MINIMUM STANDARDS FOR ADVANCED SERVICES IN FAITH-BASED INSTITUTIONS (FBIs)

BASED ON JMP SERVICE LADDER, INTERNAL & EXTERNAL GUIDELINES

Disclaimer

This document is an attachment to the service offer ***Construction/Rehabilitation of WASH Infrastructure in Faith-Based Institutions (FBIs)***, developed by the global programme *Sanitation for Millions*. The service offer is based on implementation experiences gathered by the programme in Jordan, Pakistan, and Uganda. Its development is part of the commission through the Federal Ministry for Economic Cooperation and Development (BMZ) in 2022. Purpose of this specific service offer is to give an overview of relevant background information, important minimum standards, and necessary working steps related to construction and rehabilitation of water, sanitation, and hygiene (WASH) infrastructure in FBIs.

Contents

Sanitation for Millions' Minimum Standards for WASH in institutions[1] (based on JMP service ladder)

	Schools	Religious Institutions	Health Care Facilities
Sanitation for Millions' requirements for **Sanitation** (Advanced Services)	Facilities are accessible to all, of adequate quality, provided with an adequate O&M system and are regularly inspected for cleanliness. Toilets are inclusive and female-friendly. Sewage and excreta are safely managed.	Facilities are accessible to all, of adequate quality, provided with an adequate O&M system and are regularly inspected for cleanliness. Toilets are inclusive and female-friendly. Sewage and excreta are safely managed.	Facilities are accessible to all, of adequate quality, provided with an adequate O & M system and are regularly inspected for cleanliness. Toilets are inclusive and female-friendly. Sewage and excreta are safely managed.
Sanitation for Millions' requirements for **Hygiene** (Advanced Services)	Handwashing facilities are functional at critical times (before eating and after using the toilet) and accessible to all, hygiene education is conducted, group handwashing is promoted, menstrual hygiene materials are available and awareness on MHM is created.	Handwashing facilities with water and soap are available after using the toilet, and accessible to all users. Safe hand-hygiene is promoted.	Availability of hand hygiene educational materials near handwashing stations and/or the patient waiting area, handwashing facilities are accessible to all staff members and patients. Waste is managed adequately, and IPC is addressed. Basic protocols for cleaning are available, and staff with cleaning responsibilities have all received training.
	Basic Service		
	Limited Service		
	No service		

[1] In context of Sanitation for Millions, *Faith-Based Institutions* were previously called *Religious Institutions*

Faith-Based Institutions

"Advanced services" translated into criteria (our minimum standards in simple words)

Water:	**Sanitation:**	**Hygiene:**
In all participating FBIs ▪ Water supply from an "improved source" is assured ▪ Water is available when visitors and/or staff are present in the FBI ▪ Water storage/harvesting systems in place. *(Not mandatory, but desirable)* ▪ Plans for cleaning of drinking water sources and dispensers are developed and implemented. *(Not mandatory, but desirable)* ▪ Sufficient supply of water for cleaning	In all participating FBIs ▪ Sanitary facilities are not locked when visitors are at FBIs. ▪ Sanitary facilities are accessible when visitors are at FBIs. ▪ Sanitary facilities apply "improved" technology. ▪ Sanitary facilities are robust and appealing. ▪ Toilets fulfil the people stance ratio as prescribed in national policies. ▪ Toilets are sex segregated. ▪ Toilets are separately available for visitors and staff. *(Not mandatory, but desirable)* ▪ Toilets are "private" (can be locked from inside). ▪ Sanitary facilities are clean and functional. ▪ Anal cleaning materials are available at all toilets. ▪ FBIs have one or more rooms for MHM, incl. a functional disposal system for MH consumables. ▪ FBIs have one or more "barrier free" toilets for people with impaired mobility. ▪ An inspection system for the routine monitoring of sanitary facilities (cleanliness and functionality) is established and practiced. ▪ WASH budgeting (incl. O&M planning) is considered during the financial planning of the FBIs. ▪ Sanitary facilities are either connected to a sewer system or a septic tank of which sludge is regularly emptied, transported, and treated safely off site. ▪ An appropriate waste-water management systems for ablution water is in place (if applicable). ▪ Institutionalization and functionality of WASH committees. *(Not mandatory, but desirable)*	In all participating FBIs ▪ Handwashing facilities are functioning, and accessible to all at times. ▪ Handwashing facilities fulfil the required number as prescribed in international and national policies. (if available) ▪ Handwashing facilities are available near toilet facilities. ▪ Soap is available at all handwashing facilities. ▪ Safe hand hygiene is promoted at the faith-based institution. ▪ IEC materials on sanitation and hygiene are available within premises.

