



Europe, Middle East and Africa

Team Leader Manual

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More than 1.6 billion people around the world live in substandard housing. In such places, polluted water supplies and inadequate sanitation spread fatal diseases. Families are trapped in a daily struggle to survive amid substandard, often inhuman living conditions.

Habitat for Humanity helps break this cycle of poverty.

Anchored by the conviction that safe and affordable housing provides a critical foundation for breaking the cycle of poverty, Habitat has helped more than 5 million people construct, rehabilitate or preserve homes since 1976. We work with volunteers and communities in need in more than 70 countries around the world.

With decent housing come stable families, stronger communities and hope for the future.

Chapter 1

Introduction

The Need

Housing facts - Great need

- About 1.1 billion people are living in inadequate housing conditions in urban areas alone (United Nations Centre for Human Settlements);
- In cities of the developing world, one in four households lives in poverty;
- Forty percent of African urban households are living below the locally defined poverty line;
- An estimated 21 million new housing units are required each year, in developing countries, to accommodate growth in the number of households between 2000 and 2010. 14 million additional units would be required each year for the next 20 years if the current housing deficit is to be replaced by 2020 (UNCHS);
- About 100 million people worldwide are homeless. (UNCHS).



In the face of overwhelming costs

- 1.2 billion people worldwide experience “income poverty,” meaning they live on the equivalent of less than US\$1 per day (World Bank);
- In Latin America, households need 5.4 times their annual income to buy a house. In Africa, they need an average of 12.5 times their annual income;
- The highest rents are found in the Arab States, where a household spends an average of 45 percent of its monthly income on rent;
- Real estate costs are highest in Asia and the Pacific, where one square meter of land for a serviced plot costs an average of US\$3.10.

What do we mean by “inadequate housing”?

- Worldwide, 1.3 billion people lack access to clean water (Global Issues);
- 2.6 billion people lack access to sanitation (UNICEF);
- Less than 20 percent of households in Africa are connected to piped water, and only 40 percent have piped water within 200 meters of their home;
- In the developing world, 29 percent of cities have areas considered as “inaccessible” or “dangerous” to the police;
- Less than 35 percent of cities in the developing world have their wastewater treated;
- In countries with economies in transition, 75 percent of solid wastes are disposed of in open dumps (UNHCS).

These conditions wreck lives

- About 11 million children under age 5 die each year from preventable diseases such as pneumonia, diarrhea, malaria and measles (UNHCS);
- More than 110 million children of school age are not in school (UNHCS);
- Nearly 1 billion people are illiterate (UNHCS).

The Foundations

HFHI Background

Habitat for Humanity International was founded in 1976 in Americus, Ga., USA, and since then has grown into a global housing ministry involving tens of thousands of people. More than 1 million people worldwide now live in Habitat homes that have been built or renovated in partnership with Habitat for Humanity.

The idea for Habitat for Humanity was born at Koinonia Farm, a Christian community near Americus, where residents sought to apply Christ's teachings in practical ways. There, in a program called partnership housing, Koinonia founder Clarence Jordan, Millard and Linda Fuller, and others began building houses in partnership with low-income, rural neighbors and then selling the houses to the families on a no-profit basis.



Through this program, simple, decent houses became affordable to those who were too poor to qualify for conventional financing. Each homeowner family helped in the construction of the homes. Their "sweat equity" lowered the cost of the houses, instilled pride of ownership and fostered the development of positive relationships with volunteer builders. Their house payments were placed into a revolving Fund for Humanity, which was used to build more houses.

Since those first partnership houses were built, the movement's philosophy has been based upon the "economics of Jesus"—the belief that every human life is priceless and that we must never exploit another for our own profit.

Testing the Model

In 1973, the Fullers—a couple who had abandoned a millionaire lifestyle, gave their money to the poor and devoted themselves to a life of service to others—moved to Africa to test Koinonia's partnership housing model overseas. The program they began in the Democratic Republic of the Congo, formerly known as Zaire, soon became a working reality. Convinced that a concept that had worked in southwest Georgia and in Africa could be expanded and applied worldwide, the Fullers returned home and founded Habitat for Humanity International.

The ultimate goal of Habitat for Humanity is to eliminate poverty housing and homelessness from the face of the earth by building adequate, basic housing. The organization also seeks to put shelter on the hearts and minds of people in such a powerful way that poverty housing becomes socially, politically and religiously unacceptable anywhere in the world.

Habitat Today

Today, Habitat for Humanity houses can be found around the globe, with Habitat working through autonomous national programs in more than 70 countries.

The ways in which better housing makes for a better life are not necessarily apparent when the keys to the house are presented to the new homeowner. It is important that a family have an affordable place to live; a secure place to live; a place where children are not ashamed to bring their friends. But the benefits extend well beyond the dedication ceremony. For a family freed from substandard housing, health often improves; children's grades go up; parents may return to school or have the confidence to seek better employment. As neighborhoods improve, entire communities improve.

Because the need for decent housing is so immense, Habitat for Humanity believes the response must be equally great. For that reason, it actively seeks to engage in its work everyone who wants to be involved. Religion is no barrier. Age is no barrier. Neither is race, nationality, gender, building experience nor station in life.

Hammering for Habitat also has attracted thousands of other notable names from the worlds of music, film, sports, business, television and politics. Corporate partners, too, are vital to Habitat for Humanity's work, contributing dollars, products, professional services and house-building labor. "Everyday volunteers," though, are the backbone of Habitat's building efforts. College students give up their spring breaks to build; grade-schoolers make and sell bird houses and give the proceeds to Habitat; church congregations sponsor and build homes; and people like you use their valuable vacation time to participate in Habitat for Humanity Global Village trips.

Habitat's Mission Statement

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

See Mission Focus (Appendix 1) and Philosophy and Terminology (Appendix 2)

The Global Village Program

Mission

Global Village supports the mission of Habitat for Humanity by working in partnership; providing cross cultural experiences, mobilizing volunteers, building sustainable relationships and generating resources, in the hope of creating long-term advocates for affordable housing.



History

The Global Village program began in 1989 in response to increasing requests for international short term volunteer opportunities. In our first year, 12 countries invited 30 teams to participate in housebuilding work and to learn about Habitat in their country. The GV program is growing rapidly; today the HFH GV staff coordinates more than 850 work teams from over 25 countries traveling to at least 50 host countries each year, serving more than 10,000 participants.

See Habitat Structure & GV Partners in EMEA (Appendix 3)

Chapter 2

The Global Village Teams

A Global Village Team is a group of friends or a team of people from the same organization, church, college or workplace. These teams usually have a team leader and deputy supplied by the group, and approved by HFH, who will organize the trip with support from HFH. Usually the group will fundraise together. Each Global Village Team should complete a Memorandum of Understanding to confirm their participation.

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Leading a Global Village Team

The roles and responsibilities of a Global Village Team Leader are varied. Some teams will have a deputy team leader in which case some of the responsibilities below can be shared.

You will:

- Serve the team as commander, watchdog, medic, cheerleader, teacher, travel agent, mentor, counsellor, problem solver, moderator...
- Be the point of contact between the team and the HFHI EMEA Volunteer Specialist;
- Be the point of contact between the team and the HFH Hosting Coordinator;
- Prepare the team budget;
- Prepare the team itinerary (Appendix 9);
- Assist in the recruitment and selection of team (see later within this chapter);
- Manage the team's expectations;
- Pay bills and manage the in-country finances (Chapter 4);
- Carry out daily risk assessments;
- Be the team first aider or allocate the role of first aider to a suitable team member or make sure the host affiliate has a first aider available on request;
- Collect and disseminate documents from team members;
- Collect and disseminate information from the host country;
- Arrange hotel and transport bookings with the HFH Hosting Coordinator;
- Ensure that all bookings have been made;
- Organize daily team times;
- Have the team fill out the online evaluation forms to HFH;
- Be prepared for and deal with unexpected situations;
- Deal with conflict within the team and between the team and members of the community;
- Have final responsibility for the safety and wellbeing of the team;
- Ensure that the team have a meaningful trip;
- Ensure that the team are a blessing to the community;

Getting Started

The following list of steps should help you get started in preparing a Global Village Team (Please see the flow chart at the end of this chapter and Team Leader's Checklist (Appendix 4).

1. Contact the Volunteer Specialist at HFHI EMEA to discuss your interest. Think about locations, dates, budget, team make-up (gender, age range, etc.), and preferences. E.g. if you'd like to include a visit to an orphanage, back horse riding, be in a rural environment or participate in a youth build;
2. Shortlist location and dates to 2 or 3 options;
3. Complete and return a Team Proposal Form (Appendix 5);
4. Wait for HFHI EMEA to confirm your slot with the host country;
5. Start liaising with the host country contact;
6. Prepare an initial budget and itinerary for your Global Village trip (Chapter 4 and Appendix 9);
7. Identify your first aider;
8. Find out about vaccinations and visa requirements;
9. Publicize the trip within your organization or network;
10. Recruit and select your team. Send copies of team member application forms, passports and release & waiver forms to the HFHI EMEA (Chapter 2);
11. Begin team fundraising. Our fundraising Toolbox has helped many teams exceed the minimum donation level (Chapter 4);
12. Send minimum donation of \$700 per participant to HFHI EMEA. HFHI EMEA Volunteer Specialist will provide you with the invoice and information on means of payment. This money will be sent overseas as a contribution to the house building costs.
13. Book flights (Chapter 5);
14. Finalize budget and itinerary with your HFH Host Coordinator;
15. Hold orientation day about a month before departure (Chapter 5);
16. Send a copy of your itinerary and flight details to HFHI EMEA as per the schedule;
17. Pay for flights and insurance;



18. Purchase traveller's cheques/currency (Chapter 4);
19. Go on your Global Village trip;
20. Have team fill out the online evaluation forms (Chapter 9);
21. Arrange a team debrief and reunion (Chapter 9).



Team Recruitment & Selection

Team Recruitment

Global Village teams are usually publicized within the organization by the team leader(s). Consider promoting your trip via your organization's website, newsletter and notice boards. We can help you with your recruitment by supplying materials such as posters, videos, photographs, true stories & quotes. Please contact HFHI EMEA to discuss your requirements.

Team Selection

Individuals wanting to take part in a Global Village trip need no particular skills or qualifications except enthusiasm and a desire to help people overseas. However, it is important that your Global Village team is made up of people with personalities and qualities that will complement each other. You should seek to have a team that will work together effectively!

But bear in mind that our experience with Global Village trips is that once on site, people very quickly form themselves into an effective team.

Should any potential member of your team have a physical limitation or medical condition you need to be sure that you (and they) can cope with it given the conditions of the trip (See Chapter 6 on finding out about medical conditions).

You may also like to include people on the team who have particular skills that may be needed during the trip such as looking after the accounts, taking pictures, first aid and interpretation. Beware of accepting someone with a certain skill for that reason alone - they should fit in with the rest of the team also.

Finally, you will also need to take into consideration the minimum age for construction work in the hosting country and Habitat for Humanity's Child Labor Policy. The complete text of the policy can be found in Appendix 23.

You have two main sources of information available to you to assist in making a selection: Team Member Applications and Interviews.

Team Member Applications

All applicants must complete an application form as the first stage in the selection process. This form gives personal details, health and medical details (which will remain confidential), personal emergency contact information and responses to additional questions about skills and previous experience. The application also contains a copy of the personal details page of the passport and a signed release & waiver form.

Both the team leader and the HFHI EMEA Volunteer Specialist should have a copy of the application form for each participant.

Interviews

Whether to interview or not – that is the question.

While not essential, some Global Village team leaders prefer an interview process. You are the team leader and have the right and privilege to select anyone as a team member. In addition, you have the right to refuse to accept an applicant for any reason. If you as a team leader decide on a selection process you must start with the criteria for selection. You may want to cover their willingness to fundraise before departure, the physical requirements for the trip, the degree to which they are a 'team player'.

See Interviews Tips and Questions (Appendix 6)

Acceptance and Refusal

A team leader has the right to refuse to take an applicant onto the team. This could be for several reasons including health or medical issues, motives, personality, team working ability, etc. If you choose to accept or reject someone for your team, you should inform the applicant by letter, telephone, email or in person as appropriate, giving reasons.

Paperwork

Team leader needs to collect the filled out online applications for his team. The originals need to be sent to the Volunteer Specialist 1-2 months before the trip while the copies the team leader carries with him/her during the trip. See GV Paperwork (Appendix 7)

Based on the information in the Application the team leader fills in the GV Team List for his team and sends it to the Volunteer Specialist. The information from the team list is necessary for registration the team with the insurance and embassies as well as for practical reasons regarding logistics (preparing t-shirts, calculating budget, considering dietary and medical restrictions, having emergency contacts). See GV Paperwork (Appendix 7)

Logistics

Leading a Global Village Team involves quite a lot of work on your part in organizing the trip. Your Host Coordinator will assist as much as possible. S/he will be able to help prepare a budget and itinerary, suggest cultural activities and destinations for sightseeing, recommend hotels and restaurants, make bookings for hotels and transportation, advise on cultural issues. It should also be possible to have an HFH staff member present with you throughout the trip if required. You will need to budget for their hotel and food costs. Chapter 3 gives more information about each aspect of planning the trip.

Remember, HFHI EMEA is here to help you and support you through this process.

Finances

Budgets

With assistance from the HFH EMEA Volunteer Specialist and the Host Coordinator you should put together an initial budget (See chapter 5 for more details).

This budget will include a minimum donation of \$700 per participant to HFHI EMEA. This money will be sent overseas as a contribution to the house building costs.

See Finances (Chapter 4)

Fundraising

Once you have prepared a budget you will know how much money has to be raised for the trip. Most Global Village Teams fundraise as a team and raise over and above what was budgeted.

If you fundraise as a team you may consider asking each participant to give what they can first and then arrange a series of fundraising events to raise the remainder. Remember, as team leader, you are the only one who knows how much each participant will give.

We have a Fundraising Toolkit that was prepared by HFHI EMEA and that we can make available to help you raise as much money as possible for your host country.

See Finances (Chapter 4)

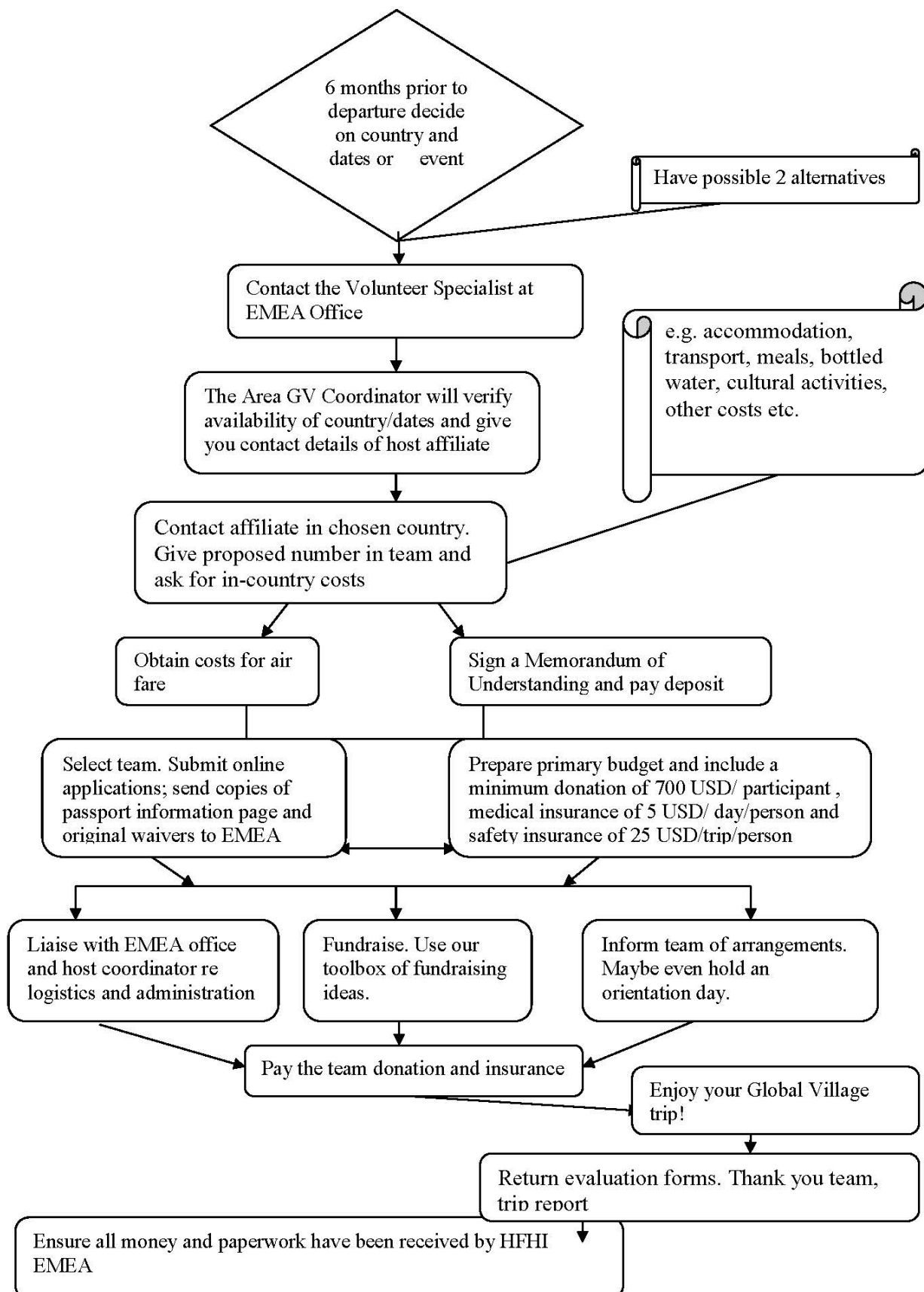
Income & Expenditure

The organization of team's origin is responsible for keeping records of all monies received from individuals and from fundraising events. The donation and insurance should be sent to HFHI EMEA as soon as possible.

Money to pay for in-country expenses such as hotel bills and transport should be given to the team leader in the form of traveller's cheques or cash (unless otherwise advised). Some host countries (but by no means all) will arrange for the payment of some bills if money is transferred to them in advance. Your Hosting Coordinator will be able to advise if this is possible. (Our experience is that many banks in Portugal and Poland do not accept traveller's cheques and this is not an option in small affiliates from Romania or Kyrgyzstan).



Flowchart procedure for Global Village teams



Chapter 3

Planning Your Trip

Travel arrangements

Flights

Flights are probably the first form of transport you will need to arrange. You may choose to make enquiries and bookings yourself – especially if you have access to student rates. Bear in mind that not all flights occur every day of the week so be prepared to be flexible on dates. Remember to check all quotations, itineraries and tickets thoroughly when they arrive as mistakes do happen. The name on the ticket should match exactly with the name on the passport. You may also need to reconfirm your return flights. Check with the airline if this is necessary. You will need to know who is going to meet you at the airport (if anyone) or how you make the necessary transfer to your next destination.

(See Travel Tips and Guidelines - Appendix 8)

In-country transport

You will need to ensure that you have adequate transport:

- Between your destination airport and the affiliate or accommodation
- Between your accommodation and the worksite
- For afternoon/evening cultural visits
- For rest and relaxation days

Your Host Coordinator will be able to assist you in arranging and booking adequate transport. You will also need to consider extra costs such as a driver and fuel. Consider using public transport for the experience where practical.



