



Centre for Affordable  
Water and Sanitation Technology

# 2010 Annual Report



# VISION & MISSION

*Our vision is a world where people have the opportunity to succeed because their basic water and sanitation needs have been met.*

*Our mission is to provide technical training and consulting, and to act as a centre of expertise in water and sanitation for the poor in developing countries.*

Highlights	2010	2009	2008	Details
People Impacted by CAWST Clients	3,585,000	3,070,000	1,625,000	Cumulative people with access to better water or sanitation
Implementing Organizations	227	195	135	Organizations implementing water or sanitation projects
Client Countries	66	58	53	Geographic reach of past and current clients
People Trained using CAWST's Training Materials	127,000	52,000	35,000	People trained by CAWST clients using CAWST developed training materials
Water Expertise and Training (WET) Centre Partners	4	4	3	Organizations participating in CAWST's WET Centre Development Program
Annual Expenditures	\$ 2,250,000*	\$ 1,980,000	\$ 1,733,000	Total funds expended by CAWST, including transfers to WET Centres
				* Forecast to year-end 2010

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## Letter from the Chair of the Board

The past year at CAWST has been one of building, focusing and maturing.

CAWST has continued to build competency by growing and unleashing the talent we have, and by adding a few strategic skills, most particularly the skills of professional educators. We have also built competency by developing a number of new training courses; facilitation skills and safe drinking water for HIV/AIDs, which have been enthusiastically received by clients and others in the water treatment and sanitation field.

CAWST has reaffirmed its key strategies and focused its limited human and financial resources on those strategies which we believe will have the biggest impact on the household water treatment and sanitation niche in which we operate.

CAWST has matured as well. The Board has overseen the development of policies and procedures that we believe will balance the need for bureaucracy while ensuring that the organization operates effectively and sustainably in the long run. Our particular focus over the last year has been on human resources practices, risk management and crisis management procedures and preparedness, and financial reserves.

As always our Board is committed to prudent financial management. While we have many generous donors, funding is always a challenge when there is so much work to do. We actively balance our commitments, activities and resultant expenditures with the level of funding available.

Looking to the future, CAWST will focus on the continued implementation of its key strategies and service offerings, while looking to broaden its donor base and enhance its revenue streams to increase CAWST's impact.

The Board's most important challenge over the next year will be the selection of a new CEO. CAWST's co-founder and current CEO, Camille Dow Baker, plans to step aside at the end of 2011. A CEO Selection Committee of the board has already been formed to fulfill this mandate. The Board appreciates Camille's planned approach to "retirement" as it allows ample time for a robust search and selection process, and it allows time for an orderly transition and orientation of the new leader. Camille has built CAWST from the ground up into a credible, successful and high-performing organization. While it will be impossible to replace her, she leaves CAWST in great shape for the handoff to the next CEO.

Greta Raymond



Chair, Board of Directors

## Letter from the President & CEO

In nine years, CAWST has achieved significant results and is being recognized for those results.

CAWST's clients have helped 3.6 million of the most vulnerable people get access to better water and sanitation. This is equivalent to the population of a large city only spread over 66 countries. Last year alone, 127,000 people were trained using CAWST's training materials, and this does not include people who learned by gathering information through our website.

CAWST has also has very clearly defined its growth strategies. We intend to scale up our impact and leverage the results of our Education Program Development and International Services, primarily through expansion of our Water Expertise and Training (WET) Centre Program and Youth Wavemakers Program.

The success of CAWST's unique and proven business model has also been recognized by one of the world's largest commercial water supply and distribution companies--SUEZ ENVIRONNEMENT--who awarded CAWST its 2010 Water for All Foundation Special Prize.

We believe CAWST still has a long way to go. Our impact needs to be much larger given the scale of global water and sanitation needs. We need to develop understanding and expertise on how best to build WET Centres (local training organizations). And we need to continue developing expertise in using education and training to move people into taking action, both individually and collectively.

CAWST is well positioned to meet these challenges. We have the people, plans and processes in place to achieve the vision that we urgently need to achieve – clean water and sanitation for all. CAWST now has 23 paid employees. Its services are clearly defined and it has a base of 347 clients globally, a large percentage of whom have been clients for several years..

As CAWST's co-founder and CEO since its inception, I am confident in CAWST's ability to face the future. At the end of 2011, after leading CAWST through its first ten years, I plan to step down as CAWST's CEO and will continue as a full time volunteer and a member of the Board of Directors.

It is together with you that we can bring clean water and sanitation to the poor, globally. Thank you for your interest in and support for CAWST.

Camille Dow Baker



President & CEO





# THE CAWST BUSINESS MODEL

For the last few years, CAWST has put forward the concept that the CAWST organizational model is a unique blend of humanitarian and professional services. This concept gained support this year when CAWST was awarded the SUEZ ENVIRONNEMENT – Water for All Foundation’s Special Prize for the formation and development of the CAWST organization. The Special Prize rewards original tools and methods for providing and disseminating know-how applicable to managing water and sanitation services.

“SUEZ ENVIRONNEMENT has been working for many years on meeting the challenge of sustainable access to water, wastewater and waste services in the countries in which it is located. We are very pleased to encourage actions in favour of sustainable development and aiming to reach the Millennium Development Goals (MDGs) in the water and sanitation domain”

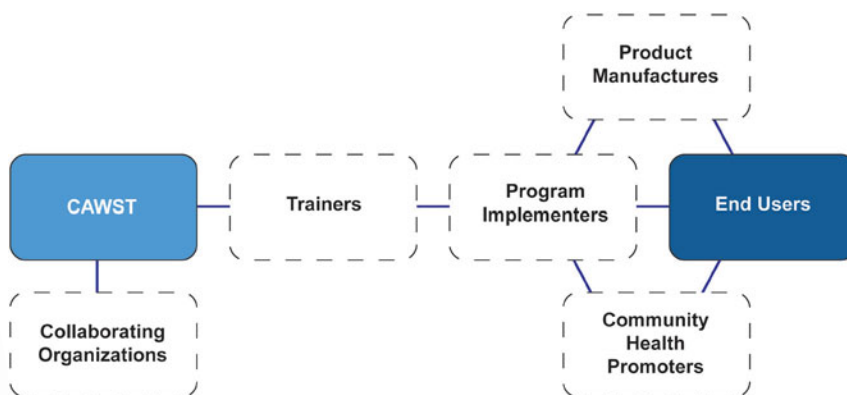
*Jean-Louis Chaussade, CEO of SUEZ ENVIRONNEMENT  
and founder of the Foundation.*

[www.suez-environnement.com](http://www.suez-environnement.com)

## Innovation

CAWST’s submission to SUEZ was based on the premise that the formation and development of CAWST is innovative in four major ways:

1. The type of organization is unique because CAWST is a non-profit engineering consultancy. It is a hybrid organization with a clear humanitarian purpose but also a disciplined business approach.
2. CAWST focuses on developing human capability to implement solutions rather than on infrastructure development. Over the last 20 years, the majority of international water and sanitation development has focused on infrastructure. Less than 2 per cent has been invested in education and building the human capability to manage water resources and infrastructure. Yet human capabilities are most critical for achieving long term success in an ever changing environment.



3. CAWST is designed to achieve widespread impact by leveraging the efforts of hundreds of organizations to address the full scale of the water and sanitation problem. Inadequate water and sanitation affects millions of people globally. CAWST works to reach these people by developing a network of regional, national and international organizations through which it delivers its services. All of CAWST's education materials are open content and packaged for delivery by other trainers.
4. CAWST's approach is both proactive and long term. It actively makes its services available to those most in need by going directly to the communities and countries that request support. And much of the training and consulting services CAWST provides is subsidized.



Household Water Treatment and Training in  
Aloshikha Barisal, Bangladesh

CAWST also recognizes that the learning process is incremental and continuous in nature. As such, it strives to provide clients with continuous support services after training. By offering clients continuous services, CAWST can provide advice when problems are encountered or when assistance is necessary at any time along their project progression. This ensures that learning occurs at a pace where it can be internalized and retained by clients.



Community Health Promotion Training in Cambodia



# Sustainability

CAWST asserts that its business model is socially, environmentally and financially sustainable.

CAWST is **Socially Sustainable** because it:

- Is targeted at developing human capability, at all levels, so that people can better meet their own basic water and sanitation needs.
- Seeks to develop human ownership of the issue through education, so that people can take leadership in addressing issues from the start.
- Encourages better acceptance of knowledge and communications through delivery of messages by those closest to the community. Messages are adapted for each target group.
- Occurs at a pace which is set by local organizations, respecting local customs and needs.

CAWST is **Environmentally Sustainable** because it:

- Recognizes that water is a resource which is essential, multi-purpose and mobile. Proper management of such a resource requires that each and every person be educated so that they can make informed decisions and actions. Water knowledge must become common knowledge.
- Encourages use of household water treatment as a starting point to water and sanitation service provision. In this way, people make the link between water, health and sanitation at the outset. Provision of water supply has been the traditional entry point in the water and sanitation sector. Experience has indicated, however, that water supply without plans in place to treat the wastewater generated exacerbates deterioration of water quality. It is estimated that more than 80 per cent of sewage in developing countries returns to rivers and oceans untreated. (World Water Development Report, 2009)

CAWST is **Financially Sustainable** because it:

- Provides education only to the extent needed for effective service delivery.
- Assists clients to obtain funds to pay for services.
- Achieves economies of scale through a large network of trainers and project implementers.
- Mitigates risks by enabling numerous smaller projects rather than a few large projects.

"I would really like to express my appreciation for CAWST and all the work you do! You all have created a wonderful organization that is providing an invaluable service to folks like me and others that work with water related issues in the world. Thank you!"

*David Emery, Battambang,  
Cambodia*

"While the last decades have seen a huge investments in provision of drinking water supply infrastructure in rural areas that have led to impressive gains in coverage, there are nonetheless serious challenges: key amongst them being that at any one time some 30% (on average) of the infrastructure is not functioning. ...It was proposed that at the heart of these challenges lies a failure to treat rural water supply as a service: that is, to focus on hardware construction rather than sustainable service delivery. ...The core message was the need to support and professionalise community management"

*- Report Symposium on Rural Water Services, Uganda 2010*



## Success Factors and Challenges

CAWST believes that the success of its business model depends on:

- Keeping the humanitarian cause front and centre;
- A highly disciplined business approach;
- Communication with many stakeholder groups, including significant engagement of the public – both locally and globally – in the “cause” of improving water and sanitation for the poor;
- The creation of a “learning” organization; and,
- Diverse sources of funding.

The biggest challenges faced by the CAWST model include:

- Staying committed to the planned course of action;
- Selling others on household water treatment as the place to start the sustainable delivery of water and sanitation services; and,
- Finding the right organizational partners to replicate water and sanitation services in each region in which CAWST works.

“We want to say thank you to CAWST that always support both technology and building our staff capacity. Most of CWS staff feel confident to provide the training to villagers on sanitation, hygiene and now community health promotion. The training materials [are very] attractive to villagers.”

