



# Global Village Team Leader Handbook



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## From the director

Volunteers have always been at the heart of Habitat for Humanity's work all over the world. Because of Habitat volunteers' hands, hearts and voices — and your leadership — a world where everyone has a decent place to live looks possible.

Yes, the need for decent housing is enormous. One in 7 people around the world lives in a slum. Seventy percent of people lack the proper documentation to the land on which they live. Millions of people live in constant fear of eviction. The impact of disasters all over the world gets higher and higher while hundreds of thousands are forced to flee their home countries because of war. Seeing the magnitude of the problem, it is easy to feel that efforts to improve lives through safe, affordable homes are a drop in the ocean. Yet we know that every effort counts and that, through your strong leadership of the Global Village program, today's reality can change. Thanks to your passion and commitment, we have seen lives improved and communities transformed around the world.

You are the ones leading your teams of Global Village volunteers, to make a lasting impact that will continue long after you return home. You are the ones guiding the volunteers to deepen their understanding of poverty issues and of the role of housing in removing barriers to a better, healthier, more financially stable life. The contributions from you and your team members make Habitat's work sustainable and empower communities to build strength, stability and self-reliance through shelter. Volunteers return home changed, and their communities get richer and stronger, all thanks to you.

Thank you for being the hands and feet of Habitat in its ongoing work to ensure that everyone has a decent place to live. I am humbled to see Habitat's vision and mission moving forward thanks to your leadership.

In partnership,



**Laura Ferent**

Director, Global Volunteer Engagement and Support  
Habitat for Humanity International



## Introduction to this manual

This manual is designed to familiarize you with policies, processes, responsibilities and expectations related to leading Global Village teams as well as to provide you with background information on Habitat for Humanity International (see [Appendix C](#) and [Appendix D](#)). In addition to the information in this manual, Global Village team leaders have access to the [team leader resources page](#) for important links, detailed policies, templates, and best practices that are added throughout the year.

## What is the Global Village program?

Habitat for Humanity created the Global Village program in 1989 to mobilize volunteers on international short-term trips. The purpose is not only to provide opportunities to experience Habitat's work in the field, but also to provide volunteers and financial capital to support the mission of Habitat for Humanity globally. Teams will have the opportunity to become culturally immersed in a new way of life and learn more about ways to create local impact once returning home.

More than 30 years ago the Global Village program started with one office in Americus, GA, sending 30 volunteer teams to 12 countries. Today, more than 5,000 volunteers from the United States travel each year to nearly 30 countries. With Global Village offices in locations around the world, countless more volunteers from Japan, Australia, Northern Ireland, and Canada, to name a few, are making an impact as global citizens.

Throughout this manual you'll find key terms highlighted in crimson. Refer to [Appendix A](#) for the complete list of key terms.

## Leading a Global Village Team

Deciding to lead a group of volunteers to experience a new location far from home with unfamiliar levels of poverty, is an incredible commitment that brings with it many responsibilities. You are reading this manual because you have embraced the challenge and have become a trained Global Village Team Leader, congratulations!

As a trained Global Village team leader and representative of Habitat for Humanity you are comfortable with:

- Communicating complex information in a clear and timely manner.
- Embracing unfamiliar people and customs.
- Motivating people to be excited about a cause.
- Asking volunteers to fundraise in a way that makes it less scary.
- Organizing travel details and preferences for 8+ people.
- Responding to last minute changes with a flexible and positive attitude.
- Tracking funds and staying within a set budget.
- Enforcing Habitat's [Volunteer Code of Conduct](#), including supporting ethical behaviors and properly reporting and violations.

In the coming pages, you will learn how to start organizing a trip, recruit your team and prepare them to travel, facilitate the in-country experience and then reintroduce them back to life at home. The responsibilities and expectations of team leaders are also outlined in the team leader Covenant and Memorandum of Understanding under the "manuals, policies and procedures" section of the [team leader resources page](#).

## Requirements of leading a Global Village team

In order to be eligible to lead a Global Village team, you must meet the following requirements:

- Be 24 years or older on or before the start date of the trip.
- Pass a criminal and sex offender background check
- Become CPR/First Aid certified before the start date of your trip.
- Be able to attend training as required by the type of team you are leading.

## Global Village team types

Global Village has two types of trips that you can organize: **open** and **private teams**. In addition, there are three subtypes of private teams: **affiliate teams**, **organization teams**, and **friends & family teams**. The team leader responsibilities and expectations are very similar for each type of trip, but the volunteer application, promotional opportunities, and financial processes have some differences.

An **open team** is designed for volunteers who apply to Global Village as individuals and are not already part of an organized group. Most volunteers come from the United States and Canada, but teams originating in the U.S. also attract applicants from other countries. Open team leaders are screened according to Habitat's background check policy, successfully complete a two day in-person training, and commit to leading trips regularly. Applications for additional open team leaders are not currently being accepted.

A **private team** is typically made up of pre-formed groups of volunteers: members of a church, school, university, corporation, family, circle of friends, civic club, association, Habitat affiliate or any other type of already-formed group. The team leader is typically a member of the partnering organization or group and already knows at least some of the prospective team members. Private team leaders are also screened according to Habitat's background check policy and receive online training before the trip begins.

