

Gift of Water Program Guide

operational procedures and personnel descriptions

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Gift of Water Program

The Organization

The mission of Gift of Water is to provide a safe source of drinking water to improve the health of those living in Haiti. This is accomplished by using technology, education, and community involvement. The Gift of Water program is a facilitated collaboration with Partner Organizations and Haitian communities.

- Gift of Water (GoW) is a 501c3 non-profit organization that provides clean water programs paired with its proven Household Water Treatment System (HWTS) to any community in Haiti
- Founded in 1995
- Proven model for partnering with organizations and Haitian communities
- Working with over 35 partnering organizations
- Distributes approximately 3000 new systems annually as well as provides maintenance parts for tens of thousands of systems already in service
- Offers community WaSH (Water, Sanitation and Hygiene) education through Center for Affordable Water Sanitation Technologies (CAWST) materials and training methods
- Uses a multi-barrier water filtration system that meets the World Health Organization's (WHO) top standards for quality. The purification system has also been the subject of multiple university studies and is recognized by the Center for Disease Control and Prevention (CDC).
- Continuously attracts new partnerships with non-profit organizations who are working in Haiti to launch clean water programs in their affiliated Haitian communities.

The Process of Starting a Water Program

Outlined below are the operational procedures for launching a Gift of Water program in a Haitian community.

1. **Initial Community Assessment:** At the request of an interested organization that has an established relationship with a Haitian community, the Gift of Water Program Manager visits the community to conduct a meeting with local leaders and residents to discuss the program and determine interest and viability of beginning a Gift of Water program.
2. **Local water committee formation:** A community water committee is formed to map out the project plan, select the household beneficiaries, and nominate 3 candidates for technician. The water committee's responsibilities also include technician management, program oversight, and communications with their partnering organization.
3. **Technician selection and training:** The Gift of Water Technician Manager, interviews the 3 candidates and makes the final technician selection. The newly appointed person attends the next available 5-day training seminar led by the Gift of Water Technician Trainer. This comprehensive field technician training includes: assembly and maintenance of the water purification system, basic WaSH education, distribution techniques, tracking systems, household visits, reporting and more.

4. **Purifiers are purchased and delivered:** Orders for water purifiers and chlorine tablets are placed and arranged for delivery to the community or pick-up at the Gift of Water warehouse in Port-au-Prince.
5. **Distribution of water purifiers:** technicians schedule and perform household training and distribution events for the beneficiaries chosen by the local community water committee. The Gift of Water Program Manager or Training Manager will be present to assist at the initial distribution.
6. **Household visitations:** The technician will begin required monthly household visits and submit written monthly reports outlining work activities to the water community leader or designated person from the Partner Organization.
7. **Ongoing communication:** Regular communications are to be conducted between the water committee leader and Partner Organization to ensure proper oversight.
8. **Program expansion:** Program growth occurs at the discretion of the partnering organization by placing orders with the Gift of Water organization.
9. **Verification of Program uptake:** Official community visits and audits by Gift of Water personnel with reports are available upon request. It is recommended that an annual audit be performed by GoW to ensure the program is running smoothly, identify any minor issues and make certain the households are using the system correctly and consistently.

Geographical Classifications

Based on the demographics and topography of Haiti, Gift of Water describes communities using a series of zones to characterize the proximity of homes to one another and their accessibility. Included below are the approximate numbers of water purification systems one technician can reasonably visit per month

- Green: Highly populated areas with reasonably functioning government and infrastructure. 500 systems
- Yellow: Developing cities with variations in concentrated population, outlying farming communities, some governmental presence, and basic infrastructure. 400 systems
- Red: Generally mountainous farming communities with little to no government presence and lacking infrastructure. 300 systems

Regardless of the zoning assignment, the biggest determining factor as to how many households a technician can visit per month is the placement of the systems: their proximity to each other and to the residence of the technician.

Gift of Water Product

Filtration System

Gift of Water System



The Gift of Water filtration system incorporates a multi-barrier approach that leads to high quality treated water.

