

Multi-City Menstruation-Friendly Public Toilet (MFPT) Study Key Informant Interview Guide



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Note: Interview will begin after acquiring informed consent, which will include a description of the study and other relevant details.

REMINDERS when conducting the interview:

- 1) You do NOT need to ask every question or probe - please adjust the interview to each person who you are interviewing and their expertise/background.
- 2) If they respond to a few questions in answering one question that you ask, you then do not need to ask the other questions (so they don't have to repeat themselves).
- 3) Please follow their answers beyond the guide. If they mention, for example, an approach involving public private partnerships for public toilets in the city, you can say "please tell me more about that."

INTERVIEW:

Thank you very much for taking the time to speak with us. Again, we are interested in understanding the context of public toilets and menstrual hygiene and health resources (in the public toilets) in your city. The themes that emerge from the interview process will inform our future work, but the interviews themselves will be confidential.

NOTE of explanation to key informants:

- We will talk about "menstrual health and hygiene." This means resources that help those who menstruate to do so more easily in toilets, such as having menstrual products (free or at cost) and disposal bins for used materials.
- We will ask about "public toilets" by which we mean those paid for by the government. We do not mean toilets that are "publicly available" in stores, restaurants or other commercial entities.

Section 1: General Context	
1. To start, can you please tell me about your organization/department/role?	<p>Probe:</p> <ul style="list-style-type: none">● In what way does your role relate to public toilets in [insert city name]? <p><u>Note:</u> Could jump to Question #3 if fits here.</p>
2. Can you please tell us about the public toilet facilities in [insert city name], and by public we mean, as mentioned earlier, those that are provided by or partly funded by the government?	
Availability:	<p>Probe:</p> <ul style="list-style-type: none">● What has the availability of public toilets, and their quality, been like over time? For example, what improvements, challenges, or key players have there been? <p><u>Note:</u> Can jump to Question #4 if fits here.</p>

Quality:

Probe:

- *What statistics or data exists around public toilet availability?*

Note: If you can find this information online, no reason to ask the person who you are interviewing.

Probe:

- *How would you describe the quality of public toilet facilities in the city? For example, their number, their maintenance, their safety?*

Usage:

Probe:

- *How are public toilets monitored?*

Probe:

- *Who mostly uses the public toilets? And where are they generally located across the city? (and why are they there?)*

Funding and Oversight:

Probe:

- *Can you describe any fees that the public must pay to use public toilets? What is the history of having a fee (or not)?*

Probe:

- *Who makes the decisions on provision (or financing) and locations of public toilets?*

Note: offer an example of what these decisions might include (e.g., if the city needs a new toilet in a park, who makes the decision about how it is funded?)

Probe:

- *Is there a standalone department / agency the oversees public toilets in [insert city name]?*

Probe:

- *Within [insert name of city], who is responsible for operations and maintenance of the public toilets? And how are the O&M costs covered?*

Probe:

- *What are the current roles of workers in relation to the public toilets? For example, supervisors, cleaners or sanitation*

	workers in toilets. What is their role in managing waste from the toilets?
<p>3. What work do you and your organization/department do with public toilets in [insert city name]?</p>	<p><i>Note: This may have been answered with Question #1.</i></p>
<p>4. What have public toilets been like over time in [insert city name]?</p>	<p>Probe:</p> <ul style="list-style-type: none"> • Have you noticed if the number of public toilets has been increasing or decreasing over the years?
<p>Transition Language (can use if helpful):</p> <p>There are gender components to public toilets that are informed by the needs of the people/public who use these facilities.</p> <p>For example, in some cities or countries, male toilets have both urinals and toilets and female toilets have changing stations for taking care of babies.</p> <p>Another important gender component of public toilets are menstrual health and hygiene resources like menstrual products and disposal bins, as we mentioned at the start of this interview.</p> <p>In the next few questions, we are going to focus more on these aspects of public toilets. Remember, we are speaking about public toilets – those built by or supported by the government.</p>	
<p>5. Can you describe the current situation with menstrual health and hygiene resources in public toilets in [insert city name]?</p> <p>Type & Quality of MHH Resources:</p> <p>History of MHH Resources in toilets:</p>	<p>Probe:</p> <ul style="list-style-type: none"> • What types of menstrual health & hygiene facilities or products are available within public toilets? (for example, disposal units in toilet stalls for used menstrual products, a menstrual product dispenser or free products in the toilets) <p>Probe:</p> <ul style="list-style-type: none"> • What is the quality of these MHH resources within the toilet facilities? (for example, are they kept stocked, are they acceptable to the public, are they monitored and maintained?) <p>Probe:</p> <ul style="list-style-type: none"> • Can you describe the history of the decision to include MHH within public toilets?

