Community Dialogue Tool Kit For Ger Areas, Mongolia
Resource Materials For Community Dialogue

Prepared by
Community-led Infrastructure Development Project
Project Management Unit of the Second Ulaanbaatar Services Improvement
City of Ulaanbaatar

In consultation with:
Ministry of Health, Ministry of Construction and Urban Development,
Public Health Institute, National Bureau of Standards and Measurements,
World Bank, Asian Development Bank, UNICEF, WHO, NGOs and Others

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Ulaanbaatar, Mongolia
January 2006

This report was funded by the Bank-Netherlands Water Partnership, a facility that enhances World Bank operations to increase delivery of water supply and sanitation services to the poor (for more information see www.worldbank.org/watsan/bnwp).

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MESSAGE FROM THE CITY MAYOR OF ULAANBAATAR

Let me express my sincere congratulations to the many people who have labored to make this set of manuals on promoting hygiene and sanitation for Ger areas in Ulaanbaatar City a reality. I had the opportunity to observe the actual conduct of the community dialogue at Bayankhoshou as part of the process of developing these manuals. I am truly impressed by the process undertaken to empower the people to look into their own situations and their own hygiene and sanitation practice. In fact, the process has induced them to analyze the causes and factors affecting their own behaviors and define appropriate course of action required to improve their condition. This community-based process of demand-creation is what we need to make our people, especially those living in the Ger areas, active partners of development.

I therefore highly recommend to community development workers from all sectors and to the different community-based organizations the adoption and use of these documents (the Hygiene and Sanitation Situation Report and Manuals) in their efforts to upgrade and improve the living environment of our people in the Ger areas – especially those concerning hygiene and sanitation. These manuals are your tools for empowering our community to ensure and promote better access and practices of good hygiene and improved sanitation.

Finally, I would like to thank the Project Management Unit of the Second Ulaanbaatar Services Improvement Project (PMU USIP2) and the Japan Social Development Fund (JSDF) supported Community-Led Infrastructure Project as well as the World Bank-Netherlands Water Partnership, for envisioning and supporting this very innovative methodology of engaging the community in the pursuit of their own development. Truly, this demand-creation methodology is what the City of Ulaanbaatar needs to effectively respond to the emerging issues on hygiene and sanitation affecting the City – especially in the Ger areas.

The City of Ulaanbaatar is your partner in this noble development endeavor.

Mr. Batbayar
Mayor,
City of Ulaanbaatar,
Mongolia
PREFACE

The issue of improved hygiene and sanitation especially in the Ger areas in Ulaanbaatar City is an emerging problem affecting the population. It is especially so far the poor families, which have no access to the centralized water and sewerage service system. The population growth, resulting from in-migration in Ulaanbaatar has resulted in the urbanization of poverty, generally concentrated in the Ger areas. This further deteriorated the hygiene and sanitation situation affecting the health of the population, especially children. The morbidity pattern reveals high rate of water-borne and poor environment related diseases, such as, diarrhea and hepatitis A, particularly among children.

The City authorities of Ulaanbaatar in their effort to upgrade the living environment in the Ger areas have continuously searched for strategies and programmes that can help improve the hygiene and sanitation practices. Various bilateral and multilateral agencies, in collaboration with national and local governments have tested different approaches to address the problem. Lessons learned indicate that the community-based demand-creation strategy appears to be most promising and appropriate especially in the Ger areas of the City.

These set of manuals on “Hygiene and Sanitation in Ger Areas in Ulaanbaatar”, is a product of various consultative meetings and workshops with different stakeholders on hygiene and sanitation at the national, district, and community levels. Individual consultations were done among bilateral and multilateral organizations, national and local government offices, and non-governmental organizations involved in the promotion of hygiene and sanitation. A national consultative workshop was conducted followed by a district consultation meeting to define the situation and identify the courses of action.

The outputs and recommendations of the first two consultative workshops then presented to the community for validation. The community dialogue helped to further validate and clarifying the situation of hygiene and sanitation in Ulaanbaatar – especially in the Ger areas, as well as test the methodology for community-based demand creation.

These manuals aim at guiding and helping field workers in planning and implementing the promotion of the desirable hygiene practices and improved low-cost sanitation as components of the Community-Led Infrastructure Project (CLIP) under the JSDF as part of the USIP2. The community-based participatory methodology for demand creation would help the City of Ulaanbaatar in its efforts to upgrade and improve the living conditions of the poor people living in the Ger areas. These manuals on Hygiene and Sanitation in Ger areas in Ulaanbaatar have five complementary components and should be read and used together. These are:-

- The Hygiene and Sanitation Situation Report for Ger Areas, Mongolia – defines the current situation on hygiene and sanitation of the Ger areas in Ulaanbaatar, as well as in Mongolia as a whole.
- The Manual on Promotion of Hygiene and Sanitation in Ger Areas, Mongolia – is a guidebook for workers in undertaking the community-based demand creation methodology. It provides the step-by-step process that can guide workers in influencing the behavior and decision of families and communities to adopt desirable hygienic practices and improved sanitation.
- The Manual on Low Cost Sanitation Technologies for Ger Areas, Mongolia – provides various latrine options in building sanitary latrine based on the needs (demand) and capability of the families and the communities.
- The Community Dialogue Tool Kit for Ger Areas, Mongolia – is a set of illustrated materials to be used by the workers to undertake the community-based demand creation methodology on hygiene and sanitation.

