



Global Village 2012

Program Handbook



Global Village Handbook

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Welcome

from Habitat for Humanity Armenia

Dear Global Village team members,

Many thanks for your interest and willingness to join Habitat for Humanity Armenia in building simple, decent, affordable and healthy homes in Armenia. You will be a great help in this ancient country and for sure will have lots of interesting experiences while working with homeowners and visiting different parts of Armenia. Our staff and volunteers are here to assist you with any questions you may have. Do not hesitate to contact anyone whenever you have questions. This handbook is for your attention to answer questions that you may have before landing in the country and during your Habitat for Humanity service trip to Armenia. You may want to check the content and read the pages/topics that are interesting or important to know at the given time.

Looking forward to meeting you here in Armenia and wishing you a great time and experience,

In Christian partnership,

Habitat for Humanity Armenia
staff, volunteers, and homeowners

Welcome to Armenia

A traveler interested in exploring different cultures, their history and art should visit this tiny country which is on the crossroads of East and West.

Armenia is frequently called an open-air museum. Over 5,000 monuments, all the way from prehistoric cave paintings, stonehenges (karahunj in Armenian), irrigation systems and fortresses to Medieval monasteries, secular buildings and khachkars which survived to our days are scattered all over the Republic of Armenia.

Garni temple of the Hellenistic period (1st century A.D), Edjmiadzin monastery built after the adoption of Christianity in 301, St. Hripsime church (7th century), Zvartnots (7th century), Geghard monastery carved in rock (13th century) are just some examples of the wonders of Armenia.

Yerevan is one of the earliest sites of human civilizations, with its history dating back to 782 B.C., when king Argishti I founded the citadel Erebouni on a hill known as Arin-Berd.



Haghartsin Monastery



Khor Virap Monastery



Noravanq Monastery

Welcome to Yerevan

Yerevan is the capital city of the Republic of Armenia and now it's 2793 years old.

Yerevan is a colorful city with buildings of unique architecture, constructed of marble, basalt, onyx and the volcanic tufa stone.

The combination of old and modern architectural styles adds to its charm.

Yerevan's center is the Republic Square, designed in 1926 by chief architect Alexander Tamanyan. The Square has a unified architectural style, which is embodied in the building housing the Council of Trade Unions, the Ministry of Foreign Affairs, and Hotel Armenia. In front of the Museum of Armenian History and National Gallery of Art, there are fountains which unify music, water and color to provide a special splendor to the Square. If you ask any Armenian where Yerevan begins, he will point towards Mt. Ararat. One needs only to go to the top of Victory Park to see the whole city spread at the foot of the majestic Mt. Ararat.



Republic Square

Welcome to Tavush Region

Tavush region will be the main place for hosting GV teams in 2012.

Tavush region is situated in the north-east of Armenia. The total area of the region is 9% of the territory of Armenia, of which 39% is agricultural land. The region borders with Gegharkunik and Kotayk regions in the south, Lori in the west, Georgia in the north and Azerbaijan in the east. Tavush region has a 400-kilometer very difficult section of the state border, of which 352 km are with Azerbaijan. Tavush region has a territory of 2,170 sq. kilometers. The region has 5 urban and 57 rural communities, of which 43 are recognized as bordering communities. The population is 134,200, including 52,600 urban dwellers. The economically active population is estimated at 53,500.



Tavush, Map of communities:
(<http://www.nova.am/Maps/tavush.php>,
USAID project)

Prior to 1990 Tavush region had a developed agriculture, which accounted for 9% of the nation's gross agriculture output. The most developed industries were tobacco growing, horticulture, and pig breeding. Tavush produced 33% of the nation's tobacco and 23% of the nation's fruit. During last decade, the agriculture of the region suffered greatly from Armenian-Azeri armed conflict. As a consequence of this war, more than 9.000 hectares of arable field and orchards near the border remained non-cultivated. Due to military conflict with Azerbaijan most of the houses in the bordering rural communities have been destroyed, bombarded, shelled or burnt down.

Ijevan is the center of Tavush. It has more of a real town feel, built along a river, and less of the forested resort feel. The market along the highway is the biggest in the area, and very active. There are some really cool buildings, and nice parks and homes in town. The river and cafes offer a great place to stop and enjoy the local scene. There is a Tourist Information office in town, though you shouldn't count on them having an English speaker on hand if necessarily.



General Facts

Social Traditions, gestures, clothing, and culture

- ✦ Time is flexible and situational. Armenians are generally on time but don't be surprised if schedules aren't rigidly followed.
- ✦ Rules are also flexible and situational. Individuals may work to “get around” rules by offering a bribe or involving an influential friend.
- ✦ Traffic flow is fluid and based on immediate circumstances. For this reason, please be extra careful when crossing the street.
- ✦ Communications: Business is “embedded” in family and personal relationships. When greeting those they know, it's customary to embrace or kiss on the cheek. Casual, friendly relationships between men/men, men/women and women/women are expressed in relaxed physical contact such as kissing, embracing or holding hands.
- ✦ Personal space is rare. Current living conditions are crowded and offer very little personal/private space. Armenians usually walk and stand in close proximity. On the sidewalk they may walk abreast in groups and are inattentive to creating space for others to pass by.
- ✦ Culture (hospitality, meal style, toasting, etc.) Armenians take pride in being hospitable, it means they will likely be sensitive (particularly men) about who

