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1. INSTRUCTIONS TO SUPERVISORS

General Remarks

- 1.1 As a supervisor you play a vital part in the Census operations. The task of directing and supervising the field operations of the 2010 Population and Housing Census (PHC) will require the concerted efforts of workers at all levels. Success can be achieved only when all concerned work as a team and the job is well organized and coordinated in all its phases.
- 1.2 The reliability and utility of a census depend on the completeness and accuracy of the information obtained in the field. The degree of success achieved in the 2010 PHC will, therefore, depend in no small measure, on your energy, resourcefulness and devotion to duty, as a good census requires good field supervision

Your Training

- 1.3 The importance of attending every session of the training course cannot be over-emphasized. In order to be in a position to answer all questions raised by enumerators it is imperative that you should be thoroughly conversant with all the census documents.

Census Documents

- 1.4 As a supervisor you must have a thorough knowledge and understanding of all the documents involved in the conduct of the 2010 PHC. Some of the important ones are: Enumerator's Manual; Visitation Record; Census Questionnaire; Enumeration District Maps; Census Control Forms; and this Supervisor's Manual.

Enumerator's Manual

- 1.5 The satisfactory completion of the Census questionnaire and all other documents used in the Census depends on the enumerator's knowledge and understanding of them. The Enumerator's Manual is a comprehensive guide to the field collection aspects of the Census, and gives specific instructions in the form of notes to enumerators with respect to the various questions. It is very important for a supervisor to completely master this document because one of your duties would be to guide enumerators in its interpretation if they have any questions in the course of the work.

Visitation Record

- 1.6 This is the first census document to be completed by the enumerator at the commencement of enumeration. While its main purposes are clearly indicated within the document, it must be emphasized that it will be used as the basis to assess the rate of progress of the enumerator. You will be required in your capacity of supervisor to monitor the progress of the enumerator through the Visitation Record to ensure that enumeration will be completed in the expected time.

Census Questionnaire

- 1.7 This is the basic instrument for collecting and recording the census data. A thorough understanding of it is absolutely necessary if you are to be a successful supervisor.

Enumeration District Map

- 1.8 As soon as the area to be supervised has been assigned to you, it would be necessary to collect all the Enumeration District Maps relating to the area from the district office, and traverse the entire area with a view to identifying the boundaries of all the enumeration districts contained therein.

Census Control Forms

- 1.9. There are specific forms which must be completed by the supervisor to ensure that there is complete coverage of the enumeration district and that information of the highest quality is being collected. The enumerator will have to complete form CCF3, which is the Enumerator's Document Control Form, to keep a record of his/her progress. See the Enumerator's Manual for a detailed description and the purpose of each form.

Supervisor's Manual

- 1.10 This manual is intended to provide census supervisors with a complete description of their roles and responsibilities. It is to be used as a training and reference guide during a census supervisor's course of work within his/her supervisory area, and provides guidelines for supervising enumerators during the Census.

2. YOUR DUTIES AS A FIELD SUPERVISOR

- 2.1 Adequate control of enumeration at all times depends on the careful supervision of the work of the enumerators and the maintenance of channels of communication between all levels of responsibility. No matter how carefully the details of the enumeration are planned it is likely that some unforeseen problems will arise at the time of enumeration. It must, therefore, be possible for the enumerator to communicate with you as soon as a difficulty arise which he/she cannot resolve himself/herself.
- 2.2 As was emphasized earlier you will not be able to perform your duties satisfactorily without a thorough knowledge of the Enumerator's Manual. Make sure that you are in a position to answer or assist in finding an answer to any question asked by your enumerator and to clear up any difficulty that he/she may encounter.
- 2.3 Your main duties are listed below according to the time when they must be performed.

Before Enumeration - Organizational and Administrative Duties

- 2.4a To become thoroughly familiar with your area and with all the enumeration districts within it.
- 2.4b To carry out Assignment Preparation so that all materials needed for the enumeration are issued to your enumerators.

On Census Night – Enumeration of the Homeless

- 2.5 Advise the Zone Supervisors and District Supervisor in making arrangements to enumerate the homeless. The homeless are persons with no fixed place of abode. Special forms have been prepared for this purpose. This will occur between 9:00 p.m. Wednesday May 12th through to 6:00 a.m. on Thursday the 13th of May.

Duties during Enumeration - Commencing Thursday day 13th May until all assigned EDs have been adequately completed

- 2.6a To carry out the induction of enumerators, that is to identify and explain to each enumerator the boundaries of his/her enumeration district.
- 2.6b To carry out Work Reviews. The Field Supervisor will need to visit each enumerator in the field, as often as possible, and at least every other day.
- 2.6c To ensure that the enumeration of each district is completed accurately and within the specified time, of four to six weeks. The interviewer should be making initial contact with at least five (5) households per day.
- 2.6d To deal with the problems facing enumerators in the field, e.g. call backs, no-contacts, refusals etc.
- 2.6e To carry out field edits of all questionnaires.
- 2.6f To carry out re-interviews on a selected number of questionnaires which have passed your field edit.
- 2.6g To make a sample check of buildings in each enumeration district under your supervision to ensure that no building is omitted.

2.6h To conduct detailed checks of **all** completed questionnaires for completeness and consistency. You must pay special attention to the data in the following record fields and sections:

- Cover Page 1: Questionnaire Identification – all fields should be verified as being correct
- Household Listing: Ensure the number of males, females and the total of both at the bottom of page 3 in the questionnaire match the household entries on the VR.
- Household Questionnaire: Ensure completion of all sections.
- Person Questionnaire: Check that all the applicable sections are filled out (compare the persons age and sex against the instructions given in the section headings). Specifically, check the following:
 - Section 8 -Check that date of birth and age coincide.
 - Section 9 -Check for completeness at the first two questions.
 - Section 10 -Ensure only children under 5 years of age complete questions 10.3 -10.5
 - Section 11 -Check for entries of school age children. Check for details in field of training.
 - Section 12 -Ensure the skip patterns are followed in this section
 - Section 13 -Check for specifics of field of training.
 - Section 14 -Check for specifics of occupation and main activities of business
 - Section 15 -Ensure the skip patterns are followed in this section
 - Section 16 -Ensure the responses follow the skip patterns indicated and that the number of males and females add up to the totals

Notes of these checks should be kept for reporting to your Zone Supervisor, District or Assistant District Supervisor, or Deputy Census Officer, on the quality of data collected. Great care must be paid to following the skip patterns, making legible entries and avoiding multiple shading of bubbles.