*Church World Services, Cambodia*



Locals gather water every two days from the pump in Sellur, India)

# KEY PERFORMANCE INDICATORS

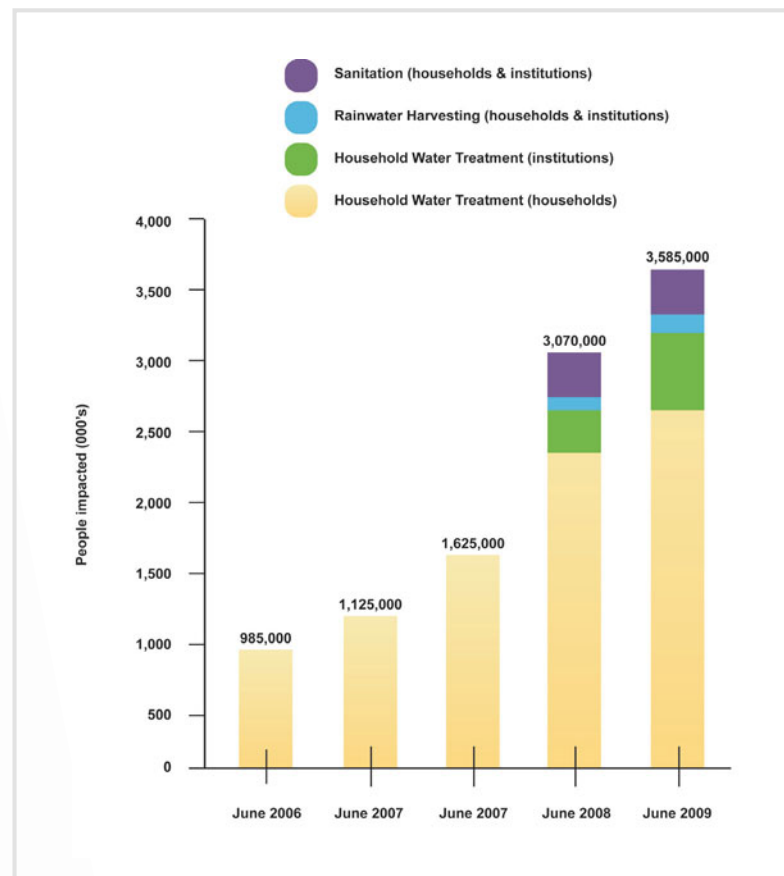
CAWST's results for the last year, as measured by its six Key Performance Indicators, show that CAWST's strategies are working well.

Key Performance Indicators are tracked annually through a client survey and several sources of internal data, including audited financial statements. The 2010 survey was distributed to more than 1,000 people worldwide. CAWST received responses from 117 client organizations working in 46 countries.

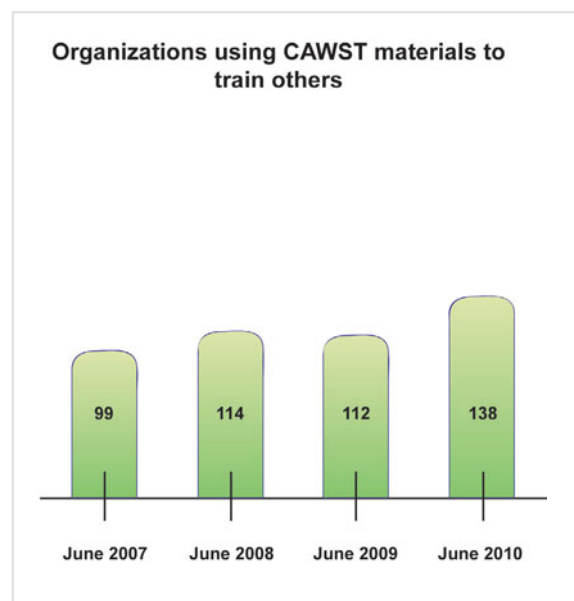
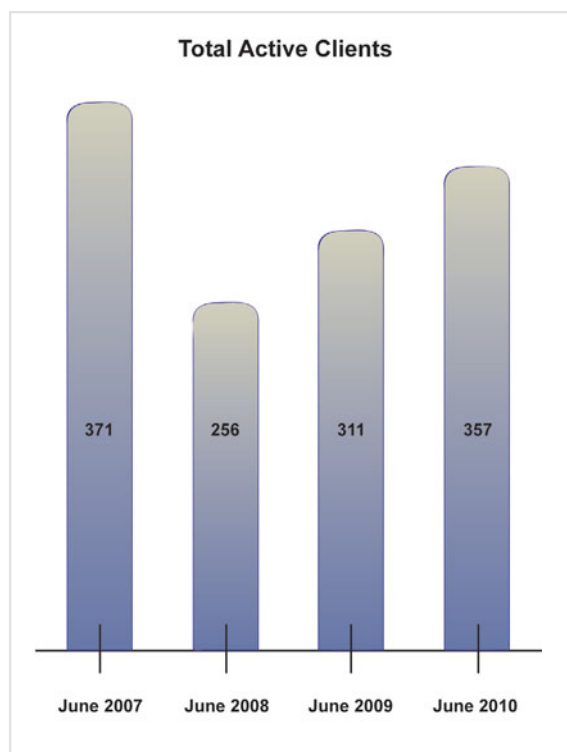
## 1. Number of People Impacted by CAWST Clients

As of June 2010, CAWST's clients impacted a total of 3.6 million people with better water and sanitation since its inception in 2001. This represents an increase of 515,000 people over the past year.

Most of the increase is attributable to the implementation of household water treatment (HWT) programs. In particular, there has been a notable increase in HWT implementation in institutions. More than 75,000 households and 3,000 institutions began using filtration to treat their own water between June 2009 and June 2010.



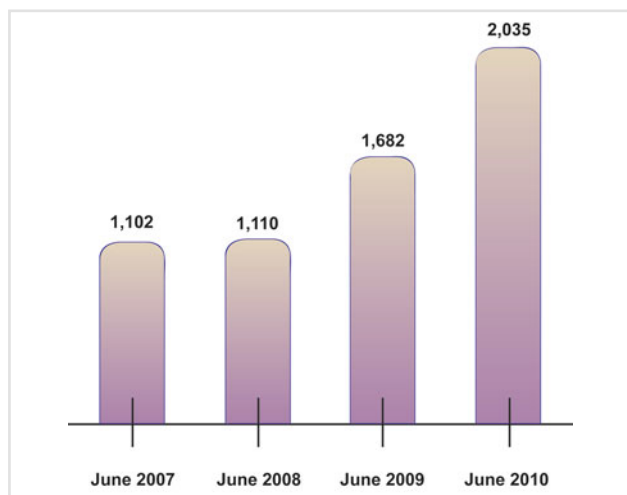
## 2. Number of Active Clients



CAWST's active client base increased by 15 per cent over the past year, with the majority of growth concentrated in Latin America and Africa. Of the total number of clients, 64 per cent are currently implementing a water or sanitation project, and 39 per cent have used CAWST's training materials to train other people. But the most exciting news is that survey respondents reported training more than 127,000 people (80 per cent women and children) with CAWST materials over the past year. This is more than double the number trained in 2009.

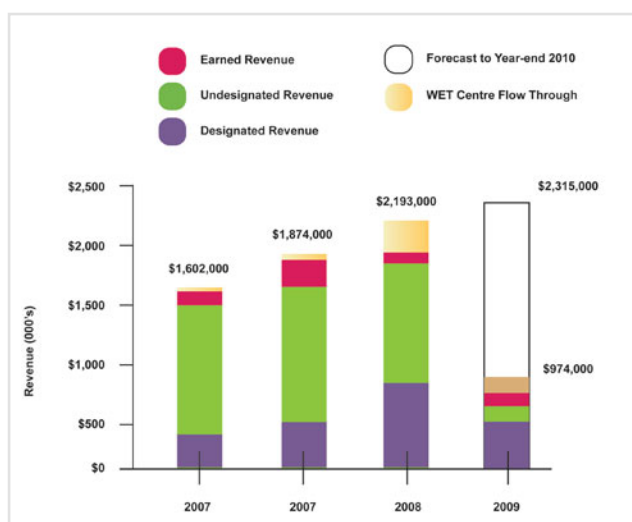


### 3. Community-based Organizations Working with Clients



Most of CAWST's clients rely on a network of Community Based Organizations – including local community groups and NGOs – to assist with the implementation of programs at the community level. As of June 2010, survey respondents reported working with 2,035 Community Based Organizations over the past year, a 21 per cent increase from the previous year. Growth in the overall network is crucial for promoting water, sanitation and hygiene to communities in developing countries.

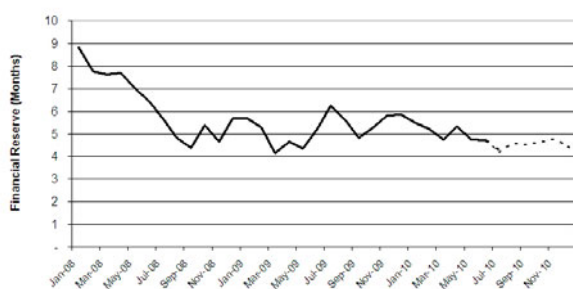
### 4. Revenue



Total revenue increased 17 per cent between 2008 and 2009. The majority of this growth was allocated to “flow through” funds for Water Expertise and Training (WET) Centres in Zambia, Nepal, Haiti and India. If flow through funding is excluded, CAWST's operating revenue grew three per cent during this period.

An increase in designated funding contributions from government and corporate sources offset the decrease in undesignated revenue received from individuals. The decline in undesignated revenue since 2008 is largely a reflection of individual donors' response to uncertain economic conditions.

### 5. Financial Reserve



CAWST's financial reserves have remained at a stable level of between four to six months for nearly two years, and are forecast to remain in the same pattern until year-end 2010. The primary driver of this stability has been the growth in designated program revenue, which is dispersed throughout the year, as opposed to undesignated donations which tend to be concentrated towards year-end. Financial Reserves are calculated as month-end cash balance divided by forecasted monthly expenditures.

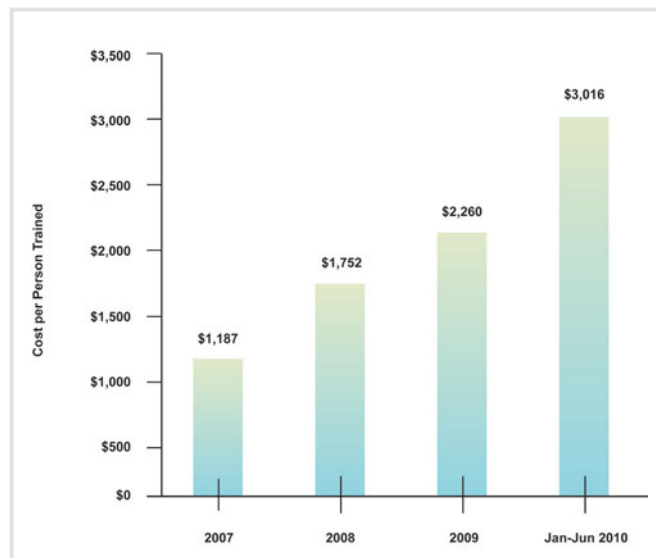


## 6. Cost per Person Trained

Cost per person trained is calculated as total expenditures divided by the number of people trained in a given year.

