitment:**

**Third section; part 1; First Actions (Arrival moment up to two weeks).**

**Zero point.**

Zero point is the zone where buses arrive carrying IDPs. The zero point comprises a vast area that can accommodate 40 buses for exchange of transportation since the incoming buses are supposed to return to their original departure location. On average, IDPs stay from few up to 12 hours before moving to other locations.

**WASH services at zero point:**

**Safe drinking water:**

Directly upon arrival at zero-point water provision of water through water points or bottles only for new arrival IDPs while they disembark from buses. The recommended quantity is 1.5-liter bottle per adult person and 0.5-liter bottle for children. Zero point must be equipped with semi-permanent water storage tanks and water distribution through tap stands

**Sanitation:**

Community level sanitation facilities – representing emergency latrine structures. The minimum standard for latrines in public spaces is 1 toilet to 50 males and 1 toilet to 25 females. While 2-8 liters of water should be provided per person for hand washing, flushing and toilet cleaning, each latrine should be provided with a handwashing point/ sink. There should be signs to guide IDP arrivals to locations of toilets with disaggregation of female and male toilets with at least 10 meters and no more than 20-meter distance between facilities. Volunteers serving zero point should have separate latrines disaggregated for male and female.
Solid Waste management:
Ensure proper solid waste management after the movement of IDPs from the zero point more specifically plastic bottles, ready to eat meals bags, etc.

Hygiene items
Since the journey of new arrivals is not finalized by reaching zero-point, distribution of hygiene items is not recommended at this stage. Hygiene items are limited to provision of soap at handwashing points.

Third section part 2;
Reception center.

Safe drinking water
Water trucking
Typically, a short-term, life-saving intervention that is used to cover interruptions in water service or access to sufficient quantities of water to meet survival requirements. Based on experience IDPs in reception centres normally stay between 15 days up to two months before moving to a permanent shelter. which means water trucking is the main water sources for those IDPs. Recommended quantity is a minimum of 15-20 lt/p/d

Other sources
In case there are other sources such as boreholes or streams, these should be tapped to develop a sustainable clean provision of water to cover the daily needs of all IDPs. This should include dosing pumps and staff for chlorination and monitoring water quality. Such systems need to be prepared in advance of any crisis/influx.

Water Quality control
Water quality must be ensured at all stages across all sources and distribution points. Recommended Free Residual chlorine should be between 0.2 – 0.5 mg/l. Water from existing water sources needs to be tested prior to using and periodically to ensure the safety of water, test includes biological, bacteriological, etc. Chlorination can be accomplished in various ways:
- Chlorination at the water source/tank
- Chlorination in the water truck.
Particular to reception centers managed by NGOs – staff can be hired to chlorinate at water truck replenishment points and check and manage the FRC at both the water truck level and at distribution points.
Safe water storage is a non-negotiable requirement at each water distribution site in order to:
- Provide storage for a quantity of water sufficient to meet the maximum population demands at the reception center for a specified period of time;
- Prevent contamination of the water and maintain water quality;

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3 Strong proxy indicator is the water born disease health data.
Existing water storage facilities in reception centers should be prioritized, where tanks should be cleaned, and checked for damage regularly.

Collecting and Storing water at HH level.

At HH level WASH cluster recommends the distribution 2 jerry cans with the capacity of 20 liters to be used for water storage. Jerry cans needs to be replaced every two months for the same household.

Sanitation:

Adequate sanitation (the safe disposal of human waste and excreta) is a priority from the very beginning of a reception center set-up and is as important as a sufficient supply of water in preventing morbidity from WASH-related diseases. Human waste is a major source of hazard for water contamination and can be responsible for the spread of diarrheal and vector borne diseases such as dysentery. The provision of proper sanitation services will help maintain or improve environmental health conditions in the reception center and is of vital importance. WASH service providers will generally aim to set up the following core services or infrastructure:

- Public or family latrines/toilets including hand washing facilities appropriate to all including disabled and infirm
- Public or family bathing or showering facilities appropriate to all including disabled and infirm
- Public laundry and drying facilities appropriate to all including disabled and infirm
- Systems for regular SWM - Solid Waste Management
- Drainage systems for waste and rainwater
- FSM (Faecal Sludge Management)

Hygiene

Hygiene items

Once IDPs arrive to camp, essential WASH NFI kit should be provided at time of arrival. The basic items of WASH NFI kits are:

1. 10 - 20 lt capacity water container for transportation
2. 10 - 20 lt capacity water container for storage
3. 1 liter of Shampoo/ 1.5 KG of bathing soap.
4. 1.2 KG of laundry powder.
5. 2 sets of sanitary pads.

