MOTIVATOR HANDBOOK
“SCALING UP HANDWASHING WITH SOAP BEHAVIOR CHANGE PROJECT”

May 2008
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Part I: INTRODUCTION

The importance of washing hands with soap:

Recent research has suggested that washing hands with soap frequently can reduce the risk of catching diarrhea by 47% and acute respiratory infection by 30%.

In Vietnam, acute respiratory infections like influenza, cough, common cold, etc. and diarrheal disease are two leading causes of illness and mortality of children under 5 years old. Most children have respiratory diseases at least twice a year and in recent years, Vietnam has suffered from numerous repeated plagues like acute respiratory syndromes (SARS), avian influenza and diarrhea. Such diseases have endangered many families, especially ones with small children.

Acute respiratory infection and diarrhea not only have negative impacts on the health of children, especially children are under 5 but also affect the development of children by causing malnutrition, and ill development in both physical and mental aspects.

Infectious viruses/germs can enter children’s bodies via various routes:
- Children’s caretaker may accidentally carry infectious viruses/germs in their hands as they do not wash their hands clean after using the toilet or handling a child’s stools. These germs can transmit from hands to mouth to respiratory system when they feed children or contact with them.
- Small children discover the outside environment by using their hands to touch, putting their fingers and objects into their mouths, therefore, germs can enter their bodies via hands.

In addition, other causes of diarrhea may include the poor quality of water and unhygienic food.

Fortunately, washing hands with soap can easily prevent the transmission of germs from feces, nose mucus and environment, etc. that go through hands to human body.

Currently, handwashing with soap is not a habit of most mothers and child caretakers. According to a research carried out by the Ministry of Health, only 15% of people wash their hands with soap after using the toilet. Another research conducted by the World Bank shows that:
- Only 5% of child caretakers wash their hands with soap before feeding children.
- 100% of households have at least a kind of soap.
- The reason why they do not wash hands with soap is not that they do not have soap.
- 60% of mothers who said they wash children’s hands with soap think that washing hands with soap is unnecessary.

Recent research also suggested that the biggest concern of mothers is the health and development of their children. Therefore, they can change their behavior for the benefits of
their children. But in order to do that, mothers need to know about the benefits of washing hands with soap and the comfort this practice can bring.
OBJECTIVES OF THE PROJECT “HANDWASHING WITH SOAP INITIATIVE” IN VIETNAM

The project “Handwashing with soap initiative” in Vietnam aims at cutting the risk of children under 10 years old catching diarrhea and acute respiratory infection through national communication activities for behavior change. These activities will be implemented by the Department of Preventive Health Care and Vietnam Women’s Union, in close cooperation with other domestic and international organizations.

Objectives of the project are to promote handwashing with soap behavior to mothers and caretakers of children under 5 years old (grandparents, kindergarten teachers/nannies) in critical junctures:

- AFTER using toilet
- AFTER cleaning up children
- BEFORE preparing meals
- BEFORE eating, feeding children/ breastfeeding children

For children from 6 to 10 years old:
- AFTER using toilet
- BEFORE eating

The project concentrates on:

- Communication on mass media communication channels such as television, radio, press, etc.
- Direct communication provided to target audience: people who are directly involved in taking care of children under 5 years old and from 6 to 10 years old. Through meetings and household visits, Women’s Union and the health care network will implement these activities.

INTRODUCTION OF “HANDWASHING WITH SOAP: DIRECT COMMUNICATION” HANDBOOK:

This handbook will provide motivators with:

- Basic knowledge of the importance of handwashing with soap.
- Skills needed when organizing meetings (with mothers, grandparents, or caretakers of children under 5 years old, kindergarten teachers, elementary school teachers in locations they are responsible for)
- Simple and easy- to- use materials/facilities that motivators can utilize in meetings and household visits.
- Key messages used in communication.
Motivators can use such means of communication as illustration picture booklet, flyers, handwashing tools, etc. in meetings to engage participants in changing behavior, help them gain the habit of washing hands with soap. Contents in the handbook are instructions and can be adjusted to fit the situation of each locality where the motivators are working.

**CONTENTS OF ILLUSTRATION PICTURES:**

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<th>Meaning</th>
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<td><img src="image1" alt="Picture" /></td>
<td>Naked eyes could not see germs in your hands</td>
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<tr>
<td>2</td>
<td><img src="image2" alt="Picture" /></td>
<td>Children are vulnerable to pathogenic microbes</td>
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<tr>
<td>3</td>
<td><img src="image3" alt="Picture" /></td>
<td>An ill child</td>
</tr>
<tr>
<td>4</td>
<td><img src="image4" alt="Picture" /></td>
<td>Mother’s hands can easily transmit pathogenic microbes to children if not washed with soap</td>
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<tr>
<td>5</td>
<td><img src="image1.png" alt="Image" /></td>
<td>Microbe Transmission from feces to hand to mouth</td>
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<td><img src="image2.png" alt="Image" /></td>
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<td>Compare washing hands with soap and without soap</td>
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<td>8</td>
<td><img src="image4.png" alt="Image" /></td>
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<td>Different kinds of soap that can be used to wash hands</td>
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PART 2: PROMOTING HANDWASHING WITH SOAP PRACTICE IN THE COMMUNITY

Motivators of “Handwashing with soap initiative” project play an important role in the communication of handwashing with soap. Therefore it is essential that motivators are selected carefully to guarantee the desired results:

Selection criteria of motivators:
- Mothers who have children under 10 years old
- Kindergarten teachers
- Their families are seen by the community as models of sanitation and hygiene
Volunteer to work for “Handwashing with soap” Project.

Each commune will select 26 motivators including:

- 4 motivators of the communication team at the commune level. They are working in commune’s organizations and unions like Women’s Union, Health Department, Culture Department etc.
- 22 motivators are key motivators based in the village

Each communicator is responsible for 20-25 households that have children under 5 years old. Each commune should select 2-3 kindergarten teachers and elementary school teachers to be in charge of activities organized in schools. Male motivators can account for 30-40% of all motivators.

Tasks of motivators:

General task: Mobilize child caretakers and children from 6-10 years old and everybody in the community to wash hands frequently with soap and clean water.

Specific tasks:

- Work with the Commune Communication Committee to make a list of households with children under 5 years old that they are in charge of.
- For community motivators: Organize 4 meetings with mothers having children under 5 years old, 2 meetings for grandparents or nannies, and visit households with children under 5 years old. Each month visit about 10 households with children under 5 years old.
- For motivators at kindergartens and elementary schools: Organize 2 meetings for teachers in schools to carry out propaganda activities and coordinate activities between schools and parents in the community.
- In addition, motivators participate in other activities such as communication on promoting handwashing with soap in market places, combining “handwashing with soap” communication with other activities like cooking competition, club meeting, writing competition, etc.
- Report monthly to the Commune Communication Committee

Benefits to motivators:

- Participate in a training program to improve knowledge and skill.
- To assist you in participating in this project, Women’s union will support VND 20,000/month during 8 months of the project.
- Women’s union will launch a program to encourage and acknowledge the contribution of motivators who excel at communication activities in the community.

Details of communication activities conducted in the community:
- **Activity 1: Organize meetings for mothers with children under 5 years old.**
  Motivators will organize at least 4 meetings for mothers with children under 5 years old. In each of the first three meetings, one topic will be covered and the last meeting will be used for summarizing and evaluating.

- **Activity 2: Meetings with grandparents and caretakers of children under 5 years old.**
  Each communicator will organize 2 meetings for grandparents or caretakers of children under 5 years old. These meetings will complement to the meetings organized for mothers. Each meeting will deal with different topics that are related to promoting handwashing with soap.

- **Activity 3: Visit households with children under 5 years old.**
  This activity should be held after the first meeting with mothers. Households you should visit: + Households whose mothers have participated in meetings. This activity aims at bolstering information, and keeping track of changes in sanitation keeping, and handwashing with soap practice in their families since they began the project. + Households whose mothers have not participated in meetings and people who are still hesitating about changing their behavior.
  Each communicator should organize visits to 10 households per month.