Additional Information (Internal & External Guidelines)

General Technical Minimum Standards to be followed

Dimension	Topic	Standards	Reference
Technical	Durability	Durability is highly considered in the design of toilets, washbasins (e.g. trough), door handles, locks, taps, flushing systems etc.	GIZ internal
		Only hardwearing materials are selected (concrete, stainless steel, glazed ceramic tiles etc.).	GIZ internal
		Use of waterproof materials and sealing (floor, walls, ceiling, rooftop etc.) is considered to avoid water leakages.	GIZ internal, WHO 2009
		Water drainage is considered in detail. Drainage gullies and channels should be protected by suitable and lockable gratings.	GIZ internal
	Cleaning & Maintenance	Facilities are easy to clean and maintain.	GIZ internal, WHO 2009
		Lockable storage space for cleaning materials and tools is provided.	GIZ internal
		Male and/or female cleaning and maintenance staff is employed according to the institution's needs.	GIZ internal
		A cleaning plan is developed jointly with the institution's management and cleaning staff.	GIZ internal
		A maintenance is developed jointly with the institution's management and cleaning/maintenance staff.	GIZ internal
		A strategy on how to provide consumables is developed jointly with the institution's management.	GIZ internal
	Toilet-User Ratio	*Specific for FBIs in Jordan: 1 toilet/50 visitors are provided (agreed with Ministry of Awqaf)*	
		Specific for FBIs in Jordan: 1 water tap/washbasin per 2 toilet units is provided. Group handwashing facilities should accommodate minimum 10 visitors (agreed with Ministry of Awqaf).	
	Accessibility	Restrooms and toilets fulfil ISO 21542 accessibility standards.	ISO 21542
		Ramps provide access to the FBIs premises, building and sanitary facilities and are in line with national standards	GIZ internal
		Heights of door handles, flushing, toilets, washbasins, taps etc. are adapted to the users' needs (e.g. lower and higher washbasins for younger and older users and wheelchair users).	GIZ internal
	Gender Sensitivity & Child Friendliness	Gender-separated toilets (with separated entrances) are provided.	GIZ internal
		Mirrors are included in the design.	GIZ internal

		During construction measures, the site is protected and inaccessible to the public. If needed, mobile latrines/sanitary containers are installed to provide sanitary facilities during rehabilitation works.	GIZ internal
		Doors to toilet units should provide enough privacy.	GIZ internal
		Specific for FBIs: Restrooms are located close to the main hall and the paths to the restrooms are well illuminated.	GIZ internal
		Specific for FBIs: The design is child-friendly (e.g. can be used by the respective age groups).	GIZ internal
		Specific for FBIs: The main entrance to the restrooms should beopen and L- or S-shaped (to allow enough privacy).	USAID 2014
	MHM & Solid Waste Management	For each toilet unit, 1 cover-bin (stainless steel) is provided. Discreet and safe disposal of sanitary pads is taken into account (MHM) in female toilets	GIZ internal
		The whole sanitation chain (toilet interface – collection – transport - treatment – reuse/disposal) is assessed and rehabilitated if needed.	GIZ internal
	Water Supply	If no daily water supply from the central network is ensured, water storage should be included in the design. Durable, plastic water tanks should have a capacity according to the institution's water supply and demand.	GIZ internal
		The provision of drinking water (e.g. drinking water fountains, filter in taps) should be considered.	GIZ internal
	Ventilation, Lighting & Isolation	Ventilation is considered in the design (to reduce odor problems to a minimum). If possible, enough windows and air exchange fans to allow continuous fresh air exchange should be provided.	GIZ internal, USAID 2014
		Enough lighting is provided (for each toilet unit, washbasin and outside of the restroom). If possible, daylight should be the main source of lighting.	GIZ internal, USAID 2014
		Cost- and energy-efficient isolation is considered in the design.	GIZ internal, USAID 2014
	National Building Codes	The technical design is in line with national building codes and relevant guidelines of the respective national authorities.	GIZ internal
	Scalability	The design has a modular character providing opportunities for upscaling.	GIZ internal
	Fire Protection	Constructed/rehabilitated WASH facilities should meet the locally valid regulations on fire	GIZ internal
		protection for institutions. An institution-wide concept for extinguishing acute fires should be existing.	