Visas

Find out what the visa requirements are for all the nationalities represented by your team. The embassy of the country you are visiting will be able to supply this information. If visas are required, find out where they should be obtained and what is stipulated. Most applications need to be accompanied by one or two passport-sized photographs. Some require vaccination certificates and proof of funds, return flights and insurance. The host GV coordinator will provide Letter of Invitations for the volunteers in need of visas individually or for the whole team. Many embassies will not accept a personal cheque as payment for a visa. Supply each team member with a form and allow plenty of time for processing. The team may prefer to apply for visas together. If this is the case then don't forget to budget for postage or travel costs as well as the actual cost of the visa. Members of Global Village teams are responsible for obtaining their own visas.

Domestic Arrangements

Accommodation

The type, quality and cost of accommodation will vary from country to country and affiliate to affiliate. Most teams stay in a guesthouse or hotel but some will stay with a homeowner family, in a community hall or a school. When choosing your type of accommodation you should think about the requirements of the team, the team budget, sensitivity to the local people, distance from

worksite and the overall experience of sleeping in unusual, basic or 'cultural' facilities. Your Hosting Coordinator will be able to assist you with finding suitable accommodation.

Meals

Possible options for arranging meals for your team:

- Buying your own food and doing your own cooking (if facilities allow).
- Buying your own food, but allowing a group of nationals to cook it for you.
- Visiting local restaurants as a team.
- Splitting the team up and visiting different homeowners as guests. You will get to experience the local hospitality, and you may need to consider taking a gift for each homeowner.
- A mixture of the above.

Water

You will need to consider how to provide your team with at least 2 liters of drinking water each day.

Washing facilities

Guesthouses or hotels are likely to have bathrooms

Toilets

Latrines, bushes or flushing toilets? Again, you will need to prepare your team for facilities that may be different to home.

Laundry

Find out from your Hosting Coordinator what facilities there are for doing laundry, if any, and the likely costs involved.

Language

It is important to be able to communicate with the people you will be working with. If the first language of the affiliate is not English, then you will need to consider having an interpreter with you. You may be fortunate to have a native speaker or linguist on the team. It is recommended that the team learn some basic greetings, as this is a great way to be immediately accepted by your hosts. You can ask the Host Coordinator for this information.

Itinerary

Creating an itinerary is a three-way interactive task involving the team leader, host GV coordinator and Volunteer Specialist. In general, a trip should include 80% work time including travel, and no more than 20% recreation. The purpose driven itinerary includes: construction, building relationships, awareness raising and learning. When planning your itinerary leave time for acclimatising before starting demanding building work. Also try to arrange some cultural activities such as visiting a local school, learning to fish, teaching and learning songs and games, etc.

Discuss with your host and team members what sort of things would be possible. Your Host Coordinator should also be able to advise on local places of interest, markets, churches etc. At the end of the trip you should have a day or two of rest and relaxation to unwind and reflect.

Common Elements

The following are primary considerations when creating a GV team itinerary:

- Arrival and departure flight times
- Travel time to the host affiliate - may include several modes of transport.
 - Overnight in gateway city or travel directly to host affiliate on day of arrival?
 - Overnight upon return to gateway city or travel and depart on same day?
- Welcome and In-country orientation
- Work schedule — Set by the host
- Cultural activity schedule
- Time allocation
- Team interests
- Farewell and evaluation

The completed itinerary should document where the team will be and the activities planned for each day of the trip, from arrival in country to departure. Itineraries are tentative at best. Keep in mind that plans may change.

See Itinerary Samples (Appendix 9)

A typical day plan may look something like this:

07:00 Breakfast

07:45 Travel to worksite

08:00 Build

13:00 Lunch (on site or return to base)

14:30 Build or afternoon activity

17:00 Return to base

18:00 Team time

18:30 Evening meal

20:00 Evening activity or free time

Obviously this is going to vary from day to day and from team to team.



Tools

Many build sites do not have enough tools to supply an entire team at once. In order to reduce the frustration this may cause, you might like to consider taking some tools out with you, or purchasing items locally. Speak to your Host Coordinator to discuss what would be most appropriate.

Packing List

You will need to supply your team with a detailed packing list. Edit it to account for your own domestic arrangements, climate, activities, etc.

See Sample Packing List (Appendix 10)

Cultural Differences and Customs

Cross-cultural exchange can be one of the most enriching and challenging parts of the whole building adventure. Global Village Team Leaders will need to brief team members on cultural appropriateness for the country they are going to. Your Hosting Coordinator will be able to advise you on cultural dos and don'ts. These will include appropriate dress, behaviour and greetings as well as any other information you feel is appropriate. It is important to remember different things are valued in different cultures.

For example:

- Domestic animals such as cats and dogs may not get the same treatment you are used to.
- Time is often not as important; it is the quality of the relationship or discourse, not the time it takes.
- Women may not experience the same degree of freedom you are used to.

The rule of thumb is:

- Ask if you don't know
- Be flexible and ready to apologize if necessary
- Smile and be willing to learn.

Country Information

As well as your local library and bookshop, you may find the following resources useful in finding out more:

www.lonelyplanet.com
www.letsgo.com

www.fodors.com
www.wtgonline.com

www.travel.org
www.fco.gov.uk



Chapter 4

Finances

Preparing a Budget

Once the itinerary is set, the team budget must be prepared. As was the case with trip confirmation and creating an itinerary, budget preparation is an interactive process that involves the team leader, the host GV coordinator and the HFHI EMEA Volunteer Specialist. Using the itinerary as a framework, the team leader drafts the budget, using input provided by the two coordinators. An estimated budget must be submitted in the GV Budget format within 30 days of trip confirmation. The budgeting process is fairly straightforward. Throughout the budgeting process, the team leader relies heavily on the expertise, experience and knowledge of both the host GV coordinator and the HFHI EMEA GV coordinator. However, even though the coordinators provide the cost estimates, the team leader has the final responsibility for crafting them into a team budget.

The in-country costs may be quoted in US dollars.

• Air fare	This will depend on location.
• Ace Insurance	\$ 5/ person/ day
• Evacuation fund	\$25 per person per trip
• Transport in-country (to/from airport, to/from worksite, days off)	Probably the most expensive in-country expense. Minibus hire \$200-1100;
• Accommodation	\$6-55 per person, per night
• Food	\$4-34 per person, per day
• Bottled water	\$ 1-3 per person, per day
• Laundry	Optional
• Departure tax (often payable in dollars)	Usually around \$25 per person
• Minimum donation to Habitat for Humanity building program (Host Affiliate)	\$500 per participant
• Donation to HFHI	\$200 per person
• Cooking, eating & washing costs (e.g. purchase of pans, buckets, etc.)	\$ 13-70 per team
Usually only for rural affiliates	
• Sightseeing activities and entrance fees	\$7-20 per person
• Medical/first aid supplies and training	\$ 68-200
• Team leader's admin expenses	\$ 30-130
Photocopying and phone calls to the team prior to departure	
• Contingency fund for currency fluctuations, emergencies, forgotten expenses...	Allow 5-10% of the total budget.

Most in-country costs can be budgeted \$500-900 per person depending on your choices. Upon decision the team leaders do not need to cover their costs and may divide the cost of the trip among the team. Once the estimate budget is calculated divide it by the number of team members.

See Completing Team Budget Form (Appendix 11) and Team Budget Form (Appendix 12)

The host country contact and HFHI EMEA will help you with some of these estimated costs. You should submit an initial budget approximately 6 months prior to the trip and a more detailed one approximately 2 months prior to the trip.

Payments

All the payments covering logistics (accommodation, meals, local transport, etc.) are made directly to the vendors in the host country. In some cases it is possible to pay with credit card, in some cash is the only option.

Team donation, administrative fee and insurance are paid directly to the Habitat for Humanity International account in Slovakia. The HFHI EMEA Volunteer Specialist issues a disbursement request for a wire transfer. The final payment is due one month before the trip.

See Disbursement Request Samples (Appendix 13 and 14)

Exchanging Currency

The host GV coordinator can advise you about the best time and place to exchange dollars to local funds. Sometimes the best rate is offered by local banks, which may not be open until a day or two after the team arrives in country. In that case it may be necessary to exchange a small amount of money at a lower rate in the airport upon arrival to cover expenses until you can get to a bank or other facility offering the highest rate. Depending on the amount of local currency needed, it is important to obtain the best exchange rate available.

- When exchanging currency always obtain a transaction receipt listing the:
 - Date.
 - Rate of exchange.
 - Amount tendered.
 - Amount received.
- When exchanging funds team leaders should avoid accepting torn or written-on bills, as vendors and exchange houses may not accept them.



Minimizing Funds Carried

The amount of cash carried should be minimized as much as possible. There are a number of ways this can be accomplished.

Credit/debit cards: If some vendors will accept credit cards or if Automated Teller Machines (ATMs) are available, the team leader may leave the majority of the expense funds in his/her account at home and access them via credit and/or debit card. The host GV coordinator can provide up-to-date information about using credit and debit cards and ATMs in the host country. For this to be a viable solution:

- ✓ Credit/debit cards must be readily accepted in the host destination. This sometimes is not the case in small or remote villages or due to the team leader's bank's restrictions.
- ✓ Access to ATMs must be convenient and reliable in the host destination.
- ✓ Before departing home, contact your credit card company/bank to:
 - Notify them that you will be traveling within the destination country and may pass

through other countries as well.

- Notify them that you will be making large transactions during the trip.
- Ask bank to increase your daily ATM withdrawal limit.
- Verify maximum transaction amounts allowed for both ATM withdrawals and credit card purchases within a 24-hour period.
- Ask about debit fees or foreign conversion fees for credit card purchases.

Wiring funds: In some cases some or all of the expense money can be wired to the host affiliate before departing from home. The host GV coordinator should provide a breakdown of the funds to be wired.

Pre-payment upon arrival: If the basic services are arranged by the host GV coordinator, often the leader can pay for them upon arrival.

Traveler's checks or Money Grams may be an option: Traveler's checks are an option; however, at many host destinations they are difficult to tender. If using traveler's checks, investigate which denominations are easiest to cash. The host GV coordinator can provide information regarding the use of traveler's checks or American Express traveler's check card.

If none of the payment options above are available, the team leader will need to carry and safeguard a significant amount of cash.

Safeguarding Funds

Team leaders are responsible for safeguarding team funds while in country. How funds are carried depends on the amount and how in-country expenses are being paid.

Carrying cash/credit cards

- Team leaders will always need to carry some cash in country. Some basic recommendations for carrying cash safely include:

- While traveling, always carry cash and credit/debit cards in a secure location on your person. Use a money belt that can be worn under your clothes.
- To avoid total loss of funds in case of theft, some team leaders entrust a portion of the funds to carefully selected team members. If this is done, always keep accurate records.

- Do NOT leave funds and credit cards unattended in a hotel room or at the work site.

Using a safe

- In many cases the team leader will have access to a hotel, or bank safe where she or he can store the team's cash, credit cards and airline tickets, etc. If using a safe, the following will be helpful:

- Place cash and credit cards in an envelope and record the amount. Keep a copy of the content list in a separate location
- If placing team documents and funds in the safe, place each participant's documents and funds in a separate envelope labeled with his/her name and place all smaller envelopes inside one large envelope before placing in the safe.
- Set up a schedule for accessing the safe two to three times per week.

Lost or stolen funds

- If funds are lost or stolen:

- Obtain a police report immediately.
- Notify the host GV coordinator.
- Notify the HFHI EMEA GV coordinator.
- Complete an incident report and submit to your HFHI EMEA GV coordinator.

Paying Expenses at the Host Community

Typically the host GV coordinator arranges for the team's lodging, meals and transportation to and from the work site for the time the team is working with in the project. Depending on the host destination, these expenses are paid as:

- Host program expense package.
- The package payment check should be turned over to the host coordinator as soon as possible after arrival.
- Pay as you go.
- Depending on the host country team leaders are required to pay meal, lodging and transportation expenses directly to the provider as the expenses are incurred. These payments are made via credit card (if accepted) or by cash.

Paying for Cultural Activities and Other Expenses

Payment of these types of expenses generally is made directly to the service provider—hotels, bus and tour companies, restaurants, markets, luggage handlers, waiters, etc. Depending on the destination, major expenses like lodging, transportation, tours, team meals, etc., often can be paid by credit card. Otherwise, sufficient cash must be available. Cash most often is used to pay smaller expenditures. The cost of budgeted group meals typically is paid by the team leader. Occasionally, especially during cultural activities and/or free time, the team will not dine as a group. If these meals are advertised as being included in the trip cost, the team leader typically provides each team member with cash equal to the amount budgeted for that meal.

Pre-Trip Fundraising

Global Village Teams may choose to fundraise all of their team costs.

The Habitat for Humanity vision is a world where everyone has a decent place to live. This is an enormous challenge. Global Village teams are just one way for people to become involved in helping Habitat for Humanity achieve its vision. By participating in a team you will work with home-partner families to build houses. The other part of a Global Village team is to raise funds for house building. This is why we ask teams to try and double or triple the donation to allow even more money to be



sent overseas and to allow more home-partner families to benefit from a simple, decent place to live.

We can provide a Fundraising Toolkit that covers an A-Z of fundraising ideas as well as separate worksheets on how to organize a restaurant evening and a promises auction.

Team Fundraising

GV teams often engage in fund-raising projects as the primary means of financing their trip. Such projects typically are coordinated by the team leader or a team member(s) and the proceeds go toward satisfying the team obligation as a whole. Team members may solicit donations as a team or as individuals. The team leader should collect and compile all check and cash donations solicited by team members. Online donations go directly to HFHI EMEA GV.

See Online Donation Webpage (Appendix 14)

GV Web-based Fundraising Tool

Individual team members or the team as a whole may create a personalized fund-raising page using the GV Web-based template. Refer to Fund-raising Web Page Instructions for instructions on setting up a fund-raising Web page.

See Sample Fundraising Webpage and Fundraising Web Page Instructions (Appendix 15)

Tracking Funds Raised

The HFHI EMEA Volunteer Coordinator tracks donations/trip payments by GV event code and team leader Habitat ID. Team leaders are responsible for providing updates on the amount of funds submitted on their behalf. Requests for the status of a participant's donated funds balance should come to the HFHI EMEA Volunteer Coordinator from the team leader. Knowing the donated funds balance is more critical as the final payment due date approaches. Status of donations and payments may be requested weekly. The HFHI EMEA Volunteer Coordinator can provide the names of donors and the amounts donated, but not their contact information.

Chapter 5

Working Together as a Team

What is a Team?

A team is a small group of individuals with complementary skills who are committed to a common purpose. They are goal focused, results orientated, and mutually accountable.

Team Building

A team is a group of people working towards a common goal. Team building is the process of enabling that group of people to reach their goal. One could say that team building is like sports coaching.

In its simplest terms, the stages involved in team building are:

- To clarify the team goals
- To identify those issues which inhibit the team from reaching their goals
- To address those issues, remove the inhibitors and enable the goals to be achieved



To be effective, people need to work together toward a common goal in a coordinated and cooperative way. Therefore one could also say that team building is a systematic process designed to improve working relationships and team functioning such as problem solving, decision making and conflict resolution that enables the group to overcome any goal-blocking barrier. A team building goal therefore could be simply to identify and develop effective communications.

As a team leader, it is one of your roles to ensure that the team is working together effectively. This may mean resolving any conflict that occurs and ensuring that there is a clear line of communication. Holding regular team times is one way to discover any areas that need attention.

Team Orientation

Holding an orientation day can be a very useful way of introducing the team to each other as well as disseminating information, answering questions, reviewing the itinerary, dealing with potential team conflict and assisting members with their expectations of the experience. Before they leave for the trip, all team members should receive the following orientation materials:

- 🕒 GV Orientation Handbook
- 🕒 Kit List
- 🕒 Provisional Itinerary
- 🕒 Flight Details
- 🕒 Visa Information
- 🕒 Country & Culture Information

Some Global Village Teams choose to hold regular meetings throughout the planning stages, especially if fundraising activities are being arranged. How often you choose to hold team meetings is down to you although we do recommend that you hold at least one orientation session.

Ideas for ice breakers and team building activities can be found at these websites:

www.residentassistant.com/games.htm

www.eventwise.co.uk/code2/v2/asp/PartyAnimals.asp

www.wildevents.co.uk/games.htm

Team Time

While you are in-country it is important to hold a team time every day. Many team participants are overwhelmed by their experiences in the developing world. Having an opportunity for team members to air their feelings and to discuss them with others helps to promote the mental well-being of the team.

Other possible objectives for these team times are:

- To review the itinerary
- To deal with team issues
- To communicate information
- For spiritual nourishment
- To resolve conflict
- To discuss feelings about the day/experience
- To outline activities for the day and health and safety issues that need to be considered.

Preparing for team time:

- Communicate the importance of the meeting to the team prior to your trip
- Know your team
- Encourage members to keep a journal
- Think through what others may be experiencing

Some team times appear to be unsuccessful. This could be due to one or more of the following factors:

- Failure to hold a meeting at all;
- People don't talk;
- No objective or purpose;
- Team members see no value;
- Meeting held too late at night;
- Conflict within team left unresolved;
- One person dominates the meeting;
- Nationals are present (difficult to be honest);
- Lack of privacy;
- No creativity;
- Problems with the leader:
 - o Not viewed as a leader;
 - o Lectures the group;
 - o Berates or induces guilt;
 - o Expects others to have same experience;
 - o Shuts down discussion;
 - o Too task oriented.



Resolving Conflict

What do you do with people who make it practically impossible to build a good team?

The Expert

The self-acclaimed expert always knows just what the problem is and just what to do to fix it. They act like they have the correct point of view. The best strategy with a person like this is to convincingly bring up another point of view or play the devil's advocate. Or you can say, "That makes sense, but what would you say to those who would argue...?" If the group is intimidated by 'The Expert', then it is effective if you as a leader disagree with them. It gives the others courage to state their disagreements.



The Talker

Talk, talk, talk. 'The Talker' usually doesn't know if what they are saying is interesting or helpful – they are too busy talking. This person is often the first to respond to a question. And the answer is generally a stream of consciousness monologue that never seems to end. Talkers find it hard to accept the discipline of being part of a group. Teach 'The Talker' to be sensitive to the other group members by instructing the group in general about communication skills. And when 'The Talker' starts rambling, wait for them to take a breath, then interrupt by saying something like, "Thanks for your thoughts. Cathy, what do you think about...?"

The Silent One

At first glance you might think this person who never contributes to the discussion isn't paying attention. But if a quick reading of their body language tells you that they are listening intently, don't worry them. There are many people who are not talkative but still follow a discussion with interest. Periodically test 'The Silent One's' readiness to contribute to the discussion by asking a direct question: "X, what do you think about...?" Phrasing a question in "feeling" terms might also encourage an answer.

If, on the other hand, 'The Silent One' won't speak out of defiance or because they don't like you, then confront them privately. Some people want the attention of a public confrontation, that's why they are not talking. The best strategy with those who are deliberately silent is to ignore their silence during the meeting and then confront them privately afterwards.