- **Disinfection:** A 67 mg chlorine tablet is used to treat the water in the top bucket to kill bacteria and viruses. A 17mg chlorine tablet is placed in the bottom bucket to inhibit recontamination.
- **Sedimentation:** In water containing iron, exposure to chlorine precipitates the iron so it can be removed by filtration. All other sediment is removed as well by the 1 micron polypropylene string filter.
- **Filtration:** The tightly wound polypropylene string filter in the top bucket prevents larger microbes and parasites from passing through. As water travels through the one way check valve, it is then filtered through a Granulated Activated Carbon (GAC) filter to remove chemicals that cause bad taste as well as the high level of chlorine used in the disinfection process.
- **Safe Storage:** The now clean water is safely stored in the bottom bucket. A 17mg chlorine tablet is added to inhibit recontamination and the water is dispensed through an integrated spigot.

The Purification Process

1. Separate the two buckets and fill the top bucket with water obtained by any available source; preferably clear water
2. Place a 67mg chlorine tablet in the top bucket and wait 30 minutes for disinfection
3. Place a 17mg chlorine tablet in the bottom bucket to create a safe storage container
4. Connect the buckets; place the top bucket atop the bottom bucket and wait for the water to filter into the bottom bucket
5. Use only the spigot to obtain clean water. Do not open the lid of the bottom bucket as to prevent recontamination.

Organizational Structure

Gift of Water, their Partner Organizations, and the Haitian communities in which they operate all have designated responsibilities. These groups are subdivided and listed in Gift of Water's order of operations.

Board of Directors

The Gift of Water Program is administered by the Board of Directors comprised of individuals with combined experience working in Haiti, water purification technology, health services, law, research studies, multi-media intelligence, and non-profit management.

Responsibilities

- Facilitate the manufacturing and delivery of the HWTS product to Port-au-Prince
- Ensure inventory is readily available and maintained in a secure warehouse
- Provide a high quality, reliable, and affordable household water purifier
- Employ necessary support staff in Haiti
- Maintain accurate financial records
- Communicate with Gift of Water personnel and Partner Organizations
- Process orders submitted by Partner Organizations and /or community water committees in a timely manner
- Assist in addressing program challenges

Partner Organization

Non-profit organizations who have a relationship with a community in Haiti and interest in providing safe water partner with GoW to bring a clean water program to this community.

Responsibilities

- Observe and oversee the formation and continuation of the Gift of Water program
- Provide funding for the start-up:
 - Initial community evaluation by the GoW Program Manager
 - Technician training and supplies
 - Purchase and deliver filtration systems and chlorine tablets
- Provide funding to maintain the program:
 - Pay the monthly salary of the technician(s)
 - Facilitate the purchase of ongoing chlorine tablets, replacement parts and new systems
 - Resupply the technician with chlorine test kits, shirts, hats, backpacks and tools as needed
- Provide ongoing communication:
 - with community leaders to receive reports
 - with technician(s) to provide motivation and oversight
 - with Gift of Water to relay information, place orders, and request community visits or audits
- Reserve time to physically visit the community, technician, and homes

Qualifications

- Routine communication commitments and minimum yearly visits to the Haitian community
- Willingness and ability to provide financial support for the Gift of Water Program as outlined

Program Manager

The Program Manager has responsibility for the efficient and effective operation of the general or overall Gift of Water program based in Haiti.

Responsibilities

- Live and Work in Haiti with Gift of Water personnel, Partner Organizations, community program leaders, technicians, and local populations.

- Facilitate communication by working with all participants to establish roles and methodology of communication while addressing lapses in the process.
- Assist Partners and communities in creating a sustainable water program according to Gift of Water protocol
- Perform community visits and audits as requested by the Partner Organization or GoW Board of Directors and thereby assist in community management
- Submit detailed and timely reports after community visits and audits
- Assist in managing media outlets
- Attend meetings and training sessions with focus to stay active in DINEPA, CAWST, and HWTS provider gatherings
- Categorize communities as Green, Yellow, or Red Zones.
- Work with water committees in proper selection of the beneficiaries and technicians to ensure an optimal and effective plan to provide best possible coverage
- Communicate regularly with the Gift of Water Board of Directors to ensure proper oversight
- Provide supervision for the GoW Technician and Training Manager
- Provide supervision for the GoW Warehouse Manager and assist with the annual physical inventory
- Drive continuous improvement in operations
- Operate with integrity and transparency in all business or personal interactions
- Maintain current and accurate financial records
- Submit regular activity and financial reports to Gift of Water Board of Directors
- Represent Gift of Water as a professional, responsible, and respected local ambassador
- Participate or assist in other general program activities as requested by the Board of Directors
- Translate and edit written material in English or Kreyol as necessary

