



Global Village



dream builders

Building The Change We Want To See

2018 Team Leader Training
“The Mindsets of a DreamBuilder – Day 2”



Attitude Of Gratitude

“Everything has its wonders, even darkness and silence, and I learn, whatever state I may be in, therein to be grateful.”

~Helen Keller~

A close-up photograph of a young girl with dark hair, wearing a white headband with a large red fabric flower. She is looking directly at the camera with a neutral expression. The background is a textured, light-colored wall. A dark grey semi-transparent banner is overlaid across the middle of the image, containing text. A solid yellow bar is at the bottom of the image.

Attitude Of Gratitude

Recognize The Big Things

Recognize The Small Things

Recognize The Difficult Things

Attitude of Gratitude & Habitat

- History of Habitat
 - Gratitude To God
 - Gratitude To Our Partners.

- Future of Habitat
 - Gratitude To Our Team Leaders
 - Gratitude Through Our Communications
 - Gratitude To Host Countries and Communities

A close-up photograph of two young boys smiling joyfully. The boy on the left is wearing a bright green polo shirt with a small crocodile logo on the chest. The boy on the right is wearing a striped polo shirt with a crocodile logo. They are standing outdoors with a blurred green background. A semi-transparent dark grey horizontal band is overlaid across the middle of the image, containing the text.

A Transformational Experience

The Host Country, Recruitment, Reflection Meetings, Integrating With Local Culture

The Voluntourist Dilemma

- Easing global poverty is an enormously complex task. To make so much as a dent requires hard, sustained work, and expertise.

Host Country Needs

- Donation
- Effort
- Service
- Voices

The Difference Between A Tourist and A Habitat Volunteer

- Habitat works locally to understand each community's need and only brings in volunteers where it is acceptable.
- Location Selection
- Cultural Experiences
- Cultural Sensitivity

A Different Take

- Spreading the idea of volunteerism in a country where formal service isn't well known



Building Your Team

Recruitment and Trip Communication

Recruitment

- Networks
 - Start At Home – Friends and Family,
 - Take It To Work – Colleagues or Professional Groups,
 - Take It To Play - Personal Social Groups (skiing club, etc.)
 - Common Interest – Travel Groups (C.R.A.P., Local Groups Passionate About Certain Countries.
- Channels
 - In Person
 - Phone Calls and Emails
 - Social Media
- Tone
 - Keep it Personal
 - Speak in terms of audience interests.

Expectations Setting Calls

- Invite every volunteer that comes your way.
 - Not to weed out and select ‘the best’ team members.
 - Should not be creating wait lists
- If you turn volunteers away...
 - We need to know that so we can guide them to another trip.
- If you have reservations about a team volunteer after speaking with them...
 - Let the TES know so that we can talk through their reservations and see if we can match up a trip that will fit our needs & the volunteers’ interests.

Pre-Trip Communication

- Start Early
 - Begin recruitment communications immediately.
- Respond Immediately
 - Being proactive with communicating with team members
- Trickle Information
 - Don't send it all at once.
 - Utilize timely newsletters/blogs/emails to trickle in information.

Communicating With Habitat

- Trip Engagement Specialist (TES)
- GV Inbox
- *GV Customer Service Line (7530)
 - Now going to the call center
 - Take payments
 - Answer basic questions for volunteers
 - Specific questions contact TES

Next Level Reflection Meetings

- Reflection Meetings Are Mandatory
 - Not mandatory to do them everyday
 - Want to encourage involvement not demand it
- Resources
 - ORID Guide
 - Mindsets In the Country
 - Additional Best Practices
 - Ice Breaker Guide

Integrating With Local Culture

- How do you leverage integrating with the local culture to create transformation for team members.
- What are some obstacles about integrating with the local culture.
- How do we overcome these?
- Gift Giving Policy
- And Interacting with host coordinator

Attitude of Gratitude

Activity - Gratitude Journal

1. One thing in your personal life.
2. One thing you're grateful for from your GV experience.
3. One difficult thing you're grateful for.



**every
one**

deserves a decent
place to live.

Emergency Management

Responding to and Reporting Incidents

Objectives

- Minimum Standards
- Emergency Management Process
- Incident reporting

Minimum Standards

- Minimum standards must be met for every part of trip experience
- Yearly accreditation for sending and host programs to ensure meeting volunteer safety and security standards.
- Standards reviewed and updated annually by HFHI based on a risk management analysis.