The following sections will help you understand the specific processes and policies as well as the role and responsibilities of the team leader for each trip type. A Team Type Comparison Chart is available in [Appendix B](#).

## Submitting a Proposal to Lead a Global Village Trip

Global Village teams from the **U.S. sending program** currently travel to nearly 30 **focus countries**. The current list of project types and costs are listed under the "propose a trip" section on the [team leader resources page](#). This list also includes ideal team size, trip duration, project type, available locations, estimated program donation, the team leader advance, hosting months and tithe eligibility for each country.

Once you have reviewed the project types and costs and have selected your ideal location and travel timeframe, you'll alert the Global Village office by submitting a proposal. You'll complete a new proposal for each team you would like to lead.

Proposal forms for open and private teams are different, but both can be found on the [team leader resources page](#) under the "propose a trip" section. All trip types offer the option of leading a team as an individual or with a co-leader. Team leaders are welcome to propose to lead more than one trip per year, but the trips should be at least four months apart.

There are several differences in the processes for proposing open and private teams.

### Selecting trip dates and locations:

**Open teams:** dates and locations are pre-selected by Global Village staff and cannot be modified.

**Private teams:** preferred dates and locations are selected by the team leader on the proposal form. Global Village staff confirm with the team leader if the requested dates and locations are available. If unavailable, comparable alternatives will be suggested.

### Timing of Proposal Submission:

**Open teams:** Proposals are accepted during two priority periods during the year, in early summer and fall. Each cycle begins with a priority proposal period. Team leaders are welcome to submit team proposals anytime during the priority period. Global Village staff review all submissions at the end of the priority period and match leaders with trips. Leaders are matched based on many factors, including the number of trips they've led, prior trip

**Sending program:** A sending program is one of 15 Global Village offices around the world that focus on engaging regional volunteers in international short-term trips.

**US Sending Program:** Refers to the Global Village office that focuses on teams originating from the United States. The staff members for these teams are located in Habitat offices in Americus and Atlanta, Georgia, and Washington, D.C.

**Focus countries:** a country that hosts Global Village volunteers from the US Sending Program. The list of focus countries is evaluated on a yearly basis.



feedback, the difficulty of leading to a particular location, and their preferences. If, after the priority period concludes, there are teams that still need a leader, the specific available trips will be listed as opportunities on the proposal form and proposals will be accepted on a rolling basis until all opportunities have leaders.

**TIP:** Open team leaders are also eligible to lead private teams. Please consider organizing a private team if:

- you will be able to fill most of a team from your own network.
- you want to lead a team which does not appear on the list of pre-selected open trip options.

**Private teams:** Proposals are submitted on a rolling basis starting the previous calendar year beginning in May. Proposals should be submitted at least 6-9 months before the desired travel date.

After you submit your proposal, Global Village staff begin preparing for your trip. They coordinate with the **host program** to confirm the best trip dates and then connect you with a dedicated **Trip Engagement Specialist (TES)** to assist you along this team leader journey.

## The Trip Budget and Itinerary

Host programs create trip budgets and itinerary options once per year. These budgets and itineraries include options based on preferred and safe vendors that meet Global Village standards. The options are sent from the host program to Global Village where they are reviewed and used to create the standard budget and itinerary for each location.

- **Open teams:** Budgets and trip dates for open teams are standardized and cannot be modified. This continuity ensures that teams to the same location are priced the same and able to recruit equally.
- **Private teams:** Budgets and itineraries for private teams have limited flexibility. Team leaders can choose from preapproved options for accommodations, meals and cultural activities.

## Program donation

Each trip has a required cost that each volunteer pays or fundraises in order to participate in the trip. This is referred to as the **program donation**. Volunteers make a significant financial commitment when they join a Global Village team and as a team leader, you should share the cost breakdown with each volunteer so that they understand how their contributions are allocated and can use it for tax purposes.

The **program donation** is comprised of two important components:

1. A **direct contribution** to Habitat's work around the globe. This donation is extremely valuable to Global Village and is shared between the Host Program where you travel and all ongoing Global Village program efforts. Locally, funds are used to employ host coordinators and translators who support your team as well as skilled masons and laborers with whom you'll work during your trip and who will remain to complete the construction after you return home.
2. The **necessary funds to cover expenses** incurred during your Global Village build, including:
  - All meals and accommodations for the duration of the trip.
  - Local transportation.
  - Cultural activities and community visits.
  - Medical and evacuation insurance.
  - In some cases, a portion of the team leader's program donation, airfare and visas costs.

**Host program:** the office comprised of staff located in the country to which you are traveling. Host programs prepare for your team and communicate with you throughout the trip planning process. Host programs work with all 14 sending programs around the world to host volunteer teams.

**Host coordinator:** the staff member who works specifically with your team and hosts you while in country. This staff member may also serve as translator for the group.

**Trip Engagement Specialist:** also referred to as TES; your contact person in the U.S. sending program office from the moment your trip is confirmed until after you return home. Each Trip Engagement Specialist works with designated host programs based on regions. You may work with the same or a different TES each time you organize a trip, depending on where you are traveling.