picks up the bill for meals, trips, gifts, whatever. Meals include many individual dishes and are served “family style.” A traditional meal may extend over several hours. Guests are served by those seated nearby and refusals for more food/drink are generally ignored. An empty plate means it needs to be filled up, so if you don't want more, leave some on your plate. And if you don't want more and they are 'forcing' it on you, let them (it saves face) and then simply don't eat it. Toasting is an important part of drinking in Armenia. Usually one person is in charge of toasting, he is called the “Tamada.” His job is to keep a semblance of order to the toasting and, at long ceremonies, to monitor the pace of drinking. If you would like to give a toast, ask the Tamada for permission. Do not toast with anything other than alcohol unless you are in a familiar setting where they really don't mind. If you don't want to drink, use the shot glass to clink with everyone else and then either just put it to your lips or simply set it down. Using other drinks, especially mineral water, shows disrespect. Clinking your glass lower than the other person shows respect.



Traditional food

In Armenia you can taste some Armenian traditional foods. The Armenian cuisine is famous for its fish dishes. **Lavash** is baked in toneer which is a round shaped clay oven dug into the ground. Lavash has an oval shape. Armenians use lavash to wrap herbs, cheese, **khovorats (BBQ)** and etc. Lamb, veal or pork are used for khovorats (BBQ). The meat is specially chosen, marinated and then cooked on metal skewers.



Fruit: Armenia is famous as for its fruits; pomegranates, apricots, grapes, peaches, pears and figs, as well as dried fruits. You can find them all around in every market.

Wine and Cognac: Armenians are master wine and cognac makers. Today you may try not only a wide range of Armenian grape wines but also very tasteful pomegranate wine, while the Armenian cognac is world renowned for a long time.



“**Gata**,” is a traditional Armenian pastry, made especially for the New Year with a lucky coin hidden in it. “**Dolma**” is a famous dish. Dolma is prepared from ground meat, rice and spices, wrapped either in grape leaves or cabbage or stuffed in eggplant, pepper or tomatoes. Grape leaf dolma is served with madzoun (yogurt) and garlic.

Language

The Armenian language has two major branches: Eastern and Western. It belongs to the Indo European family of languages and forms a separate group in it. Its alphabet was invented by Mesrop Mashtots in 405 A.D. Eastern Armenian is the official language of the country and is considered as native by 96% of its population. Western Armenian is spoken by approximately 50% of over 10 million Armenians worldwide.

The second most spoken language in Armenia is Russian.

HOW TO SAY IT IN ARMENIAN

Usually you will be able to find someone willing to help you express yourself. However, it is convenient to learn few words in Armenian.

ENGLISH	ARMENIAN TRANSLATIONS
Greetings & Civilities	
Hello	Barev
How are you?	Inchpes es?
Very well	Shat lav
Not bad	Vochinch
Thank you	Shnorhakalutyun; mersi (informal)
Please	Kh`ndrem
Excuse me	Knereq
Yes / No	Ayo-ha / Voch-che
Getting around	
How many km?	Kani kilometr e
Bus station	Kangar
Airport	Odanavakayan
Car	Mekena
Here / there	Aystegh / Ayntegh
Left / Right / Straight	Dzakh / Ach / Ughigh
Around Town	
Where is (the)	Vortegh e...?
Hotel	Huranots
Street	Poghots
Church	Yekheghetsi
Museum	Tangaran
Pharmacy	Deghatun
Police	Vostikanutyun
Shopping	
How much?	Inchkan?
Money	Pogh / dram
Bad / good	Vat / lav
Cheap / expensive	Ejhan / tank
Closed / open	Pak / bats
Do you have...?	Unek...?
I want / I don't want	Es uzum em / Es chem uzum

Armenia has a wealth of natural colored stones which makes it possible to build solid, healthy, and aesthetically beautiful homes. The mostly used stone, "tufa", is a porous volcanic material. We cut the tufa into 19x28x40cm blocks, and then build double walls in order to keep the homes cool in the summer and warm in the winter. Thanks to the effectiveness of this stone and this method, we do not require any additional insulation. Armenia is located in a seismic zone, so we also build our homes using several kinds of supporting techniques.

Construction terms

Tools	
Hammer	murch
Saw	skhoc
Tape measure	metr
Pickaxe	qlung
Broom	avel
Trowel	cepich
Nail	mekh
Wheel barrow	dzemasaylak
Shovel	tiak
Screw driver	ptutakan
Bucket	Duyl
Gloves	dzemoc
Glasses	aknoc
Helmet	sakhavart
Construction materials	
Cement	cement
Wood	payt
Wall	pat
Pipe	khokhovak
Wire	krak
Glue	sosindz
Paint	nerk
Floor	Hatak
Insulation	mekusich
Ceiling	arastakh
Electrical	elektrakan



Packing List

Please pack as lightly as possible.

Clothing

Bring clothing which fits comfortably, preferably cotton outfits. Steel toe work boots are preferred, but other boots are okay for construction. No sandals are allowed on the construction site. We highly recommend flip-flops and bathrobe for bathing. It is acceptable for women to wear shorts at the construction site, but not too short. However, women should not wear shorts while visiting churches; admittance may not be allowed. Generally Armenians 'dress-up' more than the average American or Western European. You will be noticed and stared at if walking around in construction clothes. If you don't mind, this is fine. But, please be aware that it may happen.