- **Activity 4: Exhibit and distribute materials for promoting handwashing with soap.**
  Motivators are responsible for displaying communication materials at public places in communes, villages. Materials could be displayed at houses of culture, offices of people’s committee, schools, stores, public toilets, pumping stations, commune clinics or health centers, or any places that people often visit. Motivators should take care of the materials and remember to replace them when they are too old or damaged.

- **Activity 5: Direct counselling**
  Motivators can communicate to people about washing hands with soap through talks and discussions. This activity is useful, especially for mothers with children under 5 years old if they have something difficult to talk about or want to talk privately with motivators.

- **Activity 6: Report communication activities**
  Communication activities carried out by motivators should be reported in details in “Motivators Handbook”. This will help motivators to monitor activities and report monthly performance to the Commune Communication Committee.

**Motivators’ commitment**

Each project communicator is a model of washing hands with soap in 4 critical junctures. After attending the training program for motivators, you will sign in a pledge of commitment.
promising that you will perform all communication activities as planned and your family will wash hands with soap.

The pledge of commitment is attached in the appendix of this handbook.
OVERVIEW OF DIRECT COMMUNICATION TOPICS

1. Topics:

**Topic 1**: Clean hands for the health and development of your children  
**Topic 2**: 4 critical junctures for handwashing with soap.  
**Topic 3**: Locate water tap and soap in convenient places to form a habit.

2. Topic’s outline:

Each topic will include 6 parts:

- **OBJECTIVES**: Describe topics that will be discussed among participants in each meeting.
- **ADVANCE PREPARATION**: Suggest what should be prepared for the meeting.
- **TIME**: Suggest necessary time to perform each part in the meeting.
- **MAIN INFORMATION**: Summarize content of each part and provide necessary information about discussed content for participants.
- **CONTENTS OF THE MEETING**: Describe discussed topics in details to achieve the planned objectives.

Each topic has already been designed with a certain amount of time alloted.

Steps to organize a meeting:

- Make a list of mothers who will be participants in the meeting.
- Decide time/date of the meeting.
- Invite mothers in your group to the meeting. Motivators should inform mothers of the meeting’s objectives, importance, time and place.
- Choose an appropriate place for each meeting. Such places could be your house or anywhere that can host a one-hour meeting. This location should have a place to wash hands.
- Prepare necessary materials for a meeting like: basin, water bucket, pictures, flyers, notes, and soap.

In the meeting:

- Arrive early to prepare for the meeting.
- Welcome mothers.
- Organize the meeting as guided in the manual *(see details in the latter part)*
- Encourage participants to discuss and contribute ideas.
- Encourage and praise the performance of each individual and the whole group.

After the meeting:
- Make a list of participants, ask them to sign in “Motivators’ Attendance Checklist”
- In meetings, arrange visits to households to evaluate their behavior change.
- Decide time and place of the next meeting and remind participants of the next meeting (if necessary).
1ST MEETING: Clean hands for the health and development of your children.

Objectives: After the meeting, mothers should be able to:

- Name fundamental differences they feel before and after washing hands with soap.
- Know pathogenic microbes that causes diarrhea and respiration infections. They are abundant in feces, sick people’s nose mucus, and they spread from people to people, mostly via hands.
- Know the importance of washing hands with soap.
- Know how to wash hands with soap in a correct way.
- Undertake that they and their children will wash hands with soap and share this message with family members and neighbors.

Time: 15 minutes for preparation and 45 minutes for meeting.

Key information to be shared with mothers:

Can handwashing with soap prevent diseases?
Recent research shows that: washing hands frequently with soap can reduce the risk of catching diarrhea by 47% and acute respiratory infections by 30%.

How do you know if pathogenic microbes are on your hands? Where are they abundant?
Microbes cannot be seen by naked eyes, but only by microscope. Pathogenic microbes are abundant in human feces, especially feces of sick people. Averagely, there are 20,000 microbes in each square centimeter of human skin, and 40,000 microbes in each square centimeter of human hand.

**Where are respiratory infection-causing microbes abundant?**

Microbes which cause such acute respiratory infections as influenza, and bronchitis are available in fluids like nose mucus, sputum, tears, especially fluids from sick people.

**How diarrhea germ and respiratory germ transmit from people to people?**

These disease germs transmit from people to people via various routes but mostly via human hands.

**Why are small children more susceptible to diarrhea and respiratory infections than adults?**

Small children are most susceptible to pathogenic germs because:
- Children’s immune system is not fully developed.
- Children often use hands to touch objects, or places that have germs like anus.... and put hands into their mouths and noses.
- Adults before contacting with children (feeding children, carrying children) do not often wash hands, therefore, giving germs to children.

**What are effects of soap?**

Soap can help cleanse grease and dirt, and kill germs on skin. Therefore washing hands with soap can reduce the transmission of pathogenic germs.

**When to wash hands with soap to prevent respiratory infections and diarrhea?**

You should always wash hands with soap and clean water frequently at these 4 critical junctures:
- After using the toilet.
- After cleaning up the child.
- Before eating or feeding/breastfeeding the child.
- Before preparing meals.

**How to remember to wash hands with soap?**

You need to arrange convenient places for handwashing like:
- In restroom if toilet uses water (septic tank)
- On the way to the restroom if toilet is dry (two-compartment latrine)
- Near where you eat.
- Near where you prepare food.

Steps in details:

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<th>Activity</th>
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<th>Materials/Tools</th>
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<tr>
<td>Introduction</td>
<td>Welcome participants and introduce briefly the objective of today’s meeting: <em>for the health of your children.</em></td>
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<td>None</td>
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</table>
| Dirty hand vs. Clean hand. | 1. Invite participants to sit in a circle.  
2. Ask participants *how they feel when their hands are not clean.* After they answer, invite them to:  
3. Wash hands with soap.  
4. After they wash hands with soap, then ask: *How do you feel now? Anything different from before you wash your hands?*  
Record their opinions on these differences.  
5. Use illustration pictures: compare washing hands with water and with soap to explain the effects of soap: wash grease and dirt on skin.  
Soap not only washes and kills germs but also gives us pleasant aroma and freshness. | 15     | Basin, Dipper, Soap |
| Pathogenic germs  | 1. Use an illustration picture of an **emaciated child** to ask: According to you, **what disease is this child contracting?**  
Let people voice their ideas, then ask:  
*What kind of diseases are your children contracting?*  
Let people raise their voice and then arrange those diseases in 2 groups. Emphasize 2 groups of diseases that children often catch: respiratory infection and diarrhea.  
2. Pose a question: **According to you, why do children get these diseases?**  
After participants discuss, use 2 pictures illustrating the transmission route to explain: germs are available in feces, fluids and can transmit from people to people via hands.  
3. After participants understand the transmission route, and then ask: **what should you do to prevent that transmission?**  
Use illustration pictures to explain that washing hands with soap can help to prevent diseases. | 15     | No.3               |
| You have safe hands because you wash them with soap. | 1. Use illustration pictures to share information: Wash hands with soap eliminates germs:  
- For mothers  
- For children | 5 minutes | (No. 15) |
| Practice | 1. Remind participants: **Washing hands frequently with soap can wash out germs in their hands and bring safeness when they make contact with their children, i.e. carrying them, feeding them...** | 2 minutes |
| Summary | 1. Thank participants for attending the meeting. Ask if they have any questions.  
2. Ask participants to sign in “Propagandist notebook” and remind them to share information with family members and neighbors.  
3. Decide time and place for the next meeting.  
4. Distribute flyers. | 5 minutes |

2\textsuperscript{nd} meeting: 4 critical junctures for handwashing with soap:

**Objectives:** After the meeting, mothers will:
- Be aware that pathogenic germs can be transmitted through human hands.
- Know that children feces can contain as many germs as human feces.
- Tell critical times for handwashing with soap.
- Promise to teach small children to form the habit of washing hands with soap.

