

# Gift of Water

Field Technician Guide

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ENGLISH

# Gift of Water – Field Technician Guide

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## **Technician**

### **Profile**

- Complete 5-day training seminar and be certified as a Gift of Water technician
- Lives in the work zone
- Family, house, and roots in the community in which s/he works
- Secondary school education (High School)
- Read and write Haitian Creole
- Flexible schedule according to weather, vacation, or market days
- 30-45 years old
- No family or friends on the water committee
- Respected and trusted in the community.
- Self-motivated
- Technologically literate : Smart phone and internet
- Physically fit and able to walk long distances to visit beneficiaries

### **Uniform**

- Baseball cap with the Gift of Water logo
- T-shirt with Gift of Water logo
- Backpack
- Jeans, long pants or long skirt
- Tennis shoes, hiking or rain boots

### **Tools and Supplies**

- Backpack to carry aquatabs, tools, and supplies
- Raincoat
- Water bottle
- Chlorine test kit
- 5/8'' wrench
- Adjustable wrench
- Needle nose pliers
- Pocket knife
- PVC pipe (to aid in removing the check valve when necessary)
- Pen

- Permanent marker
- WaSH poster book
- Laminated system poster
- Price catalogue
- WaSH teaching games (3 Pile and Transmission Route) with tote bag
- Technician Certificate

### Salary

- Monthly technician salary is determined by the Partner Organization  
(GoW recommends that a technician salary increases incrementally until the technician has reached full-time capacity at which time s/he reaches approximately \$100 - \$125 per month. After which raises occur when an audit proves competency or they go above and beyond what is expected.)
- Working 35 hours per week is considered full time
  - The number of systems that can be visited by a technician who is working full time depends on the geographical terrain and distance between beneficiaries
- Technicians are generally paid after s/he submits a monthly work report

### Master Technician

If there are more than 3 technicians in a community then a supplemental supervisor is merited. It is recommended that a good technician rise to the place of Master Technician. Responsibilities include:

- Follow all technician guidelines (continue to visit households though reduce the number)
- Mentor all new technicians
- Monitor individual technician activities
- Collect and review monthly technician reports
- Create personal monthly activity reports
- Conduct scheduled inventory counts
- Audit technicians
- Collect information to be shared with water committee and community leader
- Provide community education regarding clean water, sanitation, and hygiene practices

### **Gift of Water Filtration System**

#### Description and Role of each individual component

- Top Bucket: Holds pre-treated water and provides a place for treatment
- Bottom bucket: safe storage for water after purification
- Top bucket cover : Protects contents of top buckets

- Bottom bucket cover: holds carbon filter assembly and creates a safe storage compartment
- Red cap: plugs one end of the 1 micron string filter
- String filter: Filters out sediment and parasites
- Check valve: A one-way valve that is placed in one end of the string filter and allows water to flow from the top to bottom bucket when the buckets are connected
- Coupler: Engages the check valve to permit water to flow through the filters and into the bottom bucket
- Metal washer : Distribute the weight of the top bucket when connected to the bottom bucket to prevent the lid from breaking.
- Carbon filter: Contains Activated Charcoal which removes bad taste, chlorine, and heavy metals from water
- Spigot: dispenses purified water
- Instructional sticker: provides instructions on how to use the system to treat water



## Gift of Water System



## Aquatabs

Aquatabs is the name brand of the chlorine tablets used to disinfect water in the Gift of Water system: With the required contact time, they greatly reduce the number viruses and bacterium.

- 17 mg: smaller of the two aquatabs. Used for safe storage in the bottom bucket.
- 67mg: larger of the two aquatabs. Used for disinfection in the top bucket.

## Materials to build the filtration system

- One of each part: top cover, bottom cover, top bucket, bottom bucket,, red cap, string filter, check valve, coupler, metal washer, carbon filter, spigot, and instructional sticker.
- Necessary tools : 5/8th” wrench (to aid in attaching the coupler to the bottom bucket lid), the adjustable wrench (to aid in attaching the string filter to the red bucket) and the needle nose pliers (to aid in the repair of a check valve).

## Steps to build the system

1. Take the check valve and red cap. Push one in each end of the string filter
2. Screw the check valve into the hole in the top bucket
3. Screw the carbon filter into the bottom cover : put the metal washer over the hole on the top of the bottom lid. Screw the coupler into the carbon filter through the hole in the bottom lid; passing through the metal washer.
4. Screw in the spigot to the bottom bucket (making sure there are 2 rubber washers, one on each side of the bucket).
5. Place the instructional sticker on the outside of the bottom bucket above the spigot.

