

BEHAVIOUR CHANGE COMMUNICATION






Kampala Faecal Sludge Management Program





SECTION 1

INFORMATION FOR LANDLORDS

- 
-  Safe Pit Emptying
 -  Improved Emptyable Toilets
 -  Toilet Hygiene
- 

SAFE PIT EMPTYING

Q & A Factsheet for Landlords, Custodians and Caretakers

QUESTION 1

Is your pit full?

You need to have it emptied properly.

QUESTION 2

How do you know that your pit is full?

If the faeces is one metre below the slab or when the faeces can be seen. Do not wait for it to overflow.

QUESTION 3

How can you have it emptied properly?

You can either hire a cesspool emptier or a Gulper. Never look for a manual emptier because manual emptying is illegal and very dangerous for the: operator, customer and environment due to the high exposure to faeces.

QUESTION 4

Did you know that manual emptying and opening the toilet to the drain is illegal?

It is illegal and can be fined by KCCA.

QUESTION 5

How can you reach out to a cesspool emptier or a Gulper?

You can either call them directly or you can call the [KCCA Sanitation Hotline](#) (for free) and ask them for help: **0800 990000**.

QUESTION 6

How much does proper emptying of toilets cost?

This is difficult to say in advance because it is highly dependent on the state of the toilet (size/volume, filled with solid waste, access, lined/unlined etc.) but in general, a cesspool truck costs between 70,000UGX - 190,000UGX per trip and Gulper cost between 25,000 UGX - 40,000UGX per barrel.



QUESTION 7

Did you know that emptying can become much cheaper?

Whenever a so-called “Transfer Station” is in your neighbourhood, Gulpers can offer their services at a cheaper price because they don’t have to drive all the way to the treatment plant for dumping.



IMPROVED EMPTIABLE TOILETS

Q & A Factsheet for Landlords

QUESTION 1

Did you know that it is your legal obligation as a landlord to provide for a toilet in the houses you rent out?

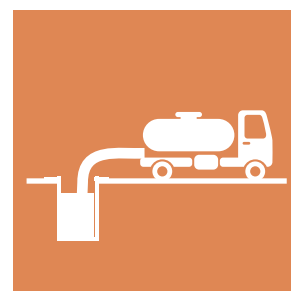
According to Public Health Act and Local Government Act, you have to build a toilet in your houses that is complying with the KCCA minimum standards; at least it has to be lined/sealed, because that ensures it can be emptied and it prevents the faeces from entering the environment.



QUESTION 2

Did you know that it is important that your toilet/septic tank are accessible for emptying?

It is important that ideally a cesspool truck can access your toilet, however at least a Gulper has to have enough space for placing his/her tricycle, the barrels and the other equipment. This is important because manual emptying is illegal (see above) and because enough space ensures safe emptying without a lot of spillage of faeces which poses health risks to the tenants, the emptier and the environment.



QUESTION 3

Did you know that it is more costly or sometimes not possible to empty an unlined toilet?

If a toilet is not lined/sealed, it is very hard, sometimes impossible to empty it. This increases the price of emptying.

QUESTION 4

Did you know that KCCA has developed minimum standards for onsite sanitation technologies?

These standards allow for easy emptying of onsite sanitation facilities and thus safeguard the health of the community, protect the environment and groundwater.



QUESTION 5

Where can you find construction services for toilet facilities that are up to standard?

Contact the **KCCA Sanitation Hotline** (for free) on: **0800 990000** or get a professional mason to help construct a standard toilet.



TOILET HYGIENE

Q & A Factsheet for Landlords

QUESTION 1

Did you know that poor toilet hygiene exposes your tenants to risk of several communicable diseases?

Poor toilet hygiene opens up channels for disease causing microorganisms to easily infect the toilet users if precautionary measures are not taken such as: Availability of handwashing facilities, soap holders, constant water supply, etc.



QUESTION 2

Did you know that inadequate toilet facilities for tenants can compromise the toilet hygiene?

According to the Public Health Act, it is the obligation of the landlord to provide appropriate facilities for all his/her tenants in sufficient numbers and complying with the KCCA minimum standards.





SECTION 2 INFORMATION FOR SERVICE PROVIDERS



Safe Pit Emptying



SAFE PIT EMPTYING

Q & A Factsheet for Service Providers

QUESTION 1

What is safe emptying?

Minimizing contact between the faeces and the staff as well as the community during emptying, transportation and disposal. Wear protective gear when emptying any toilet to safeguard your health, avoid spillages/clean up any spillages to safeguard the health of the community and the environment. Always disinfect after any emptying operation. Safely dispose of the faeces in the designated treatment plants (Lugigi and Bugolobi/transfer tank). Ensure that all solid wastes from the toilet removed during emptying are safely disposed of and not dumped in the environment illegally.