Emergency Management Plan

The plan details how to address four scenarios where incident reports will be prepared:

- A. Incident With No Injury
- B. Minor Injury/Illness
- C. Serious Injury/Illness
- D. Catastrophic Event

INCIDENT AND EMERGENCY MANAGEMENT PROCESS FOR TEAM LEADER

12 October 2016

This document is intended for the short-term volunteer trip team leader, when dealing with medical and other emergency incidents. During the welcome orientation, instruct team members to notify the team leader whenever an incident occurs.

The following sections explain how to address four specific scenarios:

- A. Incident With No Injury
- B. Minor Injury/Illness
- C. Serious Injury/Illness
- D. Catastrophic Events

Determining if an injury or illness is minor or serious is decided by the host and the team leader. The following offers basic criteria to assist in making that decision.

A. INCIDENT WITH NO INJURY

Step A1: Definition

Described as a 'near miss,' this category would include slips and falls which do not result in injury.

A. Incidents With No Injury/Illness – Near Miss

- Slips & Falls
- Vandalism
- Theft/Robbery
- Vehicular accident
- Arrest
- Missing Team Member
- Early departure

B. Minor Injury/Illness

- Laceration, abrasion, blister, scrape, bruise, puncture,
- Gastro-intestinal, heat exhaustion, headache, dizziness
- Pulled muscle, strain, sprain, prolonged joint pain, back pain
- Pink eye, other eye problems, cold/congestion
- Mild anxiety

C. Serious Injury/Illness

- Dog bite, exhaustion, fainting, vertigo
- Infection, nose bleed, trouble breathing, food allergies, fever, vomiting
- Fracture/dislocation, high blood pressure, chest pains, panic attack

D. Catastrophic Event

- Weather
- Natural Disaster
- Terrorism
- War
- Kidnapping
- Insurrection
- Criminal Activities
- Civil Unrest
- Any event which poses a threat to team members

E is for Evacuation

Collective decision is made by:

- HFHI management staff, the insurance company, the travel assistance provider, host and sending programs.

Incident Reporting Is:

- Part of risk management, safety and quality improvement.
- The Incident Report provides a clear, accurate record of how the incident occurred, who was involved and what outcome resulted.
- Without detailed analysis of incidents, we may fail to uncover issues that place our staff and volunteers at risk.
- Effective incident reporting is vital to create a record of the event for insurance purposes.

Incident Reporting Is Not:

- An attempt to place blame
- Intended to evaluate a program
- An evaluation of a person's performance

Volunteer Incident Report

VOLUNTEER INCIDENT REPORT to submit to **EMAIL ADDRESS** or complete online here:

<http://www.surveymozmo.com/s3/4053784/Incident-Report>

SECTION 1: INFORMATION

Date & Time of Incident (MM-DD-YYYY) (hh:mm AM/PM)	
Trip Code	
Team Leader's Full Name, email address, phone	
Impacted Team Member(s)	

SECTION 2: TYPE OF INCIDENT (*check all that apply*)

<input type="checkbox"/> Incident did not result in an injury (near miss) [if checked, disregard Section 5.]
<input type="checkbox"/> Minor injury/illness (not life threatening; does not require hospital attention; can be treated on site or at local clinic)
<input type="checkbox"/> Serious injury/illness (requires hospital attention)
<input type="checkbox"/> Catastrophic event (disruption caused by weather, natural disaster, terrorism, war that pose a threat to team members)
<input type="checkbox"/> Assault, arrest, vehicular accident, vandalism, theft/robbery (all require filing of a police report; submit copy to sending coordinator)

SECTION 3: ACTIVITY AT TIME OF INCIDENT (*check one*)

<input type="checkbox"/> Building (on build site)	<input type="checkbox"/> Cultural/Community Activity
<input type="checkbox"/> Traveling to/from build site, lodgings, airport	<input type="checkbox"/> Personal Time

SECTION 4: DESCRIPTION OF INCIDENT

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SECTION 5: OUTCOME (*answer only the questions that apply*)

Was first aid/medical assistance provided on site? YES NO

Was volunteer taken to a medical facility? YES NO

Was travel assistance provider called? YES NO

Were expenses incurred? YES NO

Updated December 21, 2017

Incident Reporting Procedure

- Team Leader completes the Incident Report.
- In case of a crime (such as assault or theft) or vehicular accident, a Police Report must accompany the Incident Report.
- Incident Report should include facts, not opinions.
- Reports are submitted to host and sending coordinators, as soon as possible, but no later than two days after completion of the trip.