The Negative One

Nothing pleases this person more than finding fault with everything. 'The Negative One' often expects and receives the worst from life. And that attitude is contagious; it can infect the whole group if you let it. Confront this person – realizing that to them the confrontation is just another negative experience. 'The Negative One' needs direct help framed in love and understanding to overcome their negative ways.

The Peacemaker

Having grown up in an environment governed by peace at any price, 'The Peacemaker' thinks disagreement means failure. When you notice someone who is compliant, ask yourself if this person really shares the point of view of the speaker or if they are afraid of conflict. Remind the entire group that it is okay to disagree, and help the group develop simple rules for disagreeing. This might help 'The Peacemaker' to feel better about the conflict that occurs naturally in a healthy group. When 'The Peacemaker' intervenes during disagreement to stop the conflict short of resolution and discovery, privately ask them to let those in conflict work things out for themselves.

The Bomb

Warning: This person has a burning fuse and can explode at any time! 'The Bomb' often feels irritated and rarely says what's on their mind. When 'The Bomb' finally explodes in the discussion group, give them the opportunity to express their feelings honestly, without hurting others, of course. Don't panic at the impact that the explosion might have on the group members. Once the anger subsides, reinforce your willingness to hear them out any time. Encourage this person to share their feelings at regular intervals, which helps keep their anger from building.

The Domineering One

This person lives to be the boss, to dominate everything that happens in the group. 'The Domineering One' doesn't like to be left out. They always have something earth shattering to share. Their dominating nature often stems from either a false sense of superiority or an energetic enthusiasm to get things done the right way - their way. Whatever the motivation, 'The Domineering One' usually squelches the group's caring openness and creative discovery. Their insensitivity usually stops the give-and-take of a healthy discussion. 'The Domineering One' often responds to others with resentment and impatience when things do not go their way. While affirming skills and ability, you can gently explain to this person that their actions can be interpreted as rudeness and lack of caring. Suggest that as part of developing good communication skills they refrain from saying anything in the next discussion and evaluate what happened in the meeting. Keep monitoring the situation until 'The Domineering One' learns some sensitivity and self-control.



Chapter 6

Keeping the Team Healthy and Safe

Whose Responsibility is Health and Safety?

HFH EMEA takes the issue of health and safety seriously. We will do our utmost to ensure that the risks are minimized. However, it must be emphasized that health and safety standards in overseas countries are not the same as experienced in your home country.

Health and safety is everyone's responsibility

HFH, the team leader, the individual team member, and the first aider (the team leader may also be the first aider) all have a part to play in keeping the team fit, healthy and safe.

Health and safety is wider than the building site, although accidents do happen on building sites. It extends to all aspects of the trip including recreation activities and transport.

Work site safety is a top priority of GV team leaders. Although safety begins with each individual team member, each team should have at least one member appointed to monitor safety, whose responsibility it is to recognize and eliminate safety hazards.

Before the trip the team leader should ask who on the team is medically trained—doctor, nurse, paramedic, EMT, etc. One of those responding affirmatively should be asked to administer basic first aid to anyone injured at the work site.

Every work site should have a well-stocked first aid kit—generally carried by the team leader. Every team member needs to know:

- The location of the first aid kit;
- Who on the team is medically trained;
- The emergency response telephone number (if applicable);
- The location of the team's ECI forms and Emergency Management Plan document;
- The recommended procedure for handling minor and serious illness, accident and injury.



A set of worksite safety guidelines is included in each team member's GV Orientation Handbook. Team leaders should encourage their team members to review these guidelines prior to arrival at the build site. The host GV coordinator will provide you with helpful hints for staying safe while at the affiliate; these too should be shared with team members.

See Work Site Safety Policy (Appendix 16).

HFHI EMEA should:

- Liaise with the Hosting Coordinator and set out our expectations for Health and Safety, particularly on site;
- Ensure that a qualified first aider or medical practitioner is on the team;
- Ensure that all team members receive information regarding recommended vaccinations;
- Ensure that the team receives a site safety orientation;
- Ensure that the worksite is kept tidy;
- Ensure that all equipment is fit for purpose;
- Ensure that any potentially unsafe situations reported by the team leader are dealt with adequately;
- Provide safety wear such as hard hats;

→ Provide a safe vehicle and competent driver for team transport.

The individual should:

- ✓ Comply with whatever vaccinations are required;
- ✓ Bring enough personal medication to last the trip;
- ✓ Carry a spare prescription in case of loss, damage etc. (with the generic rather than brand name);
- ✓ Have a letter from their GP if carrying specialist medical equipment;
- ✓ Inform the first aider as soon as they feel unwell (enables the situation to be monitored);
- ✓ Take care not to eat contaminated food or drink dirty water;
- ✓ Work in a safe manner so as not to jeopardize their own, or other people's safety;
- ✓ Only use equipment that they have been trained to use;
- ✓ Report any potentially unsafe situations to the team leader;
- ✓ Comply with any requests to wear safety equipment or clothing;
- ✓ Avoid undertaking any activity that they are unsure about.

The team leader should:

- Comply with requirements of the individual (see above);
- Carry out daily risk assessments and record these in a diary;
- Develop a close working relationship with the HFH representative in charge of the site;
- Not allow team members to undertake activities that he/she feels are unsafe and work with the local program to solve the problem if possible;
- Report any potentially unsafe situations to the local HFH representative;
- Carry relevant information on each member of the team: name, allergies, blood group, medication, GP, contact no., insurance no., passport details;
- Be the first aider or delegate the role of first aider and ensure she or he knows what is expected;
- Ensure that regular team times are held;
- Ensure that the team have access to a supply of safe drinking water;
- Purchase new tools if necessary.



The first aider should:

- Comply with requirements of the individual (see above);
- Keep the team leader up to date with any health related situations (e.g. illnesses);
- Administer first aid to team members where required;
- Keep a record of any accidents and pass the record on to the Global Village Area Coordinator.

Keeping Your Team Safe on Site

General Safety

- Drink lots of water and beware of heat exhaustion;
- No alcohol on site;
- Keep hair back, no jewelry, wear sunscreen;
- Support the local HFH program to enforce its policy about children on the worksite;
- Know where the first aid kit is located, and who to go to in case of an accident or injury;
- If you're tired, stop and take a break. You are more likely to be injured, or to injure others when you are tired;
- When you are lifting heavy objects, remember to always 'Lift with your legs, not with your back';
- Only work on the roof or at a height if you are comfortable doing so.

Global Village alcohol policy

Consumption of alcoholic beverages is a cultural norm in some places but is frowned upon in others. Habitat has strict guidelines regarding the purchase and consumption of alcoholic beverages during a GV trip.

- Alcohol should be used in moderation.
- No team funds may be used for the purchase of alcoholic beverages of any type.
- To make the process easier, ask for separate receipts for food and alcoholic beverages. Designate a team member to collect money for alcoholic beverages or have each team member pay for his or her own alcoholic beverages.
- If alcohol is included on the receipt, subtract that amount and refigure the total. Note the revised total on the receipt and in the spreadsheet.

Proper Clothing, Tools and Equipment

- Wear hard-sole, closed-toe shoes;
- Wear culturally appropriate clothing;
- Wear safety goggles, gloves, dust mask, ear plugs, etc when necessary;
- Inspect all power tools, hand tools, ladders, scaffolding on a daily basis;
- Guard against using any hand tool if the handle is loose or in poor condition. Be sure the tool is sharp and properly adjusted.

Please note that in the Team Budget there is a budget line for Tools and Equipment (see Chapter 4). You may find when you get to the site that some tools need purchasing, either because existing tools are blunt, or they don't exist. You may use the tools budget to purchase new tools if you are in a location where it is possible to purchase tools.

Importance of a Clean Work Site

- Collect rubbish and scrap materials on a regular basis;
- Keep materials and equipment properly stored;
- Return tools and equipment to their proper places when not in use.

Fall Prevention

- Cover all holes in the earth or building, or build a barricade to prevent people from falling;
- Barricades should be installed to prevent people from falling off the edge of the slab;

- Handrails should be installed immediately on all temporary and permanent stairwells;
- Be careful with tools and loose materials, particularly when working on the roof or at a height. Be sure to block off an area on the ground if you will be throwing materials down from below.

Ladders and Scaffolding

- Inspect a ladder before you use it. If the ladder is unsafe, don't use it. Look for wear and tear, loose rungs, and defects;
- Place your ladder on a solid footing. If there is a danger of the ladder moving while you work, tie it down. If there is a danger that the ladder will be hit, barricade it. If the feet of the ladder are not level, dig the ground out under one foot with the claw of a hammer rather than raise one foot with blocks;
- All scaffolding should be equipped with a safety railing and a toeboard to eliminate the possibility that tools or debris will be kicked or pushed onto people below;
- Many scaffolding accidents are caused by defective planking. Use only properly graded and inspected timber for planking.



Don't Be Shy!!!!

- If a proper safety orientation hasn't been provided, insist upon one before starting construction. You should have a safety orientation when you first arrive on site and before starting any new activity;
- Provide continual feedback to the construction supervisor and executive director regarding safety issues;
- Share any concerns you may have in the written evaluation at the end of your trip.

But Remember...

You are working in a different country with different cultural norms and standards.

Medical Matters

Vaccinations

It is a very foolish traveler who does not get appropriately vaccinated prior to travelling abroad. Many diseases are no longer prevalent in Europe thanks to adequate vaccination programs. However, other countries, particularly in the developing world, have not achieved such programs yet. Information regarding what vaccinations are required can be obtained from the Center for Disease Control website. It is worth providing the team with the information you have obtained and advising them to discuss their vaccination regime with their GP or practice nurse. If possible allow 8-10 weeks to have all the relevant injections.

The yellow fever vaccination can only be given at registered centers. So, if required, each team member will need to find out from their practice nurse or health authority, which local GPs are licensed to give the vaccine. Also, the yellow fever vaccine and certificate only become valid 10 days after the injection.

First Aid

HFHI EMEA GV recommends that all team leaders be certified in Red Cross first aid/CPR prior to

leading the trip. Contact your local Red Cross office for a training schedule in your area.

At least one person on the team should be a qualified first aider or a medical professional or you have to make sure that the Host Coordinator has a first aider on the site at all times. Ideally Global Village team leaders should be first aid qualified. The first aider will liaise between team members and the team leader on matters of individual health and administer first aid if required.

Safety

Safety, both on and away from the build site, is of primary importance to HFHI EMEA GV and your host program (see Work Site Safety Policy, Appendix 16). A set of worksite safety guidelines is included in each team member's GV Orientation Handbook. Team leaders should encourage their team members to review these guidelines prior to arrival at the build site. The host GV coordinator will provide you with helpful hints for staying safe while at the host country; these too should be shared with team members.

First Aid Kits

You should carry a comprehensive first aid kit. The first aid kit may be included in the team budget and purchased by the team leader prior to the trip. If the team is dispersed among multiple build sites, each site requires a first aid kit. Be prepared for this possibility and bring an extra bag for first aid supplies. The size of the kit depends on the size of the team and the remoteness of the destination.

The contents of the kit should be limited to that which the first aider can confidently use. Ideally each team member should carry their own supply of painkillers, oral rehydration sachets, anti-histamines etc.

Team Kit

- Antiseptic wipes
- Micropore tape
- Thermometer
- Scissors
- Fine pointed tweezers
- Plasters
- Fabric dressing strip
- Antiseptic cream
- Artery forceps
- Eye wash
- Bandages
- Safety pins
- Steris trips
- Gloves
- First aid manual
- If going to a country with questionable standards of health care take a sterile kit containing needles, syringes, suture equipment and blood giving sets.
- An emergency dental kit can be a useful addition to your team first aid kit.

Whether you buy a kit or make up your own is up to you. All kits can be bought through a good chemist. (Do check expiry dates)

Personal first aid kits

- Anti-malarial tablets
- Personal medication
- Sore throat pastilles
- Loperamide
- Irregular medication (e.g. adrenaline for allergies, or cold sore cream)
- Insect repellent
- Painkillers
- Antihistamine tablets
- Regular medication (and a prescription with generic name)
- Sunscreen and lip balm
- Soluble aspirin
- Rehydration solution

Jet Lag

If you are going to be flying across several time zones you may experience jet lag. This term

describes a syndrome long haul passengers are very familiar with: tiredness (but you can't sleep at the new night time), headache, irritability, difficulty concentrating, loss of appetite and other gut disturbances (diarrhea or constipation). Some of these effects are due to the physical stresses of flying, like dehydration and immobility, while others are the result of having to reset your body clock to the new time.

How to reduce the impact of jet lag:

- Recognize that jet lag may be a problem in the first few days and adjust your itinerary accordingly;
- On the plane set your watch to the new destination time and adjust your schedule to this time;
- If it is daytime on arrival, get active and don't give yourself the chance to doze off;
- Eating is a potential time-setter, so try to take all your meals at the appropriate new time;
- It can be torture, but try to stay awake until at least a reasonable bed time. If you can't keep your eyes open take a short nap, but set your alarm or get someone to wake you;
- The first night's sleep may be a bit fragile, but after that things should improve.

Water and food safety

To avoid picking up any bugs and infections through what you eat and drink, the following tips may help:

- ✓ Boil any drinking water you are unsure about - or drink bottled water. Always ask to open the bottle yourself in restaurants, checking the seal is in place. If in doubt stick to carbonated water - and make sure it fizzes!
- ✓ Use bottled or boiled water for cleaning your teeth. Don't open your mouth and drink water in the shower!
- ✓ In developing countries order drinks without ice and avoid roadside food vendors selling ice cream and unwashed fruit!
- ✓ Eat early if you have a buffet that has been sitting out for long periods during the day - food kept warm under food lamps can be a source of infection.
- ✓ Avoid unpasteurized milk, shellfish, soft cheeses, lukewarm food and empty restaurants!
- ✓ Boil it, cook it, peel it or forget it....
- ✓ Apply strict hygiene while away especially after using the toilet and before you eat food - never use communal, damp towels in public conveniences. Use disposable paper towels, hot air or nothing!



Diarrhea

Although it is not inevitable that you or a team member will get diarrhea when you are away, it is the commonest travel-related illness. About a third of cases of diarrhea are due to non-specific causes including: stress, jet lag, new foods and a change in eating habits. Bacteria, viruses or parasites are the remaining causes (see food and water safety on how to avoid these).

Before you decide never to leave the home country again it is worth remembering:

- Traveler's diarrhea is usually a short mild illness lasting on average 3 to 5 days;
- You don't usually need medical advice or require a test to find out what is causing your diarrhea;

- Replacing lost fluids and salts is the most important part of treating any watery diarrhea, whatever the cause;
- You don't need antibiotic treatment for mild to moderate diarrhea.

You should however seek medical attention if:

- The diarrhea is very severe or lasts longer than 5 days;
- There is blood or mucus in the diarrhea;
- You also have a fever (38°C or over) with shaking chills;
- You are also vomiting and are unable to keep fluids down;
- You are jaundiced (your skin and the whites of your eyes are yellow);

Dealing with diarrhea:

- Rest. This gives your body the best chance to fight whatever is making you ill;
- Let your team leader know;
- Drink plenty of fluids. It is important to also replace salts lost through diarrhea so take one sachet of oral rehydration solution (ORS) after each loose motion (if severe);
- Eat a bland diet avoiding fruit (except bananas), dairy products, and spicy or greasy foods;
- Take your temperature and note what this is, repeat later to see how the illness is progressing;
- Examine what you are passing for blood and mucus!;
- Be aware of how often you are passing urine and what color it is, in order to check if you are getting dehydrated;
- Note any other symptoms you are suffering;
- Remember diarrhea is contagious so be scrupulous about washing your hands after you use the toilet.

Dehydration

Human adults require an average of 2 liters of fluid a day (excluding caffeine and alcohol) to ensure good health and biochemical functioning. This requirement increases with hot weather and hard physical work; therefore it is vital to ensure the team is getting enough to drink.

Preventing dehydration:

- ✓ Ensure you have a regular supply of clean drinkable water - discuss with your Hosting Coordinator which method is appropriate: chlorination, bottled water etc;
- ✓ Aim to drink a minimum of 2 liters of water a day when working on site;
- ✓ Carry a good water container (minimum 1 liter) when travelling or away from your base;
- ✓ Monitor your urine color - the darker your urine the more dehydrated you are;
- ✓ If you are suffering from diarrhea or are feeling dizzy and lethargic, take oral rehydration solution (see above).

Malaria

Facts on malaria:

- Malaria is spread by mosquitoes. Mosquitoes bite mostly at night and breed in stagnant water;
- Malaria can be fatal: every year over a million people die of malaria, including a few tourists;
- Malaria is becoming more common and difficult to treat due to drug resistance;
- Most cases of malaria in travelers occur in people who don't take anti-malarial prophylaxes or who don't take them properly;
- When an infected female mosquito bites you, malarial parasites are injected into your bloodstream and get carried to your liver where they multiply. During this phase you don't usually get any symptoms;

- Prevention is better than cure!

Prevention of malaria:

Prevention falls into 4 categories: appropriate anti-malarial medication, avoiding getting bitten, repellents and nets, and early diagnosis and treatment. All are equally important:

- Anti-malarial prophylaxes
 - Ensure you are taking the correct medication for the region you are in;
 - Take the medication as prescribed both before and after your trip;
- Avoiding getting bitten
 - If you don't get bitten you can't get malaria!!
 - Keep legs and arms covered with clothing, as this will lower the risk of bites;
 - Use mosquito coils or vaporizing mats;
 - Avoid dark colors as they attract mosquitoes;
 - Avoid strong perfumes, hair sprays or after-shaves as they can attract mosquitoes!
 - Use air-conditioning or fans if available;
 - Try to avoid evening walks beside rivers and ponds, as this is where mosquitoes breed;
- Repellents and nets
 - Use a good repellent, ones containing DEET are the most effective;
 - Try your repellent at home before leaving to check you are not allergic to it;
 - Apply repellent before dusk - when mosquitoes start biting;
 - If wearing sunscreen, apply repellent on top;
 - You can get repellents for clothes and hats (containing DEET);
 - Use a knock-down spray in the evening to get rid of mosquitoes before going to sleep;
 - Sleep under a mosquito net impregnated

with Permethrin (nets which hang from a single point are easier to erect and feel more spacious to sleep under);

- Early diagnosis and prompt treatment
 - Suspect malaria if you have a fever (38°C or above) with or without the following symptoms: headache and aching muscles and joints, nausea and vomiting, cough, abdominal discomfort. Seek medical help immediately;

→ Remember you can still get malaria if taking anti-malarial prophylaxes - although it will

→ Malaria can be quickly and simply diagnosed from a sample of your blood;

→ Once diagnosed the doctor will advise appropriate treatment depending on the area and what anti-malarial medication you have taken.



not be as severe;

Anti-malarial Tablets

If you are travelling to an area where malaria is present you will need to ensure that all team participants are taking anti-malarial prophylaxes. Each individual will need to discuss the best type for them with a medical practitioner as the type recommended will depend upon country of travel, current disease distributions and individual medical history. Issues relating to the prevention and treatment of malaria will be considered under the malaria section later in this chapter. All anti-malarial prophylaxes need to be taken prior to travelling in order to build up the levels in the bloodstream, and upon returning home to combat the lifecycle of the parasite. Do not be tempted to

stop taking your malaria tablets as soon as you return home, or you may get malaria from parasites you picked up in the last few days of your trip. If you have any concerns relating to anti-malarial prophylaxes, please discuss them with your GP.