Electricity

The electricity in Armenia is 220v and plugs have two or three round-prongs. Bring a voltage adapter for any important electric devices from home. Consider, however, that buying an item in Armenia (iron, radio, hair dryer) may be cheaper and longer lasting than buying adapters for each one. Plug attachments that change flat prongs to round prongs are cheap and easy to find.

Essential items:

Money belt

Mosquito repellent (depending on the site this may be needed, check with program coordinator)

Passport (since you may obtain e-visa make sure to have it with you, it is easy to print the e-visa)

Pain relievers

Prescription & personal medications

Cash pocket money

Sun block lotion

Small light/battery may be used in the evenings as some streets do not have electricity/light

Toiletries

Travel alarm clock

Wide brim hat

Work boots/hiking boots

Work clothes for site

Hand sanitizer

Other items you may wish to bring:

Bath robe

Towel (the hotels provide but this is in case you chose hostel or prefer to use your own)

Bible

Camera

Ear plugs for light sleepers

European adapter if needed

Journal

Light weight rain jacket

Sandals

Sunglasses

“Breathe Rite” strips or something similar for snorers (since you are going to share room with someone else.)



HFH Armenia

National Program

Habitat for Humanity Armenia Foundation is committed to providing housing solutions for families in need of a simple, decent place to live and thrive. Typically, we work with low-income families to improve their housing conditions. Habitat Armenia cooperates with financial organizations in order to distribute affordable, no-profit mortgages or home-improvement loans to our partner families. Because families also contribute hundreds of hours of "sweat equity" as their home is being readied, Habitat for Humanity's model is one of self-help - or a hand up, not a handout.

Habitat for Humanity Armenia tackles poverty housing through a variety of efforts, including the construction of affordable, efficient houses; the completion of half-built homes; implementation of water and sanitation facilities; advocacy for improved housing policies for low-income families; engagement of volunteers and other like-minded partners; and more. So far, we've helped nearly 800 families in need in Armenia into safe and secure shelter. During FY 2011 Habitat for Humanity helped some 155 families.

Housing Need in Armenia

In Armenia, three events have shaped the current housing situation: economic and social transition that included mass housing privatization; the devastating Spitak earthquake; and a large influx of refugees

after a violent conflict with Azerbaijan over the Nagorno Karabakh region. Now, 96 percent of the housing stock in the country is privately owned, and the remaining 4 percent in government hands for social rental is not aimed at low-income households. No national system of affordable housing allowances exists.

The 1988 earthquake destroyed much of the housing stock in the north, erasing the city of Spitak. Today, 5 percent of the population still lives in temporary shelters. These shelters include metal railroad cars, condemned or damaged buildings, and public structures such as former museums, schools or hostels. A significant part of houses in large cities is in deplorable condition and continues to deteriorate because of lack of maintenance.

Needs around the country and HFH's response

In Armenia, different layers of society experience housing problems, and therefore Habitat for Humanity Armenia's pending goal is to expand the boundaries of its service and extend a helping hand to low income families in improving their housing conditions.

Currently Habitat Armenia has active housing reconstruction projects in Tavush, Lori, Gegharkunk regions.

Here are some examples of Habitat projects in Armenia:

Building Hope in Female Headed Households

Project overview: The Tavush marz (district) is situated in the north-east of Armenia which is a very difficult 400-kilometer section of the state border, of which 352 km are with Azerbaijan. A large number of the region's communities are located on the border with Azerbaijan which due to cross border conflicts has resulted in a reduction in potential agricultural land and higher incidences of female-headed households and orphans.

Housing remains a priority with 3% of the population still residing in temporary shelters, and 20% in accommodation that does not meet established norms of 16 square meters per person.

Female headed families are one of the vulnerable groups in Tavush region, based on the fact that currently there are 122 families of war victims, who are officially registered at the regional center for improving their housing needs, out of them 36 families have lost the member/s of their family during the war and 86 families have disabled members. In the scale up period we will look at the similar statistics for other regions.

During post-Soviet period thousands of people migrated from Armenia. Armenian men continue to fill seasonal jobs working outside of Armenia. The most popular country of destination for labor migrants was, and still is, Russia: The war affected communities that will

be involved in this project have vital strategic and economic significance for the future of the whole country. Integrating these communities into Habitat for Humanity Armenia's activities will revive these villages and prevent hopelessness and emigration.

Project aim: - The project aims to help women-headed families in the bordering areas of Tavush region, which suffered because of the Armenian-Azeri War, by providing the most cost effective solutions to have decent and affordable housing facilities. Target group for this project will be low-income and economically active families from Tavush region that are headed by women and have substandard housing conditions. These people usually don't have access to traditional banking services because of low incomes and absence of collateral acceptable for banks, but are credit worthy, as they are generating stable income and are able to direct part of that income to repay the loan. We target to serve 50 women-headed families by the end of FY 2012.

Progress: HFH Armenia has started the implementation of the project from August 2011.

Partnership: The project is implemented in partnership with "Kamurj" UCO LLC.



Housing Microfinance Project in Tavush, Gegharkunik and Lori

On April 23 2010, Habitat Armenia started the implementation of a new housing microfinance project in the region of Tavush, Gegharkunik and Lori in partnership with “Nor Horizon” Universal Credit Organization. The project is a low cost solution that provides possibility for low income families to improve their housing situation. In FY 2012 the project aims to serve up to 100 families that don't have proper living conditions, neither have access to traditional banking services. The project has an active progress in Tavush which features an immense housing need.

