

Disgust, Shame and Soapy Water:  
Tests of Novel Interventions to Promote Safe Water and Hygiene

Supplementary Materials

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## ভূমিকা

- আমার নাম-----
- আমি আইসিডিডি আর বি (কলেরা হাসপাতাল) থেকে এসেছি আপনাদের সাহায্য করতে।
- আমি এখানকার মানুষের হাত ধোয়ার ও বিস্কন্ধ পানি পান করার কিছু নতুন তথ্য সম্পর্কে, চিন্মরা ভাবনা জানতে ও জানাতে এসেছি। এই তথ্যগুলো মূলত এখানকার মানুষের ভাল-স্বাস্থ্যের জন্য।
- আমি কিছু নতুন তথ্য উপস্থাপন করবো এবং এ সম্পর্কে আপনাদের মতামত জানবো।
- তার সাথে হাত ধোয়া ও পানি বিস্কন্ধ করার জন্য সাবান পানি ও ক্লোরিন ডিসপেনসার দিয়ে যাবো এবং সেগুলো কিভাবে ব্যবহার করতে হয় তাও বলবো।
- আপনারা যদি চান, আলোচনা শেষে আমরা এই সাবান পানি ও ক্লোরিন ডিসপেনসার ১ মাসের জন্য ফ্রি ব্যবহার করার জন্য দিয়ে যাব। পরবর্তীতে কিভাবে এর খরচ বহন করা যায় তা নিয়ে আপনাদের সাথে আলোচনা করে সিদ্ধান্ত গ্রহন করবো।
- আপনারা কি অংশগ্রহন করতে চান?
- আপনাদের সবাইকে ধন্যবাদ



## Introduction

My name is-----

I am from ICDDR,B (cholera hospital) to help you

I am here to meet with people at your compound to know their views and share my view regarding few new messages on hand washing and water treatment. These messages are mostly for better health of people living here.

I will present some new messages and know your opinions about those new messages.

We will also provide soapy water for hand washing and chlorine water for drinking and also provide messages of how to use these.

After this meeting if you want, we will provide these soapy water for hand washing and chlorine water for water treatment for 1 month free trial. Later on through a participatory discussion with you, together we will decide how to bear the expenses.

Do you like to participate?

Thanks you all for your participation.

## হাতে ও পানিতে 'গু'

- যখন আপনি/ আপনারা পায়খানা ব্যবহার করেন তখন আপনি/ আপনারা কি করে নিশ্চিত হন যে হাতে গু লেগে নেই?

(সাধারণত উত্তর হল পানি দিয়ে হাত ধোয়ার মাধ্যমে)

- যখন আপনি/ আপনারা পানি পান করেন তখন আপনি/ আপনারা কি করে নিশ্চিত হন যে পানিতে গু মিশে নেই?

(সাধারণত উত্তর হল পানিতে গু থাকে না অথবা পানি বিশুদ্ধ করার মাধ্যমে)



### Poop on hands and in water

“After you use the latrine, how do you make sure there is no poop left on your hands?”

(Typical replies are about “washing hands” with water)

“Before drinking water, how do you make sure there is no poop in your water?”

(Typical replies are about there is no poop in water or “treating” water with ---boiling, filtering----?)

## হাতে গু থেকে যায়



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Poop remains on Hand



Showing hands, how shit remains on hand after latrine use which is disgusting



Photos: shit gets into our source water

গু থেকে যায় এবং তা ঘেন্নার

এখানকার পরিবার গুলো 'গু' খেয়ে ফেলে বা পান করে  
ফেলে  
কিভাবে??

- পায়খানা করার পরে গু হাতে থেকে যায় যতবন না আপনি সাবান দিয়ে হাত ধোন ।
- 'গু' কম্পান্ডের কলের পানিকে দূষিত করে ।
- 'গু' 'যে শুধু ঘেন্নার তাই নয় এটা রোগও সৃষ্টি করে, যাতে মৃত্যুও হতে পারে ।
- 'গু' বাহিত রোগ গুলোর জন্য আপনার পরিবারকে অনেক মূল্য দিতে হতে পারে ।

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### Poop remains and is disgusting

Families around here (accidentally) eat and drink poop

HOW????

Poop remains on hands after defecation unless you not only rinse with water, but also wash with soap.

Poop gets into the compound tap water

Poop is not only disgusting, it also causes diseases and leads to death.

These diseases cost a lot for your family

## প্রদর্শন

### আলট্রাভায়োলেট প্রদর্শন

দুইজন অংশগ্রহনকারীর হাতে বিশেষ ধরনের পাউডার লাগিয়ে, একজনের হাত শুধুমাত্র পানি দিয়ে ধোয়া ও আরেকজন হাত সাবান দিয়ে ধোয়া। দুইজনের হাতই দেখতে পরিষ্কার। তারপর আলট্রাভায়োলেট দিয়ে দুইজনের হাত দেখান ও তুলনা করেন।

শুধুমাত্র সাবান/সাবান পানি দিয়ে হাত ধোয়ার মাধ্যমেই হাতে লেগে থাকা গু দূর করা যায়।



### Demonstration

UV Demonstration (Demonstration with involving participants)

ask two participants to smear powder in their hands then, one to wash hands only with water and another with soap. Both hands appear clean. Then show UV reflection in their hands and compare result.

Washing hands with soap/soapy water is the only effective way to remove shot from hands.

## প্রদর্শন

### • ডিসগাষ্ট বক্স প্রদর্শন

#### ১ম ধাপ : কি করে 'গু'পানিতে মেশে?

ভেতরে পাইপ (আপনাদের পানির পাইপের মতো) আছে এমন একটি ময়লা ভর্তি বাক্স আনুন।  
পানি ঢালুন এবং পরিষ্কার পানি বেরিয়ে আসল।

#### ২য় ধাপ : কি ঘটে যদি ময়লার উপরে আমরা কিছু চা ঢেলে দেই?

বেরিয়ে আসা পানি বাদামি হয়ে গেল।  
কেন?

#### ৩য় ধাপ : ময়লার উপরে কিছু 'গু' রাখুন। কিছু পরিষ্কার পানি ঢালুন বৃষ্টির মত।

পাইপ দিয়ে বেরিয়ে আসা পানি পরিষ্কার ও বিস্কৃত মনে হচ্ছে।  
কেউ কি এই পাইপের পানি পান করতে চান?



Demonstration

**(disgust box demonstration)**

**step 1:How shit gets into your drinking water ?**

show the box/this box is filled with dirt and has a water pipe running through it, just like your water pipes

pour water inside the pipe and cleaned water come out

step 2

**What happens if we put some tea over the dirt ?**

Water coming out is brown, why?

step 3

**Put some shit on the dirt. Pour clean water like rain**

Water coming out through the pipe seems clean,  
is there anyone who want to drink this water?

## হাতধোয়া পানিতে গু-র বিস্মার

কিছুদিন আগে আমাদের লোকজন আপনাদের কম্পাউন্ড এসে, আপনাদের হাত ধোয়া পানি ও সাবান দিয়ে ধোয়ার পর হাত ধোয়া পানির নমুনা সংগ্রহ করেছিলেন। আপনি নিশ্চয় 'গু' হাতে লেগেছিল এমন হাত ধোয়া পানি তাদের দেননি?

- এই বোতলগুলোতে আমি জীবাণুরা খেয়ে থাকে এমন কিছু রাসানিক/ঔষধ মিশিয়েছি। সেই জীবাণু যা 'গু' এর ভিতরে জন্মায় এবং সেই বিপদ জনক জীবাণু যা 'গু' এর বিশী গন্ধ ও কালো রং তৈরি করে।

(সংগ্রহ করা নমুনা পানির H<sub>2</sub>S পরীবার ফলাফল দেখান ও তুলনা করেন)

- দেখুন এবং গন্ধ নিন, সাবান ছাড়া হাত ধোয়া পানি কতটা ঘেয়ার!
- এখন নিশ্চয় আপনি বুঝতে পারছেন যে পায়খানা ব্যবহারের পর শুধুমাত্র পানি দিয়ে হাত ধোয়ার মাধ্যমে নিশ্চিত হওয়া যায় না যে হাতে গু লেগে নেই?



### **Poop on hands comes off in rinse water (With demonstration)**

A few days ago our people visited your compound and collected a sample of hand rinse water without soap and hand rinse water with soap.

Definitely you did not provided such hand rinsing water with attaching poop on hands?

“In this samples I put a special solution I call “poop food”. Poop has many little germs that love to eat this food and when they do, they poop more stinky black stuff. If there was poop on the hands, then it would get in the water and the water will turn black and stinky!

(Show H<sub>2</sub>S test of collected samples hand rinsing water compare result)

Look and smell how disgusting the hand rinsing water without soap is!

Now you understand, after using latrine, it is not possible to remove poop from hands though only washing hands without soap.

## আমাদের ব্যবহৃত পানি কতটা নিরাপদ?

কিছুদিন আগে আমাদের লোকজন আপনাদের কম্পাউন্ড এসে আপনাদের ব্যবহারের পানির নমুনা সংগ্রহ করেছিলেন ।

- এই বোতলে আমি জীবাণুনা খেয়ে থাকে এমন কিছু রাসায়নিক/ঔষধ মিশিয়েছি । সেই জীবাণু যা 'গু'এর ভিতরে জন্মায় এবং সেই বিপদ জনক জীবাণু যা 'গু'এর বিশ্রী গন্ধ ও কালো রং তৈরি করে ।

(সংগ্রহ করা নমুনা পানির H<sub>2</sub>S পরীবার ফলাফল দেখান)

বোতলটি দেখতে কেমন লাগছে?

বোতলটির গন্ধ কেমন?



### **How safe is your water? (With demonstration)**

A few days ago our people visited your compound and collected sample of your source water.

As before I have added this special poop food solution to the water to find if there is any shit in it. then it would get in the water and the water will turn black and stinky!

(Show H<sub>2</sub>S test of collected sample using water )

**What does this bottle look like?**

**How does it smell?**

## এই সকল ব্যবস্থা পানি পান করার জন্য কেমন?

আপনাদের কম্পাউন্ডের পানির ব্যবস্থার কথা একটু চিন্তা করেন তো! এই সকল পানি যতই পরিষ্কার দেখাক না কেন, এতে নানাভাবে গু মিশে থাকে।  
যেমন:-

- - অপরিষ্কার নালার সাথে পানির পাইপ
- - কোথাও পাইপ ফুটো হয়ে গেছে
- - ট্যাঙ্ক নিয়মিত পরিষ্কার করা হয় না
- - খোলা চৌবাচ্চা (ট্যাঙ্কি)
- - ড্রেনের পানির সাথে ওয়াসার পানি মিশে যায়
- - পানি ঢেকে রাখা হয় না



*(Interaction with participants about asking their compound situations first! Then compile the responses and check with the following)*

### **How these systems are for drinking water**

Think about your compound water! Regardless of how “clean” the water may seem, it is often mixed with shit and not safe to drink, for example:

- if the water pipe is near a dirty drain/sewers ,
- if there is a leak in the pipe ,
- if the tank has not been properly cleaned,
- if the reservoir is left open ,
- if water from WASA becomes mixed with water from drains ,
- if the water is not stored well/vessel left uncovered.



Ways of source water contamination

এই সকল ব্যবস্থার পানি পান করা খুবই ঘেন্নার

এই সকল পানিতে বেশীরভাগ সময়ই গু মিশে থাকে  
যা কিনা পান করা খুবই খারাপ ও ঘেন্নার । তবুও  
অনেক জন এই অপরিষ্কার পানিকে পরিষ্কার মনে  
করে পান করে ।



**This water is very disgusting to drink.**

Even if this water looks “clear” it may actually be contaminated with crap which is very disgusting for drinking Nevertheless, people often drink this unsafe/unclean water thinking that it is clean

হাতের মাধ্যমে গু ছড়ানো ও গু খাওয়া



Spread and eat poop by unwashed hand

**বাম হাতের প্রদর্শনী**

আপনারা সাধারণত কোন হাতে আপনি খান ? (হাত উঠিয়ে দেখান) [সম্ভাব্য উত্তর- ডান হাতে]

**কেন????**

[অংশগ্রহনকারীদের সবাইকে একে একে জিজ্ঞেস করুন ও সম্ভাব্য উত্তর মনে রাখুন]

-মানুষ মনে করতে পারে তারা ডান হাতে খায় এবং তাদের দূষিত বাম হাত খাবার থেকে দুরে রাখে ।

-আপনার কেমন লাগবে যদি কেউ আপনাকে বাম হাতে খেতে দেয় ?

-আপনি যখন রসুন বা সবজি কাটেন তখন কোন হাত ব্যবহার করেন? [সম্ভাব্য উত্তর- উভয় হাতে]

শুধুমাত্র দুইহাত দিয়ে রান্নার মাধ্যমেই নয় বরং বামহাতের ছোঁয়া লাগা সবকিছুতেই আপনি বা আপনার প্রতিবেশী গু ছড়াতে পারেন । ঐসব স্থানে কারো হাতের ছোঁয়ায় মাধ্যমে গু ছড়ায় ও সাবান দিয়ে হাত না ধুয়ে খাওয়ার মাধ্যমে কার্যত গু খাওয়া হয় ।

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(Process: asking question to the participants and encourage them to participate in the demonstration demonstration of left hand)

**Left hand demonstration**

Which hands do you use for eating, (show the hand) {probable answer is right hand}

**Why???**

Ask every of the participants and remember the probable answers

-People may feel they keep their contaminated left hand away from food

through eating right hand

-How would you feel if someone served you with their left hand?

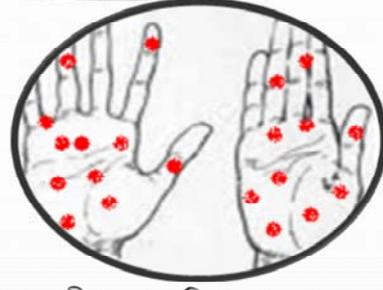
-What hand or hands do you use to make *naan* or to chop vegetables? [probable answer is both the hands]

**Poop not only gets in your food when cooking with two hands, poop spreads everywhere**

**your left hand touches...and everywhere your neighbor's left hand touches. Then you touch**

**these things with your right hand and if you eat/serve others to eat without washing hands with soap, then this gets in your/their mouth!**

## হাতে ময়লা লেগে থাকলে কি হয়?



- ময়লা হাতে অনেক জীবানু থাকে ।
- যখন আমরা ঐ ময়লা হাতে খাবার ধরি, তখন খাবারে জীবানু সংক্রমিত হয় ।
- ঐ সংক্রমিত খাবার খেয়ে আমরা সহজেই রোগাক্রান্ত হই এবং নানা অসুখ যেমন: কলেরা, ডায়রিয়া, আমাশয়, জন্ডিস ও টাইফয়েডে ভুগে থাকি ।
- এমনকি এই ধরনের রোগে আমাদের মৃত্যুও হয় ।

### What happens if hands remain dirty?

There are lots of germs with those dirty hands.

When we touch food with dirty hands then the food become contaminated with germs.

After having those foods we easily get sick and infected by various diseases like, cholera, diarrhoeal, dysentery, jaundice and typhoid.

Even these diseases came of death.



Showing shit in toilet

যে সকল মানুষ খাওয়ার আগে সাবান/সাবান পানি দিয়ে হাত ধোয় না ও ক্লোরিন মিশিয়ে খাবার পানি বিশুদ্ধ করে পান করে না, তারা গু খা#”Q!

আশ্চর্য! সবাই নিশ্চয় বুঝতে পারছেন কিভাবে??

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People who don't wash their hands with soap/soapy water before eating are eating shit! And people who don't treat their water with chlorine before drinking are drinking shit!

**Surprised!!!**

**Now definitely you got, HOW??**

## তাই

যদি আমরা গু খেতে না চাই বা গু খাওয়া উপভোগ না করি তাহলে আমাদের সাবান পানি (যা সহজ ও সাশ্রয়ী) দিয়ে হাত ধোয়া উচিত।

### কখন?

- পায়খানা থেকে আসার পর
- বাচ্চাকে শৌচানোর পর
- খাওয়ার আগে

এবং সবসময় নিরাপদ পানি পান করা উচিত। ক্লোরিন ব্যবহার করে সহজতম উপায়ে পানি নিরাপদ করা যায়।

আমরা পরে এ সম্পর্কে আরও বিস্তারিত বলব।



## So

**Unless we enjoy eating shit, we must wash our hands with easy and cheap soapy water**

-After using the latrine.

-After cleaning child bottom.

-Before eating.

**And should drink safe water always**

**The best way to drink safe water is to use chlorine!**

**We will explain more later.**

আপনার প্রতিবেশী গু ছড়াতে পারে



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Your Neighbor spread out Poop through.....(asking and showing photos)

## লজ্জা- আপনার প্রতিবেশী গু ছড়াতে পারে

- আপনার পরিবারের কি বতি হতে পারে যখন আপনার প্রতিবেশী সাবান পানি দিয়ে হাত না ধোয় ও ক্লোরিন মিশানো নিরাপদ পানি পান না করে?

(মনে করেন আপনি পায়খানার পর সাবান পানি দিয়ে হাত ধোন ও ক্লোরিন মিশানো নিরাপদ পানি পান করেন কিন্তু আপনার প্রতিবেশী বা আশেপাশের লোকজন পায়খানার পর সাবান পানি দিয়ে হাত ধোয় না ও ক্লোরিন মিশানো নিরাপদ পানি পান করে না, তাহলেও নানাভাবে আপনার বা আপনার পরিবারের মধ্যে গু ছড়াতে পারে)

- আপনার বাচ্চারা যখন সাবান পানি দিয়ে হাত ধোয় না ও ক্লোরিন মিশানো নিরাপদ পানি পান করে না এমন সব বাচ্চাদের সাথে খেলা করে তখন আপনার পরিবারের কি বতি কি হতে পারে?

(যে সকল প্রতিবেশীর বাচ্চারা পায়খানার পর সাবান দিয়ে হাত ধোয় না তাদের সাথে আপনার বাচ্চারা খেলাধুলা করলে সেই জঘন্য গু আপনার বাচ্চাদের কাছে ছড়াতে পারে)



### Shame : Your Neighbor can spread Poop

“What happens to your family if your neighbors don’t wash hands with soap and drink safe water?”

*suppose you wash your hands with soap/soapy water and drink chlorinated water but your neighbors do not. Your neighbors’ failure to treat drinking water or failure to wash hands with soap spreads poop to your family*

What happens when your kids play with neighbor’s kids who do not wash hands with soap or soapy water and drink safe (chlorinated) water?

*Your kid plays with their kids, and they will have disgusting poop on their hands From them (neighbors kids)*

## বিভিন্ন রকম লজ্জার গল্প,

- পরী নামের একটি সুন্দরী, নম্র, ভদ্র ও শিক্ষিত মেয়ে ছিল।
- সবাই ভাবত পরীর খুব ভাল পরিবারে বিয়ে হবে।
- যেমনি ভাবনা তেমনি পরীর জন্য খুব ভাল একটা সম্বন্ধ আসল।
- একদিন ছেলের বাড়ির লোকজন মেয়ে দেখতে এলো। তারা দেখল মেয়েটি পায়খানা থেকে এসে সাবান দিয়ে হাত ধুলো না এবং মেয়ের বাড়ীর লোকজন উৎসের পানি বিশুদ্ধ না করে সরাসরি পান করে। তাদের খুব ঘেন্না লাগল এবং তারা শেষ পর্যন্ত বিয়ে ভেঙ্গে দিল।
- প্রতিবেশীরা সবাই খুব আশ্চর্য হল যে এমন ভাল একটা সম্বন্ধ আসল কিছু ছেলেপক্ষ কিছু না জানিয়েই পরীর মতো একটা মেয়ের বিয়ে ভেঙ্গে দিল?
- কার্যত পায়খানা থেকে এসে সাবান দিয়ে হাত না ধোয়ার জন্য ও পরীদের পরিবারের উৎসের পানি বিশুদ্ধ না করে সরাসরি পান করার অভ্যাসের জন্য পরীর মতো একটি সুন্দরী, নম্র, ভদ্র ও শিক্ষিত মেয়ে সম্বন্ধ ও ভেঙ্গে গেল।

various shame stories

There was a beautiful, gentle and educated girl name Pori

Her neighbors though that Pori will get a good husband and good father in law's house

As people thought, once a proposal from a very good family came for Pori's marriage

One day, groom-to-be's family was at the bride-to-be house. One of the family member suddenly saw the bride exit latrine without soap and broke off engagement.

Neighbors' were very surprised that, the engagement was broken from such a good family without any notice

In fact the engagement was broken because of Pori as she did not washed her hands with soap after coming from latrine.

অভিনয়

কয়েকজন অংশগ্রহকারীর কপালে টিপ লাগিয়ে দিন। যাদের কপালে টিপ লাগানো আছে তারা কেউ জানবে না কোনটা সে পেয়েছে।

- বাদামী - এই খানার মানুষ মেহমানকে হাতে গু সহ খেতে দেয় এবং গু মিশানো পানি পান করতে দেয়।
- নীল - এই খানার মানুষ ভেতরে ও বাইরে খুবই পরিষ্কার এবং সবাই সাবান ব্যবহার করে ও নিরাপদ পানি পান করে।

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## role play

Role play from the participants

ask few of the participants to wear different colors dots but nobody will be informed what color she wear.

Brown-this colored individual served food to people with shit in hands and provide shit mixing water to drink.

Blue-people of this household are neat and clean and wash their hands with soap and drink safe water

## অভিনয়

(কপালে টিপ লাগানো অংশগ্রহনকারীদের, অন্যদের খাবার ও পানি পরিবেশন করতে বলুন।)

- অন্য অংশগ্রহনকারীদের তাদের (যাদের কপালে টিপ আছে) সাথে আচরন করতে বলুন, যা তারা স্বাভাবিক ভাবে ঠিক মনে করে।
- কপালে টিপ লাগানো অংশগ্রহনকারীদের তাদের অনুভূতি বলতে বলুন, মানুষের ব্যবহার তাদের কাছে কেমন লেগেছে, কি মনে হয়েছে?