QUESTION 2

How can the KCCA call center help boost your customer base?

Contacts for all legally registered gulpers and cesspool operators will be stored in the call center data base and will be alerted once a customer requests for their services. This will help provide more market for the operators (Terms and Conditions apply).



SECTION 3 INFORMATION FOR TENANTS




Safe Pit Emptying



Improved Emptyable Toilets



Toilet Hygiene



SAFE PIT EMPTYING

Q & A Factsheet for Tenants

QUESTION 1

Why do you have to empty your toilet properly?

- A filled toilet poses a great threat against the health of your community and the environment.
- The faeces can enter the surrounding area and groundwater.
- When heavy rains are there the toilet can overflow.
- Kids are playing, women are cooking, families are sleeping in this easily contaminated area, causing many life threatening diseases.
- It is illegal to leave the toilet full.
- It is more cost-efficient to have it emptied properly, because you avoid medical costs.



QUESTION 2

How can you have it emptied properly?

You can either hire a cesspool emptier or a Gulper.



QUESTION 3

How can you reach out to a cesspool emptier or a Gulper?

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QUESTION 4

Did you know that manual emptying and opening the toilet to the drain is illegal?

It is illegal and can be fined by KCCA.



QUESTION 5

Did you know no solid waste should be thrown in the toilet?

Solids thrown in the toilet affect the natural decomposition process of the faecal matter and thus cause the toilet to smell over time. They also make emptying very difficult and make emptying costs very expensive. Do not throw other solid wastes into the toilets.



QUESTION 6

How can solid waste be handled at household level?

The best way to handle solid wastes is to put in a garbage bag and dispose it off at the designated garbage dumping skip in the community/ burn pampers and pads.



QUESTION 7

What is the KCCA Sanitation Hotline?

It is a free Hotline that can organize a professional emptier for you, that can give you all kinds of information around sanitation, that can receive complaints from customers with regard to sanitation; e.g. when you notice that someone in your neighborhood is opening his/her latrine in the drain, you can report it.

IMPROVED EMPTIABLE TOILETS

Q & A Factsheet for Tenants

QUESTION 1

Did you know that it is the legal obligation of your landlord to provide for a toilet in his/her houses?

According to Public Health Act and Local Government Act, a landlord has to build a toilet in his/her houses that is complying with the KCCA minimum standards; at least it has to be lined/sealed, because that ensures it can be emptied and it prevents the faeces from entering the environment.



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TOILET HYGIENE

Q & A Factsheet for Tenants

QUESTION 1

Did you know that a clean toilet can reduce the occurrence of diseases in your family?

Dirty toilets carry all sorts of bacteria, germs and viruses that can easily cause diseases like diarrhea etc. which can be deadly, especially for children.



QUESTION 2

Did you know that washing your hands with soap reduced diarrheal related death by 50%?

Soap has the ability to bind not only dirt but also kill 60-90% germs etc. This means that it can take away much more off your hands than only water.



QUESTION 3

Why is it important to cover your toilet whenever it is not being used?

If your toilet is not covered, flies can easily enter the toilet and feed on the faeces and the urine. When they leave the toilet again, they will fly around onto your food and drinks. This way, the faeces and the urine from your toilet ends up on your food and in your drinks, which can have severe health implications.



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SECTION 4

INFORMATION FOR LOCAL LEADERS

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SAFE PIT EMPTYING

Q & A Factsheet for Local Leaders

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QUESTION 4

Did you know that emptying becomes much more expensive if people throw solid waste in it?

Solid waste in a toilet (e.g. plastic, stones, sanitary pads etc.) makes it much harder to empty it, sometimes even impossible.



IMPROVED EMPTIABLE TOILETS

Q & A Factsheet for Local Leaders

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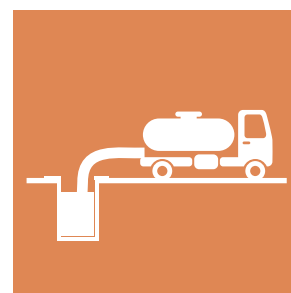
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TOILET HYGIENE

Q & A Factsheet for Local Leaders


QUESTION 1

Did you know that a healthy community is a wealthy one?

Promoting toilet hygiene cuts down on the prevalence of waterborne and communicable diseases caused by microorganisms that breed in unhygienic toilets and spread by poor toilet hygiene practices. As leader it is your role to advocate for good toilet hygiene at all levels in your community.





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