**Program donation:** the amount that a volunteer pays directly or fundraises in order to participate in the trip. No longer referred to as the "trip cost", as all payments to Habitat for Humanity are considered donations and this amount is, in many cases fully tax deductible for the volunteer. More details about the program donation can be [found online](#).

The **program donation** does not include:

- Volunteer airfare
- Visa entry and exit fees
- Trip cancellation insurance
- Rest and recreation activities outside of the official trip dates

## Team leader costs

Global Village recognizes that team leaders expend a lot of time and energy when they commit to leading a Global Village team, and thus, allows team leaders to incorporate funds into the budget to help offset their program donation, airfare and visa costs and/or one early arrival night in country.

**Open teams:** the budget automatically includes a subsidy for the team leader's program donation (except for the team leader contribution\*) and predetermined airfare amount. This subsidy is a mandatory component of the budget and cannot be removed or modified. The subsidy is based on a team of twelve, unless otherwise noted in your budget.

- If you are not able to meet the required team size, you will not be reimbursed for the full airfare/visa subsidy amount.
- If you recruit more than the required team size, you are eligible to receive additional reimbursement for your airfare/visa expenses and/or one early arrival night in country if they exceed the budgeted subsidy.
- Co-leaders are required for teams of more than 16 volunteers. If there are two leaders on a trip and the team size is 24 or more, Habitat will subsidize both team leaders' expenses and airfare as outlined above. However, if the team size is less than 24, a partial subsidy will be given to the second leader based on the team size.

\*Please note: beginning January 1, 2020, the team leader contribution that each team leader commits to paying/fundraising will be \$250 instead of \$250 per trip.

**Private teams:** budgets can be modified to include or exclude these costs. Speak with your TES at confirmation about your options.

## Trip confirmation

Once your proposal has been accepted, you will receive an email confirmation message from your Trip Engagement Specialist. This message will contain information critical to your trip, including but not limited to:

- The trip's unique Global Village event code. Use this code in the subject line of all trip communications, to register volunteers, to create fundraising pages and to submit all trip expenses.
- A standardized host program handbook specific to your travel location.
- A budget workbook that contains your budget and supporting budget information. *For private teams, the budget document also contains your deposit invoice.*
- Your trip planning checklist, which will keep you on track while organizing this team.
- A site information page with information relevant to your trip, such as lodging, food, cultural activities and transportation.
- A covenant/memorandum of understanding document that must be signed by the team leader and returned to the Global Village office within 30 days of the confirmation message.
- An introduction to your host coordinator, who will provide the logistical details for your team (such as hotel, homeowner family profile) closer to the travel date.
- Affiliate and organization teams: will also include invoice for \$1,000 deposit to be received by the Global Village office within 30 days of the confirmation message.

Your confirmation message will also include instructions on how to complete a confirmation webinar via our [Team Leader Academy](#) website (instructions for accessing the Team Leader Academy can be found on the [team leader resources page](#) under the "trainings" section). The confirmation webinar is on-demand, specific to your trip type, and will provide you with a holistic view of the trip planning process. This webinar must be completed before volunteers may begin registering for your team.



## Build your team: Recruiting and registering volunteers

Once you've completed your confirmation webinar and submitted your covenant/MOU, your trip is open for recruiting and the fun begins! Global Village receives thousands of inquiries each year from volunteers who are interested in joining a team. As a team leader, we count on you to help promote your trip, respond to each inquiry and register interested volunteers.

### Promoting your trip

**Open teams:** each year, thousands of interested people visit the Global Village website, which is the key promotional avenue for open teams. While team leaders are expected to share their trip with their own networks, we're also able to help promote teams through the Habitat volunteer program's Facebook and Twitter pages and in the quarterly Global Village volunteer newsletter. Open teams will have a trip specific web flyer posted to [www.habitat.org/gv](http://www.habitat.org/gv) at least nine months before the start date of the trip.

**Private teams:** are not advertised on the Global Village website. Team leaders of private builds are responsible for recruiting volunteers. Marketing resources such as the customizable recruitment flyer template and quick guide to recruiting are available on the [team leader resources page](#).

### The application process

**Open teams:** Anyone who is interested in volunteering with Habitat can submit an interest form on the Global Village website. The application is free and does not commit prospective volunteers to join a specific team, but they are able to choose up to three open teams from the currently advertised list.

When individuals apply to the Global Village program:

- The application is processed by the Global Village office within two business days and the volunteer is issued a Habitat ID. Individuals with applications already on file are reissued the same Habitat ID.
- Interested volunteers are emailed a copy of their Habitat ID and are also provided with the contact information of the team leader(s) for the trips they selected.
- The leaders of the selected open trips are then forwarded relevant applicant information for immediate follow-up.

Volunteers may contact you directly before applying. Instruct the volunteer to include your name and trip code in the "Pre-selection" area on the first page of the application when they submit their Global Village application.

**Private teams:** volunteers on private teams fill out a different application than open team volunteers. Private team leaders should invite interested volunteers to their trip using the invitation letter on the [team leader resources page](#) or by providing the trip specific event code and directing them to [www.habitat.org/gv/closed](http://www.habitat.org/gv/closed).

All volunteers are required to submit a new application each time they join a Global Village trip in order to update personal information, complete the release and waiver of liability and sign the volunteer code of conduct.