Social and Housing need in Tavush region:

A large number of the Tavush region's communities (43 out of 62 communities) are located on the border with Azerbaijan. The cross border conflicts with Azerbaijan have resulted in a reduction in potential agricultural land and higher

incidences of female-headed households (122 families of war victims) and orphans (increasing the rates of poverty, in particular for refugees). Low birth rates and a high number of disabled people (7%) and other vulnerable groups (7%) result in increased vulnerability of the population and communities as a whole. In response to the socio-economic hardship of the region many young families have emigrated, leaving their parents behind.

Housing remains a priority with 3% of the population still residing in temporary shelters, and 20% in accommodation that does not meet established norms of 9 square meters per person. Currently, there are more than 300 multi apartment buildings in Tavush region both in urban and rural areas. The majority of them have the need for capital renovation, out of which the major issues are the roof, entrance, stairwells and basement problems.



Apartment Buildings Renovation

Project overview: Amongst the numerous issues faced in Armenia after the collapse of the Soviet Union was the serious housing issue. Given the difficult economic situation, the Armenian Government was interested in disposing of the burden of the Apartment Building management and maintenance and the main part of the housing stock in Armenia was privatized.

On one hand, the privatization initiative by the Government was positive for former tenants: they became owners of apartments which in turn increased their assets; on the other hand, most of the former state owned apartment buildings needed serious renovations for the common areas. The new owners did not have any knowledge, traditions, or experience of maintaining their common assets, additionally; they could not afford to invest in common areas or their privatized apartments due to the difficult economic situation as a result of the collapse of the Soviet Union and the conflict in Nagorno Karabakh.

Currently, management and maintenance of apartment buildings is one of the priorities for the Government of Armenia. A compre-

hensive study of apartment buildings conditions by the Government in April-May 2007 showed that the technical conditions of 64.1% of all apartment buildings was estimated as satisfactory and 29.5%- as bad. Only 6.4% of buildings were estimated to have good or excellent technical conditions.

Project aim: the project aims to initiate common area revitalization and building stabilization of condominium buildings and will be implemented through the introduction of a renovation loan product that will allow families to improve their living conditions. This project will support 200 families (800 people) by renovating defective structural and non-structural components of 3 separate apartment buildings in the city of Vanadzor.

Progress: HFH Armenia has started the implementation of the project from July 2011.

Partnership: The project will be implemented in partnership with Urban Foundation for Sustainable Development which supports the project implementation process, conducting training for selected partner families and “Inecobank” CJSC to facilitate the common area loans processing by families selection.



Partner Families Profiles/ Selection Criteria

HFHA offers to families a hands-up partnership opportunity. Habitat homeowner families build their own home with an affordable, long-term mortgage (up 7 years) and also contribute hundreds of hours of volunteer labor or "sweat equity." Habitat Armenia cooperates with financial organizations in order to distribute the loans to the families. The mortgage payments go into a "Revolving Fund for Humanity" which is used to build more homes, thereby providing the financial foundation for a sustainable community development effort.

To be eligible for participating in this project, the families must fit the following criteria:

low income, economically active people living mainly in rural areas, who don't have proper living conditions and are demanding home improvement loans, but don't have access to traditional banking services because of low incomes and absence of collateral acceptable for banks.

The families are credit worthy as they are generating stable income and are able to direct part of that income to repay loan.

We are now in process of selecting future Habitat families with whom your GV team will be working. Details about these families will be provided later.



Global Village Program

Global Village trip to Armenia and working hand in hand with Habitat partner families is often a life-changing experience. During 2011 we had 4 Global Village teams, the team members worked alongside with members of the host family, Communities of Tavush region, and local volunteers.



Thus, partnering with Habitat, volunteers help build a true global village of love, decent homes, communities, and hope!

Global Village Program

Construction Plans for the year

During 2012 we are planning to host our Global Village teams in Tavush region (Ijevan and nearby villages).

Options of accommodation-there are few options for accommodation in Ijevan and surroundings.

Living conditions of the volunteers

The teams working in Tavush region will be accommodated in Yerevan for the first day and in Ijevan for the rest of the trip. We will suggest a reasonable hotel near to the city center. Concrete details on the accommodation will be provided closer to the start of the trip. We will do our best to accommodate you as comfortably as possible and share the Armenian hospitality with you.

Dok hotel / Bed & Breakfast (located in the center of Ijevan)



“Apage tur” active rest club (located in Enoqavan village, 30 minutes far from Ijevan)

Ijevanatun hotel (located on the way of Ijevan)



Construction site

We will be building at different work sites, thus we will let you know each day whether or not to take your tools with you or leave them at site. Volunteers bringing personal tools may want to mark their tools with their name or other information for easy identification.

R&R options

Lake Sevan, Sevanavank

The fascination and the pearl of mountainous Armenia is Lake Sevan, which is one of the world's greatest high altitude fresh-water lakes. It is about 1900m above sea level. The lake is of volcanic origin and is surrounded with mountains of 3000m and higher. The beautiful landscape and the crystal water serve nice preconditions for excellent rest. The lake is also famous for its peninsula and medieval church complex built in 874.

A marvelous scene opens in the north-western part of Sevan Lake, where the peninsula towers over the transparent surface of the lake. Sevanavank monastery was built on the peninsula in 874 by the order of king Ashot Bagratuni's daughter princess Mariam. The silhouette of the churches against the background of the turquoise lake and blue sky casts unexplainable impression on the visitors.

