



World Vision



**GLOBAL » ANNUAL REPORT » WASH**

October 2016 through September 2017

*Prepared January 2018*

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*For children around the world, access to clean water, sanitation, and hygiene is key to moving from survival to fullness of life.*



*During 2017, the Global WASH business plan expanded, with a vision and strategy to serve more than 20 million people with clean drinking water by 2020.*

## GLOBAL SUMMARY

*Since launching our rapid scaleup of water, sanitation, and hygiene (WASH) programmes in 2010, World Vision has been learning and adapting as rapidly as we have been scaling up.*

This annual report not only celebrates the immense progress we have made in the 2017 fiscal year, it also shares the remarkable things we have learned this year on our journey of continuous improvement.

We have centuries of combined WASH experience among our WASH experts at World Vision, at the national, regional, and global levels. We have long-standing relationships with communities, which enable us to co-create sustainable WASH programmes. We also have tried-and-trusted partnerships that complement and expand our expertise and effective reach.

We have built on a solid foundation of expertise, reach, and partnership. It is because of this we can now celebrate World Vision reaching one person every 10 seconds with clean water. We believe that what we have learned reaching this goal will help us achieve

our 2030 target: reaching every person, everywhere we work with WASH services.

Our supporters and funders are vital partners who hold us to account for the work we do and challenge us, as God's people, to provide quality, long-lasting WASH. They also pray for our staff, our work, and those communities with whom we partner. This is vital considering the protracted crisis, droughts, and famines in the countries where we operate.

In FY17 alone, we helped provide access to clean water for 3.2 million people, improve sanitation facilities for 3.3 million people, and improve hygiene practices for 3.9 million people.

We thank God for the progress we have been able to make over the past several years, and we pray diligently for His continued guidance as we press on toward the future.

# GLOBAL REACH

**3.2 MILLION PEOPLE**

*provided with access to clean drinking water*

**3.3 MILLION PEOPLE**

*gained access to improved household sanitation*

**3.9 MILLION PEOPLE**

*reached with hygiene behaviour-change programming*



## 2017 ANNUAL ACCOMPLISHMENTS

22,972 water points built

2017 target: 25,623 **90%**

403,349 sanitation facilities built

2017 target: 338,514 **119%**

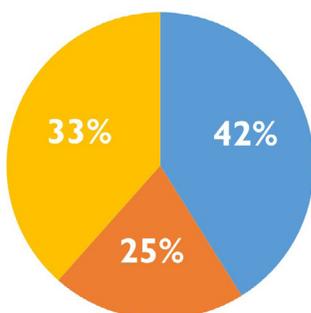
396,731 hand-washing facilities built

2017 target: 340,763 **116%**

6,605 WASH committees formed

2017 target: 4,645 **142%**

## 2017 ANNUAL SPENDING



**\$133 MILLION** spent on global WASH programmes during 2017.



World Vision U.S. - Private Funding & Child Sponsorship (\$55 million)  
 Other World Vision Offices - Private Funding & Child Sponsorship (\$33 million)  
 Government, International, Local - Grants & Resource Development (\$45 million)

