

## Experience Capitalisation:

The influence of community agents and masons on the purchase and use of latrines in rural Haiti

Prepared by CAWST, July 2017



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## About Us



**CAWST (the Centre for Affordable Water and Sanitation Technology)** is a nonprofit organization that provides training and consulting to organizations working directly with people in developing countries who lack access to clean water and basic sanitation. One of CAWST's core strategies is to make water knowledge common knowledge. This is achieved, in part, by developing and freely distributing education materials to make information available to those who need it most.



**HELVETAS Swiss Intercooperation** is a development organization anchored in Switzerland. Our vision is a just world in which all men and women determine the course of their lives in dignity and security, using environmental resources in a sustainable manner. HELVETAS Swiss intercooperation has been active in Haiti since 1983. Our main focus has been on installing drinking water and sanitation systems, promoting sustainable agricultural practices and protecting natural resources. We have also been required to help with reconstruction in the wake of the 2010 earthquake.

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**List of abbreviations/acronyms**

**AHEP:** Water, Sanitation and Hygiene Project (en) / Projet Assainissement, Hygiene, Eau Potable (fr)

**CASEC:** community-level government (en) / Conseil d'Administration de la Section Communale (fr)

**CAWST:** Centre for Affordable Water and Sanitation Technologies

**CBO:** Community Based Organization

**CRG:** Consolidation of Governance and Resilience Project (en) / Projet de Consolidation de la Gouvernance et de la Resilience

**DINEPA:** National Water and Sanitation Agency (en) / Direction Nationale de l'Eau Potable et de l'Assainissement (fr)

**HWTS:** Household Water Treatment and Safe Storage

**IPS:** Post-Earthquake Intervention (en) / Intervention Post-Séisme (fr)

**PVB:** The Biodiversity Preservation and Enhancement project (en) / Projet de Préservation et de Valorisation de la Biodiversité (fr)

**RPS:** Post-Earthquake Resilience project (en) / Projet de Résilience Post-Séisme (fr)

**SDC:** Swiss Development Cooperation

**VIP:** Ventilated Improved Pit latrines

**WASH:** Water, Sanitation and Hygiene

## 2 Executive summary

The sanitation marketing approach implemented by HELVETAS Haiti in Petit Goâve and Forêt-des-Pins using community agents and masons to motivate households to build and use latrines has resulted in the purchase and use of unsubsidized latrines. HELVETAS Haiti would like to: capitalize on the experience, support the replication of the approach in other areas in Haiti, and share the experience both internally and externally, with the aim of ultimately improving people's access to sanitation and use of latrines.

The study that HELVETAS Haiti commissioned to CAWST was, exploratory in nature. The purpose was to identify factors, particularly the influence of community agents and masons, and any interactions between them that influenced the purchase and use of latrines by households in the two communities

Two CAWST staff gathered quantitative and qualitative information about the motives and barriers of latrine adoption in Petit Goâve and in Forêt-des-Pins by using purposeful sampling of households, masons, and community agents. Moreover, masons and community agents were asked to tell their stories and explain how they interacted with other stakeholders in in-depths interviews. CAWST also reviewed previous project documents and had informal discussions with the project staff.

The main findings on latrine purchase were as follows:

- Interviewed households (mainly heads of households) indicated that health was the main reason for purchasing and using a latrine. Frequent household visits by community WASH promoters and masons, as well as the fear of cholera outbreaks can explain households' good understanding of the link between sanitation and health. Although health was a strong motivator, this high response rate can also be influenced by what households believe the interviewers wanted to hear, in other words, reporting bias.
- Interviewed households also indicated that status in the community was another motivator for purchasing a latrine. Households without a latrine or those with a traditional latrine felt shame and embarrassment, while households with an improved latrine felt proud.
- Interviewed households without a latrine said the main barrier was lack of money. Masons and community agents agreed but also believed that some households were delaying purchase because they were waiting for subsidies.
- Providing subsidies for a cistern (on the condition that a household has a latrine) can motivate households to purchase a latrine. However, these subsidies can also cause tensions and frustrations in the communities if they exclude the poorer households; and cause households to wait for more subsidies (attentisme).

The main findings on the role of masons and community agents were as follows:

- Both community agents and masons can promote latrines effectively.
- Masons have an incentive to continue promoting latrines after a project is finished.
- Community agents continue promoting latrines and the correct use of latrines if they have a salary.
- Training and mentoring masons and community agents is key for building their knowledge, skills and confidence.
- Despite HELVETAS actively involving the local government (CASEC) in the projects, government interaction with, and influence on, the masons and community agents seemed minimal.

In conclusion, the approach used by HELVETAS—using community agents and masons to motivate households to build and use latrines—was successful. The main recommendation from the study is that a more refined promotion strategy, targeted capacity building, and strengthened coordination would improve current and future projects, increasing the reach and impact of the program.

### 3 Objectives and scope

The sanitation marketing approach implemented by HELVETAS Haiti in Petit Goâve and Forêt-des-Pins has resulted in the purchase and use of latrines despite the fact that they were not subsidized anymore. HELVETAS Haiti would like to: capitalize on the experience, support the replication of the approach in other areas in Haiti, and share the approach both internally and externally, with the aim of ultimately improving people’s access to and use of sustainable sanitation.

As such, the purpose of this study was to identify factors, particularly the influence of community agents and masons, and any interactions between them that influenced the purchase and use of latrines by households in the two communities.

The specific objectives that guided the development of the study methodology and the tools used for data collection and analysis for this project are as follows:

- To identify motivation factors (incentives) that influence the purchase and use of latrines in targeted communities.
- To identify barriers to purchase and use of latrines in targeted communities.
- To understand the influence of masons and community agents on households' decision to purchase and use of latrines.

*This study was not intended to be an evaluation of HELVETAS' projects. Therefore, it was outside the scope of this study to address topics such as the level of latrine coverage in the communities, or the perception of HELVETAS staff on the success and limitations of the project.*

## 4 The sanitation projects

HELVETAS has run various sanitation projects in two areas of Haiti: Forêt-des-Pins and Petit Goâve. At the time of the study (April 2017), the Forêt-des-Pins project was closing, whereas the Petit Goâve project had been closed for almost a year. The two projects were similar in many ways, but there were differences in approaches and context. Refer to sections 3.1 and 3.2 for more details about the history of the individual projects.

Work in both project areas started with subsidized latrines and cisterns. In 2015, HELVETAS then moved to a non-subsidized approach for latrines, in alignment with the policy against latrine subsidies held by the National Water and Sanitation Agency (DINEPA). Throughout the projects, cisterns continued to be subsidized to support households located far away from water sources. There were key criteria required to obtain a cistern, including having a metal roof and having a latrine.

Both projects aimed to improve sanitation in the communities. HELVETAS focused on using community agents and masons to promote, build, and support households in purchasing and using latrines.

HELVETAS selected, trained, and paid the community agents, either directly or indirectly through the local authority, which is called Conseil d'Administration de la Section Communale (CASEC). The community agents' main role was to visit households in their designated area and discuss water, sanitation, and hygiene (WASH) practices, including the importance of a latrine. After household visits, the community agents noted changes observed and reported back to HELVETAS. If a family wanted to build a latrine, they often put the household in contact with a mason. After a latrine was constructed, the community agents would continue to support the household to ensure the latrine was being used and maintained properly. The community agents were known as promotrices in Forêt-des-Pins and as animateurs in Petit Goâve.

The masons were first trained in latrine design and construction, and then paid by HELVETAS to build subsidized latrines in project communities. After the shift to a non-subsidized latrine approach, the masons were additionally trained in social marketing. Their new role was to promote latrines themselves.

## 4.1 Forêt-des-Pins

HELVETAS started working in Forêt-des-Pins in 2003. They have completed several projects in the area. Forêt-des-Pins is a rare forest, located at high altitude in the south-east corner of Haiti. It is fairly isolated and difficult to access. Human activities are endangering the forest. To protect this exceptional environment, HELVETAS' first projects, financed by the Swiss Development Cooperation -SDC1, focused on forest and biodiversity conservation. The Biodiversity preservation and enhancement (PVB) project raised awareness of forest conservation and the importance of biodiversity amongst the population. The PVB team developed sustainable management plans for the surrounding forests and soils, in collaboration with the environment ministry and the local population.

After the 2010 Earthquake, HELVETAS immediately started the KapLap project—an emergency project financed by SDC to improve access to water and sanitation. The KapLap project finished in May 2011. It focused on:

- Cistern constructions
- Latrine construction

A new project called AHEP (Assainissement, Hygiene, Eau Potable) was then implemented in two phases (Phase 1: 2012-2014 and Phase 2: 2015-2017), co-financed by MEDICOR Foundation<sup>2</sup> and HELVETAS. This project also focused on hygiene promotion, and the construction of subsidized cisterns and latrines. However, as opposed to the emergency KapLap project, AHEP also included building the capacity of local stakeholders (promotrices, CASEC, masons, private sector).

A second phase, AHEP 2, started in 2015 and finished in June 2017. This was a continuation of the previous project, but without subsidized latrines, in keeping with DINEPA's policy against latrine subsidies. Cisterns continued to be subsidized.

In June 2016 the number of promotrices increased from 26 to 40. All the promotrices in Forêt-des-Pins are women. Twelve of the promotrices visited Petit Goâve to learn from the animateurs. At first, the promotrices only visited the households that benefited from the project (namely, those with a subsidized cistern and latrine). Later this was changed, and they

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1 SDC: <https://www.eda.admin.ch/deza/en/home.html>

2 MEDICOR: <http://www.medicor.li/en/>

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visited all the households of the communities they were responsible for. Ten masons from Forêt-des-Pins visited the masons of Petit Goâve to learn from their experience.