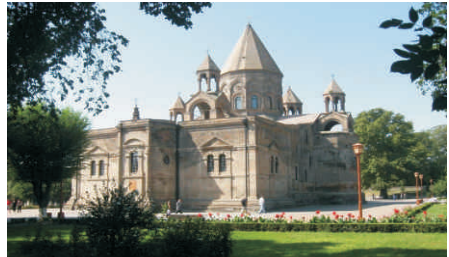


Transportation

Transportation will be available to/from the work site and during sightseeing (it lasts about 30 minutes from the hotel to the site). The restaurants will be chosen just walking distance from your hotel. You will be provided with a map of Yerevan and Tavush region and a brochure listing museums, restaurants, etc., upon your arrival to Armenia.

Tour to Holy Echmiadzin Cathedral

Holy Echmiadzin is a cathedral built in the years 301 to 303 AD, soon after Christianity was established as the official state religion of Armenia. It is said that St Gregory, known also as the Holy Illuminator as he enlightened King Tridat and led him to Christianity in 301, had a vision of Christ coming down from the clouds and striking the ground at Echmiadzin with a golden hammer, thus designating the location of the new church. It is currently part of an ecclesiastic compound of the Holy See of the Armenian Apostolic Church, much like the Vatican is for the Roman Catholic Church. The Patriarch (called "Catholikos") of the world's 7 million Armenian Orthodox resides here. The compound is also home to several smaller chapels as well as a monastic institute. The cathedral is home to one of the Armenian church's finest choirs, which can be heard weekly at mass, which



is called the Badarak. Armenian traditional worship services are similar to the old High Mass of the Latin churches, in that the entire liturgy is sung, led by the priest and deacons, with choir solos and responses. The liturgical music is based on very ancient Armenian music traditions, and listening to the Badarak is a mystical experience that will draw your spirit back to a very ancient time and place in Armenian Christian history, even if you aren't familiar with the Armenian language itself!

Dilijan; Goshavank, Haghartsin

Dilijan entices people with its unforgettable beauty and mild climate. The city stretches on the banks of Aghstev river, surrounded with mountains and forests. Dilijan has the fame of a health resort. The warm sun, fresh air and natural spas have great healing influence on people. Dilijan is also rich in interesting architectural monuments.

Goshavank was founded by the famous medieval scientist, fabulist Mkhitar Gosh. The complex consists of several religious and secular buildings. The unrivalled khachkar put in front of the one-naved basilica was created by the skillful master Poghos in 1291. Goshavank used to be one of the most famous religious and cultural centers in medieval Armenia.

Haghartsin monastery situated in the woodlands of Tavush region represents an indescribable example of blend of nature with architecture. It was founded in the 10-11th centuries, though new buildings were added in the 12-13th centuries. Now it consists of St. Grigor, St. Astvatsatsin (Holy Mother of God), St. Stepanos churches and some other buildings. The refectory due to

In addition to an octagonal dome which rests on four stone pillars rising from the center of the church, the cathedral also has a prominent bell tower, which is not always a part of smaller Armenain churches. The entire cathedral and surrounding compound is built with multicolored volcanic tufa stone. In the courtyard surrounding the cathedral are extenisve rose gardens. The rose is a sacred flower in the Armenian Church, and rose oil is a component of holy Muron, the anointing oil used in the church.



its skillful architectural composition is of great interest. The huge oak tree, which is almost at the age of the monastery, completes the whole scene.

Health and Safety on Site

Safety is everybody's number one priority and should always be an important consideration at the construction site!

Safety is based on knowledge, skill and an attitude of care and concern. Your on-site supervisor(s) have established a Building Site and Safety Orientation and will also instruct each worker about the proper procedures for performing each task you'll be asked to do. This will familiarize you with potential hazards of each and how such hazards can be minimized or eliminated.

It is very important that everyone in Habitat knows about safe work practices and follows them.

Guidelines for Safety on the Worksite

- Construction is one of the most dangerous occupations, and since Habitat work crews often have a high proportion of inexperienced people, everyone must pay particular attention to safety.
- Be conscious of the safety of others as well as yourself. An observer can often see danger better than the worker involved in the project.
- Be cautious at all times and ask if you are uncertain how it is done, or if you are unable to do it.
- Dress in appropriate clothing. Hard soled, closed toed shoes and a hard hat are **REQUIRED** on the worksite.
- Tie long hair back, and keep jewelry to a minimum.
- Wear personal protective gear (hard hats, goggles, masks, etc.) properly.
- Know the safety signs.
- **THINK**, do you understand the task and safety measures needed before you start working?
- Make sure you have been trained for the task you are doing **AND** the correct and safe way to use any tools required for it.
- Concentrate on your task and eliminate distractions. Headphones and cell phones can be dangerous and are not permitted on the worksite (you may use them in the designated break areas).
- Be aware of potential hazards on the site such as: construction materials, holes, tools and other equipment.
- Ensure that all power and hand tools and equipment (such as ladders, scaffolding, etc.) are inspected by a professional before you use them. Double check that any guards or other secondary protection measures on tools and equipment are installed and functioning properly before using them.
- If you see any unsafe or hazardous tools or conditions tell the site supervisor **IMMEDIATELY**.
- Do not run or engage in horseplay on the site and pay special attention if a load is being carried nearby or machinery is being operated next to you.
- Know where the first-aid kit is located, who the first aider is and how to get emergency help on site.
- Know your physical working limits, take breaks whenever you need them and drink plenty of water.
- Contribute to a **SAFE** and efficient work environment by maintaining a clean and tidy and properly caring for tools.