Supervisors should ensure that enumerators are properly briefed before they are allowed to carry out the enumeration. It may be necessary, in some cases, to assist enumerators in conducting their first interview. This is part of the induction activity.

Duties after Enumeration

2.7a To arrange for the safe custody of the completed questionnaires and all other documents (used or unused) after enumeration. It is very important that all IDs be collected after enumeration is completed. Zone Supervisors should arrange for Field Supervisors to collect all materials, used, unused, or spoilt, and store these documents pending dispatch to the Census Office. Such materials include the Enumerator Manuals, Visitation Records, Questionnaires, Bags, and all IDs used by the enumerators. It is very important to note that final payments will not be made until all materials have been received by the Census Office.

3. DISCUSSIONS OF FIELD SUPERVISOR'S DUTIES

The following notes amplify the outline of your duties previously described.

Duties before Enumeration

3.1 To become thoroughly familiar with your area and with all the enumeration districts within it

After you are trained as a Field Supervisor you will have to study your map and descriptions of the enumeration districts, with special reference to their boundaries. It is absolutely essential that you become familiar with the boundaries of all enumeration districts in your area since you will have to identify them to your enumerators. It is imperative that the enumerator keeps within his/her district and also that he/she does not overlook any portion of it. Field inspections are necessary in all cases to determine the exact location of the boundaries.

3.2 Assist in the enumeration of institutions in your district

- (a) Institutions as defined here are to be treated as part of the enumeration district.
- (b) For census purposes, institutional living quarters are structurally separate and independent places of abode intended for habitation by relatively large groups of individuals. Such quarters usually have certain common facilities such as kitchen and dining rooms, toilet and bath, and lounging areas which are shared by the occupants.

The occupants of institutional living quarters are usually subject to a common authority or management or are bound by either a common public objective or a common personal interest.

- (c) Types of places which will be treated as institutions are listed below:

- I. House of Refuge, Sanatoria, Mental Homes, and Nursing Homes
- II. Alms Houses, Poor Houses, Homes for the Aged, etc.
- III. Orphanages,
- IV. Boarding Schools
- V. Monasteries, Nunneries, Convents, Presbyteries
- VI. Correctional Institutions such as Prisons, Reformatories and Detention Camps, etc.
- VII. Hostels
- VIII. Homes for the Physically Handicapped and Mentally Challenged
- IX. University Campuses with dormitories
- X. Police Training Schools

Assist the Zone Supervisor to make a list of the Institutions in your Enumeration District and plan the arrangements for their enumeration. The Zone Supervisor will make contact with the administrators of each Institution, dropping off the relevant questionnaire and agreeing on a time to collect it. He/She will advise the Field Supervisor if separate households exist at these institutions. The Field Supervisor will inform the enumerator for the respective ED, who should then enumerate that household using the standard Census Questionnaire.

Each institution should be recorded in the Visitation Record. Any institution found in the ED not listed by the Zone Supervisor should be brought to his/her attention through the Field Supervisor.

- (d) It should be noted that if within the institution there are separate quarters for members of the staff, each with its own house-keeping arrangements, such quarters form separate households and must be enumerated in the normal way by the enumerator for the district in which the institution is located.

3.4 To assist in the enumeration of the Socially Displaced/Homeless

District Supervisors will make arrangements to enumerate the homeless. A special form (CCF6) has been prepared for this purpose. The District Staff and the Zone Supervisor, in consultation with the Field Supervisors, should perform this duty themselves on Census Night – from 9:00 p.m. May 12th to 6:00 a.m. May 13th.

3.3 To ensure that all materials needed for the enumeration have been issued to your enumerators.

It is the duty of the Field Supervisor to collect all documents and questionnaires that the enumerators under his/her supervision will need from the Zone Supervisor and pass the documents to the enumerators. Enumeration should begin on May 13th, therefore, each and every enumerator should have a complete Enumerator's Kit by this date.

Duties during Enumeration - Commencing Thursday 13th May

3.4 To Carry out the Induction of Enumerators

After the enumerator has been selected and trained, you must take him/her to the enumeration district assigned to him/her and point out its precise boundaries. You must also instruct him/her as to the route to be taken in order to ensure complete and efficient coverage of his/her district, including the blocking of the ED.

3.5. To visit each Enumerator in the field as often as possible, and not less than every other day

- (a) As a Field Supervisor you must see each enumerator as often as possible in the field to check the quality and quantity of his/her work and to satisfy yourself that the enumeration district will be completed in the allotted time.
- (b) Experience has demonstrated that it is very difficult for the Field Supervisors to contact enumerators in the field if arrangements are not made before-hand as to the times and places of meeting. Enumerators should be informed that they must communicate with you as often as necessary on any problem which arises.
- (c) In order for the Weekly Progress Report – CCF4 to be completed, the Field Supervisor should meet with enumerators frequently to collect questionnaires. Note that only questionnaires collected from the enumerator should be included in the report.

Weekly progress reports are vital and their preparation must be completed and forwarded on the

Tuesday of each week. This will include a record of the common errors found during observations and re-interviews, along with the date these errors were addressed with the individual enumerators. The report will also include the number of completed questionnaires, the number of incomplete questionnaires, as well as the number and a record of the refusals.

3.6 To ensure that the enumeration of each district is completed within the specified time

You are responsible for ensuring that the enumeration is completed within the specified time. If it appears that one or more of your enumerators will not complete their enumeration district within the required time, this matter must be discussed with your Zone Supervisor to see whether it is necessary to deploy other trained enumerators who have completed their assigned EDs.