Qualifications

- Fluent in English and Kreyol
- Understanding of US and Haitian cultures
- Familiar with clean water programs & technologies
- Strong interpersonal and writing skills
- Adept and willing to travel throughout Haiti
- Computer and internet literate
- Physically fit to walk long distances

Technician Manager

- Perform onsite technician visits with report upon request from the Program Manager, Partner Organization, or Board of Directors
- Call each technician monthly to check on work status, communicate information, and offer work related consultations
- Continue to improve the field technicians' operational procedures on an individual basis
- Report to Program Manager in weekly meetings
- Make final technician selection from community nominees based on a personal interview and adherence to criteria for technician selection

Qualifications

- Fluent in English and Kreyol
- Understanding of the Haitian culture
- Familiar with clean water programs & technologies
- Strong interpersonal skills
- Adept and willing to travel throughout Haiti
- Computer and internet literate
- Physically fit to walk long distances

Training Manager

Responsibilities

- Organize and teach technician training seminars on a regular basis as needed
 - Secure location, accommodations, transportation, and materials necessary for training
- Provide continuous improvements to the Gift of Water training process:
 - Update and provide new technician seminar
 - Provide continuing education seminars for experienced technicians
 - Assist with initial onsite distribution education for beneficiaries in new communities alongside newly trained technicians
 - Incorporate WASH education in schools and health clinics
 - Attend local CAWST training seminars to continually develop skills as a Water, Sanitation, and Hygiene (WASH) Trainer.
- Conduct WASH training in communities upon Partner request

Qualifications

- Fluent in English and Kreyol
- Understanding of the Haitian culture
- Familiar with clean water programs & technologies

- Strong interpersonal skills
- Adept and willing to travel throughout Haiti
- Computer and internet literate
- Capable of conducting educational seminars for technicians and communities
- Teaching experience is preferred
- Physically fit to walk long distances

Warehouse Manager

Responsibilities

- Maintain an organized warehouse
- Maintain current and accurate records
- Prepare orders for transport or pickup
- Arrange transportation of orders to communities as necessary
- Ensure orders are accurate, clean, organized, secure and available in a timely manner
- Perform regular physical inventories
- Contact community leader to arrange pickup or delivery

Qualifications

- Fluent in English and Kreyol
- Strong interpersonal skills
- Adept and willing to travel throughout Haiti
- Computer and internet literate

Community Auditor

Responsibilities

- Perform community audits upon request from the Program Manager, partner Organization, or Board of Directors
- Schedule audits dates with Community Leader and/or Technician
- Plan travel and accommodation details
- Submit audit report with photos to Program Manager
- Mandatory debriefing meeting with Program Manager after each audit

Qualifications

- Fluent in English and Kreyol
- Strong interpersonal skills
- Understanding of the Haitian culture

- Familiar with clean water programs & technologies
- Adept and willing to travel throughout Haiti
- Physically fit to walk long distances

Community Leader

Responsibilities

- Collect, compile, and archive monthly technician reports
- Maintain current and accurate records
- Select Water Committee members
- Head the water committee and be present at meetings
- Initiate communication with Partner Organization when systems, parts, or chlorine tablets are needed
- Access the Gift of Water inventory as necessary
- Handle logistics for technician's salary
- Manage and oversee Gift of Water program operations in the community
- Assume responsibilities of the Water Committee in their absence

Qualifications

- Organized and responsible
- Widely accepted as a leader in the community by status or title
- Willing and able to communicate with Partner Organization

Water Committee

Each community will form and be responsible for maintaining a water committee to oversee the program.

Responsibilities

- Select technician candidates as per suggested profile
- Select households per suggested criteria
- Meet regularly
- Promote the program
- Stay in communication with technician(s) and community leader

- Monitor technician activities and effectiveness
- Review technician reports
- Review program financial records
- Communally agree to pay technician after finding the technician's work satisfactory
- Communicate with Partner Organization
- Brainstorm long term sustainability plans
- Address concerns of households regarding the clean water program
- Communicate requests for parts and chlorine tablets to the community leader
- If there are special cases, requests, or disputes between the technician and a community member correlating to the Gift of Water Program then the water committee will hold a meeting with all parties to decide how to proceed together
- (Optional) Meet annually with Country Manager to discuss program issues.