Hygiene promotion;

Refer to HP in camps, informal settlement and collective centers

Solid Waste management

The average quantity of solid waste production is 1.1 KG/person/day, this quantity is hard to manage in camp settings due to limited space and resource unless systematic collection and disposal of solid waste is properly implemented.
waste is being done by NGOs. The sphere handbook recommends providing 100 lcapacity container per 10 households with daily collection and disposal of solid waste.

Third section; part 3;

Regular Emergency Response - Camps, informal settlements and collective centers.

Safe drinking water

Water Trucking

Water trucking is a common way to supply water in an emergency. The water trucking option is appropriate in the following cases:

- Where piped water cannot be supplied immediately and where existing water infrastructure is not found.
- Remote locations where water sources are far from the settlement area.

Technical recommendations:

- The water source should be from the nearest tested water source, and the water source should be tested accordingly with reference to water quality parameters.
- Water quantities should be calculated based on the need and in line with the minimum Allowable Humanitarian Standards. In the Syria Context (listed in the table below).
- The water truck size/load should be based on the situation and the settlement conditions (road width, ground slope, existing underground infrastructure, and road conditions) to avoid any potential hazards and damage caused by oversized/weight trucks.
- The water truck/tanker should be manufactured from galvanized metal and rust free.
- The water tankers should be clean, and only used for transporting water during the period of contract.
- The water tanker should be free from damage with no leakage.
- The water tanker should have a properly sealed functional hatch with lock to prevent contamination.
- The water tanker should have functional non-leaking water outlets with functional valves.
- An included water pump is desirable in case there is a need to pump the water to a higher tank or higher elevation.
- Recommended time of water delivery is at the morning hours (where feasible, increase number of trucks/size over the number of trips)

Water systems in camps, informal settlement and collective centers

In case there is an alternative more sustainable water supply at the settlement level such as piped water “water system” then it should be prioritized as the main source of water. The water system will include the following main components: (water source, water station, water pipes, water storage – “according to the system design requirement and covered in the Water Storage section”, plus water distribution points.

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5 Refer to the table in page 16
Technical recommendations:

Water quantities should be calculated based on the need, availability of water at the source and in line with the minimum Allowable Humanitarian Standards. In Syria Context WASH cluster recommends 25 ltr/p/d in camps and informal settings.

- **Water source**: should be from the nearest tested water source, and the water source should be tested according to water quality parameters. If the water system is deemed to be used long term, further analysis for the water source will be required. Borehole pumping tests are highly recommended to measure the borehole production yield in addition to define the aquifer characteristics to prevent water table depletion.

- **Water system**: Including the power source, in most situations in the Syrian context especially in northern Syria there is lack of electricity from the national electrical power grid. It highly recommended that water systems should include an electrical generator that is compatible with the pumping set, based on water source yield and the need. Operating staff should be technical personnel that have received a comprehensive training on running and maintaining the water station. Regular maintenance and checks of the main components of the water station will be required, in addition oil and spare parts for the generator and the pumps should be available and stocked frequently to ensure that a sudden breakdown can be rectified.

- **Water pipes**: water lines should be planned with a good distance from potential points of contamination such as (Septic tanks, sewage lines, and waste disposal points) there should be a reasonable distance to be decided contextually based on technical recommendation from the site engineer relying mainly on type of soil/formation and type of used pipes and in general if there are sewage lines, the sewage lines should be implemented at a deeper elevation. If available, Polyethylene pipes are recommended for water networks.

- **Water distribution points**: Number of points should be provided based on 2 main factors (Queueing time at the water distribution point, and maximum distance within the setting to the furthest water point), the number of water points and their distribution have to create a balance to minimize the waiting time to receive the daily water provision at a distance no more than 50 meters.

- **Chlorination pumps**: It is recommended to conduct the water treatment and chlorination via chlorination (dosing) pumps to ensure that water is chlorinated reliably and consistently to eliminate human error. In general, the water system should be checked and inspected frequently to spot any leakages and breaks in the system and to see if the sanitary situation has changed, to implement protective measures and prevent contamination.

**Water Quality control**

Water quality control is one of the most important aspects regarding water supply in general. A set of quality control measures should be in place to ensure that the water is (drinkable) and (safe) from the source to the targeted affected people, regardless of method of distribution.

