



# Leading a Global Village Open Team

Before you begin to plan your trip, please review the **Global Village Roles and Responsibilities** (<http://www.habitat.org/lc/gv/catalog/suppdocs/roles.pdf>) and the **Global Village Memorandum of Understanding** (<http://www.habitat.org/lc/gv/catalog/suppdocs/MOU.pdf>). These documents outline our expectations for planning a successful GV trip. The resources on **the Global Village Trip Catalog** (<http://www.habitat.org/gv/catalog/>) will also provide you with valuable information. These documents outline our expectations for planning a successful GV trip.

## Creating an itinerary

There is a standard itinerary for each country and host program. Please discuss details with your Volunteer Engagement specialist.

## Trip marketing

Your Volunteer Engagement Specialist will ask that you send your team-specific information for the online web flyer. Your web flyer will include: introduction, team leader biography and contact information. All flyers will be reviewed by Habitat for Humanity International's editorial staff before being posted to the Habitat website. We are unable to include photos or links to personal websites or information about optional R&R plans. Once your flyer is submitted, your trip will appear on the **Global Village schedule** (<http://www.habitat.org/cd/gv/schedule.aspx>) in 2-3 business days.

It is essential for you to network within your community, church, school, etc., in order to be successful in your team recruitment. GV will only remove the posting from the Web schedule when the majority of those invited have submitted their deposits. Once you have extended sufficient invitations to fill all available places on your team, please start a waiting list. See below for more details regarding waiting lists. View the **Marketing your Global Village Trip** ([http://www.habitat.org/lc/gv/catalog/suppdocs/marketing\\_your\\_gv\\_trip.pdf](http://www.habitat.org/lc/gv/catalog/suppdocs/marketing_your_gv_trip.pdf)) guide for more ideas.

## Building your team

Global Village receives thousands of inquiries each year. Every person who inquires receives information about the GV program and is encouraged to complete an online application form. Potential team members indicate their preferred locations and dates on the application. A GV registration coordinator then matches each applicant's interests with what is available on the GV schedule.

### The application

The Global Village application consists of: the GV application; emergency contact information; release and waiver of liability; and participant acknowledgement form. A copy of the ID page of the applicant's passport, which must be valid for six months beyond the travel dates, must be submitted to the GV team leader and GV office. For U.S. citizens traveling on teams within the United States, a passport is not mandatory.

### Application process

When an individual applies to the Global Village program:

- The online application is migrated to Habitat for Humanity International's database, where the applicant is issued an eight-digit Habitat identification number.
- After the applications are entered into the database, the GV registration coordinator matches the applicant's country/state and date preferences with the current GV schedule.
- The leaders of "matched" trips are emailed the applicant information in text format.

- The applicant is advised of his/her eight-digit Habitat identification number, the matched trips and the team leader's contact information for those trips. The applicant is encouraged to contact the team leader for more information and to arrange an informal telephone interview.

### Interviewing applicants

It is important that team leaders respond to applicants expeditiously, in order to ensure you form a complete team and to help Habitat engage volunteers. Some tips:

- Do not stockpile applications and wait to interview applicants.
- It is not necessary to wait for an applicant to make first contact; feel free to call them for an interview.
- Many participants express interest in more than one trip and the same applications will likely be forwarded to more than one team leader. Applicants often simultaneously interview with the leaders of other "matched" teams and will often travel with the first leader who issues an invitation.
- Check your email at least once every 24 hours during the registration, if possible. If you are unable to access your email daily, please use the auto reply feature so applicants understand your delay in responding.
- Contact the GV registration coordinator at [gv@habitat.org](mailto:gv@habitat.org) to request applications if you are contacted by someone whose application was not sent to you. When submitting the request, in addition to the applicant's name, please provide the applicant's eight-digit Habitat identification number, address or zip code. The database contains over 2 million records, so it is helpful to have this additional information when searching for an applicant. Encourage your team members to use their eight-digit Habitat identification number and GV event code on all correspondence with the GV office.
- Interview tips and sample questions (<http://www.habitat.org/gv/catalog/suppdocs/interviewtipsandquestions.doc>) are available.