Your Personal Safety On-Site

- ✦ No alcohol or drugs are permitted on site at any time. Volunteers who need prescription drugs (inhalers, etc) should make sure they have a sufficient supply on site
- ✦ Wear sun screen of a suitable factor, reapply throughout the day
- ✦ Wear appropriate clothing for the tasks involved
- ✦ Drink plenty of water – at least 2 liters a day, even more when it is hot
- ✦ Check water bottles for seals, and do not share water bottles

Wear your **HARD HAT** at all times:



Hard Hats must be worn at all times on site, except in designated break areas.

Proper **GLOVES** can protect your hands from:



Cuts when carrying sharp edged materials and equipments
Skin irritation from cement, paint, lime wash and other chemicals
Getting a corn while working with the tools for long time

Wear **EAR PROTECTION** when:



A compactor and any other power tool is in use near you
Any equipment is being used nearby that may cause damage to your ears
Heavy machinery is working nearby you for prolonged time

Wear a **FACE MASK** when:



You understand the mask type and its designation

Using chemicals, painting lime wash, mixing cement

Scraping old paints and sanding the items to smooth

Wear **EYE PROTECTION** when:



Hammers, chisels and planer are being used by yourself or someone nearby

You or somebody next to you is using any type of power tool

Using lime wash, chemicals or mixing or pouring cement

Wear **PROPER FOOTWEAR** at all times:



Open toed shoes are forbidden on the site

Footwear must be covered and hard soled

Decoration bands are dangerous, keep them tied tight

Steel toecap safety boots must be worn in demolition works

When **LIFTING** an item:



Know your capacity and weight limits. Ask Site Supervisor.

Keep legs slightly apart, bend the knees, keep the back straight

Grab by both hands, lift with the legs support, not the back

Know Your Safety Signs

Prohibition, Stop

A red circle with diagonal cross bar on a white background. Symbols behind this sign describes that a certain behavior is prohibited.



Example: describes that entry or pedestrian is not allowed



Hazard, Danger, Warning

A yellow triangle with a black border and symbol within. Any symbol within this sign describes the warning of a health hazard.



Example: describes that there is a high voltage danger and electric shock risks



Mandatory, Obey

A blue circle with white symbol within. This indicates a specific course of action which must be taken.



Example: describes that the area should be kept clear and tidy. Or any request message.



Safety

A green square with white symbol within. This describes safe condition, direction, location and emergency exits.



Example: describes the location of the First Aid Kit.



Fire

A red square with white symbol within. This describes the location and types of fire extinguisher or emergency exits, etc.



Example: describes the position and correct use of the fire extinguisher



Hazards & Protection On Site

Please familiarize yourself with some of site hazards and steps you can take to protect you.

And remember, hard hats are required on the building site at all times, except in designated break areas.

TASK	POTENTIAL HAZARDS	PROTECTION
Ground work	Dust, heavy load, sharp tools, soil slide, loose rock, cave -in, bad air, overhead load in excavation.	gloves, back support, trench box, shoring, safe lifting.
Foundation work	Cement dermatitis, airborne dust, exposed rebar, heavy loads, crystalline silica, alkaline compounds	mask, respirator, cloth gloves, safe lifting
Timber work	sharp edges of timber, saw dust, sharp tools, exposed nails and screws,	penetration and abrasion resistant gloves, goggles, safe lifting
Masonry	Cement and limestone dermatitis, awkward posture, heavy loads, debris, brick or block fall, etc.	toe capped boots, leather gloves,
Insulation work	Asbestos, synthetic and glass fibers, skin irritant components,	vinyl coated insulated or penetration resistant gloves, respirator
Drywall, OSB, Plywood sheathing	Gypsum and saw dust, heavy loads, awkward postures, sharp tools, sharp edges of the materials,	cloth gloves, goggles, mask, toe capped boots
Roofing	Roofing tar, solvent vapors, heat, slope, height, awkward posture,	Rubber or vinyl coated gloves, hard soled boots, respirator, fall protection
Load carrying	heavy load, path blockage, blind area, sharp edges of materials,	leather or cloth gloves, toe capped boots, back support,
Old paint cleaning	sharp tools, heat, flame, volatile vapor, dust, lead	goggles, leather gloves, respirator, mask,
Demolishing	Dust, heavy load, flying debris, sharp materials and tools, exposed power wiring, exposed gas and water pipes,	cloth gloves, goggles, mask, toe capped boots, safe lifting
Floor finishing	Knee trauma, awkward postures, glue and glue vapor	Knee pads, respirator, good ventilation, cloth gloves
Painting	Solvent vapors, toxic metals in pigments, paint additives	rubber or vinyl coated gloves, mask or respirator, goggle
Working on the Ladder, scaffolds	falling and slipping from the height, vertigo,	safe shoes, harnessing, barricades, dry steps, 2 nd person to support
Using power and hand tools	Defective power cords, broken or absent protective guards and grounding, Silica dust, Saw dust, whole body vibration, noise	Appropriate type of gloves, ear plug, goggles,

Health & Safety Off Site

Health and safety is not limited to the building site and extends to all aspects of the trip. Off the site, you should practice the same public safety measures you would use at home. You need to use your common sense and be aware of personal safety and health matters away from home. Below is some guidance that you should follow:

Personal Safety

- Ensure that someone knows where you are at all times. Do not wander off alone, especially at night
- Do not carry large sums of money on you and avoid showing expensive personal possessions to strangers

- Be conscious of pickpockets (especially in Yerevan). They often work in public transportation
- Always carry your emergency contact card that will be given to you by your host volunteer coordinator or sending coordinator. If a problem should occur, HFH staff are available 24 hours a day during your stay.