**Necessary time:** 10-15 minutes for preparation, 45-50 minutes for each meeting.

**Key information to be shared with mothers:**

4 critical junctures you need to wash hands with soap to break germs transmission cycle:

In Vietnam, the most popular contagious diseases are acute respiratory infections and diarrhea. The smaller the children are, the weaker their immune system, thus, the more likely they will catch diseases. Influenza can lead to otitis, bronchitis, etc. while diarrhea can cause hazardous dehydration. These diseases make children become weak and sick, to be unable to eat, and attend school, hence, preventing children from becoming comprehensively developed in both physical and mental aspects. Many families have to spend a big amount of money on drugs, and treatment for children, which can be financially burdensome.

Microbes can enter a child’s body via air when someone who is having acute respiratory infection, coughs or sneezes. They can also infiltrate body via hands when we do not wash our
hands clean, giving an opportunity for germs to contact with eyes, nose or mouth etc. Then they grow in nose, ear or throat, causing children to feel unpleasant, tired, and sick and to cry.

Hands are a warm and wet area in our body. Germs can exist and proliferate in hands for a prolonged period of time. On the other hand, hands not only have contact with places and objects that have pathogenic germs like feces (after using the toilet, cleaning up children), fluids (using hands to wipe nose fluid, to hide mouth when sneezing) but also have contact with other objects (door knob, bicycle/motorbike handle, phone, computer keyboard, toy, food etc) or are used directly on bodies of other people (carrying children, shaking hands, feeding children...). Hence, hands can transmit germ to other people even without our awareness.

Washing hands with soap is the best way to eliminate germs that cause such dangerous diseases for children as cough, influenza (acute respiratory infections) and diarrhea. Knowing how germs enter our bodies can help us establish a “defending barrier” preventing germs from moving from mouth to nose....

4 critical junctures to wash hands with soap

1. AFTER you use the toilet:

Caretakers and children have to wash hands with soap after using the toilet to avoid dirtying food or children when touching children and food.

2. AFTER you clean up children:

All kinds of feces, even children’s feces contain germs. People who take care of children can prevent the transmission of germs by washing hands with soap after cleaning up children and removing feces. They should also remind children to wash hands after they use the toilet.

3. BEFORE you prepare meals:

When hands are not washed with soap, germs on hands can move to food. Children, therefore, may eat food that already has germs.

4. BEFORE you feed your children or before they eat (by themselves):

Washing hands with soap before caretakers feed children or before children eat can eliminate germs. If hands are not washed with soap, germ can enter children’s bodies via mouths.
Steps in details:

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<th>Time</th>
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<tbody>
<tr>
<td>Introduction</td>
<td>1. Welcome participants and introduce briefly topic and objectives of the meeting.</td>
<td>8 minutes</td>
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<td></td>
<td>2. Ask participants how they are doing with the handwashing initiative. Ask them what main message from the last meeting they can remember?</td>
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<td>3. Let participants see illustration pictures of a weak malnourished child and ask them share their thoughts on these questions:</td>
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<td></td>
<td>• What diseases do your children often catching?</td>
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<td></td>
<td>• Why do your children often catching those diseases?</td>
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<td></td>
<td>Use illustration pictures to repeat that the reason children often contract diseases is that they are infected with pathogenic germs when hands are not cleanly washed with soap.</td>
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<tr>
<td>Consequences of diarrhea and acute respiratory infections.</td>
<td>1. Discuss: Questions:</td>
<td>10 minutes</td>
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<td></td>
<td>• Immediate consequences of respiratory infections and diarrhea?</td>
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<td></td>
<td>• Long-term consequences when children catch those diseases?</td>
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<td></td>
<td>2. Provide important information about consequences of diarrhea and respiratory infections.</td>
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<tr>
<td>Children’s feces are as dangerous as</td>
<td>1. Ask participants:</td>
<td>10 minutes</td>
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<td></td>
<td>According to you, do children’s feces contain pathogenic germs?</td>
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<td>adults’ feces</td>
<td>Explain that children’s feces, especially ones from sick children also contain pathogenic germs. Therefore, after cleaning up children, you need to wash hands with soap.</td>
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</table>
| 4 critical junctures you need to wash hands with soap. | 1. Affirm the importance of handwashing with soap in breaking germs transmission.  
2. Ask participants: “Based on the information we discuss today, what are critical times at which you need to wash hands with soap to protect your children from diseases?”  
3. Use pictures that illustrate 4 critical junctures to explain. | 15 minutes |
| Practice | 1. Repeat that handwashing with soap not only makes hands clean but also make hands safe because this behavior eliminates pathogenic germs on hands. Washing hands with soap at 4 critical junctures help prevent the movement of germs from hands to mouth and nose. | 2 minutes |
| Summary | Instruct participants how to wash hands in the correct way and practice washing hands. | 5 minutes |
|  | 1. Thank participants to have attended the meeting. Ask if they have any questions.  
2. Ask them to sign in the pledge of commitment, wash hands for their children and share this information for other family members.  
3. Announce time and place of the next meeting  
4. Distribute flyers (if any) | Flyers |

**3rd meeting: To form the habit of washing hands with soap, where should you place water and soap?**

Objectives: After the meeting, mothers should be able to:
- Know the importance of soap because soap can cleanse germs in grease on hands.
- Determine handwashing places in their houses so that they can easily wash hands with soap at 4 critical junctures.
- Know what kinds of soap can be used for washing hands.
- Promise to have water and soap, and put them at convenient places to promote handwashing with soap.
- Promise to share information about the importance of handwashing with soap with their children.

Time: 10-15 minutes for preparation, 45-50 minutes for the meeting.
Key information to be shared with mothers:

Mothers are often responsible for keeping their children and their houses clean. In fact, mothers often wash hands less than they say, and in many cases, they only wash hands with water without using soap. Mothers are in charge of various work like: farming, look after their houses and taking care of their children, thus they are often very busy. Research shows that many mothers think that washing hands and wiping out soap bubbles consumes too much time. Actually, washing hands with soap does not take more time than washing without soap. To have more fun, you can even sing when you are washing your hands. Gaining this habit can bring many benefits to you and your children: the feeling of safeness, cleanliness, safe food, and the improvement of your children’s health.

Any kind of cleansers can be used to cleanse oily substance and germs on hands. Examples of cleansers are soap, soap powder, dishwashing liquid, soapberry etc. In Vietnam, a research shows that every family has at least a type of cleansers, and washing powder is the most popular.

In fact, children who are 5 or under 5 have different needs. Nannies have to ensure that children are kept clean. But when children are 4-5 years old, they are aware of the differences between being clean and unclean. They are also more independent and be able to wash their hands by themselves. In that case, day-care assistants may teach children how to wash hands with soap and remind them to wash hands with soap at critical times. Everyday you should ask your children several times: “Have you washed hands with soap?” A caring and happy attitude can help children accept a healthy behavior.

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<th>Activity</th>
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<th>Materials/Facilities</th>
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</table>
| Introduction | 1. Welcome participants and introduce briefly the topic and objectives of the meeting.  
2. Question: Ask people to divide into 2 groups to answer questions. Each group has to answer these questions at the same time.  
   • What are causes of common diseases at children: cough, influenza, diarrhea?  
   • Where are germs?  
   • Why do you need soap to wash hands?  
   • How do germs enter our bodies?  
   • When are 4 critical junctures you need to wash your hands with soap?  
3. Select correct answers for each question and explain further to participants. | 10 minutes | Bucket, basin, water, soap. |
<p>| Use 6-step pictures and ask participants to practice washing hands in the correct way. | | | |</p>
<table>
<thead>
<tr>
<th>Draw soap place</th>
<th>1. Ask mothers to discuss in a group of two: <em>Is the soap place at home appropriate and convenient?</em> Then project volunteers can ask some mothers about soap places at their houses and invite others to contribute ideas. 2. Ask each participant to make a plan to locate a convenient washing place after this meeting, so that handwashing with soap can become habitual.</th>
<th>15 minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soap</td>
<td>1. Ask participants: <em>Currently what kind of soap is your family using, and what are used for washing hands?</em> 2. Use pictures to show different kinds of soap and explain that they could use any kind of soap, washing powder or dishwashing liquid to wash their hands. These kinds of soap can all cleanse grease, dirt and germs on skin.</td>
<td>10 minutes</td>
</tr>
<tr>
<td>Form the habit for children</td>
<td>1. Ask participants: <em>What can you do to remind yourself and family members to wash hands with soap frequently, especially at 4 critical junctures?</em> Let participants discuss and draw some common ideas: Some suggestions: For handwashing to become a habit: - Water and soap should be available near eating places, wells, kitchens and toilets... - Stick program’s flyers at home so that everybody can easily see and remember to wash hands. - Adults remind children to wash hands and vice versa.</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Summary</td>
<td>1. Ask participants to sign in your handbook. 2. Ask participants if you can visit their houses in the near future and write down the most appropriate time for these visits.</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>
3. Thank participants and wish them good health.