### Selecting team members

Team leaders are solely responsible for interviewing and inviting all team members. We ask that you:

- Respond to all phone and email inquiries from prospective participants promptly, regardless of whether you have extended sufficient invitations to fill your team. As a team leader, you represent Habitat for Humanity and the Global Village program.
- While the decision on accepting candidates to a team ultimately rests with the team leader, your perspective should be to *include* rather than exclude applicants requesting to join your team. In the same way the Habitat mission reaches out to embrace those in need, you, too, should try to reach out and embrace those who seek to assist you in the Global Village mission.
- Send an invitation email to accepted applicants detailing next steps including submitting a \$350 deposit to Global Village. A **sample invitation letter** ([http://www.habitat.org/gv/catalog/suppdocs/Sample\\_Invitation\\_Letter.doc](http://www.habitat.org/gv/catalog/suppdocs/Sample_Invitation_Letter.doc)) is available.
- As you build your team, notify your GV Support coordinator of the names of accepted applicants.
- Do not delete or discard any copies of GV applications until you return from your trip, in case you need to fill a last-minute opening for your trip.

### Pre-selecting applicants

When a potential team member contacts you based upon your Web flyer or other marketing efforts but does not have an application on file, ask him or her to fill out the **online application** ([http://www.habitat.org/gv/how\\_to\\_apply.aspx](http://www.habitat.org/gv/how_to_apply.aspx)).

### Reactivating applications

Potential participants who have previously participated on Global Village teams and have an application on file with Global Village might contact you wanting to join your team. You can reactivate and receive their text-formatted application via email by providing the GV registration coordinator (email [gv@habitat.org](mailto:gv@habitat.org)) with the potential participant's name and eight-digit Habitat identification number. The information we have on file may not be current, so we look to you to provide the applicant's latest contact information. If the participant cannot provide his/her eight-digit Habitat ID number, it is possible to locate the applicant's file using the applicant's name and complete address.

Participants that have already filled-out an application may need to update their release and waiver of liability, as it is only valid for one year. Please tell them to contact the GV registration coordinator at [gv@habitat.org](mailto:gv@habitat.org).

### **Waiting list**

Once you have extended sufficient invitations to fill all open spaces on your team, we encourage you to start a waiting list until GV has received deposits from the majority of accepted applicants and removed your trip from the website. Past experience indicates that not all invitations will be accepted, leaving open places on a team. As you get closer to filling your team, create a standard response email for new applicants stating that you are nearing the end of your recruitment process and have started a waiting list. Indicate that you will contact them should a space become available and encourage him/her to continue to look into joining other teams.

### **Minor policy**

The following criteria apply to volunteers under age 18 who wish to volunteer with the Global Village program. These guidelines apply internationally and domestically, unless otherwise specified:

- Minors interested in traveling with Global Village can do so if they are accompanied and supervised by a parent or legal guardian.
- The partner organization and team leader must ensure that no minors on the team drink alcohol during any part of the trip.
- Minors 16 years of age and older may participate as part of an institutional group, such as a school or church. Habitat for Humanity International requires the partner organization to submit a memorandum of understanding in which the partner organization accepts responsibility for all minors.
- Some projects or hosts may have a higher minimum age requirement. Host programs have the authority to decide whether to invite minors to participate at their sites. All minors and their parents, whether the minor is traveling internationally or domestically, must complete and have notarized a **Waiver of Liability for Minors**

([http://www.habitat.org/sites/default/files/gv\\_emergency\\_contact\\_info\\_waiver\\_minors.pdf](http://www.habitat.org/sites/default/files/gv_emergency_contact_info_waiver_minors.pdf)).

Please see the minor policy in the **Global Village Team Leader Manual**

(<http://www.habitat.org/lc/gv/catalog/suppdocs/teamleadermanual.pdf>) for more information.

### **Orientation packet**

Once GV receives a team member's deposit, he or she will be sent an orientation packet, which includes: a T-shirt; GV Orientation Handbook; payment policies and procedures; resource link list; and travel medical insurance coverage description.

## **Payment procedures**

### **Program costs**

Each participant of a Global Village short-term service trip is required to give or raise a *minimum* donation of \$650 per person to Habitat for Humanity International—\$250 to the Habitat for Humanity International GV program and a \$400 donation to the host program's building efforts. Please note, some hosting programs may request a larger donation, and your budget and trip cost will reflect this.

