CLEANING GUIDELINE FOR WATER AND SANITATION FACILITIES IN SCHOOLS

Prepared For: MOE Iraq
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1. **Background**

It is most important that cleaning, maintenance, repair and eventual replacement of water and sanitation facilities are taken into account during the design and construction phases. As far as possible, facilities should be hardwearing, durable and possible to maintain without specialist skills or equipment. Technology should be chosen taking account of local capacities for maintenance and repair. It may be necessary in some cases to choose locally available materials in order to avoid essential component of facilities that cannot be repaired when it breaks down.

Responsibilities for operation and maintenance should be clearly defined, and appropriate skills provided. Maintenance, repair and replacement of facilities should be planned and budgeted for each school to keep the facilities functional. Some form of local income-generating system may be required if institutional funding is not certain by involving the local community, PTAs and DOEs.

Maintaining clean and friendly school water and sanitation facilities is a challenge in most of public schools in Iraq, which is mainly due to lack of attention, planning and also due to lack of awareness of the use of water and sanitation facilities in schools. Although cleaning is always part of the operation and maintenance plan of water facilities little attention given on providing proper training of cleaners and required equipment for cleaning of the facilities.

This document is prepared to be used as a guideline for school administration and school cleaning staff as part of the development of child friendly water, sanitation and hygiene facilities for primary schools in Iraq. The guideline intended to improve existing practices in order to keep school water and sanitation facilities health and friendly for school children.

2. **Roles and Responsibilities for Operation and Maintenance**

There are several institutional bodies at school level, which are responsible for the operation and maintenance (O&M) of water and sanitation facilities such as school children, parents, teachers, school administration, PTAs, School Management's Board (SMB) which consist of the Principle & deputy School Buildings Dept./MoE (SBD), School Health Department(SHD)/MoE. A good cleaning and maintenance system requires funds, spare parts, people and equipment, and a clear division of roles and responsibilities among the above actors.

**School children**
- comply with procedures for use and care of water and sanitation facilities;
- observe appropriate hygiene measures;
- participate in cleaning and maintenance of facilities (e.g. through school health clubs).

**Parents**
- encourage children to comply with procedures for use and care of water and sanitation facilities at school, and develop positive hygiene behaviours;
- support, or participate actively in, parent-teachers associations or similar bodies.

**Teachers**
- monitor the state and use of water and sanitation facilities;
- organise the care and maintenance of facilities;
- Encourage schoolchildren to adopt appropriate behaviours at school and at home through hygiene education.
School Management Board (SMB)
- organise the setting of rules and operation and maintenance targets for water, sanitation and hygiene at school level;
- ensure liaison with education authorities and other authorities at local and district levels;
- create conditions in which staff are motivated to achieve and maintain targets;
- develop and enforce rules when required;
- Encourage parent-teachers liaison.

Parent Teachers Associations (PTAs) school governors, school committees and similar bodies
- advocate locally for improvements in water supply, sanitation and hygiene in their schools;
- raise funds and help plan improvements with school directors and teachers;
- Support maintenance of school facilities.

School Building Department (SBD)/ district MOE
- provide resources and direction operation and maintenance of water and sanitation facilities at school level;
- advocate at district and governorate level for adequate resources;
- Coordinate with local environmental health services, public works departments etc. to ensure that sufficient technical support is provided.

School Health Department(SHD)/District MoE
- provide guidance on the environmental health aspects of school water, sanitation and hygiene situation;
- monitor environmental-health conditions, monitor child health;
- provide hygiene promotion in schools;
- provide training and advice for teachers, schoolchildren and parents on water, sanitation and hygiene.

Their following figure shows the roles and responsibilities of different actors on O&M of WASH facilities in schools:
3. **Operation and Maintenance of Water and Sanitation Facilities**

A good organization of cleaning and maintenance of the water and sanitation facilities is of utmost importance. Badly maintained sanitation facilities often cause an even bigger health risk. Stagnant water around tap stands and in blocked drainage channels attracts rodents and forms a breeding place for mosquitoes. It is not so important who cleans and maintains facilities, but that arrangements for it are made for use and maintenance of facilities. The following are important considerations for proper O&M of water and sanitation facilities:

- All teachers and children should use water and sanitation facilities
- Facilities should be lockable from inside.
- Teachers supervise and guide children for use of facilities.
- Sanitary disposal unit is provided in each cubicle to provide privacy and protect the modesty of girls menstruating at a sensitive age. Sanitary disposal facilities should be provided for all girls aged eight and over.
- Allow sufficient time for students of each class (in case of staggered interval) to use facilities.
- Check storage for drinking water and re-fill during Mid-Day.
- Fill water storage containers for flushing in the morning and re-fill as required.
- Provide for cleaning materials and brush and for hand washing facilities close to the toilet with soap, bucket and mug.
- Conserve water and use water judiciously.
- Drinking water supplies and facilities of any sort should not be located in the toilets
- Provide for drainage facilities at hand washing points.
- The area around the sanitary complex should be kept clean.
- The starting date of the use of a leach-pit should be noted so that the period in which it is filled up can be known.
- School water and sanitation facilities should be maintained regularly to avoid breakage and malfunction
- Ensure supplies of toilet paper, soap, paper towels are stocked throughout the day
- Ensure emergency repairs of toilets are done promptly to minimize disruption to the service
- The school should hold spare cubicle locks and other fast moving items for quick replacement when required
- Ensure planned maintenance takes place outside school hours
- The public use of the complex should be prevented by locking the complex when the school closes.

4. **Cleaning of Water and Sanitation Facilities**

As proper cleaning and preventive maintenance are key components of operation and management of water and sanitation facilities detailed description on cleaning requirements, frequency, methodology, equipment requirement and safety measures are discussed in this chapter to guide school administration and cleaning staff on day to day cleaning and preventive maintenance of school water and sanitation facilities.

When developing a cleaning and preventive maintenance schedules, the following should be considered to avoid interruption of sanitation services for school children:

- Schools toilets should be cleaned at least twice a day, including between peak periods of use (such as mid-morning, after lunch break and end-of-day)
- Not all be cleaned at the same time to ensure adequate access for pupils
- Remain open to pupils throughout the school day
- Restrict closures to temporary cleaning purposes
- Ensure provision for extra spot cleaning as needed
- Plan deep cleaning during school holidays by experienced cleaning agent, at least two times a year.
- Sanitary disposal units should be emptied and cleaned sufficiently often by contracted agents.

4.1. Cleaning Frequency and Methodology

The timing and frequency of cleaning should be determined by the crowd flow. Cleaning should be done more often during peak hours and less during off-peak hours. Frequency of cleaning is usually determined by expectation and standard of maintenance required by the management of the property and also the budget available for the maintenance of toilets.

The following table shows recommended cleaning time, frequency and methodology for different components of water and sanitation facilities in schools:

<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>Frequency</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General environmental surfaces</td>
<td>At least daily</td>
<td>Surface areas must be manually cleaned and dried between uses and/or at end of day (depending on surface) using general purpose detergent &amp; hot water. Ensure that you use the correct colored cloth. Red cloths should be used for high risk areas (toilets), whilst yellow cloths should be used for fixtures and basins. Ensure that all areas are thoroughly dry. Disposable cloths/paper towels could be used, but it is imperative that the correct sequence of cleaning is followed, from lower risk to high risk. Disinfectant to be used if known infection risk and then rinsed, NB disinfectants will not work on dirty surfaces</td>
</tr>
<tr>
<td>2</td>
<td>Frequent hand contact sites, such as toilet flush handles, Caps and door knobs.</td>
<td>At least daily and it is advisable for toilets to be cleaned twice or three times daily</td>
<td>As above use detergent and hot water. Cream cleaner can be used for sinks and basins. Ensure both sides of toilet seats and handles, are cleaned - Clean and dry basin taps Clean toilet flush handles and door knobs. Attention should be made to the sides and underside of hand dryers.</td>
</tr>
<tr>
<td>3</td>
<td>Wash hand basins lower risk</td>
<td>Consume use:- at least twice, or advisable, 3 times</td>
<td>All surfaces are to be washed down using a detergent and hot water. Attention should be paid to the underside and surround. Disabled persons' grab rails should be cleaned with detergent and hot water.</td>
</tr>
<tr>
<td>4</td>
<td>Toilets higher Risk</td>
<td>Constant use:- at least twice, or advisable, 3 times</td>
<td>All surfaces to be cleaned with detergent and dry polished. Disinfectant/hypochlorite to be used if known infection risk and then rinsed. Hand soap, preferably liquid soap, should be available for all hand washbasins Hygienic hand drying facilities should be in close proximity to hand basins.</td>
</tr>
<tr>
<td>No.</td>
<td>Item</td>
<td>Frequency</td>
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<tr>
<td>5</td>
<td>Floors</td>
<td>Daily</td>
<td>Wash with water and detergent. Disinfectant is required only after contamination with blood spillages.</td>
</tr>
<tr>
<td>6</td>
<td>Refuse bins</td>
<td>Daily</td>
<td>Empty bins at least twice daily. Clean the outside of the bins daily. Clean inside with hot water and detergent, if contaminated. Liners to be renewed daily.</td>
</tr>
<tr>
<td>7</td>
<td>Feminine hygiene bins</td>
<td>Daily</td>
<td>Clean outside of bins daily Lift bins off the floor during wet mopping Sanitary product disposal bins are emptied and cleaned sufficiently, often by trained cleaners.</td>
</tr>
<tr>
<td>8</td>
<td>Mirrors</td>
<td>Daily</td>
<td>Mirrors to be polished and any stainless steel should be kept bright.</td>
</tr>
<tr>
<td>9</td>
<td>Walls / partitions</td>
<td>Spotted daily</td>
<td>Check walls and partitions for marks and stains and clean as required, using detergent and a cloth with warm water.</td>
</tr>
<tr>
<td>10</td>
<td>Ceiling / windows / lights / air vents / fittings</td>
<td>Periodically</td>
<td>Routine cleaning not required. Clean periodically with hot water and general purpose detergent. Clean with a disinfectant if contaminated with blood. Stainless steel should be kept bright.</td>
</tr>
<tr>
<td>11</td>
<td>Pipe work (external)</td>
<td>Weekly</td>
<td>Clean weekly with hot water and general purpose detergent</td>
</tr>
<tr>
<td>12</td>
<td>Drinking water facilities</td>
<td>Daily</td>
<td>Water facilities should be cleaned daily. If children drink directly from a spout, the detergent needs to be safe. Peroxide sprays and/or proprietary wipes (of a kind intended for water cooler use) should be used daily to keep cooler taps/spouts in hygienic condition. Drinking water facilities (including taps, fountains and coolers) must not be located in/near toilets areas. Drinking water facilities should be cleaned daily, including outdoor facilities</td>
</tr>
<tr>
<td>13</td>
<td>Blood or bodily fluid spills</td>
<td>Immediately</td>
<td>Where there is known blood or bodily fluid contamination (e.g. spills of vomit or faecal matter) spills should be cleaned immediately and any contaminated surfaces cleaned and disinfected</td>
</tr>
</tbody>
</table>

**NOTE:** BLEACH should be used very carefully, and must not be mixed with any other cleaning products. The possible combination of hypochlorite and ammonia could be fatal! It is strongly advised not to use bleach; it should only be used after the relevant training. It must not be used on metal surfaces.

### 4.2. Cleaning and Maintenance Tasks

The cleaning solutions, chemicals and disinfectant that are used should ideally be ones that provide at least a 99.9% effective sterility and germ kill and are effective against MRSA, E Coli, and other forms of bacteria. The onus is on the suppliers of these products to provide the relevant safety data sheets,
as well as any other pertinent literature. Always work from the cleanest area to the dirtiest area in the following group order:

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Order and color</th>
<th>Items</th>
</tr>
</thead>
</table>
| **DAILY** | Yellow cloth with red border | Clean 1<sup>st</sup> | • Taps  
• Wash basins (including undersides), splash backs and vanity tops  
• Butler sinks  
• Soap dispensing facilities  
• Hand drying facilities, including underside and surround areas  
• Cubicle door handles and locks, including undersides  
• Toilet flush handles (including undersides) or knobs  
• Mirrors  
• Internal glass e.g. on entrance/exit doors  
• Bins; clean outside: clean inside if visibly dirty  
• Exterior of sanitary product dispensers  
• Exterior of sanitary disposal facilities |
|          |                | Clean 2<sup>nd</sup> Red cloth | • WCs, including under the rim, and not forgetting the underside of seats and lids  
• Pipe work around WCs, washbasins and sinks |
|          |                | Clean Last Red handled mop and bucket | • Floors  
• Skirting |
| **WEEKLY** | Yellow cloth with red border | • Washing walls  
• Radiators  
• Wipe clean ledges, tops of door frames, tops of cubicles  
• De-scale build-up of lime scale on washbasin and sink bowls, taps. |
| **MONTHLY** | Yellow cloth with red border | • Windows (included in regular window cleaning schedule)  
• Behind radiators  
• Lights  
• Air vents and ventilation systems  
• Ceilings |
| **EVERY TERM** | Deep Clean Using Specialist Service Provider & Equipment | Tasks that the deep clean company should carry out:  
• Remove the hidden build-up of uric scale and lime scale in the pipes and traps, wall / floor and WC / urinal and washbasin junctions.  
• De-scale and steam wash at high temperature to remove accumulated dirt and stains, including in hard to clean places;  
• All WCs, washbasins, showers, mechanisms, floors and wall and floor junctions  
• Scrub and leave spotless  
• Ceilings, walls, tiles, grouting, lights, vents, windows, mirrors, ventilation systems |
4.3. Detailed Description of Cleaning Methods