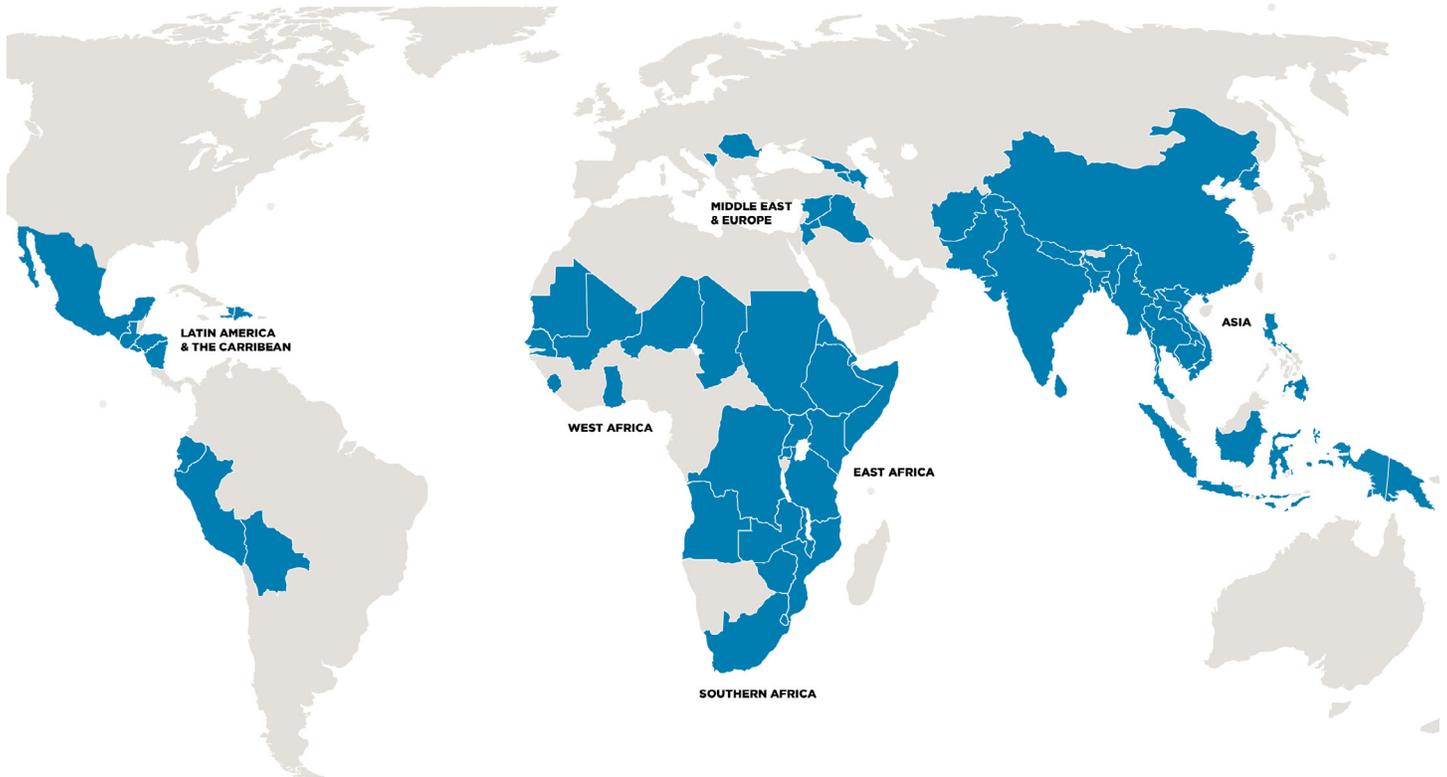
# GLOBAL ACHIEVEMENTS

2017 Annual Achievements	Global Annual Target	East Africa	Southern Africa	West Africa	Asia-Pacific	Latin America	Middle East	Global Annual Achieved	Global Achieved vs. Target
<b>OUTCOME: Access to Safe Water</b>									
People who gained access to a safe drinking water source in communities	3,000,571	1,409,824	830,976	392,046	387,390	146,522	22,902	3,189,660	106%
Children who gained access to a safe drinking water source at school	457,074	211,094	162,105	51,520	48,080	26,773	26,112	525,684	115%
Schools with a safe drinking water source installed	1,102	403	239	112	120	145	68	1,087	99%
Health centres with a safe drinking water source installed	363	103	45	34	-	12	3	197	54%
Successful boreholes completed and commissioned in communities, schools, and health centres	2,389	501	752	735	86	3	2	2,079	87%
Taps installed from successful water supply systems in communities, schools, and health centres	19,437	4,780	1,777	623	270	8,743	461	16,654	86%
Nonfunctioning water points rehabilitated in communities, schools, and health centres	3,797	960	1,164	585	458	924	148	4,239	112%
Households equipped with water-treatment products to disinfect drinking water	190,532	110,796	80,771	82,641	11,113	13,813	1,550	300,684	158%
<b>OUTCOME: Access to Sanitation</b>									
People who gained access to household sanitation	2,709,512	1,077,969	815,732	248,677	1,107,913	39,505	1,177	3,290,973	121%
Children who gained access to sanitation facilities at schools	433,830	140,746	132,008	117,112	47,935	18,216	41,808	497,825	115%
Household sanitation facilities constructed	327,407	181,703	139,972	38,731	27,759	8,001	124	396,290	121%
Communities certified as free from open defecation	3,744	1,834	2,571	274	405	33	13	5,130	137%
Improved, sex-separated sanitation facilities built at schools	10,109	1,902	2,795	760	191	472	388	6,508	64%
Schools that gained access to improved sanitation for children/youth with limited mobility	684	246	193	160	44	27	31	701	102%
Schools that gained access to improved sanitation for girls, with facilities to manage menstrual hygiene	964	209	146	79	7	69	24	534	55%
Improved, sex-separated sanitation facilities built at health centres	998	227	168	97	-	17	42	551	55%
Health centres that gained access to sex-separated sanitation facilities designed for people with limited mobility and appropriate for managing menstrual hygiene	326	79	50	32	-	7	2	170	52%
<b>OUTCOME: Improved Hygiene Practices</b>									
People who benefited from hygiene behaviour-change promotion in communities	3,629,008	1,614,791	909,235	764,559	430,184	90,479	111,724	3,920,972	108%
Children who gained access to hand-washing facilities at schools	590,884	209,747	278,153	121,885	54,855	22,340	62,105	749,085	127%
Households that gained access to hand-washing facilities	340,763	205,732	128,168	32,977	11,213	7,278	11,363	396,731	116%
Schools that gained access to hand-washing facilities	1,567	430	772	676	120	118	301	2,417	154%
Health centres that gained access to hand-washing facilities	638	123	122	205	-	8	2	460	72%
<b>OUTCOME: Improved Community Capacity for Sustainability</b>									
WASH committees formed or reactivated with a financing system for maintenance and repair	4,645	1,857	3,011	1,012	247	195	283	6,605	142%
People trained in repair, maintenance, and construction of WASH facilities	5,377	2,241	1,531	1,723	1,355	50	111	7,011	130%
Functional Citizen Voice in Action (CVA) groups focused on WASH	608	80	360	354	86	29	3	912	150%
Faith leaders who participated in hygiene, sanitation, or behaviour-change programming	5,163	1,042	1,923	1,779	782	596	22	6,144	119%
School WASH clubs or programmes established	1,621	951	701	708	238	550	17	3,165	195%
<b>OUTCOME: Access to WASH in Urban Settings</b>									
People with access to municipal water supply systems	432,296	-	-	-	-	-	629,405	629,405	146%
People with access to municipal sewage systems	105,300	-	-	-	-	-	82,307	82,307	78%
<b>OUTCOME: Access to WASH in Emergency Settings</b>									
People with access to emergency drinking water supplies	306,458	312,455	-	-	-	-	245,172	557,627	182%
People with access to emergency sanitation systems	276,098	-	-	-	-	-	195,890	195,890	71%
People with access to appropriate solid-waste disposal facilities	477,360	15,200	-	-	-	-	450,167	465,367	97%
People with access to emergency hygiene supplies	424,453	39,553	-	-	-	-	359,774	399,327	94%