### role play

Role play from the participants

(Ask the dots wearing participants to offer foods and drink water to other participants)

ask participants not wearing dots to react to the dot wearers according to dot's color

ask the dots wearing participants to express their feelings after other's reaction about them



Fatema and her family

## লজ্জার গল্প

- ফাতেমা তার দুই সন্তান নিয়ে জাফরাবাদ ৩৬/বি বাসায় রন্নম ভাড়া নিয়ে আসে।
- প্রথমদিকে প্রতিবেশীরা তাকে ও তার স্বামী-সন্তানকে ভালভাবে গ্রহণ করে।
- কিছুদিন পরে ফাতেমা লক্ষ্য করল যে প্রতিবেশীরা তাদের সন্তানদের, ফাতেমা-র সন্তানদের সাথে মিশতে দেয় না।
- ফাতেমা খুব কষ্ট পায় ও স্বামীকে জানায় কিছু তারা কিছুই বুঝতে পারে না।
- এদিকে বাচ্চারাও খেলার সাথি না পেয়ে সারান্ধন মন খারাপ করে ঘরে বসে থাকে।
- ফাতেমা ও তার স্বামী আলোচনা করে সবাইকে একদিন দাওয়াত করে কিছু কেউ তাদের দাওয়াতে আসে না।
- এরপর ফাতেমা প্রতিবেশী রহিমার কাছে এই বিষয়ে জানতে চাইলে সে বলে যে, "গু খাওয়ার দাওয়াতে কেউ আসে নাকি"? তুমি ও তোমার স্বামী-সন্তানরা সাবান দিয়ে হাত ধোও না ও নিরাপদ পানি পান কর না। তাতে তুমি ও আমরা তোমার সাথে মিশলে কার্যত সবার গু খাওয়া হয়।
- ফাতেমা আশ্চর্য হয়ে জানতে চায় কিভাবে?
- রহিমা ফাতেমাকে বিস্মরিত জানায়
- ফাতেমা লজ্জা পেয়ে এরপর থেকে পরিবারের সবাইকে সবসময় সঠিকভাবে নিয়মিত হাত ধুতে এবং নিরাপদ পানি পান করতে বলে।
- প্রতিবেশীরাও ফাতেমার পরিবারকে ভালভাবে গ্রহণ করে।

### shame stories

-fatema migrated to Dhaka and start living at Jafarabad, 36/b, in a rented house

-neighbors received her family members cordially initially

-but after few days, fatema noticed that, neighbors are not allowing their children playing with her children

-fatema was worried and told her husband but he also could not understand why?

-Children mostly stayed at home and felt sadness.

-Fatema discussed with her husband and decided to invite neighbors in lunch but nobody accepted and attend in their invitation.

-Fatema asked a neighbor named Rahima later and she replied, **does anybody accept invitation of eating poop?** None of your family members wash hands with soap and drink safe water. If we come to your house to eat food and drink, we will be eating shit!

-Fatema was surprised asked how?

-Rahima informed in detail to Fatema

-Fatema felt ashamed and ensured her family members washing hands with soap and drink safe water regularly

-Neighbors started changing and accepting fatema and her family members

ভূমিকা

- অংশগ্রহনকারীদের কাছে একজন একজন করে তাদের ১ অথবা ২ জন পছন্দের প্রিয় মানুষ সম্পর্কে জানতে চান। (মূলত পছন্দের মানুষের সাথে তাদের সম্পর্ক কি তা জানুন)
- কার্যত এই অংশ থেকে প্রিয় মানুষের নানা সম্পর্কের ভিত্তিতে মা সম্পর্কটি-র উপর গুরুত্ব দিন।

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## Introduction

Ask the participant to tell about their 1 or 2 favorite persons name, indeed the relation with that favorite persona like- father, mother, aunt .....(In fact try to find out the relation of them)

from the listing, based on the relation emphasize the relation of mother.

*From the list of relation emphasize on the relation of mother and go to the next slide. People mostly tell about their mother (from impression report). In the men's meeting (auction meeting), father as good earner or strong men will also be testing.*

পছন্দের মা/ ভালো মা কে?

- যিনি বাচ্চাদের আদর যত্ন করেন
- যিনি বাচ্চাদের লেখাপড়া শেখান
- যিনি বাচ্চাদের ভালো আচার আচরণ শেখান
- বাচ্চাদের ভালো পরিবেশে রাখেন
- বাচ্চাদের আদব কায়দা ও আচার আচরণ শেখান
- বাচ্চাদের পরিষ্কার পরিচ্ছন্ন রাখেন
- বাচ্চাদের খাবারের জিনিস ঢেকে রাখেন
- বাচ্চাদের গোসল করিয়ে দেন
- বাচ্চাদের খাওয়ান

যিনি সাবান পানি দিয়ে হাত ধোঁন ও ক্লোরিন মিশানো নিরাপদ পানি পান করেন

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**Who is a Good Mother ... (ask the participants )**

Probable ans:

- takes care of her children
- teaches her children
- teaches good behaviors to her children
- keeps her children in a safe environment
- teaches her children norm and good behaviors
- with soapy water and drinks chlorinated water!**
- keeps her children neat and clean
- covers children's food
- bathes her children regular
- serves food to her children.

**washes hands**

.....

***Make the connection with the every criterion of a good mother with washing hands with soap and drink safe water.***

***To meeting all the issue of a good mother, one need to be clean and wash her hands with soap and drink safe water***



Photos of a good mother



Photos of a good mother

আমাদের পরিবারকে 'শু' খাওয়া থেকে বিরত রাখতে আমরা একে অপরকে সাহায্য করতে পারি!

- প্রশ্ন : যদি দেখেন আপনার কোন প্রতিবেশী ভুলে গেল আপনি কি করবেন?



- প্রশ্ন : যদি আপনার কোন প্রতিবেশী দুর্ঘটনা ক্রমে তার সম্প্রদায়কে বিষ (শু) পরিবেশন করেন, সে কি চাইবে আপনি তাকে থামান?



**We can help each other to stop our family from eating shit**

Question: What will you do if you find your neighbor forgot?

Question: Whether your neighbor will expect you stop her if she accidentally serves poison (shit) to her child?

## একসাথে কাজ করার গল্প

- একজন মৃত্যু শয্যাগত পিতা তার সাত সন্তানকে একটা করে লাঠি দিয়েছিলেন
- তারপর তিনি তার সন্তানদের লাঠিগুলো ভাঙতে বলেছিলেন, যা তারা খুব সহজেই পেরেছিল
- তারপর তিনি প্রত্যেককে দ্বিতীয় আর একটা লাঠি দিয়েছিলেন এবং সেগুলো একসাথে বাঁধতে বলেছিলেন। এরপর তিনি তার সন্তানদের একসাথে বাঁধা লাঠিগুলো ভাঙতে বলেছিলেন, প্রত্যেকে বোঝাটা ভাঙার চেষ্টা করেছিল। তারা ছোট থেকে বড় এবং শক্তিশালী একের পর এক সবাই চেষ্টা করল, কিন্তু কেউই তা পারল না
- বড় ও কঠিন কাজ সবার অংশগ্রহণ নিশ্চিত করেই করতে হয়। একা একা সাবান দিয়ে হাত ধুয়ে এবং ক্লোরিনযুক্ত পানি পান করে ও খাওয়া থেকে রবা পাওয়া যাবে না বরং সবাই একসাথে এখন থেকে সবার সাবান দিয়ে হাত ধোয়া এবং ক্লোরিনযুক্ত পানি পান করা নিশ্চিত করেই ও খাওয়া বন্ধ করতে হবে
- একতাই শক্তি আনে

## Story of working together

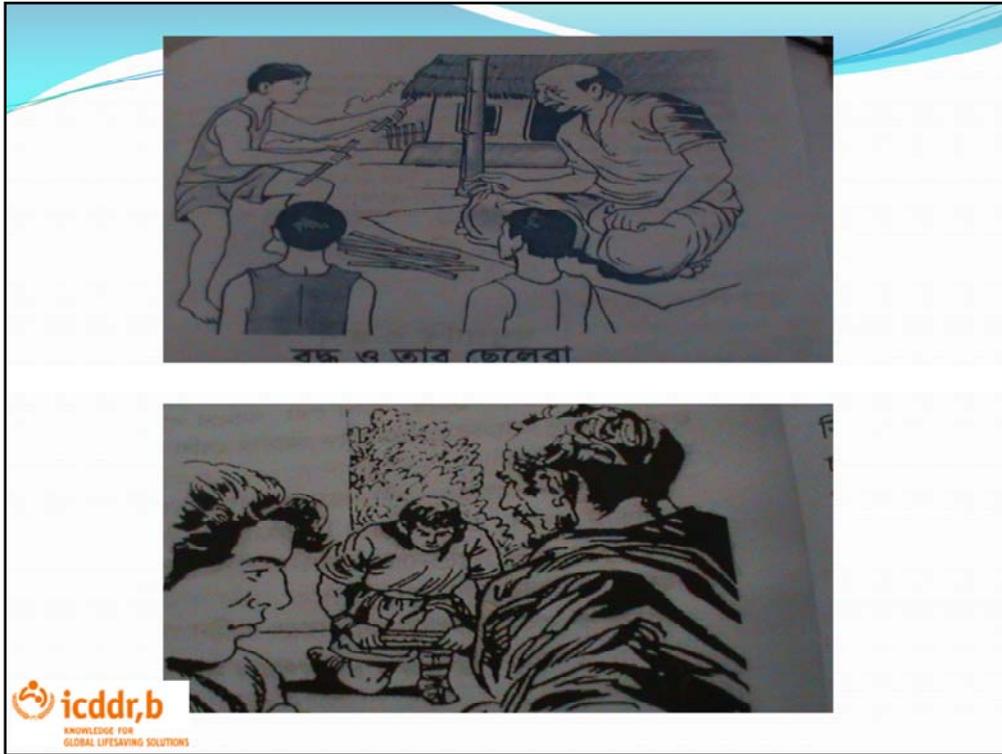
-A dying father gave seven sticks to his seven sons)-

-Then he asked them to break those, what they could do easily

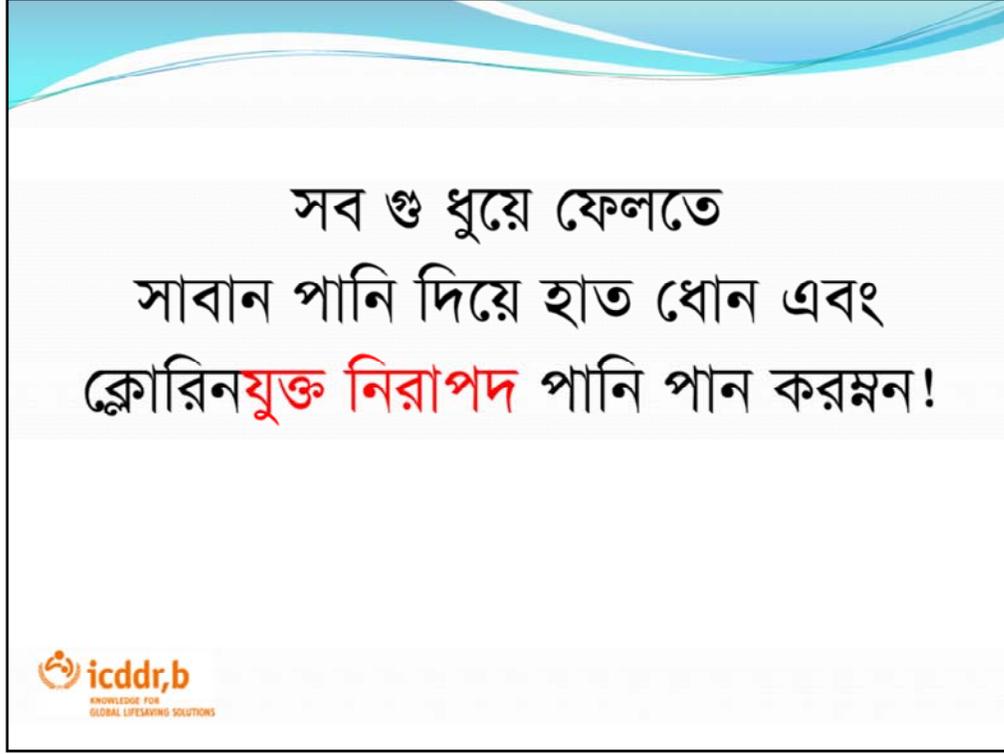
-Then he gave them a second stick and asked to tie them together and try break them one by one. Everyone tried to break the bundle. Younger to elder and the strongest, one after another everyone tried, but no one could break the bundle.

-it is essential to ensure everyone's participation in the compound to do a hard work successfully. it is not possible to stop eating shit through ensuring hand washing with soapy water and drinking chlorinated water only for yourself but have to ensure both the things for all the compound members.

-Unity brings strength



Picture of Aged person and his sons (will be replaced with better drawing)



To avoid eating shit, wash your hands with soapy water and drink water treated with chlorine!



Photos of washing your hands with soapy water and drinking water treated with chlorine!

*Explaining and interaction with the participants showing the photos to let them understand what to do*

## দ্বিতীয় অধ্যায়

হাডওয়্যার সেট করে দিন  
তারপর

নিচের স্লাইডগুলো হাডওয়্যার এর ব্যবহার ও  
রক্ষণাবেক্ষনের জন্য



### Second chapter

Provide the hardware and set it up

Then-

Following slides for the hardware use and maintenance.

## সাবান পানি দিয়ে হাত ধোন এবং ক্লোরিন মিশানো পানি পান করমন

এখন প্রশ্ন হলো “ কিভাবে আমরা সাবান পানি দিয়ে সহজে হাত  
ধুতে পারি” এবং কিভাবে আমরা ক্লোরিন মিশায়ে খাওয়ার পানি  
বিশ্বx করতে পারি

?



**Wash hands with soapy water And Drink water with chlorine**

**Now the question is “How can we wash hands with soapy water easily  
and**

**“How can we treat our drinking water with chlorine?”**



Soapy water bottle

## ফেনা যুক্ত সাবান বঁবহারের সুবিধা

- খরচ কম
- চুরি হওয়ার সম্ভবনা কম
- সহজেই তৈরী করা যায়
- ছোট বোতলে করে এটা বঁবহার করা সহজ হয়
- সব জায়গায় রাখা যায়
- অনেক পরিবারের সকল সদস্য একসাথে তা বঁবহার করতে পারে।

Advantage of Soapy water

Low cost

Less probability of theft

Easy to prepare

easy to use by using it's small hole

Install at your desired place

All family members can easily use

## কিভাবে ফেনা যুক্ত সাবান তৈরী করা যায়

১. ১.৫ লিটার বোতলে পানি ভর্তি করুন
২. ৫ কাপ ডিটারজেন্ট দিন
৩. তার মধ্যে পাউডার গুলো ঢেলে দিন
৪. বোতলের মুখ ঢেকে তা ভালোভাবে ঝাঁকিয়ে নিন
৫. এখন ফেনাযুক্ত সাবান প্রস্তুত
৬. সাবান পানি নির্দিষ্ট স্থানে রাখুন



Fill a 1.5 liter bottle with water

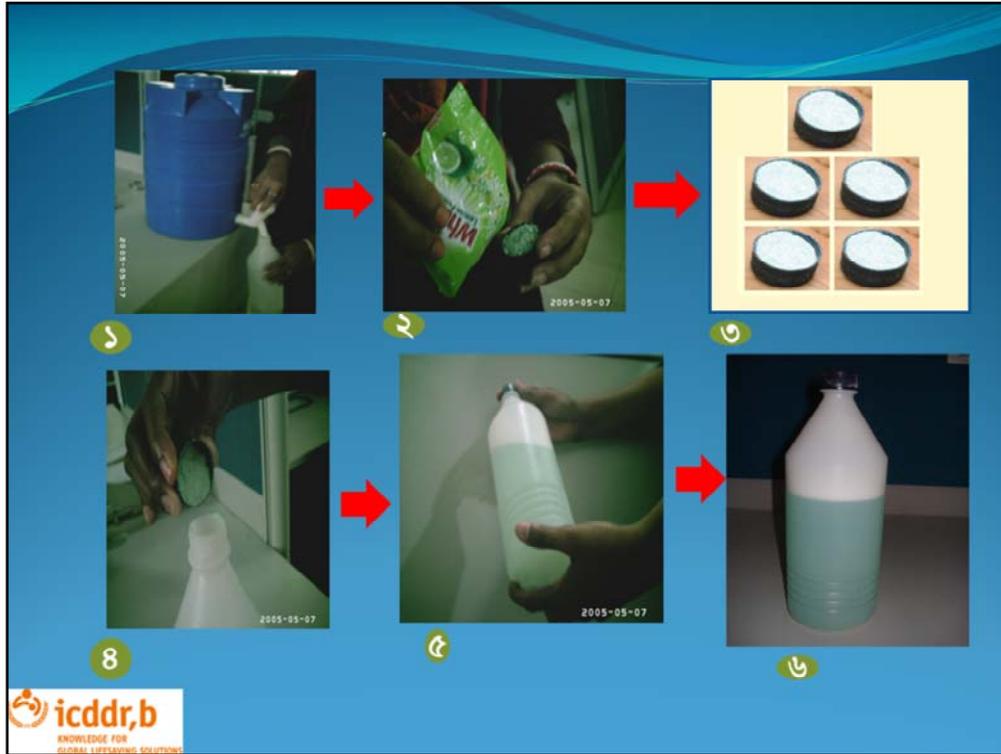
Take 5 capful of detergent powder, washing powder

Put the powder in bottle water

Shake well/ close the cap and shake the bottle thoroughly

Now the soapy water is ready

Place for Soapy-water



Photos: Process of making soapy water

*Explaining and interaction with the participants showing the photos to let them understand , how to make soapy water*



Photos: Steps of hand washing properly

*Explaining and interaction with the participants showing the photos to let them understand , how to wash hands properly following the above steps*

## সাবান অথবা সাবান পানি দিয়ে হাত ধোয়ার ধাপ সমূহ

১. ভালভাবে হাতে সাবান পানি ঘষে নিন
২. দুইহাত, আঙ্গুলের ফাঁক ও নখের ফাঁক ঘষে নিন
৩. কমপক্ষে ১০ সেকেন্ড ধরে দুইহাত ঘষে ফেনা তুলুন
৪. পানি দিয়ে দুইহাত ধুয়ে নিন
৫. পরিষ্কার তোয়ালে দিয়ে হাত শুকিয়ে নিন।



### Steps of Hand washing with Soap/Soapy water

Wet hands with water and rub soap

Rub both hand together, rub spaces between fingers and nails

Make enough lather for at least 10sec

Rinse with water

Dry hands with a clean towel

## কিভাবে ফেনায়ুক্ত সাবান রক্ষণাবেক্ষণ করা যায়

- শিশুরা এটি খেয়ে ফেলতে পারে বা নষ্ট করতে পারে তাই এটি যত্ন সহকারে রাখা দরকার।
- ফেনায়ুক্ত সাবানের বোতল পূর্ণ করে রাখুন।
- বোতলটি এমন জায়গায় রাখুন যাতে প্রতিটি পরিবারের সদস্যরা তা ব্যবহার করতে পারে।
- আপনি নিজে ব্যবহার করুন ও অন্যদের হাত ধোয়ার কাজে ব্যবহার করার জন্য উৎসাহিত করুন।



### How to maintain soapy water?

Children can drink the soapy water or spoil it so we should take care of it

Keep the bottle full with soapy water

Place the bottle in such height so that all household member can use it suitably

Use it yourself and encourage other member to use it for hand washing



Photos: showing do or do not with soapy water

## পানি বিশুদ্ধ করার প্রচলিত কিছু পদ্ধতি ও তার অসুবিধা

**আমরা খাবার পানি বিশুদ্ধ করার জন্য অনেক ধরনের পদ্ধতি বা ব্যবস্থা নিয়ে থাকি, যেমন:-**

- সরাসরি পানি ছেঁকে নিয়ে আসা
- পানি ফুটিয়ে ঠান্ডা করা
- সরাসরি পানি নিয়ে আসা

**এই সকল ব্যবস্থার অনেক ধরনের অসুবিধা রয়েছে যেমন:-**

**ছাঁকনিঃ**

- পানি ছাঁকলেও জীবাণু দূর হয় না
- ছাঁকনিটা বেশীকাল সময়ই অপরিষ্কার থাকে
- পানি ছাঁকার পরেও তাতে আমাদের হাত লাগলে তা আবার দূষিত হতে পারে

**পানি ফুটানোঃ**

- পানি ফুটাতে এবং ঠান্ডা করতে অনেক সময় লাগে
- পরে তা ছাঁকতে হয়
- অনেক সময় গ্যাস থাকে না
- মাঝে মাঝে চুলা ফাঁকা পাওয়া যায় না
- ঝামেলা মনে হয়
- বাচ্চারা অনেক সময় গরম পানিতে পড়ে বিপদ আনতে পারে
- ফুটানো পানি খেতে স্বাদ লাগে না



## Methods of cleaning water and their disadvantages:

We use many methods to make water clean (safe), such as:

- straining water with a (cloth) sieve,
- boiling water,
- or drinking it directly from the source.

These methods have many disadvantages.

Disadvantages of straining:

- doesn't remove bacteria,
- the sieve (usually cloth) is often dirty,
- water we have strained can become recontaminated through touch,

for example.

Disadvantages of boiling:

- takes a lot of time to boil and then cool water,
- need to strain after,
- often there is no gas,
- some times the stove is busy,
- can be troublesome,
- dangerous to have hot water around young children,
- boiled water does not taste good.