### Connecting with interested volunteers

**Open teams:** As volunteers interested in joining a team contact you, whether directly or through applications forwarded from the Global Village office, you should reach out to those interested within 48 hours. Introduce yourself if you don't already know each other and set up a time for an expectations-setting call or a personal meeting. Talking with volunteers gives you an opportunity to get to know each other, ask/answer questions, and make sure your expectations for the trip are a good match. Some expectation setting call conversation tips are available on the [team leader resources page](#).

### Special considerations for minors on Global Village teams

The minimum age to volunteer on any Global Village trip is 16. If prospective volunteer minors contact you, inform them of the requirements for minors to join a Global Village team and direct them to the [full policy on the Global Village website](#). The criteria below apply to minors age 16 or 17 participating on a Global Village trip:

- Minors on **open trips** must be accompanied and supervised by their legal parent or guardian or another

responsible adult over the age of 24 who has agreed to be responsible for the minor during the trip.

- Minors may participate on **private trips** without their legal parent or guardian if they are a part of an institutional group, such as a school, church or Habitat affiliate. The partner organization must have a memorandum of understanding (MOU) on file with Global Village in which they accept responsibility for all minors.

It is the responsibility of the partner organization and the team leader to ensure that no minors on the team drink alcohol during any part of the trip. It is the responsibility of the minor and their parent or guardian to understand any travel requirements for entry into the destination country.

### Inviting volunteers to join the team

Once you have had an expectations-setting call or met a prospective volunteer in person, the next step is to invite the volunteer to join the team. It is important that you set your mind to accepting every volunteer who applies. Occasionally, a volunteer will not be a good fit for a specific trip, but generally, we want to provide everyone an opportunity to serve. Try to keep your mind open to all types of volunteers and allow your team to come together naturally. If you decide you cannot extend an invitation to an applicant, you must let the Global Village office know by contacting your Trip Engagement Specialist.

Sample invitation letters for both **open** and **private teams** are on the [team leader resources page](#). Many volunteers express interest in multiple trips and connect with more than one leader. Applicants often will travel with the first leader who issues an invitation.

Be conscious of the number of invitations that you are extending. All teams of more than 16 volunteers require a co-leader. For leaders of open teams, if you have several expectations calls to organize and are close to reaching your recruitment goals, your web flyer can be temporarily removed and reposted quickly once you're ready to receive more interest.

We rely on team leaders to deliver a seamless experience for volunteers eager to serve with Habitat for Humanity. If you're leading an **open team** and are close to reaching your recruitment goals and are turning volunteers away from your trip, it's time for your web flyer to come down from the website so that those volunteers will be directed to other open trips. Let your TES know that you'd like your trip to be closed to recruitment.

### Confirming volunteers on the roster

Volunteers are officially confirmed on a team roster in different ways, depending on their team type:

- Volunteers on **open teams** are added to the team roster when their \$250 nonrefundable, nontransferable deposit is received by Habitat for Humanity. Instructions on how to pay/fundraise this deposit are included in the invitation letter. Ensure that every volunteer has filled out an application for each trip.
- Volunteers on **private teams** are added to the team roster immediately upon completing their registration form. The link to register for the trip is included in the invitation letter.

### Cancelling volunteers from the roster

If you hear from a volunteer that they are no longer able to participate in the scheduled trip, instruct them to formally submit their cancellation to the Global Village office [using this form](#). Please adhere to our payment policies and do not guarantee a volunteer a refund or redesignation of any payment. Additional details on cancellations may be found on the [Global Village website](#).

## Payment procedures

**Open and friends & family teams:** detailed payment instructions, including alternate methods of payment and instructions for submitting matching gifts, are contained in the [payment procedures](#) listed on the Global Village volunteer resources website. Volunteers and donors should code all donations and payments with the appropriate Habitat ID number and event code related to their trip.

**Organizations and Habitat affiliates:** the partner organization or group collects all funds and sends only the portion

of the program donation indicated on the invoice to the Global Village office. The team leader might handle some of the team's in-country expenses directly. The \$1,000 deposit paid to confirm your trip is applied towards the final invoice.

There are several ways for private teams to collect and submit funds. In all scenarios, a final invoice will be issued 60 days before your trip, and all funds must be received by Habitat for Humanity International no less than 45 days before trip departure. The following fund collection methods are acceptable:

- If your team is part of an organization, the team leader or organization collects funds from each participant and submits one large check in the amount reflected on the final invoice and made payable to Habitat for Humanity International.
- Individual team members can raise or submit funds separately through the [Global Village website](#) or through the corresponding volunteer's Share.Habitat fundraising page.
- Team leaders and participants can set up fundraising webpages that feed directly to the account. This means that fundraising can happen either at the team level or through individual fundraising pages. Team leaders will need to let their Trip Engagement Specialist know how their team will handle their fundraising.

**All leaders:** You can review your team's income report anytime by visiting the [team leader report website](#). Please note: It may take up to 10 days for donations and payments to be posted to the team's income report.