Water and Food Safety

- Only drink bottled water
- Avoid buying food from street vendors



Type of volunteer work

GV teams' construction work is mainly: concrete work: mix sand and cement, pour water, make the mixture and carry with buckets (as light as possible); hauling tufa blocks; putting the plaster on the walls; painting the walls; sanding windows, doors and walls clear of plaster and painting them; fixing the roof.

Tasks for 13-16 years old volunteers: pass only empty buckets, shovel dirt and clean up the area.

Actual Family Interactions/Community/Special Events

extra possibilities for GV teams for example;

- visit to local entrepreneur - for corporate team
- discussion with local people
- join a family-meal- for GV group who wants a local flavor
- visit to old house/ poverty tour for people who want additional information and exposure to different faces poverty housing takes in Armenia
- Special attractions in the neighborhood (like special church, nice hot water source etc.
- Dedication of home.



Global Village Policies

Gift Giving Policy

At Habitat for Humanity Armenia we are very glad to host Global Village teams. Their contribution is unaccountable for our families. Every team member visit to Habitat for Humanity Armenia is a real gift.

When Global Village teams work with partner families they get so close and many of them become good friends, and before their return team members often want to make more contributions to families – their friends.

This policy is to help Global Village team members to answer questions related to additional gift giving.

It is common that gifts can create a dependence on others to provide assistance, while the HFH model focuses on breaking the dependence. Indeed you are a key partner in challenging and supporting

families as they seek to improve their living situation – **not as “a hand out”, but as “a hand up”**.

Additional funds for building more houses are always the most powerful contribution!!!! The support for further house building at the host office is always the best gift to insure that more children can grow up in decent shelter. You may also want to encourage the team to give a small gift to the community as a whole.

Please never give money/cash directly to families, and never buy expensive gifts for them as these sets an expectation that will be difficult to handle later.

If you have general gifts or used clean clothing for homeowners that would like to give to anybody and not an assigned family you can leave those with the office and later they can distribute.



HFH Armenia GV Emergency Management plan 2012

Local emergency numbers

Seda Arzumanyan; Resource Development Manager, mobile +374 077 106 205;
sarzumanyan@habitat.am

Andre Ohanian, Construction Manager, mobile + 374 077 106 201;
aohanian@habitat.am

Naira Abrahamyan, Communications Assistant, mobile +374 077 106 203;
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Luiza Vardanyan, Executive Director, mobile +374 077 106 204;
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Siranush Vardanyan, Program Development Manager, mobile +374 077 106 207;
svardanyan@habitat.am

Anna Hovakimyan, Admin Assistant, mobile +374 077 206 106;
ahovakimyan@habitat.am

Emergency Health Care 24 hours a day. (English speaking doctors)

European Medical Center; Vazgen Sargsyan street 3/1, Yerevan
Tel: 540-540, 540-590, 540-003

Public and special service

Fire - 101; Police - 102; Emergency service - 103

MEDEX Travelers Assistance Network (24/7)

For volunteers coming from **USA** and some **European Countries**

Policy number 6404-54-47, MEDEX code CHB

Tel: 1-800-527-0218 OR 1-410-453-6330 (US), 44-1-273-223000 (UK)

MASTERPOLICY Emergency Contact

For volunteers coming from **Great Britain, Northern Ireland, Republic of Ireland**

Tel: outside the UK + 44-870-606-1406

From the UK 0870-606-1406

TELEX 947736 EURA G

Useful Information

Arrival in Armenia (airport, visa)

Visa

Passports are required for all travelers and must be valid for an additional six months after the planned departure date from the visited country. To enter Armenia you need a visa. Please take 2-3 copies of your passport and visa. Visas to Armenia are quite easy to obtain and they've gotten even easier with the implementation of electronic visas via the internet. The service is available through web sites www.armeniaforeignministry.am and www.armeniadiaspora.com, as well as through the websites of Armenian embassies around the world. Go to the link, follow instructions and pay \$15 for 21 days. You can also wait until you get to Armenia and get the visa as you arrive at the airport. There should not be any problem to get a visa at the airport, but please check your country status with the host coordinator. For getting visa at the airport, first you should exchange the money and get AMD (Armenian Dram).

Airport:

Habitat for Humanity Armenia staff will pick up/drop off your team as a group from/to the airport and drive you to your hotel. HFH Armenia prefers that all team members arrive and depart to Armenia together. However, since in some cases some of your team members may need to arrive or depart apart from the team, HFH Armenia will be happy to assist and arrange the early arrivals and later departure's pick up, drop off and hotel reservations, but the staff

cannot promise to meet them at the airport. Yerevan's International airport, Zvartnots, is located about 8 miles southwest of the city center, approximately 20 minutes' drive by car. We will leave for the airport 2 hours prior to your scheduled departure. If you are leaving for the USA, check the luggage allowance with your travel agency: it should be 20 kilo for two pieces of luggage and there is a \$2.2 charge for per kilo excess, depending on the airline.