4th meeting: Evaluating the practice of handwashing with soap

Objectives: After the meeting, mothers should be able to:

- Remember key messages that have been shared during the last 3 meetings.
- Affirm participants’ readiness to wash hands with soap at 4 critical junctures.
- Identify changes in necessary facilities for performing handwashing with soap at their houses.
- Describe changes in their handwashing behavior.
- Define difficulties in washing hands with soap in their houses.

Time: 10-15 minutes for preparation, 60 minutes for the meeting.

Steps in details:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Instructions</th>
<th>Time</th>
<th>Materials/Facilities</th>
</tr>
</thead>
</table>
| Introduction                    | 1. Welcome participants and introduce briefly the topic and objectives of the meeting  
                                 |          | 5 minutes            |
|                                 | 2. Warming up the meeting by songs                                           |          |                      |
| Evaluate behavior changes       | 1. Invite participants to sit in a round and ask them if they remember **messages of the project. If someone cannot give a full answer, then ask others: “Anyone remembers messages?”** | 15 minutes |                      |
|                                 | 2. Ask participants                                                          |          |                      |
|                                 | A) **After previous meetings, have there been any changes in your handwashing with soap behavior?** |          |                      |
|                                 | B) **When do you like to wash hands with soap most?**                        |          |                      |
|                                 | 3. Invite participants to discuss in group. Ask them:                         |          |                      |
|                                 | - **What drives you to wash your hands with soap?**                           |          |                      |
|                                 | - **Do you see any changes in your houses since you wash your hands**        |          |                      |
**Questions on general knowledge concerning handwashing**

4. Use illustration pictures (happily wash hands and put soap in an appropriate place), discuss with participants benefits of handwashing with soap and explain that putting soap in appropriate places may encourage family members to remember to wash hands with soap.

<table>
<thead>
<tr>
<th>Questions on general knowledge concerning handwashing</th>
<th>2. Motivators prepare questions and write them down on pieces of paper, hang them on flowers or put them on a closed box for participants to pick and answer questions. Here are some suggestions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you change handwashing places in their houses?</td>
<td>- What are causes of diarrhea and respiratory infection in children?</td>
</tr>
<tr>
<td>Any there any difficulties hindering you from washing hands with soap? And your children?</td>
<td>- What are three benefits of handwashing with soap?</td>
</tr>
<tr>
<td>4. Use illustration pictures (happily wash hands and put soap in an appropriate place), discuss with participants benefits of handwashing with soap and explain that putting soap in appropriate places may encourage family members to remember to wash hands with soap.</td>
<td>- What are 4 critical junctures to wash hands with soap?</td>
</tr>
<tr>
<td></td>
<td>- How do microbes infiltrate into bodies?</td>
</tr>
<tr>
<td></td>
<td>- What are effects of soap when you wash hands?</td>
</tr>
<tr>
<td></td>
<td>- What are convenient places for handwashing?</td>
</tr>
<tr>
<td></td>
<td>2. Review each question. Ask each one to answer at least one question. Check answers by using illustration pictures. Praise participants, especially ones with correct answers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Memorize handwashing with soap</th>
<th>1. Invite participants to voluntarily tell about changes in their houses.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Ask participants to describe what they have done to remind themselves to wash hands with soap.</td>
</tr>
<tr>
<td></td>
<td>5-10 minutes</td>
</tr>
</tbody>
</table>

**Sticky flyers**
Summary

1. Ask participants if they have any questions are if they would like to share anything since this is the last session.
2. Repeat steps to wash hands with soap.
3. Ask participants if visits to their houses in the near future can be arranged and what is the most suitable time?
4. Thank participants and wish them a good health.

10 minutes

PART 4: INSTRUCTIONS ON VISITING HOUSEHOLDS

Objectives: the general objective of visiting households is to encourage mothers, children and other family members to agree to wash hands with soap at critical times and be ready to adopt this behavior.

Specific objectives:
- By observing and talking with family members, understand the real situation of each family and its relevance to handwashing with soap.
- Discuss with mothers and other family members difficulties hindering them from washing hands with soap and possible solutions.
- Communicate on key messages of handwashing with soap, answer questions and give advice.
- Encourage and assist them with handwashing with soap at critical times.
- Receive information and accept new behavior.

When to visit households?

Visits to households should be conducted in the following times:
- After the first meeting with mothers. Motivators will visit households with children under 5 years old at least 1-2 times to assist behavior change, emphasize message and monitor changes.
- In case mothers are not willing to wash hands with soap, motivators should visit at least 2 times. These visits will help them understand obstacles/difficulties. Active mothers and family members can propel them to change.
- If any household could not attend meetings, motivators may visit the household at least 2 times to help them understand and change behavior.

It is expected in this project that each communicator pays about 10 visits per month.

Necessary materials when motivators visit households.

Picture booklet.
Flyers.

**Time needed for each household:**

About 15-30 minutes, depending on specific situation.

**Information to be shared with households:**

Motivators use communication messages, flyers, illustration pictures and other exercises used in previous meetings with mothers (depending on each specific situation).

**Advance preparation:**

1. Read materials to have enough knowledge to answer questions.
2. Arrange visits at convenient time for mothers.
4. Review instructions on household visit.

**Conducting visits:**

1. Greet family members, creating an informal and friendly atmosphere.
2. Tell family members about purposes of the visit, including those of the project you are working for.
3. Concentrating on talking with mothers. When talking with mothers, also pay attention to other family members.
4. Pose questions on handwashing practice in their family: how do they wash their hands? When do they wash their hands? Do they have soap? What do you think about information sessions on handwashing with soap? Any changes since they attended information sessions?
5. Ask mothers if they have any difficulties washing hands with soap in critical times? Discuss with them the obstacles and how to overcome. If necessary, initiate suggestions to help them solve those difficulties. The most important is that you let mothers and family members determine the decision.
6. Observe houses you visit. Ask mothers to show handwashing places so that you can see if soap is available there and in key places like places near toilets, kitchen etc.
7. Bolster handwashing with soap, repeat basic steps to wash hands with soap with all family members, including children. Share pictures and flyers with family.
8. Before you leave, remember to ask for signature. Thank mothers and family members for their time, and say goodbye
9. Write down information you receive when you visit households.

**Notes:**

- Remember that you are invited as a guest, so it’s better to suggest solutions rather than to tell family members what should be done.
- Create a friendly atmosphere by suitable greetings.
- Sensitive time. If the family is busy and do not have time for you, then stay at home.
- Have plan and prepare materials prior to each visit.

PART 5: INSTRUCTIONS ON ORGANIZING MEETINGS WITH GRANDPARENTS/CARETAKERS OF CHILDREN UNDER 5 YEARS OLD.

1st meeting: Clean hands are for your children’s welfare

Objectives: After the session, grandparents should be able to:
- Tell differences between the feeling of “clean” - “dirty” and handwashing with soap practice.
- Understand why soap is important in handwashing.
- Know different kinds of soap.
- Establish the connection between handwashing with soap and the welfare of children.
- Promise that they and their children will wash hands with soap and share this message with others in the family.

Time: 15 minutes for preparation, 60 minutes for the meeting.