## Online fundraising

The physical work Global Village teams complete helps to provide shelter for a family, but the donation they make ensures that future families can also gain strength, stability and self-reliance. These donations make Habitat's work sustainable and help us continue building after your team has returned home. Online fundraising helps volunteers gain supporters for their Global Village trip, promote Habitat's mission and lessens the financial burden for volunteers.

All team types have access to fundraise their program donation online via [share.habitat.org](#). You should include details about creating a personal Share.Habitat fundraising page in the invitation letter you email to volunteers. Team Leaders for **open teams** are expected to create a personal Share.Habitat fundraising page for every trip they lead to be able to show as an example to volunteers.

Share.Habitat may not be used to fundraise for the cost of airfare. If volunteers raise funds in excess of the program donation, refunds cannot be given. Funds donated above the program donation are used to support the Global Village program and are shared by the hosting country (75%) and Habitat for Humanity International (25%).

## Communications before departure

Team leaders have two primary channels of communication to manage once the trip is confirmed.

Your **Trip Engagement Specialist** and your **Host Coordinator** will be your primary contacts for logistical and planning questions. Always include your event code in the subject line of emails sent to the host and TES.

**Team Leaders** are the primary contact for volunteers who are preparing for the build. You will need to send a series of important group communications before departure that will help prepare volunteers for the build. The messages should provide guidance, instruction, and fun tips to help everyone have a successful experience. Some of the topics you should cover are outlined in the newsletter quick guide on the [team leader resources page](#).

## Travel Arrangements

Each team member is responsible for arranging his/her own air travel to and from the trip location. No team member should purchase a flight for the build until eight participants have committed to join the team. Confirm the arrival and departure times listed on your itinerary with your host coordinator and advise volunteers of any requirements before they book their flights.

Global Village recommends that all volunteers investigate options and purchase "cancel for any reason" trip cancellation insurance. Many providers and policies are available, some of which provide protection if a trip is canceled, if a volunteer can no longer participate in the experience, or if they experience an airline delay.

## PASSPORTS AND VISAS

Each team member is responsible for obtaining his or her own travel documents to the destination country.

US Citizens need a passport to leave and reenter the United States. A passport is not considered valid unless the expiration date is at least six months beyond the return date.

All volunteers should travel with a copy of their passport. Team leaders should not request copies of each volunteer's passport, nor should they be forwarded to [gv@habitat.org](mailto:gv@habitat.org), unless passport copies are required to assist with visa documentation letters. Your TES will request copies of passports to be sent via Dropbox, as needed.

Visas are often required for entry into a country. Some visas are issued upon arrival, but others must be applied for well before departure. Some visas can be handled electronically or issued along with the airline ticket. Team members should check with the country's embassy or consulate on their particular visa needs.

### Health requirements

Neither you nor anyone at Habitat is authorized to give medical recommendations to your volunteers. Do not advise volunteers about the vaccinations that are recommended for your trip location, but rather encourage all participants to be up to date on routine vaccinations and to visit their family doctor or a local travel clinic several months before traveling. You may advise them to visit the [Centers for Disease Control](https://www.cdc.gov) website if they would like to inform themselves of the potential recommendations prior to consulting with their health care provider.

### Embassy registration

As a team leader, we ask that you advise any US Citizens on your team to register with the U.S. State Department's [STEP program](#) before traveling. In the event of an emergency, the U.S. embassy or consulate can be a source of assistance and information. If you have volunteers of a different citizenship, please advise them to register with the representative of their government in their destination country.

## Final preparations

As your Global Village trip approaches and your excitement grows, it's important to take the time to review your final packet checklist to confirm that all logistical matters have been completed, ensuring a smoother trip while in country. Now is the time to double check that all volunteers have submitted their payments, know who they'll be rooming with and understand what to do once they arrive in country.

### Payment deadline

**Open teams:** every team member must submit the balance of his or her program donation 45 days before departure.

**Private teams:** a final invoice will be issued 60 days prior to the trip's start date. Funds should be received by the Global Village office no less than 45 days prior to the trip.

### Roster tool

Team Leaders will complete a standardized roster spreadsheet and send it to the host coordinator 30 days prior to departure. The template is available on the team leader resources website for you to use while recruiting for your team. You will note room assignments, travel itineraries and dietary requirements.

### Team leader travel expense advance

All team funds are held by Global Village until just before your team's departure. Approximately 2 weeks before your departure, Global Village will advance funds to cover the team's budgeted expenses. We prepay as many expenses as possible to the host program directly, but details about what expenses you'll be responsible for as the team leader can be found on the "travel advance" tab of your finance workbook included in the confirmation materials.

### Final packet and predeparture call

Two weeks before departure, you'll receive a "final packet" via email containing links to the online incident report,

insurance information, the Global Village emergency management plan and the emergency contact information volunteers provided on their registration form. You'll also have a call with your Trip Engagement Specialist before traveling to review all documents and answer any outstanding questions you may have.

## While traveling

You and your team are ambassadors for Habitat for Humanity. It's important that you promote Habitat's principles of dignity and hope while focusing on shelter and supporting sustainable and transformative development. You are responsible for maintaining team dynamics, bridging cultural differences and handling logistical matters that may arise while in country. You play a vital role in determining the success of a Global Village trip. Fortunately, there are online resources available to help guide you through your role as a team leader.