4.3.1. General environment

- The toilets should be cleaned at least twice daily in medium to high traffic areas.
- Always start from the least dirty then move on to most dirty...leaving the cleaning and mopping of the "traffic" areas till last.
- Ensure that you have the correct color equipment:

RED cloths, mops and buckets for higher risk areas such as toilets and toilet floors. Yellow cloths (with red border) for, wash hand basins, mirrors and other fixtures (including cubicle door handles), which represent lower risk areas.

The following diagram indicates the areas that are likely to be the dirtiest, or pose the highest risk:

| Light dirt | Medium dirt | Heavy dirt |

TOILETS

Start cleaning the toilets from in the green area, then move on to the red areas. The yellow area, or walkway, should be done last to prevent slips and trips.
You should apply the toilet bowl and urinal cleaner / sanitizer to these units before commencing with the washbasin area. This will allow the disinfectant enough contact time to be effective.

Remember that red cloths should only be used for WC’s and SHOULD NOT be used in the other areas. Cleaning cloths should be color coded and only used in appropriate areas to avoid cross-contamination (the spread of germs from one area to another).

Red buckets and red handled mops only are to be used in the toilets.

4.3.2. Basins, sinks, and toilets

Equipment needed
- Warning signs
- Personal Protective Equipment
- Toilet brush
- Cloths and buckets of appropriate color
- Cleaning agents as well as a de-scaler for pans
- Measure or dispenser and a spray bottle
- Non abrasive pad
- Pair of tweezers
- Sanitary bags, if appropriate bottle brush
- Replacement waste bags of appropriate color

How to clean basins, sinks, and toilets
- Assemble equipment.
- Inspect hands and protect as necessary. Put on personal protective equipment (PPE), such as gloves and eye protectors.
- Select correct chemicals, and prepare cleaning solution, adding product to water, put correct quantity into bucket.
- Site “closed for cleaning” sign and open windows.
- Turn off automatic flushing system.
- Clear waste outlets and channels.
- Empty the waste bins.
- Flush toilets, lower water level. Apply cleaning solution (or de-scaler) and allow sufficient contact time, about one minute.
- Use correct color coded equipment.
- Work from clean to dirty.
- Using a cleaner disinfectant, wash, rinse, and wipe dry all sanitary appliances.
- Pay special attention to problem areas.
- Remove any marks from walls and wipe handles. Brush inside of toilets, including, under the rim, rinse brush and wipe holder.
- Turn on automatic flushing system and check final appearance and report any effects.
- Replace paper, etc, as necessary, clean and store all materials and equipment.
- Remove signs and remember to close the windows.
4.3.3. Floors

There are a number of different options for cleaning floors; following are some of the most popular methods.

A. **Single solution mopping unit (damp mopping)**

**Equipment needed**
- Cleaning agent
- Measure or dispenser
- Abrasive pad
- Personal Protective Equipment
- Mopping unit and wringer
- Warning signs
- Bucket cloth (if necessary)

**How to damp mop**
- Assemble equipment.
- Put on P.P.E. (Personal Protective Equipment)
- Prepare cleaning solution, adding product to water, put correct quantity into bucket.
- Site warning signs and open windows, if they are closed.
- Position mopping unit and wringer behind line of work.
- “Cut in” parallel to skirting.
- Use figure of 8 strokes, with overlapping passes.
- Ensure that the mop is held correctly.
- Do a manageable area, do not overreach.
- Do not over wet the floor and ensure that you wring the mop out correctly.
- Stand in front of wringer (if applicable).
- Rinse mop frequently and change the cleaning solution as necessary.
- Use abrasive pad to remove stubborn marks.
- Wipe skirting after mopping.
- Check appearance of floor.
- Wash mop heads, leave buckets to drain.
- Clean & store all materials and equipment.
- Remove warning signs when floor is dry and remember to close windows.

