



# Overview of Water, Sanitation, and Hygiene (WASH) COVID-19 Responses from Governments, Regulators, Utilities and other Stakeholders in 84 Countries

## SUMMARY

This technical document presents an overview of initiatives that countries and WASH stakeholders are implementing in the COVID-19 response to ensure WASH services for all; in particular to secure and sustain access to WASH services for vulnerable groups as well as in schools and in health care facilities. Ensuring good hygiene and appropriate WASH practices for everyone, everywhere, will help prevent transmission of the COVID-19 virus.

Initiatives were identified and mapped across 84 countries worldwide, and categorized into those that are aimed at promoting hand hygiene and strengthening infection prevention and control (IPC), those that seek to secure water and sanitation services for all, and those that provide technical and financial support to utilities. They have been also classified based on the level of implementation, distinguishing between measures being led by national/central state institution and measures led by sub-national/local level state institution, including sub-national emergency taskforce or non-state actor.

The mapping shows regional disparities between and within regions, and the level of activity found in the countries varies largely, both in terms of ambition and scope. Hygiene promotion and other IPC measures have been widely adopted, although not always matched in ambition with the assured availability of soap, water, and handwashing facilities. Support to vulnerable households at scale to promote basic access to WASH services is weak and needs additional focus, particularly in rural areas and small towns, and in schools, where acceleration of WASH preparedness measures for safe school reopening may be required. In addition, parallel support needs to be extended both technically and financially to service providers or to households themselves in the form of cash transfers, in order to ensure the financial viability of utilities and the provision of those critical services. Overall, preliminary findings presented herein are intended for WASH decision-makers and practitioners who want to better understand and contribute to COVID-19 prevention and response.

## Context

The COVID-19 outbreak was declared a Public Health Emergency of International Concern on 30 January 2020.

UNICEF's integrated, multi-sectoral programmatic response to COVID-19 is described in the "Guidance Note on Programming Approaches and Priorities to Prevent, Mitigate and Address Immediate Health and Socio-economic Impacts of the COVID-19 Global Pandemic on Children" [1], in alignment with the "UN framework for the immediate socio-economic response to COVID-19" [2]. In the WASH sector, UNICEF's overall response to Covid-19 is guided by the "[COVID-19 Emergency Preparedness and Response WASH Strategic Programming Framework](#)" [3]. It identifies three main areas of response:

- Handwashing and Hygiene Promotion
- Infection Prevention and Control (IPC)
- Continuity and affordability of essential WASH services and products

Since the beginning of the outbreak, all different stakeholders working in the WASH sector - governments and decision makers, regulators, utilities, and civil society - have launched and implemented a set of measures to enable and prioritize the provision of safe water, sanitation, and hygienic conditions for all during the outbreak, paying special attention to the needs of those in vulnerable situations and in health care facilities.

In order to share experiences and promote good practices, the Stockholm International Water Institute (SIWI) has screened, in collaboration with UNICEF, some of the initiatives implemented by countries to i) ensure universal access to a minimum daily volume of drinking water and basic sanitation, to ii) strengthen infection prevention and control (IPC), with a focus on the enhancement of safe hygiene behavior, and to iii) secure the continuity and affordability of WASH services and products. Mapping has been

conducted intensively between end of March and June 2020 in 84 countries. In Latin America and the Caribbean (LAC), it initially focused on 15 countries, but has been now extended to cover up to 26 countries, including 7 countries from the Caribbean. In Middle East and North Africa (MENA), mapping includes a total number of 21 countries. Additionally, 37 countries from East Asia and Pacific, South Asia, Eastern and Southern Africa and West and Central Africa have been also covered (4, 5, 12 and 16 countries, respectively).

In May, a discussion paper entitled "[Water, Sanitation and Hygiene \(WASH\) COVID-19 response from governments, regulators and utilities](#)" was published to present an initial list of measures and initiatives that countries have adopted and implemented in the WASH COVID-19 response. This paper has been complemented by two additional notes, with a regional focus: i) in LAC, the note entitled "El sector del agua, el saneamiento y la higiene y su respuesta ante el COVID-19: Iniciativas en América Latina y el Caribe" was originally published in [Spanish](#), [French](#) and [English](#); and ii) in MENA, a separate paper, entitled "[WASH COVID-19 response by governments, water utilities and WASH stakeholders in Middle East and North Africa \(MENA\) Countries](#)", has been recently published.

The present note provides an overview of measures and initiatives that WASH stakeholders have launched or are implementing in the response to COVID-19 in these 84 countries, and points out key remarks and main findings for each region. For clarity, they are structured around five different target areas, in alignment with the UNICEF WASH Strategic Programming Framework for COVID-19 Response (see Figure 1). The full framework of measures under each target can be found in Table 1 on page 15.

### Methodology and limitations of the analysis

This note presents some limitations due to the scope and methodology used for the data

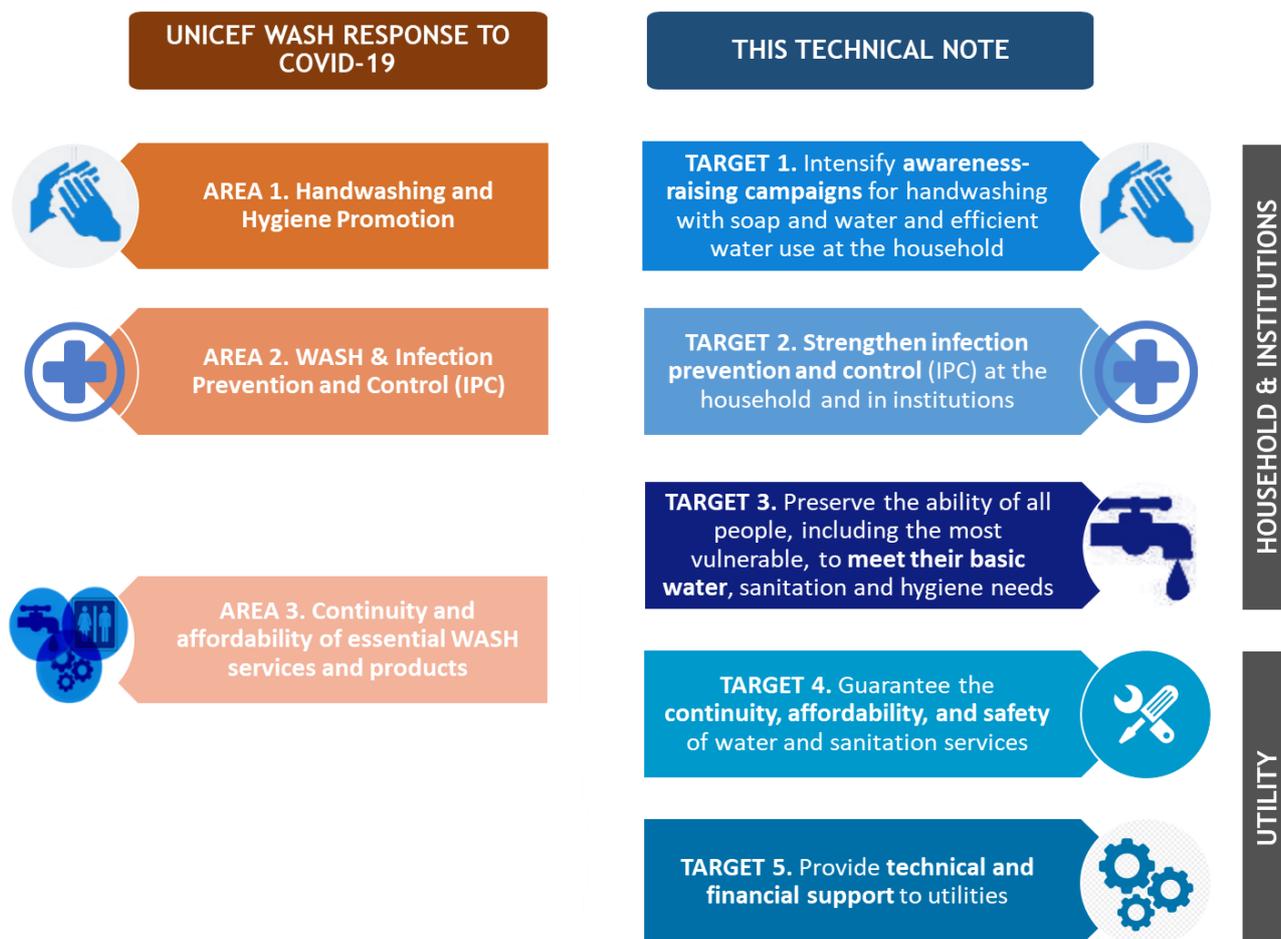
collection. Whilst the contents of the annexes and the maps are based on a systematic and comprehensive mapping of publicly available secondary information, validated through UNICEF CO's wherever possible, it should not be assumed to provide a fully complete picture of the responses in the countries. Limitations include i) the lack of publicly available information on the internet in some cases, ii) the dynamic and rapidly evolving situation, unavoidably leading to a rapidly outdated snapshot mapping of the response, and iii) the representativity (number of countries mapped) and the regularity of updates and periods reported, which differ from one region to another (e.g., last update for some countries was

beginning of May, while data from LAC have been updated in mid-June).

That said, mapping has taken the following approach for data collection:

- 84 countries searched and mapped, from different regions.
- All actor responses considered – Government, Utilities, Regulators, International Orgs, CSOs, Private Sector etc.
- 100% web-based search (no limitations to information sources used), complemented by interviews with stakeholders wherever possible.
- Search languages, depending on the region: English, French, Spanish, Arabic.

**Figure 1: Covid-19 WASH Response Mapping target areas aligned with UNICEF WASH Strategic Programming Framework**



Source: own elaboration

- Classification of measures found in five target areas mentioned above (Figure 1), and also based on the following: i) Initiative/measure led by national/central level state institution or national emergency taskforce; ii) Initiative/measure led by sub-national/local level state institution, sub-national emergency taskforce, or Non-state actor.

In terms of the information sources used for the web-based search and mapping, the following are the most common resources: i) Government websites (and social media), ii) Water and sewerage utility websites (and social media); iii) Humanitarian/development organization websites and Global WASH cluster and WASH and Health clusters at country level (including UNICEF SitReps); iv) Google alerts using keywords, e.g.: water sanitation hygiene COVID coronavirus "COUNTRY"; and v) General Google searches.

## Response and Learning

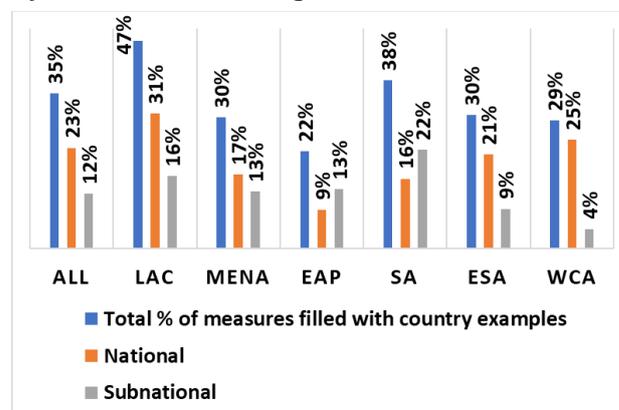
### A snapshot view of the global response

Since the COVID-19 outbreak, the epidemic has spread to 216 countries and territories, and as of July 1 2020, over 675 000 reported deaths and over 17.3 million confirmed cases have been reported<sup>1</sup>.

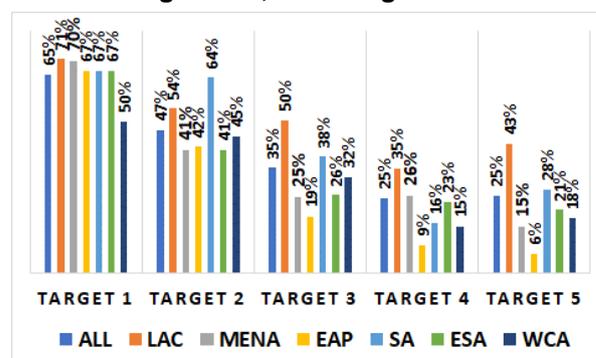
Overall, the WASH response has shown large regional disparities. Despite the methodological limitations cited above, mainly the number of countries mapped in each region and the mapping cut-off date - which varied between different regions - Figure 2 suggests that more active countries were found in LAC and South Asia (SA) region. In terms of target areas (Figure 3), the focus in all regions was on handwashing and hygiene Promotion (target 1), followed by WASH & Infection Prevention and Control (target 2), with targets 3 (ensuring basic WASH needs), 4

(WASH service continuity) and 5 (support to water utilities) having significantly lower activity.