Due to the volatility and uncertain accessibility in the Middle East region, annual achievements may vary from planned annual targets as well as from year to year.

# GLOBAL MAP

## WORLD VISION'S GLOBAL WASH PROGRAMME REGIONS & COUNTRIES\* IN 2017:



### ASIA-PACIFIC

BANGLADESH  
 CAMBODIA  
 CHINA  
 INDIA  
 INDONESIA  
 LAOS  
 MONGOLIA  
 MYANMAR  
 NEPAL  
 NORTH KOREA  
 PAPUA NEW GUINEA  
 PHILIPPINES  
 SOLOMON ISLANDS  
 SRI LANKA  
 TIMOR LESTE  
 THAILAND  
 VANUATU  
 VIETNAM

### LATIN AMERICA & CARIBBEAN

BOLIVIA  
 DOMINICAN REPUBLIC  
 ECUADOR  
 EL SALVADOR  
 HAITI  
 HONDURAS  
 GUATEMALA  
 MEXICO  
 NICARAGUA  
 PERU

### MIDDLE EAST & EUROPE

AFGHANISTAN  
 BOSNIA-HERZEGOVINA  
 IRAQ  
 JORDAN

LEBANON  
 PAKISTAN  
 ROMANIA  
 SYRIA

### EAST AFRICA

BURUNDI  
 ETHIOPIA  
 KENYA  
 RWANDA  
 SOMALIA  
 SOUTH SUDAN  
 SUDAN  
 TANZANIA  
 UGANDA

### SOUTHERN AFRICA

ANGOLA  
 D. REPUBLIC OF CONGO  
 LESOTHO  
 MALAWI  
 MOZAMBIQUE  
 SOUTH AFRICA  
 SWAZILAND  
 ZAMBIA  
 ZIMBABWE

### WEST AFRICA

CHAD  
 GHANA  
 MALI  
 MAURITANIA  
 NIGER  
 SENEGAL  
 SIERRA LEONE



*We pray the Lord will humbly guide and lead us to bring life-saving water, sanitation, and hygiene to children and families across the globe.*



**7,011 people trained in repair and construction of WASH facilities**

## SPOTLIGHT: OUR VISION AND COMMITMENT

# MAKING THE IMPOSSIBLE, POSSIBLE

*Samuel Diarra, Technical Director, WASH Operations, World Vision International*

Since 2016, World Vision has been proud to tell people that, in 40-plus countries, we reach one vulnerable person with safe water every 10 seconds. Our current forecast is that, by 2030, World Vision will bring water to 50 million people in our programme areas, out of the 780 million people worldwide without it.

How is this possible? When you look behind the curtain, it's clear that we couldn't do any of this without all our partners. Our funding support comes from multiple sources: individual major donors, corporations, governments, sponsors, and more. Partnership with community members is also crucial—particularly community leaders, who help ensure water and sanitation infrastructure and behaviour-change programming are sustainable. Local and national government leaders and staff are crucial too, as are local organisations and nongovernmental organisations (NGOs).

We also are working alongside academia, including the Water Institute at the University of North Carolina, Emory University, and Stanford University. Investing in deep research and evaluation helps us to continually improve, and prevents us from investing in programming that is not as effective as it should be. Thanks to WASH capacity-building courses

offered by Drexel University and the Desert Research Institute, we also are training our staff to be the best they can be—something that also contributes to our impact and reach.

All of the above not only amplifies our WASH work, but it also means we have lessons learned to offer our peers in the WASH sector who are also working to meet Sustainable Development Goal (SDG) 6. These learnings include the importance of empowering leaders of all faiths as well as children to become change agents to deliver WASH messages. We have learned to look outside our organisation—to the private sector; to other NGOs, and other organisations—for innovative new ways of solving WASH challenges.

We have discovered that having a clear, ambitious business plan drawn up with partners who share the same vision makes even the boldest goals possible. In fact, I wonder whether it's having a compelling vision to end WASH poverty that ultimately attracts the funding, valued partners, and life-changing impact required to succeed. Indeed, the SDGs themselves are just that—a bold vision of a poverty-free world—and so we look forward to 2030: the world's chance to achieve the impossible.

We believe the global water and sanitation crisis can be solved within our lifetimes. That is why we are focused on providing clean water and sanitation to every man, woman, and child in every community we work in, including the most vulnerable populations.

# EAST AFRICA WASH

**1.4 MILLION PEOPLE** in East Africa provided with access to clean water during 2017.  
**1.1 million** people gained access to sanitation and **1.6 million** people participated in hygiene education.



