

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 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 utilizing Center for Affordable Water Sanitation Technologies (CAWST) materials and training methods
- Uses a multi-barrier water purification 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 interest:** At the request of a person or organization that has an established relationship with a Haitian Community, Gift of Water will facilitate communications between actors to determine interest and viability of launching a Gift of Water program.
2. **Technician selection:** Haitian community leadership will nominate 3 technician candidates and submit them to the GoW Technician Trainer to be interviewed. The Technician Trainer will make the final selection based on adherence to the responsibilities and qualifications outlined in this Program Guide.
3. **Community leadership and technician training:** The Gift of Water Technician Trainer travels to the Haitian community and trains both the newly appointed technician and community leadership regarding how to conduct activities according to the Gift of Water Program Guide. This comprehensive training includes: assembly and maintenance of the water purification system, WaSH (Water, Sanitation, and Hygiene) education, distribution techniques, tracking systems, household visits, communications and reporting.

4. **Purifiers are purchased and delivered:** Orders for water purifiers and chlorine tablets are placed and arranged for delivery to the community or picked-up at the Gift of Water warehouse in Port-au-Prince.
5. **Distribution of water purifiers:** Technician and community leadership will schedule household training and distribution events for the beneficiaries chosen in advance.
6. **Household visitations:** The technician will begin required monthly household visits and submit written monthly reports outlining work activities to the community leader and/or designated person from the Partner Organization.
7. **Ongoing communication:** Regular communications are to be conducted between the technician, community leadership, and Partner Organization to ensure program sustainability. The smartphone application *WhatsApp* is a good communication tool to consider.
8. **Ordering:** Order requests will be communicated from the technician, community leadership, and/or Partner Organization in collaboration with one another. The order is then processed through Gift of Water and prepared for pickup or delivery to the Haitian community. Placing order for consumable parts and chlorine tablets should be done at least twice a year.
9. **Program expansion:** Program growth occurs at the discretion of the Partner Organization by placing orders with Gift of Water.
10. **Verification of Program uptake:** Official community visits and audits by Gift of Water personnel with reports are available upon request or can be conducted by the Partner Organization using the documents provided with this guide. It is recommended that an annual audit be performed to ensure the local program is running well and to verify that household beneficiaries are using the purification systems 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 when working full time.

- 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. The importance of correctly placing systems in the community cannot be overstated. A program's success directly correlates with technician visits to beneficiaries which can only be effective if systems are correctly clustered together.

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 re-contamination.
- **Sedimentation:** In water containing iron, exposure to chlorine precipitates the iron so it can be removed by filtration. Other sediment is removed 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 re-contamination 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 the integrated spigot to obtain clean water.

Cleaning the Filtration System

1. Using only liquid chlorine and a clean towel, wipe out the inside of the filtration system starting with the bottom bucket and then the top bucket
2. After cleaning the inside, wipe down the spigot and outside of the buckets

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 to Port au Prince the Gift of Water purification systems and product therein to support program operations
- 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
- Assist in addressing program challenges

Partner Organization

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 the Haitian 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 household beneficiaries

Qualifications

- Routine communication commitments and visits to the Haitian community
- Willingness and ability to provide financial support for the Gift of Water program as outlined in responsibilities

Program Manager

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

Responsibilities

- Work in Haiti to assist Partner Organizations and communities in creating a sustainable water program according to Gift of Water protocol cadded details consolodated information
- Facilitate communication

- Submit detailed and timely reports after community visits and audits by working with all participants to establish roles and methodology of communication while addressing lapses in the process added details
- Manage logistics and/or community visits, training sessions, and audits in a timely fashion as requested by the Partner Organization added details, not highlighted on 2019
- Assist in managing media outlets
- Categorize communities as Green, Yellow, or Red Zones.
- Communicate regularly with the Gift of Water Board of Directors to ensure proper oversight
- Provide supervision for the GoW Technician Mentor and Training Manager
- Provide supervision for the GoW Warehouse Manager including oversight of biannual physical inventories
- Provide supervision and pay salaries to GoW Community Auditors
- Drive continuous improvements in operations
- Operate with integrity and transparency in all business or personal interactions
- Maintain current and accurate financial records
- Review and submit monthly activity and financial reports of GoW personnel to the Gift of Water Board of Directors
- Represent Gift of Water as a professional, responsible, and respected ambassador
- Participate or assist in other general program activities as requested by the Board of Directors
- Manage and create content for media outlets such as Facebook, Instagram, and the GoW Newsletter
- Translate and edit written material in English or Kreyol as necessary
- Orders: Write-up, review, and/or process orders submitted by Partner Organizations, community leadership, and/or technician(s) in a timely manner. Write-up orders for GoW program services and maintain annual expense summery sheets.
- Annually update official GoW documents including the Program Guide, Order Form, Audit forms and Census.
- Annually create and submit Performance Reviews for all GoW employees

Qualifications

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

Technician Mentor

- Report to Program Manager in regular meetings
- 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. Create and submit report to Program Manager.
- Continue to improve field technicians' operational procedures on an individual basis