**Figure 2: Total percentage of different response measures implemented on average by countries, at the regional level<sup>2</sup>**



**Figure 3: Total percentage of different response measures implemented by countries for each target area, at the regional level<sup>2</sup>**



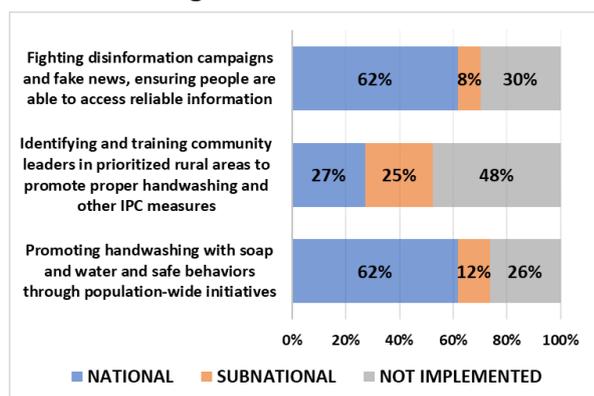
A closer analysis of Target 1 (Figure 4) shows that the majority of countries have been taking action to implement hygiene promotion at scale, targeting households, often with the support of community and religious leaders. Many countries have also been proactively tracking and combating misinformation and fake news. In contrast, hygiene supplies and construction of handwashing infrastructure, both measures needed to put positive behaviors into practice, have been rarely implemented at scale (see

<sup>1</sup> WHO, Coronavirus disease (COVID-19) Situation Report – 194: Data as received by WHO from national authorities by 10:00 CEST, 1 August 2020

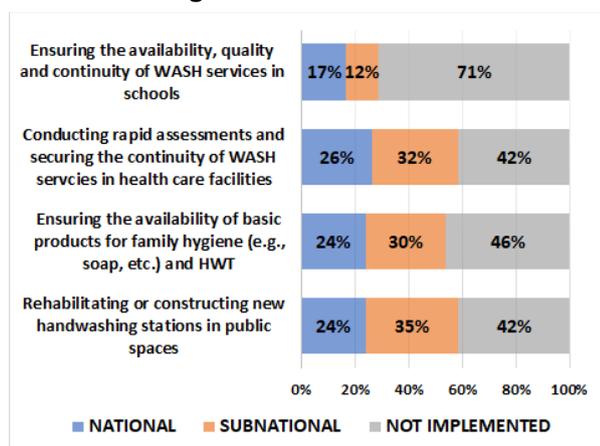
<sup>2</sup> Due to the limitations of this analysis (i.e. regularity of updates and periods reported in each region, representativity of countries surveyed -except in MENA and LACR-), the comparison by region might lead to wrong conclusions.

Figure 5, Target 2). Also, in relation to Target 2, a focus has been seen at local levels in terms of ensuring continuity of WASH services in health centre facilities. Few measures were however identified in support of WASH preparedness for school reopening, and increased efforts may be required in coming weeks and months, including hygiene promotion, IPC measures as well as strengthening of infrastructure and services.

**Figure 4: Average proportion of countries that have adopted (implemented) key activities in relation to Target 1**

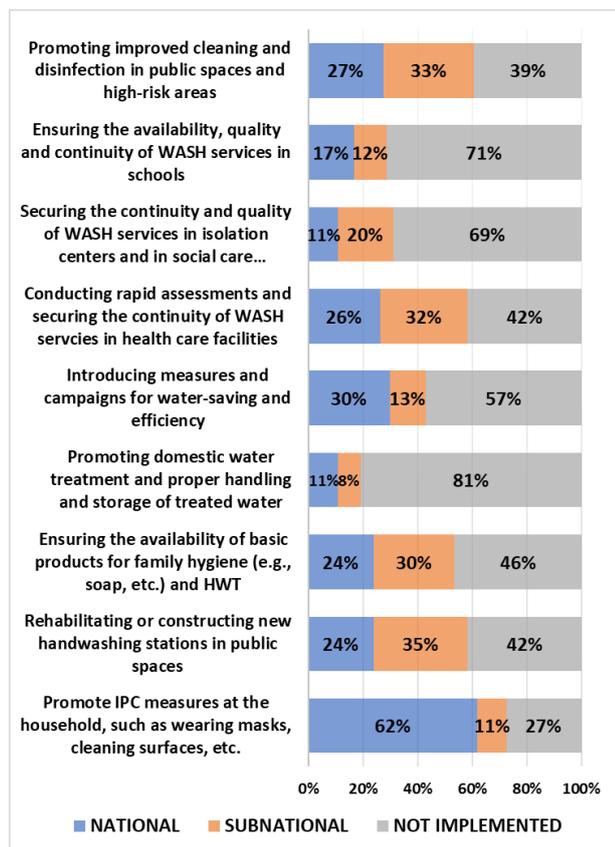


**Figure 5: Average proportion of countries that have adopted (implemented) key activities in relation to Target 2**



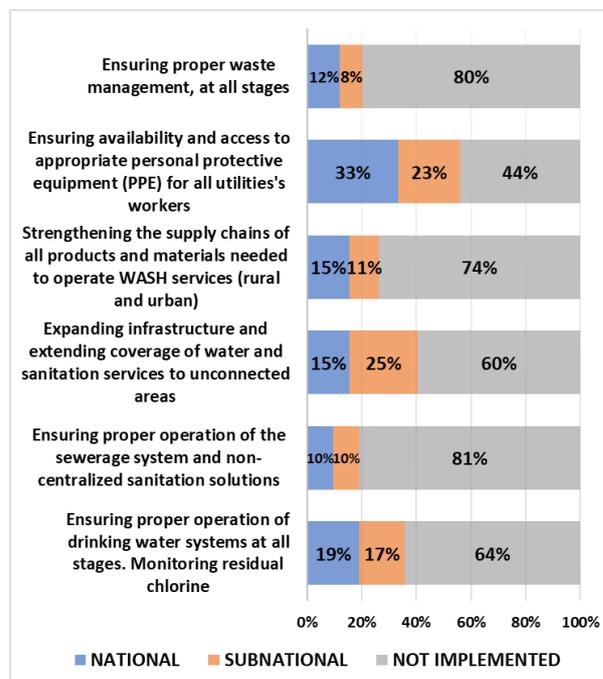
In Target 3 (Figure 6), it is observed that whilst almost half of the countries have issued policies to prohibiting the disconnection of water supply to users, enforcement measures to reconnect previously disconnected users have not received the same level of attention. Some countries were also found to be taking complementary measures to guarantee water for those less able to access and afford services (e.g., by water trucking or water kiosks). In addition, an increasing number of countries have put in place measures to alleviate the cost of bills, while other countries have opted for extending cash transfers to vulnerable households, as an essential way to ensure their liquidity to pay for WASH. Overall, however, it is likely that these mechanisms will not be sufficient to cover the entire population. With regard to sanitation, very little was found for measures relating to supporting decentralized sanitation for vulnerable groups not connected to the sewerage network, or to ensuring availability and free access to public toilets. The latter may be particularly relevant for displaced persons and confined people who do not have access to sanitation and need to use shared or public toilets, as well as for essential workers, if public infrastructures are not available or properly maintained. Finally, despite positive examples such as in South Asia, few countries were found to be taking proactive steps to consider the specific needs of women and girls in the WASH response, and measures mapped were scarce and implemented locally.

**Figure 6: Average proportion of countries that have adopted (implemented) key activities in relation to Target 3**



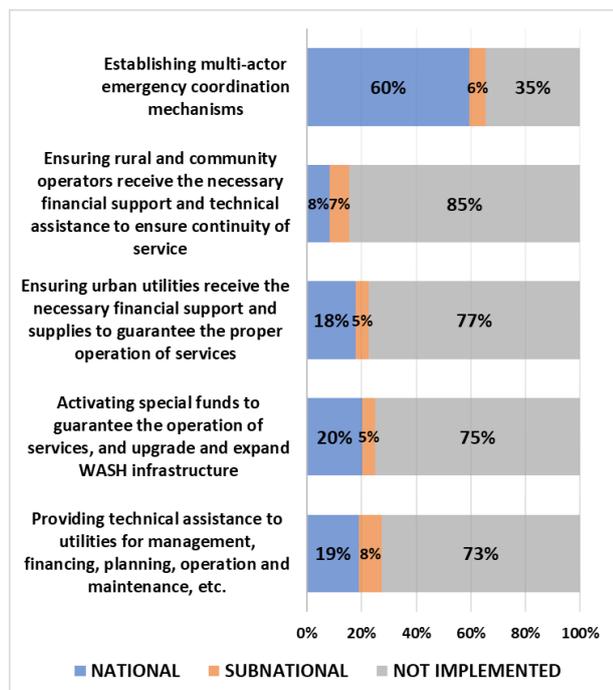
In Target 4 (Figure 7), a variety of response measures were found to ensure continuity of piped water supplies. Among others, protecting the safety and security of water and sewerage utility workers, strengthening and diversifying the supply chains of all products and materials needed to operate the systems, while increasing infrastructure maintenance, enhancing disinfection and water quality monitoring, and securing alternative power supplies. By and large, however, these measures did not receive enough attention, neither from national nor from local governments.

**Figure 7: Average proportion of countries that have adopted (implemented) key activities in relation to Target 4**



Finally, Target 5 mapped government measures to support utilities (Figure 8), which are of utmost importance given that a number of response initiatives depend on the technical and financial capacity of the utility, e.g., bill cancellation, debts rescheduling and remission, and exemption of reconnection charges to distribution networks. Only few countries were found to be taking proactive steps into this direction. This will impact, in the short-term, the financial viability of the provider and, ultimately, the sustainability of services. Community and small service providers operating in rural areas and small towns have received less attention, and no specific measures were found in relation to informal workers. As the response has progressed, there have been more and more regional and sub-regional platforms active, with WASH stakeholders sharing experiences to assist in strengthening country responses.

**Figure 8: Average proportion of countries that have adopted (implemented) key activities in relation to Target 5**



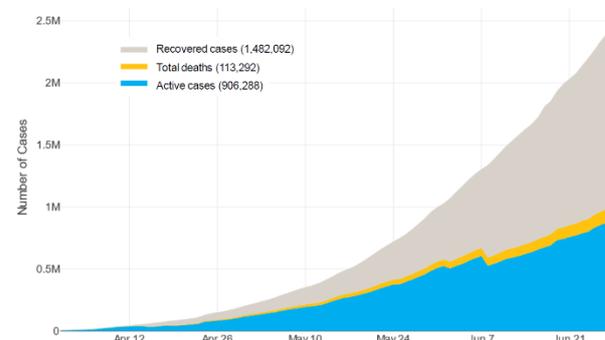
### Regional analysis of Latin America and the Caribbean (LAC)<sup>3,4</sup>

South America and Central America (notably Mexico) has become the new epicenter of the pandemic, according to WHO. By 29 June, four months after the first case of COVID-19 was reported in Brazil on 26 February, over 2.5 million cases had been reported in all 36 countries and territories of Latin America and the Caribbean (LAC), with more than 113,000 deaths, over 50 per cent of them in Brazil. The pandemic is expanding rapidly throughout the region. It took two months to reach 200,000 cases, but less than two weeks to nearly double that number. In the

<sup>3</sup> List of countries searched and mapped in the Caribbean: Bahamas, Barbados, Cuba, Dominican Republic, Haiti, Jamaica, Trinidad and Tobago; in Central America: Belize, Costa Rica, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama; and in South America: Argentina, Bolivia (Plurinational State of), Brazil, Chile, Colombia, Ecuador, Guyana, Paraguay, Peru, Suriname, Venezuela (Bolivarian Republic of).

last month, COVID-19 cases tripled (see Figure 2)<sup>5</sup>.