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6 Water system includes; water source, water network, storage tanks, taps
### Type of regular water tests:

<table>
<thead>
<tr>
<th>Type of test</th>
<th>Level of test</th>
<th>Frequency</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical parameter tests</td>
<td>Water source level</td>
<td>Before using the water source</td>
<td>It's recommended to re-conduct this test if laboratories are available to spot any changes in the chemical properties in water and insure that the water chemical properties are still in the allowable range, according to WHO and Syrian standards</td>
</tr>
<tr>
<td>Faecal coliform tests - E Coli presence in water</td>
<td>Available water source(s)</td>
<td>Before using the water source - and on regular monthly bases</td>
<td>Action based on the E.coli / 100ml value this applies for all water sources: (0) water is safe &quot;chlorination required&quot; (1-100) - source is not safe and needs treatment process and looking for the contamination source, test to be redone and should not be used until the value is 0. &gt;100 water source is highly contaminated with Faecal matter and its Unsuitable without proper treatment</td>
</tr>
<tr>
<td>Turbidity</td>
<td>Available water source(s)</td>
<td>Before using the water source - and on regular monthly bases</td>
<td>If chlorinating Turbidity should be &lt; 5 NTU. If the value is &gt;5 NTU sedimentation/flocculation solutions should be considered at water source</td>
</tr>
<tr>
<td>PH</td>
<td>Water supply line, water tabs, HH level, and storage tanks</td>
<td>Before using the water source - and on regular bases</td>
<td>If chlorinating and PH &gt; 8 the retention time for contact before supply should be increased</td>
</tr>
<tr>
<td>FRC tests</td>
<td>Water supply line, water taps/points, HH level, and storage tanks</td>
<td>Daily bases to ensure that provided water is sufficiently chlorinated</td>
<td>At the distribution lines the FRC value should be 0.5 mg/l, at HH and consumption points it should be &gt; 0.2 mg/l.</td>
</tr>
</tbody>
</table>

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7 Realistic sample size against the context and spread.
Water storage tanks:

Collecting and Storing water at a HH level:

Water storage should be inline and according to the water quantities needed to be distributed, in case of a new settlement. Water storage containers should be sealable and clean. They can be in the form of (personal tanks, collective tanks, Jerry cans and buckets).

In case of a need to distribute HH water containers, the distribution should include at least two 20 lt water containers, one for water storage and one for water collection. The most common item for this in the Syrian context is the Jerry can.

Storing Water on Communal water storage tanks:

Water storage should be calculated based on the daily water provision (Per capita share) and the water provision frequency from the source. In theory, the settlement should have a water storage capacity for at least one day’s supply.

Water tanks should be safe for storing drinking water and should be inspected (if there is leakage, cover is missing), maintained and cleaned frequently.

Technical recommendations:

- Water storage tanks manufacturing materials should be suitable for storing drinking water.
  - In case of the use of metallic tanks, the tanks should be manufactured from galvanized iron that is rust resistant.
  - In case of use of plastic water tanks, to avoid using light colored water tanks to prevent algae growth due to sun light penetration.
- Conduct routine tank checks and cleaning (remove sediment)
- Tank design is recommended to have a flush outlet at the bottom of the tank to allow easy cleaning process of the tanks.

Sanitation:

1- Community level sanitation facilities (sewage networks).

In settlements where the local sewage network is available or a sewage network system is feasible, sewage networks for the settlements should be considered as a more sustainable solution and will cut the high cost associated with desludging. However actors should take in consideration the risk of overloading the local system. Actors should coordinate with local councils and local expertise to assess the existing system diameters and capabilities.

Technical recommendations:

Assessing the local existing network capacity to see the feasibility.

Emergency latrines

- Ensure proper agreement with land owner and have agreements documented
- Separate blocks for men and women
- Offset pit to keep smell down
- For preparedness, it is recommended to have ready pre-fabricated blocks stored and ready for installment.
a. Ensure protection and privacy to latrines and showers (entrance doors, locks and lighting), it is recommended to consult with the community (targeted beneficiaries) prior to designing
b. Internal design (cubical space) a minimum of (1m*1m*2m)
c. Septic tanks capacity according to calculated water usage
d. Include special need and disability in latrines and shower design.

**Septic tanks.**

- **Design:**
  i. Collective tanks
  ii. Infiltration pits
  iii. Septic tanks

- **Desludging,**
  Desludging should be used as a way of removing, transferring and disposing the faecal sludge from latrine pits or septic tanks where the application of a sewage network is not feasible (either that there is no existing sewage system in the area or there is one, but it won’t be able to accommodate the new waste load produced in the new established settlement). Desludging is implemented to improve the sanitary situation in the settlement and reduce the health risk. Points of disposal should be carefully selected to avoid any unwanted harm to the local community and the environment. Proper attention must be applied on environmental risk; meaning a proper design must be in place to ensure that sewage water from desludging tanks are not disposed directly into agriculture fields (without proper preparation) or open spaces that can be potential locations of compromising public health or leading to water contamination.