All participants purchase travel medical insurance, at a cost of \$5 per day if traveling internationally and \$2 per day if traveling domestically, as part of their program cost. The ACE policy, providing evacuation insurance in the case of serious political unrest, covers all participants traveling outside the United States.

Program cost also includes: meals, accommodations; transport (excluding trip participant airfare); team coordination and orientation materials. Some local cultural activities may be included. The team leader's program cost and estimated airfare may be included in the trip budget. The program cost does not include trip participant airfare, R&R activities, cancellation insurance, and visa and exit fees (not applicable for all destinations).

### **Submitting donations and payments**

Detailed payment instructions are contained in the **GV Payment Policies and Procedures**

([http://www.habitat.org/sites/default/files/gv\\_payment\\_policy.pdf](http://www.habitat.org/sites/default/files/gv_payment_policy.pdf)). When applicants are selected for a Global

Village team they must confirm their place on the team by submitting a nonrefundable and nontransferable deposit in the amount of \$350. An applicant's space on the team is not guaranteed until his or her deposit is received by GV.

The balance of the program cost (program cost minus the \$350 deposit) is due no later than 45 days prior to departure. You may, however, establish a more detailed payment schedule specific to your team within these parameters.

Participants or donors may submit funds by credit card at <https://www.habitat.org/cd/giving/donate.aspx?link=2> or by telephone by calling the Global Village customer service coordinator at (800) 422-4828, ext. 7530. Participants and donors who submit funds by credit card will receive an automatic email acknowledgement of the payment or donation. All payments and donations must be made in U.S. dollars to Habitat for Humanity International. Payments and donations may be made by personal check, money order, MasterCard, Visa, American Express or Discover.

Checks and money orders must be made payable to Habitat for Humanity International and forwarded to:  
Habitat for Humanity International  
Global Village Program  
P.O. Box 369  
Americus, GA 31709-0369

*A participant's deposit, any payments he or she makes, and the donations he or she raises will automatically be credited toward satisfying the participant's financial obligation only when coded as per the "Coding Payments and Donations" section below and in the GV Payment Policies and Procedures ([http://www.habitat.org/sites/default/files/gv\\_payment\\_policy.pdf](http://www.habitat.org/sites/default/files/gv_payment_policy.pdf)) document.*

*Please note it may take up to two weeks for donations and payments to post to the team's account.*

Team leaders are responsible for updating participants on the status of funds submitted on their behalf. You may request an income report from your GV Support coordinator once a week. We ask that you share this information with individual team members. Please note that the \$350 deposit, as well as any funds raised through fundraising, is credited toward the program cost balance.

Example: If the program cost is \$1,700 and a participant submits a deposit of \$350 and raises an additional \$200, the balance due 45 days before the team departs is \$1,150. *No refunds are granted for overpayments.*

### **Coding payments and donations**

For a participant to receive proper credit, his or her personal eight-digit Habitat identification number and GV event code must be included on all payments and donations submitted to the Global Village program on his or her behalf.

- **Online credit card payments or donations:** Include the eight-digit Habitat identification number and GV event code in the fields provided.
- **Personal checks or money order:** Write the eight-digit Habitat identification number above the name and address in the upper left corner of the check; write the GV event code on the memo line in the lower left corner.

## **GV Fundraising Challenge**

We are encouraging every team to set a fundraising goal to help Habitat raise awareness about the global housing need and generate funds to provide decent shelter for families in need. For more ideas on fund raising, view our **Fundraising Guide** ([http://www.habitat.org/sites/default/files/gv\\_fundraising\\_guide.pdf](http://www.habitat.org/sites/default/files/gv_fundraising_guide.pdf)). Also, please review the fundraising resources found on the **Team Leader Resources** ([http://www.habitat.org/lc/gv/catalog/resources\\_catalogue.aspx](http://www.habitat.org/lc/gv/catalog/resources_catalogue.aspx)) section of the Catalog webpage

**Donations:** If team members are raising funds, they should collect and code each contributor's check with the appropriate GV numbers before submitting them. When supporters donate via <https://www.habitat.org/cd/giving/donate.aspx?link=2>, they must provide the participant's eight-digit Habitat

identification number and GV event code. All monies received will be acknowledged in writing by Global Village.