Kommentiert [MPG1]: Agree on a very pragmatic formulation

Kommentiert [BA2R1]: Effective fire protection systems integrate with construction design components to create a comprehensive approach that prioritizes early detection, rapid response, and the containment of fires to minimize damage and protect lives. Building codes and regulations often dictate the requirements for fire protection systems based on the type and use of the structure, in S4M approaches and criteria the fire system include fire protection by add Fire extinguishers to new construction of hygiene facilities buildings in FBIs.

In Jordan the Fire alarm systems code is implemented in construction projects and public buildings, for further details, it is referred to the website where it can be found in detail: https://ahmad-tomasz.weebly.com/uploads/9/6/0/5/96054774/%D9%83%D9%88%D8%AF%D8%A9_%D8%A7%D9%86%D8%B8%D9%85%D8%A9_%D8%A7%D9%84%D8%A7%D9%86%D8%B0%D8%A7%D8%B1%D9%85%D9%86_%D8%A7%D9%84%D8%AD%D8%B1%D8%A7%D8%A6%D9%82_%D8%A7%D9%84%D9%81%D9%87%D8%B1%D8%B3.pdf

General Sustainability Minimum Standards to be followed

Dimension	Topic	Standards	Reference
Ecological	Environmental Impact	Environmental Impact Assessments (EIAs) are carried out before implementing waste water treatment or solid waste management systems.	GIZ internal
	Water Efficiency	Rainwater and greywater is reused for flushing or irrigation, if possible.	GIZ internal
		Water-efficient taps (e.g. incl. water-saving devices) and flush systems are installed. Installation of flushing toilets (10-20l/person/day) or pour flush toilets (1.5-3l/person/day) is considered.	WHO 2009
	Energy Efficiency	A main electricity switch is installed.	GIZ internal
		Low voltage electrical installations are considered.	USAID 2014
		Ceiling fans are installed	GIZ internal
		Solar panels, biogas or other renewable energy sources are considered.	GIZ internal
	Materials & Waste Management	Environmentally friendly and resource-efficient materials are used.	GIZ internal
		Old building components are recycled, if possible.	GIZ internal
		Bins are provided and a plan on waste collection and disposal in line with national health and environmental standards is in place.	GIZ internal
Social	Socio-Cultural Acceptance & Local Conditions	The type of toilet is selected according to the common type used in the community.	GIZ internal
		Toilet paper and/or hose/tap/bodna are provided according to what is common in the community.	GIZ internal
	Health & Hygiene Awareness	Visitors and staff are aware of the value of an improved sanitation and are willing and motivated to engage in improving the existing sanitary system.	UNILEVER and LSHTM 2016
		Specific for FBIs: staff and local communities engage in interactive age-appropriate and gender-sensitive activities to promote the value of water, sanitation and hygiene practices.	GIZ internal, SDC and UNICEF 2017
		Education materials for interactive WASH activities have been developed and are available to the institutions.	GIZ internal
		Staff have been trained (if needed) to implement WASH activities.	GIZ internal