Key information to be shared with grandparents

Key information to be shared with mothers

Does washing hands with soap prevent diseases?
Recent research shows that: washing hands frequently with soap can reduce the risk of catching diarrhea by 47% and acute respiratory infections by 30%.
How do you know if pathogenic microbes are on your hands? Where are they abundant?

Microbes cannot be seen by naked eyes, but only by microscope. Pathogenic microbes are abundant in human feces, especially feces of sick people. Averagely, there are 20,000 microbes in each square centimeter of human skin, and 40,000 microbes in each square centimeter of human hand.

Where are respiratory infection-causing microbes abundant?

Microbes which cause such acute respiratory infections as influenza, and bronchitis are available in fluids like nose mucus, sputum, tears, especially fluids from sick people.

How do diarrhea microbes and respiratory microbes transmit from people to people?

These disease microbes transmit from people to people via various routes but mostly via human hands.

Why are small children more susceptible to diarrhea and respiratory infections than adults?

Small children are most susceptible to pathogenic germs because:
- Children’s immune system is not fully developed.
- Children often use hands to touch objects, or places that have germs like anus.... and put their hands into their mouths and noses.
- Adults before contacting with children (feeding children, carrying children) do not often wash hands, therefore, giving germs to children.

What are effects of soap?

Soap can help cleansing grease and dirt, and kill germs on skin. Therefore handwashing with soap can reduce the transmission of pathogenic germs.

When to wash hands with soap to prevent respiratory infection and diarrhea?

You should always wash hands with soap and clean water frequently at these 4 critical junctures:
- After using the toilet.
- After cleaning up the child.
- Before eating or feeding/breastfeeding the child.
- Before preparing meals.

How to remember to wash hands with soap?

You need to locate handwashing spots in convenient places like:
- In restroom if toilet uses water (septic tank)
- On the way to the restroom if toilet is dry (two-compartment latrine)
- Near where you eat.
- Near where you prepare food.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>Welcome participants and introduce briefly objectives of today’s meeting: <strong>for the health of children.</strong></td>
</tr>
</tbody>
</table>
| Dirty hand vs. Clean hand.   | 1. Invite participants to sit in a circle.  
2. Ask participants *how they feel when their hands are not clean?* After they answer, invite them to:  
3. Wash hands with soap.  
4. After they wash hands with soap, then ask: *How do you feel now? Any differences than before washing?*  
Record their opinions on these differences.  
5. Use illustration pictures: compare washing hands with water and with soap to explain the effects of soap: cleanse grease and dirt on skin. Soap not only cleanses and kills germs but also gives us pleasant aroma and freshness. |
| Pathogenic germs             | 1. Use an illustration picture of an *emaciated child* to ask: *According to you, what disease is this child contracting?*  
Let people voice their ideas, then ask “*What diseases do your grandchildren often contract?*” Then arrange those diseases in 2 groups. Emphasize 2 groups of diseases that children often catch: respiratory infections and diarrhea.  
2. Pose question: *According to you, why do children get these diseases?*  
After participants discuss, use 2 pictures illustrating the transmission route to explain: germs are available in feces, fluids and can transmit from people to people via hands.  
3 After participants understand the transmission route, then ask: *what should you do to prevent that transmission?*  
Use illustration pictures to explain that washing hands with soap can help to prevent diseases. |
| You have safe hands because you wash them with soap. | 1. Use illustration pictures to share this information: Washing hands with soap eliminates germs:  
   • For mothers  
   • For children |
| Practice                     | 1. Remind participants that *washing hands frequently with soap can cleanse germs in their hands and bring safeness when they make contact with children i.e. carrying them, feeding them, etc.* |
| Practice at home             | Ask grandparents *how they would do to remind their grandchildren to* |

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**wash hands at critical times.**

Collect ideas and discuss the best ideas. Here are some suggestions for grandparents:
Prior to meals or before giving gifts to children, grandparents need to wash hands with soap and remind: “Have you washed your hands with soap?”
After children use the toilet, remind them: “Have you washed your hands with soap?”
Grandparents could ask children whether teachers at school teach them how to wash hands with soap.

| Summary | 1. Thank participants for attending the session. Ask if they have any questions.
|         | 2. Ask participants to sign in “Motivators attendance checklist” and remind them to share information with family members and neighbors.
|         | 3. Decide on time and place for the next meeting.
|         | 4. Distribute flyers. |

**2nd meeting: 4 critical junctures of handwashing with soap.**

**Objectives:** After each meeting, participants will:
- Be aware that pathogenic germs can be transmitted through human hands.
- Know that children feces can contain as many germs as human feces.
- Tell critical times for handwashing with soap.
- Promise to teach small children to form the habit of washing hands with soap.

**Time:** 10 – 15 minutes for preparation, 45-50 minutes for the meeting.

**Key information to be shared with grandparents:**

4 critical junctures to wash hands with soap to break infection cycle:

In Vietnam, the most popular contagious diseases are acute respiratory infections and diarrhea. The smaller the children, the weaker the immune system, thus, the more likely they will catch diseases. Influenza can lead to otitis, bronchitis etc. while diarrhea can cause hazardous dehydration. These diseases cause children to become weak and sick, to be unable to eat, and attend school, hence, preventing children from becoming comprehensively developed in both physical and mental aspects. Many families have to spend a big amount of money on drugs, and treatment for children, which can be financially burdensome.

Microbes can enter a child’s body via air when someone who is having acute respiratory infection, coughs or sneezes. They can also infiltrate body via hands when we do not wash our hands clean, giving an opportunity for germs to contact with eyes, nose or mouth etc. Then they grow in nose, ear or throat, causing children to feel unpleasant, tired, and sick and to cry.
Hands are a warm and wet area in our body. Germs can exist and proliferate in hands for a prolonged period of time. On the other hand, hands not only have contact with places and objects that have pathogenic germs like feces (after using the toilet, cleaning up children), fluids (using hands to wipe nose fluid, to hide mouth when sneezing) but also have contact with other objects (door knob, bicycle/motorbike handle, phone, computer keyboard, toy, food etc) or are used directly on bodies of other people (carrying children, shaking hands, feeding children...). Hence, hands can transmit germ to other people even without our awareness.

Washing hands with soap is the best way to eliminate germs that cause such dangerous diseases for children as cough, influenza (acute respiratory infections) and diarrhea. Knowing how germs enter our bodies can help us establish a “defending barrier” preventing germs from moving from mouth to nose....

4 critical junctures you need to wash hands with soap:

1. AFTER you use the toilet:

Caretakers and children have to wash hands with soap after using the toilet to avoid dirtying food or children when touching children and food.

3. AFTER you clean up children:

All kinds of feces, even children’s feces contain germs. People who take care of children can prevent the transmission of germs by washing hands with soap after cleaning up children and removing feces. They should also remind children to wash hands after they use the toilet.

4. BEFORE you prepare meals:

When hands are not washed with soap, germs on hands can move to food. Children, therefore, may eat food that already has germs.

5. BEFORE you feed your grandchildren or before children eat (by themselves):

Washing hands with soap before caretakers feed children or before children eat can eliminate germs. If hands are not washed with soap, germ can enter children’s bodies via mouths.
### Steps in details:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Instructions</th>
<th>Time</th>
<th>Materials/Tools</th>
</tr>
</thead>
</table>
| **Introduction**                                   | 1. Welcome participants and introduce briefly topic and objectives of the session.  
2. Ask participants how they practice hand washing. Ask them what key messages from the last meeting they can remember?  
3. Let participants see illustration pictures of a weak malnourished child and ask them to share their thoughts on these questions:  
   - What diseases do your grandchildren often catch?  
   - Why do your grandchildren often catch those diseases?  
   Use illustration pictures to repeat that the reason children often contract diseases is that they are infected with pathogenic germs when hands are not cleanly washed with soap.  
   Ask participants to practice handwashing with soap. | 8 minutes | ![Illustration pictures](No. 3) ![Illustration pictures](No. 5) ![Illustration pictures](No. 6) |
| **Consequences of diarrhea and acute respiratory infections.** | 1. Discuss questions:  
   - What are immediate consequences of respiratory infection and diarrhea?  
   - What are long-term consequences when children catch those diseases?  
2. Provide important information about consequences of diarrhea and respiratory infections. | 10 minutes | |
| **Children’s feces are as dangerous as adults’ feces** | 1. Ask participants:  
   *Do you think children’s feces contain pathogenic germs?*  
   Explain that children’s feces, | 10 minutes | |
especially ones from sick children also contain pathogenic germs. Therefore, after cleaning up children, you need to wash hands with soap.