Qualifications

- Fluent in English and Haitian 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 onsite training sessions upon request
 - Secure transportation, accommodations, and materials necessary for training
- Provide continuous improvements to the Gift of Water training process
- Conduct advanced education seminars for experienced technicians
- Assist with initial onsite distribution education for beneficiaries in NEW communities alongside newly trained technician(s)
- Conduct WASH training in communities upon Partner request
- Attend meetings with focus to stay active in DINEPA, CAWST, and HWTS provider gatherings in Haiti
- 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

- 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, secure, varmint free and clean warehouse
- Maintain current and accurate records
- Prepare and process orders for delivery or pickup; including communicating with community leadership and/or technician(s)
- Ensure orders are accurate, clean, organized, secure and available in a timely manner
- Perform scheduled physical inventories
- Regularly communicate with Program Manager

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(s)
- Plan travel and accommodation details
- Submit audit report with photos to Program Manager
- Mandatory debriefing meeting with Program Manager after each audit

Qualifications

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

Community Leadership

Responsibilities

- Manage and oversee Gift of Water program operations in the community. Address any concerns regarding the clean water program.
- Collect, review, compile, and archive monthly technician reports. Maintain current and accurate records
- Communicate, as needed, with Partner Organization, Program Manager, Technician(s), and Household Beneficiaries
- Offer the local program support and motivation
- Handle logistics for technician's salary
- Monitor technician activities and effectiveness
- Agree to pay technician after finding the technician's work satisfactory
- Select technician candidates as per suggested profile
- Select households per suggested criteria
- Access the local Gift of Water inventory as necessary
- Initiate communication with Partner Organization when systems, parts, or chlorine tablets are needed
- 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

Qualifications

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

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, inventory management, and monthly records
- Conduct and record physical inventories
- Mentor all new technicians
- Meet with the community leadership

- 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 beneficiaries to test for correct and consistent usage of the purification system

Qualifications

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

Technician

Expectations, work documents, and additional information can be found in the ‘Field Technician Guide’ provided in both English and Haitian Creole

Responsibilities

- Attend the Gift of Water training session for certification
- 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 - created in collaboration with the community leadership and Partner Organization
 - Teach household beneficiaries how and why to use the water purifier
- Distribute systems according to preset list
- 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 Community Leadership or as directed.
- Maintain accurate financial records
- Keep accurate work records and submit to community leadership and/or Partner Organization

- Positively represent the water program
- Communicate with community leadership and/or Partner Organization when inventory is low and items are needed
- Maintain inventory in a clean, varmint free 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 or community leader
- 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 community leadership and/or Partner Organization

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 (chlorine tablets and replacement parts)
- Compromised Immune Systems
- Elderly
- Nursing and expectant mothers
- Young children in the household
- History of parasitic problems or similar illnesses

*Clustering beneficiary locations is essential to ensure regular technician visits are achievable

Communications

Gift of Water is available to assist with establishing communications and offers English to Haitian Creole translation services

Smart Phone and Applications

- The cellular network and availability of smart phones throughout the country allows for communications to be conducted in even the most remote locations. An unlocked, aka a smartphone that can use a local SIM card, can either be acquired in Haiti or imported by the Partner Organization.
- WhatsApp and Facebook Messenger are both recommended for increased communications options. These applications can transfer photos, videos, SMS text, documents, voice messages in addition to phone and video calls; these all-encompassing smart phone applications are very valuable tools when needing to establish or increase communications.
- Groups should be created to share information between all necessary personnel

Language Barrier

- Google Translate is a valuable tool when needing to translate text, emails, documents, etc.
- Haitian Creole does not always translate well into English, Spanish, or French due to the contextual nature and amount of homonyms in Haitian Creole
- If having trouble with translating, most educated Haitians can read/write in French or Spanish. Use Google Translate to convert French or Spanish into English and vice versa to increase effective communications.

Documents and Forms

- Located on the Gift of Water website under ‘Resources for Our Partners’
- Also can be requested from any GoW personnel listed in the Contact Information section

Census

- It is recommended to conduct a census of local programs every 2 years after launch
- Census information includes beneficiary names, contact information, system locations, and comments
- Technicians can conduct the census during their regular work activities when visiting beneficiaries
- The Census form can be found in the Document folder

Audits

To ensure the program is working according to GoW's markers for success, local programs are audited with attention to gauging if the end beneficiaries are using the purification systems correctly and consistently.

- The first community audit is provided at no expense to Partner Organizations. Subsequent audits: Gift of Water will provide the necessary materials and information for a Partnering Organization to perform a thorough audit or a request can be ordered for an experienced Gift of Water Auditor to conduct this activity.

Gift of Water Audits include:

- 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

Partner Organization Audits

- Partner Organizations are able to conduct Do It Yourself audits to further build their relationship with their Haitian community
- Documents included in 'Audit Document' folder

Estimated Financial Responsibility Summary for Partner Organization

Start-Up Costs

- Onsite technician and leadership training w/ supplies \$500
- Water purifier systems and chlorine tablets See order form
- Initial distribution onsite supervision by GoW Management <\$500

Ongoing Costs

- Monthly technician salary (full time) \$100 - \$125
- Additional systems, parts, and chlorine tablets See order form
- Community visits or audits by GoW Management ~\$500

Gift of Water Contact Information

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