- **Share.Habitat fundraising tool:** Team members may create a Web page simply by using the **Share.Habitat Fundraising Web page** (<https://www.habitat.org/cd/gv/participant/tripshare.aspx>) No technical skill is required. The Web page is personalized with the program details and information. The team member can provide the Web address to family, friends, church groups and others to raise funds to support participation in the GV event.

## Travel and entry requirements

### Air travel

Each team member is financially responsible for his or her own air travel to and from the trip location. The team budget should not include team member airfare.

**Global Village team leaders are responsible for ensuring that team members have accurate information in order to book their own airline tickets following your set itinerary. Global Village staff members do not book travel for GV teams.**

Airline reservations need to be confirmed and itineraries finalized as soon as practical. Please ask each team member to forward a copy of his or her travel itinerary to you. Share this information with your GV support team and carry a copy with you in country.

### Tips for group travel arrangements

Group travel can be challenging, or can be a wonderful part of the Global Village experience. With team leaders in mind, we have developed some suggestions about how to make the group travel to your host community a positive experience.

1. **Airfare booking:** Many of your team members will be experienced travelers and will want to handle booking their own tickets. If this is the case, make sure your participants have correct dates, meeting locations, etc., before they book a ticket. Also, let them know that the cheapest tickets typically have the most restrictions. It may be worth the extra money to have more flexibility in terms of missed flights and other unexpected events.
2. **Planning your team arrival:** You may have team members leave from a designated point of departure, meet in a gateway city, or arrive in the host country on their own. While each of these options has benefits, each also has its drawbacks. It can be very difficult on both you and your hosts if team members arrive at different times. This means coordinating in-country travel and having greeters at the airport. It offers the most potential for confusion. You may want to meet your team in a gateway city. A gateway city is a natural stopover where travelers can meet before continuing on to their destination country. Contact your GV support team for travel suggestions, or talk with your travel agent about options.
3. **Planning for delays:** Encourage your team members to arrive in the gateway city early. Delays are common and a participant can jeopardize his/her entire trip if one leg of the flight is delayed or postponed. Double-check with your travel agents about requirements or suggestions for layovers. For international flights, allow no less than two hours, with a good standard of four to five hours. Provide an emergency number for team members to call if they have flight delays (preferably the team leader's voicemail).

### Passports and visas

Each team member is responsible for obtaining his or her own passport and visa (if required). A passport is not considered valid unless the expiration date is at least six months beyond the end of the trip. Each team member, including the leader, should make a copy of the identification page of his or her passport and forward one copy to you. *Please send a copy of each passport to your GV support coordinator, and carry a copy of each team member's passport in country.*

Visas are often required for entry into a country. While some visas are issued upon arrival, some visas must be

applied for well in advance of departure. Some visas can be handled electronically and can be issued along with the airline ticket. Check with your travel agent and the U.S. Department of State about visa requirements. In most cases we advise team members to apply for a tourist visa. Consult with your GV Engagement specialist

### **Trip cancellation insurance**

Global Village recommends our travelers invest in trip cancellation insurance. Trip cancellation may protect travelers if a trip is cancelled or changed due to unforeseen circumstances. We *strongly encourage* all build trip participants to evaluate their needs and purchase trip cancellation insurance commensurate with those needs. See [http://www.habitat.org/gv/tci\\_faq](http://www.habitat.org/gv/tci_faq) for details.

There are a variety of travel insurers available. We encourage you to explore options via a Web search, travel agent, or recommendations from family and friends. Participants might look into:

- Travel Guard: 1-800-826-4919, [www.TravelGuard.com](http://www.TravelGuard.com)
- Travel Insured International: 1-800-243-3174, <http://www.travelinsured.com>
- Travelex Insurance Services: 1-800-228-9792, <http://www.travelex-insurance.com>
- FrontierMEDEX: 1-800-732-5309, <http://www.MEDEXassist.com/Individuals/Products/TravMedAbroad.aspx#>
- AAA (for members): <http://travel.aaa.com/travel-insurance.htm>

These providers are offered as a convenience, and are not endorsed by Habitat for Humanity.