**Figure 9: No. of active cases, recovered cases and deaths due to COVID-19 in LAC region (as of 29 June)**



Source: Coronavirus COVID-19, Center for Systems Science and Engineering (CSSE) at Johns Hopkins University, 29 June 2020

With this background, mapped countries in LAC have been proactive in their response. As can be observed in the maps (Figures 10 and 11), a significant and increasing number of initiatives were mapped across these countries, with only a few of them showing low level of measures put in place. However, regional disparities exist, with countries from South America showing a more intensive response than countries from Central America or the Caribbean.

In terms of response target areas, a significant number of measures sought to promote population-wide initiatives and awareness-raising campaigns for hand washing (target 1), with all countries implementing measures in this regard. In contrast, few examples were found to secure continuity and affordability of services (target 4)

<sup>4</sup> For detailed and updated mapping of response measures across countries in LAC, please visit SIWI's website on [Water & Sanitation response to COVID-19](#)

<sup>5</sup> UNICEF LACR Coronavirus Situation Report No. 2, 29 June 2020

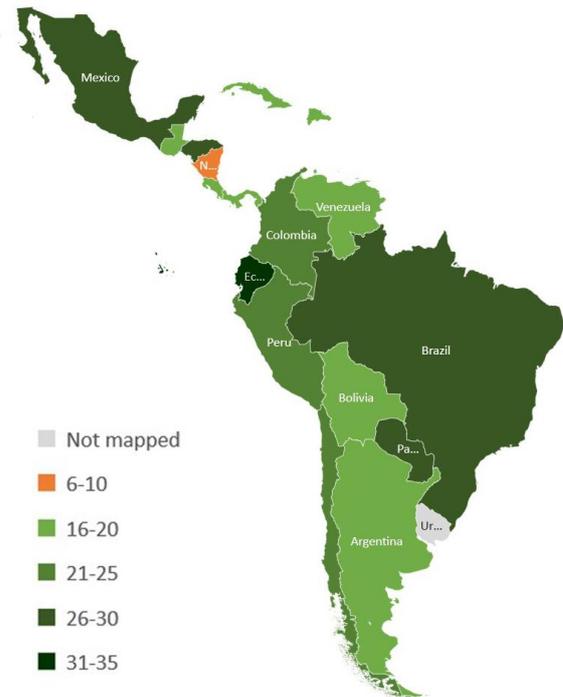
and to provide technical and financial assistance to service providers (target 5). The full summary of measures found for each country in LACR can be found in Table 2 on page 19.

**Figure 10: Regional map showing total number of measures – May 15, 2020**



Source: own elaboration

**Figure 11: Regional map showing total number of measures – June 15, 2020**



Source: own elaboration

More specifically, a preliminary analysis of measures implemented in LAC shows:

- Hand washing awareness campaigns have been intensified, with 100% of countries having specific measures in place. UNICEF, in coordination with national governments, has been particularly active in implementing Risk Communication and Community Engagement (RCCE) by developing, translating, and disseminating messaging and materials on COVID-19 prevention and risk reduction practices. As of 10 June 2020, over 196 million people were reached through Radio and TV, web, social media, and smartphones<sup>4</sup>.
- In addition, more infrastructure-building measures to accompany these campaigns have been identified, such as measures for immediate rehabilitation and construction of handwashing stations in schools, health facilities, markets, and other public spaces. They have been, however, largely implemented at the local level,

with limited scale. In parallel, some countries were also found to be proactively improving infection and prevention control at essential institutions, such as health care facilities, isolation centers or schools.

- As countries begin to lift lockdown measures, awareness raising initiatives are shifting the focus to maintaining the physical distance in public and crowded settings. Other countries are implementing new measures for areas where people are likely to gather, such as the formulation and implementation of protocols for the disinfection of public spaces<sup>6</sup>.
- Many countries have implemented measures prohibiting the disconnection of users and enforcing the reconnection of previously disconnected users. Complementary measures have been promoted to ensure basic drinking water requirements for vulnerable and not connected households, through infrastructure expansion or alternative solutions such as emergency water systems or by water trucks.
- A very limited number of measures have been found regarding the promotion of sanitation, particularly for those vulnerable households not connected to the sewerage network. Targeted support could be needed to ensure that households are able to afford fecal sludge services and off-grid toilets remain functional.
- An increasing number of countries have realized the economic hardship of customers and have put in place measures to alleviate the cost of bills. Other countries are still opting for providing direct economic financial transfers to households to maintain their consumption levels and contribute to their food security, but with no explicit mention of water.

- Although there are few positive examples of considering the specific needs of women and girls in the response, measures found are still scarce and implemented locally. In a region with 14 countries among the top 25 with the highest femicide rates globally, home-based quarantine in LAC has put many women and children at heightened risk of domestic and sexual violence. In addition, women are the primary caregivers in many households, and they mostly work in the informal sector. Given the broken social protective networks, it is essential to ensure that, at least, the provision of WASH services reaches this particular group.
- Few interventions appear to be adopted by countries to secure the continuity of WASH services. For instance, with few exceptions, no significant measures were found regarding the need to ensure electricity access for utilities to perform their operations and very little has been found with respect to ensuring the supply chains of material needed for these operations.
- Water utilities in most countries reviewed have cited a loss of revenue due to the pandemic. Yet, initiatives to provide financial support have shown to be weak and limited, with only very few operators receiving funds to guarantee operation of services. Some measures regarding specific support to rural and community service providers have been identified, albeit with very limited scope. Large international cooperation funds or development banks are beginning to announce recovery plans, which include expanding the water and sanitation infrastructure to new, non-connected areas.

It is worth noting that most Caribbean countries share the susceptibility to natural threats such as hurricanes, tropical storms, and floods, which have already caused major losses in

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<sup>6</sup> Although disinfecting outdoor spaces by spraying of chlorine-based solutions is not recommended neither by WHO nor UNICEF [3,4], this measure has been found in many countries.

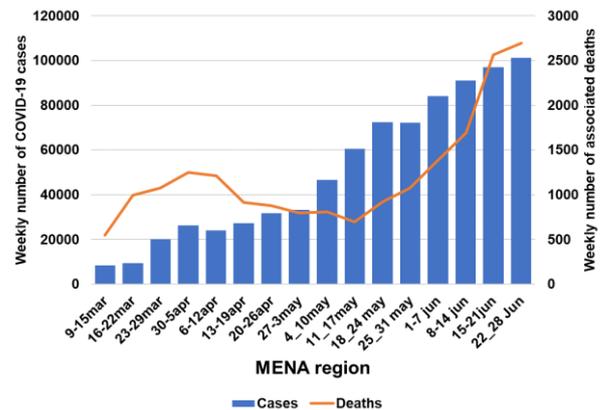
infrastructures and livelihoods. Consequently, response and national emergency teams and working groups are already created in almost all countries to reinforce the preparedness and social protection systems. With the aim to support efficient coordination of humanitarian assistance and management of information, one of their purposes is to secure access to safe water, emergency sanitation measures. This could mean an advantage with respect to the installed capacity in these countries to deal with emergencies. In contrast, some countries in Central and South America are facing two problems that can exacerbate the situation for vulnerable populations: droughts and the spread of dengue fever, which, according to the Pan American Health Organization (PAHO), infections reached new records in 2019.

### Regional analysis of Middle East and North Africa (MENA)<sup>7,8</sup>

The situation in MENA continues to worsen. After a six weeks period of a decline in the curve, an increase in the number of weekly cases and deaths has reoccurred since mid-May (see Figure 12), with most of the new cases recorded in Iran, Saudi Arabia, Iraq, Qatar and Egypt. Indeed, the situation among countries varies, with some countries rising the number of cases (Libya, Sudan, Yemen, Egypt), others witnessing a new wave of cases in the wake of the easing of lockdowns (Iran, Iraq) and a group of countries having managed to flatten the epidemic curve (UAE, Kuwait, Algeria, Qatar, Morocco). As of 29 June, there are 812,448 cases and 19,699 deaths in total<sup>9</sup>.

<sup>7</sup> List of countries searched and mapped in North Africa: Algeria, Egypt, Libya, Morocco, Sudan, Tunisia, Djibouti; and in Middle East: Bahrain, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, State of Palestine, Syrian Arab Republic, United Arab Emirates, Yemen, Iran (Islamic Republic of).

**Figure 12: Weekly cases and associated deaths in the MENA region – 9 March to 28 June 2020**



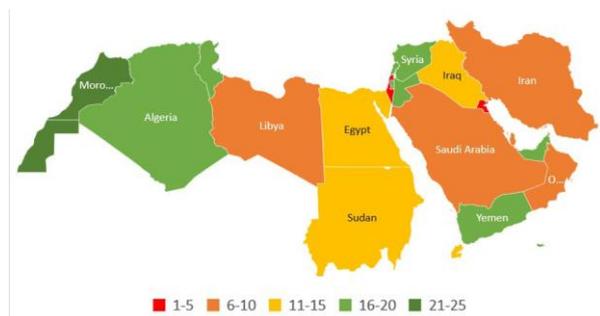
Source: UNICEF MENA Situation Report # 7, 30 June 2020 (unpublished)

Since the beginning of the pandemic, MENA countries have shown high levels of activity in relation to their response to the COVID-19 emergency. Most countries are implementing a significant number of the identified response activities, and there is no significant difference between countries from North Africa and those from the Middle East. Where evidence of response measures was found, more often than not, national/central government were found to be active, sometimes with close support from the United Nations, including UNICEF, through national emergency taskforces.

<sup>8</sup> For detailed and updated mapping of response measures across countries in MENA, please visit SIWI's website on [Water & Sanitation response to COVID-19](#)

<sup>9</sup> UNICEF MENA Coronavirus Situation Report No. 7, 30 June 2020 (unpublished)

**Figure 13: Total number of identified response measures where countries are active, in MENA – May, 31 2020**



Source: own elaboration

In terms of response target areas, targets 1 and 2 - which focus on hand hygiene and IPC - were found to have very good levels of response; while targets 3, 4 and 5 - related to continuity and affordability of WASH services - showed significantly lower levels of activity. Particularly in target area 5, it is worth mentioning that for a large number of countries no evidence of technical or financial support to utilities was found, which has the potential to directly impact on the quality and sustainability of water and sanitation services, even in the short run. The full summary of measures found for each country in MENA region can be found in Table 3 on page 23.

A preliminary analysis of actions initiated by all 21 countries in the MENA region shows:

- Almost all countries have been taking action to implement hygiene promotion and IPC at scale, targeting households and institutions. Many have been proactively combating misinformation and fake news. Remarkably, as of June 24<sup>th</sup>, UNICEF has reached over 186 million across the region with messaging on prevention, and nearly 28 million people were engaged through social media interaction and community engagement initiatives<sup>8</sup>. On the other hand, although UNICEF has also reached a total of approximately 7.2 million people across the region with critical WASH supplies such as soap and handwashing infrastructure<sup>8</sup>, overall efforts needed to put positive behaviors into practice do not currently seem to match at the same scale.

- Few countries were found to be taking proactive steps to guarantee access to water for all. With few exceptions, no significant measures were found for promoting financial mechanisms for bill payments, while ensuring that these are reaching those most in need.
- Although there are some positive examples of considering the specific needs of women and girls in the response, measures found were usually championed by the UN and were usually limited to distribution of dignity kits including menstrual hygiene products.
- With regard to sanitation, beyond ensuring effective operation of sewerage and wastewater treatment in some limited cases, very little was found for measures relating to supporting decentralized sanitation for vulnerable groups not connected to the sewerage network. No measures were identified to ensure availability, safety, and affordability of public or community toilets.
- To a certain extent, a focus was seen at local levels to ensure continuity of WASH services in HCFs, isolation centres and refugee and IDP camps. In refugee and IDP camp settings of non-Gulf states particularly, the response has primarily focused on extending support with water trucking and providing hygiene supplies at scale. Surprisingly, WASH in schools have received very little attention, with measures to prepare for schools' reopening found in only two countries.
- A number of countries were also found to be proactively ensuring correct operation of piped water systems by protecting the safety of utility workers, increasing infrastructure maintenance, enhanced disinfection and water quality monitoring, and securing alternative and emergency power supplies, all ensuring business continuity.