HELVETAS worked with other stakeholders throughout these projects, primarily with the staff from the National Park of Forêt-des-Pins.

See Appendix 1 for more details on the quantity of latrines and cisterns built during the different phases.

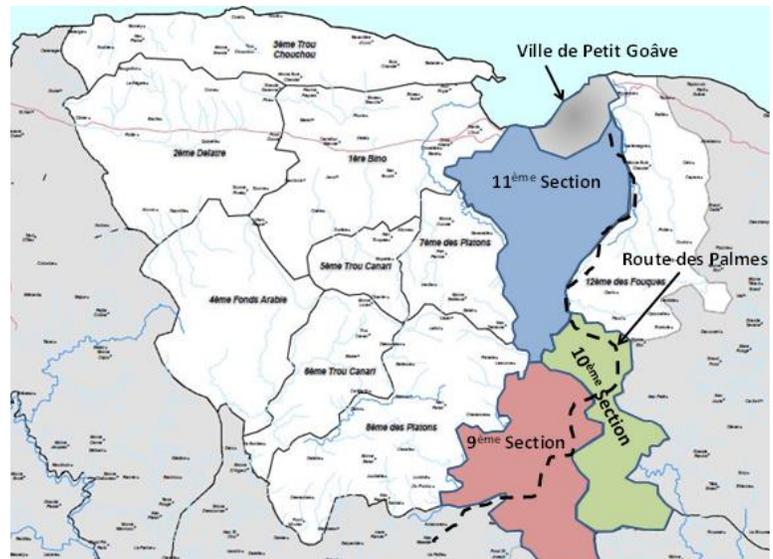
## 4.2 Petit Goâve

Petit Goâve is a coastal city, southwest of Port-au-Prince. The main zone where HELVETAS works is in rural communities inland in the hills (section communales 9 and 10).<sup>3</sup> HELVETAS also works in section communale 11, which is a peri-urban area (see Figure 1).

After the 2010 earthquake, HELVETAS with the financial support of the Swiss Solidarity<sup>4</sup> implemented two emergency projects in Petit Goâve: Post-Earthquake Intervention (IPS) and Post-Earthquake Resilience (RPS). WASH was a main component of these two projects. The Consolidation of Governance and Resilience (CRG) project was then implemented between June 2014 – June 2016. The location of this project was in sections communales 9, 10 and 11.

The CRG project focused on:

- Capacity building of local stakeholders (masons, CASEC, Rafasap, etc.)
- Collaboration amongst the stakeholders
- Environmental and sanitary risk mitigation
- Improved revenue for the local population



**Figure 1.** Map of HELVETAS' work location in Petit Goâve area.

<sup>3</sup> *Section communale* is the administrative unit used by the local authority in Haiti to define a particular community.

<sup>4</sup> Swiss Solidarity: <https://www.swiss-solidarity.org/>

During this period, 25 masons were trained (4 women, 21 men) in social marketing, communication techniques, design and construction of latrines and cisterns, and developing contracts. Promotional materials for sanitation, such as posters, were also provided. HELVETAS mentored the masons as they started their promotional sanitation campaigns.

HELVETAS worked closely with several local stakeholders. In sections 9 and 10, they worked with Rafasap, a community based organization (CBO). Rafasap is primarily made up of community agents called animateurs. During the project, 15 animateurs were trained in social marketing, household water treatment and storage (HWTS), and communication. Today their primary role is to manage the water committees. They organize monthly committee meetings and collect membership fees. Eighty percent (80%) of these fees fund water point repairs and the rest funds Rafasap. HELVETAS also worked with Rafasap on other components of the project including setting up a Sani-Boutique. The Sani-Boutique sells WASH products, including construction materials for latrines. It was set up to make it easier for households to have access to construction materials.

In section 11, HELVETAS worked more closely with CASEC. This peri-urban section was more difficult to work in for multiple reasons including politics, density, and other NGOs working in the area.

A notable initiative in Petit Goâve, which doesn't exist in Forêt-des-Pins, was the development of savings groups. These groups started in 2014 and are usually made up of 20-25 people. The money is usually used for sending children to school, developing small businesses, or house construction. Saving groups

See Appendix 1 for more details on the quantity of latrines and cisterns built during the different phases.

## 5 Methodology

CAWST designed a methodology to address the objectives mentioned in section 2. To do so, two CAWST staff gathered quantitative and qualitative information about the motives and barriers of latrine adoption in Forêt-des-Pins and Petit Goâve by using purposeful sampling of households, masons, and community agents. Masons and community agents were also asked to tell their stories and explain how other stakeholders influenced their work through in-depth interviews. CAWST also reviewed previous project documents and had informal discussions with the project staff.

### 5.1 Overview

Prior to travelling to Forêt-des-Pins and Petit Goâve, CAWST staff noted that the two projects varied significantly in their approach and timeline. This led to the development of two different approaches (inductive and deductive research) for the intended semi-structured interviews. But

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after talking to the current and previous project managers in Forêt-des-Pins and Petit Goâve, it became clear that there were more similarities than differences between the two projects. Therefore, the method was revised accordingly and a mix of both methodologies was applied in both locations, which enabled CAWST to compare and analyze the two projects.

The data collection tools (surveys and semi-structured interview guide) contained questions and observations to determine what factors influenced latrine adoption and use or if there were other factors necessary for the full outcome. The tools were developed in two phases. The first draft was developed based on project documentation and information discussions with HELVETAS' WASH advisor, Antoine Kocher. The tools were revised in the field when it was understood that the two projects were similar and did not require two different research approaches.

CAWST collected data from three main groups—households, trained masons, and community agents. Figure 2 below illustrates the three groups and subgroups (with or without latrines) of households that make up the study population.



**Figure 2:** Three main studied groups

CAWST interviewed these groups on a variety of topics to achieve the objectives of the study. The topics are listed in **Table 1**.

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**Table 1:** Topics covered in the interviews with households, masons, and community agents

Topics covered during the interviews	Households <i>with a latrine</i>	Households <i>without a latrine</i>	Masons	Community agents
General interviewee information (story, family, work, etc.)	✓	✓	✓	✓
WASH in the household (water source, latrine)	✓	✓		
Construction of the latrine	✓		✓	
Reasons for purchasing a latrine	✓		✓	✓
Potential influence of the cistern	✓			
Learning about the importance of latrines	✓			
Latrine use (satisfaction)	✓		✓	✓
Reasons for not having a latrine		✓	✓	✓
Selecting a mason	✓			
Household visits by community agents	✓	✓		✓
Job role and tasks			✓	✓
Job challenges			✓	✓
Collaboration with other stakeholders			✓	✓

In addition, the CAWST team informally talked to the following HELVETAS staff regarding project management, particularly the role of masons and community agents:

- Robens Elie, AHEP Project coordinator
- Martin Saintgère, AHEP Capacity building and monitoring officer
- Chavanne Blanc, Consultant engineer

The CAWST team also informally talked with the head of Rafasap, Pierre Saint Fort.

## 5.2 Sampling

In both Forêt-des-Pins and Petit Goâve, the CAWST team used a mix of randomized and purposeful sampling to ensure a diversity of households were interviewed. Interview locations were first selected based on the section communale. A section communale can be very different from one to another: different governance, economy, geography, access to water, vulnerability to hurricanes, presence of community saving groups etc.

In Forêt-des-Pins CAWST visited 5 of the 6 sections communales where HELVETAS worked, before reaching a saturation point—no new information was obtained from collecting further data. In Petit Goâve the team visited the three sections communales (9, 10, 11) where HELVETAS worked. Sections communales 3 and 4 Côte de Fer, where HELVETAS did not work, were also visited, to see if the masons had expanded their reach.

Once the team reached the location, households were then chosen randomly. If the random selection of households only led to visits of households with latrines, the team sought households without a latrine. The CAWST team also purposefully visited households with and without cisterns. The team also ensured that households that were more difficult to access by road were visited.

Apart from household visits, the masons and community agents in the sampling area were also interviewed individually. The team facilitated one focus group of five masons in Forêt-des-Pins. Data collection ended when the team reached theoretical saturation – a point in which no significantly new information was found in any additional interviews and visits,

See Appendix 2 for a more detailed calendar of CAWST activities.

## 5.3 Recording data

The CAWST team (French-speaking) worked with various translators to interpret interviews between French and Creole. The CAWST team went through the surveys with the translators and the Helvetas team prior to data collection. Changes were made based on the feedback from the Helvetas team. The whole team completed a few interviews together before dividing into teams to increase the quantity of data collected. This increased the likelihood that the data

collected was consistent between the two teams. A few questions were improved after these first interviews.

Data was written directly on the questionnaires, and then entered into an Excel spreadsheet at the end of each day. Data was collected 6-10 April 2017 in Forêt-des-Pins and 12-15 April 2017 in Petit Goâve. See Appendix 1 for the detailed schedule of data collection. After the data collection phase, the CAWST team cleaned, coded and analyzed the data in the Excel spreadsheet was.

## 5.4 Data analysis

The study included both qualitative and quantitative data. The analysis of the open-ended interview questions about barriers and motivators to purchasing a latrine used standard methods of qualitative data analysis, namely data coding (finding common threads and patterns in the interview responses). These responses were then summarized by calculating the percent of households that listed a particular reason in their response. Within the interview, households may have given multiple responses. The responses from interviews with masons and health promoters were coded for the same barriers and motivators as the households, in order to compare their perceptions with the household responses.