This ratio has increased over time because of the increase in the CAWST resources allocated to services other than direct training, such as education program development, research learnings, development of Water Expertise and Training (WET) Centres and public engagement, all of which increase the total expenditures but have no impact on the number of people trained. CAWST is also training fewer people directly because it is focusing more time on coaching and mentoring existing clients.

CAWST plans to re-evaluate and change this indicator in future to an indicator that better reflects the diversity of its services and their intended leverage.



Students at Mwabombeni Basic School in Zambia doing an activity to explore gender roles as they relate to water, sanitation, and hygiene (WASH), during a workshop organized by CAWST client SHIP.



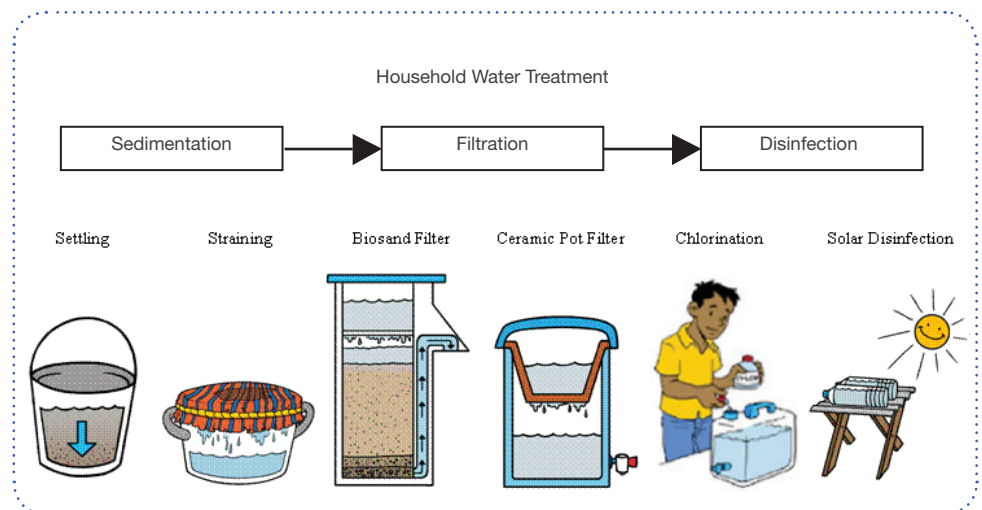
Sita Shahi, President of Srijansil Mahila Samuha (Creative Women Group). Sita fights against the discrimination of women living with HIV/AIDS, and participated in CAWST's recent 1-day workshop in Nepal on the importance of safe drinking water for people living with HIV/AIDS.

# CAWST AND HOUSEHOLD WATER TREATMENT

## Introduction

Since its inception, CAWST has focused on motivating and developing the capacity of organizations around the world to implement household water treatment programs.

Household water treatment (HWT) involves the practice of simple techniques to improve the quality of water in the home. These techniques are the same, in principle, as those used for community scale water treatment. In addition, the technologies employed are designed to best meet the criteria of the poor in terms of affordability, both for the initial capital purchase and ongoing operating costs. Examples of HWT are shown below:



CAWST believes that the implementation of HWT programs is a good place to start the sustainable delivery of water and sanitation because:

- People want clean water and HWT is something that people can do to help themselves immediately without incurring large expenses or having to wait for outside support.
- HWT improves people's health and capacity to break out of the poverty cycle.
- Implementing HWT begins the education process, so that people understand that the major contaminant in their water is faeces, and this is making them sick. Consequently, there is a need for better sanitation.

By developing and actively marketing HWT education programs to potential implementing organizations, CAWST has succeeded in stimulating the initiation of hundreds of small HWT projects in 66 countries. Many are the poorest countries of the world or countries in conflict.





Vincent Malambo looks after his family's two biosand filters in Mandia, Zambia

CAWST also actively incorporates the latest research findings into its training and education programs and provides technical support to universities and other researchers. Last year, based on three independent sets of research, CAWST modified the design of the biosand filter (a HWT technology for which CAWST provides an institutional home) to improve its treatment efficiency.

## What's exciting for CAWST

- HWT is being initiated at the grass-roots community level. Organizations working on the ground in poor communities in developing countries immediately see the value in HWT programs.
- HWT implementation is starting with the initiation of numerous independent, small projects worldwide. People can and are taking independent action, and are collectively having a wide-scale impact.
- At the global level, both the World Health Organization and UNICEF are strong proponents of HWT. They see its value as part of the overall community "Water Safety Plan". They are working collaboratively to promote HWT programs to in-country governments and to support the efforts of other international HWT researchers and promoters.
- Implementers are now asking for additional training in areas such as community health promotion and drinking water quality testing so that they can improve their programs.
- There is a growing focus by international development researchers and practitioners on HWT implementation approaches, rather than focusing solely on technology effectiveness.

People said also [of the filters],  
"Good taste, no stomach problems,  
no diarrhea, can save money and  
can spend this money for [our]  
children's education".

*Stefan Geiger and Kuhn Eak, Rain  
Tree Foundation, Mae Pun Deng,  
Thailand*

- The importance of education in HWT implementation is being emphasized.
- Individual governments, including the national governments of Indonesia, Kenya and Cambodia, are developing their own national HWT guidelines.
- The positive impact of HWT programs in emergency preparedness, such as the Haiti earthquake, has been demonstrated. Also being discussed is the ability to use HWT to respond to an emergency and to springboard these efforts into longer term development work.
- A growing number of organizations are expressing an interest in HWT, and new techniques and technologies continue to be developed.

## Challenges for CAWST

- There is considerable evidence to show that, for programs to be sustainable, individual beneficiaries must invest in technologies or programs at some level. Demonstrating the value of HWT well enough that poor people invest their own time or money is difficult.
- Globally, the analogies between HWT and community-scale water treatment are not being made. HWT is being viewed as new and scary rather than traditional and acceptable. There is resistance by some academics and policy makers who view HWT as a "fringe" option.
- Effective HWT implementation at scale is complex and requires inter-relationships among all sectors involved in health, water, sanitation and education.
- The importance of education in the implementation process is being recognized, however it is still not a priority in terms of programming and funding. Education is not effective in one-time trainings; it needs to be central to a program with ongoing reinforcement. Attention needs to be given to documenting and sharing implementation practices.



## What CAWST is doing

CAWST continues to promote and build capacity in HWT implementation using established strategies. Emphasis is shifting however from actively recruiting new implementers to:

- Deepening and strengthening the capacity of existing HWT implementing clients;
- Developing the capacity of local partner organizations to provide training and consulting in HWT to others;
- Generating best practices for HWT implementation in schools; and,
- Evaluating the factors which contribute to adoption and retention of HWT programs.

Thank you for the availability of your educational materials. I used some of the posters about handwashing when I taught about 50 teachers in Ambunti, East Sepik Province, Papua New Guinea. I found the posters great to work with as I changed the text into Tok Pisin. They are colorful and look good on the wall and attract people to read them.

*Margaret Mazereeuw, Pacific Island Ministries, Ambunti*



Handwashing demonstration at Kayale School, Zambia

# CLIENTS

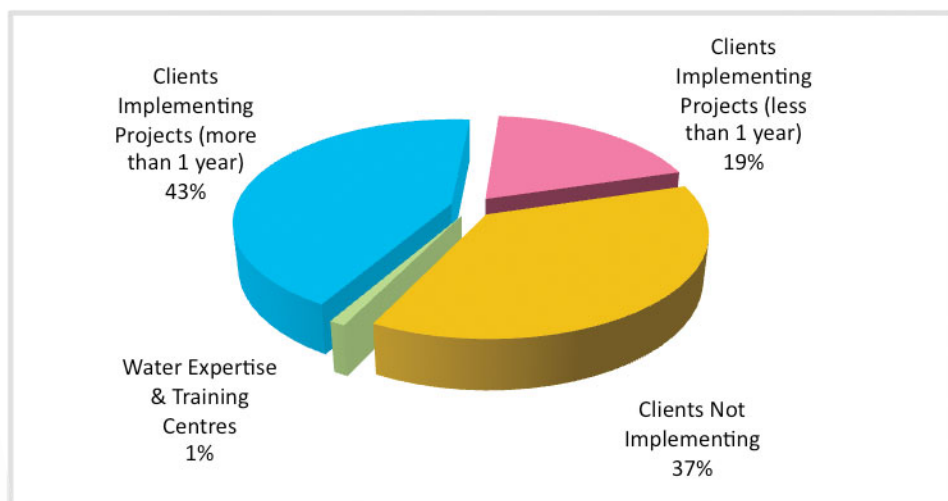
CAWST defines its clients as organizations or individuals that, in the past 12 months, have:

- Planned or implemented a project as a result of CAWST's training;
- Requested technical support and advice from CAWST for project implementation; or,
- used CAWST's training materials to train others.

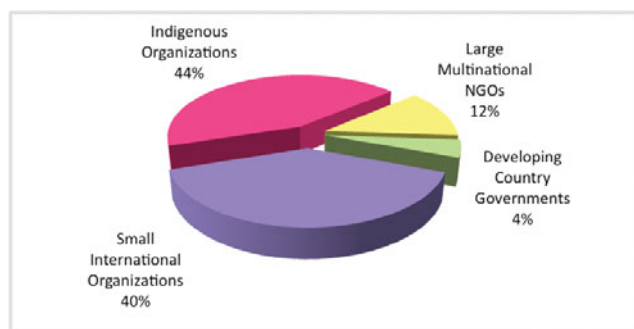
CAWST's services are designed to:

- Motivate clients to implement water and sanitation programs;
- Expand the reach and improve the quality of existing water and sanitation programs; and,
- Develop the capacity of local partner organizations to provide training and support to local implementers and community health promoters. CAWST refers to these partner organizations as Water Expertise and Training (WET) Centres.

Although only one per cent of CAWST's client base are WET Centres, most of CAWST's time over the past year was focused on its four WET Centre partners in Zambia, Nepal, Haiti and India.



## Client Segments



CAWST's current clients consist primarily of indigenous organizations, many of whom have been clients for several years. These organizations have typically attended one or more CAWST trainings and, after successfully implementing a small HWT pilot project, are beginning to scale up their programs into multiple communities.

CAWST has worked with numerous government organizations at the community level. At the national level CAWST has worked primarily with the governments of Laos, Cambodia (through UNICEF) and Sri Lanka.

Over the past year, the multinational client segment has grown by the largest percentage. Tearfund, GOAL and DACAAR are CAWST's principal international NGO clients. The ability of international NGOs to transfer knowledge and programs across national boundaries has been clearly demonstrated by Tearfund over the past year. After receiving CAWST training in Sudan, Tearfund went on to initiate a biosand filter program in Afghanistan. Furthermore, earlier this year, Tearfund hosted a biosand filter workshop in Kenya. They invited not only their own staff from several countries, but other NGOs working in Africa.

Rotary Club representatives throughout North America and many faith-based organizations form the bulk of CAWST's small international clients. Rotary Clubs have supported the initiation of dozens of HWT programs globally.

We are about to organise an emergency training in Sudan. Our hygiene promotion expert presented me some material that she likes to use in her trainings. Amongst them was a CAWST picture - booklet about household water treatment and hygiene promotion.