Animal Bites and Stings

General advice:

- Always wear long trousers and boots when walking through undergrowth or long grass;
- Always check inside shoes and boots before putting them on;
- When sleeping outside always have the bed raised off the ground;
- If you meet a snake, do not panic, keep very still until it goes away;
- Carry a torch and spare batteries when walking at night.

If you are concerned about rabies, discuss this with your GP or practice nurse. A rabies vaccination may be advised if travelling in places more than 12 hours from medical help in risk areas. This increases the time available to get medical treatment.

Issues for Women

Travelling can disrupt a normal menstrual cycle. The stress of preparation and tiredness that comes with jet lag and other issues surrounding the trip can mean that your periods could be late or, in some circumstances, stop altogether. If you are worried that you are late and there is a risk of pregnancy, it is best to do a test. However if there is no risk of this, it could be considered a side effect of travel.

Some women, especially when travelling to the far corners of the globe, prefer to suppress their periods for the time they are away. This is possible to do but should be discussed with your GP.

→ If you are expecting a period while you are away and are travelling outside of Europe, it would be wise to take supplies with you. If travelling to remote areas where disposal could be a problem, a supply of small plastic bags and a tub of baby wipes should get you through;

→ Some women suffer from bladder problems, especially after having children, and are thus tempted not to drink too much when travelling. It is important in a hot climate to drink plenty of non-alcoholic fluid to avoid dehydration;

→ Urine infections and thrush are common among women travelling, especially when taking certain kinds of malaria tablets. If you suffer on a regular basis at home, ask your doctor if you can take some medication with you;

→ When crossing time zones, plan ahead when to take your oral contraceptive pill, keeping in mind that a break of more than 24 hours between doses will lead to inadequate protection and the possibility of breakthrough bleeding;

→ Remember that traveller's diarrhea can interrupt the absorption of the pill, thus leaving you with an inadequate level of protection.

Sun Safety

It is important when travelling to recognize both the long- and short-term risks associated with too much sun exposure. This is true not only on the beach - snow, sand and water also reflect the sun's rays. Ensure that the team is adequately protected from the sun and remind them when necessary to top up on sunscreen!

Personal Safety

- Dress conservatively;
- Don't wear expensive-looking jewelry (even if it's fake!);
- Conceal essential valuables and documents;
- Bring traveller's cheques instead of cash if possible;
- Have a photocopy of your passport/documents;
- Lock your luggage;
- Take precautions to prevent being bitten by mosquitoes;
- Avoid having your home address or nationality prominently displayed on luggage. Use covered labels if possible;
- Be vigilant when out on the streets;
- Abide by local laws and customs;
- Wear a sun hat and sun block;
- Drink plenty of water (at least 2 liters/ day);
- Take care when using tools and equipment on site;
- Wear protective clothing where possible (on site and during leisure activities);
- Ensure someone knows where you are at all times;
- Only drink water that has been deemed safe to drink;
- Only eat properly cooked food (cook it or peel it);
- Take any regular medication including anti-malarial prophylaxes;
- Have all recommended vaccinations.



Road Safety and Recreational Activities

Do not forget that health and safety awareness needs to cover all aspects of your trip. Travelling on roads in many countries will be the greatest danger that a team will face. HFH will arrange vehicle drivers and vehicles that are fully licensed and insured. If the team leader has any concerns about the state of the vehicle or the driver, they must exercise their judgment as to whether their team should proceed with the journey. The local HFH representative must be notified of such concerns as soon as possible. Again the team leader must be confident that recreational activities are safe. Please read the ACE insurance policy and be aware of what activities (like motorcycling) are not covered by the policy (see section on Insurance).

On Your Return

When you get home don't forget that health can still be a problem, i.e. further change of diet etc. It's important to seek medical advice if:

- You have been in a malarial area
- You have lingering bowel symptoms or concerns.
- You have any other health concerns.

It is important to tell your GP what places you have been to and what activities you were involved in.

Insurance

All participants should have comprehensive medical and travel insurance to cover construction

sites, all planned recreation activities during the trip (hiking, water sports, safari, etc.) and emergency evacuation. Habitat for Humanity recommends the ACE insurance policy. A summary of the policy can be found below. Detailed policy information can be provided on request.

If any member of team is planning to extend the trip and requires an extended period of cover, this can be arranged. Any person wishing to take out a different policy should consult with the Global Village Area Coordinator to ensure that all activities will be covered (including construction), and that a comparable amount of medical cover is provided. (For example, not all policies cover working on a building site, safari excursions or medical evacuation).

Summary of cover

All Global Village Teams have the HFHI approved insurance (ACE):

<i>Medical Accident or Sickness</i>	<i>\$250,000 Max.</i>
<i>Deductible</i>	<i>None</i>
<i>Coverage (%)</i>	<i>100 %</i>
<i>Permanent Total Disability</i>	<i>\$250,000</i>
<i>Emergency Medical Evacuation</i>	<i>\$150,000</i>
<i>Accidental Death & Dismemberment</i>	<i>\$250,000</i>
<i>Repatriation of Remains</i>	<i>\$150,000</i>
<i>Medical Assistance Services</i>	<i>Europe Assistance</i>

Emergency Contact Information

Habitat for Humanity

A representative from Habitat for Humanity Europe , Middle East and Africa will be available 24 hours a day throughout your GV trip should you have an emergency situation. The emergency mobile telephone numbers are:

Veronika Bodova: tel: 00421 911 045 824
Katarina Britanakova, tel: 00421 911 045 821

Please only use these numbers once your trip has officially begun. You will also be given the contact details of the US and your country embassies and the Habitat for Humanity office in your host country as well as other contact numbers for HFHI EMEA before you leave.

Team Members

You, as the team leader will keep a copy of each team member's application form, which contains personal and medical information. If an emergency situation should arise, you will be able to contact the team member's family or doctor. In this situation, the Global Village Area Coordinator should also be kept informed. She/he will also have copies of the team members' application forms to hand.

Insurance

ACE Travel Assistance Program
800-243-6124 (inside the USA)
+1-202-659-7803 (outside the USA, call collect)

Principles of Good Practice When Working with Children

Global Village teams are about more than building houses! Throughout your experience you will interact, to varying degrees, with the local community, homeowners and other HFH staff and volunteers. Interaction with local children is a key component of any Global Village trip. Children will befriend you as you work on site, as you eat a meal or even as you walk to and from your accommodation each day!

Whenever we have contact with any child it is important that they always feel safe around us or any member of a Global Village team. With this in mind, when interacting with children, team members are asked to adhere to the following guidelines and to ensure that the safety and welfare of any child is a priority in all our dealings with them:

- Health and safety on the work site is of paramount importance. All individuals should follow the instruction and advice of construction supervisors on site. Children should not be encouraged to work on site by any team member;
- Team members should respect children and young people at all times – with the respect and dignity that befits their age;
- Team members should be thoughtful about their language and tone of voice;
- Team members should never participate, with children, in games of either an aggressive or sexual nature;
- Team members should never invade the privacy of children or engage in inappropriate or intrusive touching of any kind;
- Individual team members should never be alone with any child or group of children;
- Team members should not spend excessive amounts of time with any one child or group of children;
- Team members should not make unnecessary physical contact with any child or make any demeaning remarks or gestures to or about a child;
- When taking photographs of children, team members should always ask the permission of their parents or guardians.

As the team leader, please ensure that your team members understand and keep to these principles. The Global Village Area Coordinator is able to talk with you regarding these issues if you have any questions prior to the trip and whilst in-country, you can speak with the Hosting Coordinator regarding any situations that may occur.



Chapter 7

Risk Assessment

Team Leaders are required to carry out regular risk assessments throughout the trip. The methods given for minimizing and managing risk can be adapted to suit your own circumstances. Risk assessment relates to all aspects of the trip from recreation to building activity, from catching a disease to playing sport with too much vigor. The aim is to bring your team home in good health, after having had a rewarding experience.

Carrying out a Risk Assessment

1. Identify the types of incident likely to be encountered;
2. Assess the severity of the hazard – the harm outcome if this incident occurred;
3. Assess the risk – the likelihood of the incident occurring;
4. Assess the effect of the incident on the team;
6. Identify methods to minimize and manage the risk;
7. Continually assess the risk and make amendments to these methods where necessary.

Methods for Minimizing and Managing Risk On Site

- Take a cautious approach.
- Be prepared to say to the team that an area or activity is hazardous
- If you feel something is unsafe (like a corrugated roof end at head height) discuss this with the site supervisor and find a way to temporarily cover it up.
- Have people work in pairs – looking out for each other.
- Constantly assess the risks – this should become an attitude of mind.
- At the beginning of each day think about your activity for that day, note the hazards that will face your team, and decide how you will minimize the risks for the activity. This may be:
 - o A simple “Beware...”
 - o Providing safety equipment for the activity
 - o Demonstrating proper lifting techniques
 - o Training in the proper use of a piece of equipment

Personal health

Finding out about the current health & safety concerns in the area you are travelling is of paramount importance. This will tell you what travel advisories are in place (if any), the political stability of the country, what diseases are most prevalent, what vaccinations you require and what anti-malarial prophylaxes are currently most effective (if applicable). It will also help you decide what fitness level and capability you are looking for in team members. There are a number of organizations that hold up-to-date databases that can send you all the relevant information.

Useful websites:

www.cdc.org

www.interhealth.org.uk

www.masta.org.uk

Host Coordinator

The Host Coordinator should also be able to give you a realistic picture of the health situation and what facilities are available. They will also be able to give you an indication of the type of accommodation, distance and manner of transport to get to the host project, what state the roads are in as well as whether water will need to be treated prior to drinking.

Obtain Health Information from the Individual (Will they survive?)

It is important that you are suitably informed about the health of each team member, in order to make an informed decision relating to his or her ability to be part of the team. Some people will be reluctant to reveal this kind of information. Failure to declare details may invalidate the insurance and have a serious impact on the whole team. All information of this type must be kept confidential at all times.

From the individual you will need to discover:

- All existing medical conditions such as a heart condition, epilepsy, diabetes, etc.
- Details of any recent operations and mental health problems.
- If she is pregnant.
- What regular medication is being taken and what it is for.
- His/her physical ability to do the job (can they push a wheelbarrow, carry bricks, walk on uneven ground?)

With this information you can follow a risk assessment process. This doesn't mean that if an individual has a health problem they will be rejected from the team BUT information regarding how stable they are, what causes their health to deteriorate and what conditions you will be working under needs to be taken into consideration.

At this time it is important that you set the limits for what you can cope with health-wise within the team. This will depend upon the medical knowledge and competency within the team and the availability of medical facilities. Decide whether you would be happy to have individuals with conditions such as diabetes, epilepsy, regular medication, history of mental instability or a previous back injury.

REMEMBER: YOU SET THE LIMITS YOU CAN COPE WITH!!

How can you get this information?

- From the application form
- During the interview
- From the individual's GP or specialist

Prepare the team

As discussed in another chapter, each team should have at least one orientation prior to departure. During this time you can raise and discuss with your team the various health and safety issues covered in chapter 6. Once in-country, then a more specific site-safety briefing should be carried out by the local HFH representative.

Chapter 8

Emergency Management Plan

Emergency Preparedness

Although steps are taken to ensure the safety of every GV team, during the trip team leaders and team members still must be prepared for a variety of possible emergencies. Emergency procedures are contained in the GV Emergency Management Flow Chart and Plan and first aid recommendations are outlined below. In addition, every team leader should compile a team crisis packet.

Emergency Management Plan

The health and safety of Global Village team participants and leaders is a top priority of Habitat for Humanity and the Global Village staff. This Emergency Management Plan (EMP) is the Global Village team leader's guide to handling accidents, illnesses and catastrophic events that involve team members during the course of a GV trip. It consists of the Process Flow that defines specific steps for responding to three categories of occurrences - **minor injury/illness, major injury/illness and catastrophic events** - and the Global Village Incident Report which provides a standardized method of documenting every qualifying emergency, and the following text sections that further explain each step in the process flow. The plan outlines the minimum response expected of a leader who encounters such emergencies, but does not limit additional response activities, as circumstances dictate.

Although the team leader often is the frontline decision maker in a team emergency, the Global Village Area Coordinator and the Host Coordinator stand ready to assist and need to be kept informed of all emergencies as they develop.

The Global Village Incident Report is the official vehicle for documenting emergency situations and what actions were taken. An incident report should be completed and emailed to HFHI EMEA Area Coordinator as soon as possible (no later than 2 days) following any accident, injury or illness requiring professional medical attention, hospitalization or evacuation, or resulting in the death of any team member; any significant disruption in the trip, caused by catastrophic events - natural or manmade - which pose threat to team members; or when a team member departs the trip earlier than planned.

Being Prepared

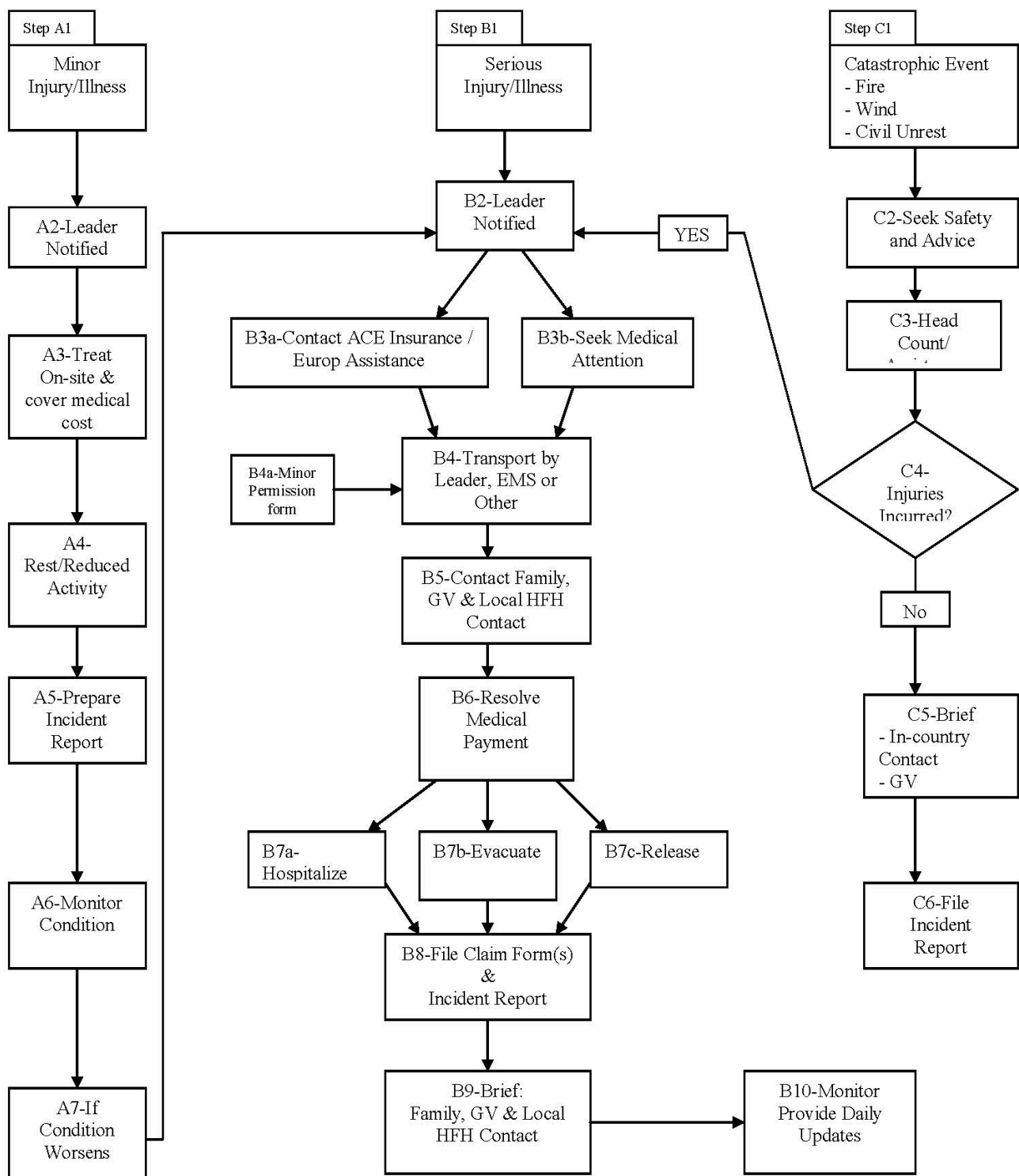
The leader of each GV team is responsible for:

- having a well-provisioned first-aid kit readily available throughout the trip - while travelling, at the worksite and during leisure-time activities;
- having a qualified first-aider on hand at all times;
- having readily available at all times each team participant's personal information which lists current medication, any allergies and next of kin information; the Emergency Contact Sheet which contains 24/7 contact numbers and insurance information;
- obtaining from local HFH staff the location of the nearest medical facility and contact information for local medical personnel and medical transport services;
- designating, training and keeping informed a back-up team leader (from the team participants) in case the leader becomes incapacitated or is required to separate from the team;
- informing team members of potential hazards and ways to prevent them;
- developing and presenting to all team members an in-country orientation that includes:
 - identity of first-aider and locations of first-aid kit and nearest medical facility;

- contact information for local medical personnel and transport services;
- procedure to be implemented when a team member is injured or becomes ill (EMP);
- worksite safety considerations;
- emergency contact numbers;
- a separation contingency plan, which defines what to do if team members become separated during catastrophic event. Include a regrouping plan - time and location - and a procedure for when and how separated individuals should contact the Volunteer Teams;

GLOBAL VILLAGE EMERGENCY MANAGEMENT PLAN Process Flow

IN CASE OF:



Process Flow

The Process Flow (above) is formatted to address three specific scenarios: Steps A1-A7, Minor Injury/Illness, Steps B1-B10, Serious Injury/Illness and Steps C1-C6, Catastrophic Event. The following sections explain each step in detail. Determining if an injury or illness is minor or serious is left to the team leader but the following text offers basic criteria to assist in making that decision.

Minor Injury/Illness

Step A1: Minor Injury/Illness

Minor injury/illness describes an occurrence that is not life-threatening and does not require hospital attention - an injury/illness that can be treated on-site or at a local clinic.

Step A2: Leader Notified

During the in-country orientation instruct team members to notify the leader when a member is injured or suffers an illness that requires medical treatment, even if self-administered.

Step A3: Treat On-site and Cover Medical Cost

Qualified team members or a local medical professional can treat some minor injuries/illnesses on-site, while others might require visiting a clinic. Rather than filing an accident claim form, the cost of such medical treatment can be paid by the patient or team leader and reimbursed from the team budget. Retain all paperwork and receipts regardless of how paid.

Step A4: Rest/Reduced Activity

Following minor injury/illness, suggest that the team member stay off the job and rest or at least reduce his/her level of activity until again healthy.

Step A5: Prepare Incident Report

Complete a Global Village Incident Report for every minor injury/illness that requires medical attention beyond what can be treated from the team's first-aid kit.