- Technical and financial support to utilities in the short and medium term was rarely seen in the responses. As utilities potentially find themselves with increasing water demand on one hand and the inability to fully cost recover on the other, they could face a potential crisis in the medium to longer term if technical and financial support is not scaled up soon.

### Analysis in other regions<sup>10,11</sup>

The situation among the 37 countries analyzed and within regions varies significantly. In East Asia and Pacific (EAP), the number of new COVID-19 cases continues to decline in most countries across the region. However, Indonesia and Philippines continue to see increases. As of 19 July 2020, 347,880 positive COVID-19 cases were confirmed, with 12,085 deaths<sup>12</sup>. More cases are however foreseen with the loosening of lockdowns; therefore, countries in the region are already developing guidelines on operational protocols for reopening of businesses, movement in public areas and use of transportation. The full summary of measures found for each country in EAP region can be found in Table 4 on page 27.

A similar situation is being faced by the South Asia region, where there are concerns that the cases will continue to grow, particularly in high density and low capacity areas, due to increased testing capacity and the relaxation of the lockdown measures. The region is already experiencing a significant spike in the number of

new cases, with a total of 1,780,789 confirmed cases and 39,579 deaths<sup>13</sup>. Nepal continues to record the highest percentage increase while India reported the largest increase in absolute numbers. The full summary of measures found for each country in SA region can be found in Table 4 on page 27

In West and Central Africa region (WCAR), the pandemic also continues its progression. WCAR accounts for 24% of confirmed cases and 24% of deaths in the African continent, and as of 29 July 2020, a total of 174,081 confirmed COVID-19 cases, with 2,919 associated deaths, were reported. The top 5 countries in WCAR reporting the highest number of confirmed cases are Nigeria, Ghana, Cameroon, Senegal and Côte d'Ivoire<sup>14</sup>. The full summary of measures found for each country in WCA region can be found in Table 4 on page 27

The pandemic has also gained considerable pace in Southern and Eastern Africa region (ESAR), with several countries having reported a significant uptick in daily cases over the past weeks, including Sudan, South Africa, and Zambia. In addition, although all countries in the region have reported cases, many are relaxing the containment measures after several weeks of restrictions, with limited cross border collaboration. By 2 August, roughly 600,000 cases had been reported, with 10,395 deaths<sup>15</sup>. The full summary of measures found for each country in ESA region can be found in Table 4 on page 27

<sup>10</sup> List of countries searched and mapped in East Asia & Pacific: Cambodia, Indonesia, Myanmar, Papua New Guinea; in South Asia: Afghanistan, Bangladesh, India, Nepal, Pakistan; in Eastern and Southern Africa: Angola, Eritrea, Ethiopia, Kenya, Madagascar, Mozambique, Somalia, South Sudan, Uganda, United Rep. of Tanzania, Zambia, Zimbabwe; and in West and Central Africa Benin, Burkina Faso, Central African Republic, Chad, Côte d'Ivoire, Democratic Republic of the Congo, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sierra Leone, Togo.

<sup>11</sup> The full mapping of response measures across countries in each region can be seen separately in the table annexed to this note.

<sup>12</sup> UNICEF EAPR Coronavirus Situation Report No 10, 21 July 2020

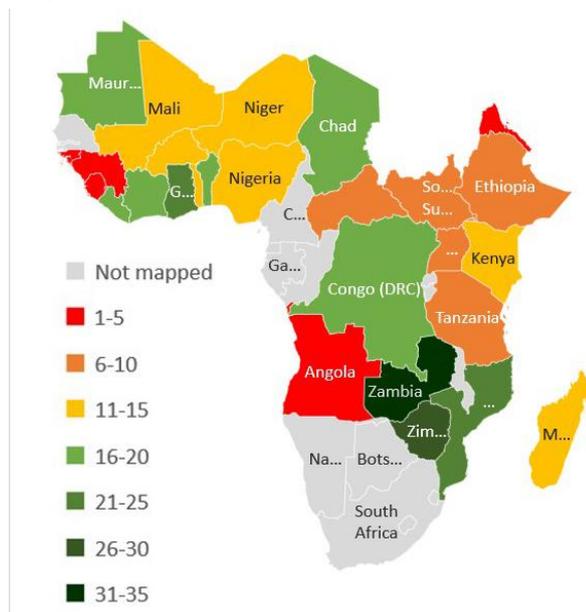
<sup>13</sup> UNICEF ROSA Coronavirus Situation Response No 15, 23 July 2020

<sup>14</sup> UNICEF WCAR Coronavirus Situation Response No 5, 29 July 2020

<sup>15</sup> OCHA Southern and Eastern Africa COVID-19 Digest: Situation Report, 2 August 2020

Accordingly, the WASH response to the COVID-19 pandemic has taken different forms, varying greatly between and within regions. It is observed, for instance, that while most countries have been implementing a proactive response, there are few that are lagging behind. In terms of regions, countries from South Asia are showing a higher level of measures put in place, whereas in contrast, the response given by the neighboring countries from East Asia and Pacific is considerably lower. In sub-Saharan Africa, the level of response is quite similar between WCAR and ESAR. The majority of country responses identified were being led by national/central government, including national emergency taskforces, while in Asia a substantial number of responses were led by sub-national/local level state institution or non-state actors.

**Figure 14: Regional map of sub-Saharan Africa showing total number of measures – May 1, 2020**

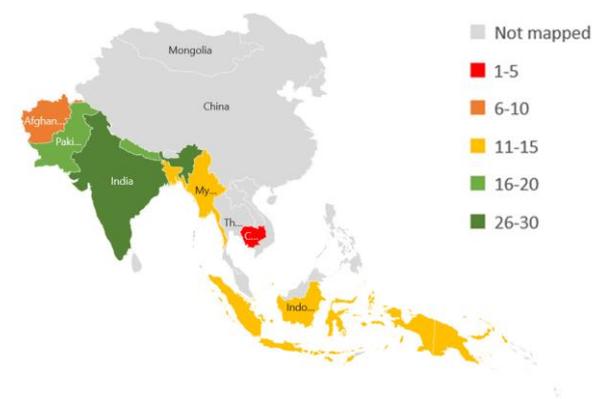


Source: own elaboration

A closer look at response target areas illustrates that hygiene promotion and other IPC have been prioritized in most countries (target areas 1 and 2), both at the household and in health care facilities. More of a focus has been also seen at

local levels in terms of ensuring availability of hygiene supplies such as soap, and infrastructure such as temporary handwashing facilities. In contrast, very few measures aiming at providing technical and financial assistance to utilities and rural service providers were observed, together with few good examples found aiming to secure continuity and affordability of water and sanitation services (targets 4 and 5).

**Figure 15: Regional map of Asia showing total number of measures – May 8, 2020**



Source: own elaboration

A preliminary analysis of actions initiated by all 37 countries in the EAP, SA, WCA and ESA regions shows:

- At the household level, it seems that countries first opted for promoting handwashing with soap and other IPC at scale, rather than improving delivery of water and sanitation services. For instance, as of 19 June 2020, UNICEF in EAP region has provided public information to almost 800 million people since the beginning of the crisis, on how to prevent transmission of the virus and particularly how to protect children, pregnant women, and other vulnerable groups<sup>10</sup>. Remarkably, these efforts often matched with other measures directed to ensure hygiene supplies and handwashing infrastructure in public spaces.
- A number of countries were found to be implementing measures to guarantee water for

all, by suspending the cutting off of water to households unable to pay the bills or enforcing the reconnection of those previously disconnected, as well as distributing water to unconnected households and vulnerable groups. However, it is likely that these mechanisms will not be sufficient to cover a significant proportion of the population in need.

- In some countries, proactive measures were found to ensure continuity of WASH services in health care facilities, in the form of rapid assessments and diagnostics and providing tailored responses. On the contrary, schools have not yet been prioritized. It will require the urgent and increased attention of policy makers on preparing for schools reopening.
- In terms of access to and management of sanitation, a general lack of response was observed. Very few examples were identified to support sanitation in public spaces or decentralized solutions for vulnerable groups not connected to the sewerage network.
- Some countries were found to be proactively protecting the safety and security of water and sewerage utility workers. It was not possible to identify measures taken to distribute personal protective equipment among informal workers.
- Few countries were found to be taking proactive steps to ensure the correct operation of services or to extend support to service providers, both technically and financially. Little evidence was found on promoting the continuity of services, including the repair and rehabilitation of non-functional water points, chlorination of water systems and networks, and the construction of new water systems. Remarkably, the absence of specific assistance to the utilities and rural operators will impact their short-term financial viability and, ultimately, the overall sustainability of the services.

## Conclusions

In recent months, most countries have taken proactive measures in response to the COVID-19 emergency. This note presents preliminary findings from a mapping activity of measures and initiatives that WASH stakeholders are implementing worldwide to ensure WASH services for all. Despite methodological issues in collecting comprehensive or representative data, this study provides a good level of detail about the responses being taken in each country, which can be useful to have a snapshot of how the sector is performing during the crisis and how the situation progresses over time.

The note highlights large regional and national disparities. There are also however some commonalities. Initiatives that relate to the intensification of behavior change and awareness-raising campaigns for the promotion of handwashing and other IPC measures are widespread and have been widely adopted. Many countries have also implemented a combination of technical and financial measures to ensure basic WASH needs for vulnerable groups and in key institutions, but they will not suffice to reach all population in need. In addition, sanitation has been rarely included in the response plans, placing certain groups of society at high risk of infection. Likewise, a general lack of support to service providers, with almost nothing found, is challenging the capacity of both urban and rural operators to continue delivering services. They might face serious problems, even in the short to medium-term, if technical and financial support is not scaled up soon.

Tables 2 to 4 below present more details by region on the initiatives implemented by countries until now.

**To have the latest updates we recommend to consult UNICEF's website [here](#) and SIWI's COVID-19 website [here](#).**

## References

1. United Nations Children's Fund Guidance Note on Programming Approaches and Priorities to Prevent, Mitigate and Address Immediate Health and Socio-economic Impacts of the COVID-19 Global Pandemic on Children. 2020. 28 pages.
2. United Nations. UN framework for the immediate socio-economic response to COVID-19. 2020. 49 pages.
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**Table 1: Adopted measures during the WASH response to the COVID-19 pandemic**

Measure / Initiative / Activity	Actors Involved	Timeframe
<b>1. Intensify behavior change population-wide initiatives and awareness-raising campaigns for hand washing at the household and in institutions</b>		
Promoting handwashing with soap and water and safe behaviors through population-wide initiatives seeking lasting results, using adequate communication channels and messages to reach all population segments, with a special emphasis on the most vulnerable groups.	Central government / Local government / Civil society / NGOs / Media / Private sector	Immediate, short- and medium-term
Identifying and training community leaders in prioritized rural areas to promote proper handwashing (and other IPC measures) in their respective communities and participation in monitoring.	Central government / Local government / Civil society / NGOs / Media	Immediate, short- and medium-term
Fighting disinformation campaigns and fake news, ensuring people are able to access reliable information.	Central government / Local government / Civil society / NGOs / Media / Private sector	Immediate, short- and medium-term
<b>2. Strengthen infection prevention and control (IPC) at the household and in institutions</b>		
Promoting IPC measures at the household, such as wearing masks, cleaning and disinfecting surfaces, isolating people with symptoms and people at a higher risk, and not sharing personal items such as glasses, cutlery, towels, etc. Special attention to confined households and most vulnerable groups. Make content available in the different languages used in countries, and use nudging techniques to encourage good practices.	Central government / Local government / Civil society / NGOs / Media / Private sector	Immediate, short- and medium-term
Rehabilitating or constructing new handwashing stations in exposed collective sites and public spaces, including schools, health care facilities, markets, prisons, transport locations and other public places. The quantity of hand hygiene stations should consider the number of users to better encourage use, reduce waiting time and guarantee physical distancing.	Central government / Local government / Civil society / NGOs / Media / Private sector	Immediate, short- and medium-term
Ensuring the availability of basic products for family hygiene (soap, hand sanitizing gels, menstrual hygiene products, toilet paper, etc.) and domestic water treatment (chlorine tablets, water filters, etc.), either through direct distribution, cash-based interventions or market control mechanisms (e.g., by controlling prices fluctuations for WASH commodities).	Government / Private sector	Immediate
Promoting domestic water treatment if there is no access to safe drinking water (e.g. boiling water, chlorine tablets, filters, etc.) and proper handling and storage of treated water in households with no piped connection.	Central government / Local government / Civil society / NGOs / Media / Private sector	Immediate, short- and medium-term
Introducing measures for water-saving and efficiency.	Central government / Local government / Civil society / NGOs / Private sector / Users	Immediate, short- and medium-term