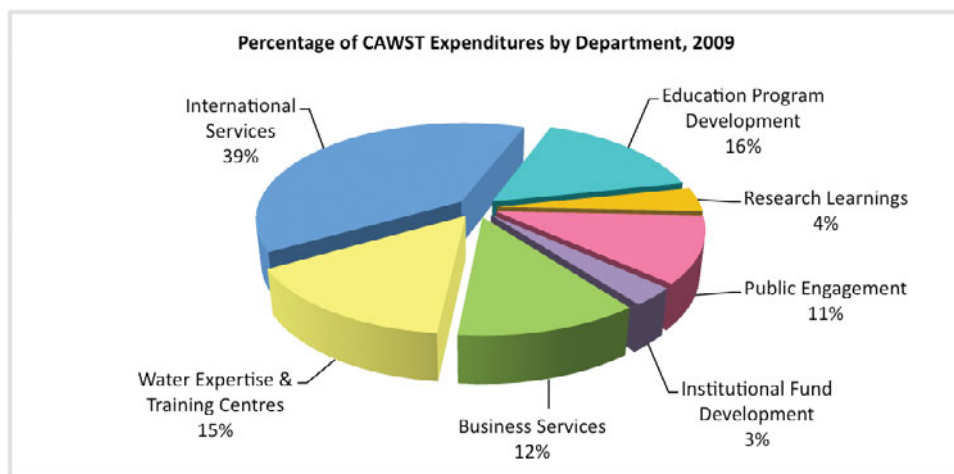
*Alexander Oeze, Red Cross*



Representatives from: Tearfund (South Sudan, Myanmar, Afghanistan, Democratic Republic of Congo, UK, Kenya) Oxfam, (GB, South Sudan), Association Development Horn, SADO ED, Germany Agro Action, GOAL Ethiopia, AFREC, UNICEF Kenya, Christian Community Development Africa, Development Initiative, Access Link, International Committee of the Red Cross and Cordaid attend a biosand filter training in Kenya, May 2010



# SERVICES



Relative to previous years, over the past year CAWST focused more of its resources on developing education programs and engaging the public rather than on direct training and consulting.

## Education Program Development

In the past year, CAWST's Education Program Development team has developed:

- An "Effective Facilitation Skills for Trainers" workshop to build the capacity of CAWST and WET Centre trainers and other organizations.
- Custom training materials for the World Health Organization on household water treatment and safe storage (HWTS) targeted at government officials in South East Asia.
- A one-day seminar on HWT targeted at institutions serving people living with HIV/AIDS.
- Competency validation processes for the key roles required for successful HWT implementation, such as trainers, biosand filter technicians, community health promoters and water quality technicians.
- Presentations and activities to educate Canadian youth about global water issues and motivate them to take action.



## Water Treatment for People Living with HIV/AIDS

In April, 2010, CAWST delivered a one-day workshop in Nepal to introduce the need for safe water to people living with HIV/AIDS. There were over 40 people in attendance, including UNICEF, UNHABITAT, The Red Cross, US-AID, WaterAid, The National Centre for HIV/AIDS, the National Women's Federation for People Living with HIV/AIDS, a number of NGOs and government officials providing water and sanitation services, and many people with HIV/AIDS themselves. It was the first time that the health, water and sanitation sectors have been brought together to discuss the issues in Nepal. Demand has been created for further training which CAWST's WET Centre partner, ENPHO, will deliver in August, 2010.

Training and Consulting Services for 2009	Service Delivered by	
	CAWST	CAWST & WET Centres
HWT Seminars	8	1
HWT Workshops	2	1
Project Implementation for the Biosand Filter Workshop	9	3
Project Planning Workshop	2	6
Community Health Promotion Workshop	6	6
Filter Technician Workshop	2	9
Household Rainwater Harvesting Workshop	0	1
Low Cost Sanitation Workshop	1	1
Water Quality Testing Workshop	1	3
Monitoring and Evaluation Workshop	2	1
Facilitation Skills Workshop	0	1
Learning Exchanges	1	0
Consulting Support Visits	16	9
<b>Total</b>	<b>50</b>	<b>42</b>

"Thank you for the wonderful Biosand course last week in Calgary. Your knowledge of the material, teaching methods, enthusiasm and dedication to getting us to learn as much as possible about the Biosand filter was evident from the start. As a university professor for over 40 years, I know great teaching when I see it and you are great teachers. Thank you!

*John Dracup, Department of Civil & Environmental Engineering, University of California, Berkeley*

## International Services

CAWST's International Services team continues to provide direct training delivery and consulting support to clients, including:

- Coaching and mentoring Water Expertise and Training (WET) Centre partners;
- Follow-up visits to clients' projects;
- Facilitating the exchange of information among clients; and,
- Developing the capability of clients to evaluate the success of their programs.

### Conclusions from 16 biosand filter Field Evaluations in 14 countries

#### Rate of Adoption and Sustained Use

- Averaged 84%; Median 95% (percent using filters consistently)
- One project had very low adoption (10%) due to filter body failures (broken filters)

#### Effectiveness

- Bacteria: 91% (Arithmetic average removal)
- Turbidity: 70%

#### User Perceptions

Quantity: 94% found quantity was enough for family

Quality: Filtered water had better taste (92%), smell (91%) and appearance (95%) than before the biosand filter

Overall: Easy to use (97%), Likes filter (98%), Recommends filter (79%)

#### Summary Conclusion:

*From these 16 field evaluations in 14 countries; the biosand filters were found to have high rates of adoption and use in households, reasonably good effectiveness in removing bacteria and well liked by the users in the households.*

## Research Learnings

Among the services provided by Research Learnings over the past year was the summary of sixteen biosand filter evaluations that were published over the previous seven years by organizations ranging from the University of North Carolina to the Rotary Club of Pursat, Cambodia. CAWST was involved in over half of the evaluations.

## Public Engagement

CAWST delivered more than 60 presentations to Calgary schools, youth groups and community groups such as churches, immigrant associations, Rotary Clubs and staff associations.

On June 10, 2010, CAWST launched the "Waves of Change" photo documentary exhibit at Calgary's City Hall. The exhibit uses stories and photos to showcase the impact of water education on the lives of people in developing countries. It will be on display in libraries, universities, malls and corporate buildings in Calgary over the next year.



Calgarians view CAWST's "Waves of Change" photo documentary exhibit at its launch in Calgary's City Hall

[Regarding] the 2010 Mayor's Environment Expo..... One of the questions asked of the teachers is: What workshops or presentations did you find to be of outstanding quality? CAWST came up several times in answer to this question.

"The CAWST presentation was outstanding"

"CAWST was really fun and informative"

Thanks for your great work in being an engaging presenter.

*Christina Pickles, City of Calgary*

# STORIES FROM THE NETWORK

## WET Centre (SHIP)



AFMAC Trainer Esther Banda co-facilitates a Community Water, Sanitation, and Hygiene (WASH) Awareness Workshop

“SHIP has brought a lot of hope to the communities. In the community of Mapalo, you could read the hopelessness on people’s faces. Today, albeit slowly, the transformation is taking place” says Evans Chiyenge, leader of the WET Centre (AFMAC) in Zambia.

SHIP has been working with CAWST since 2004, and was able to officially launch AFMAC when CIDA funding was granted in 2008. “CAWST’s support has been through mentorship in every area – building capacity in reporting, accounting, production,” says Chiyenge.

## WET Centre Client (One Way Ministries)

Pastor Langton Gatsi of Zimbabwe first heard about biosand filters while at a church conference in the Philippines in late 2008. Arriving home in the middle of a cholera epidemic, he thought immediately of the filters, and was put in touch with SHIP in Zambia. One Way Ministries received training and support to begin a BSF project that has now expanded to provide clean water to 6,500 people in the Harare area.

“The biggest challenge was just getting the project off the ground. Even when Gatsi travelled to Zambia, he did not have funding, he just wanted to do something to help with the epidemic, so he made his own way here,” remembers SHIP WET Centre leader, Evans Chiyenge.

Through the following year, SHIP travelled to Zimbabwe to conduct workshops and offer support. “In this short time, One Way has been able to install over 1,300 filters,” says

“The major thing is that it requires a sense of professionalism to be a WET Centre,” shares Chiyenge. “You have to operate and think like professionals. This requires that you get the right personnel into the positions – not just job-seekers, but committed people who can work with minimal supervision.”

Now nearing its 3rd year, AFMAC is offering training; project evaluations; water awareness programs for schools, government bodies and NGOs; and commercial water quality testing. Demand is coming in from all over Africa, including Rwanda, Sierra Leone and Ethiopia – well beyond the Southern Africa region it was originally intended to serve – and so AFMAC keeps exceeding its annual training targets.

“One of the biggest challenges personally,” says Tal Woolsey, CAWST International Technical Advisor, “has been to take my hands off, allowing the process to develop exactly the way it’s supposed to. Letting competent people make competent decisions even if they aren’t the same decisions I would make.”

Tal’s most inspiring moment so far has been watching AFMAC trainer Esther Banda deliver her first solo Water Quality Testing workshop. “A year ago, Esther would not have had the confidence or the tools to deliver a successful, high-level workshop. This week, I have confidence that I could send Esther anywhere in the world and she would be able to deliver this workshop. Watching a fledgling organization grow into a prosperous, industrious, successful world-leader in household water treatment is verification that the CAWST model of mentorship and relationship works.”

Chiyenge. “A self-motivated organization like this one fares well ... they have the drive and willingness, want to learn new things, want to grow.”

Gatsi is particularly proud of One Way’s interventions in Hatfield -- one of the poorest townships in Harare--which was particularly hard-hit during the cholera outbreak. His only disappointment was not being able to start implementing sooner to save more lives in Zimbabwe.

In the long term, Gatsi talks of creating a Zimbabwe with no water quality problems – a vision towards which One Way is already contributing, and is expanding their network to include many others in the region to bring to reality.



## WET Centre (ENPHO)



ENPHO Community Health Promotion Training in November 2009

ENPHO, based in Kathmandu Nepal, is taking household water treatment nation-wide as part of their WET Centre activities with CAWST. Actively involved in the environment and water and sanitation sectors in Nepal since 1994, ENPHO's WET Centre aims to become a leader in the sector providing training, support and awareness on WASH (water, sanitation and hygiene) issues across the country.

Since officially entering into a WET Centre program partnership with CAWST in 2009, the WET Centre has been able to expand their development of training materials for the Nepali context by adapting CAWST's open-content

materials. They have materials in such topics as household water treatment, community health promotion, sanitation and arsenic mitigation – a severe problem in many parts of Nepal. WET Centre trainers, who have been co-training with CAWST, have delivered over 20 workshops and several seminars to raise awareness on water, sanitation and hygiene issues in communities and schools.

With support from CAWST, the WET Centre organized a two day training on "Household Water Treatment and Safe Storage for People Living with HIV/Aids" in Kathmandu. They have been providing technical support to the People Living with HIV/Aids Rehabilitation Centre.

In addition to training other NGOs, the WET Centre also trains entrepreneurs. Local entrepreneurs are trained to manufacture and distribute filters on their own initiative as small businesses. No matter who ENPHO works with though, they provide training, technical and moral support, and promotion of the biosand filter and other Household Water Treatment technologies.