| 4 critical junctures you need to wash hands with soap. | 1. Affirm the importance of handwashing with soap in breaking germs transmission.  
2. Ask participants: “Based on the information we discuss today, what are critical times at which you need to wash hands with soap to protect your grandchildren from diseases?”  
3. Use pictures that illustrate 4 critical junctures to explain. | 15 minutes |
| --- | --- | --- |

<table>
<thead>
<tr>
<th>Practice</th>
<th>1. Repeat that handwashing with soap not only makes hands clean but also make hands safe as this behavior eliminates pathogenic germs on hands. Washing hands with soap at 4 critical junctures helps prevent the movement of germs from hands to mouth and nose.</th>
<th>2 minutes</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Practice at home</th>
<th>Motivators ask grandparents if during the time from previous meetings till now they have reminded their grandchildren to wash hands with soap before eating and after using the toilet, and if they have reminded mothers and other family members of handwashing with soap. Discuss whether reminders are effective and share with others’ opinions</th>
<th></th>
</tr>
</thead>
</table>

| Summary | 1. Thank participants for attending the meeting. Ask if they have any questions.  
2. Ask them to sign in the pledge of commitment, wash hands for their grandchildren and share this information with other family members. | 5 minutes |
| --- | --- | --- |
Part 6: INSTRUCTIONS ON ORGANIZING MEETINGS WITH PRE-SCHOOL EDUCATION TEACHERS

HWS at four critical moments for children’s health and development:

Objectives: At the end of the meeting, pre-school education teachers should be able to:

- Realize the differences prior to and after HWS.
- Realize that microbes cause diarrhea and respiratory infections, as well as that they infiltrate the human body through touching.
- Acknowledge that children feces contain as many pathogenic microbes as adult feces.
- Recognize the four critical times when HWS is necessary.
- Explain the significance of soap.
- Ensure the sufficient supply of soap and water for hygienic practices.
- Guarantee to practice and to encourage the children to take up the habit of HWS in four critical times.

Preparatory steps:
Go over the agenda of the meeting.
Make sure that the meeting venue is clean and hygienic.
Arrange seats so that participants can in circle shape.

Tape four paperboards with the following texts to the wall:
Clean hand
Dirty hand
Protection against microbe.
Four critical moments to wash hands with soap.
Prepare buckets and basins for practicing HWS.
Have markers and illustration pictures ready.
Have all the flyers ready for distribution at the end of the meeting.

The required time: 10 -15 minutes for preparation, 120 minutes for the meeting.

Key information to be shared with pre-school education teachers:

The benefits of HWS:

HWS eliminates dirt, grease and unpleasant scent. Thus leaving also your hands fresh and clean smelling. A sense of cleanliness renders you

It is scientifically proved that the training of HWS helps reduce the incidence of diarrhea and respiratory infection by 50% and 30% respectively.
Regular HWS comes with great health for its practisers, particularly the day-care assistants, the children and their families.

Once established and regularly practiced, such hygienic habit of HWS usually becomes permanent over time.

**Why is HWS important?**

Given the degree of interaction at day-care centers, kindergartens and elementary schools, the children, especially the ill and immunocomprised ones, are exposed to a significant level of being inflected with pathogens:
1. Pathogens are mutually introduced to children’ bodies through daytime activities interaction.
2. The immune system of children cannot sufficiently guard them against all pathogenic agents.
3. As children are small, several unhygienic habits such as rubbing one’s eyes, sucking fingers and other unsanitary objects further expose the children to a large number of viruses their hands vehicle.

Diarrhea and acute respiratory infection are highly contagious. That puts the children in ever-greater threat of inflection, especially acute cases. Flu can easily lead to otitis, asthma and pneumonia. Altogether, they result in being an, absence from schools and eventually financial hardship for the parents.

Regular HWS is most effective mean of eliminating pathogens that hands vehicle.

**What are microbes?**

Microbes are submicroscopic organism vastly prevalent in the environment, and usually act as pathogenic agents once introduced to the human body. Due to their infinitesimal sizes, microbes can only be observed with the aid of microscope. The fact greatly contributes to our unawareness of their existence and infiltration to our bodies until pathological symptoms become apparent.

**How do microbes infiltrate our bodies?**

Pathogenic microbes are highly contagious, especially through body interaction between people.

**Acute respiratory infections** (cough, flu, etc): Pathogens from saliva, nose mucus… easily infiltrate human body through touching or being in contact with inflected hosts. Rubbing one’s eye, mouth and/or nose by contaminated hands is another source of infection. Once introduced to the body, pathogens promptly multiply and spread across rhinal, pharyngal and respiratory sectors, rendering the inflected children irritated and exhausted.

**Diarrheal diseases**: Pathogens are highly present in feces, nasal excretions and other bodily fluids, which easily stick to our hands upon using the toilet or cleaning up after the children.
Without subsequent and adequate HWS, we are exposed to a high risk of diarrhea from contaminated hands and associate foods and drinks coming in contact with.

The humid condition of human hands harbors a considerable number of viruses. Particularly, hands that previously came in contact with contaminated sources such as feces (after defecation and/or cleaning up after the children), nasal fluids (upon covering one’s nose when sneezing…), and subsequently come into contact with other objects (door knobs, telephone, keyboard, toys, foods…) or with other people directly (through handshaking, hugging, feeding the children…). Thus, hands transmit germs/ microbes to other people that we normally are not aware of.

**Does HWS provide safeguard against pathogenic infiltration to the children?**

HWS provides the most effective mean of eliminating pathogens causing respiratory infections and diarrhea in children. Highly recommended by doctors, regular HWS not only reduces the incidence and complication of infections in children, but is also a quick and simple practice that provides the best safeguard against them in the first place.

**The four critical times of HWS:**

1. **AFTER going to the toilet:**

   Day-care assistants should adequately wash their hands with soap after using the toilet to eliminate the incidence of transmitting pathogens to children.

2. **AFTER cleaning up the children:**

   Human feces, including children feces, are highly concentrated with pathogens. Adequate HWS after cleaning up after the children can eliminate the incidence of infecting them with pathogens subsequently.

3. **BEFORE preparing meals:**

   Without sufficient HWS, pathogens can easily transmit to children through any food &drink coming in contact with the contaminated hosts.

4. **AFTER feeding the children:**

   Adequate HWS before meals and feeding the children can reduce the incidence of infection through oral route.

**Does handwashing take up a lot more time with soap than without?**

Taking slightly more time, HWS effectively eliminate dirt, grease and pathogens that handwashing without soap cannot.
How to increase awareness of HWS?

It is statistically proved that having soaps and water ready at washing spots (near toilet and/or cooking places) raises awareness of HWS, especially at the four critical times.

What are possible substitutions for soap?

Should soap is not always available, possible substitutions include detergents, dishwater.

In a recent research, we discover that almost any household has in store one of the …. Among the popular are, in dominant order, detergents, dishwater and soap. Soap should be kept in convenient places and preserved with care. At school, it is advisable to have wall-bound soap machine, which is more cost-effective and refillable.

Should children wash their hands with soap?

CHILDREN SHOULD WASH THEIR HANDS WITH SOAP. In fact, children who are 5 or under 5 have different needs. Nannies have to ensure that children are kept clean. But when children are 4-5 years old, they are aware of the differences between being clean and unclean. They are also more independent and be able to wash their hands by themselves. In that case, day-care assistants may teach children how to wash hands with soap and remind them to wash hands with soap at critical times. Everyday, the day-care assistants should ask the children several times: “Have you washed hands with soap?” A caring and happy attitude can help children accept a healthy behavior.