**Specifically, this Community Dialogue Tool Kit provides the different illustrated materials as an accompanying set of IEC to be used during the conduct of the community dialogue for the promotion of hygiene and sanitation. The guidelines on how to use the Community Dialogue Tool Kit is included in the Manual on Promotion of Hygiene and Sanitation. This set of illustrated materials are designed to help the facilitators during the conduct of the community dialogue in generating participation of the families and the communities in identifying issues and concerns related to hygiene and sanitation. The illustrated materials are also designed to influence the behavior of the community towards the adoption of desirable hygiene practices and improving sanitation.**

The set of manuals on Hygiene and Sanitation in Ger Areas in Ulaanbaatar is just the initiation of the many efforts in promoting community participatory process that will empower people. We hope that the users of these manuals will help the PMU-USIP2 to further improve the methodology. Your experiences and lessons learned would be very useful in further improving this methodology. In fact, we would appreciate receiving suggestions on how we can further improve the methodology as well as the content and design of these manuals.

The Project Management Unit of the Second Ulaanbaatar Services Improvement Project (PMU USIP2) recommends the adoption and use of these manuals to all community-based organizations (CBOs) and community development workers of all sectors in their pursuit and efforts to improve the hygiene and sanitation practices of the families and communities. The lessons learned in implementing this project can give valuable inputs in the formulation of national policies and programs on hygiene and sanitation especially for secondary cities and aimag centers.
ACKNOWLEDGEMENTS

This set of manuals on Hygiene and Sanitation in Ger areas in Ulaanbaatar is a product of series of consultations with various stakeholders at national, sub-national, and community levels. The development of the Situation Report and manuals is part of the over-all efforts of the City of Ulaanbaatar to upgrade and improve the hygiene and sanitation situation in the Ger areas under the Community-led Infrastructure Project (CLIP) with funding support from the Japan Social Development Fund.

Specifically the development of the Hygiene and Sanitation Situation Report and manuals is supported through the World Bank-Netherlands Water Partnership (BNWP). We also would like to thank our team of consultants from the World Bank (Santanu Lahiri, Henry Briones and Isbaljir Battulga) who provided us with technical support and guidance throughout the conceptualization and preparation of these manuals.

The Project Management Unit (PMU) of Second Ulaanbaatar Service Improvement Program (USIP2) of the City of Ulaanbaatar would like to thank the various multilateral and bilateral agencies and organizations, the different technical agencies of the national and local government units, and the community-residents of Bayankhousou, for their active participation and valuable inputs in the preparation of these manuals.

We would like to acknowledge the participation and inputs of various international agencies and organizations (UNICEF, WHO, French Action Faim, Red Cross, SEURECA, ICT Sain Consulting LLC). We also acknowledge the national government agencies (Public Health Institute and School of Public Health of the Ministry of Education, Department of Environmental Health of the Ministry of Health, Bureau of Inspection Monitoring and Standards, Ministry of City Urban Development, Ulaanbaatar City Planning and Policy Department) for their valuable inputs – especially in facilitating the national consultative workshop and reviewing the draft of the manuals.

Our thanks also go to Pete Kolsky, Eduardo A. Perez, Wouter Vandersypen, and Takuyo Kamata for their technical inputs in reviewing the manuals and their administrative support in mobilizing funds from the BNWP to support the development and publication of these manuals.

We also thank the Mayor of Ulaanbaatar City, Mr. Batbayar, for his encouraging support, visit to the community during the consultation with families, and endorsing this methodology for the promotion of hygiene and sanitation in the Ger areas of the City.
Finally, the many people and organizations who had contributed in the conceptualization, design, and preparation of these manuals and whose names we are not able to mention – the Program Management Unit of USIP2 extends sincere thanks to all of you.

Ms. Badamkhorloo  
Director  
Project Management Unit  
Second Ulaanbaatar Service Improvement Project  
Ulaanbaatar City, Mongolia
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Following five documents have been prepared under Low Cost Sanitation Project funded by JSD.

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This Publication was developed by the Sanitation, Hygiene and Wastewater Support Service of the World Bank and funded by the Bank-Netherlands Water Partnership (BNWP) in collaboration with the City of Ulaanbaatar’s Project Management Unit of the World Bank financed under the Second Ulaanbaatar Services Improvement Project to support of the Low Cost Sanitation and Hygiene Component of the Community-Led Infrastructure Project that is being financed by the Japan Social Development Fund.

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