3.7 To deal with all problems in fieldwork facing enumerators e.g. call-backs, no-contacts, refusals, etc.

- (a) In the course of their work, enumerators will encounter instances when they will have to make several calls before they find someone at home, or when the respondents they meet will be unable to furnish all the information about other members of the household. **You must see that they do not allow these call-backs to accumulate.** When you meet each enumerator find out the number of call-backs he/she has pending and a check of the Comments Column in the Visitation Record should confirm the number. It will then be your duty to take whatever steps are necessary such as instructing the enumerators to change the time of their visits, assisting in clearing up these call-backs yourself, etc.
- (b) While Special Regulations have been enacted which make it obligatory for every person to answer Census questions, it is possible that some of your enumerators will experience difficulty in securing answers to their questions. They have specific instructions on how to conduct themselves in such cases. When they report such instances, it will be necessary for you to contact the individuals concerned and attempt to obtain the required information in a tactful manner. You should emphasize the importance of a complete census and the confidential nature of the questionnaires. If the person persists in their refusal, report the matter immediately to your Zone Supervisor.

3.8 To carry out field edits

- (a) When you meet enumerators in the field it is important that you check their work as carefully as possible and give all the assistance you can. We call this field editing. In the early stages of enumeration you will have to visit your enumerators as soon as possible to see that each is off to a good start and doing the work correctly. This will save you a great deal of trouble when you have to make your final check of their work before returning the completed questionnaires to the District Office. As you continue your rounds the enumerators to whom you must pay special attention will be those needing the most assistance.
- (b) During the field edit, you must check for the following before accepting work as completed:
 - (i) Completed Interview:
 - Check that the Visitation Record (VR) is filled correctly.

- Check that the following information is correctly transcribed from the VR to the questionnaire.
 - a. District Code
 - b. Locality
 - c. ED Number
 - d. Building Number
 - e. Household Number
 - f. Result code and accompanying explanation in comment section

Check that the correct sections in the questionnaire are filled, for example, that the number of individual questionnaires completed for a household is equal to the number of persons on the household listing.

- For any extra-person questionnaires, check that the Barcode Number has been transcribed on the main questionnaire, and that the Barcode Number from the main questionnaire has been transcribed on the extra-person questionnaire.
- Verify that the number of persons in the household has been correctly recorded in columns (8) - (10) of the VR.

Once a questionnaire has passed the field edit, enter a "v" next to the date in column (12) of the Visitation Record to indicate that the questionnaire is being turned over to you.

(ii) Incomplete Questionnaires:

- Determine whether follow-up by enumerator is required.
- Check that the visitation record (VR) is filled in correctly.
- Check that the following information is correctly transcribed from the VR to the questionnaire.
 - a. District Code
 - b. Locality
 - c. ED Number
 - d. Building Number
 - e. Household Number
 - f. Result code and accompanying explanation in comment section

(iii) Questionnaires Returned to the Field

Verify that the information has been obtained, or an adequate explanation given.

Once Questionnaire Passes the Field Edit:

Enter the date checked in column (13) of the visitation record (VR) to indicate you have checked and accepted it for transmittal to the district office. For a questionnaire that was returned to the field, circle the FS entry in column (13).

Count the number of completed questionnaires accepted for transmittal that day and note the

information on Form CCF3. For those questionnaires that will be handed over to the Zone Supervisor, complete Form CCF5.

3.9. To carry out re-interviews on a sample of the completed questionnaires to ensure that replies from respondents have been accurately recorded

In conducting these interviews you must try to contact the respondents from whom the enumerator originally obtained the information, as this will provide the best possible check of the enumerator's work. This independent check helps to establish whether he/she has been asking the questions and recording the information accurately.

The Re-interview Process

3.10 Week 1

- (a) In the first week of enumeration you should observe one whole interview being conducted by each enumerator. This should be done as early as possible so that you can quickly resolve any misunderstandings that the interviewer may have. You should also record in the comments section that this questionnaire was the one that you observed, along with any standard comments that you have.
- (b) You should also complete two (2) re-interviews for each enumerator, which again should be done early in the week.
- (c) To select the household for the re-interview, use the last digit of the ED Number. For example, if the ED Number is 209, select the completed questionnaire for household 09. If there is no completed interview for that household or if you had observed the original interview, select the next one in sequence, i.e. 10. Then for the second re-interview double the first number, and again if there is no completed questionnaire for that household, then select the household number nearest. So if we continue the example of 209, our first household was 09 and so the second would be 18. If household number 18 wasn't completed but numbers 15, 22, 23, 24 and 25 were, then you would select 15.
- (d)
 - (i) Use the original questionnaire and write "Re-interview Week 1" and the date across the top of the first page of the questionnaire.
 - (ii) Re-interview the original respondent. If not recorded on the questionnaire, ask to speak to the person who spoke to the enumerator.
 - (iii) In one of the re-interviews ask all the questions in the household questionnaire, and in the other ask all the questions in the person questionnaire. Ask all the questions following the SKIP patterns based on the answers being given by the respondent.
 - (iv) When you are conducting a re-interview, the reference period remains when the interview was initially conducted. Do not record on the questionnaire any changes that have taken place since then. For example, if a person moved in or a person had a birthday.

- (e) After re-asking the questions, RECONCILE any differences. For example, "The original answer indicated you were 48 years old on your last birthday and I have recorded 50, which is the correct information?"
- (f) When the reconciliation determines the original information was NOT correct, enter them in the margin in pencil and probe to try to determine the reason for the error. For example, "Can you think of any reason why the original information was not correct?" Record any explanation given by the respondent or that you detect in the Comments Section. For example, "Interviewer apparently transposed digits in recording the birth date and respondent does not remember him verifying".
- (g) After leaving the household, count up the number of errors in the original interview and record that number on the front of the questionnaire next to the re-interview date. Also record the numbers, e.g., "3 errors" in the Weekly Progress Report.
- (h) Correct the entries on the questionnaire using a 2B pencil.
- (i) Meet with the interviewer to discuss the errors and provide suggestions as to how to avoid similar problems. Contact the interviewer while you are still in the ED or discuss the results during your next scheduled "Progress Review Meeting". In some instances when the number of persons in the household is different, you will need to correct entries in the Visitation Record at that time as well.
- (j) If you determine that the enumerator has not visited the household and/or falsified data, contact your immediate supervisor immediately. They in turn should pass this information upwards to the Deputy Census Officer. This enumerator will be immediately replaced and legal action initiated against them.
- (k) If the Week 1 re-interviews indicate that the enumerator has serious problems applying census concepts and definitions, consult with your Zone Supervisor about whether to schedule additional re-interviews and/or replace the enumerator.