In Forêt-des-Pins, a “household without a latrine” was considered to be a household that is (1) open defecating, or (2) using a neighbors latrine. A “household with a latrine” was a household with an improved latrine (with a slab, with or without ventilation). The motivators for households with subsidized latrines and non-subsidized latrines were analyzed.

In Petit Goâve, “households without a latrine” were those that were (1) open defecating, (2) using a neighbor’s latrine, or (3) had a traditional latrine. Although having a traditional latrine is a great improvement from open defecation on the sanitation ladder, it was included in “household without a latrine” based on the aspirations of the community and the project itself. Households were ashamed of their traditional latrines. In many cases they indicated that they did not consider their traditional latrine as a “latrine” because it did not have a concrete slab.

Furthermore, traditional latrines are more dangerous. Households shared a few stories of traditional latrines collapsing.

**Note 1:** The team did not interview any household with a traditional latrine in Forêt-des-Pins.

**Note 2:** The team only interviewed households with non-subsidized latrines in Petit Goâve.

**Note 3:** The focus group of five masons was weighted as one individual. All of the masons came from the same area and it was difficult to get a variety of answers from the masons.

## 6 Results

Six motivators and seven barriers emerged from the analysis. Some were more significant than others, and not all were present in both communities. The motivators and barriers are described in Tables 2 and 3. For the motivators, quotes and statements are also listed. The barriers do not have accompanied quotes and statements as there was not much variety in responses. The following sections describe in more detail the motivators and barriers for Forêt-des-Pins and Petit Goâve, the use of latrines, and an overview of the masons and community agents in these two communities.

**Table 2: Motivators for purchasing a latrine**

Motivators	Description	Quotes and statements
<b>Health</b>	Households purchased and used latrines to improve their health and not get sick.	<ul style="list-style-type: none"> <li>• “No poop on the ground because it will dry and the dust will blow everywhere including on the roofs and into our cistern”</li> <li>• “I don’t want to be sick”</li> <li>• “No poop on the ground”</li> <li>• “It’s not good for your health, there’s microbes everywhere”</li> <li>• “Flies will land on the poop and then fly onto your food”</li> <li>• “It’s important to avoid being sick”</li> <li>• “I don’t want my family to have cholera or typhoid”</li> </ul>
<b>Status</b>	Households purchased and used latrines because they wanted to feel proud and modern— and not feel ashamed.	<ul style="list-style-type: none"> <li>• “If a guest comes, I need a latrine for them”</li> <li>• “It’s embarrassing to not have a latrine”</li> <li>• “I’m proud of my latrine”</li> </ul>
<b>Hope of getting a cistern</b>	Households purchased a latrine to possibly be selected to have a cistern.	<ul style="list-style-type: none"> <li>• Having a latrine is one of the criteria to be selected to have a cistern.</li> <li>• The cost of a latrine is much more affordable for a household, compared to a cistern.</li> </ul>
<b>Comfort/danger</b>	Households purchased a latrine for comfort or to avoid the dangers of open defecating.	<ul style="list-style-type: none"> <li>• Not wanting to walk in the fields at night</li> <li>• Not liking walking a far distance</li> </ul>

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Motivators	Description	Quotes and statements
		<ul style="list-style-type: none"> <li>• Wanting more privacy</li> <li>• The danger of traditional latrines collapsing</li> <li>• General discomforts of not having a latrine</li> <li>• On the phone and reading while using the latrine</li> </ul>
<b>Norm</b>	Households purchased and use a latrine because it is their habit.	<ul style="list-style-type: none"> <li>• “A house without a latrine is not a house”</li> <li>• “A house has three components: a house, a kitchen and a latrine”</li> <li>• General confusion when households were asked why they had a latrine suggesting it was such an obvious question: “because I’ve always had a latrine”</li> </ul>
<b>Not expensive</b>	Households purchased a latrine because it is affordable.	<ul style="list-style-type: none"> <li>• Masons explained that latrines did not have to be expensive. There were more affordable options.</li> </ul>

**Table 3:** Barriers for not purchasing a latrine

Barriers	Description
<b>Money</b>	Households don’t have a latrine because they can’t afford it.
<b>Willingness</b>	Households don’t have a latrine because they don’t have the willingness to pay. They would rather wait for an NGO to subsidize the latrine.

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Barriers	Description
<b>Understanding</b>	Households don't understand the importance of a latrine.
<b>No cistern</b>	Households don't want to purchase a latrine because they are not eligible for a cistern subsidy.
<b>Unfinished latrine</b>	Households don't have a latrine because it is currently being constructed.
<b>Hurricane</b>	Households don't have a latrine because it was destroyed by Hurricane Matthew.
<b>Transport/access to materials</b>	Households don't have a latrine because they don't have easy access to manufactured materials and transport is complicated.

## 6.1 Forêt-des-Pins

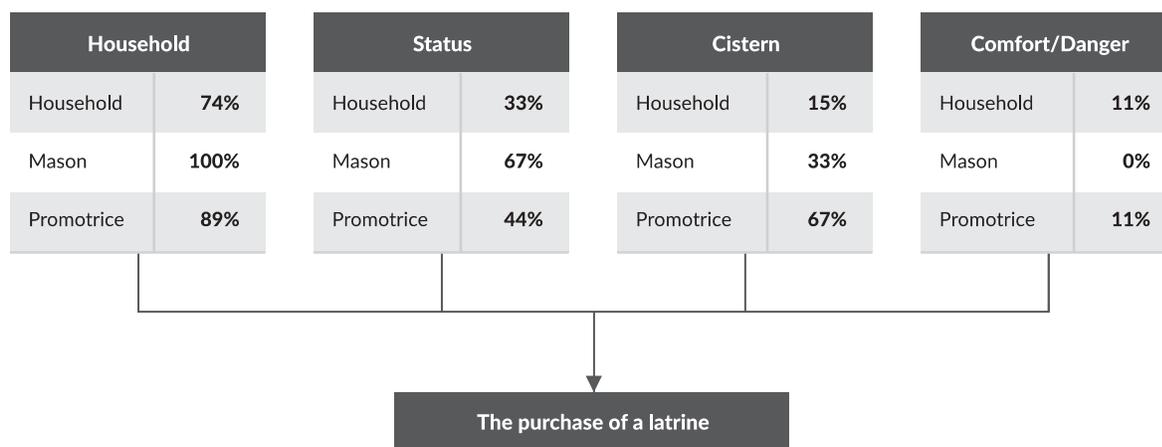
In Forêt-des-Pins, the CAWST team interviewed 47 households, 7 masons and 9 *promotrices* (see **Table 4**).

**Table 4:** Household visits and interviews in Forêt-des-Pins

Number of interviewed households	47
Household latrines	27 (simple or VIP)
Open-air defecation	16
Shared latrines	4
Number interviewed masons	2 (+ focus group of 5)
Number interviewed animateur	9

### 6.1.1 Motivators for households to purchase latrines

Based on coding the interview data from households, masons and *promotrices*, four motivators for households to purchase latrines were identified. As the construction of subsidized latrines required households to invest some time and local materials, the results below include both subsidized and non-subsidized latrines. These motivators are health, status, cisterns, and comfort/danger. **Figure 3** shows the percentage of households, masons, and *promotrices* interviewed who mentioned each of the motivators. These groups could mention as many motivators as they believed were important.



**Figure 3:** Motivating factors for purchase of latrines in Forêt-des-Pins

The interview results show that health was the most significant reason for a household to purchase a latrine. Seventy-four percent (74%) of households said they obtained a latrine to improve their health. All of the masons (100%) and 89% of community agents agreed that health was an important motivator. It appears that promotrices are responsible for this strong promotion of health. Eighty percent (80%) of these households said that the promotrices visited them and explained the importance of latrines. Only 11% of these households said a mason talked to them about the importance of latrines.

Status was the second strongest motivator for household to purchase a latrine, mentioned by 33% of the households. Sixty-seven percent (67%) of masons and 44% of promotrices also agreed with this motivator. Households see other households with latrines and aspire to have one for their family.

Another motivator that was mentioned by households, masons and promotrices was the promise of a cistern. Only 15% of households initially said that they purchased a latrine in the hope of getting a cistern. However, after asking why households purchased a latrine, they were specifically asked if they hoped they would get a cistern if they built a latrine. The proportion of households that built a latrine hoping they would get a cistern then became 37%. It is important to note that 81% of these households had a HELVETAS subsidized cistern. Thirty-three percent

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(33%) of the masons and 67% of promotrices also believed the promise of a cistern was an important motivator.

The last motivator for the household's decision to purchase a latrine was related to a sense of comfort and/or avoidance of danger. It was relatively insignificant, as it was only mentioned by 11% of the households and 11% of the promotrices.