Qualifications

- Committee members should be comprised of individuals that represent the community's various institutions: health, education, government, religious, etc.
- Committee should have three to seven members
- The designated community leader is the president of the Water Committee
- At least one member should be female
- No member shall be closely related to other members or the technician

Master Technician (Optional)

If there are more than five technicians in a community, it is recommended that a Master Technician be in place to provide additional support and supervision.

Responsibilities

- Adhere to all technician guidelines
- Monitor the technician's efficiency in work and inventory management as well as their monthly records
- Conduct and record physical inventories
- Mentor all new technicians
- Meet with the local water committee
- Provide supplementary WASH education to the community
- Generate monthly reports documenting homes visited and technicians audited
- Generate statistics on water tested and other field studies
- Perform regular audits of technicians by visiting homes with them and spot checking their households.

Qualifications

- Able to read and write Kreyol
- Capable of facilitating educational sessions for the community
- Willingness to travel throughout their entire community
- Physically fit to walk long distances
- Understanding of the Haitian culture
- Strong interpersonal skills

Technician

Responsibilities

- Attend the Gift of Water training seminar for new technicians.
- Teach household beneficiaries how and why to use the water purifier before distribution
- Prior to distribution: Create a record of beneficiary names, phone numbers, and locations of where all systems will be distributed according to the list of household beneficiaries
- Distribute systems accordingly
- Visit all beneficiaries with the filtration systems in designated work zone each month.
- Track and account for all systems in work zone
- Continuously motivate families to use the purification system correctly
- During household visits: be prepared with parts, chlorine tablets, and tools
- Dress professionally and treat others with respect
- Test water for chlorine content with each system visit
- Perform maintenance and repairs as needed at every visit
- Provide basic education during each system visit on correct usage, daily maintenance of the system, and safe water practices
- Collect payment from sales of parts and chlorine tablets. Give money to water committee or as directed
- Maintain accurate financial records
- Keep accurate work records and submit to sponsor, master technician, and/or water committee upon request
- Positively represent the water program
- Communicate to the water committee when inventory is low and items are needed
- Maintain inventory in a clean and organized manner while keeping accurate counts

Qualifications

- Live in the same community as the water program and preferably within one's work zone
- Preferably three to four years of high school education
- Able to read and write Kreyol
- Able to work thirty hours per week
- Preferably a male between thirty and forty five years old

- Not related to a member of the water committee
- Family, home, and roots in the community
- Respected, trustworthy, and hardworking
- Technologically literate: able to utilize a smart phone and basic internet
- Physically fit and willing to walk long distances to visit participating beneficiaries

Salary

- Monthly salary amount is chosen by the Partner Organization
- Traditionally the technician's salary is relative to that of a local school teacher for full time work.
- Salary is paid to the technician upon completion of monthly reports and submission to the water committee

Household Beneficiary

Responsibilities

- Welcome technician into their home
- Use the system correctly, consistently, and continuously
- Invest in the upkeep and proper use of the system
- Report to technician whenever the system is not working correctly or chlorine tablets are needed

Qualifications

If there are not enough resources to provide filtration systems to an entire community, the following are criteria for the ideal candidates:

- Live in the work zone of a technician
- Willing to make financial commitment to program costs (tablets and replacement parts)
- Compromised Immune Systems
- Elderly
- Nursing and expectant mothers
- Young children in the household
- History of parasitic problems or similar illnesses

Estimated Financial Responsibility Summary for Partner Organization

Start-Up Costs

- Initial Community Evaluation visit from Program Manager <\$500
- Technician Training Seminar: 5-day training (with supplies) \$500
- Water purifier systems and chlorine tablets See order form
- Initial distribution onsite training and supervision <\$500

Ongoing Costs

- Monthly technician salary \$100 - \$125
- Additional systems, parts, and chlorine tablets See order form
- Community visits or audits from Program Manager, Program Auditor or Technician Manager <\$500
- Initial audit free

Audit Report

To ensure the program is working; meaning the households are using the system correctly and consistently, it is imperative to perform regular audits. The GoW auditor will do a thorough audit; visiting 20% of the households and submitting a timely and detailed report. The following is included in the report:

- Fact sheet: Contact information for all those involved in the management of the program
Order history and past community visit notes
- Community Report Card
- Household Visit results with photos of each unit and family member
- Inventory results, observations, recommendations and photos
- Expansion and Growth recommendations

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