Step A6: Monitor Condition

Continually monitor the condition of an injured/ill team member, until s/he is back at work.

Step A7: If Condition Worsens

During the in-country orientation instruct team members to immediately notify the leader when the condition of a treated injury/illness worsens. Advance to Step B2.

Serious Injury/Illness

Step B1: Serious Injury/Illness

Serious injury/illness describes an occurrence that may or may not be life threatening but does require hospital attention or evacuation, including A&E treatment and release, or hospital admittance.

Step B2: Leader Notified

During the in-country orientation instruct team members to immediately notify the leader when a member is injured or suffers an illness that requires medical treatment.

Step B3a: Contact ACE Assistance

ACE Travel Assistance Program is the HFH EMEA approved medical insurance usually taken out by all participants. ACE Travel Assistance Program may be contacted in respect of:

- Medical advice, referral or treatment;
- Emergency repatriation;
- Local payments of hospital bills;
- Replacement of essential maintenance medication or drugs;
- Contact number: 800-243-6124 (*inside the USA*) +1-202-659-7803 (*outside the USA, call collect*)

Step B3b: Seek Medical Attention

First priority in a serious injury/illness is to stabilize the victim and prevent further injury. At the same time, summon medical assistance.

Step B4: Transport the Victim

Based upon the type and seriousness of the injury/illness, decide how to transport the victim to a medical facility. Consider availability of emergency services versus transporting by private vehicle. ACE Assistance may be able to assist in obtaining transport.

Step B4a: Minor Permission Form

If the victim is a minor, remember to take/send the properly signed Form of Authority

Step B5: Contact and Brief

At the medical facility, following the examining physician's initial evaluation, consultation and prognosis, notify the person listed on the victim's Personal Information for Emergency Use form, your Global Village Area Coordinator and the local HFH contact.

Step B6: Resolve Medical Payment

The medical insurance policy provides each team member with up to \$ 250,000 for medical expenses.

Step B7a: Hospitalize

Follow the doctor's advice and admit the victim to the hospital, as recommended. Involve insurance company as required. Prepare an Accident Claim Form.

Step B7b: Evacuate

Follow the doctor's advice to evacuate the victim, if recommended. ACE Assistance will help arrange and coordinate the evacuation. Prepare an Accident Claim Form.

Step B7c: Release

If the victim is treated and released, transport him/her as directed by the doctor. Fill medical prescriptions as needed and cover the cost out of team funds, to be reimbursed later. Retain all paperwork and receipts. Prepare an Accident Claim Form.

Step B8: File Claim Form and Incident Report

Complete HFHI Accident Claim Form, including Physician's Report, and mail immediately or hold for mailing upon arriving home, depending upon timing of occurrence and dependability of local mail service. Prepare GV Incident Report and fax to GV department in Budapest.

Step B9: Brief Family and HFH

Following hospitalization, evacuation or release, provide information on the victim's condition and prognosis to the person listed on the victim's Personal Information for Emergency Use form, to the Global Village Area Coordinator and the local HFH contact.

Step B10: Monitor and Provide Daily Updates

Continue to monitor the situation and provide daily updates to the family, Global Village Area Coordinator and the Host Country Coordinator. If the victim is hospitalized or evacuated ACE Assistance will maintain up-to-date information about the victim's condition.

Catastrophic Events

Step C1: Fire/Wind/Civil Unrest

This category represents any disruption in the GV event caused by weather, natural disaster or any type of terrorism, war, insurrection or criminal activities, which pose threat to team members. As stated in the Release and Waiver of Liability, HFH EMEA will "not pay ransom or make any other payments in order to secure the release of hostages."

Step C2: Seek Safety and Advice

The first priority is to stay together and seek safety as a group. At the first indication of pending catastrophic event, review the separation contingency plan introduced during the team's in-

country orientation. Designate the regrouping time and location, and a procedure for when and how separated individuals should contact HFH EMEA, local HFH and/or the embassy in the home country for assistance and/or advice. (See below)

Step C3: Head Count/Assistance

Following a catastrophic event or upon regrouping, take a head count and assess conditions. If the situation warrants, contact the Global Village Area Coordinator and your Host Coordinator. If in danger and unable to communicate with the local or in-country HFH contact or Global Village Area Coordinator, it may be necessary to contact the embassy for assistance.

Step C4: Injuries Incurred?

If team members are injured and require medical attention, re-enter the process flow at Step B2.

Step C5: Brief HFH

Once conditions permit, brief HFH EMEA and the HFH in-country contact regarding the team's status, specific needs and immediate plans.

Step C6: File Incident Report

As soon as possible after calm is restored, complete a GV Incident Report and fax it to the Global Village Area Coordinator at HFH EMEA, documenting what transpired and what actions were taken. A report should also be filed when a team member departs an event earlier than planned, with or without the leader's concurrence.

Cultural Activity Emergency Plan

Cultural activity time presents a unique set of "what if?" opportunities for the team and its leader. Upon reaching the cultural activity destination, the leader should identify an emergency rendezvous location where the team can meet in case of an emergency, and discuss contact procedures.

Crisis Packets

Prior to departure each team leader should assemble a crisis packet and suggest that each team member do the same. Assembling a crisis packet primarily involves organizing existing information and documents into a format that is easy to carry and efficient to use. Following is a list of basic items that should be included in the team leader's and team member's crisis packets.

Every team member must complete the GV Emergency Contact Information/Waiver of Liability form, and obtain a copy of the photo ID page of their passport, if applicable. Both the team leader and HFH EMEA GV should retain a copy of these documents, as explained in **The Global Village Team** section of this manual. Throughout the trip all team leaders should the team leader accordion file with their crisis packet documents.

See Crisis Packets (Appendix 17)

Chapter 9

Debrief and Evaluation

Team Debrief

Before leaving your destination country consider holding a team debrief session. This may be the last time you get together as a team and many people will value the opportunity to talk about their experience. By the time you get to the debrief session the team will know each other very well. They will, most probably, be very open and honest.

- You could start asking the team about their expectations and fears before coming on the trip.
- This could lead onto further questions about what was the reality for the team. Were their expectations met?
- Could each team member identify one thing/event/activity that epitomized the trip for them?
- What could they take home from the experience?
- And finally, what are they looking forward to most when they get home?



Evaluation

In order to continually improve the HFH EMEA GV program, it is important that each GV team member be encouraged to complete and return a GV Evaluation by Team Member form. GV teams can fill in the on-line survey or use the hard copy of the evaluation form. In case the on-line evaluation in the internet café in the host country is a possibility, the Host Coordinator will distribute cards with the following link to all Team Members www.surveymonkey.com/r/gvteam. This link should be typed in to the internet browser by the team member in order to visit the on-line Team Member Survey.

In case the paper evaluation is the chosen way of evaluating the trip, these forms should be distributed to team members a day or two before the end of the trip; typically this will be during the cultural activities. The team should be given ample free time to spend as long as it takes to conscientiously complete the forms. The team leader should select one team member to be responsible for collecting and returning the completed evaluation forms to the host coordinator before leaving the host country. Honest answers, even if not positive, are encouraged. The team member's name on the form is optional.

Team leaders should evaluate their own GV experience using the Evaluation by Team Leader link www.surveymonkey.com/r/gvleader. The team leader's evaluation form includes space for listing team members who possess the qualities and attitude to be good GV team leaders. If there are team members who show potential for leading a team, try to spend time with them during the trip to further evaluate their leadership potential. Team leaders are encouraged to recommend those members who they feel would be assets to the GV program.

The host HFH program is also given the opportunity and encouraged to evaluate the team and leader all in the spirit of improving the program and insuring that all HFHI EMEA GV participants, leaders and host program staff have a meaningful and rewarding experience.

Evaluation forms an important part of Habitat for Humanity's ongoing process to improve Global Village experiences. Please encourage your team to fill out evaluation forms as fully as possible. Different people within the organization read all of these forms and any major issues are acted upon as appropriate.

Final Team Meeting

The trip is almost over and the final team meeting is an important event, an opportunity to leave a lasting impression on the team. It should be conveniently scheduled, if possible, during the final full day of the trip.

Often the final team meeting is held in conjunction with the last team dinner, but that is optional. It should be scheduled at a convenient time and place where everyone can relax and savor the moment.

In addition to the final team meeting being a time of sharing emotion, expressing appreciation and reflection, the team leader should have a number of specific agenda items, most related to reentry and how team members can continue their involvement with Habitat for Humanity.

Reentry

Reentry is the "hidden side" of a Global Village trip. It is commonly referred to as "reverse culture shock." Team members may have been shocked when they arrived at the GV host destination and saw poverty firsthand. They may be just as shocked upon returning home—shocked by how those around them live, the wastefulness, the materialism and the views toward those less fortunate. Reverse culture shock is common among GV team members who are returning from having been immersed in a new and different culture—one which is usually much more economically depressed than they are used to. It may seem as if they have been away for months, but home has remained relatively unchanged. The GV experience may trigger changes in the team members' perspectives and priorities. The team leader needs to be aware of the potential impact of reentry and help team members prepare to integrate back into their daily lives. There are typically four stages: Fun, Flight, Fight and Fit. Understanding reentry is the first step toward addressing it.

See Four Stages of Reentry (Appendix 19) and Common Feelings of Reentry and Addressing Reentry in the Field (Appendix 20).

Trip Report

If you are able to write a trip report (written by yourself or other member of the team) to include the facts of the trip (where & when), any positive or negative experiences, details of rest and relaxation activities and anything else of interest, it will be gratefully received. This should allow HFHI EMEA to help future team leaders and to assist in recruitment. If you have video footage and/or photographs the GV department would also love to receive these.

Chapter 10

Post Trip

The Emotional Aspects

The end of a GV trip signifies the end of a rewarding experience and a new perspective on life's priorities. Leading the team has left the team leader blessed with new friends, new experiences and possibly a new lease on life. Most leaders and team members do not want the trip to end. Returning home after being immersed in a different world for a week or two frequently leads to the emotional rollercoaster of reentry.

Reentry

Even though many are trained and experienced at traveling in unfamiliar cultures, upon returning home team leaders often experience the shock of reentry, just as team members do. Team leaders must be aware of and deal with personal reentry issues as discussed in section nine.

Post-trip Communications

Although the team has disbanded and everyone has returned home, the team leader's job is not yet over. The team leader has a responsibility to send out a final communication to team members and serve as a resource for returned team members. As time passes and team members get back to their normal routines, the excitement of the GV trip will begin to fade and life will go on.

Many teams plan a post-trip team meeting to share photos, stories, etc.



Welcome Home Letter

Soon after returning home the team leader should send at least one follow-up communication to team members and the host GV coordinator, expressing “thanks for participating” and sharing personal feeling about the experience. Please also schedule a post-trip meeting. The team leader can encourage team members to keep in touch and share photos and initial reentry emotions after returning from the trip. Long-lasting friendships often form during a GV trip and continue for years after.

See Sample Follow-up Letter from team leader (Appendix 21).

See Sample Post-trip Meeting Agenda (Appendix 22).

Evaluating Team Leaders

Team leaders will be evaluated by the team, host affiliate and HFHI EMEA GV coordinator after each trip. The evaluations will be reviewed with the team leader. Based on feedback, decisions will be made about leading future trips, whether additional training is needed, etc. Outstanding team leaders may be asked to serve as mentors for future GV teams.

Evaluating Trip In-Country

The team leader should complete the on-line team leader evaluation form upon returning home.

We encourage the team leader to schedule a time to debrief with the HFHI EMEA GV coordinator within two weeks of the leader's return from the trip.

Sharing the Story

Even after the trip is over, GV team leaders still are viewed as partners of the Habitat for Humanity mission and the Global Village program. A primary purpose of a GV trip is to be an advocate for HFH's mission and for those living in substandard housing conditions. We encourage you to share the GV experience not only with friends and family but with people in your community, church, school, etc., as well.

APPENDIX

Appendix 1

Mission Focus



CORE DOCUMENTS

MISSION VISION

A world where everyone has a decent place to live.

MISSION STATEMENT

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

MISSION PRINCIPLES

1. Demonstrate the love of Jesus Christ.

We undertake our work to demonstrate the love and teachings of Jesus, acting in all ways in accord with the belief that God's love and grace abound for all, and that we must be "hands and feet" of that love and grace in our world. We believe that, through faith, the miniscule 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. We put faith into action by helping to build, renovate or preserve homes, and by partnering with others to accelerate and broaden access to affordable housing as a foundation for breaking the cycle of poverty.

3. Advocate for affordable housing.

In response to the prophet Micah's call to do justice, to love mercy and to walk humbly with God, we promote decent, affordable housing for all, and we support the global community's commitment to housing as a basic human right. 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 every person has something to contribute and something to gain from creating communities in which all people have decent, affordable places to live. 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 2

Philosophy and Terminology of Habitat

Economics of Jesus

Habitat for Humanity is founded and operated on Christian principles, the most basic being the economics of Jesus. The premise for the economics of Jesus is based upon the belief that: 1) God will multiply the resources and the effort when human need—not profit—is the motive for action; 2) Poverty of the “have-nots” is directly related to the riches of the “haves.” According to Luke 3:11, those with two shirts should give one to someone who has none and those with food should share.

The economics of Jesus, as applied by Habitat for Humanity, is a call to step out in faith to build houses in partnership with people in need.

Partnerships

Also integral to the ministry of Habitat for Humanity is the concept of partnership. This partnership is twofold. First, Habitat is in partnership with God, carrying out his will to help others. Second, Habitat is a people-to-people partnership that joins people together regardless of race, nationality, religion or socioeconomic status.

As Habitat continues to develop and expand, we find that maintaining a leadership role in housing and community development often means developing quality partnerships with others who share our commitment. We form partnerships with companies and corporations, with churches and faith based organizations, and with other non-profits. These partnerships allow us pool resources to work toward the elimination of sub-standard housing. Volunteers are a key ingredient in any partnership. They not only provide much needed labor and skill, but they seek to form lasting relationships with other volunteers and with the partner families they meet on the field.

Volunteers work on equal footing, as true partners, and each contributes resources and experiences for the good of all. Volunteers serve Habitat at all levels, from our headquarter offices to regional and area location to individual affiliates and project sites. Global Village teams volunteer as they travel to help build homes, raise awareness and become advocates for a global effort.

Partner Families

The people-to-people partnership begins with partner families. Habitat is not a give away program, but a joint venture in which those who benefit from the housing ministry are directly involved in its work. Partner families put in significant sweat equity working on their houses and the houses of other partner families.

Volunteers

Volunteerism is a key ingredient of this partnership. Volunteers provide much of the skill and labor needed for Habitat’s work. Volunteers and partner families join together as coworkers, working on equal footing and each contributing from his or her own resources and experience for the good of all. Volunteers serve at HFHI headquarters in Americus, GA., at regional and area offices, and with Habitat affiliated programs around the world. Global Village volunteer teams travel worldwide to help build homes and raise the awareness of the Habitat mission.

Ministry

As volunteers work side by side with partner families and other Habitat workers, Habitat becomes a ministry not only to those receiving houses, but also to the volunteers who gain insight about justice, simplicity, service, Christian living and responsibility, and the Kingdom of God. The vision of partnership reaches far beyond the Habitat community.

The focus of Habitat's ministry is not simply the construction of houses. Habitat seeks to create awareness of housing issues as it empowers people in need to help themselves. Habitat is interested in the people involved in its ministry, both the owners of Habitat houses and those who contribute funds and volunteer their time and talent. Habitat seeks to eliminate barriers and form partnerships among people who would otherwise be strangers.

Our partners in developing countries do not need us as laborers as much as they need us to understand their housing situation, to understand how Habitat responds to the need, and to lift up the work of Habitat in prayer, in action and with financial support.

Ecumenicity

God's love extends to the whole world regardless of race, nationality or religion. In the same way, Habitat seeks to make decent housing available to all people in a nondiscriminatory fashion.

In this spirit and in the spirit of partnership, Habitat is an inclusive humanitarian organization, encouraging people from a broad spectrum of social, ethnic and economic backgrounds and from a wide diversity of religious experiences to work together. As Habitat expands to more widespread locations, an ever-stronger ecumenical base emerges. Denominational agencies, interdenominational coalitions, interfaith programs and secular organizations bring a wealth of resources to Habitat for Humanity's work. These individuals and groups work in partnership, sharing mutual respect, ideals and dignity.

Funding

Habitat for Humanity assists host programs with funding in various ways. The amount of funds and the methods of funding change according to a number of factors. Some programs are more mature and have developed local funding sources. Others have great need in the wake of a disaster and need more help.

All programs benefit from the Fund for Humanity (or 'revolving fund') as houses are built or repaired and mortgages are paid. The local Fund for Humanity may receive monetary gifts, no-profit low-interest or very low interest loans, and repayments from mortgages on homes built or repaired. These funds come from all the 'partner' resources noted above, plus from tithes from other Habitat affiliates and projects around the world and from traveling work teams! Your participation as a volunteer and the donation made by your team is vital to the host country's building program. Not only does your presence raise awareness for housing issues on a global scale, but your donation facilitates their opportunity to become self sufficient.

Family Selection

HFHI partners with low-income families who strive to become homeowners but are unable to attain that goal through conventional means. Prospective partner families are chosen according to need, willingness to partner and ability to pay. To qualify, a partner family must:

- Not own a decent house and must presently be living in inadequate shelter.
- Be willing to donate significant sweat equity to build theirs and other Habitat houses.

- Be willing and able to pay for the house. The combined income of all family members must be low enough that the family is ineligible for affordable loans from traditional lending institutions, but high enough to pay the Habitat mortgage.

Prospective partner families undergo an extensive interview process and the HFHI selection committee members visit and inspect their living conditions before they are considered for a Habitat home. Habitat strives to help those with the greatest need.

Appendix 3

Habitat partners and GV structure in EMEA

Habitat for Humanity International (HFHI)

The operational headquarter of Habitat for Humanity International is located in Americus, Georgia in the United States, while the administrative HQ is in Atlanta, Ga., US.

HFHI Area Offices

In addition to the HFHI headquarters from which the U.S./Canada programs are directed, Habitat for Humanity International is represented by four area offices:

- Europe, Middle East and Africa (EMEA) area headquartered in Slovakia
- Asia Pacific (AP) area office in the Philippines
- Latin America/Caribbean (LAC) area office in Costa Rica

Habitat for Humanity National Offices

The HFH national office supports and monitors HFH in the given country.

Habitat for Humanity Affiliates

The HFH affiliates are local grassroots of HFH working directly in the communities on the house building.

GV Host Program

The host, or host program, in some cases is the autonomous local HFH entity that conducts Habitat activities in a defined geographic area, typically a town, city, county, parish, borough, or in some cases a state. If an affiliate hosts GV teams, it is referred to as a hosting affiliate. Not all affiliates host GV teams.

The host affiliate/host program is where the team actually builds houses in partnership with the local partner families, and staff.

GV Sending Program

The sending program, either a HFH national or area office, is in charge of providing human and financial resources to the hosting programs. Sending offices recruit and coordinate volunteer teams for GV service in hosting HFH programs as well as fundraise to support the building program. Some HFH offices have both programmes; some are either hosting or sending.

