Sanitation

Loo Crew
Womxns Urinals
Good Loos
Water Point Roaming
Cleanup crew
Shifts

All rotas will be sent out on Monday 19 June
Arrival Tuesday 12pm – 5pm, briefing at 7pm (T/L & S on Monday)

Everyone has 4 x 6 hour shifts

- **Loo-Crew (include accessible)**
  - Wednesday – Monday (last shift finishes at midday on Monday) 24 hours (night crew team on overnights)

- **Good Loos**
  - Thursday – Sunday, 6am – midnight daily

- **Womxns Urinals**
  - Wednesday Midday – Monday Midday.

- **Water Point Roaming**
  - Wednesday to Monday (last shift finishes midday)

- **Cleanup Crew**
  - Tuesday 27th – Thursday 29th (3 x 8 hour shifts)
Before your shift

- Make sure you’re wearing closed toe shoes and your WaterAid hi-vis
- You will be told where to meet and sign-in before shift, to receive a briefing prior to going on shift.
On Shift – Loo Crew

- You will be given a map of the toilet locations you will be cleaning and where the nearest cleaning shed is. Make sure to familiarise yourself with this. You will be cleaning the same set of toilets every shift.

- Equipment will be stored in the cleaning sheds around the festival site

- We will provide you with the necessary PPE for the role including:
  - Gloves
  - Face mask (if requested)
  - Eye protection (if requested)

- You will receive a specific cleaning training on site, in location
On Shift – Good Loos

- You will be provided with cleaning materials plus tattoos you can give out to the public.

- Entrance - welcoming festival goers and using the clicker to count people coming in.

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

- Talking with festival goers at WaterAid, giving out tattoos and badges, engaging festival goers with ‘The Living Loos’ and climate campaign.

- You will receive specific cleaning instruction on location.

- We aren’t taking donations, but have a cash box in case someone wants to.

- Engage people without climate campaign - sign the petition or visit the booths.
On Shift – Accessible Toilets

- There are accessible toilets located throughout the site.

- The toilets are locked, people with a requirement to use them needed to contact the access team. Or can go to accessible campsite (near to Woodsies).

- Check the following in each accessible toilet:
  1. Are the door locks still in working order? Are they stiff?
  2. Are there any broken components in the toilet unit?
  3. Capacity of the toilet bowl. If the toilet bowel is over 80% capacity, please report immediately.
On Shift – Accessible Toilets

When cleaning the accessible toilets, please:

- Clean the viewing platform toilets first thing on your shift, beginning with the Pyramid and Other Stage.

- Be aware that the toilet’s code has to be in the absolute correct position for them to open. We have in the past had some lopped off and changed or damaged and left open.

- If you receive a report of a missing lock, please check the unit - we often get reports that the lock is missing, and often it is the case that the lock is hanging on the inside and has simply not been locked.

- Always Twizzle the code when leaving the toilets as if the code is left visible it is effectively unlocked.

- Report any suspicious behaviour/unattended baggage.
On Shift – Womxns Urinals

- Collect the cleaning materials allocated to your role

- Head to your area for the start of your shift
  - Explain to women visiting the area how to use the PEEQUAL units.
  - Encourage people to use the units – especially if they are bit unsure
  - Manage the queue
  - Keep the area tidy and clean to ensure everybody has a lovely experience
  - Ensure each Peequal pod/unit is cleaned with a mop and cleaning products at least every 30 mins – and that the bins in the area are emptied regularly.

- You will receive on site training at location on how to clean the urinals and how to instruct visitors.
On Shift – Water Point Roaming

- Cleaning water points across site and acting as a font of knowledge
- You will be given a map of the toilet locations you will be cleaning and where the nearest cleaning shed is. Make sure to familiarise yourself with this. You will be cleaning the same points each shift.
- Equipment will be stored in the cleaning sheds around the festival site
- We will provide you with the necessary PPE for the role including:
  - Gloves
  - Face mask (if requested)
  - Eye protection (if requested)
- You will receive a specific cleaning training on site, in location
Clean Up Team

- Pick up your equipment

- Equipped with gloves. You'll be dragging all tents, sleeping bags and non-recyclables into the correct piles. You will be instructed on which areas to do this during your briefing each day.

- This role can be quite physically demanding, with lots of bending down and lifting – a full health and safety briefing will be provided prior to you commencing your role onsite. Follow Manual Handling Procedures.