**1,857 WASH committees** formed and trained



**430 schools** gained access to hand-washing facilities



**79 health centres** gained access to improved sanitation facilities

The East Africa region continues to be affected by both natural and man-made disasters, with some countries continuously ranked as some of the world's most fragile states. As a result, all nine countries are implementing emergency WASH, varying in degree. Even in the face of these challenges, the region has served more people with clean and safe drinking water than planned. The region also has excelled in working in mixed-faith contexts. Five countries work with both Muslim and Christian faith leaders to help share WASH messages and encourage community involvement.



## Innovations and Partnerships

- In Kenya, AQtaps (automated water dispensers) were installed in 60 water kiosks. Revenue collection has increased 62 per cent compared with the same period before installation. The system increased transparency in revenue management (funds are used for system maintenance) and provides 24-hour access for users.
- While it's difficult to implement emergency WASH, the Sudan WASH team focused on innovations that can serve the needs of internally displaced people (IDPs). This includes using floating chlorine dispensers in solar-powered water tanks. Now water is chlorinated automatically, rather than every four hours.
- World Vision, in partnership with the Rwanda Ministry of Infrastructure and other WASH sector stakeholders, works through a district-wide approach. Through this strategy, all partners assess each district's needs, and plan and fundraise together to achieve full district WASH coverage by 2020.

“I thank World Vision for bringing us this water. Before receiving this gift, [generations] were used to drinking inadequate water, fetched far away, in muddy pits that made us to suffer a lot. ... It's really a miracle for us to see water flowing in this place.”  
—Bizimana Hassan, a mother in Burundi



## A Second Chance at Success

Zinash Tadesse, 11, lives in Ethiopia and aspires to be a professional banker, but her dream was challenged by the drought and lack of clean water at home. “I was absent or late from class as I had to fetch drinking water for the family by traveling longer distances through difficult terrains since the onset of the drought,” she said. World Vision responded to the needs of children and families in Zinash's area and rehabilitated seven shallow wells to help families cope with disaster. “I am smart and I stood 10th in my class in the previous semester. If it had not been for fetching water, I would have scored better. I think I now have that chance,” shared Zinash.



Raya encourages children around the world to be healthier and happier through improving sanitation and hygiene practices.

## SPOTLIGHT: SESAME WASH UP!

# WHEN PARTNERSHIP WORKS, WE CAN WORK TOGETHER

Abby Bucuvalas, Senior Director of Educational Programmes in the International Social Impact Department, Sesame Workshop

This year, the WASH UP! programme\* expanded from two countries – Zambia and Ghana – to ten countries across Southern Africa, West Africa, the Syrian response region, Central America, and Central Asia/Middle East. While each new country programme presents its own opportunities and challenges, I have a few observations about the factors that support our partnership and programme success at a global level. These are some of the reasons why I am confident in our ability to realise the partnership's potential, eventually reaching hundreds of thousands – even millions – of children and caregivers around the world.

**Commitment and enthusiasm.** I have been consistently impressed by the enthusiasm that greets this partnership in every new place we have expanded. World Vision country teams are committed to supporting a brighter future for children and families who live in challenging circumstances. This commitment allows WASH experts, engineers, and the government stakeholders they engage, to embrace the potential of an educational programme led by a 6-year-old, aqua-colored Muppet named Raya.

**Recognising and valuing strengths.** Those involved from both Sesame Workshop and World Vision are entirely aware of how much we stand to benefit from one another. I do not know whether I would describe this as humility or as a deep belief in the power of collaboration, but the result is a real willingness to step forward

when it's your turn to lead and to step back when the other partner has the necessary expertise. The ability to avoid stepping on one another's toes undoubtedly contributes to the type of functional working relationship and programmatic efficiency that has allowed us to adapt and pilot the WASH UP! programme in new countries last year.

**Learn and grow.** We have been successful at cultivating a willingness to learn from our mistakes to improve the WASH UP! learning materials and programme design. The challenges we encounter (big and small) are discussed openly and with the goal of determining how we as partners can do better. Because of this ability to iterate, the setbacks that arise are highlighted rather than swept under the rug, and time is spent on solution building rather than finger pointing.

**Have fun!** The partnership has embodied the joy and playfulness that Sesame Street and our lovable Muppets represent. I have seen this again and again, most noticeably at our in-country kick-off meetings and teacher trainings, when even the most sceptical participants are laughing, smiling, and role playing before lunch on the first day. The willingness to embrace the value of the educational content alongside the fun of child-centred, Muppet-led learning makes it enjoyable to work together, both when we are celebrating successes and when we are working through complications.



2,417 children gained access to hand-washing facilities at schools

Video: watch and learn more about Sesame Street & WASH UP! for Syrian Refugee Children.

\*Sesame Workshop, the largest nonprofit educational organisation behind Sesame Street™, is partnering with World Vision to help protect children from illness caused by dirty water and poor sanitation. The WASH UP! programme provides child-focused sanitation and health educational materials featuring Raya and Elmo, designed to reach children and families through media, schools, and community engagement programmes.

# SOUTHERN AFRICA WASH

**830,976 PEOPLE** in Southern Africa provided with access to clean water during 2017.  
**815,732** people gained access to sanitation and **909,235** people participated in hygiene education.



