Period Perfect toilet training guide

2022 Volunteer training guide

This training guide is to give you information on how to carry out your volunteer role onsite. This training guide should be read in conjunction with the WaterAid festival volunteer guide and your festival-specific guide, both found on the Festival Volunteer Hub.

You will receive onsite training for your role, in the context of your work area. You will be notified of the timing of this training when you sign in with us onsite.

Overview and background

This is the first year that WaterAid and Boomtown have worked together to provide a toilet space which allows people to manage their period with dignity. Festivals can be notoriously difficult places to manage our periods and by having an environmentally friendly, self-sufficient block of composting toilets and an accessible loo, alongside free period products we hope to change this. There is also a vanity area with mirrors and beanbags, so that festival goers can refresh before heading back into the fun. Volunteers will clean the loos regularly to keep them sparkling clean and talk to festival goers about WaterAid’s work and specifically our work on periods around the world.

Operational hours: Our Period Perfect toilets will be open between 1pm – 1am.

Shifts: 4 x six hour shifts, shift times will rotate each day. We will give you your rota onsite.

Management and supervisors

You will have one Onsite Lead or team lead per shift. They will:

- Deliver a quick briefing to you at the start of your shift and sign you in.
- Support all volunteers on shift, relaying any problems to the management team, writing down feedback and working with the event’s site team to ensure you have enough stock and materials.

Onsite training

You will receive details of the times of your onsite training on your rota. You will meet at the campsite before this training, so that you can walk to the Period Perfect toilets with the team. At this training you will be shown where everything is and what you need to do on shift.

Before your shift:

- Make sure you’re wearing closed toe shoes and your WaterAid t-shirt
- Meet your Team Leader at the Period Perfect toilets at the start of your shift, to sign in and receive a handover from the previous team

On your shift: Equipment and materials

The following items will be provided:

- Hand sanitiser gel
- Green cleaning fluid (to be diluted before use)
- Superior grip gloves (various sizes)
- Vinyl disposable gloves
- Buckets
- Mops
- Dustpan and brush
- Brooms
- Litter Pickers
- Sprayer bottles
- Goggles
- Churn brushes
- Squeegees
- Sanitary bins
- Blue cloths
- Red cloths

There will be also be a stationary box and decorative items such as WaterAid tattoos and pin badges at the entrance area that volunteers will be able to give out to people who use the Loos – this should not be done by volunteers who are cleaning the loo.

On your shift: Volunteer tasks

1. Entrance - welcoming festival goers, explain the Period Perfect toilets and WaterAid’s work, taking donations (contactless and cash) and using the clicker to count people coming in.

2. Loos - cleaning & tidying between uses, replenishing toilet paper, putting sawdust down at regular intervals and monitoring the waste levels and sanitary bins.

Volunteers will be able to rotate between the tasks. Your team leader or onsite manager will oversee rotations, all activities and support where needed.

1. Entrance and taking donations

At the entrance to the Period Perfect toilets, guests will be able to make a donation of £2 each time they enter the loo. These toilets are designed to be used by people on their periods, however we will never deny entry to anyone looking to use a lovely, clean loo. Guests are able to donate more if they wish, and we cannot deny access to a guest if they do not wish to donate. Please be mindful of the information in your training about taking donations from vulnerable persons, and remember to let your shift manager know if you have any queries or concerns.

Contactless donations are preferred this year because of hygiene and security:

   a) Contactless card payment option

We are using Goodbox contactless donation machines - they do not need to be connected to Wi-Fi/4G to take donations as the transactions process once the internet connection is re-established. These units have around 5 hours of battery life, and will need to be charged between uses to ensure there are two machines available to use at all times when the loos are open.

The machines will be set to take donations of £2. The amount can be changed by pressing the up and down arrows on the screen and will always default back to £2.

Instructions and training for using the machines will be provided at the festival.

We will not collect any personal data from these machines, and therefore donors will not receive any future communications from WaterAid.
b) Cash

While card donations are preferred, we will also collect cash from people who do not wish to, or are unable to use the contactless machines. Collection tins will be available for these donations. Whilst in use these must be either held by a volunteer or cable tied to a secure fixed structure, and not left alone. At the end of your shift give all tins to your shift manager.

Gift Aid cannot be added to any of the above donation methods. If a person wishes to make a donation with Gift Aid or to donate a different amount to the options available, they need to donate via [www.wateraid.org](http://www.wateraid.org) or phone Supporter Care on 020 7793 4594.