Photo: Chlorine dispenser

*Explaining and interaction with the participants showing the photos to let them understand Chlorine Dispenser with tank*

## পানি নিরাপদ করার মেশিন/ক্লোরিন ডিসপেন্সার

- এটি পানি নিরাপদ করার মেশিন
- এতে ক্লোরিন আছে
- এটি তরল জাতীয় ঔষধ
- এই ঔষধ রোগ-জীবাণু মেরে ফেলে
- আপনার পরিবারের খাবার পানিকে নিরাপদ করে
- এটা ময়লা পানিকেও পরিষ্কার করে
- এটি ব্যবহার করা খুবই সহজ
- বিশ্বের সর্বত্র বিশেষ করে ধনী দেশগুলোতে যেমন আমেরিকা, ইংল্যান্ড কানাডাসহ বিভিন্ন উন্নত দেশে পানি বিশুদ্ধ করার জন্য ক্লোরিন ব্যবহার হচ্ছে।



### Water cleaning machine/chlorine dispenser.

This is a water cleaning machine,  
it contains chlorine,  
which is sort of like a medicine.

This medicine/ chemical kills germs,  
it makes your household water safe,  
it cleans dirty water.

It is very easy to use.

Most people in developed countries like, America, England and Canada use this to keep their water clean.



Photos: purifying water properly with chlorine following the steps

*Explaining and interaction with the participants showing the photos to let them understand , how to purify water properly following the above steps*

## পানি নিরাপদ করার মেশিন ব্যবহারের ধাপসমূহ

১. পানি নিরাপদ করার মেশিনের ভালব/নলের নীচে পানির ট্যাঙ্কটি রাখুন। মেশিনের নলের চাবিটি ১বার ঘুরান,
২. টিউবওয়েল/ট্যাপের পানি দিয়ে পানির ট্যাঙ্কটি পূর্ণ করুন।
৩. ট্যাঙ্কটি ঢাকনা দিয়ে ঢেকে ৩০ মিনিট অপেক্ষা করুন। ৩০ মিনিট অপেক্ষা করলে এটা নিশ্চিত করবে যে পানি জীবানুমুক্ত হয়েছে
৪. এখন এই পানি খাওয়ার জন্য সম্পূর্ণরূপে নিরাপদ
৫. এবার আপনার নিজের পানির পাত্রটিতে ট্যাঙ্কের পানি নিন

নিজের গু খাওয়া বন্ধ করতে, পরিবারকেও গু খাওয়া থেকে বিরত রাখতে, ক্লোরিন ব্যবহার করুন। আপনার প্রতিবেশীকেও ক্লোরিন ব্যবহার করতে উৎসাহিত করুন, সবাই মিলে সুস্থ থাকুন।



### How to use the water cleaning machine:

1. Place the tank under the valve/tap of the water cleaning machine. Turn the valve once.
2. Fill the tank with water from the tube well or tap.
3. Cover the tank and wait 30 minutes – waiting 30 minutes will make sure that the water is free of bacteria.
4. Now this water is clean to drink
5. Now use water from this tank to fill your own vessels.

Use chlorine to stop eat shit to you and your family. Encourage your neighbour to use chlorine, be healthy together.

## পানি নিরাপদ করার মেশিন ব্যবহারের সুবিধা

- মেশিনটি ব্যবহার করা খুবই সহজ।
- ক্লোরিন দিয়ে খাবার পানি বিশুদ্ধ করলে এটি বোতলের পানির মত পরিষ্কার এবং সাদা হয়।
- পানি ফুটানোর চেয়ে অনেক কম সময় ও শ্রম লাগে। পানি ফুটানোর খরচ বাঁচায়
- জমানো, ফুটানো পানির চাইতে ক্লোরিনযুক্ত পানি অনেক দীর্ঘ সময় নিরাপদ থাকে।
- ফুটানো পানি দূষিত হতে পারে, তাই ফুটানো পানিও ক্লোরিন দিয়ে বিশুদ্ধ করা ভালো।
- এ ধরনের দূষিত পানি পান করার ফলে আপনার ও আপনার পরিবারের লোকজনের গু খাওয়া এবং কলেরা, টাইফয়েড, জন্ডিস, ডায়রিয়া, আমাশয় হওয়ার ঝুঁকি থাকে। এসকল রোগ আপনাকে মারাত্মক ভাবে অসুস্থ করতে পারে অথবা মৃত্যুর ঝুঁকিও বাড়িয়ে দিতে পারে।
- এই মেশিনের ক্লোরিন পানি এই গু ধ্বংস করতে খুবই কার্যকর
- যা কিনা আপনাকে এসব মারাত্মক রোগ থেকে রক্ষা করতে পারবে।
- নিরাপদ পানি সুস্থ সুন্দর জীবনের জন”।



### Benefits of using this machine:

This machine is very easy to use.

It makes water clean, like bottled water.

It takes less time and trouble than boiling water, and saves money.

It keeps the water cleaner and safer longer than if you boil it.

Boiled water can get re-contaminated, So it is better to treat boiled water with chlorine

Drinking dirty water can cause your family to eat shit and suffer from a range of diseases, like cholera, typhoid, jaundice and diarrhoea. These diseases can suffered you severely and even causes death.

but the chlorine in this machine is very effective at removing these shit.

Which can save you from suffering these severe diseases

Safe water lets you live a healthy life.

## সর্তকতামূলক ব্যবস্থা (করবেন না)

- খাবার পানিতে ক্লোরিন যুক্ত করার পর ৩০ মিনিট অপেক্ষা করবেন
- সঠিক মাত্রার ক্লোরিন দিন। মাত্রা বেশী হলে গন্ধ ও স্বাদ বেশী পরিবর্তন হবে
- আপনার পানি সংরবন করার পাত্র, গম্বাস, জগ সর্বদা পরিষ্কার রাখবেন
- ভিন্ন গন্ধ ও স্বাদের জন্য নিরাপদ পানি পান করা বন্ধ করবেন না, আপনার খাবার পানিতে এই গন্ধ নিরাপত্তা নিশ্চিত করে, যেমন: ঔষধ কাজ করছে এবং পানির জীবাণু ধ্বংস করছে
- চামড়ার সংস্পর্শে আসলে পানি দিয়ে পরিষ্কার করবেন
- শুধুমাত্র পানি বিশুদ্ধকরণের জন্য ক্লোরিন ব্যবহার করবেন
- ক্লোরিন খেয়ে ফেলবেন না
- শিশুদের নিকট থেকে দূরে রাখুন



### Precautions (Don't)

Wait 30 minutes after adding chlorine with water for drinking

Add correct amount of chlorine. More amount will change the smell and taste more

Always keep your water storing vessels, glass, jug clean

Don't stop drinking safe water for its different smell and taste this smell in your drinking water ensures the safety, i.e. medicine is working and killing germs of water

Wash thoroughly with water if comes in contact with skin

Use chlorine only for water purification

Don't swallow chlorine

Keep away from children

আমরা যে কেউ এটা করতে পারি!

- প্রত্যেকেরই এটা করতে পারার সামর্থ্য সম্পর্কে জোর দিন।
  - আপনিও করতে পারেন।
  - লব্য লব্য আপনার মত ভাল মা তাদের পরিবারকে নিরাপদ রাখছে।
  - যদি আপনি এ কতগুলো সহজ ধাপ অনুসরণ করেন, নিরাপদ পানি আর পরিষ্কার হাত আপনার আয়ত্তে

**প্রদর্শনী**

কোন একজন দাদী বা অল্প বয়সী মেয়েকে সাবান পানি তৈরি করে দেখাতে অনুরোধ করুন।

কোন একজন মা অথবা অল্প বয়সী মেয়েকে কেসারিন দিয়ে পানি বিশুদ্ধ করা (সঠিক ধাপগুলো অনুসরণ করে) দেখাতে অনুরোধ করুন।

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Any one can do it

## Emphasis on everyone's ability to perform these actions

"You can do it!"

"Millions of good mothers like you keep their families safe!"

"If you follow these simple steps, safe water and hands are in your control!"

### **Demonstration**

***Ask a grandmother or a young girl to make the soapy water following proper steps (help them if necessary)***

***Ask a grandmother or a young girl to show the steps of purifying water properly with chlorine***

একসাথে কাজ করার দৃশ্য

আমরা সাবান দিয়ে হাত ধোয়া এবং কেমারিন দিয়ে পানি নিরাপদ করে পান করার ব্যাপারে একমত



আমরা একমত যে, আমরা একে অপরের বাচ্চাদের মনে করিয়ে দিতে সাহায্য করব

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### Working together scenario

We are in agreement in washing hands with soapy water and treating water with chlorine!

We are in agreement that we will help reminding each others kids



Health children

*To see such health children in our compound we have to .....*

আমাদের খাবার ও পানিতে গু মিশে নেই  
আমরা একসাথে চেষ্টার মাধ্যমে আমাদের  
পরিবারকে 'গু' খাওয়া ও প্রতিবেশীকে 'গু'  
পরিবেশন করা বন্ধ করতে পারি!

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**No shit in our food and water**

Together we can stop our families from eating shit and serving shit to our neighbors.

## ভূমিকা

- আমার নাম-----
- আমি আইসিডিডি আর বি (কলেরা হাসপাতাল) থেকে এসেছি
- আমি এখানকার মানুষের হাত ধোয়ার ও বিস্কদ্ধ পানি পান করার কিছু তথ্য সম্পর্কে চিন্সরা ভাবনা জানতে ও জানাতে এসেছি।
- আমি কিছু তথ্য উপস্থাপন করবো এবং এ সম্পর্কে আপনাদের মতামত জানবো।
- তারসাথে হাত ধোয়া ও পানি বিস্কদ্ধ করার জন্য সাবান পানি ও ক্লোরিন ডিসপেনসার দিয়ে যাবো এবং সেগুলো কিভাবে ব্যবহার করতে হয় তাও বলবো।
- আপনারা যদি চান, তাহলে আমরা এই সাবান পানি ও ক্লোরিন ডিসপেনসার ১ মাসের জন্য ফ্রি ব্যবহার করার জন্য দিয়ে যাব।
- আপনারা কি অংশগ্রহন করতে চান?
- আপনাদের সবাইকে ধন্যবাদ



### Introduction

My name is-----

I am from ICDDR,B (cholera hospital)

I am here to meet with people at your compound and share few new messages on handwashing and water treatment. We also wanted to know your opinion about those new messages.

I will also provide soapy water for handwashing and chlorine water for water treatment for 1 month free trial.

Do you like to participate?

Thanks you all for your participation.



## নীরোগ থাকতে চাই?

- সাবান/ সাবান পানি পানি দিয়ে হাত ধোই ও
- নিরাপদ পানি পান করি

সাবান/ সাবান পানি দিয়ে হাত ধোয়া এবং ক্লোরিন মিশানো নিরাপদ পানি পান করা আমাদের নিরোগ জীবন নিশ্চিত করে



Happy family

## সুখী পরিবার

আমরা প্রত্যেকেই আমাদের জীবনে সুখী হতে চাই, সুখী পরিবার প্রয়োজন এবং সুখী পরিবার মানে পরিবারের প্রত্যেক সদস্য ভাল কাজ করে, খুব সক্রিয় থাকে এবং ছবির মত সুখী থাকে.

১. হাসি খুশী শিশুরা খেলা করছে
২. চায়ের দোকানে সুখী বাবা
৩. সুখী মা বাচার সাথে খেলা করছে
৪. স্কুলে হাসি খুশী শিশু এবং এইসব তাদের সুখী করে

হ্যাঁ সুখ, যা আমরা সকলে চাই। একটি পরিবারের খুশী নিশ্চিত করতে সম্ভবত অনেক জিনিষ প্রয়োজন। এই প্রকল্পটি সব সমস্যা সমাধান করতে পারে না যা খুশীর প্রতিবন্ধক, কিন্তু এটা দুটি উপায়ে আপনার পরিবারের ভাল থাকায় সহায়তা করতে পারে

প্রথমতঃ কিছু অসুস্থতা কমাতে আপনাকে সাহায্য করে

দ্বিতীয়তঃ অতিরিক্ত সুবিধা দেয়া এবং আপনার দৈনন্দিন জীবন সহজ করা

আজকের এই মিটিং-এ এই বিষয় দুটো বিস্তারিত আলোচনা করব



### Happy Family

Everyone wants to be happy in our life, need a happy family. And happy family means each and every member of the family is doing well, very much active and happy like the pictures;

1. Happy children playing
2. Happy father in a tea stall
3. Happy mother playing with baby
4. Happy child at school and all these make them happy.

Yes happiness is what we all want. Perhaps there are so many things need to ensure happiness in a family. This project may not solve all of the problems that prevent happiness, but it can contribute to your family's wellbeing in two ways:

Firstly, by helping you reduce some of the illness,

Secondly, by giving you extra convenience and ease in your daily life.

In this community meeting we will discuss these two topics in more detail.....”

## এই পরিবারগুলো কেন সুখী?

কারণ এরা;

- সাবান পানি দিয়ে নিয়মিত হাত ধোয়

পায়খানা করার পর

বাচ্চাকে শোচানোর পর

খাবার আগে এবং খাবার তেরির আগে

- ক্লোরিন দিয়ে পানি বিশুদ্ধ করে পান করে



Washed hands after using toilet and cleaning child bottom.

## Slide 7

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- f5** We will omit the hardware here as we haven't introduced the hardware yet.  
fzohura, 4/21/2011
- f6** Only soapy hands, no hardware  
fzohura, 4/21/2011
- f7** Then good feelings picture without hardware, flowers are rounding over hands.  
fzohura, 4/21/2011



Washing hands before cutting vegetables and preparing foods.



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## অসুখী পরিবার

আমরা আমাদের জীবনে সবসময় সুখী হতে পারি না, অনেকগুলো  
অস্বাস্থ্যকর বিষয় এবং রোগ আছে যা আমাদের দুঃখ দেয়।  
ছবিগুলো দেখি,  
অসুস্থ শিশু মা অসুস্থ শিশুর যত্ন নিচ্ছে নোংরা/পোকা গায়ে পড়ে আছে  
এমন শিশু স্কুলে নাই কিন্তু বন্ধুদের যেতে দেখছে

এর পিছনে অনেক কারণ থাকতে পারে কিন্তু একটা গুরুত্বপূর্ণ কারণ  
হচ্ছে আমাদের নোংরা হাত। আমাদের হাত আমাদের সুখী অথবা  
অসুখী রাখতে পারে। আসুন দেখি কিভাবে



### Unhappy Family

We can't be happy always in our life, there are so many unhealthy things and diseases which make us sad.

Let's see the pictures;

Sick child

Mum taking care of sick, child Grubby kids, Not at school but watching friends attend

Perhaps there are so many causes behind this **but one very important** thing is our dirty hands. Our hands can make us happy or unhappy. Let's see how?



Unhappy family

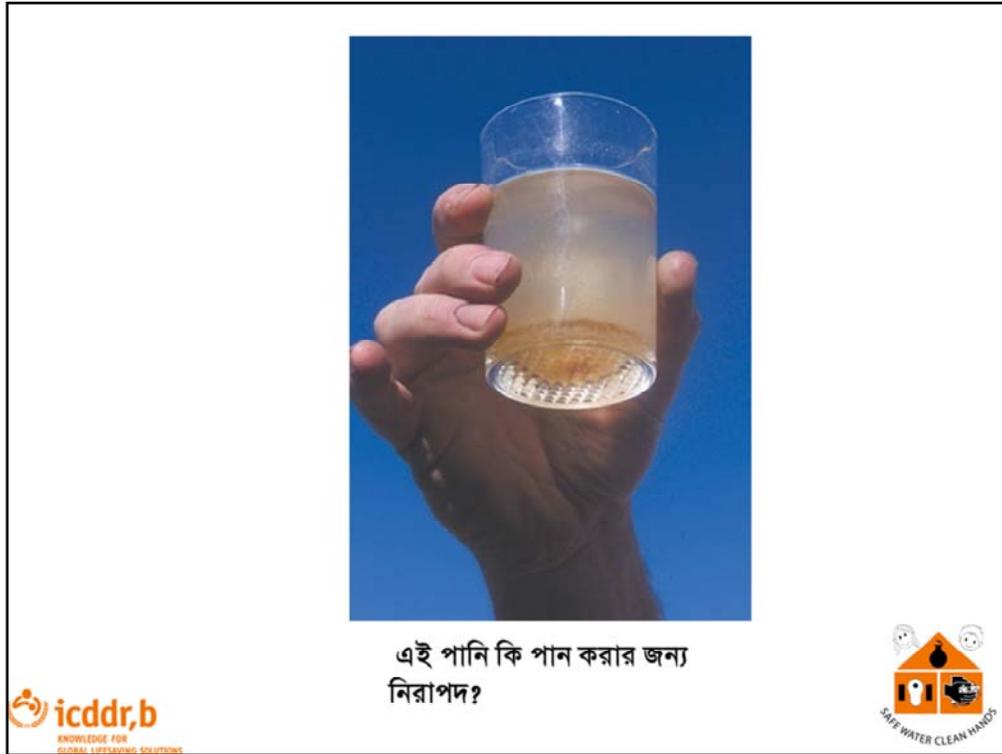
## এই পরিবারগুলো কেন অসুখী?

কারণ এরা;

- সাবান পানি দিয়ে নিয়মিত হাত ধোয় না,
  - পায়খানা করার পর
  - বাচ্চাকে শোচানোর পর
  - খাবার আগে এবং খাবার তেরির আগে
- ক্লোরিন দিয়ে পানি বিশুদ্ধ করে পান করে না।



Unhappy family



David: David likes it (10/16/08)

Minhaj: First picture shows an adult (moustache) is drinking bad water and child is sick out of it!

Jill: Jill wonders if people will think about the logic of the photos or just respond emotionally to the message, which seems clear (to me) despite this contradiction of it being an adult drinker.



## কিভাবে হাত অপরিষ্কার হয়

আমরা বাড়িতে ও বাহিরে অনেক অপ্রীতিকর কাজ করি যা আমাদের দৈনন্দিন জীবনের একটা অংশ এবং এর জন্য খুব সহজেই আমাদের হাত অপরিষ্কার হয়। যেমন: ঘর মোছা এবং পরিষ্কার করা

১. থালা-বাসন পরিষ্কার করা

২. মাছ ও সব্জি কাটা

৩. গবাদি পশুর যত্ন নেয়া

৪. কেনাকাটা করা চাষ করা

### How hands get unclean?

We do lots of household and outside chores; which are the part of our daily life. And for these easily our hands get unclean.

Such as:

Sweeping and cleaning houses

1, Washing utensils

2. Cutting fish and vegetables

3. Taking care of livestock

4. Shopping

5. Cultivation



## কিভাবে হাত ময়লা ও দুর্গন্ধ হয়

- পায়খানা থেকে আসার পর অথবা বাচ্চাকে শৌচানোর ময়লার সংস্পর্শে এসে অদৃশ্য গু আমাদের হাতে থেকে যায়
- এছাড়াও দুর্গন্ধ আমাদের হাতে থাকে
- এই কারণে সাবান ছাড়া শুধুমাত্র পানি সবকিছু দূর করতে পারে না। কিছু দূষিত আমাদের হাতে থেকেই যায়
- আমরা যদি সাবান দিয়ে সঠিকভাবে হাত পরিষ্কার করি তাহলে আমাদের হাত পরিষ্কার ও জীবাণুমুক্ত থাকে এবং কোন দুর্গন্ধও থাকে না

### How do hands get dirty and bad smelling?

➤ By coming in contact with feces after our toileting, or after wiping our children's bottoms our hands still have invisible pieces of feces left on them.

Beside this our hands get bad smelling

➤ This because the water alone, without soap, doesn't remove everything. Some contamination is still left on our hands.

If we wash our hands with soap properly then our hands become clean and germ free and no bad smell as well.

## প্রদর্শন<sub>x</sub>

আলট্রাভায়োলেট প্রদর্শন

দুইজন অংশগ্রহনকারীর হাতে বিশেষ ধরনের পাউডার লাগিয়ে, একজনের হাত শুধুমাত্র পানি দিয়ে ধোয়া ও আরেকজন হাত সাবান দিয়ে ধোয়া। দুইজনের হাতই দেখতে পরিষ্কার। তারপর আলট্রাভায়োলেট দিয়ে দুইজনের হাত দেখান ও তুলনা করেন।

শুধুমাত্র সাবান/সাবান পানি দিয়ে হাত ধোয়ার মাধ্যমেই হাতে লেগে থাকা জীবানু দূর করা যায়।



Demonstration with involving participants

### **Demonstration**

UV Demonstration

ask two participants to smear powder in their hands then, one to wash hands only with water and another with soap. Both hands appear clean. Then show UV reflection in their hands and compare result.



## কি ঘটে যদি হাত ময়লা থাকে

- ময়লা হাতে প্রচুর জীবাণু থাকে
- যখন আমরা ময়লা হাতে খাবার ধরি তখন খাবার জীবাণু দ্বারা দূষিত হয়
- ওইসব খাবার খেয়ে আমরা সহজেই অসুস্থ হয়ে পড়ি এবং কলেরা, ডায়রিয়া, আমাশয়, জন্ডিস ও টাইফয়েডের মত বিভিন্ন রোগে আক্রান্ত হয়
- এমনকি এইসব রোগে মৃত্যুও হয়

## What happens if hands are dirty?

- There are lots of germs with those dirty hands.
- When we touch food with dirty hands then the food become contaminated with germs.
- After having those foods we easily get sick and infected by various diseases like, cholera, diarrhoeal, dysentery, jaundice and typhoid.
- Even these diseases came of death.

যদি হাত ময়লা থাকে আরও কি ঘটে

এছাড়াও যদি হাত ময়লা থাকে

অসুখী মনে হয়

স্বাভাবিক কার্যক্রমে প্রভাব পড়ে

• বৃধামন্দা হয়

• তাই নীরোগ ও সুখী থাকতে আমাদের হাত পরিষ্কার রাখা প্রয়োজন

এবং হাত পরিষ্কার ও জীবাণু মুক্ত রাখতে আমাদের নিয়মিত সাবান

দিয়ে হাত ধুতে হবে

### What else happens if hands are Dirty?

Beside these if hands are dirty:

Feel unhappy

Normal activities would be affected

• Loss appetite

• So, it's needed to clean our hands to keep us healthy and happy. And we have to wash our hands with soap regularly to keep hands clean and germs free.