With CAWST's help, the WET Centre hopes to build the capacity of four other organizations in various regions of Nepal to become able to train and support implementers in their own regions.

## WET Centre Client (Raju Bishwa)



Raju Bishwa with his biosand filters..

Mr. Raju Bishwa has a small business in Nepal manufacturing cement and concrete products such as concrete rings, toilet pans and decorative items – his shop is a common sight along roadsides in Nepal. But since 2003, Raju has also been making something not as common: biosand filters.

"I always wanted to do something to improve the quality of our drinking water" says Raju. "When I received the biosand filter training from ENPHO and CAWST in 2003, I realized I had a solution to the problem."

Introduced to ENPHO through another local organization, Raju was first trained as an entrepreneur. He then received training on filter manufacturing, installation and marketing and constructed one filter for himself to gain experience. Others in the community who were impressed by his work asked to buy filters, and word spread.

"I struggled to scale up the biosand filter promotion as initially it was very hard to convince people," says Raju. But with support and connections from ENPHO, Raju started to receive contracts from other organizations to purchase filters from his factory." So far he has distributed more than 500 filters.

Raju also learned from ENPHO how to modify the biosand filter to remove arsenic. Raju recalls installing a modified filter (called a Kanchan filter) in a home where the water had arsenic at a level five times higher than the national guideline. He took a sample of the filtered water for arsenic testing, and it came in below the guideline. Not initially believing Raju's report, the homeowner took his own sample in for testing. The result was the same. "He came to me and he was so happy. He appreciated my works a lot. I cannot forget this moment."

Raju has plans to continue promoting the biosand filter. "I am trying to reach out to more communities. I advertise the biosand filter on a local radio station, and am planning to intensify marketing. It is important because safe drinking water is essential for healthy life and to create a vibrant and healthy community."



## WET Centre (DACAAR)



Engineer Abdul Wasay of DACAAR checks filter flow rates with workshop participants in Mazar-i-Sharif

DACAAR, The Danish Committee for Aid to Afghan Refugees, is a non-governmental humanitarian organization that supports sustainable development in Afghanistan. They began in 1984 by aiding Afghan refugees in Pakistan, and in 1989, when the refugees started to return to Afghanistan, DACAAR went with them to provide safe water, infrastructure and schools.

## WET Centre Client (Tearfund)

Sometimes, you just have to be a local.

Tearfund staff attended a CAWST training in Kabul in the spring of 2009 – the same workshop attended by Gerry Garvey of DACAAR. That training and subsequent discussions with Tearfund's WASH Advisor, Zecharias Asfaw, inspired Tearfund to implement a pilot project in Kapisa Province, Afghanistan. Over the course of 8 months in 2009 and 2010, Tearfund installed 432 filters in 12 villages.

Tearfund also made a request: while Pete Thomson and Derek Baker of CAWST were in Afghanistan in early 2010 to work with DACAAR, would they perform an evaluation of Tearfund's pilot project. Security concerns at the time prevented Pete and Derek from travelling to the area and participating directly in the evaluation themselves, but the evaluation proved to be an excellent training opportunity for the new DACAAR WET Centre. Pete and Derek coached staff from DACAAR and Tearfund to carry out the survey and evaluation, and the joint DACAAR and Tearfund teams travelled to the field to carry out the work together.

Today, DACAAR is a leading agency in the Water, Sanitation and Hygiene sector and has benefited nearly 7 million people living in 27 of Afghanistan's 34 provinces. DACAAR has grown to over 800 staff.

In the spring of 2009, Gerry Garvey and Abdul Wasay of DACAAR attended a CAWST workshop in Kabul. Realizing that CAWST's WET Centre program aligned well with DACAAR's plan to shift their focus from implementation to a more supportive role in the country, DACAAR invited CAWST back to Afghanistan in 2010. Pete Thomson and Derek Baker of CAWST spent seven weeks with DACAAR staff during February and March 2010 to assist in developing a work plan, budget and proposal for their WET Centre.

"DACAAR has some of the strongest, most professional and dedicated staff I have ever worked with" says Pete. "They put up with us for seven straight weeks. It was a lot of work, and the DACAAR team was with us the whole time."

The WET Centre began operation as an independent program within DACAAR on 1st July 2010. Funding is the most immediate challenge that DACAAR faces in establishing the WET Centre, but using a phased approach, work has already begun and will scale up as more funding becomes available. "They are on the right track and are already well on their way" says Pete.

"It was a great step in the establishment of DACAAR's consulting services," says Pete. "It was good to see them applying their survey and evaluation experience to a new topic--Biosand Filter Implementation. "Now that DACAAR's WET Centre is up and running, they are the first point of contact for other organizations working in Afghanistan, and that is what the WET Centre program is all about.



DACAAR and Tearfund staff preparing to conduct the Tearfund Biosand Filter project in Kapisa province, Afghanistan

## WET Centre (PAIDEH) & Client (Women's Group)



Marthe

PAIDEH, the WET Centre in Haiti.

Story written by Olivier Mills, International Advisor for Haiti

What women want...

As we strolled through Cap-Haitien, looking for materials needed for a WET Centre training, Marthe, one of PAIDEH's trainers, was greeted by almost every woman who walked past us. Cap-Haitien is no small town. In fact, it's the second largest in Haiti. I couldn't believe it, but Marthe knew more people than the local governor. I realized later on that, as a local leader for women's groups, she had gained respect over the past decade.

Marthe joined PAIDEH in 2009 to deliver water, hygiene and sanitation awareness sessions. She teaches local community groups about contamination and safe water and she helps them

seek solutions to improve drinking water quality and reduce water related diseases in the North of Haiti. These awareness sessions with the women's group were so successful that they asked the WET Centre to organize a biosand filter training session for them. These women had no money to fund this training and had no idea how much it would cost to start up a biosand filtration project. "It doesn't matter," Marthe said to me. "They'll make it happen. They have done it before."

When you consider impact, it is always so tempting to "invest" only in the big guys, the large international NGOs who have been doing development work for decades, of which there are countless in Haiti. PAIDEH, the local WET Centre in Haiti, is an indigenous NGO. They don't have a big name, but with people like Marthe, they have an amazing network of local organizations and community groups who are, at the end of the day, are so much closer to the issues and have real, personal interests in seeing projects succeed. All they need is initial training, technical and institutional support, day to day guidance and coaching, and someone who really understands them. That's exactly what PAIDEH, the local WET Centre, offers.

The level of dedication these women showed during their biosand filter training was outstanding. With water related diseases killing so many children in Haiti, it's understandable that any mother would invest heart and soul into learning about a solution to protect her children. I already knew, by day one of their training, that the session would result in a project. And it did. A couple of weeks later these women had already built six filters—completely on their own—for each of the representatives as demonstration filters to be used during their group meetings. Six filters certainly won't stop diarrhoeal diseases in Cap-Haitien, but with the dedication and networking skills of these women's groups, combined with the support of the local WET Centre, many more will come. And the women of the North of Haiti will finally take control of protecting their children from water-related diseases.

## PSRD

Simeon Zgambo, like many others, first found out about CAWST on the internet. After exchanging a few emails with international advisor Tal Woolsey, Simeon was invited to attend a Biosand Filter course in his home country of Zambia.

After Water Aid (the organization that Simeon worked for) pulled out of the region in 2006, Simeon and a few friends began working as their own NGO called Programme for Sustainable Rural Development: PSRD. Simeon felt he had a responsibility to the communities in Kazungula to stay, and work with them long-term.

In Kazungula, the contaminated Zambezi river is the only water source for the communities spread out over 500km along the shores of the river. After convincing a Holland-

based NGO that the biosand filter was the way to go, PSRD gained funding for an initial project of 390 filters, and they didn't waste any time getting them into the communities. They are now expanding into nearby communities.

"When Simeon walks in the room, you can see the respect that the people have for him" says Laura Schülert, of CAWST. "He has stayed with these communities for the long term because they are the ones who need help the most."

What Simeon is most proud of though, is the impact that the project is making on people's health. "It was a challenge to convince people that the biosand filter works, and is a solution to clean water problems" he says. "People are used to sinking boreholes in Zambia; but people have accepted the BSF, and diarrhoea figures at the local clinic have significantly dropped."



## Livelihood

In Cameroon, families usually depend on water from springs, wells, rivers, lakes, public taps and rainwater. The number of households connected to tap water is very low. In Bamenda, where the NGO Livelihood is implementing water and sanitation projects, fewer than one in four houses is connected to the municipal water network.



CAWST International Technical Advisor, Olivier Mills works with a welder at the Livelihood Office

Livelihood was created in 1996 thanks to the vision of one man—Monju Athanasius—a Cameroonian from Bamenda. With his organization, Monju strives to break the cycle of poverty through active grassroots participation with the needy by carrying out trainings, capacity building and practical programs. Monju's mission is now to improve the living conditions of children, the elderly, women and people living with HIV/AIDS.

After being trained by CAWST on the biosand filter in May 2008, Monju applied for a loan to start his own program. His local bank would not sign for the loan. Frustrated but determined, Monju went on strike in front of his bank. After several days on strike he was granted the loan he needed to get his project started.

So far, Monju's project has produced 110 Biosand filters and installed 75, making clean water available to about 450 people. In addition, Monju has trained 23 filter technicians and 54 municipal council workers from 18 councils of the North West Region.

Monju says, "We have noticed that the program is very new to the people and that people are willing to own and use the biosand filter. Unfortunately, their financial situation is the limiting factor. Some funding for the program is absolutely needed to support the very needy, who are of a majority."

Monju refuses to give up. With the help of his volunteer staff, he is striving to one day see his vision become a reality.

## Hechos 2:8

In the Ixcán region of Guatemala, there is a rumour spreading from village to village. The rumour is one of hope: that each village can organize and work together to change their living conditions. The rumour is about the biosand filter project of Hechos 2:8.

Daniel Divelbiss was introduced to CAWST while studying at university, and through his work with Hechos 2:8, he pitched the idea of doing a biosand filter project in Ixcán. Hechos 2:8 started in communities where CAWST had a long-standing relationship. Word spread quickly, and in a little over one year, 22 communities had installed 1300 filters and there is still a waiting list.

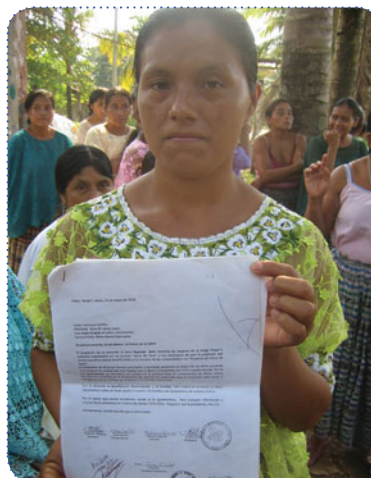
Hechos 2:8 asks each household to supply the materials and time to build the filter, and asks each community to supply a place to construct the filters. Project Director Gerber Perez says, "We strive to be an agent of development in our participating communities by requiring communities to invest in the project rather than be passive recipients of goods."

Divelbiss says that the most inspiring part of the project so far has been watching their first filter technician, Samuel, deliver the education presentation on his own. "It was a challenge for him, but he rose to the occasion, assuring me the project would continue."