## **Safe travel**

### **Health requirements**

The Centers for Disease Control website ([www.cdc.gov/travel](http://www.cdc.gov/travel)) provides tips for staying healthy in country and recommendations for immunizations. We encourage all participants to be up to date on their tetanus shots (good for 10 years) and recommend that they consult a travel clinic or their personal physician about recommended and required immunizations.

### **Embassy registration**

If you are traveling internationally, please register your team in advance with the U.S. embassy at <https://travelregistration.state.gov/ibrs>, or fax or email a team roster and contact information to the embassy listed on the emergency contact sheet sent to you by your GV support team. In the event of an emergency, the U.S. embassy or consulate can be a source of assistance and information. By registering your trip, you help the embassy or consulate locate you.

## **Final preparations**

### **Send key documents to your GV support team**

No later than 45 days before your team departs on the trip, the following items must be on file with your GV support coordinator:

- **Online forms:** Every team member (including the team leader) must have completed the online emergency contact information/waiver of liability form. (Minors and their guardians should complete a **Waiver of Liability for Minors:** ([http://www.habitat.org/sites/default/files/gv\\_emergency\\_contact\\_info\\_waiver\\_minors.pdf](http://www.habitat.org/sites/default/files/gv_emergency_contact_info_waiver_minors.pdf)). Participants that filled out their GV application more than a year ago, such as returning participants, will need to update these forms online. Please contact your Support coordinator if you have returning participants. Approximately 30 days prior to departure, your GV support coordinator will send you a detailed team roster that includes the information participants filled in on these forms.
- **Passports:** Every team member (including the team leader) must copy the photo page of his or her passport and forward the copy to you and a copy to GV.
- **Balance due:** Every team member must submit the remaining balance of his/her program cost 45 days before departure. Checks should be *payable to Habitat for Humanity International*. All checks and

online payments or donations *must include the appropriate GV event code and eight-digit Habitat identification number.*

- **Travel itineraries:** A copy of every team member's travel itinerary must be forwarded to the GV support team and be in the team leader's possession while in country.
- **Team Roster Tool:** Some host programs request for team leaders to complete a detailed roster, which includes rooming assignments, travel itineraries, dietary requirements, etc. You will receive this form from the GV Engagement Specialist.

### **Team leader expense advance**

All team monies are held by GV until just before your team's departure. At that time your GV support coordinator will advance you sufficient funds to cover your team's budgeted expenses. The advance will be directly deposited into your bank account approximately one week before your team's start date. *Please fill out the direct deposit/ACH transfer form (<http://www.habitat.org/lc/gv/catalog/suppdocs/ach.pdf>) sent to you by your support coordinator at least 30 days before departure), attach a voided check and return it to your GV support coordinator.*

### **Final packet**

Thirty days prior to departure, your GV support coordinator will send you a final packet containing: a supply of accident claim forms; a ACE information card; a copy of the GV emergency management plan; GV emergency contact information; a team roster with emergency contact information for each member; expense accounting information; and postcards with the evaluation survey link for you to pass out to team members at your trip's conclusion.

## **Global Village support team**

The Habitat for Humanity International GV support coordinator and engagement specialist and host GV coordinator are your partners in planning and leading your trip. Once the trip is confirmed, you work directly with the host GV coordinator to finalize logistics, reservations, work schedule, etc. *Please copy your entire Habitat for Humanity International GV support team on all written communications regarding your trip.*

Available to you 24 hours a day while your team is traveling, your GV support team will be monitoring the progress of your team and will assist with any problems or concerns. Do not hesitate to call upon this team!

### **Additional resources**

Please visit the **Global Village team leader resources**

([http://www.habitat.org/gv/catalog/resources\\_catalogue.aspx](http://www.habitat.org/gv/catalog/resources_catalogue.aspx)) page on the online GV Trip Catalog for more Habitat information, travel-related links, forms and more. Refer participants to the **Global Village participant resources** (<http://www.habitat.org/gv/resources.aspx>) page on the Global Village website for useful information and links. Contact your Global Village Engagement specialist with further questions.