In 2017, WASH programmes in nine countries in Southern Africa rehabilitated or built new water points, latrines, and hand-washing stations. Serving schoolchildren was a key priority to support healthy habits at school and home. This meant 132,008 students enjoyed safe sanitation and 278,153 schoolchildren benefited from hygiene education.

WASH team members continued to build their capacity by participating in trainings throughout the year. They learned to install mechanised water systems with solar pumps and panels, and trained to consider low-cost options for reliable hand pumps.



162,105 schoolchildren gained access to clean water



701 school WASH Clubs formed and trained



122 health centres gained access to hand-washing facilities

## Innovations and Partnerships

- The Zambia WASH team and communities explored innovative ways to sustain WASH, including insurance options for water systems.
- To further encourage rural sanitation, the Lesotho WASH team partnered with Betram LTD (creators of Amalooloo latrines) to purchase low-cost prefabricated toilets, ensuring cost savings and more reliable, sustainable toilets.
- The Zimbabwe WASH Programme trained government stakeholders on hygiene promotion, empowering them to share hygiene messages at community meetings. This resulted in more people reached with hygiene messages.
- In Mozambique, the WASH team worked with the Ministry of Education to change the design of school latrines so all stalls for girls

offer privacy, and there are separate changing rooms suitable for menstrual hygiene management.

“My school is the WASH champion in the whole country. Thanks to World Vision and its donors.”  
—Retsepile, 12, Lesotho

## Shining Bright the Love of Christ to Children and Communities

In Angola and South Africa, community WASH committees completed behaviour-change training, including lessons from the “Jesus, the Source of Living Water” handbook. One committee member in Angola shared, “The training was really a blessing.” In the Democratic Republic of the Congo, the team worked alongside two large Evangelical churches to provide communities with five water systems, and encouraged proper hygiene practices for the congregation. In addition, across the region, our WASH teams provided more than 1,900 faith leaders with WASH training, helping them to serve as WASH advocates while serving their communities.





Faith leaders gather in Beledougou Area Programme, Mali, to develop common messaging around WASH for their communities.

✦ 6,144 faith leaders participated in WASH programming

Video: watch and learn more about World Vision's Water Work with Faith Leaders.

## SPOTLIGHT: FAITH INTEGRATION

# FINDING COMMON GROUND IN NO MAN'S LAND

Ray Norman, Director of Faith Leadership, World Vision International

Some of our best partners in our WASH behaviour-change work include faith leaders. Because local pastors and imams are often community gatekeepers, World Vision now starts work in a new area by gathering faith leaders together. We share technical knowledge about WASH with them, and they share their faith perspectives on WASH with us, and with each other. It is a unique time of exchange and mutual learning. Along the way we have learned a few important lessons:

**Diversity offers us unparalleled opportunities.** Our World Vision WASH teams, as well as the communities they serve, often comprise a rich array of culturally and religiously diverse people. These include Christians, often with widely varying faith traditions and backgrounds, as well as Muslims, Hindus, Buddhists, and more.

Diversity can, and does, provide a rich foundation upon which we can build effective programmes and effect lasting change. When we are intentional about bringing our respective perspectives and knowledge to a common table, trust and common ground can be established, especially when we are united around a common desire to impact the lives of vulnerable children.

**No man's land can actually be common ground.** Our engagement with faith leaders also has demonstrated that, while boundaries can define engagement among people of diverse cultures and faiths, the landscape between these boundaries can be explored together. Quality time spent mutually listening and sharing leads to greater trust, and those in the room learn to value each other more and find ways to collaborate on issues that matter to everyone—like keeping children healthy.

**Thresholds need to be crossed ... by everyone.** Our biggest challenge occurs when tensions exist among various faith groups, ethnicities, and even church denominations. These can exist among our own WASH staff, who may come from very different life experiences. So, before engaging with the communities, we first address the hesitancy among our staff to take the initial and often intimidating step across the threshold of interfaith or interdenominational dialogue. We support our staff in this endeavour by asking them to reflect on World Vision's core values. Our experience with faith leaders has taught us that "boldness" calls us to step across these initial thresholds without fear; but "humility" compels us to do so with sensitivity and respect for others.

“As World Vision WASH leaders, we are not only called to follow our core value to ‘celebrate the richness of diversity in human personality and culture,’ but have learned that such diversity presents remarkable opportunities.”

# WEST AFRICA WASH

**392,046 PEOPLE** in West Africa provided with access to clean water during 2017.  
**248,677** people gained access to sanitation and **764,559** people participated in hygiene education.



Globally, progress on sanitation lags far behind that of access to water, and it's particularly low in West Africa. In response, World Vision increased its focus on sanitation during 2017. West Africa WASH programmes (in Chad, Ghana, Mali, Mauritania, Niger, Senegal, and Sierra Leone) significantly increased sanitation accomplishments during 2017.

Examples of these accomplishments include: Four times as many household sanitation facilities were constructed in 2017 compared with 2016. Similarly twice as many communities were certified Open Defecation Free in 2017 compared with 2016.