Economic	Cost Efficiency	Cost-efficiency is considered in the design to reduce capital and operational costs (materials, services, maintenance, water, electricity).	GIZ internal
	Budget Management	A specific share of the institution's budget is allocated to soap.	GIZ internal
		A specific share of the institution's budget is allocated to cleaning and maintenance (personnel, material, tools, etc.)	GIZ internal
	Local Market & Job Creation	Purchase of goods and services on the local market, if possible.	GIZ internal
		Additional positions for cleaning and maintenance (janitor) are created by the respective Ministry and according to the institution's needs.	GIZ internal
		Additional positions for the implementation of hygiene activities are created by the respective Ministry and according to the institution's needs.	GIZ internal
		Additional positions for the cleaning and maintenance of decentralized/on-site wastewater treatment plants are created by the respective Ministry and according to the institution's needs.	GIZ internal

Exemplary Requirements for Accessible / Barrier Free Toilets, mainly based on approach in Jordan

Crucial for the design of an accessible toilet is the provision of sufficient space for wheelchair users or people using other equipment, the instalment of easy-to-use amenities at a convenient height and the provision of adequate handrails and grab bars to assist people moving from a wheelchair or people with reduced strength.

Following shows selected examples of requirements of barrier-free toilets as described in *Building Requirements Code for Persons with Disabilities* of the *Jordanian Building Council*. They are an example of standards the *Sanitation for Millions* programme must adhere to, when building barrier-free toilets in Jordan. The following illustrates some of these standards valid in Jordan.

"This code is concerned with the minimum technical requirements that must be available in public and residential buildings and public facilities so that people with disabilities can use them easily and conveniently, by setting general requirements for the design of new buildings and the requirements that must be provided in existing buildings and external elements to facilitate their use by people with disabilities. Therefore, this code aims to set the foundations, standards, controls and special requirements that must be available in public buildings and facilities to facilitate their use by people with disabilities, in addition to some requirements that must be provided in residential buildings adapted for people with disabilities. The code does not include requirements for intellectual disability and autism because in most cases they are accompanied by a sensory or motor disability." (*Building Requirements Code for Persons with Disabilities, 2018*) For further details, it is referred to the website where it can be found in detail: http://www.jnbc.gov.jo/Pages/viewpage.aspx?pageID=211

In other countries, the standards might differ slightly, and must be identified prior to any construction activity. Besides nationally valid standards, the programme considers in its designs of WASH facilities also other guidelines, for example the guideline *Promoting Access to the Built Environment* by CBM (2008), and especially the resp. ISO-norm. Herewith it is particularly referred to *ISO/FDIS 21542 Building Construction – Accessibility and usability of the built environment,* which builds an essential element of *Sanitation for Millions*' design works.

Signage

A toilet facility used specifically by a person with disability must be clearly marked with an international symbol. The symbol as shown in the figure should be at the main entrance of the facility.