Conducting rapid assessments <sup>16</sup> of the WASH situation in health care facilities, securing the continuity and quality of water and sanitation services (24*7) in health care facilities, including engaging in frequent hand hygiene using appropriate techniques, implementing regular cleaning and disinfection practices with chlorine-based products, and safely managing health care waste. Adopt alternative and decentralized mechanisms, if needed.	Utility	Immediate
Securing the continuity and quality of water and sanitation services in isolation centers and in social care institutions (for elderly, disabled, homeless, childcare centers, etc.), including engaging in frequent hand hygiene using appropriate techniques and implementing regular cleaning and disinfection practices.	Utility	Immediate
Ensuring the availability, quality and continuity of water, sanitation and handwashing services in schools, using unconventional mechanisms if necessary, in preparation of schools' reopening.	Utility / Ministry of Education	Immediate, short- and medium-term
Promoting improved cleaning and disinfection in public spaces and high-risk areas (e.g., public fountains, recreational areas, schools, public places, institutions offices, etc.)	Local government	Immediate, short-term
<b>3. Preserve the ability of all people, including the most vulnerable, to meet their basic needs in relation to water and sanitation</b>		
Identifying priority intervention areas, supporting national multi-sector mapping of those areas most at risk from COVID-19 ("hotspots") <sup>17</sup> .	WASH stakeholders	Immediate
Not cutting off the water supply to households who are unable to pay bills, under any circumstances.	Utility	Immediate
Immediately reconnecting free of charge all households disconnected for non-payment that do not currently receive water services.	Utility	Immediate
Ensuring a minimum daily volume of drinking water for all vulnerable households or not connected to the mains network, through infrastructure expansion and/or unconventional solutions (e.g. distribution of water to households or at specific community points, trucks, kiosks, etc.), respecting physical distancing (at least, one-meter distance between taps).	Utility	Immediate
Ensuring provision of services to all segments of population <sup>18</sup> living outside a home.	Municipality	Immediate
Ensuring that there are specific measures aimed at addressing the needs of women and girls in relation to water, sanitation and hygiene (e.g., sanitation facilities in isolation centers with gender sensitive safety measures and privacy, targeted awareness raising on handwashing and hygiene promotion, ensuring menstrual hygiene and health management, sex-disaggregated data are considered in WASH response plans)	Central government/ local government/ civil society/ NGOs/ media/ private sector	Immediate, short- and medium-term
Establishing, maintaining and/or extending (in collaboration with social protection services) the financial instruments needed to facilitate service payments, particularly for vulnerable households: implementing subsidy systems, social bonus, freezing bill collection, writing off debts for non-payment, exempting households from reconnection costs, postponement of tariff adjustments, etc.	Government / Utility	Immediate, medium-term
Evaluating the possibility of introducing a free minimum basic consumption for families anticipating an increase in consumption due to better hygiene and the confinement of many people to their homes.	Government / Utility	Immediate, short-term

<sup>16</sup> One particular methodology proposed for this purpose is the Water, Sanitation and Hygiene for Health Care Facilities Improvement Tool (WASH FIT): [www.washfit.org](http://www.washfit.org)

<sup>17</sup> Mapping vulnerability based on 1) multiple risk factors for maintaining basic preventive hygiene and physical distancing (population density, average age, percentage living in the informal economy and day-to-day income, etc.); and 2) multiple risk factors in the context of partial/total confinement and current and potential outbreaks of COVID-19 and other diseases. Areas of high population density and low coverage of WASH services must be especially considered, both at the household and at the community level (few public toilets, etc.), with cases of COVID-19. The presence of health care facilities, markets, nursing homes, prisons, juvenile detention facilities and centers of agglomeration of people with special needs in relation to water and sanitation should also be considered.

<sup>18</sup> Homeless people, people in shelters, nursing homes, refugee/returnee centers, juvenile detention facilities, detention centers, etc.

Providing non-centralized basic sanitation solutions (e.g. compact toilets, latrine emptying and fecal sludge management, etc.), using when needed unconventional technologies, to all households not connected to the sewerage system, in order to prevent open defecation.	Municipality or local government / Utility	Medium-term
Ensuring that public or community bathrooms are open, available and accessible free of charge to people who do not have them at home and/or are doing essential work outside. Guarantee that public toilets are properly maintained, cleaned and disinfected daily.	Municipality or local government / Utility	Immediate, short-term
Guaranteeing access to electricity and communications for users so they can communicate with service providers and authorities, receive information, make online payments, etc.	Government / Private sector	Immediate
Establishing communication channels between utilities and users, such as dedicated webpages for COVID-19, hotlines, etc. Real-time information collection and advice (queries or concerns consumers may have about bills or service).	Utility	Immediate
<b>4. Guarantee the continuity, affordability and safety of water and sanitation services</b>		
Identifying critical intervention areas ("hotspots") in the utility's service area to prioritize COVID-19 response interventions <sup>19</sup> .	Utility	Immediate
Conducting regular monitoring WASH supplies and services access and prices, and take corrective measures when needed.	Central & local government / Users / Private sector / Utility	Immediate, short- and medium-term
Ensuring proper operation of drinking water systems at all stages (protection from source to consume). Planning preventive maintenance tasks at all critical points of the system (e.g. at the intake, pipelines, in the treatment plant and in the distribution network). Monitoring residual chlorine at specific key points and for strategic users (e.g., health care facilities, nursing homes and schools).	Utility	Immediate
Ensuring proper operation of the sewerage system and non-centralized sanitation solutions at every point of the sanitation chain: emptying of latrines and septic tanks and transport, treatment and final disposal of fecal sludge.	Utility	Immediate
Expanding infrastructure and extending coverage of water and sanitation services to unconnected areas.	Utility	Short- and medium-term
Securing access to energy / electricity for utilities, to ensure the operation of water and sanitation services.	Electricity company	Immediate
Advocating for reliable regional and national WASH supply chains, while sustaining, strengthening and diversifying the supply chains of all products and materials needed to operate water and sanitation services (disinfectants, chemicals, spare parts, etc.), ranging from rural small-scale systems to urban, large-scale systems. This might include support to local production, market assessments for WASH commodities, and exemptions for sanctions or special clearances for materials and equipment based on humanitarian need.	Private sector / Utility	Immediate, short- and medium-term
Ensuring availability and access to appropriate personal protective equipment (PPE) for sanitation workers with risk of exposure to excreta or cleaning agents in health care facilities. Adoption of other protection measures, including remote working and duty roster, body temperature measurements, reduction of visits to consumers, etc. Developing protocols in cases of contagion among operational personnel.	Utility / Private sector	Immediate
Distributing personal protective equipment (PPE) to informal sanitation workers.	Government or local government / Informal utility	Immediate
Ensuring proper waste management, at all stages: collection, separation, transportation, processing and treatment, and disposal. Promote good practices for quarantined households (separate collection in bio-medical waste collection units, burned with no human contact, etc.)	Local government	Immediate, short- and medium-term

<sup>19</sup> Criteria for identifying these areas include (but are not limited to) areas of high population density with low coverage of WASH services at both the individual and community levels (few public toilets, etc.) with cases of COVID-19. The presence of health care facilities, markets, nursing homes, prisons, juvenile detention centers and other places where there are many people in need of access to water and sanitation should be taken into account.

Introducing online payment services if they do not already exist.	Utility	Short-term
<b>5. Provide technical and financial support to utilities</b>		
Providing technical assistance to utilities for management, financing, planning, operation and maintenance, etc. Supporting the creation/updating and implementation of emergency response plans or contingency plans.	Government / Strategic partners	Immediate, short- and medium-term
Activating special funds to guarantee the operation of services, and to improve, upgrade and expand water and sanitation infrastructure to meet the specific needs caused by the pandemic.	Government / Financial institutions	Immediate, short- and medium-term
Ensuring urban utilities and small-scale operators receive the necessary financial support and supplies (including personal protective equipment) to guarantee the proper operation of services.	Government / Financial institutions	Immediate, short- and medium-term
Ensuring rural and community operators (both formal and informal) receive the necessary financial support and supplies (including personal protective equipment) and technical assistance to ensure continuity of service.	Government or local government	Immediate, short- and medium-term
Promoting correct monitoring of utilities and middle to small-scale operators. Developing a simple monitoring system to facilitate early detection of service delivery failures and promote corrective actions.	Government / Regulators / Utilities' associations	Immediate, short- and medium-term
Establishing a coordination platform and/or communication channels between government and utilities/operators and their associations for the exchange of experiences, good practices, crossover learning processes, etc. Real-time information collection and advice (queries, concerns about technical, financial, legal, and administrative issues)	Government / Utilities	Short- and medium-term
Developing business plans to analyze economic viability of the utility in the short and mid-term.	Government / Financial institutions	Short- and medium-term
Establishing multi-actor emergency coordination mechanisms, including international and multilateral organizations and other actors.	Government / Strategic partners	Immediate, short- and medium-term

**Table 2: Measures adopted by LAC countries during the WASH response to the COVID-19 pandemic<sup>20</sup>**

Initiatives/measures led by national/central level state institution or national emergency taskforce are represented by **N**

Initiatives/measures led by sub-national/local level state institution, sub-national emergency taskforce, or non-state actor are represented by **S**

Measure / Initiative / Activity	Countries																									
	Caribbean							Central America							South America											
	BHS	BRB	CUB	DOM	HTI	JAM	TTO	BEL	CRI	SLV	GTM	HND	MEX	NIC	PAN	ARG	BOL	BRA	CHL	COL	ECU	GUY	PER	PRY	SUR	VEN
<b>1. Intensify behavior change population-wide initiatives and awareness-raising campaigns for hand washing at the household and in institutions</b>																										
Promoting handwashing with soap and water and safe behaviors through population-wide initiatives	N	N	N	N	N	N	N	N	N	N	S	S	S	N	S	S	S	S	N	N	N	N	N	N	N	N
Identifying and training community leaders in prioritized rural areas to promote proper handwashing (and other IPC measures) in their respective communities and participation in monitoring.				N	N					S		S		S			S	S		S					S	N
Fighting disinformation campaigns and fake news, ensuring people are able to access reliable information.	N	N	N	N	N		N	N	N	N	N	S	N		N	N		S		N			N		N	S
<b>2. Strengthen infection prevention and control (IPC) at the household and in institutions</b>																										
Promoting IPC measures at the household. Special attention to confined households and most vulnerable groups. Make content available in the different languages used in countries, and use nudging techniques to encourage good practices.				N	S							S	S				N				N			N	S	N
Rehabilitating or constructing new handwashing stations in exposed collective sites and public spaces, including schools, health care facilities, markets, prisons, transport locations and other public places.				S	S	S			N	S	S	S	S	N			S	S	S	S	N	N	S	N		N
Ensuring the availability of basic products for family hygiene (soap, hand sanitizing gels, menstrual hygiene products, toilet paper, etc.) and domestic water treatment (chlorine tablets, water filters, etc.)			S	S		S	S	S		N	S	S	S		N	N		S		N	N	S		N	S	N
Promoting domestic water treatment if there is no access to safe drinking water and proper handling and storage of treated water in households with no piped connection.			N	N						N	S						S	S			N		N			N
Introducing measures for water-saving and efficiency.		S	N	N		N	N	N	N	S		S	S		N			S		N	S	N	N		N	N
Conducting rapid assessments of the WASH situation in health care facilities, securing the continuity and quality of water and sanitation services (24*7) in health care facilities		S	N	N	S			N	N	S	S	N	S		N	N		S			N	S		N		S

<sup>20</sup> Measures found online up to 15<sup>th</sup> June 2020 are included in the table along with measures reported by UNICEF CO's directly to SIWI through the CO outreach and validation exercise. It should be noted that whilst the contents of this summary table are based on a systematic and comprehensive mapping of publicly available secondary information, validated through UNICEF CO's wherever possible, it should not be assumed to provide a fully complete picture of the responses in the countries, as the earlier noted limitations explain i) there was found to be lack of publicly available information on the internet in some cases, ii) the dynamic and rapidly evolving situation unavoidably leads to a rapidly outdated snapshot mapping of the response.