Waivers

- All volunteers must sign a waiver.
- Helps volunteers understand risk.
- Sending Programs will keep on file.
- Required waiver provisions
 - Released Parties: HFHI, sending and hosting program
 - Assumption of risk
 - Authorization for release of protected health info

Youth Volunteers

- Waiver = parents or legal guardians must sign.
- Parental Authorization for Medical Treatment
 - Unless: (1) 1 parent/guardian traveling with minor; or (2) school has validly executed parental authorization
- Must meet all conditions if under 18 traveling with adult other than parent or legal guardian.
- Restrictions on worksite/volunteer activities
 - Chaperones: 1 adult to 5 minors
 - Consider HFHI policy and local law

Accident and Sickness Insurance Policies

Accident & Sickness Policies for HFHI programs

- In-country volunteers = PTPN11207522
- Out-of-country volunteers = GLMN10784177
- Resources for each policy:
 - External volunteer pamphlet (For volunteers)
 - Travel Assistance brochure (For volunteers)
 - Claims reporting instructions (For volunteers)

Accident and Sickness Insurance Policies

Accident & Sickness Policies for HFHI programs

- Scope of policies
 - Who is covered?
 - For how long?
 - Primary vs. excess
- Phone numbers (emergency vs claims reporting)
- Europ Assist = travel provider for Chubb/ACE

Safety Is A Top Priority

- Habitat security team:
 - Consults with private firms
 - Monitors governmental travel advisories
- GVES Management reviews recommendations and proactively reroutes or cancels teams

How does GVES communicate with team leader regarding security concerns?

How to communicate with your team regarding security questions?

Cultural Activities

- Cultural activities should promote Habitat's mission and reflect the culture of the country
 - Local art, music, dance, museums, site visits to local Habitat projects
- Some activities are not allowable including:
 - Ziplining
 - Sea kayaking
 - White water rafting
 - Horseback riding
 - Mountain climbing with ropes
 - Motorcycling
 - Speed boating

Volunteer Code of Conduct

- **Volunteer Code of Conduct**
 - Highest level of integrity from all volunteers
 - Guidelines on alcohol consumption (on and off worksite)
- **First Aid and CPR certified (Section 2)**
 - Every team should have at least one member certified in first aid. If not the team leader, other member must agree in writing before trip.

Alcohol Guidelines

- Alcohol is never permitted on the worksite
- Host programs cannot provide alcohol to volunteers
- Alcohol consumption is permitted in moderation off of the worksite
- Volunteers must adhere to the minimum drinking age of the Host Country.
- Insurance will not cover for incidents while intoxicated
- Respect community standards and represent Habitat well

How will you establish expectations prior to the trip?

What Would You Do?

- If a team member gets bitten by a dog?
- If a team member breaks their leg?
- If a hurricane or typhoon is coming your way?

What is most important in being prepared for an emergency situation?



A young child with dark skin and short hair is the central focus. They are wearing a light pink long-sleeved shirt with colorful embroidered patterns, including a butterfly. The child is holding a colorful, patterned ball in their right hand and has their left hand near their chin. The background is a lush green bush with bright yellow flowers. The overall scene is outdoors and brightly lit.

Communicating The Dream

Communicating As A Habitat Ambassador



Let's chat about Habitat

Communicating Habitat's mission and getting your volunteers on message

How big is Habitat?

- 2 international headquarters
- More than 1500 U.S. affiliates
- 4 area offices
- 70 National Organizations
- Tens of thousands of volunteers here at home and across the globe.



COMMONLY HELD PERCEPTIONS

FEW ARE AWARE

Build only new houses

Use volunteers to help

Give away houses

Only local

Founded by Jimmy Carter

Repair, rehab, revitalize existing homes and neighborhoods

Sweat equity

Homeowners pay an affordable mortgage

Local and global

Needs financial support

Habitat ReStores

Connection between shelter and poverty alleviation

Microfinancing

Incremental building

Advocacy

Christian ministry

OUR BRAND TONE AND PERSONALITY

**Strong,
determined,
confident.
Not afraid
to dig in, get
dirty and lift
others up.**

OUR TONE IS:

**Emotive
Profound
Urgent
Inclusive
Encouraging
Solution-focused**

IT IS NOT:

**Sad or sappy
Preachy
Overwhelming
"Us" vs. "them"
Pushy
Hopeless**

We build strength, stability and self-reliance through shelter.



Through shelter we empower.



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Global Village volunteer program



A domestic and international volunteer program

Volunteer abroad to build decent, affordable shelter alongside members of the community. Use your vacation to volunteer, learn about substandard housing, community development challenges and Habitat's ministry and mission to help eradicate them. The funds you raise help build decent shelter in the country you visit and support the Global Village program.