"Together," says Perez, "we are working to improve conditions. We will continue with the project until we reach our goal of all 180+ communities in the Ixcán region of Guatemala."

When asked about the Hechos 2:8 project, Paul Earwaker, CAWST's International Technical Advisor for the region, said "I was so impressed to see the rapid growth and success of the project... it is very unique to see an organization with such limited resources managing to reach so many people in so little time."

Paul sees a bright future for the organization as it strives to reach its goals. In fact, he has already begun sharing Hechos 2:8's story with many of his other clients in the region because he believes there are many important lessons that can be learned from their work.



Letter of petition from community members, asking for a biosand filter project

# ROTARY SUPPORTED CLIENT STORIES

Thanks to funding and support from Rotary, there are stories from around the world of people helping to make a difference in their communities. These pages contain only a few of these stories. They offer a small glimpse into the impact that one organization can have when it sponsors and funds many others, large or small.

## Health Pure Water and Literacy for Cambodia (HPWLC)



Betman Bhandari, CAWST International Technical Advisor, explaining about sand media for the filter in Cambodia

In 2002, Rotarian Gunther Hausen was inspired to bring clean water to Cambodia. After learning about the biosand filter, he started a pilot project in Cambodia in 2006 to install 53 filters and provide health and literacy classes to 50 women.

In 2007, Gunther began collaborating with HPWLC, and in 2010, the project started promoting biosand filters for houseboats in the impoverished and neglected Floating Villages on Tonle Sap Lake. For those who live on the lake, water solutions are desperately needed as they use the lake directly for all their daily water and sanitation needs. So far, the demand for filters in the floating communities has been higher than expected. Only ten filters were originally planned but already more than 60 have been installed in the target community.

HPWLC's target of 8000 filters installed and 2000 young women trained by the end of 2011 is achievable with the help of a Rotary 3H (Health, Hunger and Humanity) grant.

## EDES

Equidad y desarrollo (EDES) first participated in a CAWST Biosand Filter training in 2008. Further training on Community Health Promotion, sponsored by Rotary, contributed to the launch of their water, sanitation and hygiene projects, a "Clean Water for Peru" initiative.

EDES trains mothers in the community as health promoters and trains fathers in filter construction. They host participatory community workshops and a celebratory "Grand Opening" day when constructed filters are distributed and installed.

Executive Director Henry Juarez says, "It is not enough to hand over filters. Training is the most important asset for project implementation. At the end of the project, the community keeps the knowledge. That is very positive."

According to EDES, starting up the project -- particularly getting funding for the first project-- is the most difficult step.

"Persuading sponsors to provide training for the community rather than simply giving filters to them requires a lot of effort."

Sponsored by Rotary, the project has now installed 750 biosand filters and trained several hundred people in health, hygiene and water quality.

EDES plans to install 1200 more filters in West Lima City in 2010. They also have plans to research adapting the biosand filter to help with local water issues such as removal of heavy metals. Having contacted several potential sponsors and partners already, such as Rotary and the government, they hope to reach hundreds more families in the poorest barrios in many cities in Peru.

*EDES would like to honour MAO Villena (1972-2009), a great contributor to the "Clean Water for Peru" initiative.*



## Tex and Val – Water God’s Way

Thank you for “nothing.” No contaminants. No sickness. When one of Tex’s colleagues said “Thank you for nothing,” that was all the motivation he needed to keep up his work as a Rotary-supported implementer and local biosand filter resource centre in Uganda.

“Hearing our biosand filter users talk about how life was before the filter, and what it is like now is always encouraging,” says Tex Tychon, the head of Water God’s Way, who took CAWST’s biosand filter course in 2005. “We first read about CAWST on the internet, and applied to come take the course in Canada.”

Shortly after, Tex was approached by Rotary to present a proposal for a Biosand filter project in Uganda. Tal Woolsey,

International Technical Advisor in that region, facilitated the first in country training in 2006, and Tex and his wife Val have taken it from there.

“The bigness of what Tex and Val are doing is actually in their smallness,” says Tal Woolsey, one of CAWST’s International Advisors. “They are not a huge implementer, but they play a big role in propagating their knowledge, giving client support, and marketing the biosand filter.”

In four years, Tex and his wife Val have worked with dozens of organizations who are implementing water projects, and are known as a local resource base on the biosand filter. They are now broadening their impact by implementing in schools in the region.

## SAPWII

In Kolar and Bangalore Districts of South India, where safe water, sanitation and hygiene facilities are scarce, there are two unique organizations striving to make a difference: South Asia Pure Water Initiative, Inc. (SAPWII) and Prerana Industries. They are succeeding.

SAPWII and Prerana Industries have found innovative ways to reach the poor in India. Since Prerana Industries is not structured to receive foreign donations, they act as the local manufacturer, distributor and installer of biosand filters locally. They have strong relationships and contacts within the community, including Rotary clubs. Michael Lipman, founder of SAPWII, says, “Rotary District Governors in the Bangalore area have endorsed our biosand filter project to the entire membership and have directed the membership to support our project.”

Lipman attributes a large part of their success to staying focused on their vision and mission of providing clean drinking water.

SAPWII and Prerana Industries have two primary ways of impacting the poor in India, through schools and an “Adopt-a-Village” program. Within the villages, their approach is to build awareness to encourage a desire for participation. They do this through education on the benefits of clean water and requiring a small monetary contribution from the household to purchase a filter. They also work within schools so that many children who lack access to clean water at home raise awareness with their parents so that demand is created within the home for filters.

Melinda Foran, International Technical Advisor for Asia, says, “The results in Kolar and Bangalore are due in large part to the dedicated leadership of these two organizations, and their high commitment to quality implementation.” In November, 2010, SAPWII and Prerana Industries will celebrate the 5-year anniversary of their project initiation. They have implemented 2,000 filters in government schools, impacting almost 150,000 children; and 3,000 filters in 34 communities through their “Adopt-a-Village” program.



RamaChandre Gowda (right) from Prerana Industries guides CAWST Technical Advisors Sandy Umbach and Melinda Foran through a Bangalore public school

## Youth Action in Calgary

Every year, Calgary youth of all ages step up to the plate to take action on water and sanitation. And each year, they dazzle us.

At W. O. Mitchell Elementary School, the grades 4's led the way. After seeing a CAWST presentation, they formed a "water committee" and planned numerous events to raise awareness and fundraise. They held a raffle, hosted a booth at parent teacher interviews, created a display, and on World Water Day, ran a "Walk for Water" to raise awareness of the distances that some people need to walk to access water.

Cale, one member of the water committee, said, "We use water every day without thinking about it, and now... I think about it." Camryn, another committee member, was eager to encourage other youth to take their own actions. "If you believe in it, you can do it. You can't make a difference if you don't try."

"If it comes from the heart it will work," added Samara, another grade 4 committee member. "Water is the most important thing there is. Everyone should have access to water. That's why we started the water committee."

The committee's mentor, Judi Tucker-Ekelund, said of the kids' actions, "The kids really drove it. I love that it's them taking action. It took very little encouragement from us."

"The kids saw a lot of presentations, learning about the world from many different perspectives," said Terri Franks, W.O. Mitchell's Principal. "And through all of that, there was water. They have seen the overlay of all the need. They have seen that everything is water."

Following the lead of the grade 4's, the grade 2 class also stepped up to the plate by submitting entries to the Think Water contest. Alexander took first place in his division for his artwork entitled "We Need a Waterfull World!"



Alex's winning "Waterfull World" artwork

At St. Helena Junior School, the students have been making waves for almost five years. This year, the team that took action was called WAVES. The WAVES team created powerpoints and games which they presented to all the classes in their school. They designed a school display and also hosted a presentation from CAWST at a "Movie Afternoon" to raise money for CAWST.

All these activities inspired grade 9 student Amy Luc-German to create her first place (junior division) piece of artwork entitled "Truth through Water" for the Think Water contest. "I wanted to get the audience thinking about the world water crisis," she said. "...and this contest really makes you open your eyes about water."



Amy's winning artwork entitled "Dead Water"

St. Mary's High School partnered with CAWST for the first time this year, but that didn't stop their Social Justice group from making a huge impact. "If you want to change the world, you have to 'step it up,'" said one member of their team. "If you are really passionate about changing something, don't let people tell you that you can't do it."

The winner of the Senior High Division of the Think Water contest is also a student at St. Mary's. Angelique Kambylis entered the contest because she learned how serious an issue water is in the world. She wanted to increase awareness of water scarcity through her artwork entitled "Scarcity: Too Far Gone."

"I believe it is very important for youth to get involved, and I recommend doing it in a way that you enjoy, and makes you feel like you are helping make a difference," said Angelique.

"I wanted to incorporate into the artwork how I felt about the issue. Creating this art reminded me of how lucky we Canadians really are."



Angelique's winning artwork entitled  
Scarcity: Too Far Gone



## Donor Story: the Broadfoot family

### “Living with an attitude of gratitude”

Choosing to donate to CAWST was a family decision for Jacquie, Mike, Danielle and Mark Broadfoot.

“Our family wanted something that had the potential for a lifelong journey – a journey that included the whole family,” says Mike, who heard about CAWST from good friend Eric Holden, a CAWST Board member. “Jacquie and I led the kids through the thinking process, but it was a family decision to choose CAWST.”

The Broadfoot family began investing in CAWST in 2007. “Our whole family could see that CAWST was doing something very meaningful. We think families should try and pick charity vehicles that they can develop some passion and connection to.” Alison Pidskalny, Director of Public Engagement at CAWST notes, “The Broadfoots were very methodical in their research. They got to know the staff, and reviewed our financials and reports.”

In addition to their regular donations, the Broadfoots have introduced CAWST to their circle of friends, and they have traveled to visit implementing organizations in Indonesia and India. “After seeing the impact of CAWST firsthand, all of us, including the children, can appreciate the challenges that a lack of clean water and sanitation present.”

Alison says, “It was no surprise when Jacquie approached me asking to volunteer for CAWST. She has since jumped right in, helping with our fundraising activities. This is a tremendous gift for CAWST, to find someone for an area that really needs volunteer support, with the professional skills and experience that Jacquie brings with her.”

Jacquie and Mike have also encouraged their children to participate locally in CAWST’s Youth Wavemakers Program. “The world is becoming a smaller place and many of the challenges we face are now global. We need future generations who hold global awareness as part of their everyday priorities,” says Mike. “I don’t know that it is charity in and of itself that is the end goal. I would say that charity is the natural outcome of having a mature and empathetic perspective on the world and living with an attitude of gratitude.”



The Broadfoot and MacRae Families in Tamil Nadu, India  
with a Hindu temple in the background



# PLANS FORWARD

CAWST plans to grow its impact principally through the development and expansion of two of its major programs: the Water Expertise and Training (WET) Centre Program and the Youth Wavemakers Program. In 2010, 32 per cent of CAWST resources will be directed to WET Centre development and 13 per cent to the Youth Wavemakers.