**82,641 families** equipped to treat their water



**117,112 children** gained access to school sanitation



**205 health centres** gained access to hand-washing facilities

**“Water is a key element for hygiene, and therefore, a primary element in our work. Today, all patients and health workers have enough water for daily use and cleaning of materials to guarantee total hygiene in the health centre. I would like to thank our partner, World Vision, for this assistance.”**

**—Rahama, nurse, Niger**

## Sanitation Accomplishments

- Sierra Leone constructed 408 latrines at schools, benefiting 81,550 students, with support from many donors, including UNICEF and the U.K.'s Department for International Development.
- Nine times more communities in Ghana were certified as free of open defecation between 2016 and 2017 (from 14 to 126 communities).
- In Niger, five times more toilets and hand-washing stations were built between 2016 and 2017 (from 3,950 to 18,365).
- Senegal piloted Community-Led Total Sanitation with sanitation marketing to create a greater demand for latrines, with support from the European Union and the Belgian Technical Corporation.

## Health Centre Hygiene Improves with New Water System

World Vision is helping increase WASH access in health centres across West Africa to prevent the spread of infectious diseases, improve health, and save lives. A new water system constructed at Torodi Health Centre by the Niger WASH Programme has created a safer and cleaner environment for patients. As a visitor to the health centre, Adama Moumouni, 27, said, “I thank God for helping us with this water network in our health centre. Before this was done, I used to accompany sick persons here, and the lack of water was the main trouble. ... Today, with a tap in the health centre, we no longer need to walk distances. We only need to bring our buckets to fill. We can now take a shower, wash dishes, or do laundry, which wasn't possible before. ... Besides, this water is potable, so we do not risk catching a stomachache.”



# ASIA-PACIFIC WASH

**387,390 PEOPLE** in Asia-Pacific provided with access to clean water during 2017.

**1.1 million** people gained access to sanitation and **430,184** people participated in hygiene education.\*



247 WASH committees formed and trained



120 schools gained access to hand-washing facilities



782 faith leaders participated in WASH programming

During FY17, World Vision developed multiyear WASH business plans in Bangladesh, Cambodia, Papua New Guinea, and Sri Lanka. Through our WASH programmes in these countries (including India), we aim to serve 3.8 million people with clean water by 2020. We also focused on better educating families on household water treatment, safe water storage, and improved hygiene practices. As communities see the tangible changes from drinking clean water, we hope to empower them to advocate for long-term access and find local solutions to their water needs.



## Innovations and Partnerships

- Through our partnership with P&G, thousands of families across Asia-Pacific have access to Purifier of Water packets, which treat turbid water and make it safe to drink, especially during emergencies. *In Myanmar*, World Vision served 3,600 households with Purifier of Water in conflict-afflicted states. *In the Philippines*, the use of Purifier of Water was key for survival for 7,000 families during extreme seasonal flooding.
- In Cambodia, 127,023 people now have access to community water points such as rainwater collection tanks and pond filtration systems.
- The India WASH Programme constructed and/or rehabilitated 595 water points. Technologies such as automated filtration systems and water dispensers helped us overachieve our beneficiary target by 434 per cent.
- In North Korea, World Vision launched its partnership with Grundfos, procuring nine solar pumps for piped-water systems.



*Many girls were not comfortable using the same toilets as boys. Thanks to World Vision, for constructing new toilets only for girls. I'm now also an active member of my school WASH club and encourage other students to wash their hands."*

*—Sarika Anjum, a student in India*



## More Time as a Family

Touch, 9, is a student at Ruessei Dangkouch primary school in Cambodia. However, the time he spent collecting water, or feeling ill from drinking contaminated water, reduced his attendance. Even when Touch was home, he rarely saw his parents. He shared, "Because of starvation and poverty, my parents usually spend much time in the rice field and less time with [us]." Fortunately, after the community received education on water treatment and P&G Purifier of Water packets, the entire community is drinking clean water. Touch's family can spend more time with each other now that they are healthier and spend less time collecting and boiling water. Touch said, "Now I can go to school regularly. I feel so clean, and I am free of stomachaches and happy to go to school!"



*Together, we must transform our thinking, programming, and standards to ensure that we listen and respond to the input of key stakeholders—especially girls and women.*



**534 schools with improved sanitation for girls, including MHM facilities**

## SPOTLIGHT: MENSTRUAL HYGIENE MANAGEMENT

# MANAGING MENSTRUAL HEALTH: IF WE GO ANYWHERE, WE MUST GO TOGETHER

*Kristie Urich, WASH Knowledge Management and Capabilities Manager, World Vision International*

Despite being a WASH professional, I did not generally discuss menstruation in the workplace. Now, I discuss it daily. This is because menstrual hygiene management (MHM) has gradually become a high-priority issue for World Vision, partly because of the organisation's growing focus on adolescent health. As we wrestle with what it means to 'do' MHM in an integrated and effective manner, we have learned three key lessons:

***MHM requires a multisectoral strategy and action plan.*** It is so much simpler for one sector to take an issue and run forward alone, but this is short-sighted, particularly for complex issues such as menstrual hygiene. At World Vision, we are specifically engaging practitioners in WASH, health, education, livelihoods, and gender in developing our global MHM strategy and practice. In addition to these sectors, we must ensure the engagement and accountability of a multitude of actors—including public, private, and civil society.

***There is no one magic solution.*** There are many excellent organisations developing both practical and innovative menstrual hygiene products, and there are innovative MHM-friendly toilet designs. These are

important and should be continued. It does not mean that a solution that works well in one place will work as well elsewhere. We must study, understand, and plan for the context in which we are operating to select the set of products and interventions that are most appropriate for the place in which we work.

