

# memorandum of understanding

## between Closed Global Village or Thrivent Builds Worldwide team organization and Habitat for Humanity International

**IMPORTANT:** This document establishes a willingness to collaborate between the named organization and team leader, and Habitat for Humanity International's Global Village (GV) or Thrivent Builds Worldwide (TBW). It sets forth the expectations and responsibilities of each party, if the named organization and team leader are accepted to participate in a Global Village volunteer trip.

### 1. Mission

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

### 2. Organization and team leader responsibilities

#### A. **Select a team leader**, based on Global Village criteria and work with that team leader to:

- Read, understand, sign and submit this Memorandum of Understanding.
- Complete and submit a team leader application.
- Complete all documentation necessary, as requested by HFHI, for HFHI to conduct team leader background-check screening.
- Attend Team Leader Training and complete recertification trainings or leadership development courses required by HFHI.
- Serve as a representative and advocate for GV or TBW, as well as a liaison between team members and GV or TBW program staff.

#### B. **Organize and fund the trip.** The team leader and organization will:

- Recruit and register a full team of at least 12 volunteers for GV or eight volunteers for TBW, adding a co-leader if 15 or more volunteers are recruited.
- Become familiar with the team's itinerary and budget.
- Become knowledgeable about and follow **payment policies and procedures** and the **cancellation policy**.
- Collect and, within 30 days of a GV team being confirmed, forward a nonrefundable team deposit of \$1,000.

- Forward to GV or TBW the balance due, minus the deposit already paid, no later than 45 days before departure.
- Encourage team members to raise funds to meet or exceed the team fundraising goal.
- Counsel team members on flight arrangements.
- Prepare volunteers for the in-country experience by providing a series of communications before departure and responding to questions in a timely fashion.
- Communicate with the Trip Engagement Specialist and Host Coordinator in a timely, professional, efficient and courteous manner, while protecting participants' personal data as directed by Habitat staff.
- Review Global Village safety guidelines. Become familiar with the emergency preparedness and insurance materials, and distribute key materials to team members for review.

#### C. **Register minors.** Minors must be at least 16 years old to participate. If the team includes minors:

- Become knowledgeable about, educate team members about, and comply with the Global Village minor policy, which can be found **online here**.
- The work team-to-chaperone ratio must be at least one adult to every five minors, or more if required by the host program.
- The organization and team leader will ensure that no minors on the team will drink alcohol during any part of the trip.
- Unaccompanied minors and those accompanied by only one parent or guardian will carry a notarized document signed by the parents or guardians, authorizing the child to travel with a specifically named responsible adult.

- D. Lead the trip.** While in country, the team leader will enforce the Volunteer Code of Conduct, including:
- Encourage team members to be considerate of local customs and protocol.
  - Facilitate team meetings to include logistics updates.
  - Lead reflection meetings during the trip that share more information about the mission of Habitat and encourage volunteers to think deeply about their experiences.
  - Foster a safe and inclusive environment for all volunteers during the trip.
  - Demonstrate good stewardship of team funds in compliance with **travel advance and expense guidelines**. This includes saving and annotating receipts, if the leader is carrying funds on behalf of Habitat for Humanity International.
  - Serve as a liaison between the team and host personnel.
  - Respond to emergencies as outlined in the emergency management plan.
- E. Conclude the team's business.** After the trip, the team leader will:
- Submit an expense report within 14 days of the trip's end, sending leftover funds or a request for reimbursement if a travel advance was issued by HFHL.
  - Engage in a debrief call with the Trip Engagement Specialist.
  - Encourage team members to complete an evaluation survey.
  - Continue communicating with volunteers to relay Habitat updates and to coach them to thank their supporters and donors.
  - Delete participants' personal data, as directed by GV or TBW staff.

### 3. Habitat for humanity's GV and TBW program responsibilities

- A. Provide support.**
- Before and during the trip, the Trip Engagement Specialist will provide a support line to the trip leader to answer questions, provide resources and serve as a liaison between the host country and the team leader.
- B. Budget and itinerary creation.**
- GV and TBW will coordinate the creation of accurate budgets and daily itineraries with the host country, and will provide the team leader with documentation to provide to the team.
- C. Participant registration, orientation materials and administrative support.**
- GV and TBW will provide administrative support to ensure all participants are properly registered, manage payments and donations, provide orientation documents and answer any questions regarding travel or registration.
- D. Enrollment in volunteer insurance.**
- GV and TBW will enroll each member of the trip in a volunteer accident and medical insurance policy, covering him/her for the full duration of their time in-country engaging in Habitat-approved activities (including cultural events). Details of that policy can be found **here**.
- E. Meaningful work, materials, and construction supervision.**
- GV and TBW will ensure that the host country will provide volunteers with a meaningful work experience, proper tools to carry out their work and a safe and supervised working environment.
- F. 24/7 emergency contact while the team travels.**
- During the trip, assistance will be available around the clock to work through a problem should a true emergency arise.

Signature form on next page →

#### 4. Signature page

The signature page below must be completed by the team leader and partner organization and then sent to Global Village at [gv@habitat.org](mailto:gv@habitat.org). A hard copy may be requested later.

☐ I understand and agree to accept the responsibilities contained in this Memorandum of Understanding.

#### Team leader

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Signature

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Name

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Date

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Address

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City, State, ZIP

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Phone

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Email

#### For an on behalf of the Partner Organization

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Signature

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Name

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Title

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Date

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Organization

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Address

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City, State, ZIP

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Phone

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Email

#### For and on behalf of Global Village/Thrivent Builds Worldwide

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Signature

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Name

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Date

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Address

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City, State, ZIP

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Phone

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Email