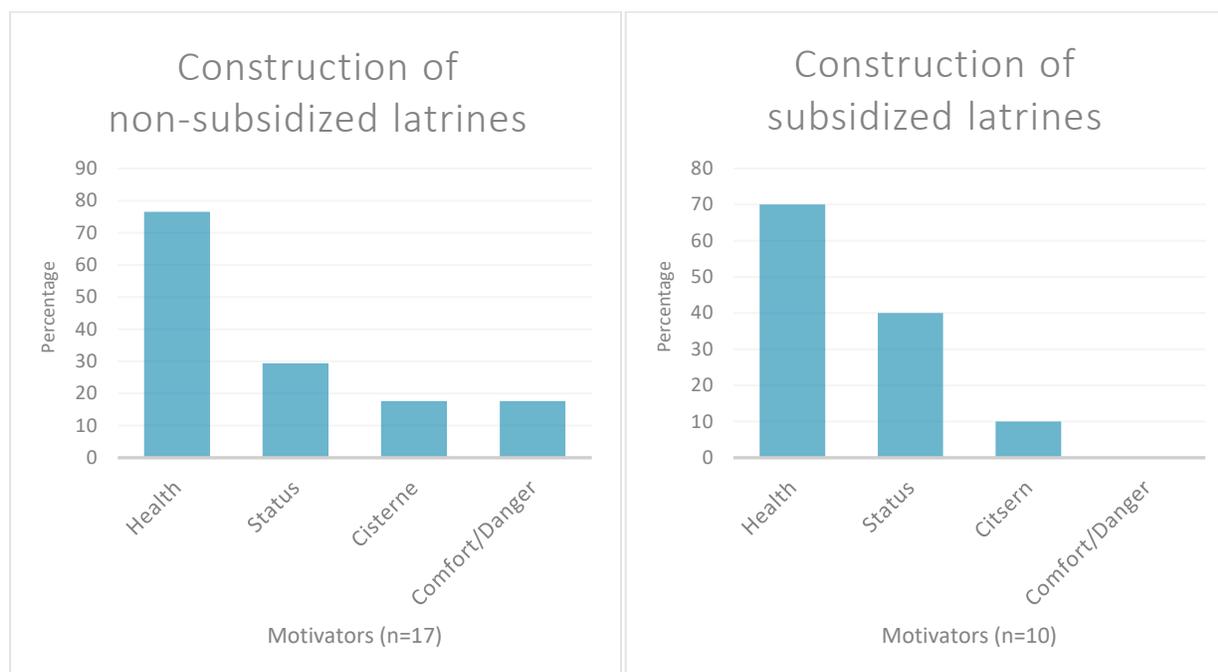
**Figures 4 and 5:**

The father of a family of 10 stated that he built this latrine because he wanted a cistern. The family used to have to walk a far distance to collect their water. Now they can use that time for other purposes. When asked if he was satisfied with the latrine, he responded, "Yes, I am satisfied. I no longer need to go to my neighbour's latrine; I was ashamed. And it's good for my health."

It is interesting to note that the reasons why households purchased a latrine, whether it was subsidized or non-subsidized, were very similar (see **Figures 6 and 7**).

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**Figures 6 and 7:** Comparison of motivating factors for purchase and use of latrines between subsidized and non-subsidized latrine owners in Forêt-des-Pins

### 6.1.2 Latrine use

**Table 5:** Latrine use in Forêt-des-Pins

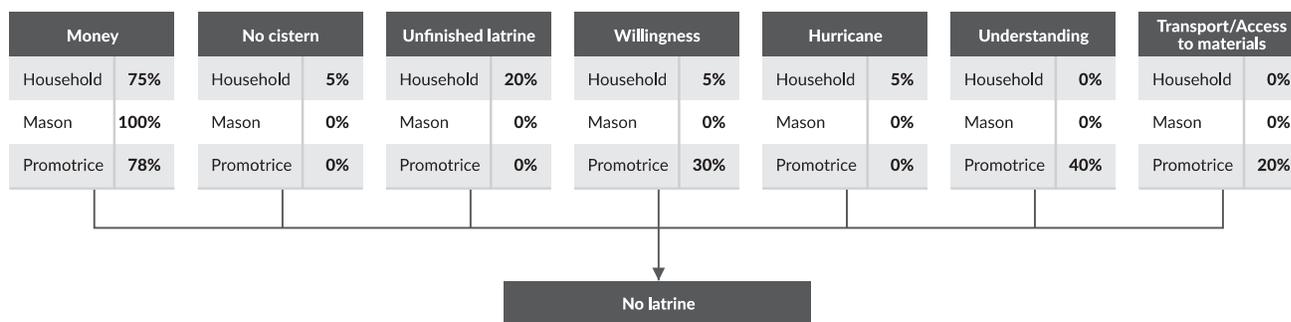
Indicators	Percentage
Households indicating they are using their latrine	100
Households satisfied with their latrine	73
Clean latrines (observation)	95

In terms of latrine use, 100% of the households said that all members of the family, including children used the latrine (See **Table 5**). Seventy-three percent (73%) of the households were satisfied with their latrine. The reason why some households were not satisfied with their latrine was that they wanted a better seat or an improved superstructure. Ninety-five percent (95%) of the latrines visited were clean and seemed used. The latrines were well maintained and did not smell.

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### 6.1.3 Barriers for households to purchase latrines



**Figure 8:** Barriers for purchase of latrines in Forêt-des-Pins

The main barrier cited by households in Forêt-des-Pins without a latrine was “lack of money,”— 75% of them mentioned this. The masons (100%) and *promotrices* (78%) also stated that they believed that lack of money was a key reason households did not have a latrine.

Fifty-three percent (53%) of households without a latrine had straw roofs. Straw roofs are a sign of vulnerability and low income. This suggest that approximately half the households are likely to not have the funds to purchase a latrine. Households with metal roofs which did not have a latrine could more likely save to build a latrine. However, it seems they don’t consider a latrine a priority or don’t see the need for a latrine. This theory is in line with the information provided by the *promotrices*, whose responses about barriers to the purchase of latrines also included “lack of willingness to pay” (30 %) and “lack of understanding of the importance of a latrine” (40 %).



**Figure 9:**

A family of five live in this straw house. Although they have dug a pit, they cannot afford a latrine. They do not have any revenue because they are subsistence farmers. They would like a latrine to improve their health: The father of the family said: “I don’t want to be sick.”

One household mentioned that the cistern was a reason why they did not purchase a latrine. They did not have money to pay for a latrine, but they also did not want to purchase a latrine because they knew they were not eligible to get a cistern as they had a straw roof. This highlights the potential negative consequences of subsidies. In Forêt-des-Pins, households with straw roofs were not eligible for cisterns. They therefore felt more isolated and frustrated by the project.

All households without a latrine said they wanted a latrine. There is a possibility that households said this because they believed the team was going to provide them with a latrine. However, 79% of households said that someone visited them or talked to them about the importance of a latrine, which suggests that most households have been made aware of the importance of latrines. Twenty-one percent (21%) of these households said nobody had visited their household or talked to them about latrines. This percentage is in doubt. Several households stated that the *promotrice* never came to their house, however the *promotrice* disputed this and stated that she regularly goes to those households. It seemed certain households wanted to show us they were excluded from the project.

Twenty percent (20%) of the *promotrices* thought that transportation and access to materials was a barrier to latrine construction. However, this was not mentioned by the households or the masons. It is therefore unlikely that this was an important barrier compared to the others listed.

## 6.1.4 Masons

### 6.1.4.1 Stories

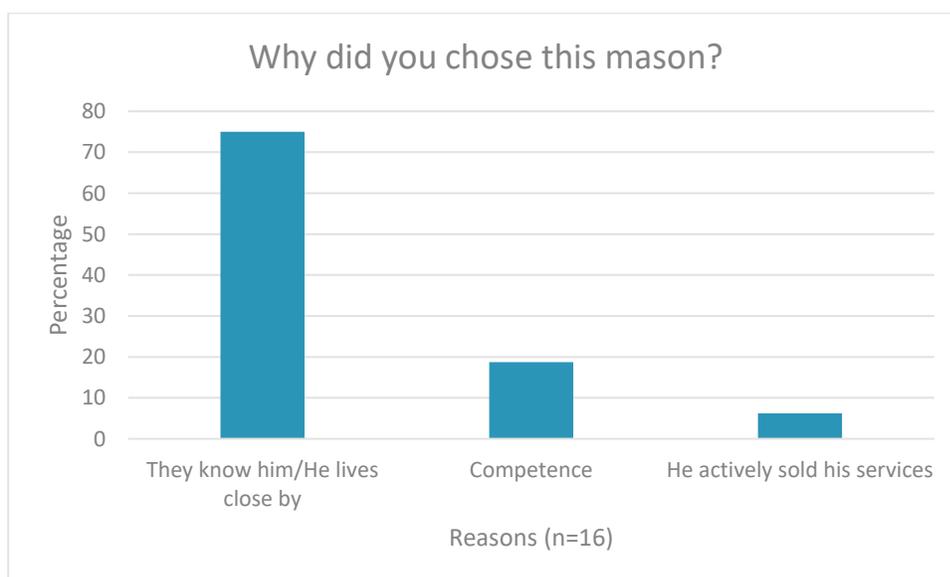
Most of the masons interviewed in Forêt-des-Pins learned masonry skills through working with another mason at a young age. These masons gained more knowledge and skills by attending the HELVETAS trainings. However, not all of the HELVETAS masons were masons to start with. One of the masons was originally a carpenter, but was able to learn masonry skills through HELVETAS training and become a very active latrine implementer. The masons valued the training and the official training certificates. These led to households having more confidence in the masons' work.

### 6.1.4.2 Challenges

The main challenge for the masons of Forêt-des-Pins was finding customers. Many of the households they approached could not afford a latrine. Certain masons mentioned that it would be easier to build latrines if HELVETAS applied subsidies. They wanted another project in the area so they could continue constructing latrines. However, one of the more active masons had several solutions to overcome this challenge:

- Accept incremental pay from families
- Accept services instead of money
- Explain the different steps in purchasing a latrine
- Motivate households to start digging a pit

It is important to note that most households work with a mason if they know him (See **Figure 10**). It therefore seems difficult for masons to approach households they do not know and expand their reach. Competence is not a major factor.



**Figure 10:** Graph of why households selected a mason to build their latrine in Forêt-des-Pins.

#### 6.1.4.3 Interactions with other stakeholders

The masons recognized that the work of the *promotrice* made their job easier. Sometimes the *promotrice* contacted them when a household wanted to build a latrine. Generally, however, there was not much interaction between *promotrices* and masons.