*Note: It may be necessary to keep the toilets ventilated throughout the working day.*

B. **Machine scrubbing and drying**

**Equipment needed**
- Rotary floor machine with tank and anti splash skirt
- Scrubbing brush, or drive disc with scrubbing grade pad
- Wet vacuum machine – or combined scrubber dryer
- Abrasive pad (with holder)
- Cleaning agent
- Personal Protective Equipment
- Cloths and buckets
- Warning signs
- Circuit breaker
- Measure or dispenser
- Plastic protective square
- Cloths
How to “scrub and dry”
- Assemble equipment.
- Prepare machines and carry out safety checks (float valve).
- Put on P.P.E.
- Test start wet vacuum.
- Prepare cleaning agent in tank, adding chemical to water, wipe up any spillages.
- Site warning signs and open windows.
- Ensure hands are dry before handling plug.
- Start machine away from door and ensure cable is behind line of work.
- “Cut in” parallel to skirting and use edging tool as necessary.
- Maintain control of machine at all times.
- Avoid over application and splashing of skirting boards.
- Use overlapping passes and avoid standing on wet floor.
- Put handle in upright position, when not in use and check the condition of the pad frequently.
- Scrubbing machine: remove plug safely and place machine on a plastic square.
- Start machine drying before floor starts to dry on its own.
- Start wet vacuum on dry floor, work from dry to wet.
- Vacuum cleaner: remove plug safely and stand machine on the plastic square.
- Clean skirting boards and check appearance of floor.
- Complete the safety checks, reel cables, and clean machines.
- It is important that all solution tanks are emptied, cleaned and rinsed after use or completion of tasks.
- Clean & store all materials and equipment.
- Remove warning signs and close windows.

NOTE: wherever possible, consider the use of battery-powered machines to reduce risks.

4.3.4.  Refuse / waste bins

Equipment needed
- Personal protective equipment (P.P.E)
- Cleaning agent
- Cloths
- Refuse / black bag
- Replacement waste bags of appropriate color

How to clean waste bins
- Remove lid and look inside for dangerous or harmful objects.
- Carefully remove old liner from inside the bin.
- Put the old liner into the black bag.
- Spray the inside of the bin with a cleaning fluid and wipe clean with a cloth.
- Place a new liner bag into the bin whilst making sure that the liner is pushed to the bottom of the bin and will not obstruct waste from falling to the bottom.
- Replace lid.
- Spray fluid all over the bin and inside the lid and wipe down.
- Remember to clean the bottom (underside) of the bin.
- Also, clean the floor area where the bin usually stands.
4.3.5. Walls, ceilings, windows, mirrors etc

**Equipment needed**
- Platform steps, or other suitable access equipment
- Warning signs
- Personal Protective Equipment
- Dust covers
- Cloths
- Cleaning agent
- Measure or dispenser
- Masking taps
- Abrasive pad
- Plastic sheet, if applicable
- Buckets and cloths, OR wall washing machine, OR spray bottle

**How to clean Walls, ceilings, windows, mirrors etc**
- Assemble equipment
- Prepare wall washing machine, if applicable. Carry out the required safety checks.
- Put on P.P.E. Eyes, scalp and exposed skin must be protected if strong alkali chemical is to be used
- Prepare cleaning solution, adding chemical to water. Wipe up any spillages
- Site warning signs and open windows.
- Use dust covers, if applicable and mask electrical points etc.
- Erect access equipment correctly and ensure you use it safely.
- Clean from bottom to top.
- Remove drips and runs as they happen.
- Rinse from top to bottom.
- Leave surface as dry as possible.
- Remove plugs safely.
- Check final appearance.
- Safety checks, recoil cable, clean machine, if applicable.
- Clean and store all materials and equipment.
- Remove masking tape.
- Remove warning signs and close the windows.

4.3.6. Mechanical ventilation systems:
- Properly maintained to ensure maximum efficiency and optimal operating conditions.
- Checked and serviced on a monthly basis. Cleaning of the systems should also be done weekly via wiping or dusting.