Measure / Initiative / Activity	Countries																									
	Caribbean							Central America							South America											
	BHS	BRB	CUB	DOM	HTI	JAM	TTO	BEL	CRI	SLV	GTM	HND	MEX	NIC	PAN	ARG	BOL	BRA	CHL	COL	ECU	GUY	PER	PRY	SUR	VEN
Securing the continuity and quality of water and sanitation services in isolation centers and in social care institutions (for elderlies, disabled, homeless, childcare centers, etc.)			N		S					S			N					S								
Ensuring the availability, quality and continuity of water, sanitation, and handwashing services in schools, using unconventional mechanisms if necessary, in preparation of schools' reopening.				S	S			N	N	S	S	S	N			S			N	N	N		S			
Promoting improved cleaning and disinfection in public spaces and high-risk areas (e.g., public fountains, recreational areas, schools, public places, institutions offices, etc.)	N		S	N	S	N				S	S	S	S	S	S	S	S	N	S	N		N	S		N	
<b>3. Preserve the ability of all people, including the most vulnerable, to meet their basic needs in relation to water and sanitation</b>																										
Identifying priority intervention areas, supporting national multi-sector mapping of those areas most at risk from COVID-19 ("hotspots").			N		N	N	N			S	N	N	S			S	N		S	N	N		N		S	
Not cutting off the water supply to households who are unable to pay bills, under any circumstances.	N	N		N	N	N		N	N	N	N	N			S	N	S	N	N	N	N	N	N		N	
Immediately reconnecting free of charge all households disconnected for non-payment that do not currently receive water services.	N	N		N	N	N		N			N	S		N			S		N	N		N	N			
Ensuring a minimum daily volume of drinking water for all vulnerable households or not connected to the mains network, through infrastructure expansion and/or alternative solutions (e.g. distribution of water to households or at specific community points, trucks, kiosks, etc.)	S	N	S	N	N	N	N		N	N	S	S	S		N	S		S	N	S	N	N	S		N	
Ensuring provision of services to all segments of population living outside a home.					N	S	S					S				S					N	N	N	N	S	N
Ensuring that there are specific measures aimed at addressing the needs of women and girls in relation to water, sanitation and hygiene					N			S		S							S	N								
Establishing, maintaining and/or extending (in collaboration with social protection services) the financial instruments needed to facilitate service payments, particularly for vulnerable households	N	N	N	N		S	N	N		N	S	N			N	N	N	S	N	N	N	N	N			
Evaluating the possibility of introducing a free minimum basic consumption for families anticipating an increase in consumption due to better hygiene and the confinement of many people to their homes.			S		N	N											N	S	N	N	N			N		
Providing non-centralized basic sanitation solutions (e.g. compact toilets, latrine emptying and fecal sludge management, etc.), using when needed unconventional technologies, to all households not connected to the sewerage system, in order to prevent open defecation.																						N				

Measure / Initiative / Activity	Countries																									
	Caribbean							Central America							South America											
	BHS	BRB	CUB	DOM	HTI	JAM	TTO	BEL	CRI	SLV	GTM	HND	MEX	NIC	PAN	ARG	BOL	BRA	CHL	COL	ECU	GUY	PER	PRY	SUR	VEN
Ensuring that public or community bathrooms are open, available and accessible free of charge to people who do not have them at home and/or are doing essential work outside. Guarantee that public toilets are properly maintained, cleaned and disinfected daily.																			S							
Guaranteeing access to electricity and communications for users so they can communicate with service providers and authorities, receive information, make online payments, etc.	N		S	N		S	N		N	N	N	S	N		N	N	N	S	N	N	N		N	N		
Establishing communication channels between utilities and users. Real-time information collection and advice (queries or concerns consumers may have about bills or service).	N	N		N	N	N	N		N		S	S			N	N	S	N	N		N	N		N	N	
<b>4. Guarantee the continuity, affordability and safety of water and sanitation services</b>																										
Identifying critical intervention areas (“hotspots”) in the utility’s service area to prioritize COVID-19 response interventions.					S		N			S	S				N			N		N					N	
Conducting regular monitoring WASH supplies and services access and prices, and take corrective measures when needed.					N																					
Ensuring proper operation of drinking water systems at all stages (protection from source to consumer). Planning preventive maintenance tasks. Monitoring residual chlorine at specific key points and for strategic users (e.g., health care facilities, nursing homes and schools).	N				N		N			S	S	S		S			S			N	N	N	N			
Ensuring proper operation of the sewerage system and non-centralized sanitation solutions at every point of the sanitation chain: emptying of latrines and septic tanks and transport, treatment, and final disposal of fecal sludge.					N	N				N		S					S		S	S				N		
Expanding infrastructure and extending coverage of water and sanitation services to unconnected areas.	N	N	N	S	S		N	N	N	S		S	N	N	S				S	S	N	S	S			
Securing access to energy / electricity for utilities, to ensure the operation of water and sanitation services.					N					N		N								N			N			
Sustaining, strengthening and diversifying the supply chains of all products and materials needed to operate water and sanitation services (disinfectants, chemicals, spare parts), ranging from rural small-scale systems to urban, large-scale systems.					N	S				S	S	S		N		S	S		N	N		N			N	
Ensuring availability and access to appropriate personal protective equipment (PPE) for sanitation workers with risk of exposure to excreta or cleaning agents in health care facilities.	N	N	N				N		N	N	S	S				S	S	S		N		S	N		N	
Distributing personal protective equipment (PPE) to informal sanitation workers.									S										N			S				

Measure / Initiative / Activity	Countries																									
	Caribbean							Central America							South America											
	BHS	BRB	CUB	DOM	HTI	JAM	TTO	BEL	CRI	SLV	GTM	HND	MEX	NIC	PAN	ARG	BOL	BRA	CHL	COL	ECU	GUY	PER	PRY	SUR	VEN
Ensuring proper waste management, at all stages: collection, separation, transportation, processing and treatment, and disposal.					N					N			N								N	N	N			
Introducing online payment services if they do not already exist.							N	N		N			S			N	S	S	S	N			N		N	
<b>5. Provide technical and financial support to utilities</b>																										
Providing technical assistance to utilities for management, financing, planning, operation and maintenance, etc.			N		N		N		N	S	S	S	N		N		S	S	N	N	N		N	S		
Activating special funds to guarantee the operation of services, and to improve, upgrade and expand water and sanitation infrastructure to meet the specific needs caused by the pandemic.		N	N		N		N			S	N		S		N	S			N	N	N		N	N		
Ensuring urban utilities and small-scale operators receive the necessary financial support and supplies (including personal protective equipment) to guarantee the proper operation of services.					N							S	S		N	N		N	N		S		N	N		
Ensuring rural and community operators (both formal and informal) receive the necessary financial support and supplies and technical assistance to ensure continuity of service.										S		S	N					S	N				N	S		N
Promoting correct monitoring of utilities and middle to small-scale operators. Developing a simple monitoring system to facilitate early detection of failures and promote corrective actions.					N								N	S			S		S	N	N		N			N
Establishing a coordination platform and/or communication channels between government and utilities/operators and their associations for the exchange of experiences, good practices, crossover learning processes, etc.										N	N	N			N						N			N		
Developing business plans to analyze economic viability of the utility in the short and mid-term.					N	N												S								
Establishing multi-actor emergency coordination mechanisms, including international and multilateral organizations and other actors.	N	N	N		N	N	N	N	N	N	N	N	S			S	N	N	N	N	N	N		N	N	N

**Table 3: Measures adopted by MENA countries during the WASH response to the COVID-19 pandemic<sup>21</sup>**

Initiatives/measures led by national/central level state institution or national emergency taskforce are represented by **N**

Initiatives/measures led by sub-national/local level state institution, sub-national emergency taskforce, or non-state actor are represented by **S**

Measure / Initiative / Activity	Countries																				
	ALG	BAH	DJI	EGY	IRA	IRQ	ISR	JOR	KUW	LEB	LIB	MOR	OMA	SoP	QAT	SAU	SUD	SYR	TUN	UAE	YEM
<b>1. Intensify behavior change population-wide initiatives and awareness-raising campaigns for hand washing at the household and in institutions</b>																					
Promoting handwashing with soap and water and safe behaviors through population-wide initiatives	N	N	N	N	N	N	N	N		N	N	N	N	N	N	N	N	N	N	N	N
Identifying and training community leaders in prioritized rural areas to promote proper handwashing (and other IPC measures) in their respective communities and participation in monitoring.	N		N	S		S		S					S				N	N			N
Fighting disinformation campaigns and fake news, ensuring people are able to access reliable information.		N	N	N	N	S	N	N		N			N	N	N				N	N	N
<b>2. Strengthen infection prevention and control (IPC) at the household and in institutions</b>																					
Promoting IPC measures at the household. Special attention to confined households and most vulnerable groups. Make content available in the different languages used in countries, and use nudging techniques to encourage good practices.	N	N	N	N	N	N	N	N		N	N	N	N	N	N	N	N	N	N	N	N
Rehabilitating or constructing new handwashing stations in exposed collective sites and public spaces, including schools, health care facilities, markets, prisons, transport locations and other public places.	S		N		S	S											S				S
Ensuring the availability of basic products for family hygiene (soap, hand sanitizing gels, menstrual hygiene products, toilet paper, etc.) and domestic water treatment (chlorine tablets, water filters, etc.)	S					N		S		S		S		S			S	S			
Promoting domestic water treatment if there is no access to safe drinking water and proper handling and storage of treated water in households with no piped connection.											S						S				S
Introducing measures for water-saving and efficiency.		N			N									N	N				N	S	
Conducting rapid assessments of the WASH situation in health care facilities, securing the continuity and quality of water and sanitation services (24*7) in health care facilities	N			S		S				S	S	N		S			S	S	S	S	S

<sup>21</sup> Measures found online up to 31<sup>st</sup> May 2020 are included in the table along with measures reported by UNICEF CO's directly to SIWI through the CO outreach and validation exercise. It should be noted that whilst the contents of this summary table are based on a systematic and comprehensive mapping of publicly available secondary information, validated through UNICEF CO's wherever possible, it should not be assumed to provide a fully complete picture of the responses in the countries, as the earlier noted limitations explain i) there was found to be lack of publicly available information on the internet in some cases, ii) the dynamic and rapidly evolving situation unavoidably leads to a rapidly outdated snapshot mapping of the response.