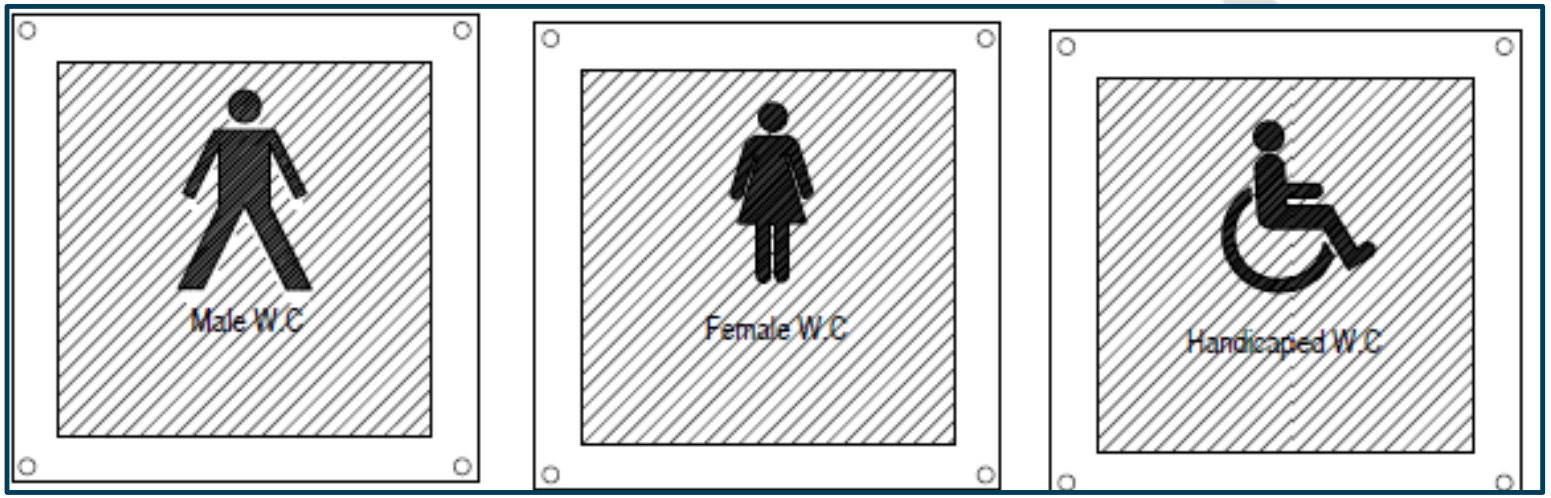

Figure 1: Signs for WASH facilities (source: internal from S4M in Jordan in 2022)

Accessibility

The imperative need for accessible toilet design for individuals with disabilities stems from the fundamental principles of inclusivity and equal access. In recognizing the diverse needs of people with disabilities, particularly in the realm of personal care and hygiene, it becomes essential to design toilet facilities that accommodate various physical abilities. Accessible toilet design is a cornerstone of ensuring that individuals with disabilities can maintain their dignity, independence, and privacy while using such essential facilities.

One of the critical aspects of accessible toilet design involves creating spaces that are wheelchair friendly. This includes ensuring sufficient turning space, appropriate seat height, and accessible fixtures to accommodate individuals with mobility challenges. Moreover, features such as grab bars and non-slip flooring contribute to a safer and more user-friendly environment. These considerations extend beyond mere compliance with regulations;

they embody a commitment to fostering a society where everyone, regardless of physical ability, can access and utilize essential facilities without hindrance.

The imperative for accessible toilet design goes beyond fulfilling a legal or regulatory requirement; it speaks to the broader societal values of dignity and equal opportunity. By prioritizing these design principles, we acknowledge that accessibility is not just a matter of convenience but a human right. Accessible toilets empower individuals with disabilities to navigate public spaces with greater ease and independence, reinforcing their inclusion in all facets of society.

Furthermore, accessible toilet design serves as a tangible expression of empathy and understanding, fostering a culture that respects and values the diverse needs of its members. In creating environments where individuals with disabilities can access toilets without barriers, we contribute to breaking down societal stigmas and barriers, promoting a more inclusive and compassionate community. In essence, the imperative for accessible toilet design aligns with the overarching goal of building a society that prioritizes the well-being and equal participation of every individual, regardless of their physical abilities.