4.4. Basic Equipment and Supplies

Different equipment for different joints and corners, as well as different disinfectants, should be used in the cleaning of different sanitary wares and fittings. To carry out proper toilet maintenance, cleaners should have the equipment listed below:
1. Service tray or cart
2. Premixed glass cleaner (with spray bottle)
3. Premixed disinfectant cleaner (with spray bottle)
4. Disinfectant cleaner concentrate
5. Stainless steel cleaner (if necessary)
6. Toilet bowl swab and container
7. Broom
8. Dust-pan corner brush
9. Signings such as ‘wet floor’ and ‘closed for cleaning’
10. Clean cloth
11. paper towels/toilet paper/soap
12. Gloves

4.5. Correct Use of Cleaning Agents

Cleaners of school toilets should be trained in the proper usage of specific cleaning, agents and equipment for different types of materials and finishes in the toilets, e.g. tiles, mirrors, stainless steel. A recommended list of the appropriate type of cleaning agents for the different types of finish is shown in below:

<table>
<thead>
<tr>
<th>FINISHES</th>
<th>CLEANING AGENTS FOR DIFFERENT FINISHES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wall Floor (Porcelain, Granite, Marble tiles)</td>
<td>Use Neutral based cleaners or disinfectants. Do not use acid-based cleaner on Marble.</td>
</tr>
<tr>
<td>Glass/Mirror: Neutral cleaners can also used.</td>
<td>Use ammonia - or Neutral based cleaners</td>
</tr>
<tr>
<td>Sanitary wares</td>
<td>Use disinfectant cleaners</td>
</tr>
<tr>
<td>Stainless steel/chrome</td>
<td>Use Stainless Steel/Chrome polish</td>
</tr>
<tr>
<td>Plastic/PVC</td>
<td>Use Neutral Based Cleaners</td>
</tr>
<tr>
<td>Toilet Bowls</td>
<td>Use Disinfectant or Mild abrasive Liquid Cleaners</td>
</tr>
</tbody>
</table>

4.6. Safety and Training of Cleaners

- Cleaning equipment should be color coded (e.g. blue for toilets areas including basins, taps and cubicle locks; red for toilet pans, cisterns)
- Cleaners should follow all MoE Regulations and ensure the correct use and storage of detergents and chemicals.
- All cleaning materials should be out of reach and stored locked away from contact with pupils
- Commercial brands are advocated over ‘home mixed’ products in bottles or containers as they can readily become contaminated during the ‘topping up’ process.
- Do not pour any waste water into toilets; this should be emptied into a butler cleaner’s sink
- Bleach (hypochlorite) is not permitted in all schools. If permitted, bleach can be used where there is a known infection risk…and after ensuring that all Health and Safety, are addressed.
- Toilet cleaners should be properly trained. Supervisors should also be trained with the right knowledge and skills to effectively supervise the cleaners.

4.7. Monitoring

- School toilets should be monitored regularly as part of a documented Rota and policy.
- A cleaning audit checklist should be located in the toilets, dated and signed at regular intervals throughout the day
- A faults and repair audit checklist should be maintained
5. User Education

5.1. Persuading Users to do their Part

Having hygiene and sanitation education messages in the toilets can help persuade users to do their part in keeping toilets clean. In order to be effective in persuading pupils to do their part, a message has to be

- attended to
- assimilated
- remembered (for future action)

5.2. Message Design

Pupils readily attend to visuals. This makes the use of visuals an important part of the design of the message. Generally, visuals should be

- Simple and uncluttered
- Attractive
- Eye-catching

The language of hygiene and sanitation education has to be kept simple. This helps ensure that the message reaches all students regardless of their age. It also ensures that the message is attended to, understood and remembered for future action.

- The reading should be understood by all age children.
- Jargon, big words and long sentences should be avoided.
- Slogans can be very effective because they are short, catchy and easy to remember.
- Subtle humor can be used to deal with the personal and sensitive issues surrounding toilet use.
- Humor can be successfully tapped through cartoon characterizations of toilet fixtures such as wash basin, toilet bowl and litter bin.
- An additional benefit of cartoon characters is that they can be used with minimal text,

5.3 Message Placement

The usual means of message placement in school toilets are posters and stickers. The main purpose of posters and stickers should be to address specific behavioral concerns such as hand washing, latrine use and water conservation

Stickers should be:
- Made of vinyl material, rather than paper.
- Made with adhesive than can be peeled off without leaving unsightly marks.
- Placed strategically at the spot where the problem behavior occurs. For example: on the wall above the hand washing basin
- Posters can be used to convey generic messages such as “Always Wash Hands after Using Toilet”.
- Posters should only be used when Displayed in a way that makes them repellent to water e.g. Laminated on both sides or protected by acrylic sheets