Detailed plan of the meeting:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Instructions</th>
<th>Time</th>
<th>Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Beginning</td>
<td>Greet participants and briefly state the reasons and theme of the meeting</td>
<td>10 minutes</td>
<td>None</td>
</tr>
<tr>
<td>B. Sensing clean and unclean hands</td>
<td>1. Introduce the <strong>6 steps of HWS</strong> and demonstrate them accordingly. Split the participants into 7-8 subgroups.</td>
<td>15 minutes</td>
<td>2 big sheets of paper</td>
</tr>
<tr>
<td></td>
<td>2. After washing hands with soap, ask people to sit in circle and to share their perceptions of clean and unclean hands.</td>
<td></td>
<td>Tape</td>
</tr>
<tr>
<td></td>
<td>3. Record people’s feedbacks correspondingly on two columns of a single sheet.</td>
<td></td>
<td>Markers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Buckets and basins</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Soaps</td>
</tr>
<tr>
<td></td>
<td><strong>What is the most frustrated feeling over</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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unclean hands? Circle the answer with red marker.

What is the most pleasant feeling about clean hand? Circle the answer with blue marker.

4. Focus the discussion on issues directly relate to children: What are benefits of clean hands to children? What are possible threats of unclean hands to children?

5. Summarize the points made during the discussion regarding benefits and potential threats.

C. Transmission and consequences of diarrhea and respiratory infection.

1. Inform everyone of the discussion focus: common diseases in children
2. Display pathological images of an ill child and ask participants: What are common diseases in children? Record the answers on a sheet of paper. Explain that the two most common incidences in children are diarrhea and acute respiratory infections.
3. Ask participants what possible causes of infections are? Utilize images to illustrate the transmission of such diseases.
4. Ask: “What are the consequences of diarrhea and respiratory infection in children?” Ask people to record their answer on two sheets of color papers: Red for immediate consequences and Blue for long-term consequences.

<table>
<thead>
<tr>
<th>Immediate consequences</th>
<th>Long-term consequences</th>
</tr>
</thead>
</table>

Explain the danger of immediate consequences and that the long-term consequences are malnutrition, slow mental and physical development.

D. When is HWS necessary?

Ask participants: In your opinion, when is HWS necessary?

Illustrate the four critical times with
### E. The effect of soap

1. Ask participants: **What are the effects of HWS?**
   - Record the answers on a board and illustrate the effects of HWS in compared to handwashing without soap.
   - Mention the potential substitutions of soap, such as detergents and dishwater.
2. Ask participants: **What is the most suitable kind of soap to be used at schools?**
   - Write answers on the board and let the discussion roll.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Meeting with management</td>
<td>x</td>
</tr>
<tr>
<td>Instructing the children</td>
<td>x</td>
</tr>
<tr>
<td>Monitoring and supporting</td>
<td>x</td>
</tr>
</tbody>
</table>

### F. Where should soap and water be placed for best efficiency?

1. Split up into subgroups and facilitate the discussion on: **Where in day-care centers and kindergartens should soap and water be placed for most convenience?**
   - Ask each subgroup to sketch the building’s floor plan and indicate those best locations.

### H. Instructions on proper HWS

Demonstrate the proper HWS in for the entire day-care staff (*refer to the appendix for more details*)

Split up into 2-3 subgroups and ask the day-care assistants to do the roleplay.

Afterward, regroup and continue the discussion on: **How to organize demonstration at schools to teach children to wash hands with soap?**

### I. Outline the detailed plan and finish the meeting

1. Request each day-care assistant to compile a detailed plan as set forth in the following:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Meeting with management</td>
<td>x</td>
</tr>
<tr>
<td>Instructing the children</td>
<td>x</td>
</tr>
<tr>
<td>Monitoring and supporting</td>
<td>x</td>
</tr>
</tbody>
</table>

Ask participants to keep a copy of the sketch in part F for further discussion with the school management on installing soap and water facilities at school.

2. Distribute the flyers.

3. Close the meeting (invite someone from the school’s management to make a closing speech).
GUIDING KINDERGARTEN KIDS AND NURSERY SCHOOL CHILDREN TO WASH HANDS WITH SOAP

Activity 1: Teachers instruct the children on the 6 steps of proper HWS  
**Tools:** Bucket, washing basins and soap (with odor preferably).  
**Practice:** Ask children sit in circle and demonstrate the 6 steps of proper HWS. Repeatedly, the teachers ask each child to come into the middle and instruct her/him in depth while others observe the process from the rear.

Activity 2: The Sing Along HWS (Should be implemented once the children have already known the 6 steps of HWS)  
**Tools:** dipper, buckets, basins, water and soap (with odor).  
**Practice:** Ask two children to wash their hands with soap while others sing aloud. Then repeat the process with another two

“Mot voi mot la hai.  
Hai them hai la bon  
Bon voi mot la nam  
Nam ngon tay sach deu”

Teachers observe and give compliments.

Activity 3: HWS while counting.  
Tools: dipper, buckets, basins, water and soap (with odor).  
**Practice:** Ask two children to wash their hands with soap while the others count aloud from one to twenty. Then repeat the process with another two

Teachers observe and give compliments

Activity 4: Making soap bubbles  
**Tools:** basins, water and fluid soap.  
**Practice:** Dissolve fluid soap into water and ask the children to immerse and rub their hands together to make soap bubble. Once the soap bubble starts to take shape, blow them out. Remember to clean up afterward.

Activity 5: Spread the HWS habit to the children’s families.  
Teachers should remind the children to keep such hygienic practice at home and spread the information to other members of their families.
Part 7: INSTRUCTIONS ON CONDUCTING COMMUNICATION ACTIVITIES AT MARKET PLACES

Overall objective: The objective of conducting HWS communication at marketplaces is to improve community’s awareness of the importance of HWS at the four critical times through educational and entertainment activities.

Specific objectives are:
- To propagate the importance of HWS.
- To state the crucial role HWS plays in preventing diseases in children.
- To stress the key moments when HWS is necessary.
- To guide the community on the standard procedure of HWS.
- To raise awareness on nationwide scale on changing behavior of washing hands through propaganda means.

Responsibilities:
Members of the Commune Communication Committee are responsible for the organization of HWS propaganda events at marketplaces. In addition, the project commune motivators will assist the process upon request.
Each commune should organize at least two communication events at marketplaces during the course of the project.

The conditions for organizing a HWS communication event at marketplaces
The communication event takes place at the times and venues as set forth by members of the Commune Communication Committee. The venue must meet the requirement of sufficient space for distributing propaganda materials and organizing promotional activities.

Required tools and materials:
*Each venue must at least have the following tools and materials:*
- Bucket and/or basin
- Sample soap
- Paper towel
- Water
- Illustrative images
- Posters and flyers
- Gifts.
- Hang Board.
- Table and chair (if there are)

The required time:
Each communication event should last anywhere from 120 to 150 minutes.

Information to be shared
Motivators make use of the information and illustrative images as set forth on the Communicator Manual.
Preparation:
1. Elect an executive who is responsible for the organizing of the communication event.
2. Set up time and venue for the communication event.
3. Request support from the project motivators.
4. Prepare required tools and materials.
5. Double-check the program and the communication materials.
6. Read again the instructions on conducting HWS communication at marketplaces.

Approach:
1. Marketplaces are ideal for propagating the HWS initiative due to the large number of mothers and family members assembling. Furthermore, given the nature of markets as the primary sources of food supplies, the project motivators can emphasize the importance of HWS in preparing meals, especially for children.
2. Project motivators should split up into small groups and utilize games, quizzes and/or short presentations to approach the community.
3. Stressing the importance of HWS on the welfare of children catches the attention of children’s caretakers and keeps them interested in further discussion on HWS.
4. Project motivators, who are involved in communication events, should make use of the Communicator Manual as previously used in team meetings and household visits. The standard approach is not to instruct people but to ask questions and to urge communication. Ultimately, the goal is to promote a hygienic habit through sharing information.
5. The following activities are to demonstrate the questioning and sharing approach with the aid of illustrative images, posters and other communication materials at communication sites.