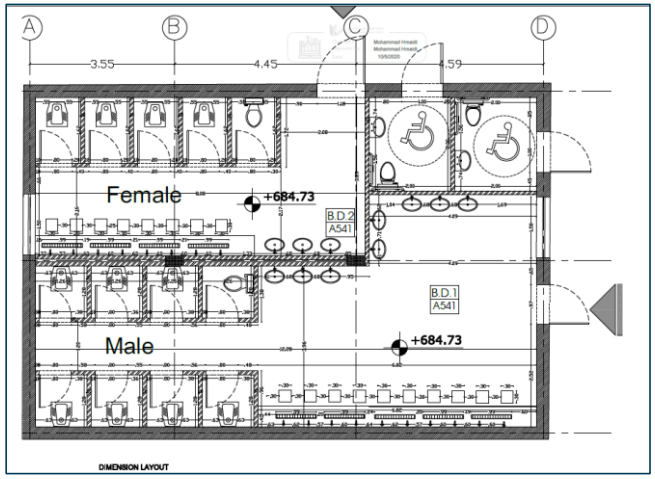

Figure 2&3: WASH facilities with ramp for disabled visitors and exemplary sanitary unit layout (source internal from S4M in Jordan in 2022)

Ramp and surface

The floor or ground surface of an accessible handicap ramp should seamlessly integrate into the overall design, both internally and externally, forming a continuous and unobstructed path of travel throughout the site. Emphasizing stability, firmness, and slip resistance, the chosen floor or ground surface must meet these criteria under various conditions, whether wet or dry. This ensures a secure and reliable experience for individuals using the handicap ramp, promoting safety and ease of mobility.

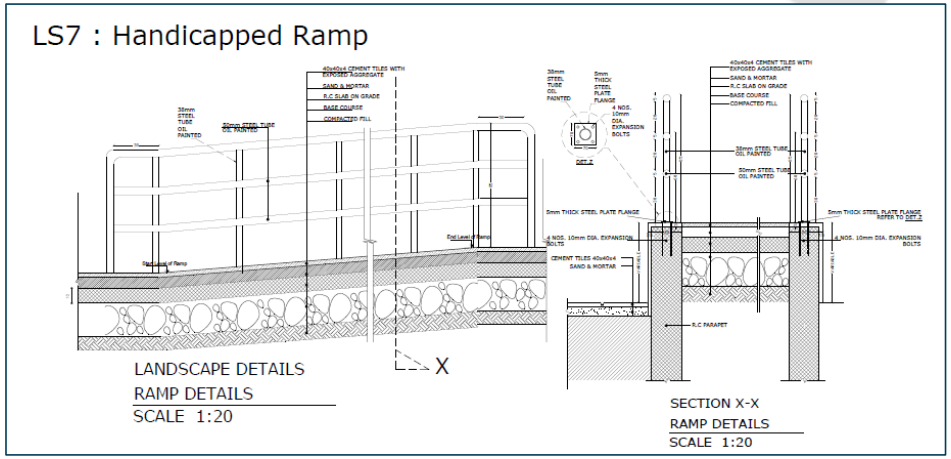

Figure 4&5: Ramp with appropriate surface and slope (source internal from S4M in Jordan in 2022)

Doorway and door

Figure 6: Door of constructed toilet for PWD (source internal from S4M in Jordan in 2022)

Designing the doorway and door of handicap toilets is a critical aspect of creating inclusive restroom facilities. The dimensions and features implemented in these elements directly impact the accessibility and usability of the space for individuals with disabilities.

First and foremost, the doorway should be wide enough to comfortably accommodate wheelchairs, walkers, or other mobility aids, adhering to international standards recommending a minimum clear width of 36 inches. This ensures that individuals with varying mobility challenges can navigate through the entrance easily.

Considering the swing direction of the door is another pivotal aspect. Outward-swinging doors are preferred as they provide more space within the restroom, allowing for smooth entry and exit. This configuration minimizes obstacles and facilitates seamless transfers, particularly for those using wheelchairs. To enhance accessibility.

Lastly, incorporating visual and tactile indicators on the door is essential for aiding individuals with visual or cognitive impairments. Features such as contrasting colors, Braille signage, or tactile symbols enhance the overall accessibility of the restroom, ensuring that it caters to the diverse needs of all individuals. In essence, a well-designed doorway and door for handicap toilets embody a commitment to inclusivity, promoting dignity, independence, and equal access to restroom facilities for everyone.