***Listen, listen, listen.*** How easy is it to not listen or take shortcuts because of time and the rush to meet deadlines and targets? I once spoke with a colleague who was in a meeting discussing MHM, and the room was filled with only men who represented development practitioners or government. There were no women and no community representatives. We must never decide on products or interventions without first seeking—and heeding—the input of those we expect to use the product or service.

These lessons of integration, contextualisation, and listening are core to much of our work in relief and development. MHM provides an opportunity to hone these skills and courageously and compassionately confront harmful taboos and social norms to help girls and women manage their menstruation safely and with dignity.



We also must remember that access to the facility or product does not equal appropriate behaviour. We must take the time and effort to understand and influence systems, policies, knowledge, attitudes, and practices to support an MHM-friendly environment."

# LATIN AMERICA AND CARIBBEAN WASH

**146,522 PEOPLE** in Latin America and Caribbean provided with access to clean water during 2017. **39,505** people gained access to sanitation and **90,479** people participated in hygiene education.



This region includes national WASH programmes in Bolivia, Haiti, Honduras, Mexico, and Nicaragua. WASH in schools is a focus of programming. The region continues to strive for higher WASH service levels, including access to a safe drinking water source on the premises at home. In 2017, the region increased wells and water points constructed by 82 per cent compared with the previous year.

In 2017, the Desert Research Institute led a learning event in Honduras to build our regional WASH capacity on water resources, water system technologies, and water quality.



9,670 wells and water points constructed



550 school WASH clubs established



472 sanitation facilities built at schools

## Innovations and Partnerships

- World Vision partnered with Sesame Workshop to launch WASH UP! in Honduras in 2017 to teach primary schoolchildren essential sanitation and hygiene behaviours.
- In Haiti, World Vision received multiyear funding from UNICEF to implement hygiene promotion, an Open Defecation Free campaign, as well as WASH in schools and health facilities.
- The Nicaragua WASH Programme partnered with USDA on WASH in schools, helping reach 47 schools with access to sustainable water and hand-washing facilities, as well as providing 39 schools with improved sanitation.
- After the severe earthquakes in Mexico, World Vision assisted with recovery, distributing P&G Purifier of Water packets in areas where water and sewer systems were damaged.

“Since the [water] system was rehabilitated, I have seen a great transformation in my home. Water is enough for us to cook, do the laundry and dishes, and to take baths. This allows me to spend more time with my children and, in turn, they also dedicate more time to their schoolwork.”

—Yolanda, 52, Mexico

## Supporting the health and well-being of schoolchildren

Richard (pictured with classmates, at right) lives with his mother and six little brothers. His community of Suki, in Bolivia, benefited from clean water and new school bathrooms through the Global WASH Programme in 2017. He said, “Now we will not miss classes because of getting sick, and we will be able to study a lot. I should study a lot because when I grow up, I want to be a doctor to help care for and cure the children and families of our community.” To all those who supported this important work in Suki, he said, “Thank you very much, and may our Lord God fill you with blessings, and [may you] always be happy.”





*Shaima hopes to become a pediatrician one day because of the suffering she witnessed. Her family is displaced on Jordan, where World Vision provided her with clean water, food, and access to education.*

## SPOTLIGHT: WASH IN FRAGILE CONTEXTS

# SHARING AND COLLABORATING IS THE SECRET TO LASTING WASH

*Marielle Snel, Middle East WASH Advisor, World Vision International*

How do we improve WASH in refugee settlements, orphanages, and prisons? What's the best way to solve the water crisis in the Middle East? It is only in partnership, through members of the WASH community sharing their experiences and wisdom, that such difficult questions can be tackled and answered together.

Partnership working is at the heart of SDG 17. It was also at the heart of a 2017 meeting organised by UNICEF and World Vision in Jordan. Attended by representatives of 11 organisations, the meeting's mandate was to reflect on the WASH challenges in the Middle East region and to propose recommendations and work to overcome those challenges—in particular to consider how to move from humanitarian to long-term, sustainable WASH development.

Participants agreed that all agencies supporting WASH should ultimately aim to support sustainable, safely managed services, in line with the SDGs, regardless of whether the context is an acute emergency, a protracted crisis, or a more stable context. They also agreed on a number of key messages, gaps, and potential further work and next steps that should be shared with a wider group of stakeholders, with the ultimate goal of developing a guidance

framework to inform country-level actions.

In the same spirit of learning and planning together, another event co-hosted by World Vision and the Water Institute at the University of North Carolina. WASH experts came together to consider the obstacles and opportunities related to improving WASH services and environmental conditions in refugee settlements, prisons, and orphanages. They were asked “are there any similarities in these ‘WASH away from home’ contexts?” There were more commonalities than expected.

Each setting has a detrimental impact on children. Children in refugee settings and orphanages often lag in educational development, and children of incarcerated people are often raised in households lacking strong parental figures. All settings feature large communal areas where WASH infrastructure is fundamental—clean hands and functional toilets that can accommodate various ages and abilities are required to meet basic health needs of these populations and prevent the spread of disease. Though these refugee settlements are considered transitional, they often feature contained, consistent, and long-term populations.



**557,627 people with access to emergency water services**

“The populations living in each of these settings are displaced from their homes and communities, and face challenges related to heightened vulnerability, unclear political and social status, and often economical dependency upon others. They often face social and political taboo status, which can jeopardise effective interventions and fundraising efforts.”