3.11 Weeks 2 and beyond

- (a) In each of the remaining weeks of enumeration, you will select at least two (2) completed questionnaires that have passed your field edits. In other words, if you have five enumerators, you will do at least ten (10) re-interviews from week 2 onwards.
- (b) Your first household number selected for a re-interview should be 20 plus the last digit of the ED number. For example if the ED number is 209, select the completed questionnaire for household 29 should be selected. The second one would be the last household interviewed.

In week 3, add the last digit in the ED number to the last household number that was re-interviewed the week before. For e.g., if the 2nd re-interview in week 2 was for household number 35 and the ED number is 209, the first re-interview for week 3 would be done for ED number 44, and the 2nd re-interview done for the last completed household. This method should continue for week 4 and beyond.

- (c)
 - (i) Use the original questionnaire and write "Re-interview Week 2 or 3, etc" and the date across the top of the first page of the questionnaire.
 - (ii) Re-interview the original respondent.
 - (iii) In one of the re-interviews ask all the questions in the household questionnaire, and in the other ask all the questions in the person questionnaire. Ask all the questions following the SKIP patterns based on the answers being given by the respondent.
 - (iv) When you are conducting a re-interview, the reference period remains when the interview was initially conducted. Do not record on the questionnaire any changes that have taken place since then. For example, if a person moved in or a person had a birthday.
- (d) After re-asking the questions, review the entries and RECONCILE any differences.
- (e) When your answers differ from those recorded in the original interview, enter them in the margin in pencil.
- (f) When the reconciliation determines the original information was NOT correct, probe to try to determine the reason for the error. If you determine a person should be added, complete a Person's Section for that person you added.
- (g) After leaving the household, count up the number of errors in the original interview and record that number on the front of the questionnaire next to the re-interview date.

Correct the entries on the questionnaire using a 2B pencil. Delete any incorrectly filled person sections. Also, remember to correct the Visitation Record at the next meeting with the enumerator.
- (h) Meet with the interviewer to discuss the errors and provide suggestions as to how to avoid similar problems.
- (i) If you determine that the enumerator has not visited the household and/or falsified data, contact your Zone Supervisor.

3.12 Re-interviews for enumerators experiencing problems

Week 1: For weak interviewers you must address the areas of concern, and explain any misunderstandings clearly to the enumerator. You must then observe a second interview, and carefully monitor the original areas of weakness, hopefully noting signs of improvement. If the enumerator continues to struggle, then you MUST advise your Zone Supervisor as soon as possible.

If they improve, then continue to monitor them closely, and conduct re-interviews as soon as possible, and perform your field edits diligently. Any further performance issues should be reported to your Zone Supervisor as normal.

3.13 Detailed edit of completed questionnaires

You must carry out detailed checks of each questionnaire. These may reveal instances of incomplete or inaccurate information obtained or marked by the enumerators. You are at this stage required to carry out a complete check of all answers or marks on every questionnaire. When this is finished the documents must be transmitted to the Zone Supervisor under your prescribed sworn statement that all have been checked and that to the best of your knowledge the information contained in them is correct. The more important of these checks are listed below, but you must understand that this list is not exhaustive and that the checks must not be limited to those specifically described:

- (a) See that all identifying information has been correctly recorded
- (b) See that the responses on every questionnaire are shaded when applicable.
- (c) Check the information shaded to ensure consistency - e.g.
Compare question on age and question on relationship to see that for instance, a woman aged 30 is not recorded as having a son aged, say 25; or, a person who is recorded as a Mechanical Engineer is not revealing evidence of no schooling.

3.14 To carry out spot-checks in the field – especially at houses remotely located to ensure completeness and accuracy of enumeration

The reason for these checks is to make sure that coverage of the district has been completed, and that houses located on or near the boundaries of each enumeration district have not been omitted or duplicated. You should visit remote houses in the field and check that questionnaires have been completed for every member of the households living in those houses. This type of check does not call for re-interviews unless these houses fall into your sample as described in re-interview instructions.

You should note that whenever the enumeration of an ED has been completed, check:

- (a) That there is a "v" on all lines of the visitation record next to the date in column (13).
- (b) That the map used by the enumerator shows the route taken in enumerating the entire ED.

Duties after Enumeration

3.15 To carry out any further enumeration that the Census Office may deem necessary in your area

After the questionnaires have been handed in to the Zone Supervisor, you may be called upon to perform further checks or re-enumeration. If the work is found deficient in quality, the standard of supervision will be questioned and the entire area/enumeration district will have to be re-enumerated.

4. PRINCIPLES OF GOOD FIELD SUPERVISION

- 4.1 Be prepared - You cannot perform such functions effectively unless you have mastered all relevant census materials and procedures.
- 4.2 Know your supervisory area - you must become fully familiar with all of the Enumeration Districts in your area. You have to show your enumerators the boundaries of their enumeration districts and you have to ensure complete coverage.
- 4.3 Know your enumerators - the training session will provide you with some ideas of the capabilities of each enumerator under your supervision. It is part of your duties to detect weak enumerators very early in the exercise and take the necessary steps to remedy the situation in accordance with established procedures.
- 4.4 Establish and maintain close supervisory practices
 - (a) Schedule your visits. Your duties require you to visit each enumerator several times in the field, and the difficulties in scheduling your visits will vary according to the number of enumerators you have and distance you are required to travel. Nevertheless you must make definite arrangements with each enumerator for every visit.
 - (b) Deal with all enumerators' challenges promptly. Listen carefully while the enumerator is conducting the interviews which you have chosen to monitor and follow such general procedures as:
 - i. Explain to the respondent as a matter of courtesy why you are there.
 - ii. Use a blank questionnaire to follow along with the enumerator as he/she conducts the interview.
 - iii. Observe the enumerator's interviewing technique to see whether he/she establishes rapport, maintains a friendly but business-like manner, asks the questions correctly and records the answers properly.
 - iv. Do not interrupt the interview with general comments or instructions that can be given later, but if the enumerator is asking questions incorrectly, interrupt the interview with tact.
 - v. After the interview is completed and you have left the respondent, discuss the enumerator's performance with him/her. Compliment him/her on the things he/she did correctly as well as point out his/her errors.
 - vi. Keep all appointments and be punctual at all times.
- 4.5 Be time-conscious - you must keep in mind at all times, the deadlines set for completion of each phase of the exercise.
- 4.6 Be suitably dressed especially when visiting households with your enumerators. The dress code in the Interviewer's Manual is just as applicable to you.
- 4.7 Follow faithfully all instructions - Your instructions have been previously tested and are there to guide you.

