Loo Crew
2023 volunteer training guide

Please read this training guide carefully before arriving, in conjunction with the 2023 festival volunteer guide and the festival-specific guide, both found on the festival volunteer hub.

You’ll also receive onsite training in your work area. We’ll let you know the time and location of this when you sign in.

Overview and background

The Loo Crew is renowned for their key contribution to festivals’ smooth running. As well as providing an essential service, this is a great opportunity for us to really highlight the importance of decent toilets and good hygiene – for everyone, everywhere.

Loo Crew volunteers clean toilets across the festival site, pick up litter in and around the toilets, refill hand sanitiser, and chat to people as they use the toilets about WaterAid and the importance of clean water, decent toilets and good hygiene.

Shifts: 4 x six-hour shifts; times will rotate each day.

Management and supervisors

You’ll have an on-site manager who will:

- Deliver a quick briefing to you before you head out on your shifts, and ensure you have the relevant equipment and resources from the campsite.
- Support all Loo Crew volunteers on shift, relaying any problems to the management team, recording feedback, and working with the event’s site team to ensure you have enough stock and materials.

You can contact your manager at any point by phone.

Before your shift

- Make sure you're wearing closed-toe shoes and your WaterAid hi-vis
- Meet your manager at the WaterAid campsite to sign in and receive a quick briefing before you start your shift

On your shift: Equipment and materials

- You’ll be given a map of the toilet locations you’ll be cleaning and where the nearest cleaning shed is – please make sure you familiarise yourself with this. You will be cleaning the same set of toilets every shift.
- Equipment is stored in the cleaning sheds around the festival site
- We’ll provide you with the necessary PPE for the role, including:
  - Gloves
  - Face mask (if requested)
  - Eye protection (if requested)
On your shift: Volunteer tasks

1. Your first task will be to head to a cleaning shed to collect all your cleaning equipment. Each team should collect:
   - 1 x litter picker
   - 2 x spray bottles with cleaning liquid (this should be made up of a ratio of 1:40 detergent: water)
   - 2 x mop and bucket
   - Red and blue cloths, one pack of each
   - Pack of bin bags
   - Box of hand sanitiser

2. You can then move on to your first toilet position.

3. Once at toilet position, divide your team to cover the different tasks:
   a. One volunteer litter picking around the toilets
   b. Followed by the second volunteer cleaning each cubicle with the mop and bucket, and wiping down the seats using a red cloth and green spray bottle. When finished, throw the red cloth away (into bin bags, not down the toilets)

4. As a team, move on to the next position that you cover and repeat.

5. Once you have a full bin bag, tie it closed and put it in the general waste bins nearest to the toilets.

6. If you run out of any stock in your shed, let your manager know as soon as possible so that they can restock this position from the main stores.

After your shift

- Return all cleaning equipment to the agreed location, ensuring that you put it back tidily and leave the shed in a condition you would like to find it.
- Sign out at the WaterAid campsite – you can use this opportunity to feed back how the shift went, including any issues or comments from festivalgoers.
- For health and safety reasons we recommend that all Cleaning Crew volunteers return to the campsite to take a shower after their shift.

Health and safety

- If you or any of your team members feel ill, report to your manager and maintain contact with your team so that they can monitor your health. Go to the on-site medical facility if it persists.
- Don't clean the mops and buckets in sinks, 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 on the correct job, to avoid cross contamination between sinks with fresh water and toilets. Use blue cloths on sinks and taps, and red on toilets.

Always wear the gloves provided when cleaning and wash 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.

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 workspace
   - 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**
   - Wear appropriate PPE when dealing with chemicals marked 'irritant'. These 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.
   - 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 carrying out your volunteer role 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 them and minimise any potential complaints.