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Featured trip



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Global Village

Take a volunteer trip and immerse yourself in a new culture.

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Habitat may work around the corner from you, but we also work across the U.S. and around the world. Through Habitat's Global Village volunteer trips, you can volunteer with us in more than 40



“We know that obtaining a house isn't just secure shelter. It expands what a family can do and be and provide ways to thrive. I found such an example on the street where we worked. I met the family living in a Habitat house built 13 yrs ago. The 3 children all graduated from college and have good jobs. One, along with her husband has built a new house on their own immediately next to original house. Seeing these happy long term participants demonstrates the futures that become possible with a stable, owned house.”

How do I, as a team leader, fit in?

- You exemplify our brand when recruiting volunteers, leading them and talking with others about your GV experience
- You understand Habitat and clarify/answer questions that your volunteers have

Communication Activity

- Elevator Pitch

- In thirty seconds do one of the following:

- Explain Your Trip
 - Explain The Mission of Habitat
 - Explain The Mission of Global Village
 - Explain The Role of Team Leaders.
 - Write your webflyer bio/blurb



The Time Is Now

“Do not wait; the time will never be 'just right. Start where you stand, and work with whatever tools you may have at your command, and better tools will be found as you go along.”

~Napoleon Hill~

A young boy with dark hair is sitting on a brick wall, looking towards the camera. He is wearing a dark long-sleeved shirt and is writing in a notebook with a green pen. The background shows a brick wall and some greenery under a bright sky. The text "The Time Is Now" is overlaid in blue on a dark grey band across the middle of the image.

The Time Is Now

Take Purposeful Action In The Present

The Time is Now And Habitat

- History of Habitat
 - Took Action
- Future of Habitat
 - TL Recertification Training
 - Strategic Goals
 - You

Dream Builder Multiplier

- How do you grow your impact with Habitat?
 - Road map to be engaged in the first, second, and third house.
 - Multiply impact by funds raised, volunteers reached, local affiliates "activated", and advocacy campaign/other campaign involvement.
 - Connecting with local affiliates, connecting with other programs, other ways to donate.

Continued Engagement

- Open discussion
- Team Leader Community

As DreamBuilders we ask that you take on the personal mission of helping Habitat engage 10 times the number of volunteers. Here's your roadmap to multiply your impact.

1. House 1 - Community Impact – Global Village Trips and Local Builds:

a. The first house of HFHI's 2020 Strategic Plan focuses on direct construction and housing support services. Our goal is to help 650,000 people annually improve their living conditions. Thanks to your help we are well on our way to this goal. You can impact the number of volunteers we engage through direct building. Here's your plan for impact and the numbers of volunteers reached.

- i. 1 Open Team Build – 12 Volunteers
- ii. 1 Closed Team Build – 12 Volunteers
- iii. 1 Local Affiliate Project – 12 Volunteers.

2. House 2 – Sector Impact - .

a. The second house of the Strategic Plan focuses on identifying Market Approaches that grow the impact of Habitat. The primary way you can support us is through Advocacy Campaigns. For these campaigns you can multiply your impact by having team members and your personal network join the campaigns. The form is templated with a message, takes two minutes to complete, but it allows Habitat to become a leading voice in housing advocacy.

- i. Have all of your team members sign up as Habitat advocate.. (12 – 36 Volunteers)
- ii. Have your personal family and friends network or any supporters for your trip sign up for advocacy campaigns. (10 – Unlimited)

3. House 3 – Societal Impact. –

a. The third house of the Strategic Plan focuses on Societal Impact. Here we want to mobilize 2.5 million people annually to join the cause of affordable housing. We are counting on you to bring in new team members to become team leaders and exponentially grow the impact Habitat has. Imagine if everyone on your team had an expectation of continuous engagement. This is how we will reach our goal.

i. Multiply every team member that becomes a team leader by 12 volunteers.

1. i.e. if 2 team members become team leaders that's an additional 24 people you would have mobilized. If every team member becomes a team leader (locally or globally) that's an additional 144 volunteers you engaged! (12 volunteers engage with 12 local affiliates)

The Time is Now Activity

Activity - My Habitat 2 Year Plan

1. First House Impact

1. Identify ways you will impact the first house over the next two years.

2. Second House Impact

1. Identify ways you will impact the second house over the next two years.

3. Third House Impact

1. Identify ways you will impact the third house over the next two years.

Thank YOU!!!