Some of the masons did not have any interactions with CASEC. One mason said that the CASEC have focused more on rainwater harvesting systems and have done very little in terms of latrines. However, other masons have said that CASEC does promote latrines at the church and funerals.

### 6.1.5 Community agents

#### 6.1.5.1 Stories

The community agents in Forêt-des-Pins were all women. Some had other employment, while others grew crops and took care of their animals. They were all trained in community WASH promotion by HELVETAS and were all very professional and motivated by their job. They all mentioned wanting to be a model for their community and helping families improve their health. They had worked as *promotrices* for 1 to 2 years.

#### 6.1.5.2 Challenges

Overall, the communities have accepted the *promotrice* even though it may have taken a few visits for households to feel comfortable with her. Households had become accustomed to household visits. So much so, one *promotrice* said that if she doesn't visit certain households frequently enough, they will ask why she hasn't stopped by. Some households, however, remain suspicious of the *promotrice*. They believe that the *promotrice* is going to provide them with some money or goods, and when she doesn't provide anything they are upset. A few of these negative interactions occurred during field visits.

To improve their work, *promotrices* primarily mentioned needing more training and more materials. The *promotrices* appreciate the trainings and aspire to learn more and continuously improve their work. In terms of materials, *promotrices* wanted more equipment that would help them be easily identified and more professional. For example, this included badges and t-shirts. Some also mentioned wanting posters and notebooks.

However, their overall main concern was what will happen to them and their profession once HELVETAS leaves. There was a lot of uncertainty. Some of the *promotrices* talked about becoming sales agents and selling hygiene products to households to generate their own salary. They already do this with Gadyen Dlo, a chlorine product for household water treatment.

#### 6.1.5.3 *Interactions with other stakeholders*

In general, the *promotrices* feel like they do collaborate with masons. Once a household has decided to build a latrine, they put them in touch with a mason.

Their interaction with CASEC varied. For the most part, the *promotrices* were selected by CASEC and a contract was signed between them. Beyond this, it seems like the interaction with CASEC is limited with only some mentioning that CASEC explains to the community the role of the *promotrice*. It seems that at one point CASEC was paying the *promotrices*, but that they were then paid by HELVETAS directly. For the most part, the *promotrices* provide periodic reports to HELVETAS and not CASEC.

## 6.2 Petit Goâve

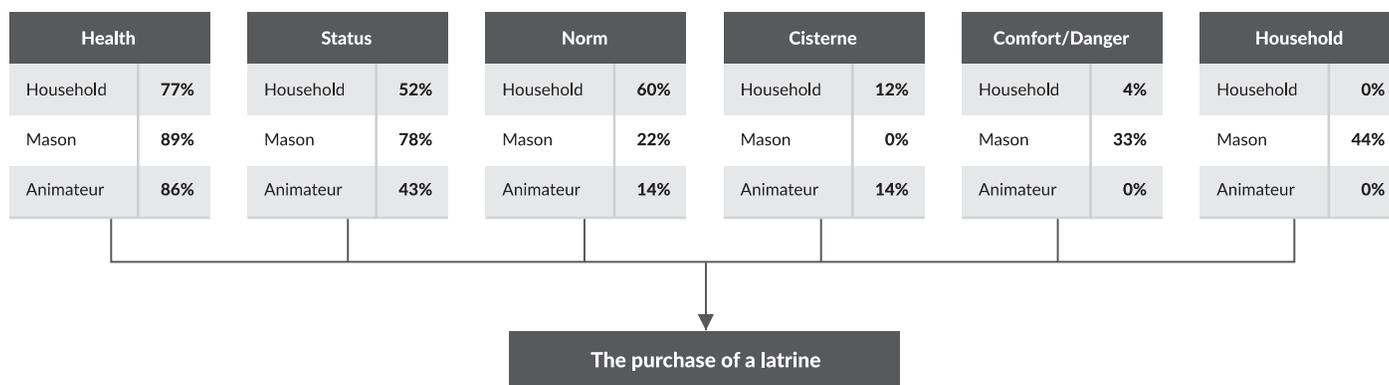
In Petit Goâve, the CAWST team interviewed 35 households, 9 masons and 7 *promotrices* (see **Table 6**).

**Table 6:** Household visits and interviews in Petit Goâve

Number of interviewed households	35	
Household latrines	31	6 traditional ones
		25 (simple or VIP)
Open-air defecation	3	
Shared latrines	1	
Number interviewed masons	9	
Number interviewed animateur	7	

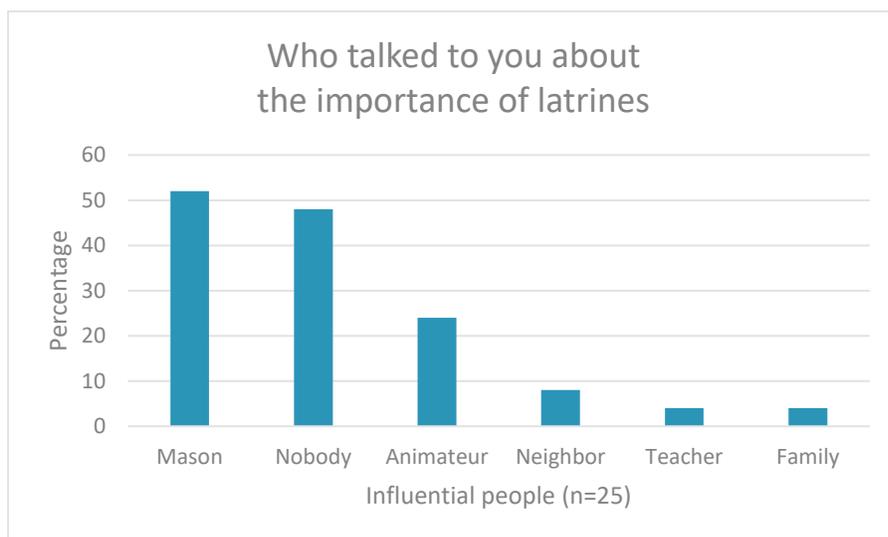
### 6.2.1 Motivators for households to purchase latrines

Based on coding the interview data from households, masons and *promotrices*, six motivators for households to purchase latrines were identified. These motivators are health, status, norms, cisterns, comfort/danger, and affordability/profit. **Figure 11** shows the percentage of interviewed households, mason, and *promotrices* mentioning each of the motivators. These groups could mention as many motivators as they believed were important.



**Figure 11:** Motivating factors for purchase of latrines in Petit Goâve

The interview results show that health is the most significant reason for a household to purchase a latrine. Seventy-two percent (72%) of households said they purchased a latrine to improve their health. Eighty-nine percent (89%) of masons and 86% of community agents also said that health was a motivator. It is interesting to note that the message on the importance of a latrine was primarily provided by masons (52%) (see **Figure 12**). The community agents also play a role in health messaging. The community agents provide this message during water committee meetings rather than at the household. The masons also sometimes go to these committees, as well as savings groups meetings, to promote latrines.



**Figure 12:** Graph of who spoke to the households with latrines about the importance of a latrine in Petit Goâve.

Another important motivator for households was norms (60%). Having a latrine has become the norm in Petit Goâve. These households often replied that no one had talked to them about latrines, it was the norm for them.

Another important motivator for households was status (52%). Seventy-eight percent (78%) of masons and 43% of *animateur* also agreed with this motivator. Apart from health messages, masons told households “If someone from the city comes, they need a latrine,” and “Guests from Petit Goâve won’t come to visit if you don’t have a latrine.” Some masons would go to a house and ask if they could use their latrine. When the household would say that they did not have a latrine, the mason would start a conversation about the need for a latrine.

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**Figures 13 and 14:** This father of two constructed a latrine to prevent his children from getting sick. Neighbors nearby lost members of their family from cholera. He is one of the rare households who built a child-friendly latrine.

Another motivator that was mentioned by households was the promise of a cistern (12%). When asked “Did you get a latrine because you hoped to get a cistern?” the percentage of households remained 12%. None of the masons believed this was a motivator for households. They did not use it in their messaging. Fourteen percent (14%) of the *animateurs* thought this influenced the purchase of latrines. Overall, it was clear to households, masons, and *animateurs* that constructing a latrine would not lead to a subsidized cistern. Most households would obviously want a cistern, but that is not what motivated them to get a latrine. They wanted latrines for other reasons.

Only 4% of households got a latrine for comfort or to avoid any dangers. However, 33% of the masons believe that this is a motivator.

Forty-four percent (44%) of masons said that the low cost of a latrine motivated households to purchase a latrine. They said many households believed that latrines were expensive. It was important to explain to households that latrines can be affordable and that there are different types of latrines with different costs (primarily based on the dimensions of the latrine). Although there are low-cost latrines, it is still a significant cost for families. Therefore, it is not a surprise that none of the households mentioned this as a reason why they purchased a latrine.