## How to Treat Water

1. Separate the two buckets and fill the top bucket with clear water. (if water is not clear, the purification system will still be effective, but the string filter will need more frequent replacement)
2. Put one 67mg aquatab tablet in the “top” bucket and wait at least 30 minutes for disinfection
3. Put one 17mg tablet in the “bottom” bucket for safe storage when the water is finished filtering
4. Connect the buckets: place the “top” bucket on top of the “bottom” bucket and wait for the water to completely flow into the bottom bucket.
5. Dispense purified water using the integrated spigot

## Maintenance and repairs

- Physically inspect all filtration systems when visiting beneficiaries
  - Check for possible filtration system problems with three simple questions
- 1) Does the system leak water?

This will allow you to determine if there are physical defects especially with the check valve or cracked buckets

- 2) Is the water flowing at an acceptable rate between the top and bottom buckets ?

This will allow you to know if there are blockages in the string filter, check valve, or carbon filter. Specifically if the string filter needs to be flipped or replaced.

- 3) Does the water taste good or can you taste or smell chlorine in your final drinking water ?

This will allow you to know if the Carbon filter is functioning correctly

- Replace, repair, and maintain parts and filters as necessary

### Washing and Cleaning the System

- Use only liquid chlorine to wash the system
- Use a clean towel with chlorine and wipe inside both buckets
- After you finish cleaning inside, wipe the outside of the buckets and the spigot

## **Work Activities**

### Organizing your work zone

Area of operation:

Choosing an area of operation is the responsibility of the community leadership

The technician is required to familiarize him/herself with the work zone before distribution

### Clustering

- Clustering system in each work zone is Gift of Water policy
- Systems that are grouped together are easier to visit and more systems can be visited in one day

### Work Schedule

Inform beneficiaries when you will be visiting in advance to increase their chance of being home

Be aware of times when people will not be home like holidays or market days and plan accordingly

### Distribution

The water committee is responsible for selecting beneficiaries

The technician needs to have input if the following guidelines are not upheld

Before distribution

- Know the households where all systems are to be placed before distribution. The Water Committee will provide the list of beneficiaries.

- Ensure that the beneficiaries are located in the workzone and they are clustered close to one another,
- Record beneficiary names, phone numbers, and locations of where all systems will be distributed
- One system per household

#### Planning Distribution

- Choose a place for distribution : church, clinic, or common area.
- Invite around 25 beneficiaries from the list

#### Distribution

- Train household beneficiaries why and how to use the filtration system. Training needs to happen before people receive a system and needs to happen before distribution.
- Collect the fee from each household as determined by the Water Committee and give the money to the committee leader or water committee the money for them to put in the bank account to use when there is a need for parts or chlorine tablets.
- Only distribute systems to beneficiaries on the list

#### Follow-up

- Visit beneficiaries the week of distribution and every month thereafter

#### Communication

##### Gift of Water

- Monthly phone calls from the GoW Trainer and Mentor

##### Community Leadership

- Monthly reports are to be submitted directly to community leadership, the GoW mentor and the partner via WhatsApp chat group.
- Write remarks at the bottom of the report

##### Chain of Communication

- When a technician needs parts or aquatabs, s/he needs to communicate with the community leader. It is very important to respect the chain of communication which goes like this:
- Technician → Community Leader → Partner Organization → Gift of Water
- There can be more or less people in this chain; it depends of the size of the community.



## Inventory

### Clean, Organize, and Secure

- Arrange the inventory space so that parts, supplies, and aquatabs are easy to identify and access
- Regularly clean the inventory space so that everything remains looking professional
- Store inventory in a location that can be secured
- Distribute Chlorine tablets “First In... First Out” so they do not expire while in the depot.

### Rat and Pest Control

- Rats and roaches can destroy items in the inventory
- Ensure the inventory room has no holes for pests to enter

Clean regularly so pests have no place to stay

- If there continue to be pest problems, consult with community leadership regarding how to protect the inventory (perhaps using plastic or metal bins)

### Heat and other elements

- Store inventory in a cool location away from high heat or weather
- Prolonged exposure to heat or outside elements like dust or rain, will have a negative effect on the inventory items and limit their life span.

### Physical inventory

- Count all the parts, materials, and aquatabs
- Create a written document regarding what is in the inventory
- If possible, take a photo of the inventory and send it to the Partner Organization

### Working Inventory Count

- When items are added or subtracted to the inventory, they need to be recorded on the inventory list so the count is always accurate.

## Ordering

- Communicate with the community leadership when inventory is low and items are needed
- Order parts, supplies, and aquatabs to last a minimum of 6 months

## Household Visits

- Track and account for all systems in work zone
- Visit all beneficiaries in work zone every month
- Be prepared with parts, chlorine tablets, tools, and supplies
- Dress professionally and treat others with respect
- Test water for presence/absence of chlorine at each visit

- Perform maintenance and repairs as needed at every visit
- Continuously motivate families to use the purification system correctly
- Provide continued education during each visit on correct usage and upkeep of the system
- Make sales of parts and aquatabs according to prices set by the community leadership
- Maintain accurate records
- Make good use of your household visits by sharing WaSH training to the family members

### Reports

- Examples of reports are available at the end of this guide and also by request through Gift of Water
- Daily visit reports are to be used when the technician conducts household visits. Information is compiled to create the monthly report
- Monthly technician work report should be submitted to the community leader or the water committee and the end of every month
- Submitting monthly reports and receiving salary payment at the same time is standard operating procedure

### Audits

- Gift of Water recommends annual audits
- Audits determine how the program is working: Are the household beneficiaries correctly using the systems and is the technician working accordingly to the GoW standards.