Measure / Initiative / Activity	Countries																				
	ALG	BAH	DJI	EGY	IRA	IRQ	ISR	JOR	KUW	LEB	LIB	MOR	OMA	SoP	QAT	SAU	SUD	SYR	TUN	UAE	YEM
Securing the continuity and quality of water and sanitation services in isolation centers and in social care institutions (for elderlies, disabled, homeless, childcare centers, etc.)			S			S		S		S		S		S	S		S	S			S
Ensuring the availability, quality and continuity of water, sanitation, and handwashing services in schools, using unconventional mechanisms if necessary, in preparation of schools' reopening.			N	S	S			S				S							N		
Promoting improved cleaning and disinfection in public spaces and high-risk areas (e.g., public fountains, recreational areas, schools, public places, institutions offices, etc.)	N	N		S	N	N		S		S	N	N		S		S		S		N	N
<b>3. Preserve the ability of all people, including the most vulnerable, to meet their basic needs in relation to water and sanitation</b>																					
Identifying priority intervention areas, supporting national multi-sector mapping of those areas most at risk from COVID-19 ("hotspots").						S				S							S	S			N
Not cutting off the water supply to households who are unable to pay bills, under any circumstances.	N									N		N	N			N			N		
Immediately reconnecting free of charge all households disconnected for non-payment that do not currently receive water services.																			N		
Ensuring a minimum daily volume of drinking water for all vulnerable households or not connected to the mains network, through infrastructure expansion and/or alternative solutions (e.g. distribution of water to households or at specific community points, trucks, kiosks, etc.)	N					N	N	N		S	S		N					S	N		S
Ensuring provision of services to all segments of population living outside a home.			S			S		S		S							S	S	S		S
Ensuring that there are specific measures aimed at addressing the needs of women and girls in relation to water, sanitation and hygiene			N	N		S		S		S	S		S				S	N			
Establishing, maintaining and/or extending (in collaboration with social protection services) the financial instruments needed to facilitate service payments, particularly for vulnerable households		N		N								N	N							S	
Evaluating the possibility of introducing a free minimum basic consumption for families anticipating an increase in consumption due to better hygiene and the confinement of many people to their homes.																		S			
Providing non-centralized basic sanitation solutions (e.g. compact toilets, latrine emptying and fecal sludge management, etc.), using when needed unconventional technologies, to all households not connected to the sewerage system, in order to prevent open defecation.										N				S				S			
Ensuring that public or community bathrooms are open, available and accessible free of charge to people who do not have them at home and/or are doing essential work outside. Guarantee that public toilets are properly maintained, cleaned and disinfected daily.																					

Measure / Initiative / Activity	Countries																				
	ALG	BAH	DJI	EGY	IRA	IRQ	ISR	JOR	KUW	LEB	LIB	MOR	OMA	SoP	QAT	SAU	SUD	SYR	TUN	UAE	YEM
Guaranteeing access to electricity and communications for users so they can communicate with service providers and authorities, receive information, make online payments, etc.	N			N				S				N			N						S
Establishing communication channels between utilities and users. Real-time information collection and advice (queries or concerns consumers may have about bills or service).	N	N						S		N		N	N	N	N	N		N	N		S
<b>4. Guarantee the continuity, affordability and safety of water and sanitation services</b>																					
Identifying critical intervention areas ("hotspots") in the utility's service area to prioritize COVID-19 response interventions.										S											
Conducting regular monitoring WASH supplies and services access and prices, and take corrective measures when needed.								S			S	N		S							
Ensuring proper operation of drinking water systems at all stages (protection from source to consumer). Planning preventive maintenance tasks. Monitoring residual chlorine at specific key points and for strategic users (e.g., health care facilities, nursing homes and schools).	N				S	S		N				S		N	N	N		N	N	S	S
Ensuring proper operation of the sewerage system and non-centralized sanitation solutions at every point of the sanitation chain: emptying of latrines and septic tanks and transport, treatment, and final disposal of fecal sludge.								N	N		S	N						S			S
Expanding infrastructure and extending coverage of water and sanitation services to unconnected areas.				S	N						S	S					S				N
Securing access to energy / electricity for utilities, to ensure the operation of water and sanitation services.	N											N									
Sustaining, strengthening and diversifying the supply chains of all products and materials needed to operate water and sanitation services (disinfectants, chemicals, spare parts), ranging from rural small-scale systems to urban, large-scale systems.	N		N									N									
Ensuring availability and access to appropriate personal protective equipment (PPE) for sanitation workers with risk of exposure to excreta or cleaning agents in health care facilities.	S			S				N	N			N	S	N	N	N	S	N	N	S	
Distributing personal protective equipment (PPE) to informal sanitation workers.																					
Ensuring proper waste management, at all stages: collection, separation, transportation, processing and treatment, and disposal.	S					S				N		N		S				S	N	S	S
Introducing online payment services if they do not already exist.	S	N								S		N									S
<b>5. Provide technical and financial support to utilities</b>																					

Measure / Initiative / Activity	Countries																				
	ALG	BAH	DJI	EGY	IRA	IRQ	ISR	JOR	KUW	LEB	LIB	MOR	OMA	SoP	QAT	SAU	SUD	SYR	TUN	UAE	YEM
Providing technical assistance to utilities for management, financing, planning, operation and maintenance, etc.																					
Activating special funds to guarantee the operation of services, and to improve, upgrade and expand water and sanitation infrastructure to meet the specific needs caused by the pandemic.																					S
Ensuring urban utilities and small-scale operators receive the necessary financial support and supplies (including personal protective equipment) to guarantee the proper operation of services.		N								N	S										
Ensuring rural and community operators (both formal and informal) receive the necessary financial support and supplies and technical assistance to ensure continuity of service.																	S				
Promoting correct monitoring of utilities and middle to small-scale operators. Developing a simple monitoring system to facilitate early detection of failures and promote corrective actions.																					
Establishing a coordination platform and/or communication channels between government and utilities/operators and their associations for the exchange of experiences, good practices, crossover learning processes, etc.	S	S		S				S		S		N		S	N		N		S	S	
Developing business plans to analyze economic viability of the utility in the short and mid-term.												N									S
Establishing multi-actor emergency coordination mechanisms, including international and multilateral organizations and other actors.			N	N				N			N	N		N			N	S	N		N

**Table 4: Measures adopted by countries in EAP, SA, ESAR and WCAR regions during the WASH response to the COVID-19 pandemic<sup>22</sup>**

Initiatives/measures led by national/central level state institution or national emergency taskforce are represented by **N**

Initiatives/measures led by sub-national/local level state institution, sub-national emergency taskforce, or non-state actor are represented by **S**

Measure / Initiative / Activity	Countries																				
	East Asia & Pacific				South Asia					Eastern and Southern Africa											
	KHM	IDN	MMR	PNG	AFG	BGD	IND	NPL	PAK	ANG	ERI	ETH	KEN	MDG	MOZ	SOM	SSD	UGA	TZA	ZMB	ZWE
<b>1. Intensify behavior change population-wide initiatives and awareness-raising campaigns for hand washing at the household and in institutions</b>																					
Promoting handwashing with soap and water and safe behaviors through population-wide initiatives	S		N	N	N				N			S	N	N	N	N		N			
Identifying and training community leaders in prioritized rural areas to promote proper handwashing (and other IPC measures) in their respective communities and participation in monitoring.				S			S	S	S	S			S	N	N	N			N	S	N
Fighting disinformation campaigns and fake news, ensuring people are able to access reliable information.	S	N	N	N	S	N	N	N	N	N		N	N		N	N	N		N	S	N
<b>2. Strengthen infection prevention and control (IPC) at the household and in institutions</b>																					
Promoting IPC measures at the household. Special attention to confined households and most vulnerable groups. Make content available in the different languages used in countries, and use nudging techniques to encourage good practices.	S	S	N	N	N	S	N	N	N	N		N	N		N	N	N		N	S	N
Rehabilitating or constructing new handwashing stations in exposed collective sites and public spaces, including schools, health care facilities, markets, prisons, transport locations and other public places.		S	N	S		S	N	N	S	N		S	S		S	S	S		S	S	N
Ensuring the availability of basic products for family hygiene (soap, hand sanitizing gels, menstrual hygiene products, toilet paper, etc.) and domestic water treatment (chlorine tablets, water filters, etc.)		S	S	S	S	S	S	S	S			N		N		N					N
Promoting domestic water treatment if there is no access to safe drinking water and proper handling and storage of treated water in households with no piped connection.							N							N	S						
Introducing measures for water-saving and efficiency.							S	S	S									N		S	N

<sup>22</sup> Measures found online up to 8<sup>th</sup> May 2020 in EAP and SA, and up to 24<sup>th</sup> April – 8<sup>th</sup> May in ESAR and WCAR (depending on the country) are included in the table along with measures reported by UNICEF CO's directly to SIWI through the CO outreach and validation exercise. It should be noted that whilst the contents of this summary table are based on a systematic and comprehensive mapping of publicly available secondary information, validated through UNICEF CO's wherever possible, it should not be assumed to provide a fully complete picture of the responses in the countries, as the earlier noted limitations explain i) there was found to be lack of publicly available information on the internet in some cases, ii) the dynamic and rapidly evolving situation unavoidably leads to a rapidly outdated snapshot mapping of the response.

Measure / Initiative / Activity	Countries																				
	East Asia & Pacific				South Asia					Eastern and Southern Africa											
	KHM	IDN	MMR	PNG	AFG	BGD	IND	NPL	PAK	ANG	ERI	ETH	KEN	MDG	MOZ	SOM	SSD	UGA	TZA	ZMB	ZWE
Conducting rapid assessments of the WASH situation in health care facilities, securing the continuity and quality of water and sanitation services (24*7) in health care facilities	N	N			S			N	S			S			S		S			N	N
Securing the continuity and quality of water and sanitation services in isolation centers and in social care institutions (for elderly, disabled, homeless, childcare centers, etc.)						S	N		N			S								N	N
Ensuring the availability, quality and continuity of water, sanitation, and handwashing services in schools, using unconventional mechanisms if necessary, in preparation of schools' reopening.		N						S					N	N							S
Promoting improved cleaning and disinfection in public spaces and high-risk areas (e.g., public fountains, recreational areas, schools, public places, institutions offices, etc.)		N	N			S	S	S	S			S	S		N		N		S		N
<b>3. Preserve the ability of all people, including the most vulnerable, to meet their basic needs in relation to water and sanitation</b>																					
Identifying priority intervention areas, supporting national multi-sector mapping of those areas most at risk from COVID-19 ("hotspots").			N		N		N		N				S		N	N	N	N		N	N
Not cutting off the water supply to households who are unable to pay bills, under any circumstances.						N	S		S					N	N			N		N	
Immediately reconnecting free of charge all households disconnected for non-payment that do not currently receive water services.														N	S					N	
Ensuring a minimum daily volume of drinking water for all vulnerable households or not connected to the mains network, through infrastructure expansion and/or alternative solutions (e.g. distribution of water to households or at specific community points, trucks, kiosks, etc.)			S	S		S	N	S			N		S	N	S					N	
Ensuring provision of services to all segments of population living outside a home.				S			S					S		N	N		N			N	
Ensuring that there are specific measures aimed at addressing the needs of women and girls in relation to water, sanitation and hygiene			S	S	S	S	S	N	S						N						
Establishing, maintaining and/or extending (in collaboration with social protection services) the financial instruments needed to facilitate service payments, particularly for vulnerable households							S	N	S					N	S					N	
Evaluating the possibility of introducing a free minimum basic consumption for families anticipating an increase in consumption due to better hygiene and the confinement of many people to their homes.															S						
Providing non-centralized basic sanitation solutions (e.g. compact toilets, latrine emptying and fecal sludge management, etc.), using when needed unconventional technologies, to all households not connected to the sewerage system, in order to prevent open defecation.		S	S				S													S	

Measure / Initiative / Activity	Countries																				
	East Asia & Pacific				South Asia					Eastern and Southern Africa											
	KHM	IDN	MMR	PNG	AFG	BGD	IND	NPL	PAK	ANG	ERI	ETH	KEN	MDG	MOZ	SOM	SSD	UGA	TZA	ZMB	ZWE
Ensuring that public or community bathrooms are open, available and accessible free of charge to people who do not have them at home and/or are doing essential work outside. Guarantee that public toilets are properly maintained, cleaned and disinfected daily.						S						S								S	
Guaranteeing access to electricity and communications for users so they can communicate with service providers and authorities, receive information, make online payments, etc.			S			S	N	S						N							N
Establishing communication channels between utilities and users. Real-time information collection and advice (queries or concerns consumers may have about bills or service).																	N		S		N
<b>4. Guarantee the continuity, affordability and safety of water and sanitation services</b>																					
Identifying critical intervention areas (“hotspots”) in the utility’s service area to prioritize COVID-19 response interventions.						S				N		S		S					N		N
Conducting regular monitoring WASH supplies and services access and prices, and take corrective measures when needed.																					
Ensuring proper operation of drinking water systems at all stages (protection from source to consumer). Planning preventive maintenance tasks. Monitoring residual chlorine at specific key points and for strategic users (e.g., health care facilities, nursing homes and schools).	S	S						S									N		S		N
Ensuring proper operation of the sewerage system and non-centralized sanitation solutions at every point of the sanitation chain: emptying of latrines and septic tanks and transport, treatment, and final disposal of fecal sludge.						S											N		S		
Expanding infrastructure and extending coverage of water and sanitation services to unconnected areas.				S		S						S		S					N		S
Securing access to energy / electricity for utilities, to ensure the operation of water and sanitation services.													N	N					N		N
Sustaining, strengthening and diversifying the supply chains of all products and materials needed to operate water and sanitation services (disinfectants, chemicals, spare parts), ranging from rural small-scale systems to urban, large-scale systems.																			S		N
Ensuring availability and access to appropriate personal protective equipment (PPE) for sanitation workers with risk of exposure to excreta or cleaning agents in health care facilities.		S				S	N	S	S						N	N		S	N		N
Distributing personal protective equipment (PPE) to informal sanitation workers.																					