5. QUALITIES OF A GOOD FIELD SUPERVISOR

Liaise with your Zone Supervisor and seek assistance, direction and clarification promptly.

The main qualities of a good supervisor would therefore include the following:

1. A reasonable level of intelligence
2. Knowledge of the Census procedures, documents and instructions
3. Good human relationships
4. Sound management techniques to inspire high performances and quality
5. Versatility, willingness to follow instructions
6. Sense of responsibility
7. Sense of orderliness
8. Exercise of initiative
9. Capacity for hard work under trying conditions and to work long and usually unconventional hours.

Hints and Tips for a Successful Supervisor

As an employee of the Statistical Institute of Belize, you are expected to be professional, to dress appropriately and so conduct yourself to gain the confidence of your enumerators and respondents.

DO

- ▶ Dress appropriately
- ▶ Wear ID and vest at all times in the field
- ▶ Use the census bag to carry/secure your documents
- ▶ Meet every single enumerator every day – at least communicate once a day
- ▶ Lend priority to the weak ones
- ▶ Limit time with enumerators who seem strong
- ▶ Take completed questionnaires each time you visit
- ▶ Take first interview early with weak enumerators, work up from weak to strong (you will be able to differentiate through your attendance at the training sessions).
- ▶ Start re-interviews by the middle of the week
- ▶ On the first day of enumeration, mark off at least two blocks so enumerators can get started
- ▶ By end of week, the entire ED should be blocked off – do this with the enumerator, so both of you have the same ideas as to how to work the ED

- ▶ Keep a notebook – divide it into five parts, one for each enumerator. Record observations made when doing field checks and re-interviews. This will help you to form a mental picture of the enumerator's performance,
- ▶ Complete your weekly progress report, which should include:
 - Common errors – record the date these errors were addressed, (ensure that these errors are initialed by both yourself and the Enumerator in your notebook)
 - Record the number of refusals and location; number of incomplete questionnaires; and number of completed questionnaires.

DO NOT

- ▶ Wear garments with political endorsements or symbols
- ▶ Display political symbols on vehicles
- ▶ Smoke when communicating with your respondents and enumerators
- ▶ Play loud music in vehicles
- ▶ Have unofficial companions

The Field Supervisor's Checklist

Have you completed the following?

1. Attended all Training Sessions ☐
2. Taken an Oath of Secrecy ☐
3. Re-read vital census documents ☐
4. Received your workload and arranged for safe custody ☐
5. Located and familiarized yourself with enumeration district boundaries ☐
6. Made a list of collective living quarters in the area and plans for Enumeration ☐
7. Showed Enumerators their boundaries ☐
8. Issued materials needed for enumeration to Enumerators ☐
9. Briefed Enumerators before the start of Census enumeration ☐

6. DOCUMENT DISTRIBUTION AND CONTROL

- 6.1 Because of the complexity of the census it is necessary to maintain adequate records on distribution, receipt and control of materials in order to know the status of the work through each phase of the census. These records enable management to monitor the progress of work and make decisions which will ensure success.
- 6.2 All documents required for enumeration and processing will emanate from the Census Office which will maintain records relating to the flow, location and progress of work.
- 6.3 In addition to records maintained at the Census Office in Belmopan, all District Offices will also be required to keep some form of record. The use of such records required for the population census is discussed here. Recording forms, uniformly prepared, will assist both administrative and supervisory staff in controlling census operations.
- 6.4 Distribution
Distribution refers to the transmission of census documents and materials from the Census Office to the district offices and from the district office to the Zone Supervisors and onward to the enumerator. Records must be kept to show this distribution.
- 6.5 Receipt
Receipt refers to the return of census documents and materials from the field to the District Offices and also the return of materials from the district offices to the Census Office following various operations.
- 6.6 Control
Control refers principally to the maintenance and use of records (control forms) which show the movement and location of census documents at any stage of the census operations.

The establishment of adequate control forms assists in:-

- (a) determining progress;
- (b) making adequate decisions relating to priorities;
- (c) identifying trouble spots where special attention may be required to ensure that time schedules are met.

- 6.7 Responsibility for Control
As stated earlier the main responsibility for control of population census documents rests with the Census Office. The next level of responsibility rests with the District Office which directs enumeration within the particular area.

The Field Supervisor is specifically responsible for the enumerators under his/her supervision and as such is directly responsible for controlling enumeration within the enumeration districts under his/her jurisdiction.

The Enumerator's responsibility rests with his/her ability to keep under control the actual enumeration within the boundaries of the enumeration district to which he/she is assigned. Each of the above

mentioned personnel is expected to carry out his/her functions by completing the control forms as required.

6.8 Control Procedures

Control procedures, including a set of control forms, have been designed for recording the flow of census documents and determining the progress of the major census operations. These operations extend from the assembly and distribution of census documents by the Census Office for training purposes, through to the receipt, data capture, and final storage of completed work. Preliminary timing of the major distribution periods, receipt, and control activities, is extremely important.