### Code of Conduct

All volunteers are asked to review and sign the [Volunteer Code of Conduct](#) prior to each trip during the registration process. The Code of Conduct explains that all volunteers with Habitat for Humanity must commit to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants. This includes, among other expected behaviors outlined in the Volunteer Code of Conduct:

- Respecting, promoting, and safeguarding the rights and dignities of all people (with particular attention to beneficiaries, vulnerable adults and children) without discrimination or bullying of any kind.
- Treating all intended and actual beneficiaries with respect, courtesy and dignity.
- Not engaging in any form of humiliating, degrading or exploitative behavior towards beneficiaries in any circumstances.
- Not engaging in any abuse of authority, position or influence by withholding humanitarian assistance or manipulating selection or targeting processes for beneficiaries.

As a team leader, you should be familiar with the Volunteer Code of Conduct and enforce your team's adherence to such behavioral expectations during the trip.

### Addressing conflict

It's important to head off situations before they become problems. You should avoid letting people or problems stew and should be constantly aware of what is happening within the team. If you see a problem developing, act to identify and resolve it. This includes situations such as roommate conflicts or questions or comments about meals or activities. You can also be in touch with your Trip Engagement Specialist for advice on handling conflict.

In addition, Habitat is committed to Safeguarding through "preventing and responding to harm caused by physical or sexual abuse or exploitation, harassment, or bullying of people in the communities we serve (especially vulnerable adults and children) and the people who we work or partner with. We take these issues very seriously and expect all Habitat representatives to adhere to Habitat's Volunteer Code of Conduct. If you are subjected to or see potential safeguarding misconduct, we ask that you report this immediately to [MySafeWorkplace](#). This platform allows volunteers to anonymously report sensitive or private situations to Habitat for Humanity International. "Sensitive situations" may include but are not limited to areas of Safeguarding (sexual exploitation or abuse, harassment, etc.), fraud, violation of local or national laws, substance abuse, threats of violence, etc.

### Reflections

Team leaders facilitate meaningful in-country discussions to deepen participants' engagement and transformation during the trip. Reflection time serves multiple purposes:

- Allows the leader to set and maintain the focus of the team.
- Gives the leader an opportunity to share important information with the group.
- Provides the team an opportunity to reflect, express feelings, ask questions and give thanks.
- Encourages team bonding. Through daily reflection, most team issues can be solved before they become problems.
- Creates an opportunity for the team to learn more about Habitat's global work.

A comprehensive reflections guide can be found on the [team leader resources page](#).

Talking about what team members are feeling is the first step toward dealing with re-entry. Start addressing re-entry while the team is still together. Near the end of the trip, feelings associated with re-entry will likely become a topic at reflection gatherings and other team meetings. The subject should be incorporated into the final team meeting. Review pages 31-33 of the [Reflection Guide](#) for more information on facilitating the re-entry period for your volunteers.

## Tracking finances

Throughout the trip, you will need to track funds spent from your travel advance, if you received one. You should obtain itemized receipts for all expenses incurred throughout the trip, based on the purpose of the funds you were advanced. Follow the travel advance and expense guidelines your TES provides in the final packet. There is a daily spending tracker on the [team leader resources page](#) to keep track of your travel advance while traveling.

## Incident reports

Habitat takes the safety and security of our volunteers very seriously. We need to hear about any and all injuries or issues that occur on your trip, no matter how minor. File your incident reports online with the link provided in your final packet. Even if you print physical copies of the incident report to use while traveling, you will submit them electronically once you have internet access.

## Accident and medical insurance

By paying the program donation, you and your team will be enrolled in the [travel accident and sickness insurance](#), covering medical costs arising from accidents, illnesses and accidental loss of life, limb, sight, speech or hearing while participating in volunteer activities sponsored and supervised by Habitat for Humanity. The policy also covers certain evacuations due to medical emergencies; and weather or security emergencies outside of the US. This mandatory insurance coverage is designed to protect Habitat's Global Village trip volunteers and is part of a comprehensive risk management program.

Upon arrival, hosts will provide a first aid kit to your team at the hotel. As the team leader, you should pay for minor medical expenses from your emergency funds. After completing your expense report, Habitat will file any necessary claims to recover costs from the insurance company. In the case of a major incident, Europ Assist may be requested to cover those expenses directly.

Team leaders should always carry the [Incident and Emergency Management Process for Team Leaders](#), the Emergency Contact Sheet for the destination country, along with the roster for their team, which contains volunteer emergency contacts.

## Web resources to use during your trip

The [team leader resources page](#) contains ideas as well as best practices from other team leaders for leading a successful trip. Not every approach is right for every person, but the suggestions presented represent a variety of leadership styles. Check them out and take note of:

- A [quick guide to team dynamics](#): ideas for communicating before the trip, getting every volunteer involved, dealing with frustrated volunteers.
- A [quick guide to team reflection meetings](#): ideas about how to get the most from reflection time.
- A [more comprehensive document](#) with countless ideas for team debriefing activities.

## Returning home

Once you return home, there's still work to be done. Continue to communicate with your volunteers, encourage them to share their experiences with friends and family members, educate themselves about housing needs in their own communities and get involved with their local Habitat. You'll also debrief with your TES to close out the remaining details of your Global Village trip.