**Technical recommendations:**

- The desludge tanker capacity, design and size should be determined based on the settlement situation and the locations that the tanker should reach in addition to associated road conditions.
- The desludge pump capacity should be appropriate for desludging the existing pits and septic tanks.
- The truck shall include a generator to operate the sludge pump, with a compatible capacity to the pump.
- Each truck should be provided with suction hoses with length sufficient to reach the pits and septic tanks.
- The tanker should be provided with a proper functional hatch door that can be locked and provide a proper seal to prevent liquid spilling during transportation.
- The tanker should be free from damage, with no observable leakage.
- Personnel and workers who are involved in this activity should be provided with all the necessary Protection Protective Equipment - PPE needed (face masks, protective gloves, boots, visibility uniforms, and hats) in addition they should receive training on waste management and handling liquid waste.

**Latrine pits decommissioning and treatment.**

IDPs may have left or the pit is out of service. Actors should make sure of properly decommissioning the pit. It is recommended to fill in and close the pit after the addition of quick lime, this will lower the PH level. It is also recommended to increase the amount of backfill, to provide visibility and allow for earth compaction that will occur over the time.
Solid Waste management:
Solid waste management is important to make sure that all of the solid waste produced in the settlements is collected, transported and disposed properly.

Technical recommendations:
- Waste containers type, and size should be determined based on the collection method and transportation truck capacity, in most informal settlement situations. These settlements are established in empty agricultural land with rough terrain and with no sealed roads, preventing the use of large waste collectors, equipped with hydraulic compressors and lifting mechanisms. This limitation enforces the use of small waste containers that can be handled by human labor. One of the lessons learned in the WASH interventions in the camps, informal settlement and collective centers of northern Syria is the use of metal containers with a capacity of 100 liters and targeting 1 bin for each 10 HHs.
- Waste collection points should not be far from the IDPs dwellings, maximum 200 m away.
- Truck size should be determined based on the settlement situation and road conditions.
- Waste disposal dumpsites should be maintained frequently, due to the potential continued influx of IDPs. In case of big crowded settlements, actors should factor in the waste treatment and dumpsite provision and maintenance. When constructing a new dumpsite/land fill, proper attentions must be given to the location of the site taking into consideration the flow of air and continued access.
- Personnel and workers who are involved in this activity should be provided with all the necessary PPE needed (face masks, protective gloves, boots, visibility uniforms, and hats) in addition they should receive training on waste management and handling solid waste.

Key hygiene promotion messages
Hygiene promotion is closely related to health and health education and is a crucial component of all WASH activities.

Hygiene is the practice of keeping oneself and one’s surroundings clean, especially in order to prevent illness or the spread of disease. Emergencies create an environment in which germs flourish: overcrowding, traumatized immune systems, poor (or no) access to facilities, latrines, safe water and exposure to disease pathogens - all of which endanger people's health and survival.

During the initial phases of a response, the priority focus of hygiene promotion will be on the prevention of diarrheal diseases through encouragement of:
2- Safe disposal of excreta
3- Effective hand washing
4- Reducing the contamination of household drinking water

Priority actions/behavior:
- All faeces should be disposed of safely. Using a toilet or latrine is the best way.
- All family members, including children, need to wash their hands thoroughly with soap and water after contact with faeces, before preparing food, and before feeding children.
- Washing the face with soap and water every day helps to prevent eye infections.
- Only use water that is from a safe source or has been treated. Water containers need to be kept covered and clean.
• Unwashed or leftover food can be dangerous. Before food preparation/consumption, ingredients should be washed or cooked. Cooked food should be eaten without delay or thoroughly reheated.
• Food, utensils and food preparation surfaces should be kept clean. Food should be stored in covered containers.
• Safe disposal of all household refuse helps prevent illness.

General hygiene promotion sessions recommendations in camps and informal settlements:
• Limit size of the group to approximately 12-15 people.
• Have all materials for each activity ready before starting.
• Make sure people can talk to one another easily; use a circle where possible.
• Begin each new session with a warm up activity such as a game, storytelling or a song.
• Go through each activity one step at a time and follow the instructions from the tools.
• Be guided by the requirements of the group when facilitating activities. The time given for each activity is only an estimate.
• Encourage the input that individuals make.
• At the beginning of each new session of the group, review what was discussed previously, new decisions taken, changes in hygiene behavior.
• At the end of each activity ask the group members to evaluate each activity on the basis of what they have learnt, what they liked and what they did not like.
• At the end of each session, congratulate the participants on their efforts and explain briefly what will be covered at next session.