Exemplary Illustration of a Clean and Female Friendly Toilet, based on the MHM concept of the regional GIZ programme *Fit For School*

This illustration by *Fit For School* shows, how a clean and female friendly toilet should be designed and could look like (in any kind of institution). It incorporates basic features, but small differences might be necessary due to cultural context, or different approaches of the implementing organisations or the type of institutions. This example serves as an exemplary illustration.

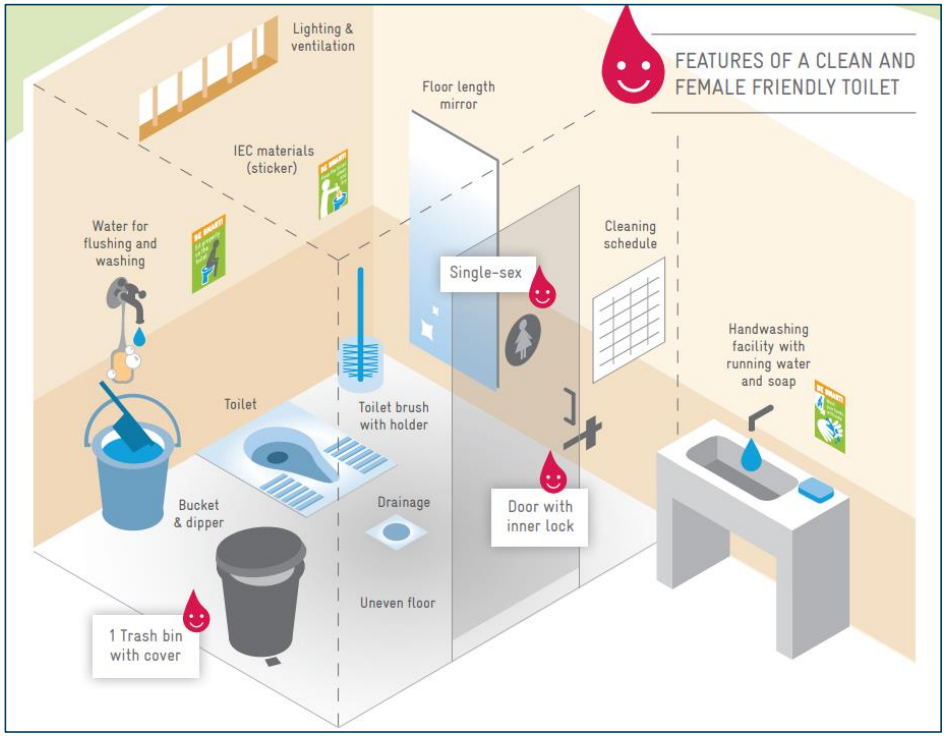

Figure 7: Features of a clean and female friendly toilet, as promoted by Fit For School (undated)

Exemplary Arrangement of WASH facilities in Faith-Based Institutions

This illustration shows, how (1) female friendly toilets, (2) a toilet for PWD and (3) standard male toilets (4) Handwashing facilities , and (5) ablution areas can be arranged in the context of FBIs.