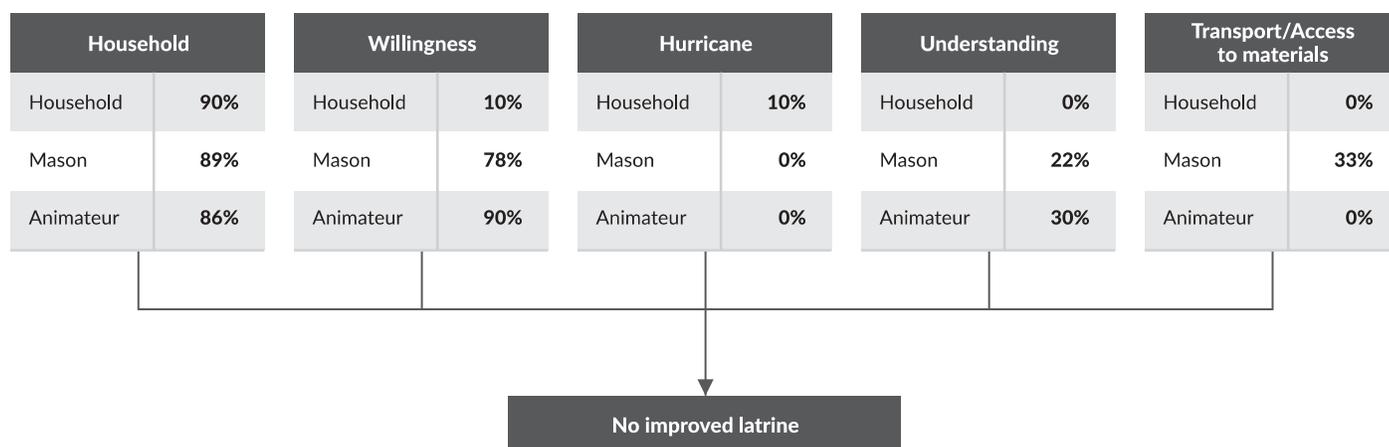
## Latrine use

**Table 7:** Latrine use in Petit Goâve

Indicators	Percentage
Households indicating they are using their latrine	100
Households satisfied with their latrine	92
Clean latrines (observation)	91

In terms of use, 100% of the households said that all members of the family used the latrine (See **Table 7**). Some families said that the small children use a bucket that they then empty in the latrine. Ninety-two percent (92%) of the households were satisfied with their latrine. The reason why some households were not satisfied was that they wanted to improve the superstructure. Ninety-one percent (91%) of the visited latrines were clean and seemed used. The latrines were well maintained and there were no smells.

### 6.2.2 Barriers for households to purchase latrines



**Figure 15:** Barriers for purchase of latrines in Petit Goâve

As in Forêt de Pins, the main reason why households in Petit Goâve did not have a latrine is “lack of money”. Ninety percent (90%) of the households without a latrine mentioned lack of money as a barrier. This barrier was also mentioned by masons (89%) and *animateurs* (86%). It was difficult to classify the vulnerability of households in Petit Goâve as there wasn’t a clear distinction in roofing materials as there was in Forêt-des-Pins. However, it is notable that 40%

of households without a latrine have a single woman as a head of the household, often having lost her husband.

Similar to Forêt-des-Pins, it is possible that some households are vulnerable and cannot afford a latrine. However, the CAWST team believes that some households could afford to purchase a latrine but did not have the willingness to pay. Seventy-eight percent (78%) of masons and 90% of *animateurs* said households were without latrines because they were unwilling to pay.



**Figure 16:** The household of six was headed by an older woman. Her husband was sick and she used all the household's savings to pay for his medical bills. She dug a pit herself to build a latrine, but currently does not have the funds to build the rest of the latrine. She wants a latrine because she is embarrassed to have to ask her neighbor to use his latrine. She also does not want people seeing that their family open defecates.

Twenty-two percent (22%) of masons and 30% of *animateurs* also mentioned that lack of understanding of the importance of a latrine was a barrier to the purchase of a latrine. Nonetheless, all households without a latrine said they wanted a latrine. There is a possibility that households said this because they thought the team would provide them with a latrine.

None of the households mentioned that access or transportation of materials was a barrier to the purchase of a latrine. However, 33% of the masons thought that this was a barrier. Materials were bought either at the Sani-Boutique, a nearby market, or in the town of Petit Goâve/Grand Goâve. Materials are often transported by animal.

### 6.2.3 Masons

#### 6.2.3.1 Stories

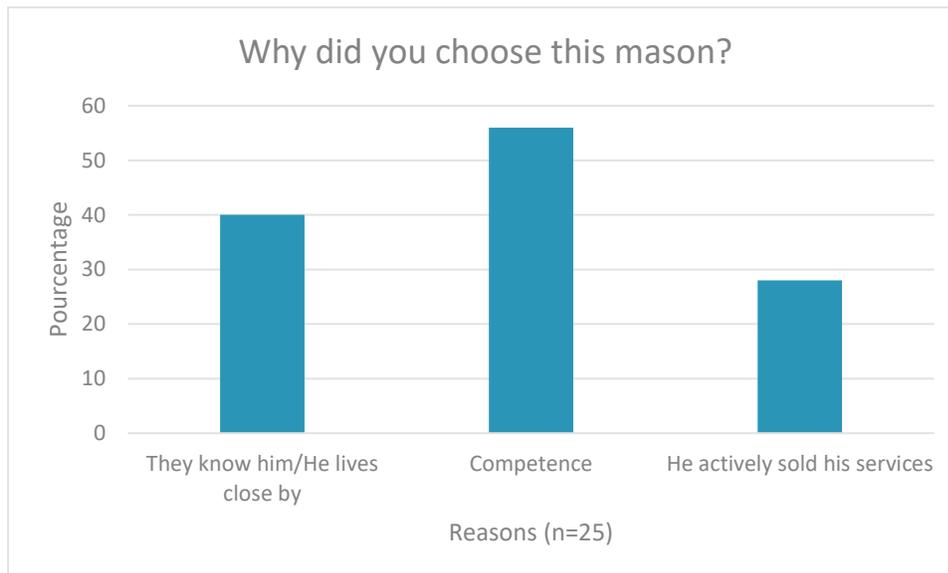
Most of the masons interviewed learned masonry skills either through working with another mason or at a vocational school. These masons gained further knowledge and skills by attending the HELVETAS trainings. The masons appreciated the official training certificates and said that this led to households having more confidence in their work.

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The masons from *section 11* were not as active as masons from other *sections*. They had other construction employment as they lived very close to the city of Petit Goâve.

It is important to note that most households chose a competent mason to build their latrine (see **Figure 17**). This means the household had worked with the mason before, or had seen their work with other households. It seems the better quality latrines a mason builds, the more he or she will be recognized as a competent mason in the community. Nonetheless, households also chose a mason because they know them or because the mason approached the household and sold his/her services.



**Figure 17:** The reason why households selected a mason in Petit Goâve

#### 6.2.3.2 Challenges

The challenges mentioned by the masons of Petit Goâve were:

- Households not paying the full cost of the latrine
- Households being reluctant to upgrade from a traditional latrine
- Low quality of the materials the family purchases
- Soft soils

#### 6.2.3.3 Interactions with other stakeholders

Some of the masons had a relationship with the *animateurs*. They said that the *animateurs* promote latrines at the monthly water committees. However, some masons have no connection with the *animateurs*.

There was a mix of responses in terms of the masons' relationship with CASEC. Some say CASEC do help promote latrines while others say they don't. Most of the masons communicate with

Rafasap rather than CASEC. At the time of the study, the masons provided Rafasap with the latrine contracts for monitoring purposes.

## 6.2.4 Community agents

### 6.2.4.1 Stories

The community agents (*animateurs*) in Petit Goâve were both women and men. Most of the agents previously worked for NGOs such as Concert Action and Red Cross. Some were still working for Rafasap as community agents, while others had to find new jobs after the HELVETAS project ended. They were all very dedicated to their role of improving health in communities, with one saying “you’re a community agent for life.”

The main role of the Rafasap agents now, post-project, is to lead the water committee meetings and to collect membership fees. This sometimes leads them to do household visits. They promote latrines at these water committees. They are generally well respected in the communities, although some households do not like their visits because it means they need to pay the membership fee.

### 6.2.4.2 Challenges

The challenges *animateurs* mentioned were:

- Unsteady salary
- Households not paying the membership fee
- Households waiting for NGOs to give them something
- Walking long distances
- Health messages not being communicated at schools

### 6.2.4.3 Interactions

In terms of interacting with masons, half of the *animateurs* did not interact with masons; the other half either recommended masons to households or talked to masons directly and told them which households were interested in building latrines.

The community agents used to provide a report to CASEC to keep track of their work and get paid. Those that work for Rafasap now submit their report to Rafasap, but some continue to communicate with CASEC.

## 6.3 Discussion

### 6.3.1 Motivators for households to purchase latrines

In both communities, health was the most important factor. This was quite surprising considering that trends in behaviour change studies show that health is rarely a key motivator

in changing WASH behaviours. It seems that two factors contributed to this outcome: (1) both community agents and masons delivering effective health messages, and (2) the fear of recent cholera outbreaks. Although health was a strong motivator, this high response rate can also be influenced by what households believe the interviewers wanted to hear, in other words, reporting bias. Nonetheless, it is clear evidence that the health message was remembered.

In Forêt-des-Pins, messaging on the importance of a latrine came primarily from the community agents, whereas in Petit Goâve the message came primarily from masons. In both projects, the health message was clearly communicated to households, suggesting both groups can effectively communicate health messages if trained correctly. However, once a project has been completed (Petit Goâve), it seems that masons have more of an incentive to promote latrines because they can still earn an income from the service. If community agents are no longer funded, it is difficult for them to continue their household visits. However, community agents have a strong drive to continue their work; community agents in Petit Goâve continued some work voluntarily, and community agents in Forêt-des-Pins looked for other ways to earn revenue by selling health products to households.

Status was an important factor in both communities. This factor suggests that people aspire to have a latrine and are ashamed if they do not have one. The CAWST team felt this shame when visiting households that practiced open defecation, used a shared latrine, or had a traditional latrine. For example, in Petit Goâve, some households didn't want to let us see or were embarrassed for us to see their traditional latrine. In Forêt-des-Pins, there was also discomfort to say they didn't have a latrine. Furthermore, all households without an improved latrine said they wanted one. As more households build latrines, this motivator should increase, as there is more social pressure to have a latrine. This motivator will therefore not exist in a community practicing open-defecation. It will take some time to develop this motivator.