## Water Expertise and Training (WET) Centre Program

CAWST's vision is to have ten successful WET Centres operating by 2020 and to be the leader of a program that mentors in-country organizations to become WET Centres. CAWST believes that it can impact more people by developing the capacity of local organizations to provide leadership and CAWST-like services to other local organizations rather than delivering services directly through CAWST. The objective is to establish each WET Centre as an institution within an existing organization, and to maintain operational independence from CAWST.

CAWST began its WET Centre program in earnest in October 2008 with financial support from Canadian International Development Agency (CIDA), Encana Corporation and the Rotary Club of Calgary. Currently, there are three very active partners: Seeds of Hope International Partnerships (SHIP) in Zambia, the Environment and Public Health Organization (ENPHO) in Nepal, and Program d'Appui aux Initiatives du Développement Humain (PAIDEH) in Haiti.



Representatives from current and potential Water Expertise and Training (WET) Centre partner organizations from Afghanistan, Cambodia, Nepal, and Zambia, and CAWST, met in Nepal in April for a Learning Exchange. Discussions focused on the scope of the WET Centre services and how success will be measured

There are also several organizations planning to become WET Centres in the near future:

- DACAAR, Afghanistan
- Nam Saat, Laos (government)
- Church World Services, Cambodia
- Agua Pura para el Mundo, Honduras
- Connect Africa, Uganda

All CAWST WET Centre partners provide services in:

- Training
- Consulting support
- Water, sanitation and hygiene (WASH) awareness
- Customizing education programs

Some may also, to greater or lesser degrees, deliver services in:

- Water quality testing
- Action research

In addition to developing capacity to deliver services, CAWST works with its partners to develop institutional capacity on leadership, governance, performance monitoring, planning (strategic & operational), fund generation through training, and coaching and mentoring on each of the WET Centre components.

## Youth Wavemakers Program

### CAWST Youth Wavemakers Key Performance Indicator Survey Results 2009-2010

Active groups or individuals	43
Active groups or individuals who have been involved for more than one year	18
Independent actions implemented by groups or individuals in network	58
Persons reached by CAWST and its network (CAWST reach plus reach of independent actions)	15,213

The objective of CAWST's Youth Wavemakers Program is to educate, engage and inspire as many youth as possible to take action on global water issues. As our future leaders, youth need to understand:

- What could happen if they do not take care of fundamental water resources;
- Why they should act; and,
- How they can take effective action.

The program started in 2004, in response to local Calgary youth and educators approaching CAWST to learn more about global water issues. In 2008, CAWST received program funding from Petro-Canada (now Suncor Energy) and the program began to serve youth audiences, primarily in Western Canada.



Over 100 youth from Alberta Participated in the Calgary World Water Day Youth Summit on November 19, 2009



Through Youth Wavemakers, CAWST delivers presentations to youth in schools and youth organizations in Calgary. It also develops and freely distributes open content learning activities and teaching resources that stimulate critical thinking and action around water issues. These resources will be made broadly available online so organizations can use them to implement programs in communities outside of Calgary. CAWST intends to provide consulting support to educators and other organizations who choose to implement the Youth Wavemakers program.

In addition, the program is now expanding internationally and CAWST has received several requests through its client network, including UNICEF, for education materials to be used within schools and youth groups in developing countries.

## Departmental Plans

In addition to its two major programs, CAWST will execute the following plans in each of its operational departments:

### International Services

The International Services department is committed to:

- Focusing on existing clients and working to scale up programs and develop WET Centres rather than attracting new clients.
- Continuing to provide direct services to all client segments across the globe.
- Working to increase CAWST's "take-up" rate (the number of organizations which implement programs after training), and to use this rate as an internal performance metric.

Specific 2010 International Services priorities are to:

- Deliver 110 workshops.
- Deliver 50 client support visits with a focus on monitoring.
- Deliver 12 in-country or regional learning exchanges.
- Identify 6 new WET Centres by end of the year.
- Jointly prepare WET Centre plans and begin to seek funding.
- Establish funding mechanisms for clients.
- Deliver training on implementation strategies for HWT, prioritizing schools, people living with HIV/AIDS and peri-urban populations.

### Education Program Development

In addition to continuously improving CAWST's current suite of workshops and education materials, and expanding efforts towards dissemination, Education Program Development plans to:

- Increase capacity of trainers to deliver its education programs through coaching of WET Centres on training trainers and through validation of staff and clients as competent trainers.
- Increase the capacity of organizations to develop education materials by documenting how CAWST develops curriculum and instructional design, and by working along-side the WET Centres to transfer skills on training material development.
- Develop customized materials for different target audiences.

### Research Learnings

The Research Learnings department will:

- Continue to identify and summarize what is learned by both implementers and researchers so that the information is useful, understandable and documented. Focus will be placed on the implementation of low-cost, "self-supply" technologies for households, institutions and small communities.
- Conduct action/implementation research when appropriate and necessary.
- Undertake select project evaluations and help to measure social benefit.
- Share lessons learned with staff and clients.

"Water and health. We take the connection for granted. Time and again[...]"

(I must have read 8 or more of these stories now) and we hear the samething. Education, and the opportunity to use it. People need these water filters, and they need to understand why they're using them."

*Comment on  
[www.makewavesofchange.org](http://www.makewavesofchange.org)*



## Public Engagement

In addition to youth engagement through the Youth Wavemakers Program, Public Engagement plans to increase awareness of global water and sanitation issues with adults and provide them with tools to take action. In 2010, CAWST plans to:

- Make presentations directly to 25 non-youth organizations in Calgary, including churches, immigrant associations, Rotary Clubs and corporate staff groups.
- Continue to showcase the Waves of Change photo-documentary exhibit throughout Calgary.
- Develop tools and materials which encourage “water action” for online distribution, and actively promote these through a variety of electronic media.
- Continue to develop CAWST’s public profile.

## Business Services

In addition to its regular accounting and reporting responsibilities to stakeholders, the Business Services department will focus on:

- Completion of CAWST’s policies and procedures documentation.
- Development of web-based resources to better manage stakeholder information and digital assets.
- Upgrading of CAWST’s internal and external communications systems.

## Fund Development

CAWST’s fund development strategy is to target in equal measure:

- Undesignated funding from individuals. This funding reflects CAWST’s ability to engage the general public in its cause. Undesignated money is also essential for business development and growth.
- Designated funding for specific programs from corporations, foundations and government agencies. This funding reflects the alignment of CAWST’s programs with investors in international development.
- Earned revenue from large international NGOs, inter-governmental agencies such as the World Health Organization and UNICEF, and international corporations operating in developing countries. This funding reflects the value of CAWST’s services to its clients.

Responsibility for fund development is distributed throughout the organization. The Public Engagement department is primarily responsible for obtaining funding from individuals, while each external service departments take responsibility for obtaining designated funding and earned revenue for their own services.

In the past, the majority of CAWST’s funds have come from a few individuals who have invested significant sums to support the launch of CAWST. In 2010, CAWST faces the challenge of transitioning to obtaining funding from a broader base of individuals who are willing to support the organization consistently over time, and to obtaining increased funding from institutions and clients.



David O’Brien, Chairman of the Board of Encana and RBC, explains why CAWST is an innovative social venture at the 2009 Influencers Night dinner

Your financial support, in this year of transition, is crucial to CAWST being able to sustain the momentum it has built over the last nine years. We would sincerely appreciate any cash donations or donations of airline points.

# PEOPLE

## Members

CAWST has 1931 members from 99 countries; over three hundred of them joined in the past year. CAWST members are interested in and support CAWST's mission and vision. Members hold voting rights and play an essential role in the governance of the CAWST organization.

## Board

CAWST's Board of Directors consists of 15 dedicated volunteers. Each board member brings much professional experience and expertise.

- Greta Raymond, Chair
- Chris Read, Treasurer
- Camille Dow Baker, Secretary
- Fred Claridge
- Bruce Fenwick
- Hal Hamilton
- Evan Hazell
- Eric Holden
- Mike Quinn
- Roger Smith
- Laura Tupper
- Bill Warden
- Roy Wright
- Valerie Yankey-Wayne
- Ora Zabloski

CAWST would like to thank retiring board members Bruce Fenwick, Eric Holden, Hal Hamilton, Bill Warden and Roy Wright for their valuable service to CAWST.

- Bruce Fenwick has been a board member for six years and provided a key link to the Rotary Club of Calgary.
- Eric Holden served for five years and shared his significant legal expertise with the organization.
- Bill Warden joined the board in 2003 and, given his long career as a Canadian diplomat, he provided invaluable advice on international development.
- Hal Hamilton and Roy Wright served for two years and both shared their knowledge as professional consulting engineers with CAWST.

CAWST board members Camille Dow Baker, Bruce Fenwick and Roger Smith celebrate at the 2009 Annual General Meeting





## Staff

CAWST has been able to attract high caliber, committed staff who work for CAWST at a fraction of the salary that they could command in the private sector. Each of CAWST's 23 staff members has a university or college degree and over half have more than one degree. They have been recruited globally and originate from more than 10 different countries. In 2009, CAWST staff donated 1,490 hours of time to the organization. This is the same as a 0.75 full-time equivalent staff member. CAWST thanks its staff for their compassion, dedication and commitment to empowering people around the world.



Staff photo from June 2010 CAWST Learning Exchange. Twice annually, in January and June, CAWST conducts a Learning Exchange session to bring back 'lessons from the field' and provide professional development for all staff

## Donors

CAWST would not be where it is today if it were not for the kind and generous contributions of its donors. CAWST is fortunate to have more than 250 donors ranging from elementary and junior high school students --who not only donate but fundraise on CAWST's behalf-- to community organizations, such as the Rotary Club of Calgary, to major corporations, including Suncor Energy, Encana and Nexen, to government agencies, in particular the Canadian International Development Agency (CIDA). Each individual, community group, corporation and institution is a vital contributor to CAWST's success.

## Volunteers

CAWST is grateful to have a list of over 150 active volunteers who collectively contributed the equivalent of four full-time persons in 2009. Many CAWST volunteers have experience in engineering, international development, public speaking, information technology and other training that make them extremely valued members of the CAWST team.

CAWST's co-founder and CEO, Camille Dow Baker, has announced her retirement effective the end of 2011

but plans to stay involved as a full-time volunteer within Research Learnings and as a Board member. The CEO Selection Committee of the Board will be executing a search for her replacement beginning in 2010.

Dear CAWST clients, collaborators and supporters,

At the end of 2011, after more than a decade of leading CAWST as its President and CEO, I plan to step down from my role. In 'retirement' I plan to stay actively involved with CAWST as a full time volunteer in the Research Learnings group, and as a member of the CAWST Board of Directors.

It has been my pleasure and privilege to serve as CAWST's founding CEO since its inception in October 2001, and I thank you for the extraordinary support which you have given me and the organization since its birth. I am most proud of the strong, talented and dedicated team of professionals and volunteers who have enabled CAWST to reach around the globe – the people who will continue the work that we have begun together.

It has been my intention from the start to transfer the CAWST leadership to another individual when the time was right. Over the years, with your support, CAWST has grown from an entrepreneurial start-up to an established organization providing services in over 66 countries. It has proven the effectiveness and innovation of its business model; produced a clear vision of what it wants to achieve and how to achieve it; and developed the leadership and processes which will guide it into the future. Therefore, I believe it is a good time for me to pass the baton onto the next leader who will take CAWST through the next stages of development.