6.9 Summary of the Census Office Functions

- a. As stated earlier, the Census Office has the main responsibility for effecting control of the census operations; and as such, directs movement of all census documents between the Office and the Field.
- b. The basic responsibilities of the Census Office include:
 - (i) Distribution of all publicity documents and materials for pre-census operations.
 - (ii) Distribution of documents and materials required for all training activities.
 - (iii) Assembling of the required number of E.D. maps, Visitation Records, Questionnaires, Enumerator's/Supervisor's Manuals, Control Documents and Supplies for each district.
 - (iv) Receipt of completed workloads and accounting of documents and supplies disbursed.
 - (v) Monitor the movement of documents to and from the Editing and Coding Section.
 - (vi) Final storage of all census documents and materials.

7. DISTRIBUTION OF WORK TO THE FIELD

- 7.1 Here, the Zone Supervisor will be responsible for distributing the work to the Field Supervisors. Transmittal Forms (CCF1) will be signed by these Officers when they receive their work from the Zone Supervisors. Enumerators will also sign these forms when they receive their work from the Field Supervisor. The district offices will keep copies of the forms distributed by the Zone Supervisor while the Field Supervisors will retain theirs for personal use when consulting with their Enumerators.
- 7.2 An extra supply of Transmittal Forms will be kept at the District Office. These are to be used by the Zone Supervisor and Field Supervisors when additional supplies are requested. Completed copies are to be filed and kept by the Zone Supervisor and used to monitor supplies.
- 7.3 Boxes will be provided for movement of questionnaires to and from the District Office.

9. CONTROL FORMS

There are six (6) control forms to be used during census operations. Specifically, these forms are as follows:

9.1 Form CCF1 – HQ-District-HQ Document Control Form

The HQ-District-HQ Document Control Form serves as a record of the number and type of questionnaires distributed by Headquarters to each District Office, along with the number of visitation records. It is to be sent out with every set of questionnaires going to each district office. This form is also to be used by the District Officer when assigning documents to the Zone Supervisor, who will in turn also use it in distributing documents to the Field Supervisor.

Additionally, the HQ-District-HQ Document Control Form serves as a record of completed questionnaires returned to head office from each district office. This is to be completed by the District Officer, in duplicate, and a copy returned with each batch of completed questionnaires being sent to Head Office, maintaining a copy for his/her files.

9.2 Form CCF2 - Transmittal Form

This form will record the materials dispatched from and returned to the Census Office. On this form all materials intended for use in the census, including maps, bags and other supplies assigned to enumerators in respective districts are recorded. The form must bear the name of the District, along with the Zone/Field Supervisors and the ED number and the names of the enumerators for which the materials are intended. The forms must also bear the signature of each enumerator against the materials and documents received. All documents and materials whether used or unused shall be returned.

9.3 Form CCF3 - Enumerator's Document Control Form

In order to verify the transmission of questionnaires from enumerator to field supervisor this form has to be filled in duplicate. The enumerator keeps one copy of this form until s/he has completed all work assigned. At the end of fieldwork, s/he returns the form to the District Office via the Field Supervisor.

9.4 Form CCF4 - Weekly Progress Report

Monitors the weekly progress of census enumeration in all areas. This is to be completed by the Field Supervisor and delivered to the Zone Supervisor by Tuesday of each week.

9.5 Form CCF5 - Document Flow Control Form

On this form a record is maintained of the progress of each batch of questionnaires returned to the district office. It is also used to list queries to be undertaken by Enumerators and Field Supervisors

9.8 Form CCF6 - Form for Documenting the Homeless

Used to record the number of homeless persons found in each location. The District Supervisor, Assistant District Supervisor and Zone Supervisor should complete this form.

BELIZE POPULATION & HOUSING CENSUS 2010 CCF1: HQ-DISTRICT-HQ DOCUMENT FLOW FORM

Area (tick box)	Questionnaires Sent			No. of Docs Received	Received
	Type		No.		Name, Position, Signature & Date
BZ <input type="checkbox"/>	Main Qs				
CZ <input type="checkbox"/>					
OW <input type="checkbox"/>					
CY <input type="checkbox"/>					
SAN P. <input type="checkbox"/>	Extra Persons Qs				
SC <input type="checkbox"/>					
TL <input type="checkbox"/>					
BMP <input type="checkbox"/>					
	Total:				
	Total Visitation Records:				

SENT BY: Name: _____ Signature: _____
 Position _____ Date: _____

Instructions:

This form is to be used whenever documents (questionnaires and visitation records) are being sent from HQ to District Office, or District back to HQ

1. Complete forms in duplicate.
2. Indicate the district that the documents are being sent to, or being sent from
3. Record the total number of each type of questionnaire being sent
4. Record number of Visitation Records being sent
5. Maintain one copy, and forward duplicate with documents
6. Receiving officer to record number of each document received, and complete their name, position, signature and date listed in the final column

BELIZE POPULATION AND HOUSING CENSUS 2010

CCF2 TRANSMITTAL FORM

(Completed by FS)

DISTRICT : _____

ED: _____

CTV: _____

Enumerator: _____

ITEM	Quantity	Sig/Date Rec'd	Sig/Date Ret'd
Bag			
Vest			
ED Map and Description			
Visitation Records			
Enumerator Control Forms			
Census ID Card			
Clipboard			
Pencils			
Sharpeners			
Erasers			
Appointment Forms			
Enumerator Manuals			

Field Supervisor

Zone Supervisor

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

BELIZE POPULATION AND HOUSING CENSUS 2010
CCF3 ENUMERATOR DOCUMENT
CONTROL FORM

DISTRICT : _____

CTV : _____

TOTAL NO. OF QUESTIONNAIRES : _____

ED: _____

No.	M/E and Barcode No. (Col 1)	HH No. (Col 2)	Result Code (Col 3)	FS Sign Received/Date (Col 4)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
Totals:	M: _____ E: _____			

Enumerator Name: _____

Date and Enumerator Signature: _____

Instructions: Field Supervisor and Enumerator each keep a copy

Completed by Enumerator:

1. Record appropriate District Name.

2. Record appropriate CTV.

3. Record appropriate ED Number.

4. Record an M for a Main Questionnaire or an E for an Extra Person Questionnaire plus the Barcode for each questionnaire received

5. Record Household Number for each individual Questionnaire returned.

6. Record Result Code for each individual Questionnaire returned.

Completed by Receiving Officer:

6. Signature of person receiving the questionnaires.

7. Record date received.

BELIZE POPULATION AND HOUSING CENSUS 2010: Weekly Progress Report Form - CCF4

Field Supervisor's Name: _____ Week Number: _____

Criteria to report on:

- Number of completed Questionnaires	- Quality of Work(number of errors and date errors were
- Number of Incomplete Questionnaires	- Any other Useful Comment
- Reason for Incomplete Questionnaires	
- Number of No Contact/Refusals	

Interviewer's Name:	ED#:

Interviewer's Name:	ED#:

Interviewer's Name:	ED#:

Interviewer's Name:	ED#:

Interviewer's Name:	ED#:

FS's Signature: _____ Date: _____

BELIZE POPULATION AND HOUSING CENSUS 2010: DOCUMENT FLOW CONTROL FORM (CCF5)

	Barcode #	M/E	Status			Barcode #	M/E	Status			Barcode #	M/E	Status	
			✓	X				✓	X				✓	X
1					29					57				
2					30					58				
3					31					59				
4					32					60				
5					33					61				
6					34					62				
7					35					63				
8					36					64				
9					37					65				
10					38					66				
11					39					67				
12					40					68				
13					41					69				
14					42					70				
15					43					71				
16					44					72				
17					45					73				
18					46					74				
19					47					75				
20					48					76				
21					49					77				
22					50					78				
23					51					79				
24					52					80				
25					53					81				
26					54					82				
27					55					83				
28					56					84				

<p align="center">From:</p> <p>Name: _____</p> <p>Position: _____</p> <p>Signature: _____</p> <p>Date Sent: _____</p> <p>District/HQ: _____</p> <p>CTV (if applicable): _____</p> <p>ED (if applicable): _____</p> <p>Total Sent: _____</p> <p>Comments: _____</p>	<p align="center">To:</p> <p>Name: _____</p> <p>Position: _____</p> <p>Signature: _____</p> <p>Date Received: _____</p> <p>District/HQ: _____</p> <p>CTV (if applicable): _____</p> <p>ED (if applicable): _____</p> <p>Total Received: _____</p> <p>Comments: _____</p>
---	---

In the column headed M/E record either:
M - Main questionnaire
E - Extra person questionnaire
The receiving officer should enter a tick if the document is present, or an X if it is missing.

CCF6
Belize Population and Housing Census
2010
Form for Documenting the Homeless
Targeted Indoor and Outdoor Locations

ADDRESS OF LOCATION: _____

DESCRIPTION OF LOCATION: _____

CITY/TOWN/VILLAGE: _____

DISTRICT: _____

E.D. NUMBER: _____

Instructions

1. This form is to be completed for persons who are experiencing homelessness.
2. The enumeration of homeless persons is to be conducted when the population is less transient, between the hours of 9:00p.m. May 12th and 6:00a.m. May 13th.
3. The Field Supervisor and Zone Supervisors being the officers most knowledgeable of their ED should advise the District Supervisor on the locations where the homeless usually sleep whether in open areas such as parks or enclosed locations such as abandoned houses.
4. The emphasis is on **team enumeration** for safety reasons.
5. Enumeration Team should be very aware of the environment for their personal safety. In high security areas, the District Office should request accompaniment of the Police.
6. Enumeration team should carry flashlights.
7. Enumerators should be respectful of the person (s) environment and not be judgemental.

Total Number of Persons: _____

Total Number of Males: _____

Total Number of Females: _____

Names of Persons comprising enumeration team:

District Supervisor (Name & Signature): _____

Assistant District Supervisor (Name & Signature): _____

Zone Supervisor (Name & Signature): _____

10. ZONE SUPERVISORS' RESPONSIBILITIES

Zone Supervisors should also be familiar with this manual in order to effectively monitor the Field Supervisors.

Pre-Enumeration Duties

- a. Attend all training sessions.
- b. Assist in the training of Field Supervisors and Enumerators
- c. Liaise and maintain close contact with the District Supervisor to ensure that all provisions for safekeeping of documents are made.
- d. Ensure safe transportation of census documents to EDs and back to the District Office.
- e. Be familiar with your supervisory area as it would be your duty to assist Field Supervisors and Enumerators to identify their ED boundaries. You will be responsible for the supervision of about five Field Supervisors in your area
- f. Maintain a list of all your Field Supervisors and their contact telephone numbers at all times. This will enable you to reach them at short notice.
- g. Collaborate with Field Supervisors on arrangements to enumerate institutions.

Enumeration Duties

- a. Assist the Census and District Office staff with field aspects of the Census.
- b. Brief Field Supervisors at the start of enumeration and explain the necessity for weekly meetings with them. This should be done to monitor the progress of the Census exercise.
- c. Immediately inform the District Supervisor of any Field Supervisor who has not fully committed him/herself to the task at hand. Adjustments must be made immediately to ensure the continuous and timely completion of the enumeration exercise.
- d. Liaise with Field Supervisors to ensure that each Enumerator is on schedule with the exercise. You are to collaborate with the District Supervisor on challenges which may arise during enumeration and to assist in solving some of these problems
- e. Attend a weekly meeting of each supervisor with an enumerator and observe its conduct.
- f. Review pages of the Visitation Record as indicated below, to ensure accuracy.
- g. Review a sample of questionnaires checked by the Field Supervisor to ensure the work is of an acceptable quality.

In selecting your sample of questionnaires for review, select the first questionnaire returned by each field supervisor, then every 20th questionnaire, for example, 1st, 21st, 41st, 61st, etc.

h. As Zone Supervisor, you are responsible for the flow of documents and materials from the District Office to the field and back.

i. Attend to refusal or queries referred by the Field Supervisors

j. Preparation of Progress Reports

Zone Supervisors must meet with their Field Supervisors at least twice a week in order to obtain and systematically record what was done by the Enumerators under their supervision.

A copy of each Weekly Progress report must be given to the District Office by each Zone Supervisor. The District Supervisor then prepares a similar weekly report for his/her district, and files a copy with the Deputy Census Officer.

A weekly report is also prepared by the Deputy Census Officer, which will form part of the compilation for the entire country.