## কোথা থেকে আপনারা খাবার পানি সংগ্রহ করেন?

সাধারনত প্রতিদিন আমরা বিভিন্ন জায়গা থেকে খাবার পানি সংগ্রহ করি যেমন:

- ট্যাঙ্কি,
  - পানির পাইপ,
  - ওয়াসা,
  - চাপকল,
  - চৌবাচ্চা,
  - পানির ড্রাম ইত্যাদি ।
- এই পানি আমরা কখনো খাই, কখনো বাসার কাজে ব্যবহার করি, আবার কখনো খালা বাসন ও কাপড় চোপড় ধুই ।

এখন প্রশ্ন হচ্ছে, এই সকল ব্যবস্থা খাওয়ার জন্য কি নিরাপদ?



Usually we collect water from different Places like --

Tanky

Water pipe

Wasa

Tubewell

Pond

water drum ETC

Sometimes we drink, Sometime we use wash cloths and utensil of this

wate r

Now question is that --is the source of water is Safe to drink



## এই সকল ব্যবস্থা খাওয়ার জন্য কি নিরাপদ?

এই সকল পানি বেশীরভাগ সময়ই অপরিষ্কার থাকে যা কিনা খাওয়ার জন্য নিরাপদ নয়। যেমন:-

- অপরিষ্কার নালার সাথে পানির পাইপ
- কোথাও পাইপ ফুটো হয়ে গেছে
- ট্যাক্সি নিয়মিত পরিষ্কার করা হয় না
- খোলা চৌবাচ্চা (ট্যাক্সি)
- ড্রেনের পানির সাথে ওয়াসার পানি মিশে যায়
- পানি ঢেকে রাখা হয় না



This type of water is not safe to drink because most of the time it remain dirty –like  
Water supply pipe is attached with dirty canal  
water supply pipe is lick at some where  
Tanky will not clean regularly  
Open tanky  
Wasa water is mix with dirty drain water  
Water keep without cover



## নীরোগ জীবনের জন্য হাত ধোয়া এবং নিরাপদ পানি পান করা কেন গুরুত্বপূর্ণ

- আমাদের হাত অনেকভাবে ময়লা হতে পারে । কিন্তু সবরচয়ে গুরুত্বপূর্ণ ঘটনা হচ্ছে পায়খানার পর এবং বাচ্চার পায়খানা পরিষ্কারের পর, কারণ এইসব কাজের পর কিছু ময়লা ও জীবাণু আমাদের নখে ও হাতে থেকে যায়
- পানিই জীবন । যদি পানি নিরাপদ না হয়, এইপানি মৃত্যুও বয়ে আনতে পারে । একইভাবে আমাদের হাত আমাদের কাছে ঘণার হয় যখন ময়লা ও জীবাণু থাকে
- এইভাবে আমাদের পানি অনিরাপদ হতে পারে যদিও তা পরিষ্কার দেখায় । পাইপের ফুটোর কারণে কখনও কখনও ওয়াসার লাইন ও সুয়ারেজ লাইন এক হয়ে যেতে পারে । পানি ঢেকে রাখা হয়না অথবা পানি বিশুদ্ধ করনের ধাপ সমূহ অনুসরণ করা হয়না । ফলে পানিতে অনেক জীবানু থেকে যায় ।

### Why does handwashing and safe water are important for healthy life?

- Our hands can be dirty in many ways. But the most important events are after defecation and after cleaning child bottom or feces. Because after doing these some dirt and germs remain in our nail and hand.
- Water is life. This water sometimes brings death, if the water is not safe. Like this our hands getting disgust to us when it remains dirty and germly.
- Like this our water can be unsafe even if when it looks clean. Sometimes WASA line can be connected with sewerage pipe because of lick pipe, water is not be covered or lack of steps to treat water for safety. For this many germs remain into the water.



## আমরা যদি ফেনায়ুক্ত সাবান দিয়ে হাত না ধুই বা নিরাপদ পানি পান না করি তাহলে কি হতে পারে

এই ধরনের জীবাণু সাধারণত মানুষের গু থেকে আসে তার মানে এটা হাতের দ্বারা বা পানির থেকে আসে, এই ধরনের জীবাণু কলেরা, টাইফয়েড, জন্ডিস, ডাইরিয়া, আমাশয় এর মতো মারাত্মক রোগের কারণ যা আপনার মৃত্যুর ঝুঁকি বাড়িয়ে দেয় -বিশেষ করে শিশুদের বেয়ে

- যদি আপনি ফেনায়ুক্ত সাবান দিয়ে হাত না ধোন এবং নিরাপদ পানি না খান তাহলে প্রায়ই আপনি রোগে আক্রান্ত হবেন, যার জন্যে আপনাকে হাসপাতালে নিতে হবে যার ফলে-
- আপনার পরিবারের ডাক্তার দেখানো ঔষধ পত্রের খরচ বেড়ে যাবে। ৩ টি বাচ্চা সহ একটি আদর্শ পরিবারের ৭ বারের ও বেশী বার ডাক্তারের কাছে যেতে হতে পারে কারণ বাচ্চার জীবাণু খেয়ে ফেলে বা পান করে।
- আপনার শিশু স্কুলে যেতে পারবে না
- অসুস্থতার কারণে আপনি কাজে যেতে পারবেন না এতে আপনার আয় কমে যাবে।
- আপনি সব সময় আপনার পরিবারের স্বাস্থ্য নিয়ে চিন্তিত থাকবেন।

তাই, আসুন আমরা সকলে ফেনা যুক্ত সাবান দিয়ে ধুই এবং ক্লোরিন দ্বারা শুদ্ধ করা পানি পান করি এবং সুস্থ্য জীবন নিশ্চিত করি।

### What will happen if we don't wash our hands with soapy-water and if we don't drink safe water:

These kinds of germs usually come from human feces that mean very often your hands or water carry feces. This kind of germs causes various kinds of fatal diseases like cholera, typhoid, jaundice, diarrhoea, dysentery etc. which enhance the risk of death especially to your children.

If you don't wash hands with soapy-water and don't drink safe water (treated with chlorine) then very often you will become sick and you have to get hospitalized. As a result—The cost of doctor and medicine will increase.

Due to sickness you can't go for work and your earning will reduce

You will be worried all time about the health of your family.

So, let us all wash our hands with soapy-water and drink water treated with chlorine, assure a healthy life.

Your child could not attend school.



## তাই

যদি আমরা সুস্থ জীবন ও সুখী পরিবার চাই তাহলে আমাদের সাবান পানি (যা সহজ ও সাশ্রয়ী) দিয়ে হাত ধোয়া উচিত।

- পায়খানা থেকে আসার পর
- বাচ্চাকে শোচানের পর
- খাওয়ার আগে

এবং সবসময় নিরাপদ পানি পান করা উচিত। ক্লোরিন ব্যবহার করে সহজতম উপায়ে পানি নিরাপদ করা যায়।

আমরা একটু পরেই এ সম্পর্কে আরও বিস্তারিত বলব।



(So)

**|(Unless we enjoy eating shit, we must wash our hands with easy and cheap soapy water)**

(After using the latrine)

(after cleaning child bottom)

(Before eating)

**And should drink safe water!**

**The best way to drink safe water is to use chlorine!**

**We will explain more later.**

## দ্বিতীয় অধ্যায়

হাডওয়্যার সেট করে দিন

তারপর

নিচের স্লাইডগুলো হাডওয়্যার এর ব্যবহার ও  
রক্ষণাবেক্ষনের জন্য



Provide the hardware and set it up

Then-

Following slides for the hardware use and maintenance.

# সাবান পানি দিয়ে হাত ধোন এবং ক্লোরিন মিশানো পানি পান করুন

এখন প্রশ্ন হলো “ কিভাবে আমরা সাবান পানি দিয়ে সহজে হাত  
ধুতে পারি“ এবং কিভাবে আমরা ক্লোরিন মিশিয়ে খাওয়ার পানি  
বিশুদ্ধ করতে পারি

?



**Wash hands with soapy water And Drink water with chlorine**

Now the question is “How can we wash hands with soapy water easily  
and

“How can we treat our drinking water with chlorine?”



Soapy water bottle

## ফেনা যুক্ত সাবান ব্যবহারের সুবিধা

- খরচ কম
- চুরি হওয়ার সম্ভবনা কম
- সহজেই তৈরী করা যায়
- ছোট বোতলে করে এটা ব্যবহার করা সহজ হয়
- সব জায়গায় রাখা যায়।
- অনেক পরিবারের সকল সদস্য একসাথে তা ব্যবহার করতে পারে।

Advantage of Soapy water

Low cost

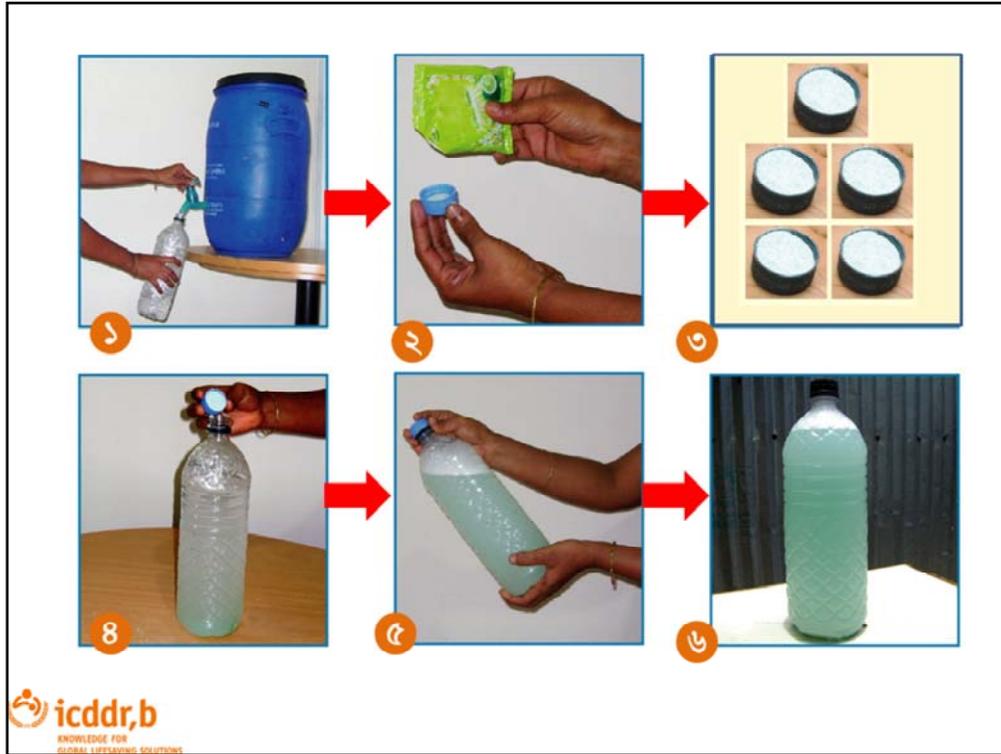
Less probability of theft

Easy to prepare

easy to use by using it's small hole

Install at your desired place

All family members can easily use



Process of making soapy water

## কিভাবে ফেনা যুক্ত সাবান তৈরী করা যায়

১. ১.৫ লিটার বোতলে পানি ভরান
২. ৫ কাপ ডিটারজেন্ট নিন
৩. তার মধ্যে পাউডার গুলো ঢেলে দিন
৪. বোতলের মুখ ঢেকে তা ভালোভাবে ঝাকিয়ে নিন
৫. এখন ফেনাযুক্ত সাবান প্রস্তুত
৬. ফেনাযুক্ত সাবানের স্থান



Fill a 1.5 liter bottle with water  
Take 5 capful of detergent powder  
washing powder  
Put the powder in bottle water  
Shake well/ close the cap and  
shake the bottle thoroughly  
Now the soapy water is ready  
Place for Soapy-water



Explaining and interaction with the participants showing the photos to let them understand , how to wash hands properly following the above steps

সাবান অথবা সাবান পানি দিয়ে হাত ধোয়ার ধাপ সমূহ

১. ভালভাবে হাতে সাবান পানি ঘষে নিন
২. দুইহাত, আঙ্গুলের ফাঁক ও নখের ফাঁক ঘষে নিন
৩. কমপক্ষে ১০ সেকেন্ড ধরে দুইহাত ঘষে ফেনা তুলোন
৪. পানি দিয়ে দুইহাত ধুয়ে নিন
৫. পরিষ্কার তোয়ালে দিয়ে হাত শুকিয়ে নিন।



Steps of Hand washing with Soap/Soapy water

Wet hands with water and rub soap

Rub both hand together, rub spaces between fingers and nails

Make enough lather for at least 10sec

Rinse with water

Dry hands with a clean towel



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## কিভাবে ফেনাযুক্ত সাবান রক্ষণাবেক্ষণ করা যায়

- শিশুরা এটি খেয়ে ফেলতে পারে বা নষ্ট করতে পারে তাই এটি যত্ন সহকারে রাখা দরকার।
- ফেনাযুক্ত সাবানের বোতল পূর্ণ করে রাখুন।
- বোতলটি এমন জায়গায় রাখুন যাতে প্রতিটি পরিবারের সদস্যরা তা ব্যবহার করতে পারে।
- আপনি নিজে ও অন্যদের হাত ধোয়ার কাজে ব্যবহার করার জন্য উৎসাহিত করুন।



### How to maintain soapy water?

Children can drink the soapy water or spoil it so we should take care of it

Keep the bottle full with soapy water

Place the bottle in such height so that all household member can use it sufficiently

Use it yourself and encourage other member to use it for hand washing

**পানি বিশুদ্ধ করার প্রচলিত কিছু পদ্ধতি ও তার অসুবিধা**

**আমরা খাবার পানি বিশুদ্ধ করার জন্য অনেক ধরনের পদ্ধতি বা ব্যবস্থা নিয়ে থাকি, যেমন:-**

- সরাসরি পানি ছেঁকে নিয়ে আসা
- পানি ফুটিয়ে ঠান্ডা করা
- সরাসরি পানি নিয়ে আসা

**এই সকল ব্যবস্থার অনেক ধরনের অসুবিধা রয়েছে যেমন:-**

**ছাঁকনিঃ**

- পানি ছাঁকলেও জীবাণু দূর হয় না
- ছাঁকনিটা বেশীরভাগ সময়ই অপরিষ্কার থাকে
- পানি ছাঁকার পরেও তাতে আমাদের হাত লাগলে তা আবার দূষিত হতে পারে

**পানি ফুটানো:**

- পানি ফুটাতে এবং ঠান্ডা করতে অনেক সময় লাগে
- পরে তা ছাঁকতে হয়
- অনেক সময় গ্যাস থাকে না
- মাঝে মাঝে চুলা ফাঁকা পাওয়া যায় না
- ঝামেলা মনে হয়
- বাচ্চারা অনেক সময় গরম পানিতে পড়ে বিপদ আনতে পারে
- ফুটানো পানি খেতে স্বাদ লাগে না



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## Methods of cleaning water and their disadvantages:

We use many methods to make water clean (safe), such as:

- straining water with a (cloth) sieve,
- boiling water,
- or drinking it directly from the source.

These methods have many disadvantages. Disadvantages of straining: -doesn't remove bacteria,

- the sieve (usually cloth) is often dirty,
- water we have strained can become recontaminated through touch,

for example.

Disadvantages of boiling:

- takes a lot of time to boil and then cool water,
- need to strain after,

- often there is no gas,
- some times the stove is busy,
- can be troublesome,
- dangerous to have hot water around young children,
- boiled water does not taste good.



Explaining and interaction with the participants showing the photos to let them understand Chlorine Dispenser with tank

## পানি নিরাপদ করার মেশিন/ক্লোরিন ডিসপেন্সার

- এটি পানি নিরাপদ করার মেশিন
- এতে ক্লোরিন আছে
- এটি তরল জাতীয় ঔষধ
- এই ঔষধ রোগ-জীবাণু মেরে ফেলে
- আপনার পরিবারের খাবার পানিকে নিরাপদ করে
- এটা ময়লা পানিকেও পরিষ্কার করে
- এটি ব্যবহার করা খুবই সহজ
- বিশ্বের সর্বত্র বিশেষ করে ধনী দেশগুলোতে যেমন আমেরিকা, ইংল্যান্ড কানাডাসহ বিভিন্ন উন্নত দেশে পানি বিশুদ্ধ করার জন্য ক্লোরিন ব্যবহার হচ্ছে।



### Water cleaning machine/chlorine dispenser.

This is a water cleaning machine,  
it contains chlorine,  
which is sort of like a medicine.

This medicine/ chemical kills bacteria,  
it makes your household water safe,  
it cleans dirty water.

It is very easy to use.

Most people in America, England and Canada use this to keep their water clean.



Explaining and interaction with the participants showing the photos to let them understand , how to purify water properly following the above steps

## পানি নিরাপদ করার মেশিন ব্যবহারের ধাপসমূহ

১. পানি নিরাপদ করার মেশিনের ভালব/নলের নীচে পানির ট্যাঙ্কটি রাখুন। মেশিনের নলের চাবিটি ১বার ঘুরান,
২. টিউবওয়েল/ট্যাপের পানি দিয়ে পানির ট্যাঙ্কটি পূর্ণ করুন।
৩. ট্যাঙ্কটি ঢাকনা দিয়ে ঢেকে ৩০ মিনিট অপেক্ষা করুন-----৩০ মিনিট অপেক্ষা করলে এটা নিশ্চিত করবে যে পানি জীবানুমুক্ত হয়েছে
৪. এখন এই পানি খাওয়ার জন্য সম্পূর্ণরূপে নিরাপদ
৫. এবার আপনার নিজের পানির পাত্রটিতে ট্যাঙ্কের পানি নিন

নিজের জীবানু খাওয়া বন্ধ করতে, পরিবারকে ও জীবানু খাওয়া থেকে বিরত রাখতে, ক্লোরিন ব্যবহার করুন। আপনার প্রতিবেশীকেও ক্লোরিন ব্যবহার করতে উৎসাহিত করুন, সবাই মিলে সুস্থ থাকুন।



### How to use the water cleaning machine:

1. Place the tank under the valve/tap of the water cleaning machine. Turn the valve once.
2. Fill the tank with water from the tube well or tap.
3. Cover the tank and wait 30 minutes – waiting 30 minutes will make sure that the water is free of bacteria.
4. Now this water is clean to drink
5. Now use water from this tank to fill your own vessels.

Use chlorine to stop eat shit to you and your family. Encourage your neighbour to use chlorine, be healthy together

## পানি নিরাপদ করার মেশিন ব্যবহারের সুবিধা

- মেশিনটি ব্যবহার করা খুবই সহজ।
- ক্লোরিন দিয়ে খাবার পানি বিশুদ্ধ করলে এটি বোতলের পানির মত পরিষ্কার এবং সাদা হয়।
- পানি ফুটানোর চেয়ে অনেক কম সময় ও শ্রম লাগে। পানি ফুটানোর খরচ বাঁচায়
- জমানো, ফুটানো পানির চাইতে ক্লোরিনযুক্ত পানি অনেক দীর্ঘ সময় নিরাপদ থাকে।
- ফুটানো পানি দূষিত হতে পারে, তাই ফুটানো পানিও ক্লোরিন দিয়ে বিশুদ্ধ করা ভালো।
- এ ধরনের দূষিত পানি পান করার ফলে আপনার ও আপনার পরিবারের লোকজনের গু খাওয়া এবং কলেরা, টাইফয়েড, জন্ডিস, ডায়রিয়া, আমাশয় হওয়ার ঝুঁকি থাকে। এসকল রোগ আপনাকে মারাত্মক ভাবে অসুস্থ করতে পারে অথবা মৃত্যুর ঝুঁকিও বাড়িয়ে দিতে পারে।



এই মেশিনের ক্লোরিন পানির এই গু ধ্বংস করতে খুবই কার্যকর

আপনাকে এসব মারাত্মক রোগ থেকে বক্ষা করতে পারবে।

### Benefits of using this machine:

This machine is very easy to use.

It makes water clean, like bottled water.

It takes less time and trouble than boiling water, and saves money.

It keeps the water cleaner longer than if you boil it.

Boiled water can get re-contaminated, So it is better to treat boiled water with chlorine

Drinking dirty water can cause your family to eat shit and suffer from a range of diseases, but the chlorine in this machine is very effective at removing these shit.

Clean water lets you live a healthy life.

## সর্তকতামূলক ব্যবস্থা (করবেন না)

- খাবার পানিতে ক্লোরিন যুক্ত করার পর ৩০ মিনিট অপেক্ষা করবেন
- সঠিক মাত্রার ক্লোরিন দিন। মাত্রা বেশী হলে গন্ধ ও স্বাদ বেশী পরিবর্তন হবে
- আপনার পানি সংরবন করার পাত্র, গম্বাস, জগ সর্বদা পরিষ্কার রাখবেন
- ভিনু গন্ধ ও স্বাদের জন্য নিরাপদ পানি পান করা বন্ধ করবেন না, আপনার খাবার পানিতে এই গন্ধ নিরাপত্তা নিশ্চিত করে, যেমন: ঔষধ কাজ করছে এবং পানির জীবাণু ধ্বংস করছে
- চামড়ার সংস্পর্শে আসলে পানি দিয়ে পরিষ্কার করবেন
- শুধুমাত্র পানি বিশুদ্ধকরনের জন্য ক্লোরিন ব্যবহার করবেন
- ক্লোরিন খেয়ে ফেলবেন না
- শিশুদের নিকট থেকে দূরে রাখুন



### Precautions (Don't)

**Wait 30 minutes after adding chlorine with water for drinking**

**Add correct amount of chlorine. More amount will change the smell and taste more**

**Always keep your water storing vessels, glass, jug clean**

**Don't stop drinking safe water for its different smell and taste this smell in your drinking water ensures the safety, i.e. medicine is working and killing germs of water**

**Wash thoroughly with water if comes in contact with skin**

**Use chlorine only for water purification**

**Don't swallow chlorine**

**Keep away from children**

আমরা যে কেউ এটা করতে পারি!