Cash Handling

Card payment device handling for all staff/volunteers

If you are asked to transport or oversee the use of any of the WaterAid card payment devices, you must follow these guidelines:

- Do not leave any card payment device unattended. There must be a minimum of two WaterAid volunteers/staff members present when transporting the devices.
- When transporting any card payment devices ensure they are in a secure, concealed bag.
- Whilst on shift, ensure all card payment devices are never left unattended and if provided with a security lock it must be used.
- If you are on the last shift of the day then ensure the devices are returned to your shift manager.
- A check for potential tampering of the machines should be carried out at the point of collection and return of the devices.
- If you suspect that any device may have been tampered with or lost, then please contact your shift manager/supervisor immediately.

If you are asked to carry cash, collection boxes or cash tins, you must follow these guidelines:

- Do not carry cash alone. There must be a minimum of two WaterAid volunteers/staff members present when collecting, counting and transporting cash.
- When transporting any cash, ensure any donation tins/buckets are in a secure, concealed bag.
- Whilst on shift, ensure all donation tins/buckets not being held by a volunteer are secured to walls/fencing with cable ties while in use.
- When your shift finishes, keep donation tins/buckets sealed and return to your shift manager.
- If you are given a donation and you are not near a secure collection tin, please give it to your shift manager/supervisor immediately.

2. Cleaning the Loos – instructions:

- Equipment is stored in or behind the Period Perfect toilets. Let your team leader know if you need anything topping up/replacing.
- Wipe round the toilet seats and the walls, sweep/mop the flooring area and remove any litter.
• The bins underneath the loos collecting the compost/human waste will be emptied/changed regularly by a separate team and waste disposed. When the bins are full, let your shift manager know immediately.
• Each toilet will have a sanitary bin with a sanitary waste bag. When these are full, wearing gloves, please tie up the bin bag, dispose of the tied-up bin bag in normal waste, and replace the bin liner.
• At least one person should be cleaning at all times between uses.

3. Talking to festival goers about the Period Perfect toilets:
   Talking to festival goers in the Period Perfect toilets is a great opportunity to highlight WaterAid’s work making sure everyone, everywhere has access to a decent toilets. Here’s some useful phrases you can use whilst volunteering in the Period Perfect toilets:
   • Welcome to WaterAid’s Period Perfect toilets!
   • We think toilets are pretty incredible
   • It’s easy to take toilets for granted but one in four people worldwide (2 billion people!) don’t have access to a decent toilet
   • Clean water, decent toilets and good hygiene must be normal everywhere for people to live healthy, happy lives.

After your shift:
   • If you are on the first shift of the day, before leaving the Period Perfect toilets your team will need to handover to the second shift team. Your shift team leader will lead this handover.
   • Make sure you change out of your WaterAid t-shirt, as you should not wear these when not on shift – that is your free time!
   • For hygiene reasons we recommend you take a shower/wash after your shift.

Health and Safety specific to this role

1. Slips, trips and falls
   • Wear suitable sturdy closed toed footwear
   • Use the correct equipment provided for cleaning
   • Never work in other areas aside from your designated work space
   • Do not leave cleaning materials and equipment unattended
   • Report any lack of lighting to your supervisor
   • Request anti-slip treatment such as sawdust for spillages
   • Regularly take waste bags to the disposal or recycling area so that they do not take up space inside or around the toilets and cause hazards

2. Contact with cleaning chemicals
   • All chemicals marked ‘irritant’ are being substituted for eco-friendly products where possible
   • Wear gloves provided when taking part in cleaning tasks
   • Clothing or gloves soiled with chemicals should be disposed of and new items requested
   • Report any health problems that may have come from cleaning (e.g. itchy skin)
Always wear appropriate clothing on shift – closed toed footwear, trousers or long shorts and WaterAid t-shirts.

3. **Injuries caused by materials or equipment**
   - Ask for help when lifting heavy objects such as full waste sacks
   - Ensure bins and buckets are not over-filled
   - Use long handled mops, brushes and litter pickers to reduce the need to stretch and stoop.

4. **Aggravation from campers**
   - Sometimes we may experience some verbal abuse from campers, particularly if working at a busy area, where there is a long queue or weather conditions have made sites unpleasant.
   - Everyone should report any instances of abuse immediately to the nearest member of security and to your team leader or supervisor, who will feed this back to the management team for appropriate action.

5. **Extremes of weather**
   - Shelter when necessary
   - Take weather-appropriate clothing to each shift

6. **Reputational risk to WaterAid**
   - Ensure that on shift you are seen to be working hard and if possible, enjoying yourself!
   - Do not eat, smoke, or drink alcohol at your work area.
   - Report any problems as soon as possible so that we can rectify this and minimize any complaints about WaterAid.