This method of reporting will enable supervisors at various levels to monitor the progress of enumeration weekly. In addition, the Census Office will also be in a position to determine the progress of the entire census on a weekly basis.

Post-Enumeration Duties

- a. Ensure that Field Supervisors have completed the supervision of their areas.
- b. Meet with all Field Supervisors within two days of the start of the Census post enumeration period to address any problems that might have occurred
- c. Meet with Field Supervisors at the end of the post enumeration period to collect all census documents. Identification cards and unused documents and other materials should also be collected from Field Supervisors.

8. PROCEDURES FOR TRANSMISSION OF DOCUMENTS AND MATERIALS FROM DISTRICT OFFICE TO HEADQUARTERS

- 8.1 Documents (i.e. questionnaires, visitation records etc.) for each E.D. must be returned to the District Office in the boxes provided with the labels showing the information listed below. This would be the responsibility of the District Supervisors. With the help of the Zone Supervisors, the District Supervisor will check and verify the number of questionnaires, Visitation Records and households, and complete the label on each box.

District _____
Locality: _____
E.D. _____
No. of Completed Questionnaires _____
No. of Households _____
No. of Visitation Records _____
Name of Enumerator _____
Name of Field Supervisor _____

- 8.2 The Document Control Form (CCF5) will be used for submitting completed questionnaires to the Head Office.

Appendix A: Checking of the Visitation Record (VR)

On the Visitation Record, check the:

1. Date enumeration completed should correspond with the Record of Visits table on page two of the questionnaire.
2. Building number, dwelling unit number and household number (columns 2, 3 and 4) must be the same as on the cover page of the questionnaire.
3. Full address (column 5) must match full address on the questionnaire.
4. First Name and Surname of Head of Household (column 6) must be the same as that recorded for the Head of Household on page 3 of the questionnaire.
5. Total number of persons in column 8 must equal total number of persons on page 3 of the questionnaire.
6. The number of males and females in columns 9 and 10 must equal those on page 3 of the questionnaire.
7. Check all numbers - building numbers, dwelling unit numbers, household numbers, and institution numbers to ensure that they are sequential and no number is omitted.
8. Check the totals at the end of each page.
9. Once the enumeration of the ED has been completed:
 - ▶ The last building number, dwelling unit number, household number and institution number should be entered on the cover page of the first VR book, in the final column on the right.
 - ▶ Total population, male and female will be the sum of each book total (which should be the total of each page within that book).

Appendix B: How to Enumerate Institutions

House of Refuge, Sanatoria, Mental Homes and Nursing Homes

For occupants of Refuge, Sanatoria, Mental Hospitals and Nursing Homes the Long Form of the Institutional Questionnaire will be completed

Alms Houses, Poor Houses, Homes for the Aged, etc.

For occupants of Alms Houses, Poor Houses and Homes for the Aged who would have been in the institution for on Census Day, the Long Form of the Institutional Questionnaire will be completed.

If members of staff are living on the compound, the Enumerator should enumerate these persons using the Census Questionnaire.

Orphanages

For persons in Orphanages who would have been in the institution on Census Day (12th May 2010), the Long Form of the Institutional Questionnaire will be completed.

If members of staff are living on the compound, the Enumerator should enumerate these persons using the Census Questionnaire.

Boarding Schools

For persons in Boarding Schools who would have been in the institution on Census Day (12th May 2010), the Head Count Institutional Questionnaire will be completed.

If members of staff are living on the compound, the Enumerator should enumerate these persons using the Census Questionnaire.

Monasteries, Nunneries, Convents, Presbyteries

For persons in Monasteries, Nunneries, Convents and Presbyteries who would have been in the institution on Census Day (12th May 2010), the Long Form of the Institutional Questionnaire will be completed.

Where there is a separate household in living quarters adjoining presbyteries, as in the case of a married priest/minister and family, this would be counted as a private household. The Enumerator should enumerate these persons using the Census Questionnaire.

Prisons, Reformatories, Detention Camps, etc.

For the enumeration of Prisons, the Head Count Institutional Questionnaire will be used for persons who were in the Institution on May 12, 2010.

Other institutions in this category should be given the Long Form of the Institutional Questionnaire.

If members of staff are living on the compound, the Enumerator should enumerate these persons using the Census Questionnaire.

Hostels

For persons in Hostels who would have been in the institution on Census Day (12th May 2010), the Long Form of the Institutional Questionnaire will be completed.

Where there is a separate household in living quarters on these compounds, this would be counted as a private household. The Enumerator should enumerate these persons using the Census Questionnaire.

Homes for the Physically Challenged

For persons in these homes who would have been in the institution on Census Day (12th May 2010), the Long Form of the Institutional Questionnaire will be completed.

Where there is a separate household in living quarters on these compounds, this would be counted as a private household. The Enumerator should enumerate these persons using the Census Questionnaire.

University Campus and Colleges with Dormitories

Universities and Colleges will normally have a large number of persons.

For the purpose of the census, all students are to be taken up at their usual place of residence. Only students who belong to no other household are to be enumerated using the Head Count Institutional Questionnaire.

Foreign students staying in these dorms for at least six months are to be enumerated.

If there are universities/colleges where lecturers/teachers reside with their family, then a separate Census Questionnaire should be used and all relevant information from their members should be collected. If such persons maintain another household in the country, they should be enumerated at their usual residence.

Police Training Schools

For persons at these schools who would have been in the institution on Census Day (12th May 2010), the Head Count Institutional Questionnaire will be completed.

Where there is a separate household in living quarters on these compounds, this would be counted as a private household. The Enumerator should enumerate these persons using the Census Questionnaire.

Appendix C: Enumerating Other Types of Buildings/Dwellings

Camps/Barracks for Workers

Camps/Barracks are defined as premises originally intended for the temporary accommodation of persons with common interests such as those established for housing workers involved in construction, agriculture or other types of enterprise. The population found at camps may be mainly foreign born persons who are here on contract, who do not intend to stay in Belize and who intend to return to their homeland at the end of the contract. Only persons who are staying for at least six months should be enumerated, using the Census Questionnaire.

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