— প্রত্যেকেরই এটা করতে পারার সামর্থ্য সম্পর্কে জোর দিন।

- আপনিও করতে পারেন।
- লব্য লব্য আপনার মত ভাল মা তাদের পরিবারকে নিরাপদ রাখছে।
- যদি আপনি এ কতগুলো সহজ ধাপ অনুসরণ করেন, নিরাপদ পানি আর পরিস্কার হাত আপনার আয়ত্তে

প্রদর্শনী

কোন একজন দাদী বা অল্প বয়সী মেয়েকে সাবান পানি তৈরি করে দেখাতে অনুরোধ করুন।

কোন একজন মা অথবা অল্প বয়সী মেয়েকে কেমারিন দিয়ে পানি বিশুদ্ধ করা (সঠিক ধাপগুলো অনুসরণ করে) দেখাতে অনুরোধ করুন।



Any one can do it

Emphasis on everyone's ability to perform these actions

"You can do it!"

"Millions of good mothers like you keep their families safe!"

"If you follow these simple steps, safe water and hands are in your control!"

**Demonstration**

***Ask a grandmother or a young girl to make the soapy water following proper steps (help them if necessary)***

***Ask a grandmother or a young girl to show the steps of purifying water properly with chlorine***



আমাদের খাবার ও পানিতে জীবানু মিশে নেই

আমরা একসাথে চেষ্টার মাধ্যমে আমাদের  
পরিবারকে 'জীবানু' খাওয়া ও প্রতিবেশীকে  
'জীবানু' পরিবেশন করা বন্ধ করতে পারে!



Together we can to stop our families from eating poop serving poop to our neighbors.

# Disgust, Shame and Soapy Water: Tests of Novel Interventions to Promote Safe Water and Hygiene

## Experimental Instructions

R. Guiteras,\* D.I. Levine, S. Luby, T. Polley, K. Jannat, L. Unicom

August 2015

### **Description of Contents**

This document provides experimental instructions for the BDM auctions described in Guiteras *et al.*, “Disgust, Shame and Soapy Water: Tests of Novel Interventions to Promote Safe Water and Hygiene,” 2014.

There were eight variations of the BDM auction, all combinations of: group vs. individual; water treatment only vs. handwashing and water treatment; disgust and shame vs. standard health. The major difference is between the group and individual auctions, within these classes the auction protocol itself was identical. We provide full English instruments for (1) group auction, water treatment and handwashing, disgust and shame and (2) individual auction, water treatment and handwashing, disgust and shame. In each auction, a coaching session was held approximately one week before the auction meeting. We provide full English scripts for the same variants as above. There were minor differences between coaching scripts within the group and individual classes, which we list in Table 1. Bangla scripts for the auction and coaching session are available from the authors upon request.

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## Tables

**Table 1: Differences in auction coaching scripts**

Script number	Script variant	Changes
1	Group, Disgust & Shame, Water Treatment & Handwashing	-
2	Group, Standard Health, Water Treatment & Handwashing	Section C: Same as Script 1 except the word “germs” was used in place of “shit.”
3	Individual, Disgust & Shame, Water Treatment & Handwashing	-
4	Individual, Standard Health, Water Treatment & Handwashing	Section C: Same as Script 3 except the word “germs” was used in place of “shit.”
5	Group, Disgust & Shame, Water Treatment Only	Section C: Same as Script 1 except handwashing messages removed.
6	Group, Standard Health, Water Treatment Only	Section C: Same as Script 1 except (a) handwashing messages removed and (b) the word “germs” was used in place of “shit.”
7	Individual, Disgust & Shame, Water Treatment Only	Section C: Same as Script 3 script except handwashing messages removed.
8	Individual, Standard Health, Water Treatment Only	Section C: Same as Script 3 script except (a) handwashing messages removed and (b) the word “germs” was used in place of “shit.”

**SALES MEETING—PROCEDURE AND DATA COLLECTION  
GROUP ONE- COLLECTIVE/DS/COMBINED**

**Section A: Compound Identification**

- **FIS:** Fill out A1 through A7 before entering compound

A1.	Field Site:	_____
A2.	Field Site Code:	__ __
A3.	Compound ID:	__ __ __ __ __
A4.	Number of Households: (At Enrollment)	__ __
A5.	Manager's Name:	_____
A6.	Treatment Group:	<u>1</u>
A7.	FIS ID/Name:	__ __  / _____

A4a. Number of Households: |\_\_|\_\_|  
(Current)

A8. Date of Interview: (DD/MM/YYYY) |\_\_|\_\_|/|\_\_|\_\_|/|\_\_|\_\_|\_\_|\_\_|

A9. Time Start of Interview: (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

A10. Time End of Interview: (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

- **FIS:** Gather as many household representatives as possible for the meeting.

**READ TO GROUP:** Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

- **FIS 1:** Quietly fill out Section B, Household roster (while FIS 2 proceeds with following Sections).
- **FIS 2:** Proceed with Sections following Section B (while FIS 1 quietly goes over Section B).



**Section B: Household Roster**

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
<b>HID</b>	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at auctionmeeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town  2 = too busy  3 = Non-user because of smell  4 = poor, cannot afford  5 = non-user because of other reason (specify)  7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife  3 = Father/Mother 4 = Child  5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
<b>CM</b>												/
<b>1.</b>												/
<b>2.</b>												/
<b>3.</b>												/
<b>4.</b>												/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
5.												/
6.												/
7.												/
8.												/
9.												/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
10.												/
11.												/
12.												/
13.												/
14.												/

HID	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at auction meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
15.												/
16.												/
17.												/
18.												/
19.												/

**Section C: Reminder on Promotion**

“Refer to Flip Chart”

**Section D: Brief Explanation of the Sales Procedure**

<b>READ TO GROUP:</b>	
>>	Your compound has had a free trial of the water treatment facility for over three months. Today this free trial will end, but you can keep the facility in exchange for a monthly subscription fee.
>>	The full cost of the chlorine dispenser, if you were to buy it yourself, would be 500 taka per month. But to encourage people to use this facility, icddr is paying most of the cost and providing it to you at a much lower monthly subscription fee. As a bonus, if you decide to pay for the dispenser, your compound will get to keep the gazi tanks for free. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery.
>>	There are six possible prices that could be drawn from the lottery: 25, 50, 75, 100, 150 and 200 taka per month. I have sixsealed envelopes here, each containing one price from this list. One person from your compound will pick an envelope and the price inside will be the price offered to your compound.
>>	But first, as we discussed in the previous meeting, we will go over the list of possible prices and check which of the prices your group would agree to pay. When the envelope is opened, there will be no more discussion. If you have already agreed to the price in the envelope, then you will be responsible to pay this amount every month and you will keep the facility. However, if the amount is more than you agreed to pay, then we will have to take the facility away.
>>	Don't worry about how much cash is in your pocket now. Just think about which prices your compound will agree to pay as a monthly subscription. If you decide to keep the facility, then you can either pay the total today, or you can pay when we come back to collect the second round of fees. If we do not receive the money when we return, then we will have to remove the facility.
>>	Are there any questions?

**Section E: Auction**

E1.	Is the elected representative from last meeting present today? 1 = Yes 2 = No	__
E2.	Have you already discussed and decided on the prices mentioned in the last meeting? 1 = Yes 2 = No	__
<p><b>READ TO GROUP:</b></p> <p>&gt;&gt; Though you’ve already had some time, feel free to take a moment now to discuss as a group, which of the six possible prices you would agree to pay, and which you would not agree to pay. Please make sure you’ve settled, how you would divide the total cost, so when the envelope is opened, there is no confusion of how to do this. Please let me know once you have reached a decision for all six prices</p> <p>&gt;&gt; The prices are <b>25, 50, 75, 100, 150 and 200</b> taka</p>		
<p>● <b>FIS:</b> Listen for the discussion points, fill in E3 table (DO NOT READ ALOUD)</p>		
E3.	Cost Sharing Discussion Points: 1 = You heard someone make this point 2 = You did not hear anyone make this point	
E3a	It is more fair for everyone to pay the same.	__
E3b	It is more fair if the richer/poorer members pay more/less.	__
E3c	It is more fair if the members who will use more/less pay more/less.	__
E3d	It is more fair if the person maintaining the CD pays less.	__
E3e	We should all pay more (for any reason)	__
E3f	We should all pay less (for any reason)	__
E3z	<p><b>FIS:</b> Rate the level of agreement during the discussion</p> <p>1 = All agreed on a price</p> <p>2 = Most agreed (one opinion has a majority’s support)</p> <p>3 = The group was divided (there are multiple opinions being supported and none has a majority’s support)</p>	__
<p><b>READ TO GROUP:</b>Now I will go through the prices(<b>FIS: take note of responses of representative, or compound manager, or majority (in that order of priority).</b>)</p> <p>&gt;&gt; If the facility price is 25 taka per month, will you’re compound pay it?</p> <p>&gt;&gt; If the facility price is 50 taka per month, will you’re compound pay it?</p>		

	>> If the facility price is 75taka per month, will you're compound pay it?	
	>> If the facility price is 100 taka per month, will you're compound pay it?	
	>> If the facility price is 150 taka per month, will you're compound pay it?	
	>> If the facility price is 200taka per month, will you're compound pay it?	
E4.	The highest price that this compound will agree to pay is (WTP):	__ __ __  taka
	<b>FIS:If E4= ZERO→SKIP to E8a, otherwise continue</b>	
E5.	How many of the members in your compound have agreed to pay?	__ __
E6.	Will you permit anyone to use the facility, or only those who pay? 1 = All 2 = Pay only	__
E7.	How have you agreed to share the costs? 1 = Equally >>>skip to E8 2 = Unequally	__
E7a	If E6 is 2 "Unequally": Explain why sharing unequally  1 = It is more fair if the richer/poorer members pay more/less. 2 = It is more fair if the members who will use more/less pay more/less. 3 = It is more fair if the person maintaining the CD pays less. 5 = Landlord pays. 6 = Other, Specify: _____	__
E8.	Will you try to get more people to pitch in to pay for the dispenser so your contribution will be lowered? 1 = Yes 2 = No	__
E8a	Do you expect members who do not pay to use the product? 1 = Expect all will  2 = Expect most will  3 = Unsure whether most will or won't  4 = Expect most won't  5 = Expect none will	__
E8b.	Do you expect absent members will agree to contribute payment for the dispenser? 1 = Expect all will	__

	2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E9.	Do you believe that your bid can influence the price you will get from the lottery?  __  1 = All agree yes >>> <b>Read "Script E-1"</b> 2 = All agree no >>> <b>Skip to FIS instruction ***</b> 3 = At least one yes and one no >>> <b>Read "Script E-1"</b>
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price
***	<b>FIS:</b> If E4 = <u>NOT ZERO</u> , then read " <b>Script E-2</b> ".  If E4 = <u>ZERO</u> , then read " <b>Script E-3</b> ".
Script E-2	The highest price that your compound has agreed to pay is <<< <b>INSERT WTP</b> >>>. <b>if WTP = max WTP (200 tk) → Skip to E10d, otherwise Skip to E10</b>
Script E-3	Your group disagrees with all the prices in the list.

E10.	<b>Understanding Questions</b>
E10a.	Tell me what will happen if the price drawn is <<< <b>INSERT PRICE ONE STEP GREATER THAN WTP</b> >>>? (record answer that majority agrees on)  __  1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify _____
	● <b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.
E10b.	Is everybody okay with this outcome? (Check yes only if everyone agrees)  __  1 = Yes >> <b>If WTP = ZERO, Skip to Script E-6, Otherwise Skip to E10d</b> 2 = No
E10c.	<b>FIS:</b> If <b>E10b</b> is 2 " <b>No</b> ", <b>READ:</b> Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.
	The new highest price that this compound will agree to pay is:  __ __ __  taka
	● <b>FIS:</b> If price in <b>E10c</b> is <b>ZERO</b> , then <b>SKIP</b> to " <b>Script E-6</b> ", otherwise continue.
E10d.	Tell me what will happen if the price drawn is <<< <b>INSERT THEIR WTP</b> >>>?  __  (record answer that majority agrees on) 1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify: _____

- **FIS:** After entering their response, correct them if they are wrong, then move to the next question.

E10e Is everybody okay with this outcome? (Check yes only if everyone agrees) |\_\_|  
 1 = Yes >>**Skip to "Script E-4"**  
 2 = No

E10f **FIS:** If E10E is 2 "No", **READ:**Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.  
 The new highest price that this compound will agree to pay is: |\_\_|\_\_|\_\_|  
 taka

- **FIS:** If E10f is ZERO, then **SKIP** to "Script E-6",otherwise read "**Script E-4**".

Script E-4 **READ TO GROUP:** We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.

- {**FIS:** Allow person to pick and open an envelope.}

**CONTINUE:** The price offered to your compound is <<<INSERT ENVELOPE PRICE (E11)>>>taka.

E11. The price offered to this compound is: |\_\_|\_\_|\_\_|  
 taka

- >> If the price is less than or equal to the group's willingness to pay, then read "**Script E-5**"
- >> If the price is greater than the group's willingness to pay, then skip to "**Script E-6**"

Script E-5 If price is less than or equal to WTP, **READ:**  
 Congratulations, <<<INSERT PRICE from E11>>> is a price you have already agreed to pay!  
 When you are ready I will collect your payment and ask you a few questions.

- **FIS:** Continue when one of the compound members says s/he is ready.

E12. Does your compound have the full payment ready today?  
 1 = Yes →**SKIP to E14**  
 2 = No, some of the payment is ready |\_\_|  
 3 = No, none of the payment is ready →**SKIP to E17.**

E13

Would you like to pay some now or pay all when we return to collect the second payment? |\_\_|

1 = Some now

2 = All later → **SKIP to E17**

E14.

**FIS:** Collect fees.

How were the fees gathered?

1 = by the compound manager

2 = by the nominated representative |\_\_|

3 = by another compound member

4 = it was not gathered, FIS collected/is collecting it from individuals

7 = other (specify): \_\_\_\_\_

E15.

What was the amount paid by each household?  
**(FIS Note:** The HHID should correspond to the HHID drawn on the map of the compound during the baseline. If a household did not pay anything, then write “zero”.)

HHID: |\_\_|\_\_| Amount: |\_\_|\_\_|\_\_| taka

E16.

**FIS:**List reasons given by present households that did not pay:

HHID: |\_\_|\_\_| Reason: \_\_\_\_\_

E17.

If or when some households refuse to pay the subscription, how would your compound finance the cost?

1 = Increase subscription fee equally so all payers pay the same amount more \_\_\_\_\_

to cover the non-payers.

2 = Increase subscription unequally so some pay more than others.

3 = Force refusers to pay for the water treatment facility or move out

4 = Enforce all to pay by raising the rent proportionally

5 = Quit the subscription

7 = Other (specify): \_\_\_\_\_

E18.

You have paid a total of: \_\_\_\_\_ |\_\_|\_\_|\_\_| Taka

E19.

The amount of your first subscription fee which you still have to pay is: \_\_\_\_\_ |\_\_|\_\_|\_\_| Taka

(Lottery price minus total they have paid (E18.))

E20.

The total amount due at the next visit is (sum of lottery price and E19): \_\_\_\_\_ |\_\_|\_\_|\_\_| Taka

**If E19 is not zero →READ:** If you do not pay this amount at the next visit, we will have to remove the facility.

E21.

We will return in one month to collect payment again. When is a good date and time? Date: \_\_\_\_\_ (DD/MM/YYYY) \_\_\_\_\_ |\_\_|\_\_|/|\_\_|\_\_|/|\_\_|\_\_|\_\_|\_\_|

**If return meeting is refused** Time: (24 hr clock) \_\_\_\_\_ |\_\_|\_\_|:|\_\_|\_\_|

**→ SKIP to E22.**

**Script** **READ:** Once again, thank you for your time. We will return in one month to collect the next total payment of <<<**E20:** \_\_\_\_\_>>> Taka.  
**FIS: END HERE or read Section F (optional)**

**E22.** What is the reason you would not like us to return to collect fees?  
 Choose all that apply. 1-|\_\_|  
 1 = Your compound is unable to pay the full subscription fee  
 2 = Your compound is able to pay, but at least some of the members believe the facility is not worth the subscription fee 2-|\_\_|  
 3 = Your compound stopped using the dispenser and wants to quit subscription 3-|\_\_|  
 7 = other (specify): 7-|\_\_|

**Script** **READ:** Since your compound will not come up with the money, we will have to return to remove the dispenser. In the meantime, if any households wish to use the facility they may. Thank you for your time!  
**FIS: END HERE or read Section F (optional)**

**Script E-6** If price is greater than WTP, or WTP is zero  
**READ:** your group did not agree to pay an offered price, so I'm afraid that we will have to remove the facility. You may continue to use the facility until the technicians come to remove it.

**E13** Do you now wish that you'd agreed to pay for the dispenser? |\_\_|  
 1 = Yes >>**READ:** Sorry, I am not able to sell the product to you now  
 2 = No  
 3 = At least one yes and one no >>**READ:** Sorry, I am not able to sell the product to you now

**READ:** Thank you very much for participating today!

## Section F: Rules and FAQs

- **FIS:** This section is optional. Read it if participants have questions related to subscription.

<b>RULES FOR SUBSCRIPTION</b>	
<b>R1.</b>	The monthly subscription fee that your group agrees to pay in the sales meeting must be paid each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.
<b>R1a</b>	This monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.
<b>R1b</b>	If a month’s payment is missed, compounds will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.
<b>R1c</b>	This payment is to be collected and given to icddrb staff by the elected compound representative. icddrb staff will contact this person to let him/her know when s/he is coming to collect the fee.
F1.	Did FIS read subscription rules? <span style="float: right;"> __ </span> 1 = Yes, detailed read 2 = Yes, partial read 3 = No

<b>FREQUENTLY ASKED QUESTIONS (FAQS)</b>	
<b>1.</b>	<b>Who will look after technical issues related to dispenser or if hardware is faulty?</b> <ul style="list-style-type: none"> <li>▪ ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.</li> </ul>
<b>2.</b>	<b>What happens if an individual household doesn’t want to pay his/her share of payment?</b> <ul style="list-style-type: none"> <li>▪ Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility</li> </ul>
<b>3.</b>	<b>I cannot own the product what is the point of paying for one year?</b> <ul style="list-style-type: none"> <li>▪ You are not buying the product by paying installments but you are paying shared-subscription-fee each month as long as you want the facility in the compound.</li> </ul>
<b>4.</b>	<b>What happens after one year?</b> <ul style="list-style-type: none"> <li>▪ If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.</li> </ul>

<p><b>5. Who will refill the gazi tanks/look after maintenance?</b></p> <ul style="list-style-type: none"> <li>▪ As we recommended in the promotion, other compounds have been happy dealing with this in two ways:           <ul style="list-style-type: none"> <li>A. Rotating from HH to HH. Each day it is a different HH’s responsibility. The compound can choose an object, like a ribbon or rope to put on the HH’s door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.</li> <li>B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.</li> </ul> </li> </ul>
<p><b>6. Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?</b></p> <ul style="list-style-type: none"> <li>▪ If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enters. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt which can reenter.</li> </ul>
<p><b>7. Why are you doing this by lottery and not by income, where the poorest households pay the lowest?</b></p> <ul style="list-style-type: none"> <li>▪ All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems:           <ul style="list-style-type: none"> <li>A. Conflict with icddrb, as people become angry if they don’t agree with our assessment of their income.</li> <li>B. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price</li> <li>C. Dishonesty, as people want to report lower income to get a better deal</li> </ul> </li> </ul>
<p><b>8. Why not pick one low price and give to everyone?</b></p> <ul style="list-style-type: none"> <li>▪ This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.</li> </ul>
<p><b>9. Why can’t you just randomly pick the envelope first, then let us decide?</b></p> <ul style="list-style-type: none"> <li>▪ We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It’s a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and later regretting it.</li> </ul>
<p><b>10. Will the price change if households move out or if new people move in?</b></p> <ul style="list-style-type: none"> <li>▪ No, the price is set.</li> </ul>

**11. Why are you giving detergent for free in one meeting then selling it in the next?**

- We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

**FIS:** Write any new questions below and write the answer you gave, or the answer you think should be given.

F2. New FAQs:

12) \_\_\_\_\_

13) \_\_\_\_\_

14) \_\_\_\_\_

15) \_\_\_\_\_

16) \_\_\_\_\_

FIS's Comments:

**FIS:** Fill out A9 (time of interview end) on first page.



COACHING MEETING—PROCEDURE AND DATA COLLECTION  
GROUP ONE- COLLECTIVE/DS/COMBINED

**Section A: Compound Identification**

A1.	Field Site:	_____
A2.	Field Site Code	__ __
A3.	Compound ID	__ __ __ __ __
A4.	Number of Households (at Enrollment)	__ __
A5.	Manager's Name	_____
A6.	Treatment Group	<b>1</b>
A7.	FIS ID/Name	__ __  / _____

A4a. Number of Households: (Current) |\_\_|\_\_|

A8. Date of Interview (DD/MM/YYYY) |\_\_|\_\_|/|\_\_|\_\_|/|\_\_|\_\_|\_\_|\_\_|

A9. Time Start of Interview (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

A10. Time End of Interview (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

- **FIS:** Gather as many household representatives as possible for the meeting.

**READ TO GROUP:** Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

**Section B: Household Roster**

- **FIS:** If compound manager does not live in compound, then fill out “CM” row, otherwise leave “CM” row blank and write “/ CM” after compound manager’s name.