In Petit Goâve, having a latrine has become the norm for an important percentage of population. This is not the case yet for Forêt-des-Pins. CAWST believes that the reason for this is that latrines have been around in Petit Goâve for a longer period, with some households explaining they had a latrine now because when growing up their parents had had one. This difference may be due to many factors such as the longer presence of NGOs communicating WASH messages, the proximity of the city, the school WASH programs and the more diverse economy in Petit Goâve, which seems to have created more wealth. In a few years, this norm could potentially also develop in Forêt-des-Pins.

However, one of the key challenges in Forêt-des-Pins, as opposed to Petit Goâve, is the impact that the subsidized cisterns have had on the community. The cisterns had an important influence on the purchase of latrines. The link between the cistern and the latrine has created tensions and distrust in the community. The most vulnerable households (those with straw roofs) feel more isolated, and households that built a latrine and did not get a cistern are angry. This may potentially have an impact on latrine construction after HELVETAS leaves. Will households retain their anger and not build a latrine? Will households feel more social pressure

and continue to build latrines? Based on this study, what will happen in Forêt-des-Pins after HELVETAS leaves is hard to predict.

In Forêt-des-Pins, it is interesting to note that for those households who have purchased a latrine, their reasons of purchasing was very similar regardless of whether it was subsidized or non-subsidized, (see Figures 6 and 7). In other words, subsidies did not significantly elevate or decrease people's belief that health is the most important reason for purchasing a latrine. The *promotrices* seem to have succeeded in delivering the health message throughout the AHEP project.

The positive and negative impacts of the subsidies in the HELVETAS projects are common. From CAWST's experience subsidies can improve access to latrines, particularly for vulnerable households. However, subsidies often cause tensions in communities. This tension can be significantly reduced if subsidies are managed correctly and fairly.

### **6.3.2 Barriers for households to purchase latrines**

In both locations, the lack of money, lack of willingness, and lack of understanding were important barriers to the purchase of a latrine. It is difficult to dissociate lack of money and lack of willingness to pay for a latrine. Nonetheless, it is clear that there are vulnerable populations in both communities that would struggle to save money to afford a latrine. In terms of lack of willingness to pay, this is a common barrier in locations where subsidies have been regularly distributed by NGOs. Households believe NGOs will provide them with free products such as latrines. This barrier, known as "*attentisme*," is very common in Haiti. It is one of the reasons DINEPA opted for a no-subsidy latrine policy.

Although this study was not designed to determine the ratio of households with latrines versus without, it was difficult to find households open defecating in Petit Goâve. Most of the households interviewed had a ventilated improved pit (VIP) latrine, simple latrine, or traditional latrine. In contrast, there were only two options in Forêt-des-Pins. Households either had a VIP latrine/simple latrine, or they were open defecating. In other words, there was no sanitation ladder in Forêt-des-Pins. The reason for this difference seems to be because (1) Petit Goâve has been exposed to latrines for a longer period of time and (2) the traditional latrines that were built in Forêt-des-Pins collapsed due to humidity rotting the wood. From CAWST experience, it is good to provide communities with a variety of options at different costs so the most vulnerable households can purchase a latrine and move up the sanitation ladder.

### **6.3.3 Latrine use**

Overall, it seemed that households were continuously and correctly using the latrines in both communities. It is believed that the lack of smell in latrines is in part due to the significant amount of ventilation. The door of the latrine is left open or the superstructure is made of fabric or has pits in it. Furthermore, the type of seat makes it easy for the family to maintain the latrines. However, it is very hard to tell if everyone in the household is using the latrine. Often,

children are known not to use latrines as they are dark, scary and difficult to access. It is difficult to know if children use the latrines. However, it was promising to see households building child-friendly latrines and households mentioning that they empty a bucket used by infants into the latrine.

In Forêt-des-Pins, it seemed that the households with a subsidized latrine were also using their latrine continuously and correctly. They were proud of their latrine. This suggests that subsidies did not distort the ownership and use of latrines.

#### **6.3.4 Masons**

- There were a variety of outcomes for masons: some masons no longer build latrines, some build latrines as well as other mason jobs, while some are primarily focused on building latrines. From CAWST's experience, the drop-off of trained participants is common. It is good to select motivated participants to mason trainings however it is also wise to train many, knowing some will not become active masons.
- It seems that masons in Petit Goâve have more confidence and are more active in applying social marketing. This could be due to the mentorship HELVETAS provided to them. From CAWST's experience, mentoring after training is essential to ensure the participants apply their knowledge and skills correctly and gain confidence. Another reason masons were more confident in Petit Goâve may be that many of them have studied and/or worked in the city.
- It is interesting to note that households will choose a competent mason in Petit Goâve where as in Forêt-des-Pins they will choose a mason that they know. It seems that households in Petit Goâve make decisions based on quality.
- The masons have a close connection with Rafasap in Petit Goâve. There is no equivalent organization in Forêt-des-Pins.
- Communication between community agents and masons seems stronger in Petit Goâve.

#### **6.3.5 Community agents**

- The community agents in Petit Goâve seem to have started with more experience than Forêt-des-Pins. Nonetheless, both were very professional and active. The training for the *promotrices* seems to have helped them gain confidence quickly. This suggests that even in communities without community agents, training motivated individuals can quickly lead to competent community agents.
- One common key challenge for both locations is sustaining the salary of community agents. Rafasap is currently paying the salaries of a number of community agents in Petit Goâve. However, Rafasap is also struggling financially, so they have to reduce the number of community agents.

## 7 Key conclusions

### 7.1 Households

- The main reason households purchased and used a latrine appears to be related to health. Households were able to explain the negative health consequences of open defecation. The cholera outbreaks also had an impact on households' fear of open defecation.
- Status was another motivator. Households without a latrine or with a traditional latrine felt shame and embarrassment, whilst households with an improved latrine felt proud.
- In Forêt-des-Pins, some households constructed a latrine so they could benefit by getting a cistern as well. Although this seems to not have affected ownership of the latrine, it created tensions within the community. The poorer households were excluded from getting a cistern because they had straw roofs.
- In Petit Goâve, latrines had become the norm. Households had a latrine out of habit.
- Households without a latrine said the main barrier was lack of money. Some households were poor and were unable to afford latrines. Some could afford a latrine but were waiting for an NGO to provide them with a latrine. Both these challenges need to be overcome with different solutions.

### 7.2 Masons and community agents

- Both community WASH promoters and masons can promote latrines effectively. From this study, it is difficult to know whether it is best practice to only have masons, only community promoters, or both stakeholders promoting latrines. The key is for both stakeholders to understand their roles and how they can complement each other.
- Masons have an incentive to continue promoting latrines after a project is finished; however, they do not have an incentive to follow up with households after the latrine is built. Nonetheless, some masons have both a business and social view of their work and will follow-up with households.
- Community agents will promote the purchase and use of latrines as long as they are paid. Without pay, community agents have to find other jobs to make a living, although they may continue voluntarily to a certain extent. To become self-sufficient, community agents could possibly become sales agents for health products, including latrines.
- It can take a few visits for households to trust community agents. Recognition of their role by an NGO or local government can increase their credibility, and they also suggested that more materials would enhance their professionalism (e.g., shirts, hats, posters, etc.).

- The trust of the community in community agents and masons seems to depend on the households. Some households were suspicious of both, whereas others trusted both.

## 8 Recommendations for improvements

Based on the results, the analysis, and the discussions with HELVETAS staff, CAWST has developed some recommendations and suggestions for future sanitation programs.

### 8.1 Overcoming barriers

**Low ability and willingness to pay:** There are some extremely vulnerable families in the communities, particularly in Forêt-des-Pins. Although subsidies cannot be provided because of DINEPA's policy, there is a need to explore other options to support these vulnerable households. Possible options include reducing costs of latrines and identify favourable financing schemes:

- **Formalizing incremental payments scheme.** Some households may not have enough money to pay for the entire latrine cost at once. In Petit Goâve, masons would ask for half the cost upfront and the other half once the construction is completed. This scheme appears to be working. Replication and/or refinement of the scheme may be helpful in other communities.
- **Training masons on different types of low-cost latrines and providing masons with posters to explain options to households.** This approach has worked in Petit Goâve. CAWST recommends that masons also be trained on the sanitation ladder and working with vulnerable households. Masons will otherwise exclude the vulnerable populations because they are not likely to have the funds to purchase a latrine. A low-cost technology should be developed specifically for the most vulnerable households.
- **Training promotrices/animateurs on low-cost latrines and sanitation ladder.** Promotrices and animateurs also need to be prepared to respond to households that say they do not have the funds to purchase a latrine.
- **Reducing the price of materials through Sani-Boutiques.** Assessing the success and sustainability of the Sani-Boutique in Petit Goâve can be a helpful next step. Although some households did purchase their materials from the Sani-Boutique, others got their materials from the nearest local market.
- **Establishing savings groups for sanitation.** While the savings groups are currently mainly used for business purposes, CAWST recommends exploring the possibility of using savings groups for latrine construction. Masons, for example, could use loans from their saving group to purchase materials to construct latrines.

- Promotrices/animateurs and masons can perhaps use the message that the government has illegalized subsidies for latrine construction. Although government authority is questionable in rural Haiti, this might help households understand that there is no point in waiting—no NGO will come help them. It is important to coordinate with other NGOs to make sure they are providing the same message: no subsidies.