## Trip evaluation

Volunteers will be emailed an evaluation at the end of the trip. Encourage them to fill it out and be honest, including feedback on things that went well during the trip in addition to areas that need improvement. The survey contains



sections which pertain to the trip experience, the host program, team leader performance, impactful trip moments as well as a free form text box where any comments can be included. You will receive team leader feedback from your TES approximately 30 days after the completion of the trip.

### Re-entry

Your role as a leader doesn't stop once you return home! A transformative experience just took place, and re-entry may be difficult for some of your volunteers. You might have begun to address this during your reflection meetings in country, but follow up with a final newsletter once you get home to let volunteers know they are not alone in their feelings. If you or any volunteer needs additional help with the readjustment, reach out to your TES or other Global Village staff members.

### Debrief with your Trip Engagement Specialist

You will receive a request for a debrief call from your TES when you get home. On the call, you can go into detail about your observations during the trip. This is an opportunity to give feedback in addition to the online evaluation and to highlight areas where the sending and host programs did a great job and where they need improvement.

### Expense report

If you are issued a travel advance prior to traveling, you are required to submit an expense report to the Global Village office within 14 days of returning home. Once approved, you are required to return any remaining funds to the Global Village office.

### Begin again!

Once you've submitted your expense report or debriefed with your TES if you didn't have a travel advance, your trip is done! We hope you continue to stay engaged with members of your team and invite them on future builds. Once you're ready to start planning your next trip, check out the projects list online and submit your proposal!

## Thank you for your service

Our team leaders truly live at the heart of our mission. All the time and effort you put into organizing these trips and crafting these experiences for so many Global Village volunteers, fuels the work we do on the ground and makes an incredible and lasting impact that continues long after you return home.

Thank you for being our fearless leaders, guiding Global Village volunteers in service and further deepening their understanding of poverty and their role in breaking that cycle. This work you do helps to make Habitat's efforts sustainable and empowers communities to build strength, stability and self-reliance through shelter all around the world. Our global community is stronger thanks to you.

Thank you for being the hearts, hands and voices of Habitat for Humanity, ensuring that everyone has a decent place to live. We are forever grateful for your leadership.

**The Global Village Team**

## Appendix A: Global Village Terms

**Collegiate Challenge:** alternative break program for students in the United States and Canada to volunteer at Habitat affiliates.

**Focus countries:** a country that hosts Global Village volunteers from the US Sending Program. The list of focus countries is evaluated on a yearly basis.

**Global Volunteer Engagement and Support (GVES):** the department at Habitat for Humanity International that operates the Global Village and Collegiate Challenge programs.

**Habitat affiliate:** locally based Habitat offices; more than 1,200 in the United States.

**Habitat for Humanity International (HFHI):** founded in Americus, GA, with additional headquarters in Atlanta, GA and Washington, DC HFHI offers support to Habitat affiliate and National Organizations operating around the world. The GVES department is part of HFHI and offers oversight, training and support to all Global Village host and sending programs.

**Host program:** the office comprised of staff located in the country. Host programs prepare for your team and communicate with you throughout the trip planning process. Host programs work with all 14 sending programs around the world to host volunteer teams.

**Host coordinator:** the staff member who works specifically with your team and hosts you while in country. This staff member may also serve as translator for the group.

**National organizations:** Habitat offices located in specific countries. Carrying out local initiatives to bring strength, stability and self-reliance through shelter.

**Program donation:** the amount that a volunteer pays directly or fundraises in order to participate in the trip. No longer referred to as the “trip cost”, as all payments to Habitat for Humanity are considered donations and this amount is, in many cases fully tax-deductible for the volunteer. More details about the program donation can be [found online](#).

**Sending program:** A sending program is one of 14 Global Village offices around the world that focus on engaging regional volunteers in international short-term trips.

**Share.Habitat:** Habitat’s peer-to-peer online fundraising platform.

**Team leader academy:** the online learning platform for Global Village team leaders.

**Team leader resources page:** the web page that houses all Global Village team leader resources. Here’s a link to the [team leader resources page](#).

**US Sending Program:** Refers to the Global Village office that focuses on teams originating from the United States. The staff members for these teams are located in Habitat offices in Americus and Atlanta, GA, and Washington, DC

**Web flyer:** for open teams only, the unique webpage on habitat.org for a trip. Team leaders provide a bio for their web flyer when submitting a proposal.

## Appendix B: Trip Type Comparison Chart

Global Village has two types of trips that you can organize: **open** and **private teams**. In addition, there are several subtypes of private teams: **affiliate teams**, **organization teams**, and **friends & family trips**. The team leader responsibilities and expectations are very similar for each type of trip, but the volunteer application, promotional opportunities, and financial processes may have some differences.