- Help us out – join our subs list
After your shift

- You will need to return all cleaning equipment to your closest cleaning shed and make sure this is put back tidily and in a condition you would like to find it.

- You will sign out with your supervisors and can feedback to Supervisors how the shift went – any problems, comments from event-goers and your achievements!

- For health and safety reasons we recommend that all Cleaning Crew volunteers return to the campsite to take a shower after their shift.
• If you, or any of your team members, feel ill, please report to a Supervisor and maintain contact with your team so that they can monitor your health. Go to see the medics onsite if it persists.

• Don’t clean the mops and buckets at the sink positions at the longdrops, as this will contaminate the taps. Always wash at standpoint positions and clean away from the end of the tap.

• Always use the correct colour cloth and materials, on the correct job, it is important to avoid cross contamination between sinks with fresh water and toilets. **Blue materials and cloths are to be used on sinks and taps, Red materials and cloths are to be used on toilets.**

• Always wear the gloves provided when cleaning and wash and use hands sanitiser on your hands after finishing your shift.

• Take care of any equipment we give you to do the job, including returning the equipment at the end of the festival.
Read through more information on the role specific training guide – volunteer hub

- Wear suitable, sturdy shoes.
- Don't leave cleaning materials or equipment unattended
- Report lack of lighting to supervisor
- Request/use anti slip treatment such as sawdust for spillages
- Remove trip hazards
- Wear gloves provided
- Report health conditions
- Ask for help when lifting heavy objects ensure bins/buckets aren't overfilled
- Use long handled mops and brushes and litter pickers
- Report any abuse
- Shelter when necessary
- Take weather appropriate clothing to your shift
- No eating, smoking or drinking alcohol on shift
- Report problems asap
Campaigning
Campaigning

• What can you do....

• Encourage people to sign our petition
  (QR codes on posters around site)

• Encourage people to visit The Stand or The Meeting Place to record their speech

• Be an ambassador for our work!

• Record your own voice.
Questions?
Team Leaders and Supervisors

- Team Leaders – Based at a location
- Supervisors – Roaming around site

- Who are our volunteers
  - Previous vols, new vols, speakers and much more!

- Why are they here?
  - Have fun, support WaterAid, make friends

- Get to know your team
Team Leaders and Supervisors – Before Shift

- Ensure you’ve read and understand all the relevant information given to you
- Ask the WaterAid management team if there is anything you’re unsure of
- Check volunteers have attended the onsite training
- Check your team know what area(s) they’re working in and how to get there
- Ensure expectations around the role are understood i.e. shift times/breaks.
- Ensure your teams have the equipment and materials they need
- Check if there are any access needs or health issues you need to be aware of (the HQ management team will also update you, if they are aware of any)
Team Leaders and Supervisors – On Shift

- Communication is key
- Encourage volunteers and let them know when they’re doing a great job!
- Support them to feel comfortable being part of your team
- Reinforce WaterAid’s vision and the role volunteers play in achieving this
- Ask for their feedback and act on this where appropriate
- Always report back to the HQ management team on how the shift went – particularly any concerns or any outstanding volunteers.
Team Leaders – Tasks

As well as the tasks in your main training guide, as a team leader you will need to:

- Deliver a quick briefing to your team at the start of their shift and ensure they have the relevant equipment and resources from the campsite.

- Support all your team on shift, relaying any problems to HQ, writing down feedback and working with HQ to ensure you have enough stock and materials.

- Facilitate and encourage role swaps within your team, to ensure that everyone experiences all elements of the role.

- Report any illness, injury, issues with volunteers/equipment or health and safety concerns to the management team at campsite HQ.

- This year we are cleaning long drops, above ground, compost. Specific training will be given on site. ‘What 3 Words’ will be used to support finding locations.
Team Leaders and Supervisors
Dealing with difficult issues. Some scenarios

- Fatigue, boredom, conflict or not completing tasks
- Late to shift or doesn’t turn up
- Not in a fit state to work their shift i.e. ill or under the influence of alcohol/ recreational drugs
- Complaints about other volunteers, staff or festival-goers
  - Talk to the volunteer management leads at the campsite HQ cabin
  - Use the safeguarding and welfare team
  - Call on the emergency numbers on the back of your ID badge
Questions?