GV Partners

GV teams enhance local HFH programmes by providing funding, publicity and volunteer hours. Various affiliate staff members and local volunteers are involved in hosting GV teams. Some affiliates are managed completely by volunteers; others have both paid staff and volunteers.

The host-affiliate key players that GV team members are likely to encounter daily are:

- **Host GV Coordinator** — Every hosting program has someone serving as the GV coordinator before and during a GV team's visit. This person is the GV team leader's primary contact for non-construction related issues. Typically, the host GV coordinator presents the host affiliate orientation and may coordinate lunches at the work site and cultural activities for the team. The host GV coordinator may be a paid staff member or a local volunteer.
- **Construction Supervisor** — Every build site has a qualified construction supervisor provided by the affiliate. S/he is responsible for overseeing the building of the house(s). Working in concert with the GV team leader, the construction supervisor ensures work quality and quantity, provides team members with task instruction and supervision, and oversees safety on the work site.
- **Partner Families** — The partner family is the prospective Habitat homeowner. Partner families often put in their sweat equity alongside the GV team. They may also serve as hosts and cultural guides for the team. Interaction with the partner family is a very important aspect of the GV experience, however, please, be aware that many partner families must work and are not always available during the day. If this is the case invite them to share a meal with team. Depending on the size and location of the affiliate, team members also are likely to meet other host affiliate staff and board members:
- **Executive Director**—A staff position responsible for the hands-on day-to-day operation of the affiliate.
- **Board Members**—Elected volunteer positions that, as a group, oversee the activities of and set direction for the affiliate; the executive director is accountable to the board.

GV Team Member

GV team members are volunteers from all walks of life and socioeconomic backgrounds who give generously of their time, talent and financial resources to help eliminate poverty housing and break the cycle of poverty. By paying a trip fee and covering their own expenses, or by fundraising team members help fund and build simple, decent, affordable housing in partnership with the host affiliate and the partner family.

Each team member brings to the group unique experiences, a unique personality and, sometimes, a unique challenge. During GV work trips, team members may face situations they have never encountered. They are in strange surroundings, away from family and friends. They might be living in close quarters— sleeping on a folding cot in a village community center or sharing primitive bathroom facilities with other team members. The accommodations most likely won't be what they are accustomed to; the food might not always be their favorite. Flexibility goes a long way toward overcoming these obstacles.

Team Leader

The team leader plays a pivotal role in making the team a success and ensuring that the participants have a rewarding experience. For many applicants, joining a GV team is their first exposure to Habitat. The GV team leader is responsible for working with the HFHI EMEA Volunteer Specialist and the host GV coordinator to plan and implement the short-term work trip. The team leader serves as tour guide, coach, mentor, inspirer, counselor, crisis manager and confidant from start to finish. The team leader also brings to the team personality, uniqueness, experience and commitment, and a dedication to the Habitat mission.

Sending GV Coordinator (also Volunteer Specialist)

Each team leader is supported by a Volunteer Specialist at HFH office operating as sending program for the respective country/countries. This individual is responsible for coordinating GV teams to a particular HFHI area around the world.

Volunteer Specialists are responsible for:

- Recruiting, interviewing and training team leaders.
- Providing teams with financial services and administrative support.
- Working with the host GV coordinator and team leader to coordinate the formation of plans for the trip.
- Answering questions and providing advice.
- Handling emergency situations 24/7 while teams are traveling.

Host GV Coordinator

Depending on the area and country, the host GV coordinator may be the HFH national office GV coordinator, the host affiliate volunteer coordinator or an affiliate volunteer.

Once the team is scheduled and an invitation has been extended, the host GV coordinator is the team leader's primary in-country contact and partner in planning and organizing the team's work project. S/he helps plan the work schedule and itinerary, and make arrangements for lodging, local transportation, recreational activities, etc.

Once the dates and destination are finalized, the HFHI EMEA Volunteer Specialist is available to provide support, but it is up to the host GV coordinator and the team leader to ensure that the team's visit is a positive experience for team members and the host affiliate.

Appendix 4

Teamleader checklist 1

Time frames are rough estimates and may vary depending on the date the trip is confirmed.

6+ months before trip: Trip Proposal

- Research possible trip locations and discuss with HFHI EMEA Volunteer Specialist (=sending GV coordinator)
- Submit Team Proposal Form and MOU.
- Read all HFHI GV confirmation and orientation materials.

5 - 3 months before trip: Planning and budgeting

- Rule #1—Be flexible.
- Read all HFHI GV orientation materials.
- Participate in the available team leader trainings.
- Contact the host GV coordinator to introduce yourself and share goals and expectations.
- Establish trip itinerary with host and HFHI EMEA Volunteer Specialist.
- Discuss team logistics with host GV coordinator (lodging options, transportation, etc.).
- Obtain airfare quotes for individual or group travel.
- Establish budget with host and HFHI EMEA Volunteer Specialist.
- Review passport/visa requirements for host country.

5 months to 45 days before trip: Organizing and funding

- Publicize trip in various mediums.
- Recruit and interview your team members.
- Submit the team deposit to HFHI EMEA.
- Send team members resources received from host GV coordinator (country-specific).
- Hold orientation meeting with the team:
 - Basic trip information.
 - Explain the paperwork, remind to register online, sign and return paperwork to you.
 - Payment schedule
 - Discuss travel and cultural activities
 - Passport and visa requirements.
- Encourage team members to use Create-Your-Own GV fund-raising Web page, raise awareness and funds through other avenues; share creative fund raising ideas.
- Communicate with host GV coordinator to obtain more detailed information:
 - Work schedule and type.
 - Partner family information.
 - Tools.
 - Logistical details.
 - Appropriate team gathering point—location, date, time.
 - Appropriate clothing.
 - Inform host of any special medical/diet requirements.

- Brief your team on the preparations for the trip:
 - Country-specific information and helpful Web sites.
 - Affiliate information.
 - Dress code and gift giving policy.
 - Work schedule/type/tools.
- Resolve any medical/diet concerns of team members (special needs).
- Finalize and provide travel itinerary to host and HFHI EMEA Volunteer Specialist and team members.

Within 45 days before departure: Pre-departure

- Set a pre-trip orientation meeting with the team:
 - Final reminder to team members to register online and submit signed Acknowledgment forms + Passport copies to you.
 - Provide team members with emergency contact info of host and HFHI GV, etc.
 - Instruct team members to leave complete itinerary and emergency contact info (names/phone numbers) with a friend or family member in case of emergency.
 - Packing list (include reminder to bring reflection material to share).
- Send the Paperwork to HFHI EMEA Volunteer Specialist.
- Pay the donation, administrative fee, insurance to HFHI EMEA.
- Obtain final packet from HFHI EMEA Volunteer Specialist with Orientation Handbooks and GV merchandise for the team.
- Communicate with the host about wiring expenses or carrying cash.
- Review budget, itinerary, travel; and contact HFHI EMEA Volunteer Specialist with questions.
- Obtain first aid kit/extra medicines for team or delegate to a team member.
- Obtain Emergency Contact Sheet and Emergency Management Plan from the HFHI EMEA Volunteer Specialist.
- Set up a pre-trip phone call with the HFHI EMEA Volunteer Specialist

In country

- Reread Rule #1.
- Maintain the daily transaction detail worksheet and organize receipts daily.
- Exchange some home currency into local currency upon arrival.
- Hold orientation sessions with hosts upon arrival.
- Keep crisis packet with you at all times.
- Store team valuables in a safe if available at lodging or host program.
- Hold team meetings/reflections daily.
- Start team journal.
- Be mindful of health and safety of team members both on and off work site.
- Be mindful of team dynamics and ready to address concerns.
- Be culturally sensitive and remind team members to do the same.
- Communicate our appreciation to the people, hosts and local community.
- Hold a final team meeting to bring closure to the team experience and advise team on re-entry and how to stay involved with HFH.
- Complete evaluation forms.
- Exchange foreign currency back to dollars.

Arrival home 45 days after return: Post-trip

- Take time to relax, rest and refocus.
- Stay in touch with your team members (send welcome home/thank you email or sms).
- Send thank you note/e-mail to host GV coordinator and host HFH program.
- Finalize expense accounting including final credit card and bank withdrawal amounts.
- Schedule a time to debrief with your HFHI EMEA Volunteer Specialist.
- Share pictures, thoughts with friends, family and host HFH program.

Teamleader checklist 2

This document can also be used during the 3 way call between the Host Coordinator, HFHI EMEA Volunteer Specialist and Team Leader.

PRE CALL

DATE: _____

SC: _____

HC: _____

TL: _____

CHECKLIST IN COUNTRY

DATE: _____

HC: _____

TL: _____

CHECKLIST ITEMS

HC

TL

Identify unofficial co-leader/back up leader in case TL becomes ill/injured

Expectations and Experience:

- Country, Town, Community/Project location
- Family profile, family story, family engagement
- Construction, different sites, build styles

Roles:

Roles of TL and HC

Communication protocol – TL-SP and HC-ND

The person who will be with the team the entire time

Documents:

Did the TL share the Handbook & Construction Tool Kit with the team?

Logistics:

Budget

- Review what was paid
- Contingency funds _____
- Money exchange _____

Itinerary review – review cultural activities as per itinerary

Hotel – in capital city and at community/affiliate

Transportation

- Emergency transport available

Food

- Explain if tipping is included or not and how it works in the country.
- Dietary details, if vegetarians in group ask them to bring snacks

Phone with charger, airtime and emergency numbers

Safeguarding of valuables

CHECKLIST ITEMS

HC

TL

Policies:

- Gift Giving Policy – Case studies and consequences if breached
- Minor and Age Appropriate Policy
- Ambassador of HFH while volunteering
- Alcohol not permitted on worksite and in community
- Smoking on site not permitted, allocate an area

Emergency Packet

- First Aid Kit
- Who on the team have medical training?
- ACE card and information sheet
- Emergency Management Flow Chart
- Emergency Management Plan – go through
- Emergency Contact Info Sheet
- Incident Report (copies)
- Accident Claim form (copies)

Team:

- Team Profile list – if there was any changes
- Copies of passports
- Devotions and Reflections
- Evaluations
- Feedback time – Q&A

Appendix 5

GV Team Proposal



GV TEAM PROPOSAL

TEAM LEADER NAME/S	1.	2.
E-MAIL ADDRESS		2.
CONTACT PHONE	1.	2.
MAILING ADDRESS	1.	2.

ORGANIZATION NAME (if a closed team)	
MAILING ADDRESS	

HFH COUNTRY PREFERENCE	1.	2.
HFH PROJECT within the country (if preference)	1.	2.
DATES (inclusive of dates of travel)	1.	2.

TEAM SIZE (range can be provided)		AGE RANGE	
TEAM TYPE (open / closed / church / school / youth etc...)		GENDER RATIO	
PROPOSED DONATION	700\$ per participant (200\$ per participant for HFH International Program included)		

SPECIAL REQUEST TO ITINERARY	
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Appendix 6

Sample Interview Questions

1. Are you available to come?
2. Do you hold a full passport? Of which nationality? What is its expiry date?
4. What attracted you to apply for a place on the team?
5. Please indicate which of the following tasks you are willing to do, and are fairly confident of doing well:
 - Heavy manual laboring (e.g. digging, lifting heavy weights etc.)
 - Lighter manual laboring (e.g. painting walls, lifting lighter weights, like a single building block)
 - Semi-skilled building work (e.g. DIY jobs like simple plumbing, woodworking, levelling a concrete floor)
 - Speaking to the local people day-to-day
 - Relating well to families and children
 - Playing a musical instrument (which instrument(s)?)
 - Speaking to media, to church congregations, at official ceremonies, and/or at team times
 - Encouraging and motivating a weary team
 - Financial and/or administrative work
 - Interpreting
 - Other skills (e.g. juggling, drawing, photography etc). Name them!
6. What would you most like to put into and get out of this experience?
7. What cultural differences do you think you'll encounter, and how do you think you'll react?
8. How well do you handle new situations?
9. How do you keep focused spiritually, emotionally, mentally, physically?
10. How do you deal with stress?
11. How do you respond when things don't go as you planned?
12. The main obstacles on a trip like this could be sickness, being a victim of theft, relationship conflicts, and frustration when things don't go as planned. What two things are most likely to make you anxious about this trip?
13. How do you feel about being on a crowded bus with people pressed close to you on all sides for a long trip? (Intense community environment)
14. What do you think the local people can teach you?
15. Is/are your wife/husband/partner/children/parents happy for you to take part in this trip?
16. Have you been away/overseas without your family for 1/2 weeks before?
17. Who/what will you miss the most from home?
18. Can you travel light?
19. What cross-cultural experiences have you had?
20. How well do you relate to people who are different from you (age, background, and cultural groups)?
21. How do you respond when a beggar asks you for money?
22. Have you ever witnessed extreme poverty or human suffering (example)?
23. Are you a leader or a follower?

24. How well do you follow instructions and accept advice...before you fully understand the reasoning?
25. What would you be able/willing to contribute in the forming of a team?
26. A team enables us to cover individual weaknesses and use people's gifts/strengths.
 - What are your gifts (abilities)?
 - What are your (character) strengths?
 - What are your weaknesses?
27. As a team, we may make decisions to not always do the things you want to do. How do you feel about this?
28. We will have a daily team meeting. If this were to include a Christian devotional time how comfortable would you feel about participating in this time?
29. Would you be willing to lead a period of group reflection/devotions for one day or more? (i.e. something which could motivate, encourage, reassure, challenge the team, that's real, and out of your own experience)?
30. Would you be willing to share your experience with (e.g. church/school) groups, press, on video before and after the trip?
31. Do you have any particular agenda you'd like to meet on this trip (e.g. to drink yak's milk, or watch the sunrise from the top of a mountain)?
32. Do you have any first aid qualifications/experience? If so, would you be prepared to be a lead first aider?
33. Do you have any comments, suggestions, questions?

Appendix 7

Paperwork

1. Online Application

All the GV team members (students and chaperones) shall register with HFHI online at http://www.habitat.org/cd/gv/apply/emea/apply_event.aspx. In order to process to the registration form GV event code is required which shall be provided by the HFHI EMEA coordinator.

The screenshot shows a web browser window with the URL www.habitat.org/cd/gv/apply/emea/apply_event.aspx. The page features the Habitat for Humanity logo at the top center. Below the logo is a navigation bar with links: Get Involved, Learn About Habitat, Where We Build, Support Habitat, and Stories & Multimedia. A dropdown menu for 'Change your location' is set to 'Africa/Middle East'. The main heading is 'Global Village Online Registration'. Below this, a message states: 'Congratulations! You have been selected to join a Global Village house-building team.' A link is provided: 'Check with your team leader if you do not have the team's event code or use this link to find your event [EMEA Event List](#)'. The 'Event Code' section has a text input field labeled 'Your team's event code' and a 'Click to Proceed' button. A note at the bottom states: 'Note: Your event code will start with GVE followed by a five digit number.' The footer contains links for Home, Stories & Multimedia, Get Involved, Donate, Learn About Habitat, E-newsletter, Where We Build, Contact Us, Support Habitat, and Search. It also includes social media icons for YouTube, Facebook, Twitter, LinkedIn, and Pinterest, and a copyright notice for 2014 Habitat for Humanity International.

2. Acknowledgement forms



PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT!

ACKNOWLEDGEMENT OF TERMS FOR THE GLOBAL VILLAGE PROGRAM STANDARD MINOR ACKNOWLEDGEMENT

THIS RELEASE AND WAIVER OF LIABILITY (the "Release") executed on this ____ day of _____, 20____, by _____, a minor child (the "Volunteer"), and _____, the parent having legal custody and/or the legal guardian of the Volunteer (the "Guardian"), in favour of **HABITAT FOR HUMANITY INTERNATIONAL EUROPE, MIDDLE EAST AND AFRICA** ("Nadácia Habitat for Humanity International"), a Foundation with a permanent office address of: Zochova 6 - 8, 811 03 Bratislava, Slovak republic ("HFHI"), its affiliated organizations in other nations, its directors, officers, employees, and agents (collectively, "Habitat").

The Volunteer and Guardian desire that the Volunteer work as a volunteer for Habitat and engage in the activities related to being a volunteer. The Volunteer and the Guardian understand that the activities may include constructing and rehabilitating residential buildings and living in housing provided for volunteers of Habitat.

The Volunteer and Guardian do hereby freely, voluntarily, and without duress execute this Release under the following terms:

1. **Waiver and Release.** Volunteer and Guardian do hereby release and forever discharge and hold harmless Habitat and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer's work for Habitat.

Volunteer and Guardian understand that this Release discharges Habitat from any liability or claim that the Volunteer or Guardian may have against Habitat with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's work for Habitat. Volunteer and Guardian also understand that Habitat does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

It is the policy of Habitat that children under the age of 13 not be allowed on a Habitat worksite while there is construction in progress. It is further the policy of Habitat that, while children between the ages of 15 and 18 may be allowed to participate in construction work, hazardous activity such as using power tools, excavation, demolition or working on rooftops is not permitted by anyone under the age of 18.

2. **Medical Treatment.** Volunteer and Guardian do hereby release and forever discharge Habitat from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's work for Habitat or with the decision by any representative or agent of Habitat to exercise the power to consent to medical or dental treatment as such power may be granted and authorized in the Parental Authorization for Treatment of a Minor Child.

3. **Assumption of the Risk.** The Volunteer and Guardian understand that the work for Habitat may include activities that may be hazardous to the Volunteer, including, but not limited to, construction, loading and unloading, and transportation to and from the work sites.

Volunteer and Guardian also understand that, in order to protect its employees and volunteers in all countries around the world, it is Habitat's policy that it will not pay ransom or make any other payments in order to secure the release of hostages.

Volunteer and Guardian hereby expressly and specifically assume the risk of injury or harm in these activities and release Habitat from all liability for injury, illness, death, or property damage resulting from the activities of the Volunteer's work for Habitat ((except for liability resulting from willful default or negligence on the part of Habitat).

4. **Insurance.** The Volunteer and Guardian understand that, except as otherwise agreed to by Habitat in writing, Habitat does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. Habitat's Board of Directors require all work team members to have appropriate Travel Insurance. Insurance is paid for by the Volunteer as part of the Volunteer's work team fee.

5. **Photographic Release.** Volunteer and Guardian do hereby grant and convey unto Habitat all right, title, and interest in any and all photographic images and video or audio recordings made by Habitat during the Volunteer's work for Habitat, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. **Data Consent.** As required by relevant Slovak and EU legislation governing the protection of personal data, Volunteer and Guardian hereby agree and consent that Nadacia Habitat for Humanity International ("HFHI" hereinafter referred to as "Controller"), as the Controller of information system as defined by that legislation, may collect, use, disclose and process my personal information set out in the Release and Waiver of Liability (the "Release") by the copying, scanning or otherwise recording of documents using HFHI's data systems including personal data contained in these documents (name, address, date of birth, passport number and/or personal identification number). The Controller is authorized to further process this personal data in accordance with Slovak and EU legislation.

- Volunteer and Guardian also give my consent to the Controller to process my emergency contact information and my phone number.
- Volunteer and Guardian hereby represent that I have been informed about my right to:
- access and adjust to personal data,
- rectify or erase my inaccurate, incomplete or not updated personal data, which constitute the subject of the processing,
- make a justified demand in writing for the blocking of the processing the data due a particular situation.

