



**Welcome back**



Today

Proposal  
Confirmation  
Recruitment  
Coaching  
The trip  
Follow up



# The trip

- Manage a safe, productive build
- Embrace the culture
- Maximize your volunteers' experience
- Finish the business

## While you're with us

- Please do not use your phone
- It's more fun to be present
- We'll probably finish early





# Managing a safe, productive build



# BEST PRACTICES FOR THE BUILD SITE

# Slow is faster

- Building to form community
- Building in solidarity

# Morning goals meeting

- Include host coordinator, construction leader, volunteers
- Set the day's goals, assign tasks
- Refresh safety talk





# Best practices: Site management

- Identify a backup leader
- Give everyone a nametag
- Hydrate
- Encourage flexibility
  - Construction methods
  - Task assignments

# Best practices: Construction

- Balance building and observation
- Check in with team members
- Check in with host coordinator, construction staff
- Beginning days require more direction



Double the houses, double the trouble

**WHAT WOULD YOU DO?**

The host program had arranged everything. Two houses were at foundation level with the corners built up. The team arrived and was ready to get to work!

The team leader divided the team into two groups. Each site had a house with four masons. As soon as the mortar was mixed, everyone went to work... or almost everyone.

At site one, the masons began teaching volunteers how to apply mortar and lay bricks. Everyone was getting along and making progress. The construction supervisor and masons spoke English well, and no problems were visible.

Site two was not going so well. The mortar was mixed and the masons got to work, but no one gave the volunteers any directions, so they watched the masons and tried to figure it out on their own.

As soon as anyone laid a brick, a mason would come over to take it down, fix it, and put it back.

One volunteer asked if she was doing it correctly and, if not, could the mason teach her how to do it correctly. The mason didn't seem to understand what she was saying so just continued his work.

He knew that if the house turned out poorly constructed, he wouldn't be paid. He was not going to let this inexperienced volunteer prevent him from doing his work.

At the end of the day the team gathered to discuss the day's work. It was obvious that the group at site one had a positive experience and that the group at site two was not happy.



# STAYING SAFE AND SECURE



# Avoiding injuries

- Essential supplies: Work gloves, sunscreen, water
- Lift properly
- Step carefully with ladders, scaffolding, unmarked holes
- Watch for drops from above—wear a hardhat!

# Emergencies are rare

- Most volunteers do not experience an injury
- Most teams do not experience an emergency
- When injury or emergency occurs, we're ready