CAWST's Board has formed a CEO Selection Committee and will be seeking potential CEO candidates in the coming months. As a member of the CEO Selection Committee, I will work diligently to ensure a smooth transfer of the leadership of the organization.

Thanks again! With your help, we will continue to demonstrate the critical importance of CAWST's services in helping people in developing countries get better water and sanitation. I hope that you will continue your support of CAWST during this time of transition and well into the future.

With Kind Regards,

Camille Dow Baker

President and CEO



# THANK YOU

To those who give of their time, energy and personal resources—CAWST could not do what it does without you!

*Derek Baker – Officially Retired Interim Director of Research Learnings ... for being the Interim Director of Research Learnings for the past six years as a volunteer and for continuing to volunteer full time as a Research Associate; the staff members at CAWST appreciate his humour and thoroughness to every project that he takes on.*



Derek Baker during a CAWST training in Afghanistan

*Penny Beames – Copy Editor Extraordinaire ... for being a huge help in reviewing the CAWST website and Education Program Development materials, while working remotely from Ontario.*

*Moni Brar – All Round Superstar ... for supporting every CAWST department, from reviewing our Education Program Development materials, coordinating the North American Learning Exchange, taking down Help Us Make Waves banners, and much, much more.*

*Alan Davis – Master Carpenter ... for constructing the CAWST Waves of Change photo-documentary display.*

*Fig Tree Foundation – Camera Collectors ... for their support of the Youth Wavemakers Program; providing digital cameras for school children in Zambia and Haiti to document their lives and interactions with water to share with Canadian students.*



Cate Cameron and Melanie Jones celebrate the success of the first youth photo workshop in Haiti with their young artists. The cameras for this workshop were supplied by the Fig Tree Foundation.

*GraphicArk – Annual Report Designers ...* for their donated skill and patience working with us to produce our Annual Report, especially long-distance from Australia.

*Melanie Jones – A Writer from the Heart...* for capturing the stories of the people impacted by CAWST in Zambia and India, and telling them in such a compelling way.

*Eva Manzano – Fantástico Translation Intern ...* for arriving from Spain to assist with CAWST's French and Spanish material translations and supporting other Education Program Development work for seven months.

*Anton Quon – Shutterbug ...* for his photographic eye at almost every CAWST event this past year.

*Lisa Rushka – Media & Public Relations Guru ...* for all the help coordinating the Media and Public relations for the CAWST Waves of Change Exhibit and the Help Us Make Waves campaign.

*Sandra Ryan – Youth Connector ...* for her networking skills, knowledge, and commitment to ensuring that the CAWST Youth Wavemakers program is an amazing success.

*Pat Salt – Superior Hostess ...* for sharing her time and her apartment to host CAWST staff and guests when they are in town, and for her insight into youth education.



Laurel Madro (left) and Pat Salt (right)

*Taylor Creative – Video Creator ...* for donating not only his time but his creative energy in creating CAWST's first official video.



# FINANCIALS

## Statement of Financial Position

December 31, 2009, with comparative figures for 2008

	2009	2008
<b>Assets</b>		
Current assets:		
Cash and cash equivalents	\$ 625,797	\$ 955,083
Term deposits	570,740	50,716
Marketable securities	7,205	—
Accounts receivable	90,331	120,698
Prepaid expenses	5,585	5,616
	1,299,658	1,132,113
Property and equipment	46,452	67,636
	\$ 1,346,110	\$ 1,199,749
<b>Liabilities and Net Assets</b>		
Current liabilities:		
Accounts payable and accrued liabilities	\$ 64,964	\$ 66,803
Deferred contributions	150,000	212,450
	214,964	279,253
Deferred contributions related to property and equipment	2,840	5,681
Net Assets	1,128,306	914,815
	\$ 1,346,110	\$ 1,199,749



## Statement of Earnings

Year ended December 31, 2009, with comparative figures for 2008

	2009	2008
<b>Revenues:</b>		
Donations	\$ 1,616,626	\$ 1,658,622
CIDA grant	443,684	59,300
Project consulting	106,036	67,199
Training courses	26,314	68,430
Interest income	702	20,506
	2,193,362	1,874,057
<b>Expenses:</b>		
Salary and benefits	1,099,923	1,023,049
Water expertise and training centres	274,838	16,895
Travel	176,988	178,864
Office and administration	146,392	134,913
Consulting	92,410	119,442
Rent and utilities	62,069	62,111
Materials and laboratory supplies	29,757	41,377
Meals and entertainment	27,527	72,523
Insurance	26,719	25,261
Professional fees	13,488	16,370
Training and conferences	4,179	4,325
Loss (gain) on sale of marketable securities	(2,320)	651
Depreciation	27,901	37,431
	1,979,871	1,733,212
Excess of revenue over expenses	\$ 213,491	\$ 140,845

To become a CAWST member...

To download training materials...

To learn about our workshops and services...

To donate to CAWST...

...go to [www.cawst.org](http://www.cawst.org)

CAWST's Annual Report was produced by Graphic Ark Australia

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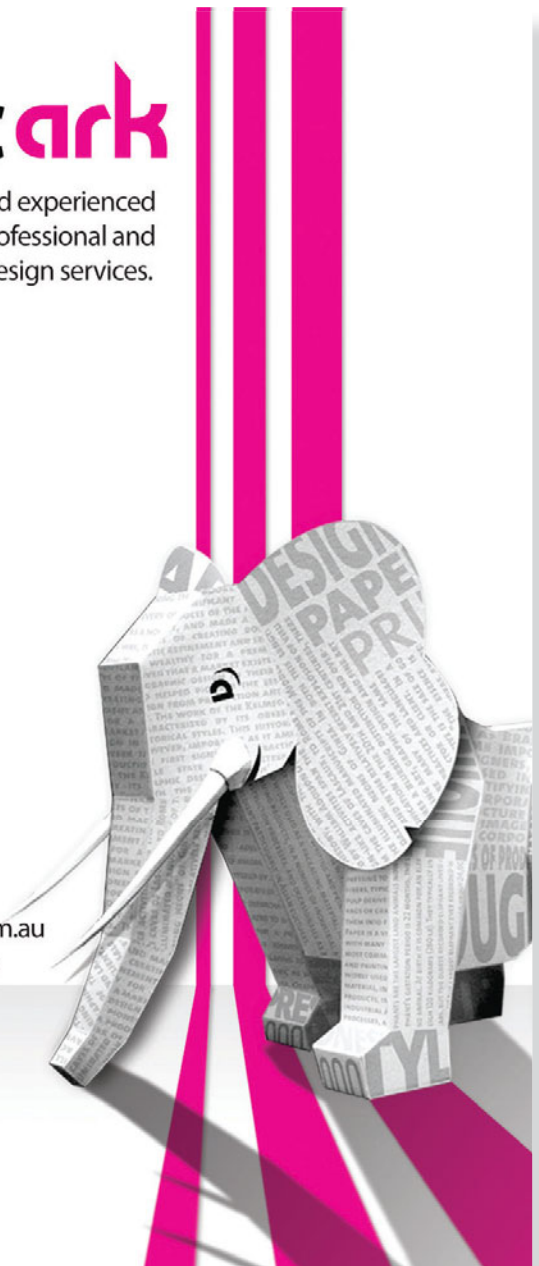
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967338 Alberta Ltd.,	Father Lacombe High School	St. Helena Junior High School
Armtec Infrastructure Income	Fort McMurray Composite High School	St. Mary's High School
ATA Science Council 2008 Alberta Teachers	Good Shepherd School	St. Paul's Anglican Church
Athabasca Delta Community School	Hatch Ltd	Suncor Energy Foundation
Baker Resources Ltd	Holy Nativity Anglican Church	Suncor Energy Inc
Bishop Grandin Choir Parent Association	Innisfail Jr. Sr. High School	TANGO Energy Inc
Bishop Grandin High School	Jennie Elliot Elementary School	Telus Corporation
Bishop Grandin Staff Fund	John and Elsie Foundation	The Byler Foundation
Bishop O'Byrne High School	Kayak Foundation	Catholic Women's League of Canada
Bison Historical Services Ltd	Kensho Developments Ltd	Church of St. Laurence
Calgary Aquamums	Local Magic Productions, LLC	City of Calgary
Canadian International Development Agency (CIDA)	Lord Beaverbrook High School	City of Calgary Office of Sustainability
Cayley School	Macleod Dixon LLP	KPMG Foundation
Central Memorial High School	Mardon Fund	Rotary Club of Calgary
Cindy Johnson Royer Fund	Mary Martha Group of Presbyterian Women	The Sisters, Faithful Companions of Jesus
City of Calgary Society of Professional Engineers	McMillan-McGee Corp.	Timerlea Public School
Countryside Financial Corporation	Nexen Inc	Tom Baines School
Danich Investment Ltd	Nulli Secundus Inc.	Total Wellbeing Committee
Dr. E.P. Scarlett High School	Platinum Photography	University School
Edgemont Parent School Association	RSM Systems Solutions Inc	W.O. Mitchell Elementary School
Edgemont School	Rubicon Fund	Wanklyn Family Fund
Encana Cares Foundation	Seed Productions	Werklund Foundation
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Ernest Manning High School	St. Andrews Presbyterian Church	





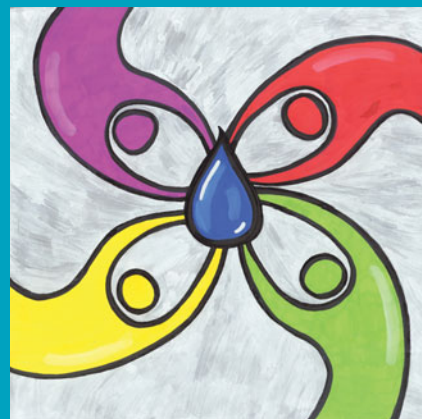
## Annual Report cover artwork inspired by Meganne Tremblay's Think Water Contest Entry

"If there is magic on this planet, it is contained in water", said Loran Eisely in the Immense Journey in 1957. Water had the power of uniting people throughout the world. In French we would say that "l'eau, c'est la vie", meaning that water is life itself. Without water we cannot survive.

This forward-think drawing of a large drop of water held by people of different colors transcends all cultures, races, languages and beliefs. Thanks to their curvy shapes, the people on this drawing appear to be in movement and when viewed from a distance, they resemble a flower, a beautiful and colourful flower nurtured by the large drop of clean water that is central to the drawing and therefore, central to the world. Together, the all-inclusive nations illustrated in this drawing come to the rescue of water in order to create a sustainable supply of water worldwide. Together, they are stronger, and united they stand around water, the sources of life.

The silver background is in contrast to the bright colors used to represent all nations and ties in with the silver reflection that sparkles in the drop. Silver is also a sign of wealth, and the best representation of wealth is through health. Health can only be achieved in the presence of clean water, and this is what this drawing signifies. In other words, healthy people, and the silver background brings in a dimension of health and wealth for all people in the world. Water IS magic.

This drawing was accomplished with the help of Sharpie Paint Pens for better consistency of colors. The square shape of the poster board is a symbol of equality for all the people.



Meganne Tremblay

St. Mary's High School  
Calgary, Alberta

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