Activities suggested to be organized during communication events

1. **Displaying posters and other communication materials**  
*Required tools and materials:* Posters and other wall-bound promotional materials. There should be sufficient and accessible spaces reserved for posters and other promotional HWS materials at each communication venue. The displaying style should be eye-catching.

2. **Distribute sample soap and informative materials**  
*Required tools and materials:* Sample soap and informative materials. Project motivators are responsible for the distribution of sample soaps and communication materials such as flyers, etc.

**Activity C: Soap Bubble**  
*Required tools and materials:* Washing basin, water, soap (ideally dishwashing liquid), and tools for making soap bubble (hands probably). Attracting a lot of children and their parents to the events.

3. **Questions on HWS**
Required tools and materials: Tree branches and questions prepared in advance and written down on pieces of paper which are then folded and glued to the tree branches for the play of a game called “Picking flowers”

People are invited to randomly pick a piece of paper and answer the corresponding question. The participants can earn a small gift for each correct answer or request aid from others. (Please refer to appendix 2 for list of questions)

4. Exercise on handwashing: (a game called “Finding out the dirty hands”)
Required tools and materials: score tracker, scoreboard, pastel (which can easily be substituted with a mixture of soot and cooking oil), bucket or basin, blindfold, apron, bush, watch.
1. Explain the terms and conditions of the game.
2. Select two volunteers to join the game. One will hand-wash and the other will time.
3. Ask one volunteer to dirty her/his hands with pastel (or the mixture of soot and cooking oil) throughout. Direct her/him to the washing basin and blindfold her/him.
4. Suggest the blindfolded volunteer to wash her/his hands with only water within a specific timeframes: 1 second, 5 seconds, 20 seconds and until her/his hands are completely clean. The cleanness ranking system is as the following: completely stained (++++), mildly stained (+++), and so on until completely clean (-).
5. Determine the cleanness of the participant’s hands and record the result after 1 second (without informing the participant of the status of her/his hands).
6. Let the participant wash her/his hands for another four seconds and record the result.
7. Let the participant wash her/his hands for another 15 seconds and record the result.
8. Untie the blindfold and let the participant observe her/his hands. Blindfold her/him again and repeat steps 3 to 7 with soap. Record all the results respectively.
9. Publicly announce the two scoreboards.

Sample scoreboard

<table>
<thead>
<tr>
<th>Time</th>
<th>Water</th>
<th>0 second</th>
<th>1 second</th>
<th>5 seconds</th>
<th>20 seconds</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>++++</td>
<td>++++</td>
<td>++</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Water and Soap</th>
<th>0 second</th>
<th>1 second</th>
<th>5 seconds</th>
<th>20 seconds</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>++++</td>
<td>++</td>
<td>+</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Note: Should there is no watch, the game facilitator may ask the participants to count aloud from 1 to 20.

10. Ask participants the following questions:
   - Does HWS make any difference? What is it?
   - According to you, which is better: handwashing with or without soap?
   - What are the benefits of HWS?
11. Explain the importance and benefits of HWS with the aid of illustrative images.
12. Thank the two volunteers for their enthusiasm and cooperation and present gifts to them.

5. **Demonstration of HWS (with songs and music as back up to warm up the atmosphere)**

*Required tools and materials:* washing basin, water, soap, and towel.
Demonstrating the standard procedure (step by step) of HWS while playing background music. The performer may time the HWS procedure proportionally with the length of the background music.

6. **6 steps of HWS procedure**

*Required tools and materials:* boards, each of which displays a consecutive step of the standard HWS procedure, hang board, tape or stamp.
Challenge the volunteer participant to arrange the 6 boards in the correct order and present each successful attempt with a small gift. Meanwhile, the project motivators should repeat the standard procedure of HWS and explain the benefits of proper HWS.

7. **Cut and paste the drawing of hands**

*Required tools and materials:* A large piece of paper, color paints (erasable), bush, bucket and/or basin, soap and towel.
To track correctly the number of participants, invite each of them to handprint on a piece of paper or outline their hand with color pens and sign on that accordingly. Afterward, invite everyone to wash his/her hands with soap.
Section 8: APPENDICES

Appendix 1: The Pledge of Commitment

Vietnamese Women’s Union  The World Bank
Water and Sanitation Program

Handwashing with Soap Initiative Project

The Pledge of Commitment on Handwashing with soap

My name is: ……………………………………………………………………….
Home address: ……………………………………………………………………….

I hereby confirm my participation in the training program of “Handwashing with soap Initiative” from …… to …..

Through the training program, I have fully been aware of the benefits and usefulness of HWS to personal health, as well as that to the community. I hereby pledge to subscribe myself as a volunteer communicator, and to promote and to propagate the HWS Initiative among members in the community, especially among mothers and school children

As a volunteer of the initiative, I am abided to set the good example of handwashing with soap, especially at the four critical moments:

1. AFTER going to the toilet.
2. AFTER cleaning up after the children.
3. BEFORE preparing meals
4. BEFORE eating, feeding and breast-feeding children.

Day….Month…. Year……

The participant
(Signed)
## Appendix 2: Questions & Answers

<table>
<thead>
<tr>
<th>Ref.</th>
<th>Questions</th>
<th>Answers</th>
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</thead>
</table>
| 1    | What is the cause of diarrhea and Respiratory inflections at children?   | Bacteria are the main cause of diarrhea and respiratory infections at children, rather than the change of weather as commonly believed.  
Bacteria are microscopic and prevalently present on human skin at the density of 20,000 units per centimeter square. While our hands are normally perceived as clean, they are indeed not bacteria-free. |
| 2    | Where do bacteria exist?                                                  | Feces command the most concentration of diarrheal bacteria, especially feces of sick people, without the exception of children’s.  
Bacteria causing respiratory infections highly concentrate in phlegm and saliva, especially among sick people.                                                                                                                                                                                                                           |
| 3    | Why are our hands easily contaminated?                                    | Our hands frequently come into contact with objects highly concentrated with pathogenic bacteria.  
Given the energetic and explorative nature of children, they are more susceptible to bacteria through touching and sucking unhygienic objects.                                                                                                                                                                                                                     |
| 4    | Why is HWS necessary?                                                    | The wet condition of our hand is ideal for the existence and development of bacteria.  
Handwashing without soap is insufficient for eliminating all the pathogenic bacteria in our hands.  
HWS is not time-consuming. Only a few seconds of HWS provides an effective protection against diseases caused by hygienic deficiency for your family.                                                                                                                                                                                                                   |
| 5    | What are the benefits of HWS?                                            | Regular washing hands with soap highly reduces the risk of catching diarrhea and respiratory infections by 47% and 30% respectively.  
HWS provides guard against diseases and foster the development of children.  
A few seconds of HWS not only provide protection against diseases but also improve your sense of confidence.                                                                                                                                                                                                                          |
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<table>
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</table>
| 6 | **When is HWS necessary?** | Everyone should practice HWS at the four critical times:  
- BEFORE eating, feeding and breast-feeding the children  
- BEFORE preparing meals.  
- AFTER going to the toilet.  
- AFTER cleaning up after the children. |
| 7 | **To optimize people’s awareness of HWS, where should we locate washing spots?** | Washing places should be set up at the convenience of everyone, ideally near the toilet, dining places, kitchen and/or forth yard.  
Keep reminding the children to wash hands with soap prior to meals and after going to toilet.  
Distribute flyers at proper places to raise awareness of HWS |
Appendix 3:

PROJECT MESSAGES

- Wash hands with soap for the children’s welfare and development.

- Remember to wash hands with soap at four critical times:
  - Prior to meals.
  - Prior to preparing meals.
  - After going to the toilet.
  - After cleaning up after the children

- Handwashing without soap is insufficient for eliminating all the pathogenic bacteria that we cannot visually see by our eyes. Just a few more seconds, mothers should always remember to wash hands with soap.

- Regular washing hands with soap reduces the risk of catching diarrhea and respiratory infection by 47% and 30% respectively.

- Washing hands with soap not only safeguards against diseases but also provides a pleasant scent and comfort and confidence when contacting children.