Volunteer and Guardian hereby declare that they have been informed that their personal data might be transferred to other Habitat-branded entity, located in different countries, to extent necessitated by the scope of the program. The consent for the aforementioned use of personal data is voluntarily given for a period necessary to achieve the purpose for which information is processed and may be revoked in writing at any time in accordance with applicable legislation.

7. **Other.** Volunteer and Guardian expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of Slovak Republic and of _____, and that this Release shall be governed by and interpreted in accordance with the laws of the Slovak Republic and of _____. Volunteer and Guardian agree that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

IN WITNESS WHEREOF, Volunteer and Guardian hereby solemnly declare that we have read the present Release, we have fully understood it and we agree with its content, that we have not been under any duress or otherwise disadvantageous conditions while signing the present Release and are not aware of any facts or circumstances that may restrict its content or effect. In display of the fact that the content of the present Release corresponds to my true and free will, we hereby set our signatures on this Release as of the day and year first above written.

Witness:

Witness:

Witness:

Volunteer:

Parent or Guardian:

Parent or Guardian:

Address: _____

Phone: (Home) _____ (work) _____



PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT!

ACKNOWLEDGEMENT OF TERMS FOR THE GLOBAL VILLAGE PROGRAM

This Release and Waiver of Liability (the "Release") executed on this ____ day of _____, 20__, by _____ (the "Volunteer") in favour of **HABITAT FOR HUMANITY INTERNATIONAL EUROPE, MIDDLE EAST AND AFRICA** ("Nadácia Habitat for Humanity International"), a Foundation with a permanent office address of: Zochova 6 – 8, 811 03 Bratislava, Slovak republic ("HFHI"), its affiliated organizations in other nations, its directors, officers, employees, and agents (collectively, "Habitat").

I, the Volunteer, desire to work as a volunteer for a Global Village Work Team and engage in the activities related to being a volunteer for a work team. I understand that the activities may include but are not limited to, travelling to and from other countries, consuming food and living in accommodations available and provided in the foreign country(ies), working in the Habitat offices, constructing and rehabilitating residential buildings and other construction – related activities.

I hereby freely and voluntarily, without duress, execute this Release under the following terms:

1. **Waiver and Release.** I, the Volunteer, release and forever discharge Habitat and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my work for Habitat, except for liability, claims, and demands resulting from wilful default or negligence on the part of Habitat.
I understand and acknowledge that this Release discharges Habitat from any liability or claim that I, the Volunteer, may have against Habitat with respect to any bodily injury, personal injury, illness, death, or property damage that may result from my participation with a Global Village Work Team (except for liability, claims, and demands resulting from wilful default or negligence on the part of Habitat). I also understand that, except as delineated in the travel insurance form provided as a special insert in the *Global Village Orientation Handbook*, Habitat does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance, in the event of injury, illness, death or property damage (see insurance requirements below).
2. **Insurance.** I, the Volunteer, understand that, except as otherwise agreed to by Habitat in writing; Habitat does not carry or maintain health, medical, or disability insurance coverage for any volunteer. Habitat's Board of Directors requires all work team members to have appropriate Travel Insurance. Insurance is paid for by the Volunteer as part of the Volunteer's work team fee.
3. **Medical Treatment.** Except as otherwise agreed to by Habitat in writing, I hereby release and forever discharge Habitat from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my time with Habitat (except for claims resulting from wilful default or negligence on the part of Habitat).
4. **Assumption of the Risk.** I understand that my time with Habitat may include activities that may be hazardous to me, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. So, I recognize and understand that my time with Habitat may, in some situations, involve inherently dangerous activities. I also understand that in addition to consuming local foods and living in accommodations which are available in the country(ies) visited, I may be travelling to and from locations which pose risks from terrorism, war, insurrection, or criminal activities.
Volunteer also understands that, in order to protect its employees and volunteers in all countries around the world, it is Habitat's policy that it will not pay ransom or make any other payments in order to secure the release of hostages.

I hereby expressly and specifically assume the risk of injury or harm in these activities and release Habitat from all liability for injury, illness, death, or property damage resulting from the activities of my time with Habitat (except for liability resulting from wilful default or negligence on the part of Habitat).

5. **Photographic Release.** I grant and convey unto Habitat all right, title, and interest in any and all photographic images and video or audio recordings made by Habitat during my work for Habitat, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.
6. **Data Consent.** As required by relevant Slovak and EU legislation governing the protection of personal data, I hereby agree and consent that Nadacia Habitat for Humanity International ("HFHI" hereinafter referred to as "Controller"), as the Controller of information system as defined by that legislation, may collect, use, disclose and process my personal information set out in the Release and Waiver of Liability (the "Release") by the copying, scanning or otherwise recording of my documents using HFHI's data systems including of my personal data contained in these documents (name, address, date of birth, passport number and/or personal identification number). The Controller is authorized to further process this personal data in accordance with Slovak and EU legislation.
- I also give my consent to the Controller to process my emergency contact information and my phone number.
 - I hereby represent that I have been informed about my right to:
 - access and adjust my personal data,
 - rectify or erase my inaccurate, incomplete or not updated personal data, which constitute the subject of the processing,
 - make a justified demand in writing for the blocking of the processing my data due a particular situation.

I hereby declare that I have been informed that my personal data might be transferred to other Habitat-branded entity, located in different countries, to extent necessitated by the scope of the program. My consent for the aforementioned use of my personal data is voluntarily given for a period necessary to achieve the purpose for which information is processed and may be revoked in writing at any time in accordance with applicable legislation.

7. **Other.** I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of Slovak Republic, and that this Release shall be governed by and interpreted in accordance with the laws of Slovak Republic. I agree that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

To express my understanding of this release, I sign here with a witness.

Volunteer: Name: (please print) _____

Signature _____ Date _____

Witness: Name: (please print) _____

Signature _____ Date _____

Appendix 8

Travel tips and guidelines

Global Village team leaders are responsible for booking team members' airline tickets following your set itinerary. HFHI EMEA GV coordinators do not book travel for GV teams. Funds for airfare must be paid directly to airline or travel agent and cannot come through HFHI EMEA.

Group travel can be challenging, or can be a wonderful part of the Global Village experience. With team leaders in mind, we have developed some suggestions about how to make the group travel to your host community a positive experience.

1. **Group Booking**—You may book your team members' airline tickets directly with an airline or through a travel agent. It is generally easier to hand this burden over to a trained travel agent. In times of emergency, a travel agent will usually have more clout with an airline than you as an individual will. Some airlines offer discounts to groups of 10 or more. Most agencies can also obtain similar group discounts. If you (as the team leader) make the arrangements for your team, you will be responsible for handling all reservations as well as changes for your team members.
2. **Individual Booking**—Your team members might want to handle booking their own tickets. If this is the case, make sure your participants have correct dates, meeting locations, etc., before they book a ticket. Also, let them know that the cheapest tickets typically have the most restrictions. It may be worth the extra money to have more flexibility in terms of missed flights and other unexpected events.
3. **Travel Insurance**—HFHI EMEA Global Village purchases only medical insurance for all teams. The HFHI GV policy does not cover lost baggage, delayed flights, or cancellations. Suggest to each team member that they talk with the travel agent about trip cancellation insurance and pay the travel agent directly.
4. **Planning for Delays** — Encourage your team members to arrive in the gateway city early. Delays are common and a participant can jeopardize his/her entire trip if one leg of the flight is delayed or postponed. Double-check with your travel agents about requirements or suggestions for layovers. For international flights, allow no less than two hours, with a good standard of four to five hours. Provide an emergency number for team members to call if they have flight delays (preferably the team leader's voicemail).
5. **Frequent Flyer Miles** — Encourage your team members to register for frequent flyer miles. This is a valuable trip and can amount to a great number of miles.
6. **Ticket Distribution**— If purchasing group airfare, ask your travel agent about how they plan to distribute tickets. The best option for you as a team leader is for the agent to add the mailing costs to the total cost of the ticket and express mail the tickets directly to the team members. Provide your agent with a roster of names and street addresses. (PO Box numbers cannot receive express mail.)

7. Names on Tickets— Instruct your team members to make sure the name on their airline ticket matches the name on their passport. Most airlines will not allow you to check in and most countries will not allow entry unless the names are identical.
8. Visas—Visas are often required for entry into a country. While some visas are issued upon arrival, some visas must be applied for well in advance of departure. Some visas can be handled electronically and can be issued along with the airline ticket. Check with your travel agent, the destination country's embassy or your Ministry of Foreign Affairs about visa requirements. In most cases we advise team members to apply for a tourist visa. Consult with your HFHI EMEA Volunteer Specialist.
11. Deviations/Extended Travel — Deviations are permitted by most airlines. Tickets should be purchased and issued 30 days prior to departure. Advise your team members to make decisions about side trips and deviations as quickly as possible. For team members who are traveling in the region before meeting up with the team, provide instructions for meeting the team either at the airport or hotel.
12. Baggage Weight Allowances — Verify baggage weight allowances with the airlines. If you have an incountry flight, the baggage weight allowances may differ from the international flight weight allowances.

Appendix 9

Sample itineraries



Pre-set itineraries for GV teams (8, 11 and 15 day models)

Itinerary 1.1 – 8 days

Day 1 (Saturday) – departure from home country; arrival in capital

Day 2 (Sunday) – Departure for project/affiliate; welcome in the host community; orientation

Day 3 (Monday) – Day 7 (Friday) - Work with half day of cultural activities on Wednesday; farewell dinner

Day 8 (Saturday) – Back to the capital; cultural activities; departure

Itinerary 1.2 – 9 days

Day 1 (Saturday) – departure from home country

Day 2 (Sunday) – Departure for project/affiliate; welcome in the host community; orientation

Day 3 (Monday) – Day 7 (Friday) – Work; farewell dinner on the last day

Day 5 (Wednesday) - ½ day work; ½ day of cultural activities

Day 8 (Saturday) – Cultural activities; Back to the capital;

Day 9 (Sunday) - departure

Itinerary 2.1 – 11 days

Day 1 (Friday) – departure from home country

Day 2 (Saturday) – Cultural activities in the capital city

Day 3 (Sunday) – Departure for project/affiliate; welcome in the host community; orientation

Day 4 (Monday) – Day 6 (Wednesday) – Work

Day 7 (Thursday) – Cultural activities

Day 8 (Friday) – Day 9 (Saturday) – Work

Day 10 (Sunday) – Cultural activities; Back to the capital

Day 11 (Monday) – Departure

Itinerary 2.2 – 11 days

Day 1 (Saturday) – departure from home country; arrival in the capital
Day 2 (Sunday) – Departure for project/affiliate; welcome in the host community; orientation
Day 3 (Monday) – Day 8 (Saturday) – Work;
Day 5 (Wednesday) - ½ day work; ½ day cultural activities
Day 9 (Sunday) – Cultural activities
Day 10 (Monday) – Cultural activities; Back to the capital
Day 11 (Tuesday) - Departure

Itinerary 3.1. – 15 days

Day 1 (Friday) – departure from home country
Day 2 (Saturday) – arrival in the capital, cultural activities
Day 3 (Sunday) – Departure for project/affiliate; welcome in the host community; orientation
Day 4 (Monday) – Day 6 (Wednesday) – Work
Day 7 (Thursday) – Cultural activities
Day 8 (Friday) – Day 9 (Saturday) - Work
Day 10 (Sunday) – Cultural activities
Day 11 (Monday) – Day 13 (Wednesday) – Work
Day 14 (Thursday) – Back to the capital; Cultural activities
Day 15 (Friday) – Departure

Itinerary 3.2. – 15 days

Day 1 (Friday) – departure from home country
Day 2 (Saturday) – arrival in the capital, cultural activities
Day 3 (Sunday) – Departure for affiliate; welcome at affiliate and orientation
Day 4 (Monday) – Day 9 (Saturday) – Work
Day 6 (Wednesday) - ½ day work; ½ day of cultural activities
Day 10 (Sunday) – Day 11 (Monday) – cultural activities
Day 12 (Tuesday) – Day 13 (Wednesday) – Work
Day 14 (Thursday) – Back to the capital; cultural activities
Day 15 (Friday) – Departure

Appendix 10

Packing list

The following tables are for guidance only

Clothing

- A money belt/ inner pockets
- Sturdy footwear for working in
- 2 or 3 sets of work clothes
- 2 or 3 sets of casual clothes
- Clothing for social occasions/ church
- Socks
- Casual shoes
- Shorts/ t-shirts for free time
- Sun hat/ cap
- Glasses & sunglasses
- Sweatshirt/ light jacket
- Swimming costume/ trunk
- Underwear
- Sleepwear
- Leggings for mosquito protection
- Lightweight waterproof jacket/ poncho
- Work gloves
- Flip-flops/ sandals
- Fleece/ wooly hat
- Scarf & gloves
- Sterile kit
- Dental kit

Luggage & Travel Items

- Rucksack/ kit bag
- Small daysack
- Plastic bags
- Inflatable neck cushion
- Rucksack cover/ liner/ lock

Personal Hygiene

- Toiletry bag
- Towel
- Nail clippers/ scissors/ tweezers
- Tooth picks/ dental floss
- Small mirror
- Antibacterial gel
- Toilet paper & tissues
- Wet wipes
- Deodorant
- Shower gel/ soap
- Toothbrush/ paste/ mouth wash
- Shampoo/ conditioner
- Shaving stuff
- Hairbrush/ comb
- Moisturiser
- Tampons/ towels
- Contact lenses & solution

Health & Safety

- Simple first aid kit

Personal medication

- Anti-malaria medication
- Insect repellent
- Sun screen
- Lip balm
- Water bottle
- Water purifier
- Mosquito net
- Whistle/personal alarm
- Padlocks
- Dust masks
- Work gloves

Documentation

Passport
Visa
Photocopies
Vaccination certificate
Cash
Emergency contact numbers
Traveller's cheques & numbers
Insurance details
Prescriptions (medication, glasses)
Credit card & numbers
Letter from GP for medication

Useful Gadgets & Basics

Sleeping bag
Sheet sleeping bag (liner)
Small pillow and/ or pillow case
Travel alarm clock
Binoculars
Small penknife
Washing line/ string
Travel wash
Camera, batteries, adequate film
Torch and spare batteries
Cheap watch
Ear plugs
Notebook/ journal & pen
Snack
Adaptor plug
Knife/ fork/ spoon
Plate, mug, bowl
String
Small sewing kit
Safety pins
Trowel
Hammer
Spirit level String line
Guide books
Phrase book
Maps

Entertainment/ gifts

Games/ books/ cards/ magazines
Photos of your family
Musical instruments Football
Ballpoint pens
Notebooks

Team leader/ Shared Items

Group first aid kit
Sterile kit
Thermometer
Safety pins
Water purification tablets
String
Receipt book
Calculator
Stapler
Whistle
Insurance Team book
Tickets
Team Money
Embassy details
Evaluation forms
Solar shower (rural location)
Emergency contact info
Mobile or satellite phone + charger

Appendix 11

Completing the team budget form

The GV Electronic Budget form is the tool the team leader uses to calculate the cost of the trip and to determine the trip fee team members will be charged. It also is permanent documentation detailing how the trip fee was determined and the expense allocation for each budgeted item.

The form calculates automatically when the requested information is entered. Things to remember when doing the budget:

- Keep in mind that some lines may not apply to your trip and may be left blank.
- All budgets should be calculated in USD\$.
- Contribution/Cost per Person (column 1)—All amounts should be entered on a per person basis unless otherwise specified.
- While en Route—These days include the team's travel days before arriving at and after departing from the host affiliate (if applicable and if not included in the cultural activities). Some teams have no in-transit expenses; others must overnight before continuing to the host affiliate or before their return flight home.
- While at the Affiliate—These include all days spent with the host affiliate. Typically, lodging, three meals and snacks, and transportation to and from the work site are budgeted for each day with the affiliate.
- Cultural activities —These include days spent sightseeing or that involve cultural activities (museums, tours, hikes, safaris, etc.) Cultural activity days may fall at the beginning, middle or end of the trip.
- Typically lodging is double, triple or quad occupancy; be sure to clarify whether the lodging quote is per person or per room and enter it accordingly.
- Be sure to consider cost of transport vs. time it takes to get to your final destination.
- May include, but are not limited to, exchange rate variations, host or escort expenses, departure taxes, team leader administrative costs, etc.
- Translator - enter as a lump sum in the Team Total. Divide that amount by the # of People and enter that amount in Per Person Total. Depending on the local language fluency of the team members, a translator may be required.