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative <b>If participating:</b> Name of person who will represent the household at coaching meeting today <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting? 1 = Yes 2 = No	Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User 1 = Yes 2 = No 9 = Don't know	Age (years) 999 = Don't know	Sex 1 = M 2 = F	Education (years of schooling) 99 = Don't know	Present in Promotion 1 = Yes 2 = No 9 = Don't know	Present in Reminder 1 = Yes 2 = No 9 = Don't know	Relation to Household Head 1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
1				/								/
2				/								/
3				/								/
4				/								/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting?  1 = Yes 2 = No	Will come to Auction Meeting?  1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why.  1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell  5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't know	Present in Promotion  1 = Yes 2 = No 9 = Don't know	Present in Reminder  1 = Yes 2 = No 9 = Don't know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother  4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
5				/								/
6				/								/
7				/								/
8				/								/
9				/								/



	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative	Participating in Coaching Meeting?	Will come to Auction Meeting?	If absent or not participating in Coaching or Auction meeting, ask why.	User	Age (years)	Sex	Education (years of schooling)	Present in Promotion	Present in Reminder	Relation to Household Head	No. of adults from HH present/ No. of children from HH present (under 15)
	<b>If participating:</b> Name of person who will represent the household at coaching meeting today	1 = Yes 2 = No	1 = Yes 2 = No 9 = Don't Know	1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	1 = Yes 2 = No 9 = Don't know	999 = Don't know	1 = M 2 = F	99 = Don't know	1 = Yes 2 = No 9 = Don't know	1 = Yes 2 = No 9 = Don't know	1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	(Excluding the household rep)  Adult / Child
15				/								/
16				/								/
17				/								/
18				/								/
19				/								/

**Section C: Reminder on Promotion**

	<p><b>READ TO GROUP:</b></p> <p>&gt;&gt; My name is _____ and I am from ICDDR (Mohakhali Cholera Hospital).</p> <p>&gt;&gt; You know us because we visited your compound several times. We work on peoples' hand washing and water treatment and have provided you with soapy water, a chlorine dispenser and a Gazi tank.</p>
C1.	<p>Do you know of any other compounds enrolled in this program?  __ </p> <p>1 = All agree yes</p> <p>2 = Most agree yes (more than half)</p> <p>3 = Seems to be even split, half yes, half no</p> <p>4 = Most agree no (more than half)</p> <p>5 = All agree no</p>
	<p>&gt;&gt; Today we will be talking about how you can bear the cost of this facility, but first we want to briefly ask you if you remember why it's so important to wash your hands with soap and treat your water with chlorine.</p> <p>&gt;&gt; What happens if we don't wash our hands with soap before eating? And if we don't treat our water before drinking? What do we eat? [wait for answer]</p> <p>&gt;&gt; Yes, that's right, Shit, Human Shit!</p> <p>&gt;&gt; Can you tell me how? [wait for answer]</p> <p>&gt;&gt; If we don't wash both our hands after using the latrine and before eating then shit stays on our hands and goes in our mouths when we eat and if we don't kill the shit that leaks into water with chlorine, then we drink shit!</p> <p>&gt;&gt; What would your neighbor think if she sees you serve your child water without chlorine? How would you feel? [wait for answer]</p> <p>&gt;&gt; What's more, eating shit causes dangerous diseases such as cholera, typhoid, jaundice, diarrhea, dysentery which in many cases, lead to death. 2 Million children die each year from diarrhea that could have been prevented by simply washing hands and drinking safe water.</p> <p>&gt;&gt; AND these diseases cost a lot!</p> <p>&gt;&gt; So Unless we enjoy eating shit and want to get sick, we must wash our hands with easy and cheap soapy water (After using the latrine, after cleaning child bottom, before eating) AND we must treat our water with chlorine.</p> <p>&gt;&gt; Great! You did a good job recalling some of the facts that we taught you before. Now we can move on to the lottery procedure!</p>

**Section D: Brief Explanation of the Sales Procedure**

**READ TO GROUP:**

>> Please take time to inform absent members of the following important information.

>> Your compound has had a free trial of the water treatment facility [chlorine dispenser and gazi tanks] for over two months.

>> In roughly one week the free trial will end, but you can keep the Chlorine dispenser in exchange for a monthly subscription fee. If you decide to pay for the Chlorine dispenser, the Gazi tanks will be included at no additional fee.

>> The full cost of the chlorine dispenser, if you were to buy it yourself, would be **350** taka per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery. There are six possible prices that could be drawn from the lottery: **200, 150, 100, 75, 50 and 25** taka per month.

>> We will hold this lottery roughly one week from today. Let us first set the date of the lottery

D1. Who is currently responsible for maintaining the facility (keeping the reservoirs full and chlorinated)?  |\_\_|

1 = We share the responsibility

2 = One person, normal member; HHID:  |\_\_|

3 = One person, compound manager

7 = Other, Specify: \_\_\_\_\_

D2. Date of Meeting: (YYYY/MM/DD)  |\_\_| |\_\_| |\_\_| |\_\_| / |\_\_| |\_\_| / |\_\_| |\_\_|

D2a. Time of Meeting: (24 hr clock)  |\_\_| |\_\_| : |\_\_| |\_\_|

Name/Phone number of person to contact in case of rescheduling: \_\_\_\_\_

● **FIS: Skip "D3" during meeting, continue reading:**

D3. Check here if meeting was rescheduled:  |\_\_|

D3a. **If D3 checked:** Date of Meeting  |\_\_| |\_\_| |\_\_| |\_\_| / |\_\_| |\_\_| / |\_\_| |\_\_|

D3b. **If D3 checked:** Time of meeting:  |\_\_| |\_\_| : |\_\_| |\_\_|

**CONTINUE READING:**

>> It is very important that you think and discuss among yourselves about these possible prices—**200, 150, 100, 75, 50 and 25** taka per month—and decide what prices your group would agree to pay as a monthly subscription fee before the lottery meeting.

>> You should also work out how you are going to share the total subscription fee among yourselves.

>> If all compound members would share the total fee, per household subscription fee will be lower (minimum) but if only some of you share then per household subscription fee would be a higher.

>> If you have these discussions early, then on the day of the lottery, when the price is drawn, you're group will be able to quickly make a responsible decision.

>> If you fail to think about these prices early, then on the day of the lottery you may

>> feel pressured into saying yes to a price that you could not actually afford to pay

>> you might decide not to buy it thinking you cannot afford it, when actually you can

- >> Or the group might not be able to come to an agreement in the short time during the lottery meeting.
- >> These results would be bad for you and your compound. In order to prevent this from happening, ICDDRDB will conduct the lottery in a special way.
- >> On the day of the Lottery, the icddrb staff person will ask you if you would agree to the prices I just mentioned first, then will reveal the lottery price. If you (as a group) have already agreed to pay that price, then you will keep the facility and that lottery price will be your monthly subscription fee. If you or any of your neighbors have not agreed to that price, then ICDDRDB will remove the facility from your compound.
- >> In this kind of sales meeting, it is best for you to indicate truthfully what prices you would be able to collect and actually pay as a group and what prices you would not be able to collect and pay. If you truly would pay a given monthly fee but tell us otherwise, then you risk losing the opportunity for the compound to subscribe for a fee that you truly would be willing to pay.
- >> Now please nominate a person in your compound (e.g. compound manager, landlord or any other household) to take the responsibility to enroll households and collect monthly fees.

D4. [RECORD NAME OF NOMINATED REPRESENTATIVE]: \_\_\_\_\_

D4a. [RECORD HID OF NOMINATED REPRESENTATIVE (enter 99 if representative does not live in the compound)]: |\_\_|\_\_|

D4b. Is the nominated representative |\_\_|?  
 1 = the landlord  
 2 = the compound manager  
 3 = neither

**SECTION E: DETERGENT AUCTION**

<p><b>READ TO GROUP:</b></p> <p>&gt;&gt; Now, to ensure that you are ready for the lottery on &lt;&lt;&lt;<b>INSERT DATE AND TIME FROM D2. AND D2a.</b>&gt;&gt;&gt; we will go over the procedure in a real setting.</p> <p>&gt;&gt; I have brought with me today, some laundry detergent which I will offer to you in the same way as the chlorine dispenser and gazi tanks. The true price of this detergent at the bazaar is <b>58</b> taka but you will have the chance to get it at a lower price in a lottery.</p> <p>&gt;&gt; I have brought some baggies so you can easily divide the detergent if you choose to purchase it as a group.</p> <p>&gt;&gt; I have five sealed envelopes here. Each of the envelopes contains a price from this list <b>58 (the real price), 45, 35, 25 and 15</b> taka. I will let you randomly pick one envelope, the price inside will be the price we offer your compound.</p> <p>&gt;&gt; Note, if the price is <b>58</b> taka, you are still getting a good deal as you have saved the time of going to the market to buy it yourself!</p> <p>&gt;&gt; Before you choose and open an envelope, I will check to see which prices you would agree to pay.</p> <p>&gt;&gt; Then, once I open the envelope,</p> <p>&gt;&gt; if you have already agreed to the price inside, then you will get to keep the detergent for this price.</p> <p>&gt;&gt; if you have not agreed to the price, then you will not buy the detergent today.</p> <p>&gt;&gt; Are there any questions? [answer questions]</p> <p>&gt;&gt; Please take a moment to discuss as a group, which of the five possible prices you would agree to pay, and which you would not agree to pay. Please discuss now, how you would divide the total cost, so when the envelope is opened, there is no confusion of how to do this. Please let me know once you have reached a decision for all five prices.</p> <p>&gt;&gt; The prices are <b>15, 25, 35, 45 and 58</b> taka</p>	
<p>E1.</p>	<p><b>FIS:</b> Rate level of agreement during discussion:  __ </p> <p>1 = All agreed on a price</p> <p>2 = Most agreed (one opinion has a majority's support)</p> <p>3 = The group was divided (there are multiple opinions being supported and none has a majority's support)</p>
<p>●</p>	<p><b>FIS:</b> Give some time for discussion. When they are finished, continue.</p>
	<p><b>READ:</b> now I will go through the prices</p> <p>&gt;&gt; If the detergent price is 15 taka, will you pay it?</p> <p>&gt;&gt; If the detergent price is 25 taka, will you pay it?</p> <p>&gt;&gt; If the detergent price is 35 taka, will you pay it?</p> <p>&gt;&gt; If the detergent price is 45 taka, will you pay it?</p> <p>&gt;&gt; If the detergent price is 58 taka, will you pay it?</p>

E2	The highest price that this compound will agree to pay is:  __ __  taka (Enter 00 if the compound says no to all prices)
E3	Do you believe that the price you say can influence the price you will get from the lottery?  __   1 = All agree yes >> Read "Script E-1" 2 = Most agree yes (more than half) >> Read "Script E-1" 3 = Seems to be even split, half yes, half no >> Read "Script E-1" 4 = Most agree no (more than half) >> Read "Script E-1" 5 = All agree no >> Skip to ***
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price (CONTINUE TO ***)
***	<b>FIS:</b> If the price in E2 is ZERO, then READ "Script E-2". otherwise, READ "Script E-3"
Script E-2	>> Your group disagrees with all the prices in the list.
Script E-3	>> The highest price that your compound has agreed to pay is <<INSERT PRICE FROM E2>>. If E2 is 20tk, then ==> SKIP to E4d, otherwise continue
E4.	<b>Understanding Questions</b>
E4a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN E2>>>? (record answer that majority agrees on)  __  1 = buy the detergent 2 = do not buy the detergent 7 = Other (specify) _____  ● <b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.
E4b.	Is everybody okay with this outcome? (Check yes only if everyone agrees)  __  1 = yes >> If current WTP is zero, Skip to script E-6 otherwise Skip to "E4d" 2 = no
E4c.	<b>FIS:</b> If E4b is 2 "No", allow them to discuss and restate their willingness to pay The new highest price that this compound will agree to pay is:  __ __  taka  ● <b>FIS:</b> If price in E4c is ZERO, then SKIP to "Script E-6", otherwise continue.
E4d.	Tell me what will happen if the price drawn is <<<INSERT Current WTP (e2 or e4c)>>>? (record answer that majority agrees on)  __  1 = buy the detergent 2 = do not buy the detergent 7 = Other (specify) _____  ● <b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.
E4e.	Is everybody okay with this outcome? (Check yes only if everyone agrees)  __  1 = yes >> Skip to "Script E-4" 2 = no

E4f.	<p><b>FIS:</b> If E4e is 2 “No”, allow them to discuss and restate their willingness to pay</p> <p>The new highest price that this compound will agree to pay is:  __ __  taka</p> <p><b>FIS:</b> If price in E4f is ZERO, then <b>SKIP</b> to "Script E-6", otherwise read "Script E-4".</p>
Script E-4	<p><b>READ TO GROUP:</b> We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.</p> <ul style="list-style-type: none"> <li>● {FIS: Allow person to pick and open an envelope.}</li> </ul> <p><b>CONTINUE:</b> The price offered to your compound is &lt;&lt;&lt;INSERT ENVELOPE PRICE (E5)&gt;&gt;&gt; taka.</p>
E5.	<p>The price offered :  __ __  taka</p> <ul style="list-style-type: none"> <li>● &gt;&gt; If the price is less than or equal to the group’s willingness to pay, then <b>read "Script E-5"</b></li> <li>● &gt;&gt; If the price is greater than the group’s willingness to pay, then <b>skip to "Script E-6"</b></li> </ul>
Script E-5	<p>If price is less than or equal to WTP, <b>READ:</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; Your group agreed to pay this price before! Please pass your money to the front, the detergent is now yours for the price of &lt;&lt;&lt;INSERT E5&gt;&gt;&gt;.</li> <li>&gt;&gt; If you do not have the money today, we can bring the detergent with us to the next meeting so you can buy it at the same price then.</li> </ul> <ul style="list-style-type: none"> <li>● <b>FIS:</b> Only give the detergent if they have all the money</li> </ul>
E5a.	<p>Was the total paid?  __ </p> <p>1 = Yes</p> <p>2 = No     &gt;&gt; <b>Skip to "E5d"</b></p>
E5b.	<p>If E5a is 1 “Yes”, list HHIDs and price paid of paying, present members:</p> <p>HHID:  __ __  Amount:  __ __ __  taka</p>
E5c.	<p>List reasons given by households who were present but did not pay:</p> <p>HHID:  __ __  Reason: _____</p>

HHID:  __ __  Reason: _____
HHID:  __ __  Reason: _____

E5d. If E5a is 2 “No”: Will they pay this amount in the next meeting? |\_\_|  
 1 = all agree yes ; 2 = all agree no; 3 = at least one yes and one no

**READ TO GROUP:** Please remember to think about and discuss the possible prices for the water treatment facility, **25, 50, 75, 100, 150, 200, 250** taka, so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> and to encourage people to discuss the prices.
- **FIS: NOW SKIP TO SECTION F**

Script E-6 if price is greater than WTP, **READ:**  
 >> Your group did not agree to pay this price, so I am afraid that I will not be able to sell you the detergent today.

E6. Do you now wish that you’d agreed to the offered price? |\_\_|  
 1 = All agree yes      >> **READ:** Sorry I am not able to sell the product to you now.  
 2 = All agree no  
 3 = At least one yes and one no      >> **READ:** Sorry I am not able to sell the product to you now

**READ:**  
 >> Please remember to think about and discuss the six possible prices for the water treatment facility, **25, 50, 75, 100, 150, 200** taka, so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- >> **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D1. AND D1a.>>> and to encourage people to discuss the prices.

**Section F: Understanding Questions**

●	<b>FIS:</b> Fill out the response that the majority of participants agree to. If there is no majority agreement, then leave the question blank.
F1.	Did you understand the sales meeting procedure described here?  __  1 = Yes 2 = No
F2.	When we return to decide about the water treatment facility: If your group agrees to pay <b>no more than</b> 100 taka <b>and</b> the draw is 150 taka, what will happen?  __  1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify: _____
F2a.	
F2b.	If your group agrees to pay less than 25 taka <b>and</b> the draw is 25 taka, what will happen?  __  1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify: _____
F3.	In which case would your compound keep the facility? Choose all that apply. 1 = Keep 2 = Don't keep
F3a.	The price your group agrees to pay exceeds the envelope price.  __
F3b.	The price your group agrees to pay is less than the envelope price.  __
F3c.	The price your group agrees to pay equals the envelope price.  __
F3d.	Other, specify: _____  __
F4.	Are you now willing to participate in the sales meeting to decide your monthly subscription fee? 1 = Yes >> Skip to F5 2 = No
F4a.	If F4 is 2 "No": Please explain why: _____
●	<b>FIS:</b> Fill out F5 and F6 on your own, do NOT read aloud!
F5.	How well did the group understand the sales meeting procedure?  __  1 = Very well 2 = Fairly well 3 = Somewhat 4 = Not very well 5 = Not at all
F6.	Explain your answer to F5 and provide additional overall comments if necessary:  

## Section G: Rules and FAQs

- **FIS:** This section is optional. Read it if participants have questions related to subscription.

<b>RULES FOR SUBSCRIPTION:</b>	
<p><b>R1.</b> The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.</p> <p><b>R1a</b> This monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.</p> <p><b>R1b</b> If a month’s payment is missed, compounds will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.</p> <p><b>R1c</b> This payment is to be collected and given to icddrb staff by the elected compound representative. icddrb staff will contact this person to let him/her know when s/he is</p>	
G1.	<p>Did FIS read subscription of rules?  __ </p> <p>1 = Yes, detailed read; 2 = Yes, partial read; 3 = No</p>

<b>FREQUENTLY ASKED QUESTIONS (FAQS)</b>	
<p><b>1 Who will look after technical issues related to dispenser or if hardware is faulty?</b>                  &gt;&gt; ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.</p>	
<p><b>2 What happens if an individual household doesn’t want to pay his/her share of</b>                  &gt;&gt; Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility</p>	
<p><b>3 I cannot own the product what is the point of paying for one year?</b>                  &gt;&gt; You are not buying the product by paying installments but you are paying shared-subscription- fee each month as long as you want the facility in the compound.</p>	
<p><b>4 What happens after one year?</b>                  &gt;&gt; If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.</p>	

<p><b>5 Who will refill the dispenser/look after maintenance?</b></p> <p>&gt;&gt; As we recommended in the promotion, other compounds have been happy dealing with this in two ways:</p> <p><b>A.</b> Rotating from HH to HH. Each day it is a different HH’s responsibility. The compound can choose an object, like a ribbon or rope to put on the HH’s door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.</p> <p><b>B.</b> Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.</p>
<p><b>6 Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are</b></p> <p>&gt;&gt; If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.</p>
<p><b>7 Why are you doing this by lottery and not by income, where the poorest households pay the lowest?</b></p> <p>&gt;&gt; All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems:</p> <ul style="list-style-type: none"> <li>i. Conflict with icddrb, as people become angry if they don’t agree with our assessment of their income.</li> <li>ii. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price</li> <li>iii. Dishonesty, as people want to report lower income to get a better deal</li> </ul>
<p><b>8 Why not pick one low price and give to everyone?</b></p> <p>&gt;&gt; This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.</p>
<p><b>9 Why can’t you just randomly pick the envelope first, then let us decide?</b></p> <p>&gt;&gt; We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It’s a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.</p>
<p><b>10 Will the price change if households move out or if new people move in?</b></p> <p>&gt;&gt; No, the price is set.</p>
<p><b>11 Why are you giving detergent for free in one meeting then selling it in the next?</b></p>

>> We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

- 

<b>FIS:</b> Write any new questions below and write the answer you gave, or the answer you think should be given.
<b>NEW FAQs</b>
12 _____
13 _____
14 _____

<b>FIS:</b> Fill out A9 (time of interview end) on first page.
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## SALES MEETING—PROCEDURE AND DATA COLLECTION GROUP THREE- INDIVIDUAL/DS/COMBINED

### Section A: Compound Identification

- **FIS:** Fill out A1 through A7 before entering compound

A1.	Field Site:	_____
A2.	Field Site Code:	__ __
A3.	Compound ID:	__ __ __ __ __
A4.	Number of Households: (At Enrollment)	__ __
A5.	Manager's Name:	_____
A6.	Treatment Group:	<u>3</u>
A7.	FIS ID/Name:	__ __  / _____

- A4a. Number of Households: |\_\_|\_\_|  
(Current)
- A8. Date of Interview: (DD/MM/YYYY) |\_\_|\_\_|/|\_\_|\_\_|/|\_\_|\_\_|\_\_|\_\_|
- A9. Time Start of Interview: (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|
- A10. Time End of Interview: (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

- **FIS:** Gather as many household representatives as possible for the meeting.

**READ TO GROUP:** Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

- **FIS 1:** Quietly fill out Section B, Household roster (while FIS 2 proceeds with following Sections).
- **FIS 2:** Proceed with Sections following Section B (while FIS 1 quietly goes over Section B).