## 8.2 Leveraging motivators

**Health:** The health message was well communicated.

- CAWST believes that the selection of the community agents and regular training is key to this success. The community agents were confident and knowledgeable. A lot of time and effort was put into developing a customized program for the community agents, and the results were evident. The community agents were proud of their work and their role in the community. They wanted to share their story and continue improving the health in their communities. CAWST recommends customizing a community agents training to the specific context. CAWST also recommends providing regular training. This helps build the confidence and knowledge of the community agents. It also creates a sense of team effort if the community agents come together regularly.
- Many community agents mentioned needing more equipment to be more efficient at their job. They wanted a uniform (e.g., t-shirt) that would help households identify them as community agents. They said this would help them gain credibility and make it easier to approach households. They also wanted more materials, such as pens, paper and posters. In future projects, CAWST recommends investing in the basic materials for community agents.
- The study was not able to conclude whether a health message is more effective if provided by the masons and/or the community agents. However, the masons have a high incentive to promote latrines beyond the project, as it provides a revenue. If the community agents no longer have a salary, it is unlikely that they will be able to continue promoting latrines, as seen in Petit Goâve. Masons should therefore be trained on health promotion. Nonetheless, in CAWST's experience community agents are necessary to ensure the correct and consistent use of WASH technologies. Depending on the community, households may feel more comfortable discussing sanitation with a mason or a community agent or both.
- CAWST suggests exploring the idea of training community agents on social marketing before HELVETAS exits a project. Community agents can earn a revenue from selling health products to households. In Forêt-des-Pins, they already do so with the Gadyen Dlo. CAWST recommends doing a market assessment to see if this is a viable option.

**Status and norms:** Status and norms are significant motivators. Future education resources and communication messages should be designed to capitalize on these motivators. For example, posters can show households with latrines to be associated with higher status in society. When confronting households without a latrine or unwilling to construct a latrine, community agents and masons can emphasize how latrines are used by almost everyone in the community or in the surrounding communities.

**Cisterns:** Although the promise of cisterns did contribute to households purchasing a latrine in Forêt-des-Pins, it also created tensions in the communities. In Petit Goâve, there was no link between the cistern and the latrine, and households were still purchasing latrines for other reasons. CAWST believes that in future projects the link between cisterns and latrines should be limited. CAWST recommends using the approach from Petit Goâve:

- Educate households, masons and community agents on the selection process of households getting a cistern. Explain why it is important to avoid the link between the cistern and the latrine.
- Ensure a fair selection of household and communicate this selection.
- Promote the sharing of the cistern with surrounding families.
- Ask community agents to ensure they visit all households in their zones.
- Explore other community rainwater harvesting systems so no households feel excluded.

### 8.3 Other important factors

**Building the capacity** of masons and community agents is key to having a successful latrine project. It not only increases their knowledge and skills, it also improves their confidence.

- Trainings should not be a one-off. Facilitating several trainings helps stakeholders retain information, increase their confidence and create a community of practice. Trainings should be customized to the audience and the context. Trainings should not be too long or too frequent or it becomes difficult for masons and community agents to attend.
- Trainings should allow participants to share their experiences and challenges. The facilitator should address these challenges.
- Mentoring masons and community agents is necessary post-training.

**Working with a CBO:** The collaboration between HELVETAS and a CBO, such as Rafasap, during a sanitation project is extremely important to its sustainability. Rafasap is playing a very important role in continuing the work that HELVETAS has done. They have continued to follow-up with masons. Masons provide Rafasap with the latrine contracts. Rafasap has also managed to continue to fund some of the community agents trained by HELVETAS, through funding from the water committees. The collaboration between Rafasap and HELVETAS is beneficial for both. CAWST believes both organizations gain credibility in their work and learn from each other's

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experience. CAWST recommends working side by side with a CBO as part of the exit strategy. However, Rafasap recognizes it is struggling to be financially sustainable. They are exploring different ways to earn more revenue.

**CASEC:** The involvement of CASEC was included in both projects, but their role was limited. Particularly with elections, it seemed that it was difficult to strengthen CASEC's capacity and motivate them to have a significant role in the projects. Involvement of the local government has benefits and limitations. In theory, including the local government in the project increases ownership and ensures that the project will continue to move forward once HELVETAS leaves. The CASEC would perhaps benefit from direction provided by the Haitian government. Having discussion with DINEPA on the role of CASEC in sanitation in rural Haiti seems necessary.

**Handwashing:** Most households said that they washed their hands inside their homes. CAWST was unable to verify this during this study; however, it seems that handwashing was not a common practice. CAWST recommends exploring the inclusion of handwashing with soap in these projects and future projects.

## 9 Appendix 1

**Table 1:** Cistern and latrine construction in Forêt-des-Pins

Project name	Dates	Focus	Latrines	Cisterns
PVB	2003-2010 (earthquake)	Conservation and biodiversity	0	0
KAPLAP	2010 – 2011	WASH emergency response	63 subsidized	438 subsidized
AHEP 1	2012 – 2014	Construction of subsidized latrines and cisterns	357 subsidized	242 subsidized
AHEP 2	2015 – 2017	Construction of non-subsidized latrines and subsidized cisterns	non-subsidized	144 subsidized

**Table 2:** Cistern and latrine construction in Petit Goâve in the different phases

Phases	Dates	Latrines	Cisterns
Phase 1	2011 – June 2014	110 subsidized	149 subsidized <sup>1</sup>
Phase 2	June 2014 – June 2016	350 non-subsidized	17 subsidized <sup>1</sup>
Phase 3	Juin 2016 - Now	50 <sup>1</sup>	0

<sup>1</sup> Estimated by Rafasap staff.

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**Table 3:** Cistern and latrine construction in Petit Goâve in the different *sections communales*

Section	HELVETAS project	Now	Population (2012)	Number of subsidized latrines	Number of non-subsidized latrines	Number of cisterns
9 (Petit Goâve)	Yes	Rafasap	17,000	110	150	112
10 (Petit Goâve)	Yes	Rafasap	13,000	52	70	62
11 (Petit Goâve)	Yes	CASEC	N/A	N/A	N/A	N/A
3 (Cote de Fer)	No	Rafasap	8,000		100	7
4 (Cote de Fer)	No	Rafasap	10,800		30	

## 10 Appendix 2

**Table 1:** Detailed calendar of trip logistics

Site	Jour	Date	Activité
Port-au-Prince	Mon	3 april	<ul style="list-style-type: none"> <li>• Meeting with Helvetas on data collection methodology</li> <li>• Logistics for Forêt des Pin et Petit Goâve trips</li> </ul>
Port-au-Prince	Tue	4 april	
Travel	Wed	5 april	Travel to Forêt-des-Pins (8 h)
Forêt-des-Pins	Thur	6 april	<ul style="list-style-type: none"> <li>• Translation of data collection tools</li> <li>• Training of interpreters</li> <li>• 10 household surveys</li> </ul>
Forêt-des-Pins	Fri	7 april	<ul style="list-style-type: none"> <li>• 12 household surveys</li> <li>• 4 <i>promotrices</i></li> </ul>
Forêt-des-Pins	Sat	8 april	<ul style="list-style-type: none"> <li>• 15 household surveys</li> <li>• 1 <i>promotrice</i></li> </ul>
Forêt-des-Pins	Sun	9 april	<ul style="list-style-type: none"> <li>• 10 household surveys</li> <li>• 1 <i>promotrice</i></li> <li>• 1 mason</li> </ul>
Forêt-des-Pins	Mon	10 april	<ul style="list-style-type: none"> <li>• 3 <i>promotrices</i></li> <li>• 1 mason + focus group 5 mason at the market</li> </ul>
Travel	Tue	11 april	Travel to Petit Goâve (8 h)
Petit Goâve	Wed	12 april	<ul style="list-style-type: none"> <li>• 6 household surveys</li> <li>• 1 <i>animateur</i></li> <li>• 1 mason</li> </ul>
Petit Goâve	Thur	13 april	<ul style="list-style-type: none"> <li>• 11 household surveys</li> <li>• 1 <i>animateur</i></li> <li>• 2 masons</li> </ul>
Petit Goâve	Fri	14 april	<ul style="list-style-type: none"> <li>• 6 household surveys</li> <li>• 2 <i>animateurs</i></li> <li>• 1 mason</li> </ul>
Petit Goâve	Sat	15 april	<ul style="list-style-type: none"> <li>• 8 household surveys</li> <li>• 3 masons</li> </ul>
Petit Goâve	Sun	16 april	Break (Easter)
Petit Goâve	Mon	17 april	<ul style="list-style-type: none"> <li>• 4 household surveys</li> <li>• 3 <i>animateurs</i></li> <li>• 2 masons</li> </ul>

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Petit Goâve	Tue	18 april	Travel to Port au Prince
Port-au-Prince	Wed	19 april	<ul style="list-style-type: none"><li>• Cleaning data</li></ul>
Déplacement	Thur	20 april	<ul style="list-style-type: none"><li>• Cleaning data</li><li>• Preliminary analysis</li></ul>
Port-au-Prince	Fri	21 april	<b>Debrief with HELVETAS</b> <ul style="list-style-type: none"><li>• Discussion of activities and challenges</li><li>• Presentation of preliminary analysis</li><li>• Next steps</li></ul>
Travel	Sat	22 april	Travel back to Calgary

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**Acknowledgements:** This study was jointly funded by HELVETAS Haiti and CAWST. CAWST would like to sincerely thank HELVETAS for the opportunity to collaborate, and believes that the learnings from this study will contribute to the wide-scale use of appropriate sanitation practices across Haiti and beyond.

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