<p>Management of MHH Resources:</p>	<p><i>[Or if they don't exist, is there a history of an effort to try to include them?]</i></p> <p>Probe:</p> <ul style="list-style-type: none"> • <i>What workers are responsible for the provision and maintenance of the MHH resources and facilities?</i> <p><i>(for example, loading pad vending machines, stock keeping, dispensing pads, collecting money) and (for example, loading and cleaning of incinerators or handing garbage to municipality)</i></p> <p>Probe: <i>[Only ask if they provide menstrual friendly resources]</i></p> <ul style="list-style-type: none"> • <i>Who is responsible for the provision of disposal units and products? And why are they responsible?</i> • <i>Or other menstrual-friendly aspects of toilets?</i>
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Section 2: Areas for improvement and potential solutions

<p>6. In your opinion, what are some ways that public toilet facilities could be improved in [insert city name]?</p> <p>In relation to MHH</p> <p><u>NEW suggested probe:</u></p>	<p>Probe:</p> <ul style="list-style-type: none"> • <i>Is there a public toilet or facility that offers toilets that you feel are a great example of how toilets should be provided in the city?</i> • <i>What are some ways other facilities or venues can be like the one you just described?</i> <p>Probe: <i>[Ask only if they don't already have MHH resources/facilities]</i></p> <ul style="list-style-type: none"> • <i>Do you think that MHH features/resources such as menstrual products and disposal bins would be a useful addition to public toilet facilities?</i> • <i>Why or why not?</i> <p>Probe: <i>[Ask only if think MHH should be included in public toilets]</i></p> <ul style="list-style-type: none"> • <i>Are there existing budgetary allocations that could be leveraged to address providing MHH resources/facilities in toilets?</i> • <i>Why or why not?</i> <p>Probe:</p> <ul style="list-style-type: none"> • <i>What are opportunities or barriers in the government or local society to improving public toilets?</i> • <i>What are opportunities or barriers in the government or local society to including MHH aspects to public toilets?</i>
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<p>7. In your opinion, what are some ways that current MHH resources within public toilets could be improved [insert city name]?</p>	<p>Probe:</p> <ul style="list-style-type: none"> • Are there ways to increase access or resources and/or choice among users?
<p>8. How do you think improvements to [public toilet facilities or the inclusion of MHH resources] could occur?</p>	<p>Probe:</p> <ul style="list-style-type: none"> • Who would need to be involved and why? <p>Probe:</p> <ul style="list-style-type: none"> • What challenges would you anticipate? <p><i>For example, this could include things like competing city needs, differing opinions across constituents, implementation logistics, and/or maintenance of facilities, among others.</i></p>

Section 3: Other stakeholders and final thoughts	
<p>9. Who are other relevant groups that are engaged in [public toilet facilities and/or MHH] efforts in [insert city name]?</p>	<p>Probe:</p> <ul style="list-style-type: none"> • What role(s) do they play? <p>Probe:</p> <ul style="list-style-type: none"> • Who would you recommend that we talk to? <p><i>For example, other stakeholders within the public toilet or MHH space or those who make the budgeting decisions.</i></p>
<p>10. If you were provided with an unlimited amount of funds (or could wave a magic wand and do anything) to improve the availability of public toilets that are menstrual friendly for [insert name of city]'s population, what would you do?</p>	
<p>11. What other thoughts would you like to share? Or, is there anything we didn't ask about menstrual friendly public toilets in [inset name of city] that you think we should know?</p>	