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

**Section B: Household Roster**

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at auction meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town  2 = too busy  3 = Non-user because of smell  4 = poor, cannot afford  5 = non-user because of other reason (specify)  7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife  3 = Father/Mother 4 = Child  5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
CM												/
1.												/
2.												/
3.												/
4.												/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
5.												/
6.												/
7.												/
8.												/
9.												/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
10.												/
11.												/
12.												/
13.												/
14.												/

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

HID	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at auction meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Present and participating in sales meeting?  1 = Yes 2 = No  (if 1 "Yes" → skip to "d")	If not present or participating in sales meeting, ask present members why  1 = out of town 2 = too busy 3 = Non-user because of smell 4 = poor, cannot afford 5 = non-user because of other reason (specify) 7 = other (specify)	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't Know	Present in Promotion?  1 = Yes 2 = No 9 = Don't Know	Present in Reminder?  1 = Yes 2 = No 9 = Don't know	Present in Coaching?  1 = Yes 2 = No 9 = Don't Know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grandparent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (excluding the household rep)  Adult / Child
15.												/
16.												/
17.												/
18.												/
19.												/

## Section C: Reminder on Promotion

“Refer to Flip Chart”

## Section D: Brief Explanation of the Sales Procedure

READ TO GROUP:	
>>	Your compound has had a free trial of the water treatment facility for over two months. Today this free trial will end, but you can keep the facility in exchange for a monthly subscription fee.
>>	The full cost of the chlorine dispenser, if you were to pay for it yourself, would be 40 taka per household, per month. But to encourage people to use this facility, icddr is paying most of the cost and providing it to you at a much lower monthly subscription fee. As a bonus, if you decide to pay for the dispenser, your compound will get to keep the gazi tanks for free. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery.
>>	There are six possible prices that could be drawn from the lottery: <b>2, 5, 7, 10, 15 and 20</b> taka per household per month. I have six sealed envelopes here, each containing one price from this list. One person from your compound will pick an envelope and the price inside will be the price offered to each household in your compound.
>>	But first, as we discussed in the previous meeting, we will go over the list of possible prices and check which of them you would each agree to pay. When the envelope is opened, there will be no more discussion. If everyone here has already agreed to the price in the envelope, then you and everyone in the compound, including those who are absent today, will be responsible to pay this amount every month and you will keep the facility. However, if anybody here has not agreed to pay the amount in the envelope then we will have to take the facility away.
>>	Though keeping the facility means everyone will have to pay, do not worry now about whether absent households will agree to pay. Also don't worry about how much cash is in your pocket now .Just think about which prices <u>your household</u> will agree to pay as a monthly subscription. If you decide to keep the facility, then you can either pay the first subscription fee today, or you can pay when we come back to collect the second round of fees. If we do not receive the money when we return then we will have to remove the facility.
>>	Are there any questions?

**Section E: Auction**

E1.	<p>Is the elected representative from last meeting present today?  __ </p> <p>1 = Yes 2 = No</p>
●	<p><b>FIS:</b>Hand out “<b>Bid-1</b>” bid sheets while reading text below</p>
	<p><b>READ TO GROUP:</b></p>
	<p>&gt;&gt; I am handing each of you a piece of paper that has all six prices listed. If you have trouble reading the prices I have here photos of the taka bills for each price. As you can see, the monthly subscription prices are <b>2,5, 7, 10, 15 and 20</b>taka.</p>
	<p>&gt;&gt; Remember you are agreeing to prices for your household only, you do not need to consider what other households want to pay. In the box beside each price, please place a “tick” mark if you would agree to the price and “cross” mark if you would not agree. <b>DO NOT</b> peek at your neighbor’s paper as this is his/her private agreement! When you are finished, please fold your paper twice and pass it to the front.</p>
●	<p><b>FIS:</b> ollect bid sheets, read script below and then store sheets in “<b>Bid-1</b>” envelope</p>
	<p>&gt;&gt; Now that I have all your written price agreements, I will go through them and find which prices you all agreed to pay.</p>
●	<p><b>FIS:</b> follow instructions</p> <ul style="list-style-type: none"> <li>● <b><u>If they’ve all agreed to 2 taka, READ:</u></b> If the facility price is 2 taka per household per month, you have all agreed, you will pay it.</li> <li>● <b><u>If anyone has not agreed to 2 taka, READ:</u></b>If the facility price is 2 taka per household per month or any price above this, at least one of you has not agreed so your compound will not keep the facility (Skip to E2)</li> </ul> <p><b>REPEAT ABOVE STEPS FOR EACH PRICE</b> until you have reached the price that at least one person does not agree to pay. At this point, skip to E2 as the instruction says</p>
E2.	<p>Write the highest price that everyone has agreed to pay (if at least one person has disagreed with all prices, then write zero).  __ __ __  taka</p> <p><b>FIS:</b>If E2 = <b>ZERO</b>→<b>SKIP to E5., otherwise continue</b></p>

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

E3.	Will you permit anyone to use the facility, or only those who pay?  __  1 = All 2 = Pay only
E4.	Will you try to get more people to pitch in to pay for the dispenser?  __  1 = Yes 2 = No
E5.	Do you expect members who do not pay to use the product?  __  1 = Expect all will 2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E6.	Do you expect absent members will agree to pay <<<WTP or lowest lottery price if WTP is ZERO>>> for the dispenser?  __  1 = Expect all will 2 = Expect most will 3 = Unsure whether most will or won't 4 = Expect most won't 5 = Expect none will
E6a.	Have you taken this expectation (of absent member's WTP) into account when deciding which prices you agree to? 1 = Yes 2 = No → <b>Skip to E7</b>
Script	<b>READ:</b> You should NOT think about absent households, only what your household would agree to pay. We will not make you pay for their share! If you lower your price to include their share, then you might lose the opportunity get the dispenser at a price you would be willing to pay.

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

E6b.	Would you like to change your price agreements? (Check yes if at least one person says “yes”)  __  1 = Yes 2 = No → <b>Skip to E7.</b>
	<b>FIS:</b> Go over the bid sheet procedure again ( <b>use Bid-2</b> ) and write the new highest price below. When finished put bid sheets in “ <b>Bid-2</b> ” envelope. The new highest price that everyone present will agree to pay is:  __ __ __  taka
E7.	Do you believe that your bid can influence the price you will get from the lottery?  __  1 = All agree yes >>> <b>Read “Script E-1”</b> 2 = All agree no >>> <b>Skip to FIS instruction ***</b> 3 = At least one yes and one no >>> <b>Read “Script E-1”</b>
Script E-1	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price

***	<b>FIS:</b> If WTP = <u>NOT ZERO</u> , then read “ <b>Script E-2</b> ”. If WTP = <u>ZERO</u> , then read “ <b>Script E-3</b> ”.
Script E-2	The highest price that all the households in your compound have agreed to pay is <<INSERT <b>WTP</b> >>. <b>if WTP = max WTP (20 tk) → Skip to E9d, otherwise Skip to E9</b>
Script E-3	At least one person disagrees with all the prices in the list

E9.	<b>Understanding Questions</b>
E9a.	Tell me what will happen if the price drawn is <<<INSERT PRICE ONE STEP GREATER THAN WTP>>>?  __  1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify _____
●	<b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

E9b.

Is everybody okay with this outcome? (Check yes only if everyone agrees)	__
1 = Yes >>If WTP = ZERO, Skip to Script E-6, OtherwiseSkip to E9d	
2 = No	

<p>E9c.</p> <ul style="list-style-type: none"> <li>●</li> <li>●</li> </ul>	<p><b>FIS:</b> If E9b is 2 “No” READ:Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.</p> <p><b>FIS:</b> Go over the bid sheet procedure again (use Bid-3) and write the new highest price below.When finished put bid sheets in “Bid-3” envelope.</p> <p>The new highest price that everyone present will agree to pay is:                    __ __ __  taka</p> <p><b>FIS:</b> If price in E9c is ZERO, then SKIP to "Script E-6", otherwise continue.</p>
<p>E9d.</p> <ul style="list-style-type: none"> <li>●</li> </ul>	<p>Tell me what will happen if the price drawn is &lt;&lt;&lt;INSERT THEIR WTP&gt;&gt;&gt;?  __ </p> <p>1 = Keep the facility and pay for it 2 = Have the facility removed 7 = Other, specify_____</p> <p><b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.</p>
<p>E9e</p>	<p>Is everybody okay with this outcome? (Check yes only if everyone agrees)  __ </p> <p>1 = Yes &gt;&gt;Skip to “Script E-4” 2 = No</p>
<p>E9f</p> <ul style="list-style-type: none"> <li>●</li> <li>●</li> </ul>	<p><b>FIS:</b> If E9e is 2 “No” READ:Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.</p> <p><b>FIS:</b> Go over the bid sheet procedure again (use Bid-4) and write the new highest price below. When finished put bid sheets in “Bid-4” envelope.</p> <p>The new highest price that everyone present will agree to pay is:                    __ __ __  taka</p> <p><b>FIS:</b> If E9f is ZERO, then SKIP to "Script E-6", otherwise read “Script E-4”.</p>

<p>Script E-4</p> <ul style="list-style-type: none"> <li>●</li> </ul>	<p><b>READ TO GROUP:</b> We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.</p> <p style="text-align: center;">{FIS: Allow person to pick and open an envelope.}</p> <p><b>CONTINUE:</b> The price offered to the households in your compound is &lt;&lt;&lt;INSERT ENVELOPE PRICE (E11)&gt;&gt;&gt;taka per month.</p>
---	---

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

E11. The price offered to this compound is: |\_\_|\_\_|\_\_| taka

- >> If the price is less than or equal to the group’s willingness to pay, then read **"Script E-5"**
- >> If the price is greater than the group’s willingness to pay, then skip to **"Script E-6"**

Script E-5 **If price is less than or equal to WTP, READ:**  
 Congratulations, <<<INSERT PRICE from E11>>> is a price you have all already agreed to pay! When you are ready I will collect your payment and ask you a few questions.

- **FIS:** Continue when one of the compound members says s/he is ready.

E12. Do you have the full payment (lottery price \* number of households in the compound) ready today?  
 1 = Yes → **SKIP to E14** |\_\_|  
 2 = No, some of the payment is ready  
 3 = No, none of the payment is ready → **SKIP to E17.**

E13. Would you like to pay some now or pay all when we return to collect the second payment? |\_\_|  
 1 = Some now  
 2 = All later → **SKIP to E17**

E14. **FIS:** Collect fees.  
 How were the fees gathered?  
 1 = by the compound manager  
 2 = by the nominated representative |\_\_|  
 3 = by another compound member  
 4 = it was not gathered, FIS collected/is collecting it from individuals  
 7 = other (specify): \_\_\_\_\_

E15. What was the amount paid by each household?  
**(FIS Note:** The HHID should correspond to the HHID drawn on the map of the compound during the baseline. If a household did not pay anything, then write “zero”.)

HHID: |\_\_|\_\_| Amount: |\_\_|\_\_|\_\_| taka

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

HHID: |\_\_|\_\_| Amount: |\_\_|\_\_|\_\_| taka

E16. **FIS:**List reasons given by present households that did not pay:

HHID: |\_\_|\_\_| Reason: \_\_\_\_\_

E17. If or when some households refuse to pay the subscription, how would your compound finance the cost?

1 = Increase subscription fee equally so all payers pay the same amount more to cover the non-payers. |\_\_|

2 = Increase subscription unequally so some pay more than others.

3 = Force refusers to pay for the water treatment facility or move out

4 = Enforce all to pay by raising the rent proportionally

5 = Quit the subscription

7 = Other (specify): \_\_\_\_\_

E18. You have paid a total of: |\_\_|\_\_|\_\_| Taka

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

E19.	The amount of your first subscription fee which you still have to pay is: ((Lottery price *number HHs)- total they have paid (E18.))	__ __ __  Taka
E20.	The total amount due at the next visit is (sum of (lottery price *num HHs) and E19): <b>If E19 is not zero →READ:</b> If you do not pay this amount at the next visit, we will have to remove the facility.	__ __ __  Taka
E21.	We will return in one month to collect payment again. When is a good date and time? <b>If return meeting is refused → SKIP to E22.</b>	Date: (DD/MM/YYYY)  __ __ / __ __ / __ __ __ __  Time: (24 hr clock)  __ __: __ __
Script	<b>READ:</b> Once again, thank you for your time. We will return in one month to collect the next total payment of <<<E20:_____>>> Taka. <b>FIS: END HERE or read Section F (optional)</b>	

E22.	What is the reason you would not like us to return to collect fees? Choose all that apply.	
	1 = At least one of the present households is not able to pay the lottery price.	1- __
	2 = You know absent members will not pay and you are unable to pay for their fees.	2- __
	3 = Your compound is able to pay, but at least some of the members believe the facility is not worth the subscription fee	3- __
	4 = Your compound stopped using the dispenser and wants to quit subscription	4- __
	7 = other (specify):	7- __
Script	<b>READ:</b> Since your compound will not come up with the money, we will have to return to remove the dispenser. In the meantime, if any households wish to use the facility they may. Thank you for your time! <b>FIS: END HERE or read Section F (optional)</b>	

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

Script E-6

If price is greater than WTP, or WTP is zero  
**READ:** At least one of you did not agree to pay an offered price, so I'm afraid that we will have to remove the facility. You may continue to use the facility until the technicians come to remove it.

E13

Do you now wish that you'd agreed to the offered price? |\_\_|  
1 = Yes >>**READ:** Sorry, I am not able to sell the product to you now  
2 = No  
3 = At least one yes and one no >>**READ:** Sorry, I am not able to sell the product to you now

**READ:** Thank you very much for participating today!

## Section F: Rules and FAQs

- **FIS:** This section is optional. Read it if participants have questions related to subscription.

<b>RULES FOR SUBSCRIPTION</b>	
<b>R1.</b>	The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.
<b>R1a</b>	This per household monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.
<b>R1b</b>	If a month's payment is missed, you will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.
<b>R1c</b>	This payment is to be collected and given to icddrb staff by the elected compound representative. Icddrb staff will contact this person to let him/her know when s/he is coming to collect the fee.
F1.	<p>Did FIS read subscription of rules? <span style="float: right;"> __ </span></p> <p>1 = Yes, detailed read</p> <p>2 = Yes, partial read</p> <p>3 = No</p>

<b>FREQUENTLY ASKED QUESTIONS (FAQS)</b>	
<b>1.</b>	<p><b>Who will look after technical issues related to dispenser or if hardware is faulty?</b></p> <ul style="list-style-type: none"> <li>▪ ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.</li> </ul>
<b>2.</b>	<p><b>What happens if an individual household doesn't want to pay his/her share of payment?</b></p> <ul style="list-style-type: none"> <li>▪ Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility</li> </ul>
<b>3.</b>	<p><b>I cannot own the product what is the point of paying for one year?</b></p> <ul style="list-style-type: none"> <li>▪ You are not buying the product by paying installments but you are paying shared-subscription-fee each month as long as you want the facility in the compound.</li> </ul>
<b>4.</b>	<p><b>What happens after one year?</b></p> <ul style="list-style-type: none"> <li>▪ If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.</li> </ul>

<p><b>5. Who will refill the dispenser/look after maintenance?</b></p> <ul style="list-style-type: none"> <li>▪ As we recommended in the promotion, other compounds have been happy dealing with this in two ways: <ul style="list-style-type: none"> <li>A. Rotating from HH to HH. Each day it is a different HH’s responsibility. The compound can choose an object, like a ribbon or rope to put on the HH’s door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.</li> <li>B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.</li> </ul> </li> </ul>
<p><b>6. Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?</b></p> <ul style="list-style-type: none"> <li>▪ If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.</li> </ul>
<p><b>7. Why are you doing this by lottery and not by income, where the poorest households pay the lowest?</b></p> <ul style="list-style-type: none"> <li>▪ All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems: <ul style="list-style-type: none"> <li>A. Conflict with icddrb, as people become angry if they don’t agree with our assessment of their income.</li> <li>B. Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price</li> <li>C. Dishonesty, as people want to report lower income to get a better deal</li> </ul> </li> </ul>
<p><b>8. Why not pick one low price and give to everyone?</b></p> <ul style="list-style-type: none"> <li>▪ This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.</li> </ul>
<p><b>9. Why can’t you just randomly pick the envelope first, then let us decide?</b></p> <ul style="list-style-type: none"> <li>▪ We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It’s a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.</li> </ul>
<p><b>10. Will the price change if households move out or if new people move in?</b></p> <ul style="list-style-type: none"> <li>▪ Yes, but we must verify this. If a household moves out or moves in, please inform us promptly,</li> </ul>

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

by calling (+880-2-8819419-20 ext. 119). We will adjust the monthly fee accordingly.

**11. Why are you giving detergent for free in one meeting then selling it in the next?**

We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

Bid round	HID	E6. Bid
1	1	
1	2	
1	3	
1	4	
1	5	
1	6	
1	7	
1	8	
1	9	
1	10	
1	11	
1	12	
1	13	
1	14	
1	15	
1	16	
1	17	
1	18	

Bid round	HID	E6. Bid
2	1	
2	2	
2	3	
2	4	
2	5	
2	6	
2	7	
2	8	
2	9	
2	10	
2	11	
2	12	
2	13	
2	14	
2	15	
2	16	
2	17	
2	18	

Compound ID |\_\_|\_\_|\_\_|\_\_|\_\_|

<b>Bid round</b>	<b>HID</b>	<b>E6. Bid</b>
3	1	
3	2	
3	3	
3	4	
3	5	
3	6	
3	7	
3	8	
3	9	
3	10	
3	11	
3	12	
3	13	
3	14	
3	15	
3	16	
3	17	

<b>Bid round</b>	<b>HID</b>	<b>E6. Bid</b>
4	1	
4	2	
4	3	
4	4	
4	5	
4	6	
4	7	
4	8	
4	9	
4	10	
4	11	
4	12	
4	13	
4	14	
4	15	
4	16	
4	17	

COACHING MEETING—PROCEDURE AND DATA COLLECTION  
GROUP THREE- INDIVIDUAL/DS/COMBINED

**Section A: Compound Identification**

- **FIS:** Before entering a compound

>> Use price table to prepare prices in detergent auction procedure  
>> Fill out A1 through A8

A1.	Field Site:	_____
A2.	Field Site Code	__ __
A3.	Compound ID	__ __ __ __ __
A4.	Number of Households	__ __
A5.	Manager's Name	_____
A6.	Treatment Group	_3_
A7.	FIS ID/Name	__ __  / _____

A4a. Number of Households:  
(Current) |\_\_|\_\_|

A8. Date of Interview (DD/MM/YYYY) |\_\_|\_\_|/|\_\_|\_\_|/|\_\_|\_\_|\_\_|\_\_|

A9. Time Start of Interview (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

A10. Time End of Interview (24 hr clock) |\_\_|\_\_| : |\_\_|\_\_|

- **FIS:** Gather as many household representatives as possible for the meeting.

**READ TO GROUP:** Thank you for agreeing to participate in the meeting today! I remind you that your participation is voluntary and it should not cause any harm to you. This will not take long, but you may choose to discontinue at any time.

**Section B: Household Roster**

- **FIS:** If compound manager does not live in compound, then fill out “CM” row, otherwise leave “CM” row blank and write “/ CM” after compound manager’s name.

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative <b>If participating:</b> Name of person who will represent the household at coaching meeting today <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting? 1 = Yes 2 = No	Will come to Auction Meeting? 1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why. 1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell 5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User 1 = Yes 2 = No 9 = Don't know	Age (years) 999 = Don't know	Sex 1 = M 2 = F	Education (years of schooling) 99 = Don't know	Present in Promotion 1 = Yes 2 = No 9 = Don't know	Present in Reminder 1 = Yes 2 = No 9 = Don't know	Relation to Household Head 1 = Self 2 = Husband/Wife 3 = Father/Mother 4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
1				/								/
2				/								/
3				/								/
4				/								/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting?  1 = Yes 2 = No	Will come to Auction Meeting?  1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why.  1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell  5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't know	Present in Promotion  1 = Yes 2 = No 9 = Don't know	Present in Reminder  1 = Yes 2 = No 9 = Don't know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother  4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
5				/								/
6				/								/
7				/								/
8				/								/
9				/								/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting?  1 = Yes 2 = No	Will come to Auction Meeting?  1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why.  1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell  5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't know	Present in Promotion  1 = Yes 2 = No 9 = Don't know	Present in Reminder  1 = Yes 2 = No 9 = Don't know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother  4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
10				/								/
11				/								/
12				/								/
13				/								/
14				/								/

	a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.
HID	Name of Household Representative  <b>If participating:</b> Name of person who will represent the household at coaching meeting today  <b>If not participating:</b> Ask participating members for name and information of household head	Participating in Coaching Meeting?  1 = Yes 2 = No	Will come to Auction Meeting?  1 = Yes 2 = No 9 = Don't Know	If absent or not participating in Coaching or Auction meeting, ask why.  1 = out of town 2 = too busy 3 = poor, cannot afford 4 = non-user because of smell  5 = non-user because of other reason (specify) 7 = other (specify) Coaching / Auction	User  1 = Yes 2 = No 9 = Don't know	Age (years)  999 = Don't know	Sex  1 = M 2 = F	Education (years of schooling)  99 = Don't know	Present in Promotion  1 = Yes 2 = No 9 = Don't know	Present in Reminder  1 = Yes 2 = No 9 = Don't know	Relation to Household Head  1 = Self 2 = Husband/Wife 3 = Father/Mother  4 = Child 5 = Brother/Sister 6 = Grand-parent 7 = other (specify) 9 = Don't know	No. of adults from HH present/ No. of children from HH present (under 15)  (Excluding the household rep)  Adult / Child
15				/								/
16				/								/
17				/								/
18				/								/
19				/								/

**Section C: Reminder on Promotion**

<p><b>READ TO GROUP:</b></p> <p>&gt;&gt; My name is _____ and I am from ICDDR (Mohakhali Cholera Hospital).</p> <p>&gt;&gt; You know us because we visited your compound several times. We work on peoples' hand washing and water treatment and have provided you with soapy water, a chlorine dispenser and a Gazi tank.</p>
<p>C1. Do you know of any other compounds enrolled in this program?  ___ </p> <p>1 = All agree yes</p> <p>2 = Most agree yes (more than half)</p> <p>3 = Seems to be even split, half yes, half no</p> <p>4 = Most agree no (more than half)</p> <p>5 = All agree no</p>
<p>&gt;&gt; Today we will be talking about how you can bear the cost of this facility, but first we want to briefly ask you if you remember why it's so important to wash your hands with soap and treat your water with chlorine.</p> <p>&gt;&gt; What happens if we don't wash our hands with soap before eating? And if we don't treat our water before drinking? What do we eat? [wait for answer]</p> <p>&gt;&gt; Yes, that's right, Shit, Human Shit!</p> <p>&gt;&gt; Can you tell me how? [wait for answer]</p> <p>&gt;&gt; If we don't wash both our hands after using the latrine and before eating then shit stays on our hands and goes in our mouths when we eat and if we don't kill the shit that leaks into water with chlorine, then we drink shit!</p> <p>&gt;&gt; What would your neighbor think if she sees you serve your child water without chlorine? How would you feel? [wait for answer]</p> <p>&gt;&gt; What's more, eating shit causes dangerous diseases such as cholera, typhoid, jaundice, diarrhea, dysentery which in many cases, lead to death. 2 Million children die each year from diarrhea that could have been prevented by simply washing hands and drinking safe water.</p> <p>&gt;&gt; AND these diseases cost a lot!</p> <p>&gt;&gt; So Unless we enjoy eating shit and want to get sick, we must wash our hands with easy and cheap soapy water (After using the latrine, after cleaning child bottom, before eating) AND we must treat our water with chlorine.</p> <p>&gt;&gt; Great! You did a good job recalling some of the facts that we taught you before. Now we can move on to the lottery procedure!</p>

**Section D: Brief Explanation of the Sales Procedure**

**READ TO GROUP:**

>> Please take time to inform absent members of the following important information.  
 >> Your compound has had a free trial of the water treatment facility [chlorine dispenser and gazi tanks] for over two months.  
 >> In roughly one week the free trial will end, but you can keep the chlorine dispenser in exchange for a monthly subscription fee. If you decide to pay for the Chlorine dispenser, the Gazi tanks will e included at no additional fee.  
 >> The full cost of the chlorine dispenser, if you were to pay for it yourself, would be **35** taka per household, per month. But to encourage people to use this facility, icddrb is paying most of the cost and providing it to you at a much lower monthly subscription fee. As it is not possible to offer all compounds the same low subscription fee, to be fair to all we will draw the price from a lottery. There are six possible prices that could be drawn from the lottery: **20, 15, 10, 7, 5, 2** taka per household per month.  
 >>  
 We will hold this lottery roughly one week from today. Let us first set the date of the lottery

D1. Who is currently responsible for maintaining the facility (keeping the )  
 1 = We share the responsibility  
 2 = One person, normal member; HHID:   
 3 = One person, compound manager  
 7 = Other, Specify: \_\_\_\_\_

D2. Date of Meeting: (YYYY/MM/DD)  /  /   
 D2a. Time of Meeting: (24 hr clock)  :   
 Name/Phone number of person to contact in case of rescheduling: \_\_\_\_\_

● **FIS: Skip "D3" during meeting and continue reading:**

D3. Check here if meeting was rescheduled:

D3a. **If D3 checked:** Date of Meeting  /  /

D3b. **If D3 checked:** Time of meeting:  :

**CONTINUE READING:**

>> It is very important that you think and discuss within your household, about these possible prices—**20, 15, 10, 7, 5 and 2** taka per household per month—and decide what prices your household would agree to pay as a monthly subscription fee.  
 >> If you have these discussions early, then on the day of the lottery, when the price is drawn, you will be able to quickly make a responsible decision for your household.  
 >> If you fail to think about these prices early, then on the day of the lottery you may  
 >> feel pressured into saying yes to a price that you could not actually afford to pay  
 >> you might decide not to buy it thinking you cannot afford it, when actually you can  
 >> These results would be bad for you and your compound. In order to prevent this from happening, ICDDR B will conduct the lottery in a special way.