# First aid and CPR

- We recommend certification for team leaders



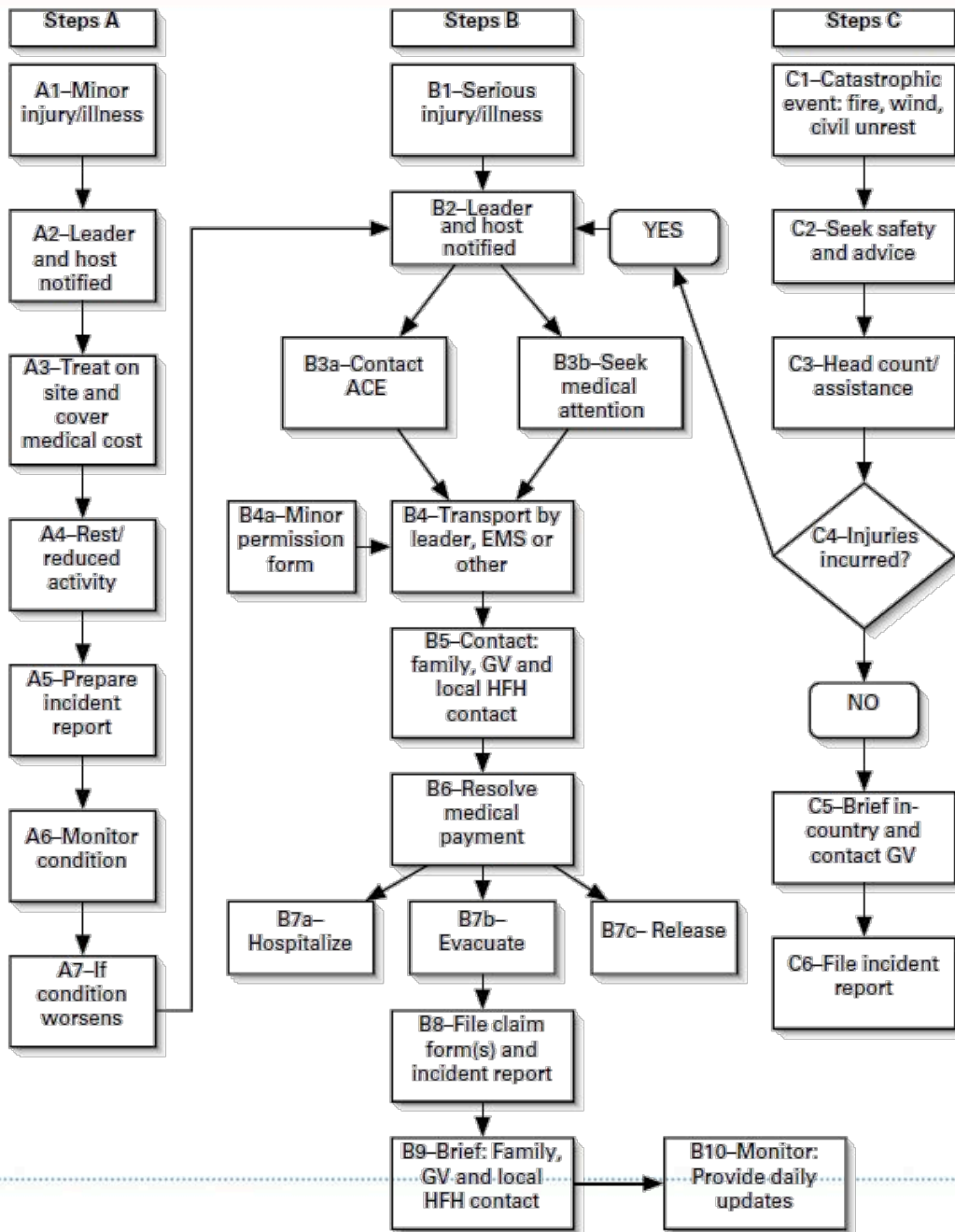
# Travel medicine

- Neither Habitat nor you, our representative, may give medical advice
- Check CDC and Department of State websites
- Consult your doctor or a travel clinic

# Emergency preparedness packet

- Cell phone
- First-aid kit
- Roster tool
- Passport copies
- Habitat emergency contact numbers
- Habitat emergency management plan

*Keep it with you 24/7*



- What you need to know:***
- You'll receive a copy***
  - It's not as complicated as it looks***
  - You're well supported!***



Choose Your Own Adventure: Emergency Preparedness Edition

# WHAT WOULD YOU DO?

At home, Brodie is a Humane Society volunteer.

When he builds with Global Village in Brazil, he can't resist buddying up to a dog that hangs out near the work site.

While he's petting the dog, across the site someone drops a brick, and the noise scares the dog. The dog bites Brodie.

Brodie is bleeding profusely. You are unsure if the dog has had a rabies vaccination.

*Team leader, what do you do now?*





- Administer first aid
- Call the host coordinator
- Ask where to find the best clinic
- Ask backup team leader to stay with team
- Ask Brodie if he wants you to call his family
- Pay for medical care with contingency funds
- Call Global Village emergency line
- Write notes for incident report, insurance forms
- Update Brodie's family
- Update Global Village

At the first team dinner in Lusaka, Zambia, half the team orders fried chicken for a taste of home.

After digging in, a few volunteers notice that the chicken looks a little off.

They don't want to continue eating it but also don't want to look like fussy Americans during their first hours in country. They eat up.

The next day, three volunteers are experiencing severe abdominal pain and vomiting.

*Team leader, what do you do now?*

*Select only the actions you think apply*



- Ask host coordinator what she thinks
- Give volunteers plenty of bottled water, electrolytes
- Administer Pepto Bismol or Cipro
- Keep volunteers back from build site
- Check how rest of team is feeling

### **You probably don't need to...**

- Call Global Village emergency line
- Contact airline to arrange early flight home
- Visit restaurant to investigate food safety practices

# Global Village emergency line

- We're here 24/7
- Call us with emergencies only
- Contact Volunteer Engagement Specialist for other issues
- We can contact family members when helpful

# Habitat security team

- Consults with private firms
- Monitors travel advisories
- Proactively reroutes teams

# Insurance policy

- Covers medical treatment and evacuation during trip
- Included in your program cost
- Stands alone or wraps around yours
- No deductible
- Side trip? Bring your own insurance for those days

# Insurance policy exclusions

- Some sports and activities
  - Ziplining
  - Sea kayaking (lake kayaking OK)
  - Horseback riding
  - Mountain climbing with ropes
- Anything you do while intoxicated
- Side trips
- Trip cancellation



# Valuables

- Be comfortable
- Be humble
- The hotel safe is *usually* safe
- Habitat for Humanity is not responsible for lost, stolen, or damaged goods during a Global Village trip
- Rule of thumb: Don't bring something if you'd be distraught to lose it

# What's most important

- Your host program is there for you
- We're there for you