WASH hygiene kits and WASH NFI s for Emergency response.\(^8\)

Appropriate and acceptable hygiene items may be required to enable safe practices. Proper hand washing and personal hygiene is not possible without soap and water, nor is the safe storage of water feasible without appropriate containers. Consultation with all groups of the camp population is needed to determine priority items. Post-distribution monitoring should be systematically conducted for feedback on items distributed. Systematic distribution of key hygiene supplies to affected populations in IDP camps/settlements should continue throughout all phases of the response. The most vulnerable groups should be identified and also targeted for regular distribution. Key supplies should meet context harmonized minimum standards and include the following:

- 250 g of bathing soap.
- 200 g of laundry soap.
- Appropriate sanitary materials for menstruating women and girls
- 12 washable nappies/diapers (where they are commonly used) for infants and children up to the age of two.
- Aqua tabs or other locally appropriate chlorination product.
- Storage containers for household water treatment and storage. Containers should have narrow necks and caps or have lids and taps from which to draw water.

\(^8\) WASH Cluster standard Hygiene kit content; https://www.dropbox.com/sh/6ku0y8qpu46v6gg/AACjXQ67jGiC-K7nRkICORnOa?dl=0
Finally, distribution of hygiene supplies needs to be accompanied by sensitization activities on proper use of items, together with the mobilization of hygiene promoters coordinated by both WASH and Health.

WASH Emergencies Response Indicators for Minimum Allowable Humanitarian Standards In the Syrian Context

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Sphere and/or context standards</th>
<th>Syria Response 72 hrs – 4 weeks</th>
<th>1-3 months</th>
<th>Beyond 3 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum requirement of potable water (liters/person/day)</td>
<td>25</td>
<td>15</td>
<td>15-20</td>
<td>20-25</td>
</tr>
<tr>
<td>Minimum distance from individual shelters to water taps and distribution points (meters)</td>
<td>200</td>
<td>500</td>
<td>500-200</td>
<td>200</td>
</tr>
<tr>
<td>Maximum number of people per water tap</td>
<td>80</td>
<td>250-100</td>
<td>100-80</td>
<td>80</td>
</tr>
<tr>
<td>Water available for hand washing at public toilets (liters/user/day)</td>
<td>1-2</td>
<td>1-2</td>
<td>2-3</td>
<td>3-5</td>
</tr>
<tr>
<td>Water available to Mosques toilets (liters/user/day)</td>
<td>-</td>
<td>1</td>
<td>1.5</td>
<td>1.5</td>
</tr>
<tr>
<td>Water supply to health centers and hospitals (liters/patient/day)</td>
<td>40-60</td>
<td>40-60</td>
<td>40-60</td>
<td>40-60</td>
</tr>
<tr>
<td>Water supply to schools and learning centers (liters/pupil/day)</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Maximum number of persons per public toilet/latrine</td>
<td>30-20</td>
<td>50</td>
<td>40-30</td>
<td>30-20</td>
</tr>
<tr>
<td>Maximum number of outpatients per public toilet/latrine in medical/ nutritional centers</td>
<td>30-20</td>
<td>50</td>
<td>40-30</td>
<td>30-20</td>
</tr>
<tr>
<td>Maximum number of pupils per public toilet/ latrine in schools/disaggregated</td>
<td>50 students</td>
<td>70 students</td>
<td>50-70 students</td>
<td>50 students</td>
</tr>
<tr>
<td>Maximum distance from shelter to toilet/latrine (meters)</td>
<td>50</td>
<td>100-50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Minimum distance from groundwater sources to toilets/latrines (meters)</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Maximum distance from shelter/tent to garbage container (meters)</td>
<td>15-100 m</td>
<td>15-100 m</td>
<td>15-100 m</td>
<td>15-100 m</td>
</tr>
<tr>
<td>Number of families per 100-litres garbage container</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>5</td>
</tr>
</tbody>
</table>

General recommendations:

- During the designing period/plan, keep in mind future expansion opportunities, meaning where feasible do not design entirely on the minimum requirements.
- In camps and informal settlements settings and based on experience, if feasible consider latrines and showers at HH level.

9 Attention to the type of soil and whether there is an existing sewage system.