>> On the day of the Lottery, the icddrb staff person will ask you if you would agree to the prices I just mentioned first, then will reveal the lottery price. If you and each of your neighbors have already agreed to pay that price, then you will keep the facility and the lottery price will be your monthly subscription fee, to be paid by each of the households in your compound. If you or any of your neighbors have not agreed to that price, then ICDDRDB will remove the facility from your compound.

>> In this kind of sales meeting, it is best for you to indicate truthfully what prices you would be able to actually pay and what prices you would not be able to pay. If you truly would pay a given monthly fee but indicate on the sheet otherwise, then you risk losing the opportunity to subscribe for a fee that you truly would be willing to pay.

>> Now, please nominate a person in your compound (e.g. compound manager, landlord or any other household), to take the responsibility to enroll households and collect monthly fees.

D4.

[RECORD NAME OF NOMINATED

D4a.

[RECORD HID OF NOMINATED REPRESENTATIVE (enter 99 if representative does not live in the compound)]: | \_\_\_\_ | \_\_\_\_ |

D4b.

Is the nominated representative | \_\_\_\_ | ?  
 1 = the landlord  
 2 = the compound manager  
 3 = neither

**Section E: Detergent Auction**

**READ TO GROUP:**

- >> Now, to ensure that you are ready for the lottery on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> we will go over the procedure in a real setting.
- >> I have brought with me today, some laundry detergent which I will offer to you in the same way as the chlorine dispenser and gazi tanks. The true price of this detergent at the bazaar is 58 taka. If you were to divide this among all the households in your compound, the price would come to <<<INSERT FROM TABLE P2: >>> or more per household. Today, you will have the chance to get it at a lower price in a lottery.
- >> I have brought some baggies so you can easily divide the detergent if you choose to purchase it.
- >> I have five sealed envelopes here. Each of the envelopes contains a price from this list <<<INSERT FROM TABLE L1: >>>. I will let you randomly pick one envelope, the price inside will be the price we offer each household in your compound.
- >> Note, if the price is <<<INSERT FROM TABLE P2: >>>, you are still getting a good deal as you have saved the time of going to the market to buy it yourself!
- >> Before you choose and open an envelope, I will check to see which prices you would agree to pay.
- >> Then, once I open the envelope,
- >> If you have all individually agreed to the price inside, then you will get to keep the detergent for this price. You must pay this price for every household in the compound.
- >> If any one of you has not agreed to the price, then you will not buy the detergent today
- >> Though keeping the detergent now means everyone in the compound, even absent members will have to pay, right now, do not think about other households. Now, we just want to know how much your household is willing to pay. If you decide to keep the detergent, then you can either cover the fee for absent members now, or we can bring the detergent back to the lottery meeting and you can buy it with collected fees then.
- >> Are there any questions? [answer questions]

- **FIS:** Hand out bid sheets (**bid #1**) while reading text below.

- >> I am handing each of you a piece of paper that has all five prices listed. In the box beside each price, please place a “tick” mark if you would agree to the price and “cross” mark if you would not agree. If you have trouble reading the price, I can help.
- >> As you can see, the prices are list <<<INSERT FROM TABLE L1: \_\_\_\_\_>>> taka
- >> You are agreeing to prices for your household only, you do not need to consider what other households want to pay. DO NOT peek at your neighbor's paper as this is his/her private agreement! When you are finished, please fold your paper twice

- **FIS:** Once they are all finished writing filling out the sheets, collect sheets and go through script below.

	<p>&gt;&gt; Now that I have all of your written price agreements, I will go through them and find which prices you all agreed to pay.</p> <ul style="list-style-type: none"> <li>● <b>FIS: follow instructions</b> <ul style="list-style-type: none"> <li>● If they've all agreed to &lt;&lt;&lt;INSERT P3: _____ &gt;&gt;&gt; taka, READ <b>Script E-1</b> and follow directions:</li> <li>● If anyone has not agreed to &lt;&lt;&lt;INSERT P3: _____&gt;&gt;&gt; taka, READ <b>Script E-2</b></li> </ul> </li> </ul>
Script E-1	<p><b>READ:</b> If the detergent price is &lt;&lt;&lt;INSERT FROM TABLE P3: _____ &gt;&gt;&gt; taka per household, you have all agreed, you will pay &lt;&lt;&lt;INSERT FROM TABLE P3: _____ &gt;&gt;&gt; today.</p> <ul style="list-style-type: none"> <li>● <b>REPEAT ABOVE STEPS FOR EACH PRICE</b> until you have reached the price that at least one person does not agree to pay. Then read <b>Script E-2</b>.</li> </ul>
Script E-2	<p><b>READ:</b> If the detergent price is &lt;&lt;&lt;INSERT FROM TABLE P3: _____ &gt;&gt;&gt; taka per household or any price above this, at least one of you has not agreed so you will not keep the detergent.</p> <ul style="list-style-type: none"> <li>● <b>NOW SKIP TO E2</b></li> <li>● <b>STORE SHEETS IN FIRST BID ENVELOPE</b></li> </ul>
E2	Write the highest price that everyone has agreed to pay (if at least one person has disagreed with all prices, then write zero). _____ _____  taka per household
E3	<p>Do you believe that the price you say can influence the price you will get from the lottery?  ____ </p> <p>1 = All agree yes &gt;&gt; Read "Script E-3"                  2 = Most agree yes (more than half) &gt;&gt; Read "Script E-3"                  3 = Seems to be even split, half yes, half no &gt;&gt; Read "Script E-3"                  4 = Most agree no (more than half) &gt;&gt; Read "Script E-3"                  5 = All agree no &gt;&gt; Skip to ***</p>
Script E-3	The prices inside the envelopes are fixed. One of you will choose the envelope, so there is no way that the price you give can affect the price. <b>(NOW CONTINUE TO ***)</b>
***	<b>FIS:</b> If the price in E2 is ZERO, then READ script "E-4". otherwise, READ script "E-5"
Script E-4	>> Your group disagrees with all the prices in the list. <b>(NOW SKIP TO E4)</b>
Script E-5	>> The highest price that your compound has agreed to pay is <<INSERT PRICE FROM E2>>. If <b>E2 is Max WTP, then ==&gt; SKIP to E4d, otherwise continue</b>
E4.	<b>Understanding Questions</b>
E4a.	<p>Tell me what will happen if the price drawn is &lt;&lt;&lt;INSERT PRICE ONE STEP GREATER THAN E2&gt;&gt;&gt;? (record answer that majority agrees on) _____ </p> <p>1 = buy the detergent                  2 = do not buy the detergent                  3 = Other (specify) _____</p> <ul style="list-style-type: none"> <li>● <b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.</li> </ul>
E4b.	Is everybody okay with this outcome? (Check yes only if everyone agrees) _____

	<p>1 = yes    &gt;&gt; <b>If E2 is ZERO, skip to "Script E-8"; If E2 not ZERO, Skip to "E4d"</b>                  2 = no</p>
E4c.	<p><b>If E4b is 2 "No", READ:</b> Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.</p> <ul style="list-style-type: none"> <li>● <b>FIS:</b> Go over the bid sheet procedure again (<b>using bid #2 sheets</b>) and write the new highest price below. Then move on to E4d.</li> </ul> <p>The new highest price that this compound will agree to pay is:     __ __  taka</p> <ul style="list-style-type: none"> <li>● <b>FIS: If price in E4c is ZERO, then SKIP to "Script E-8" (otherwise continue).</b></li> </ul>
E4d.	<p>Tell me what will happen if the price drawn is &lt;&lt;&lt;INSERT <b>Current WTP (E2 or E4c)</b>&gt;&gt;&gt;? (record                  1 = buy the detergent                  2 = do not buy the detergent                  7 = Other (specify)_____</p> <ul style="list-style-type: none"> <li>● <b>FIS:</b> After entering their response, correct them if they are wrong, then move to the next question.</li> </ul>
E4e.	<p>Is everybody okay with this outcome? (Check yes only if everyone agrees)     __ </p> <p>1 = yes    &gt;&gt; <b>Skip to Script E-6</b>                  2 = no</p>
E4f.	<p><b>If E4e is 2 "No", READ:</b> Since there appears to be some confusion, I will allow you to discuss as a group then rebid if you like.</p> <ul style="list-style-type: none"> <li>● <b>FIS:</b> Go over the bid sheet procedure again (<b>using bid #3 sheets</b>) write the new highest price below.</li> </ul> <p>The new highest price that this compound will agree to pay is:     __ __  taka</p> <ul style="list-style-type: none"> <li>● <b>FIS: If price in E4f is ZERO, then SKIP to "Script E-8", otherwise read "Script E-6".</b></li> </ul>
Script E-6	<p><b>READ TO GROUP:</b> We are now ready to conduct the lottery, please nominate a volunteer to pick the envelope.</p> <p style="text-align: center;">{FIS: Allow person to pick and open an envelope.}</p> <p><b>CONTINUE:</b> The price offered to your compound is &lt;&lt;&lt;INSERT ENVELOPE PRICE (E5)&gt;&gt;&gt; taka.</p>
E5.	<p>The price offered :     __ __  taka</p> <ul style="list-style-type: none"> <li>● &gt;&gt; If the price is less than or equal to the group's willingness to pay, then read <b>Script E-7</b></li> <li>● &gt;&gt; If the price is greater than the group's willingness to pay, then <b>skip to Script E-8</b></li> </ul>
Script E-7	<p><b>If price is less than or equal to WTP, READ:</b></p> <ul style="list-style-type: none"> <li>&gt;&gt; Everyone in your group has agreed to pay this price, so everyone in your compound now owes &lt;&lt;&lt;INSERT E5&gt;&gt;&gt;.</li> <li>&gt;&gt; If you are not able to pay this price for all households in the compound now, then we can bring the detergent back in a week and sell it to you then for the same price.</li> </ul> <ul style="list-style-type: none"> <li>● <b>FIS:</b> Only give the detergent if they have all the money</li> </ul>

E5a.

Was the total paid? |\_\_\_\_|

1 = Yes

2 = No >> **Skip to "E5d"**

E5b. If E5a is 1 “Yes”, list HHIDs and price paid of paying, present members:

HHID: |\_\_|\_\_| Amount: |\_\_|\_\_|\_\_| taka  
 HHID: |\_\_|\_\_| Amount: |\_\_|\_\_|\_\_| taka

E5c. List reasons given by households who were present but did not pay:

HHID: |\_\_|\_\_| Reason: \_\_\_\_\_  
 HHID: |\_\_|\_\_| Reason: \_\_\_\_\_

E5d. If E5a is 2 “No”: Will they pay this amount in the next meeting? |\_\_|  
 1 = all agree yes ; 2 = all agree no; 3 = at least one yes and one no

**READ TO GROUP:** Please remember to think about the **six** possible prices for the **chlorine dispenser, 2, 5, 7, 10, 15 and 20** , so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> and to encourage people to discuss the -----
- **FIS: NOW SKIP TO SECTION F**

Script E-8 if price is greater than WTP, **READ:**  
 >> **At least one of you did not agree to pay an offered** price, so I am afraid that I will not be able to sell you the detergent today.

E6. Do you now wish that you’d agreed to the offered price? |\_\_|  
 1 = All agree yes >> READ: Sorry I am not able to sell the product to you now.  
 2 = All agree no  
 3 = At least one yes and one no >> READ: Sorry I am not able to sell the product to you

**READ:**  
 >> Please remember to think about the **six** possible prices for the **chlorine dispenser, 2, 5, 7, 10, 15, 20** taka per household, so you can make a good decision in the lottery meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>>!

- >> **FIS:** Meet with elected spokesperson and ask him/her to remind people of the meeting on <<<INSERT DATE AND TIME FROM D2. AND D2a.>>> and to encourage people to discuss the -----

**Section F: Understanding Questions**

	<b>FIS:</b> Fill out the response that the majority of participants agree to. If there is no majority agreement, then leave the question blank.
F1.	Did you understand the sales meeting procedure described here?  __  1 = Yes 2 = No
F2.	When we return to decide about the water treatment facility:
F2a.	If one person in your group agrees to pay only 15 taka, but the draw is 25 taka, what will happen?  __  1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify: _____
F2b.	If one person in your group agrees to pay less than 25 taka, and others agree to pay 25, and the draw is 25 taka, what will happen?  __  1 = Keep the facility and pay for it 2 = Have the facility removed 3 = Other, specify: _____
F3.	In which case would your compound keep the facility? Choose all that apply. 1 = Keep 2 = Don't keep
F3a.	The price everyone in your group agrees to pay exceeds the envelope price.  __
F3b.	The price everyone in your group agrees to pay is less than the envelope price.  __
F3c.	The price everyone in your group agrees to pay equals the envelope price.  __
F3d.	Other , specify: _____  __
F4.	Are you now willing to participate in the sales meeting to decide your monthly subscription fee?  __  1 = Yes >> Skip to F5 2 = No
F4a.	If F4 is 2 "No": Please explain why: _____
	● <b>FIS:</b> Fill out F5 and F6 on your own, do NOT read aloud!
F5.	How well did the group understand the sales meeting procedure?  __  1 = Very well 2 = Fairly well 3 = Somewhat 4 = Not very well 5 = Not at all
F6.	Explain your answer to F5 and provide additional overall comments if necessary:

**Section F: Rules and FAQs**

- FIS: This section is optional. Read it if participants have questions related to subscription.

**RULES FOR SUBSCRIPTION:**

**R1.** The monthly subscription fee that each household agrees to pay in the sales meeting must be paid by every household in the compound, each month for you to continue to use the facility. This fee includes the right to keep the facility in the compound, monthly refills of chlorine and repairs/replacements if necessary.

**R1a** This per household monthly subscription fee is the price that was pulled from the envelope during the lottery meeting.

**R1b** If a month’s payment is missed, you will be allowed to pay the following month. If payment is not made by the following month, hardware will be removed.

**R1c** This payment is to be collected and given to icddrb staff by the elected compound representative. Icddrb staff will contact this person to let him/her know when s/he is coming to collect the fee.

G1.

Did FIS read subscription of rules? |\_\_\_|  
 1 = Yes, detailed read; 2 = Yes, partial read; 3 = No

**FREQUENTLY ASKED QUESTIONS (FAQS)**

**1 Who will look after technical issues related to dispenser or if hardware is faulty?**  
 >> ICDDR, B should be contacted immediately if such problem arises. See the phone number on the consent form we provided you (+880-2-8819419-20 ext. 119). They will repair or replace the hardware within shortest possible time.

**2 What happens if an individual household doesn’t want to pay his/her share of payment?**  
 >> Even if someone of you would not pay, the total subscription fee decided here today must be paid each month to continue to use the facility

**3 I cannot own the product what is the point of paying for one year?**  
 >> You are not buying the product by paying installments but you are paying shared-subscription- fee each month as long as you want the facility in the compound.

**4 What happens after one year?**  
 >> If the compound agrees to continue its subscription for a second year, we will continue at the same price. After two years, if you wish to continue, we will continue to supply you at cost – we will not make any profit, just enough to cover our costs.

<p><b>5 Who will refill the dispenser/look after maintenance?</b></p> <p>&gt;&gt; As we recommended in the promotion, other compounds have been happy dealing with this in two ways:</p> <p>A. Rotating from HH to HH. Each day it is a different HH's responsibility. The compound can choose an object, like a ribbon or rope to put on the HH's door as a reminder that it is their day to refill. When a person fails to refill on her day, the next household can cover, and the absent HH can refill when they have returned. Some HHs institute small fines for missing a day.</p> <p>B. Assigning the responsibility to one person (manager, nominated representative). Some HHs will give this person discounted subscription since s/he has maintains the facility.</p>
<p><b>6 Does Chlorine become unsafe after 24 hours? Do we have to re-chlorinate? Are there Adverse effects?</b></p> <p>&gt;&gt; If water is boiled, dirt can get back into the water after only 10 minutes. But chlorine stays in the water for 24 hours and kills any dirt that enter. After 24 hours if the chlorinated water is stored in a closed container, then it is safe for days after. There are no adverse effects coming from chlorine, only from the dirt things reenter.</p>
<p><b>7 Why are you doing this by lottery and not by income, where the poorest households pay the lowest?</b></p> <p>&gt;&gt; All the compounds we offer this to are in need, differentiating between their incomes is very difficult and can cause the following problems:</p> <p><b>A.</b> Conflict with icddrb, as people become angry if they don't agree with our assessment of their income.</p> <p><b>B.</b> Conflict between compounds, as one feels it is not fair that his/her neighbor got it at a different price</p> <p><b>C.</b> Dishonesty, as people want to report lower income to get a better deal</p>
<p><b>8 Why not pick one low price and give to everyone?</b></p> <p>&gt;&gt; This is a new way that is being piloted by icddrb. They believe it might be a better way to get more dispensers to more people. If they find otherwise, then we will discontinue. Regardless, it is fair as everyone is receiving a big discount and everyone has the same chance of receiving an even lower discount.</p>
<p><b>9 Why can't you just randomly pick the envelope first, then let us decide?</b></p> <p>&gt;&gt; We do this for the benefit of the compound members. We find that if we encourage members to make the decision before seeing the price, then they are more likely to be happy with their decision in the long run. It's a more responsible decision. Whereas, if we show the price, sometimes people act impulsively, by spending too much, or by withdrawing and alter regretting it.</p>
<p><b>10 Will the price change if households move out or if new people move in?</b></p> <p>&gt;&gt; Yes, but we must verify this. If a household moves out or moves in, please inform us promptly, by calling (+880-2-8819419-20 ext. 119). We will adjust the monthly fee accordingly.</p>

**11 Why are you giving detergent for free in one meeting then selling it in the next?**  
>> We are giving enough free detergent to be used for making soapy water, but you will still need to buy more detergent for your laundry. Since you still need to buy it, we thought it would be a good product to use to practice the lottery procedure.

- **FIS:** Write any new questions below and write the answer you gave, or the answer you think should be given.  
  
**NEW FAQs**  
11 \_\_\_\_\_  
12 \_\_\_\_\_  
13 \_\_\_\_\_

- **FIS:** Fill out A9 (time of interview end) on first page.

**Section H: Bid Sheet Entry**

Bid round	HID	E7. Bid
1	1	
1	2	
1	3	
1	4	
1	5	
1	6	
1	7	
1	8	
1	9	
1	10	
1	11	
1	12	
1	13	
1	14	
1	15	
1	16	
1	17	
1	18	

Bid round	HID	E7. Bid
2	1	
2	2	
2	3	
2	4	
2	5	
2	6	
2	7	
2	8	
2	9	
2	10	
2	11	
2	12	
2	13	
2	14	
2	15	
2	16	
2	17	
2	18	

Bid round	HID	E7. Bid
3	1	
3	2	
3	3	
3	4	
3	5	
3	6	
3	7	
3	8	
3	9	
3	10	
3	11	
3	12	
3	13	
3	14	
3	15	
3	16	
3	17	
3	18	