Team type	Open	Friends & Family	Affiliate	Organization
Also referred to as	Open	Private		
Proposing a trip	Via <a href="#">online proposal form</a> specific to open teams.	Via <a href="#">online proposal form</a> specific to private teams.		
Deposit	\$250 per volunteer.	\$250 per volunteer.	\$1,000 per team. Deposit must be received before volunteers can register for your trip.	\$1,000 per team. Deposit must be received before volunteers can register for your trip.
Supported promotion	Promoted on habitat.org.	Printable template.	Printable template.	Printable template.
Team leader contribution	\$250 for each team led. May be more if team size is not met.	Not included.	Not included.	Not included.
Team leader airfare	Pre-determined amount. Can be used for airfare, visa fees, or one early arrival night.	Not included.	Not included.	Not included.
Dates/Location	Pre-selected.	Minimal flexibility.	Minimal flexibility.	Minimal flexibility.
Proposals	Accepted during two weeks of the year.	Accepted on a rolling basis.	Accepted on a rolling basis.	Accepted on a rolling basis.
Tithe credit	None.	None.	For certain locations.	None.
Share.Habitat access	Yes.	Yes.	No.	Yes.
Group fundraising	No. Each volunteer must contribute the full program donation.	Yes.	Not applicable.	Yes.
Volunteers submit payments	Directly to Habitat for Humanity.	Directly to Habitat for Humanity.	To the affiliate only.	To the organization.

## Appendix C: About Habitat for Humanity

Driven by the vision that everyone deserves a decent place to live, Habitat for Humanity began in 1976 as a grassroots effort on a community farm in southern Georgia. The Christian housing organization has since grown to become a leading global nonprofit working in more than 1,200 communities throughout the U.S. and in more than 70 countries. Families and individuals in need of a hand up partner with Habitat for Humanity to build or improve a place they can call home. Through financial support, volunteering or adding a voice to support affordable housing, everyone can help families achieve the strength, stability and self-reliance they need to build better lives for themselves.

### Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

### Vision

A world where everyone has a decent place to live.

### Mission principles

1. **Demonstrate the love of Jesus Christ:** We believe that, through faith, the minuscule can be multiplied to accomplish the magnificent, and that, in faith, respectful relationships can grow among all people.
2. **Focus on shelter:** We have chosen, as our means of manifesting God's love, to create opportunities for all people to live in decent, durable shelter, and broaden access to affordable housing as a foundation for breaking the cycle of poverty.
3. **Advocate for affordable housing:** We will advocate for just and fair housing policy to eliminate the constraints that contribute to poverty housing. And, in all of our work, we will seek to put shelter on hearts and minds in such powerful ways that poverty housing becomes socially, politically and religiously unacceptable.
4. **Promote dignity and hope:** We believe that no one lives in dignity until everyone can live in dignity. We believe that dignity and hope are best achieved through equitable, accountable partnerships.
5. **Support sustainable and transformational development:** We view our work as successful when it transforms lives and promotes positive and lasting social, economic and spiritual change within a community; when it is based on mutual trust and fully shared accomplishment; and when it demonstrates responsible stewardship of all resources entrusted to us.

## Appendix D: Our strategic plan

Habitat seeks to maximize its impact by effectively allocating resources across three spheres of influence: community, sector and society. Habitat's scaling approach focuses on facilitating improvements for a sufficient number of households, in a sufficient number of communities, to help the public understand the need and potential for community change. This in turn drives:

- Broader engagement in housing solutions.
- Support for market development.
- Demand for policies and systems that create new opportunities for those in need of adequate, affordable shelter.



### Build community impact

**Direct engagement:** The foundation for these changes begins with continued direct engagement of families and communities, demonstrating what is possible when people from all segments of society work together to address the problem of inadequate housing.

#### Actions:

Serve families through sustainable construction and housing support services  
Leverage shelter as a catalyst for community transformation  
Grow capacity to serve the most vulnerable, the disaster-affected and the urbanizing world

**Goal: Help 650,000 people annually improve their shelter situation.**

### Build sector impact

**Markets, policies and systems:** Habitat for Humanity's scaling strategy builds on the success of our direct engagement with families and communities. Through similar direct engagement with the broader housing sector, Habitat can influence the way others in the public, private and nonprofit worlds think about housing issues and how to address them. By promoting approaches that assist low-income families in helping themselves, we in turn help drive the market for housing-related financing and housing improvement services and products accessible to the poor.

Because enabling public policies also are essential in increasing access to affordable housing, the plan challenges us to promote policies and systems that eliminate restraints contributing to poverty and inadequate housing.

#### Actions:

Support market approaches that increase products, services and financing for affordable housing  
Promote policies and systems that advance access to adequate, affordable housing

**Goal: Create housing opportunities for 2.5 million people annually through market development and 25 million through advocacy by 2020.**

### Build societal impact

**Awareness and engagement:** Habitat for Humanity advances its ability to expand awareness of housing as a critical foundation for eliminating barriers to a better, healthier, more financially stable life when we successfully mobilize volunteers for the cause of affordable housing. Volunteer support not only raises walls, but also increases backing for public policy and market changes that can lead to even broader impact. In the course of uniting around improved housing for all, personal transformation occurs in all, turning both individuals and the process itself into powerful conduits for demonstrating God's love.

#### Actions:

Serve as a leading voice in growing awareness of housing as a critical foundation for eliminating barriers to a better, healthier, more financially stable life.  
Mobilize volunteers as hearts, hands and voices for the cause of adequate, affordable housing.

**Goal: Mobilize 2.5 million people annually to join the cause of affordable shelter.**





every  
hand  
makes a difference



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