# MIDDLE EAST AND EUROPE WASH

**22,902 PEOPLE** in the Middle East provided with access to clean water during 2017.  
**1,177** people gained access to sanitation and **111,724** people participated in hygiene education.



629,405 people gained access to municipal water supply systems



245,172 people gained access to emergency drinking water supply



359,774 people gained access to emergency hygiene supplies

In the face of the protracted Syrian refugee crisis, thousands of families accessed clean water in camps and host communities. Whether pumping water from a well at a refugee camp or camp for IDPs; or collecting water from tanks filled daily by water trucks at informal tent settlements (ITS); or turning on a faucet in a home in a host community, families finally have access to clean water to drink and use for daily living.

Life-saving sanitation facilities and hygiene education was also provided to families in Afghanistan, Jordan, the Kurdish Region of Iraq (KRI), Lebanon, and Syria.



## Innovations and Partnerships

- The Afghanistan WASH Programme constructed the country's first-ever solar-powered reverse osmosis and ultrafiltration system, providing safe water for 700 families in the Ab Kamari district of Badghis province.
- The KRI and Syria WASH programmes piloted installation of disability-friendly sanitation facilities in hospitals and IDP camps, respectively. Also, the Lebanon WASH team made available wheelchair latrines for those with limited mobility living in the ITS. The wheelchair latrine has a padded commode seat and narrow structure to easily back over or sit atop a standard toilet.
- The Syria WASH Programme expanded into the Menbij district (Aleppo) and Ar Raqqa governorate through an emergency intervention with UNICEF, providing WASH for 107,618 individuals.
- Jordan, KRI, and Lebanon WASH staff completed training in Sesame Street WASH UP!, each piloting the child-friendly sanitation and hygiene education programme in their respective countries in FY17.
- The Lebanon WASH Programme utilised the Healthy Camp Monitoring Tool in settlement areas to highlight hygiene and WASH gaps. Based on the results, hygiene promotion was tailored for each settlement.



## Providing Hope, Helping Families Begin Life Again

"... It is difficult to explain in words ... we were stripped of our humanity," shared 39-year-old Fawzia, a resident of Nineveh now residing in Hasansham U2 camp in KRI. "We left the neighborhood where we were living. ... We left at noon on foot; we continued to walk for nine hours. It was slow due to the large number of IEDs [improvised explosive devices] planted on the roads.

"[At] the Hasansham U2 camp, life came back to us again and we felt some safety and stability. ... After we got a tent, World Vision started to provide all that is necessary for the life of the displaced. Bathrooms and drinking water has provided us a lot. So has distributions such as water tanks, garbage bags, hygiene kits, disinfectants, and detergents for latrines. We, as IDPs, thank [World Vision] for your help."



Priest Asay Gugsu, 52, is one of the most active members of the WASH committee in his community.

## IMPACT STORY

# TAKING CARE OF TREASURE

*Shallow wells are rare in the Enderta district of the Tigray region of Ethiopia. Water resources are limited. Members of Dergagen community would give anything for a clean water, water they can maintain for generations. Water is not only the source of life, it's a treasure there.*

When a piped-water system (sourced from a deep well) was brought into his community, Asay Gugsu, a priest and a father of six children, joined the WASH committee. The community partnered with the Ethiopia WASH Programme to bring 11 tap stands that serve 12,400 people. Knowing the rich blessing of water, Asay serves as secretary of the WASH committee that manages the smooth functioning of the water point in his village.

"We are out of words to express our delight on the arrival of clean water in our village," shared Asay. "Better rains and clean water have always been on top of our prayers for God in the daily praise and prayer notes at the church. Our prayers are answered through World Vision."

Asay explained the training members of the WASH committee received. "The first big lesson we learned was to consider the water access provided to us as our lifeline. But I think we already knew that, living without water for years. The trainings also involved how to change taps that have gone out of use, keeping the surroundings clean, keeping our ledger books in order, and overall good management of the water points," he added.

Joining him on the WASH committee is Kahsu Kahsay, 45, a mother of seven. She serves as treasurer of the committee. "Waking up at 5 in the morning before the sun rises and trekking for 45 minutes was an everyday task for me and the other women and girls in this village. Things are about to change now, thanks to God," she said. Members of the community pay 30 cents per 20-liter container. The money collected is kept in the bank for any maintenance costs the water points may need.

As a member of the WASH committee, Priest Asay not only helps to manage the water points, he also is tasked to promote sanitation and hygiene messages during church services. "We have water to keep ourselves and our children clean to prevent diseases. That's the message I get across at the end of my church services always," he happily shared.

We rejoice with the Dergagen community for the treasure your support has provided. We praise the Lord for His answer to prayers, and we look forward to generations enjoying clean, safe water.



*The community elected me to serve in the committee, and I did not hesitate to take care of our treasure: the new water points. We have already contributed about 10,000 Birr (\$367), and it is kept at the bank [to repair] any breakage of the water system."*

—Kahsu Kahsay, 45,  
mother of seven



World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Motivated by our faith in Jesus Christ, we serve alongside the poor and oppressed as a demonstration of God's unconditional love for all people. World Vision serves all people, regardless of religion, race, ethnicity, or gender.

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