Measure / Initiative / Activity	Countries																				
	East Asia & Pacific				South Asia					Eastern and Southern Africa											
	KHM	IDN	MMR	PNG	AFG	BGD	IND	NPL	PAK	ANG	ERI	ETH	KEN	MDG	MOZ	SOM	SSD	UGA	TZA	ZMB	ZWE
Ensuring proper waste management, at all stages: collection, separation, transportation, processing and treatment, and disposal.						N														S	
Introducing online payment services if they do not already exist.												S	N					N		S	N
<b>5. Provide technical and financial support to utilities</b>																					
Providing technical assistance to utilities for management, financing, planning, operation and maintenance, etc.						S	N	N					N							N	N
Activating special funds to guarantee the operation of services, and to improve, upgrade and expand water and sanitation infrastructure to meet the specific needs caused by the pandemic.						N				N			N							N	N
Ensuring urban utilities and small-scale operators receive the necessary financial support and supplies (including personal protective equipment) to guarantee the proper operation of services.					N	S	N													N	N
Ensuring rural and community operators (both formal and informal) receive the necessary financial support and supplies and technical assistance to ensure continuity of service.								S												N	N
Promoting correct monitoring of utilities and middle to small-scale operators. Developing a simple monitoring system to facilitate early detection of failures and promote corrective actions.																				N	N
Establishing a coordination platform and/or communication channels between government and utilities/operators and their associations for the exchange of experiences, good practices, crossover learning processes, etc.																				N	
Developing business plans to analyze economic viability of the utility in the short and mid-term.																				N	
Establishing multi-actor emergency coordination mechanisms, including international and multilateral organizations and other actors.	N		S	N	N		N		N				N	N						N	N

**Table 4 (Cont.): Measures adopted by countries in EAP, SA, ESAR and WCAR regions during the WASH response to the COVID-19 pandemic**

Initiatives/measures led by national/central level state institution or national emergency taskforce are represented by **N**

Initiatives/measures led by sub-national/local level state institution, sub-national emergency taskforce, or non-state actor are represented by **S**

Measure / Initiative / Activity	Countries															
	West and Central Africa															
	BEN	BUR	CAF	TCD	CIV	COD	GHA	GIN	GNB	LBR	MLI	MRT	NER	NGA	SLE	TGO
<b>1. Intensify behavior change population-wide initiatives and awareness-raising campaigns for hand washing at the household and in institutions</b>																
Promoting handwashing with soap and water and safe behaviors through population-wide initiatives							N					N	N	N		
Identifying and training community leaders in prioritized rural areas to promote proper handwashing (and other IPC measures) in their respective communities and participation in monitoring.	N	N	N	N	N		N			S	N	N	N	N	S	
Fighting disinformation campaigns and fake news, ensuring people are able to access reliable information.	N		N	N	N	N				N	N		N			
<b>2. Strengthen infection prevention and control (IPC) at the household and in institutions</b>																
Promoting IPC measures at the household. Special attention to confined households and most vulnerable groups. Make content available in the different languages used in countries, and use nudging techniques to encourage good practices.	N	N		N	N	N	N	N	N	N	N		N	N	N	
Rehabilitating or constructing new handwashing stations in exposed collective sites and public spaces, including schools, health care facilities, markets, prisons, transport locations and other public places.	N	S				N	S		N	N	N		N	N	N	
Ensuring the availability of basic products for family hygiene (soap, hand sanitizing gels, menstrual hygiene products, toilet paper, etc.) and domestic water treatment (chlorine tablets, water filters, etc.)	N	N	N		S	N	N				N		N		N	
Promoting domestic water treatment if there is no access to safe drinking water and proper handling and storage of treated water in households with no piped connection.	N															
Introducing measures for water-saving and efficiency.	N			N	N		N		N						N	
Conducting rapid assessments of the WASH situation in health care facilities, securing the continuity and quality of water and sanitation services (24*7) in health care facilities	N	N		N		N			N	S	N	N	S		S	
Securing the continuity and quality of water and sanitation services in isolation centers and in social care institutions (for elderlies, disabled, homeless, childcare centers, etc.)	S			N		N					S	N				

Measure / Initiative / Activity	Countries															
	West and Central Africa															
	BEN	BUR	CAF	TCD	CIV	COD	GHA	GIN	GNB	LBR	MLI	MRT	NER	NGA	SLE	TGO
Ensuring the availability, quality and continuity of water, sanitation, and handwashing services in schools, using unconventional mechanisms if necessary, in preparation of schools' reopening.				N			N						N			N
Promoting improved cleaning and disinfection in public spaces and high-risk areas (e.g., public fountains, recreational areas, schools, public places, institutions offices, etc.)			N		N	S					N			S		S
<b>3. Preserve the ability of all people, including the most vulnerable, to meet their basic needs in relation to water and sanitation</b>																
Identifying priority intervention areas, supporting national multi-sector mapping of those areas most at risk from COVID-19 ("hotspots").	N		N	N	N	S				N			N	N		
Not cutting off the water supply to households who are unable to pay bills, under any circumstances.	N	N			N	S	N			N	N	N				N
Immediately reconnecting free of charge all households disconnected for non-payment that do not currently receive water services.	N	N					N			N		N				
Ensuring a minimum daily volume of drinking water for all vulnerable households or not connected to the mains network, through infrastructure expansion and/or alternative solutions (e.g. distribution of water to households or at specific community points, trucks, kiosks, etc.)	N	N	N	S		S	N			N	N		N	N		N
Ensuring provision of services to all segments of population living outside a home.				S			N									
Ensuring that there are specific measures aimed at addressing the needs of women and girls in relation to water, sanitation and hygiene				S	N		N			N						N
Establishing, maintaining and/or extending (in collaboration with social protection services) the financial instruments needed to facilitate service payments, particularly for vulnerable households	N			S	N	S	N			N	N	N			N	
Evaluating the possibility of introducing a free minimum basic consumption for families anticipating an increase in consumption due to better hygiene and the confinement of many people to their homes.					N		N									
Providing non-centralized basic sanitation solutions (e.g. compact toilets, latrine emptying and fecal sludge management, etc.), using when needed unconventional technologies, to all households not connected to the sewerage system, in order to prevent open defecation.																
Ensuring that public or community bathrooms are open, available and accessible free of charge to people who do not have them at home and/or are doing essential work outside. Guarantee that public toilets are properly maintained, cleaned and disinfected daily.							S									

Measure / Initiative / Activity	Countries															
	West and Central Africa															
	BEN	BUR	CAF	TCD	CIV	COD	GHA	GIN	GNB	LBR	MLI	MRT	NER	NGA	SLE	TGO
Guaranteeing access to electricity and communications for users so they can communicate with service providers and authorities, receive information, make online payments, etc.												N				
Establishing communication channels between utilities and users. Real-time information collection and advice (queries or concerns consumers may have about bills or service).	N	N			N	N	N			N	N					N
<b>4. Guarantee the continuity, affordability and safety of water and sanitation services</b>																
Identifying critical intervention areas (“hotspots”) in the utility’s service area to prioritize COVID-19 response interventions.				N									N			
Conducting regular monitoring WASH supplies and services access and prices, and take corrective measures when needed.										N						
Ensuring proper operation of drinking water systems at all stages (protection from source to consumer). Planning preventive maintenance tasks. Monitoring residual chlorine at specific key points and for strategic users (e.g., health care facilities, nursing homes and schools).																
Ensuring proper operation of the sewerage system and non-centralized sanitation solutions at every point of the sanitation chain: emptying of latrines and septic tanks and transport, treatment, and final disposal of fecal sludge.																
Expanding infrastructure and extending coverage of water and sanitation services to unconnected areas.		S				S					S	N				
Securing access to energy / electricity for utilities, to ensure the operation of water and sanitation services.																
Sustaining, strengthening and diversifying the supply chains of all products and materials needed to operate water and sanitation services (disinfectants, chemicals, spare parts), ranging from rural small-scale systems to urban, large-scale systems.	S			N	S	N							N			
Ensuring availability and access to appropriate personal protective equipment (PPE) for sanitation workers with risk of exposure to excreta or cleaning agents in health care facilities.	S			N	N	N	S					S	N	N		N
Distributing personal protective equipment (PPE) to informal sanitation workers.					N							N				
Ensuring proper waste management, at all stages: collection, separation, transportation, processing and treatment, and disposal.																
Introducing online payment services if they do not already exist.		N					N			N						N

Measure / Initiative / Activity	Countries															
	West and Central Africa															
	BEN	BUR	CAF	TCD	CIV	COD	GHA	GIN	GNB	LBR	MLI	MRT	NER	NGA	SLE	TGO
<b>5. Provide technical and financial support to utilities</b>																
Providing technical assistance to utilities for management, financing, planning, operation and maintenance, etc.									N							
Activating special funds to guarantee the operation of services, and to improve, upgrade and expand water and sanitation infrastructure to meet the specific needs caused by the pandemic.							N									
Ensuring urban utilities and small-scale operators receive the necessary financial support and supplies (including personal protective equipment) to guarantee the proper operation of services.							N				N					
Ensuring rural and community operators (both formal and informal) receive the necessary financial support and supplies and technical assistance to ensure continuity of service.							N									
Promoting correct monitoring of utilities and middle to small-scale operators. Developing a simple monitoring system to facilitate early detection of failures and promote corrective actions.																
Establishing a coordination platform and/or communication channels between government and utilities/operators and their associations for the exchange of experiences, good practices, crossover learning processes, etc.	N						N			N						
Developing business plans to analyze economic viability of the utility in the short and mid-term.										N						
Establishing multi-actor emergency coordination mechanisms, including international and multilateral organizations and other actors.	N	N	N	N	N	N	N	N	N	N	N	N	N			N

## About the Series

UNICEF's water, sanitation and hygiene (WASH) country teams work inclusively with governments, civil society partners and donors, to improve WASH services for children and adolescents, and the families and caregivers who support them. UNICEF works in over 100 countries worldwide to improve water and sanitation services, as well as basic hygiene practices. This publication is part of the UNICEF WASH Learning Series, designed to contribute to knowledge of good practice across UNICEF's WASH programming. In this series:

*Discussion Papers* explore the significance of new and emerging topics with limited evidence or understanding, and the options for action and further exploration.

*Fact Sheets* summarize the most important knowledge on a topic in few pages in the form of graphics, tables and bullet points, serving as a briefing for staff on a topical issue.

*Field Notes* share innovations in UNICEF's WASH programming, detailing its experiences implementing these innovations in the field.

*Guidelines* describe a specific methodology for WASH programming, research or evaluation, drawing on substantive evidence, and based on UNICEF's and partners' experiences in the field.

*Reference Guides* present systematic reviews on topics with a developed evidence base or they compile different case studies to indicate the range of experience associated with a specific topic.

*Technical Papers* present the result of more in-depth research and evaluations, advancing WASH knowledge and theory of change on a key topic.

*WASH Diaries* explore the personal dimensions of users of WASH services, and remind us why a good standard of water, sanitation and hygiene is important for all to enjoy. Through personal reflections, this series also offers an opportunity for tapping into the rich reservoir of tacit knowledge of UNICEF's WASH staff in bringing results for children.

*WASH Results* show with solid evidence how UNICEF is achieving the goals outlined in Country Programme Documents, Regional Organizational Management Plans, and the Global Strategic Plan or WASH Strategy, and contributes to our understanding of the WASH theory of change or theory of action.

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