### Ongoing responsibilities of the Gift of Water Technician

- Submit and archive monthly reports. Regularly communicate with community leadership.
- Keep accurate records of sales of parts and chlorine tablets and give the money to community leadership as directed by the Partner.
- Maintain all filtration systems and keep them functioning without failure. (This requires regular household visits).
- Continue to educate beneficiaries on correct usage of the filtration system.
- Maintain a secure, clean, and working inventory with enough parts and Aquatabs to support the needs of the community
- *Failure to respect work conditions outlined in this guide may result in the technician losing his/her job*

## Author notes

Day-to-day activities ; each day you work. Plan and think about your work day in advance. Is your uniform clean? What systems do you plan to visit. ? Verify that you have everything you need in your backback: work tools, spare parts, aquatabs, chlorine tester, water to drink, and small money for change. **Be prepared.**

- Competence, quality, and attitude of a good water technician are keys to success. When entering a beneficiary's house, it is important to stay professional with a positive attitude. Beneficiaries will respect a technician who respects him/herself and treats other's with respect. Respect will give the program importance and can increase the number of people who will benefit from the filtration systems. **Be Respectful.**

- Importance of staying vigilant. Many people need treated water and the success of the Gift of Water program depends on the capacity of the technician to do his/her job correctly. It is the responsibility of the technician to continue promoting correct and consistent usage of the filtration system to improve the health of beneficiaries. **Be vigilant.**

- Use your resources. The community leader, water committee, and the GoW Technician Mentor are able to help when needed. Make sure to communicate with them as necessary.

**Be communicative.**



Gift of Water (GoW) / Kado Dlo  
Daily Report Form



**Church/Community/Location:** \_\_\_\_\_

**Technician:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Work zone:** \_\_\_\_\_

		person home	water	top test	bottom test	chlorine in home	#aquatabs provided	repairs
Sys #	Complete Name	+/-	+/-	+/-	+/-	+/		details

Kado Dlo/Gift of Water (GoW)  
Fich rapò pou mwa

**Church/Clinic/Association:** \_\_\_\_\_

**Community:** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Technician Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**# Active Systems:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

<b>Kantite kay ki vizite</b> (number of houses visited)	
<b>Kantite kay ki pa gen moun</b> (number of houses where there's nobody)	
<b>Kantite sistèm tèb bokit anlè pozitif</b> (number top bucket with + test)	
<b>Kantite system tèb bokit anlè negative</b> (number of top bucket with – test)	
<b>Kantite sistèm tèb bokit anba pozitif</b> (number of bottom bucket with + test)	
<b>Kantite sistèm tèb bokit anba negative</b> (number of bottom bucket with – test)	
<b>Kantite kay ki vizite sistèm lan gen dlo</b> (number of houses visited)	
<b>Kantite kay ki vizite sistèm lan pa gen dlo</b> (number of houses where there is no water)	
<b>Kantite sistèm ki repare</b> (number of systems repaired)	
<b>Kantite sistèm ki merite reparasyon</b> (number of systems that need to be repaired)	
<b>Kantite flakon akwatab ki soti</b> (number of packs of aquatabs sold or given)	

**Remark:**.....  
.....  
.....

X \_\_\_\_\_  
Technician

X \_\_\_\_\_  
Community Leader or Water Committee

Gift of Water Physical Inventory (Envante Fizik Kado Dlo)
Date (Dat) :
Location (Lokal) :
Persons present (Moun kap fe envante) :

Item (Bagay)	Quantity (Kantite)	Notes (Not)
Top bucket (bokit anlè)		
Top lid (kouveti anlè)		
Bottom bucket (bokit anba)		
Bottom lid (kouveti anba)		
Red cap (kap wouj)		
String fiter (filtè koton)		
Check valve (tchèk vav)		
Coupler (kouplè)		
Metal washer (supò fè)		
Carbon filter (filtè chabon)		
Carbon filter cap (Kap filtè chabon)		
Spigots (wobine)		
Labels for buckets (etiket pou bokit)		
Black retaining filters (plaj)		
Bag of charcoal (sak chabon)		
Aquatabs 17mg packet (flakon akwatab 17mg)		Expire date (dat ekspire) :
Aquatabs 67mg packet (flakon akwatab 67mg)		Expire date (dat ekspire) :
Other (lòt bagay) :		
Other (lòt bagay) :		

Signature (siyati).....