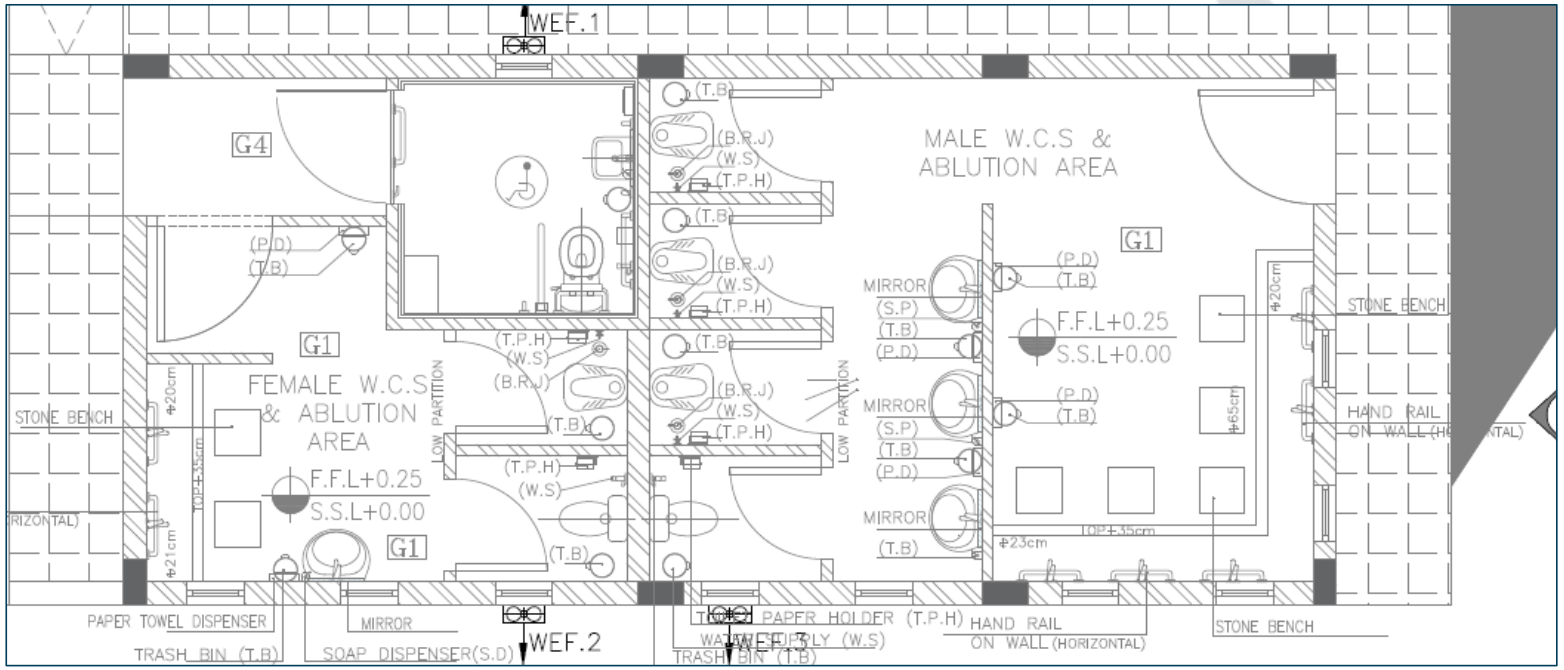

Figure 8: Possible arrangement of WASH facilities in context of FBIs *(source internal from S4M Jordan 2023)*

Sources

- ***CBM (2008):*** *Promoting Access to the Built Environment - Guidelines*
- ***FIT FOR SCHOOL (undated)*** *// CONCEPT - MENSTRUAL HYGIENE MANAGEMENT*
- ***ISO (2011)****: ISO/FDIS 21542 Building Construction – Accessibility and usability of the built environment*
- ***Jordanian Building Council (2018):*** *Building Requirements Code for Persons with Disabilities, 2018), available at* *http://www.jnbc.gov.jo/Pages/viewpage.aspx?pageID=211*
- ***Uganda (2019)****: STATUTORY INSTRUMENTS 2019 No. 52; THE BUILDING CONTROL (ACCESSIBILITY STANDARDS FOR PERSONS WITH DISABILITIES) CODE, 2019*
- ***Unilever and London School of Hygiene and Tropical Medicine (LSHTM) (2013)****: Critical Success Criteria for Evaluating Sanitation Models.*
- ***USAID (2014)****: Learning Environment: Improved Infrastructure Program, Design Guidelines & Concept Report.*
- ***SDC and UNICEF (2017)****: WASH in FBIs Guidelines for Lebanon – Setting Standards, Ensuring Children's Health.*
- ***WHO and UNICEF (2016)****: Core questions and indicators for monitoring WASH in FBIs in the Sustainable Development Goals*
- ***WHO (2009)****: Water, Sanitation and Hygiene Standards for FBIs in Low-Cost Settings*