Taxis and Public Transportation

Metro: Using the metro is a very easy way to get around the city, the tokens cost 100 drams. You buy tokens at the booth near the entrance of the metro. There is only one line, which runs through the city northwest to southeast from approximately 7:30 AM – 11:00 PM. The metro has ten stops.

Taxi: Taxis are available at almost every intersection and are a convenient way to get around town. Although the taxis don't usually have meters, you can estimate how many kilometers you've gone. The standard rate is 100 AMD per kilometer and most rides should not cost more than 1,000 drams (8 km) anywhere in the center of the city.

Vans (Marshutkas): A drive in the van usually costs 100 drams per person. When you want to get off, you will need to tell the driver, he is ready to stop just about anywhere. Here you pay when you get off.

Buses: Usually cost 100 drams. They are slow and crowded, but go anywhere in the city. Here you pay when you get off.

Health requirements

Your health is one of our major concerns. We strongly recommend that you seek professional medical advice to insure that you are healthy enough to handle hard work in a hot and dry climate in a poor country. Please bring all medication needed while you travel. It is also important that you bring a set of prescriptions with you, about all of your medications being taken or those needed to be taken in special circumstances. If you have an extra pair of glasses, make sure to have them with you as well. For your safety on the construction site, it is important that you are up-to-date with your tetanus shot or have one administered prior to your arrival in Armenia, upon the advice of your doctor.

Currency value

Currency: Dram (AMD)

Note bills: 1000, 5000, 10000, 20000, 50000

Coins: 10, 20, 50, 100, 200, 500

The official exchange rate is suggested daily by the Central Bank of Armenia.
 Tel.: (37410) 58 00 52.

Currency rate (to Armenian Drams; 17 November, 2011)

USD 1	385	EUR 1	521
RUB 1	12.56	GBP 1	607

The money can be exchanged at banks, hotels and currency exchange offices where the rates vary up to 3% from the official one in either direction. Travelers` checks can be exchanged for fee at any major banks.

Tipping

Tips are generally not included in the bill. Waiters are usually given 5-10 % of the bill. Tipping taxi drivers and doormen is voluntary. Porters are usually tipped \$1 per bag.

Time zone

GMT +3 (GMT +4 from last Sunday in March to Saturday before last Sunday in October.)

Credit Cards

Credit cards, travelers' checks and personal checks are not widely accepted and most transactions are made in cash. Certain places such as hotels and some banks accept credit cards and cash traveler's checks.

The only international bank and nearest to the hotels in Armenia is HSBC Bank (Tel: 56-32-29) that has offices located off Republic Square, next to the Armenia Marriott Hotel, as well as on Teryan and Tigran Mets streets and on other locations. As of April 1996, HSBC offers cash advances on VISA and Master Card but not American Express, and can cash traveler's checks or personal checks for significant charges. ATMs are located mostly in the central part of the city. There are several Banks and ATMs in the centre of Ijevan, but it'll be preferable to have cash.

Business Hours

Usually business hours are 09:00 – 18:00, but most shops and restaurants work till 23:00 or sometimes 24 hours a day.

Post office

There are post offices all over Yerevan and Ijevan which are noticeable by their dark blue sign with big white letters saying "POST." To send a postcard to Europe/United States costs 240 dram. To send a letter to Europe/United States costs 350 dram. You can either visit the post office on your own, or give postcards/letters along with money for postage to the volunteer coordinator who will post them for you. Sending a post card/letter to The USA and Europe generally takes 14 days but sometimes it takes.....a couple of months.

Telephone and Internet

In Yerevan and Ijevan there are many Internet services where you can use the Internet or make international calls. The Internet costs around 500 drams per hour (about \$1). There are phone cards available that you may use to call anywhere in the world. Habitat staff will assist you to find such internet clubs.

PLEASE NOTE THAT MAKING INTERNATIONAL PHONE CALLS FROM HOTELS IS VERY EXPENSIVE.

Local Emergency Numbers:

Fire - 101

Police - 102

Ambulance - 103

Information - 109

"Spyur" Yellow Pages - 51 99 99,

www.spyur.am

Churches

The national religion in Armenian is Christian Orthodox. There are church services every Sunday in all churches, language is Armenian, begins at 11 AM and usually lasts 2 hours. During sightseeing we will visit different churches built in 6, 7, 11-13th centuries. If you are interested in staying for Sunday service let us know in advance.

Costs of regular items: (approximate, in AMD)

Bread: 90-400

Mineral Water: 120-150 (0.5 L)

Beer: 250-750

Wine: 800-5000

Armenian Brandy: 3.500-65.000

Cigarettes: 100-800

Pizza: 1200-3000

Hamburger: 150-400

Kebab: 500-600

BBQ (khorovats): 1.800-2.500

Taxi: 100-150 (1km)

Bus: 100

Metro: 50

Marshrutka (private mini bus): 100

Weather:

In summer expect daytime temperatures around 28-30 Celsius. In July and August it is much warmer with daytime temperatures from 30-40 Celsius. In the evening it might be a few degrees cooler. Check this web site for weather forecast: www.weather.com.



Habitat
for Humanity®
Armenia

Habitat for Humanity Armenia

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Global Village 2012

Program Handbook