



# Acting on feedback: safe and accessible emergency latrines

 **ZAMBIA**

**WASH & PGI LEARNING SERIES**

# Problem

- Severe flooding in Zambia displaced over 25,000 households across 37 districts
- Emergency sanitation facilities needed for displaced people in 20 camps
- Cultural and safety concerns around shared male/female facilities



**A mother & daughter displaced by flooding, cook in the relocation camp. Stanley Ndhlovu / IFRC**

# Actions

- Separate male/female toilets and showers initially placed at opposite ends of the camps
- Routine feedback (mixed-methods) highlighted concerns about safety at night and accessibility
- Communities identified their own solution: add ramps and modify to have male/female facilities at both ends of camps



Volunteers engaging with people in Mazabuka camp. Zambia Red Cross

# Specific results

- 82 temporary toilets and 102 temporary bathing shelters were constructed in camps in Namwala, Mazabuka, and Monze
- 557 solar lights were distributed to to enhance safety, especially for women and children
- ZRCS teams aware and motivated to integrate protection, gender and inclusion principles into all WASH actions



Emergency temporary latrines constructed for displaced people. Zambia Red Cross

# Learning

- Community engagement crucial for appropriate facility placement and design needs
- Engagement is not just a “one-off”: initial solutions need adjustment based on actual usage and feedback
- Cultural and religious considerations impact sanitation facility design



**Volunteers from the Zambian Red Cross visit communities to talk about their needs and priorities. Netherlands Red Cross / Donna van der Knaap**

# A volunteer's perspective



*"It is very important that we humanitarians fully engage with communities - both as a whole and in their specific groups - when we're planning where to place or build amenities [sanitation facilities]. We have to consider cultural and religious appropriateness, access, safety, and so many other factors.*

*When we did this properly, and prioritised safe water and WASH infrastructure, we saw an immediate reduction in the risk of water-related diseases in the communities."*

**- Zambia Red Cross community volunteer**



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