Appendix 12

Team budget form

Part 1: GENERAL INFORMATION						
1	Event Code:	Team Size (incl. leaders):				
2	Team Leader(s) Name(s):	# of Leaders (adults):				
3	Trip Dates:	Last budget update:				
4	Affiliate:	HFH Host Country:				
* Note: Some line items may not apply to your trip and may be left blank.						
Note: Each participant is responsible for researching, obtaining and covering the cost of his/her own passport and visa (if necessary).						
ACCOMMODATION (Based on double-occupancy)		Cost/Person Per Day	# of Days	Per Person Total	# of People	Team Total
5	In-Transit (i.e. overnight in arrival city, etc.)					
6	Affiliate (hotel, guest house, community center, church, home-stays, etc.)					
7	Cultural activities (hotel, guest house, etc.)					
8	Other:					
9	TOTAL ACCOMMODATIONS (Add Per Person Totals lines 12 to 15)					
MEALS		Cost/Person Per Day	# of Days	Per Person Total	# of People	Team Total
17	Affiliate (breakfasts (if not included in lodging), lunches, snacks, dinners)					
18	Welcome/Farewell event, (if applicable)					
21	Water on site					
22	Other: optional - snacks on site					
23	TOTAL MEALS (Add Per Person Totals lines 17 to 22)					
TRANSPORTATION		Cost/ Per Day	# of Days	Per Person Total	# of People	Team Total
24	Airport pick-up (from nearest airport to accommodations or affiliate)					
25	Transfer from hotel to work site					
26	Vehicle rental (& driver if required) (enter as lump sum in Per Team Total)					
27	Gas/petrol (enter as lump sum in Per Team Total)					
28	Public transport (bus, taxi, train, ferry, etc.)					
29	At affiliate (if budgeted as a pre-paid expense)					
31	Airport drop-off (from departure location to airport)					
32	Other:					
33	TOTAL TRANSPORTATION (Add Per Person Totals lines 24 to 32)					
Part 2: BUDGET ITEMS continued...		Column 1	Column 2	Column 3	Column 4	Column 5
CULTURAL ACTIVITIES		Cost/Person Per Day	# of Days	Per Person Total	# of People	Team Total
35	Tours, guide, etc.					
36	Entrance fees					
37	Other:					
38	TOTAL COST FOR CULTURAL ACTIVITIES (Add Per Person Totals in lines 34 to 38)					
ADDITIONAL EXPENSES		Cost/ Per Day	# of Days	Per Person Total	# of People	Team Total
39	Administrative (phone, printing, postage)					
40	First Aid Kit (enter as lump sum in Per Team Total)					
41	Translator (enter as lump sum in Per Team Total)					
43	In-country coordination costs (host expenses or admin costs - orientation manual, certificates, etc.)					
44	Other:					
45	TOTAL ADDITIONAL EXPENSES (Add Per Person Totals lines 39 to 44)					
TOTAL COSTS				Per Person Sub-Total	# of People	Team Sub-Total
46	In-country expenses					
47	Contingency (10%)					
TOTAL						

Appendix 13

Disbursement request sample



Disbursement Request

Partner Organization Information

Name ABCDEF
Address

Team Information

Team name
GV event code GVE12345
Team leader Students:
Team size 38 38
Destination HFH Sri Lanka
Start day
End day
Days 1

Donation Information

Host Program Donation (500.00 USD/person)	350x38	13300.00
Sending Program Donation (200.00 USD/person)	100 x 38	3800.00
Insurance (5.00 USD x 6 days x 38 pax)	5x6x38	1140.00
Secure fund/insurance (25 USD/person)	25x38	950.00
In-country expense		0.00

Total Amount Donation:	19190.00
-------------------------------	-----------------

Deposit (within 30 days)	0.00
---------------------------------	-------------

Balance Due	March 13th	19190.00
--------------------	-------------------	-----------------

Currency: USD

Beneficiary Information

*please arrange a wire transfer to NHFHI (informaiton below) for the amount indicated above, plus covering the bank transfer fees (so they are not deducted from the required amount)

Name of beneficiary:
Account Name: Nadacia Habitat for Humanity International
Bank Name: Citibank (Slovakia) a.s.
Bank Name: Citibank (Slovakia) a.s.
Swift/ABA # (routing): CITISKBA
IBAN/Account number: SK58 8130 0000 0011 0137 0304
Bank Address: Mlynske nivy 43
825 01 Bratislava, Slovakia

Corresponding Bank Info

(If applicable)

Corresponding Bank Name:
ABA # (routing):
Account Number:
Bank Address:

Please put GVE event code (GVE1345) for the title for the bank transfer

Appendix 14

Online donation web page

share.habitat.org

Habitat for Humanity | Home Habitat

BROWSE CAMPAIGNS

Search Title, Zipcode, Na SIGN IN

Habitat envisions a world where everyone has a decent place to live.
Join more than 2 million Habitat volunteers

Global Village
Make a difference in the lives of others around the world
Get Involved

1,000,000+ families served by Habitat

5,000,000+ Lives Transformed

\$6.6 Million with Share.Habitat campaigns

900,000+ families in more than 70 countries served by HFHI

Search for campaigns or people Search

Show your support

Like 274 Tweet 12 +1 12 Pin it

International Campaigns

Jimmy & Rosalynn Carter Work Project 2015

84% FUNDED \$543,101 3123 DONORS \$650,000 GOAL

eFinity 2016 Guatemala Build

6% FUNDED \$4,380 35 DONORS \$72,000 GOAL

Fighting Huntington's Through Homes and Hope i...

45% FUNDED \$2,555 50 DONORS \$20,000 GOAL

Good Well 1,000 Homes Challenge

52% FUNDED \$110,316 239 DONORS \$120,000 GOAL

Appendix 15

Fundraising toolkit




FUNDRAISING

TOOLKIT





GET STARTED
straight away

Congratulations on joining the Global Village program!

You and your volunteer team play a vital role in our mission and we want to thank you again for using your time, energy and resources towards eradicating poverty housing with Habitat for Humanity.

Fundraising is an exciting part of your Global Village experience. Through your initiative, advocacy efforts and creativity, your school can become a Habitat for Humanity fundraising champion! The key is to come up with an effective fundraising strategy and to use available resources, including help from other non-profit organizations, when putting together fundraising events. Not only will you support a good cause, but through different marketing efforts you will also have a great opportunity to get out of your comfort zone. This toolkit introduces our top tips to help you meet your fundraising targets.



Don't procrastinate!
Even if your trip is a year away, the earlier you start on your fundraising, the easier it will be.



Build a team around you.
You may have friends, work colleagues, family etc, who admire what you're going to do and want to give a donation. Can they also help mobilize others to raise funds on your behalf? Many hands make light work!



If someone can't give money, can they give time and talent?
A friend who hasn't got much money may nevertheless be willing to contribute, for example, by organizing a fundraising concert, dinner or a collection.



BE PREPARED

think 'fundraising' whenever you go

- Going on a summer trip? Why bring it back this side of the ocean? Always carry a sponsor sheet with you so you can take other people's money home a little easier.
- Approach people who are most likely to give generously. Don't be afraid to ask them to be a fundraising page or sponsor. It's a good idea to have a few people in your group who are good at asking for money.
- The biggest donations can come from unexpected sources. Be creative and ask for help from everyone and everyone about what you're doing and why. You never know who might be willing to donate money to you.

PLAN AND PRIORITIZE

- Map out the months until your trip. Think about what the semester will be like and plan when the best time to be there.
- Is Christmas in the mix? Simple and to the point, generous and Christmas time. What could you do to make the most of that generosity? In your birthday in the mix? Well, that's a good time to start planning for a donation.
- If you're planning to come, be sure you run it a good few months before the start of your trip so that if you do not come as planned, you still have a good plan to make up for the difference.



Be familiar with Habitat for Humanity and its programs. Be able to answer questions about the organization and how it operates to your job credibility and to communicate the mission.

Connect local media for publicity. Find out if your campus or local paper has a "Community Calendar" or other free publicity space. Contact campus media with an address of the event. Radio or TV stations may even do free announcements.

Buy event t-shirts to be an international piece. If you provide participants with information about HVTI and your group. Attach informational flyers to your t-shirts. Give a poster with your website and meeting times.

Don't forget to be an advocate. If you provide petitions to sign or recruit people to become online advocates.

Document all events as they are planned, and evaluate after completion, for future reference.

Develop a donor recognition program. One of the best ways to retain donors is to acknowledge their contributions. Thank donors in your newsletter, hang a banner with their logo on the work site or for donors on your group's shirt.

Top tips



WHY TO ORGANIZE a fundraising event

Organizing a school fundraiser that everyone can take part in is a positive way of connecting students together for a good cause and teaching them valuable lessons to take away and use later in life. Active participation in fundraising events gives the students a sense of ownership of the GVT trip, strengthens their self-confidence and pride in having achieved something together. Building homes, communities and hope. And what will the school funds achieve?

If you need a bit of an inspiration check out the most successful and inspiring fundraising events organized by our partner organizations and schools.

Fundraising ideas

- Walk-a-Thon**
Children High School in Al Khobar
\$50,000 raised
- Picnic in the Park**
American Community School in Abu Dhabi
\$27,315 raised
- Camellak Water Bottles**
American International School in Vienna
€ 1,500 raised

\$10 = box of nails in Zambia
\$35 = roof shingles in Ethiopia
\$100 = kitchen sink in South Africa
\$150 = front door in Malawi
\$250 = flooring in Romania
\$1,000 = wellhead in Armenia
\$2,000 = house foundation in Tajikistan

Camellak water bottles are sold in the entire AHS community during the Earth week in April. The purpose of this event is not only to raise awareness about the environment by using reusable water bottles, but also as a fundraiser for Habitat. Many different types and colors of water bottles are sold during lunch breaks and community events. It has become an annual event and one of the major fundraising events at AHS Vienna. More tips on fundraising events from AHS Vienna: night runs, Halloween, Tomb egg hunt.

Share.Habitat.org

You can create a fundraising web page for your Global Village trip in just three minutes! Our website, Share.Habitat.org, will create a customized page for your trip and your destination country. Through this site, you will be able to post a link to Facebook, Twitter, LinkedIn and other social media sites that will make it easier for you to reach out to potential donors.

It's effective!
Habitat for Humanity International has done the research for you. We've researched effective technology tools with best practices that really work. We have also identified a variety of campaigns that provide broad awareness to raise funds.

It's easy to use!
Complex issues like payment processing, refund management and Facebook integration have already been set up for you.

We'll teach you how to achieve success!
We'll share success stories and best practices with you to enable you to succeed. Training and case studies are available to you.

It's social & mobile ready!
Share.Habitat.org is mobile ready with your social media profiles. Easily use third of donations have been raised via sites like Facebook. With a mobile friendly site, Share.Habitat.org allows you to reach donors wherever they are, driving higher traffic and donations.

Fundraising contest

Habitat is challenging Global Village volunteers to make an even greater impact by raising additional funds above individual program costs to support Habitat's projects worldwide. Take up the challenge by going to the heart of your story, building hope and making an impact on the world.

Best ideas and fundraising events will be recognized!

Habitat logo

While running the fundraising campaign for Habitat, your team may display the official Habitat for Humanity and Global Village logo in promotional materials on the school website, in periodicals and any other materials. Your GVT coordinator will provide the logo upon request.



For more information please contact us:
Habitat for Humanity International, Europe, Middle East and Africa
The Global Village Program
Phone: +421 2 3365 8000
or email: info@habitat.org

Appendix 16

Worksite safety policy

Work Crew Safety: Guidelines for a safe worksite

- Think before you do your work or task.
- If you are uncertain about how to do a task or how to operate a power tool ask a supervisor.
- Concentrate on your task and eliminate distractions.
- Know where the first aid is located and how to get emergency help.
- Inspect all power tools, hand tools, ladders and scaffolding on a daily basis.
- Advise your supervisor immediately of hazardous tools or conditions.

Contact your Habitat host coordinator for questions or concerns.

SAFETY IS EVERYBODY'S CONCERN!

Appendix 17

Crisis packet

Team Leader Crisis Packet:

- MoU between HFHI and the partner organization (international school)
- Copy of each team member's GV paperwork for each team member and self:
 - o Copies of the Acknowledgement Forms
 - o Copies of the photo ID page of passports (international teams)
 - o Copy of visa (if applicable)
 - o Air travel itinerary
- Team Member Roster (with personal data, passports, emergency contacts, medical and dietary info)
- Insurance/ACE contact and policy numbers and instructions
- Accident Claim forms
- Emergency Management Flowchart and Plan
- Incident Report forms
- GV Emergency Contact Information sheet
 - o Host HFH emergency contact numbers
 - o HFHI GV 24/7 Emergency contact information
 - o Embassy contact information
 - o Travel Medical Insurance numbers

Team Member Crisis Packet

- Copy of his/her GV paperwork
 - o Emergency Contact Information sheet
 - o Signed Acknowledgement Form
 - o Passport photo ID page
- Copy of airline tickets
- Copies of prescriptions (medication, eyeglasses, etc.)
- GV Emergency Contact Information Sheet
 - o Host HFH emergency contact numbers
 - o HFHI GV 24/7 Emergency contact information
 - o Embassy contact information
 - o Travel Medical Insurance numbers
- Travel Medical Insurance sheet
- Place of lodging telephone number
- Local and international phone cards

Appendix 18

Team development: Tuckman's model

Bruce Tuckman's Forming Storming Norming Performing. Team-development Model (1965)

Dr. Bruce Tuckman published his Forming Storming Norming Performing model in 1965. He added a fifth stage, Adjourning, in the 1970s. The Forming Storming Norming Performing theory is an elegant and helpful explanation of team development and behavior. Tuckman's model explains that as the team develops maturity and ability, relationships are established and the leader changes leadership style.

Tuckman's Original Model

The progression: 1. Forming 2. Storming 3. Norming 4. Performing

Forming—Stage 1

High dependence on leader for guidance and direction. Little agreement on team aims other than received from leader. Individual roles and responsibilities are unclear. Leader must be prepared to answer lots of questions about the team's purpose, objectives and external relationships. Processes are often ignored. Members test tolerance of system and leader. Leader directs.

Storming—Stage 2

Decisions don't come easily within group. Team members vie for position as they attempt to establish themselves in relation to other team members and the leader, who might receive challenges from team members. Clarity of purpose increases but plenty of uncertainties persist. Cliques and factions form and there may be power struggles. The team needs to be focused on its goals to avoid becoming distracted by relationships and emotional issues. Compromises may be required to enable progress. Leader coaches.

Norming—Stage 3

Agreement and consensus largely forms among team members, who respond well to facilitation by leader. Roles and responsibilities are clear and accepted. Big decisions are made by group agreement. Smaller decisions may be delegated to individuals or small teams within group. Commitment and unity is strong. The team may engage in fun and social activities. The team discusses and develops its processes and working style. There is general respect for the leader and some of leadership is more shared by the team. Leader facilitates and enables.

Performing—Stage 4

The team is more strategically aware; the team knows clearly why it is doing what it is doing. The team has a shared vision and is able to stand on its own feet with no interference or participation from the leader. There is a focus on over-achieving goals, and the team makes most of the decisions against criteria agreed with the leader. The team has a high degree of autonomy. Disagreements occur but now they are resolved within the team positively and necessary changes to processes and structure are made by the team. The team is able to work towards achieving the goal, and also to attend to relationship, style and process issues along the way. Team members look after each other. The team requires delegated tasks and projects from the leader. The team does not need to be instructed or assisted. Team members might ask for assistance from the leader with personal and interpersonal development. Leader delegates and oversees.

Appendix 19

Team development: Tuckman's model

Four Stages of Reentry

One helpful tool to understand people's responses to the new environment and culture is the U-curve developed by Lysgaard in 1955. It defines the four emotional stages team members may go through following a GV trip.

Fun

Immediately following the trip team members are on an emotional high. Visions of home, hot showers, and hamburgers may be unrealistically glorified, but it's HOME!

- Fascination, appreciation and excitement over home, people and their environment.
- Feelings of rejuvenation and being fulfilled by their work.
- They are in the limelight, reliving the experience through videos, slides and non-stop stories.

Flight

Before long the high begins to wane and team members:

- Begin experiencing reverse culture shock.
- Realize that life is relatively unchanged.
- Notice that people ask sincere questions, but don't linger long enough to hear the whole story.
- Begin to distance themselves emotionally/physically.
- Become frustrated, confused or irritated.
- Daydream of host country, team and host community.
- Have trouble readjusting to the fast pace, individualism and affluence of home.
- Begin to feel disappointment.

Fight

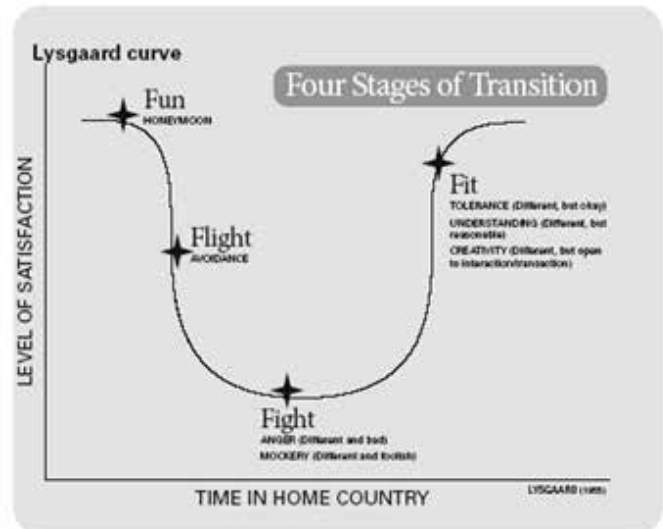
The flight stage often is followed by the desire to lash out. Team members:

- Feel undefined anger at affluence and apathy toward the people around them.
- Return with more compassion, a more tender conscience and bigger world view.
- Feel spiritually superior.

Fit

The final stage is returning to reality, but not quite the way things were before the GV experience. Team members:

- Begin to return to tolerance, understanding and creativity.
- Realize that they have choices once the emotional high has waned.
- Determine changes they want to make and acknowledge the things they cannot change.
- Accept affluence but commit to a simpler lifestyle.
- Accept indifference but keep the fire burning by seeking ways to serve.



Appendix 20

Common Feelings of Reentry and Addressing Reentry in the Field

Knowing what to expect goes a long way toward softening the blow of reentry. The following are a few emotions that returning team members commonly experience.

• Emotion: Isolation and loneliness

— Having experienced poverty up close and personal, some team members may feel isolated upon returning home. They may feel loneliness, as if marooned on an island alienated with no one around, at least no one who views the world the same way as they do. They may find themselves withdrawing—writing letters, reading books, not socializing as they had before.

— One solution is to contact the team leader or a teammate—someone who has experienced similar feelings.

• Emotion: Rebellion

— Rebellion is an emotion that can create problems if left unaddressed. When team members return home and find that few of their friends and associates share their passion for the cause of poverty housing, some team members rebel, sometimes becoming angry at those who do not empathize. They may view negatively the lifestyles and values of those who previously were their friends. These feelings must be addressed.

— One solution is to seek support from someone who has been through the stress of reentry; someone who can empathize. A clergy member, team leader or teammate can offer that support. Often, all the stressed team member needs is a sounding board. It is okay to be angry but the feelings must pass without striking out toward others.

• Emotion: Disillusionment

— It is not uncommon for returning team members to experience disillusionment. They left a perfectly satisfactory world only to return seeing it through different eyes. Being immersed in a culture and setting much different from one's own can be a life-altering experience. It is not unusual for team members to begin questioning the values of their previous lifestyles. Things that once were important now have little value.

— Solution: A starting point for eliminating the disillusion is to prepare a list of what is important in one's life. The writer must be realistic and consider those things that are basic necessities and how one would live without them. The team leader, a teammate or someone who has experienced reentry can be of great help when struggling with the disillusionment associated with returning home.

• Emotion: Guilt

— Upon returning home, GV team members are quick to recognize that they are living in a much better environment than the people in the country they have visited. Some withdraw, others rebel or are disillusioned, and a few experience the feeling of guilt—guilty that they have so much and so many have so little.

— Solution: The team leader should counsel those team members who return home feeling guilty. Discussing the feelings with other team members can also be helpful. It is the team leader's responsibility to advise team members of the common feelings they may experience upon returning home, and then be available to discuss those feelings with individual team members when they need an empathetic ear. Team members eventually recognize the similarities and appreciate the differences between the host country and their own culture and place in life.

Addressing Reentry in the Field

Talking about what team members are feeling is the first step toward dealing with reentry. Toward the end of the trip reentry, the feelings associated with reentry will likely become a topic at reflection gatherings and other team meetings. The subject definitely should be on the agenda for the final team meeting.

Topics to address

- Ask team members to think about their expectations for returning home.
- Share Lysgaard's graph and ideas about the stages of transition; some may recognize the stages in themselves over the course of the trip.
- Encourage team members to keep in touch with one another.
- Let them know they can call the team leader to talk.

Reentry suggestions

- The GV trip itself can alter perspective, but how the team member responds to the trip upon returning home can be life-changing. Suggest that team members try these helpful hints:
 - o Identify a person or group who will listen to their story.
 - o Build plenty of rest into their reentry schedule.
 - o Expect to go through a "ow" period or a "grief" period.

Reentry fantasies

Typically there are a number of fantasies associated with reentry. If team members understand these fantasies, they can identify them.

- I will write everyone I meet!
 - Be realistic—If you tell someone you will write, write.
 - If you give your address to someone, expect them to write.
 - You may receive family updates, but also solicitations.
 - Be prepared for the possibility that someone may write to ask for something.
- People are dying to see and hear about my trip.
 - They are—for the first five minutes.
 - Typically friends' or family members' eyes begin to glaze over when you start to ramble on about the great people you met, the work you did, the touching closing ceremony and those funny inside jokes that left you aching from laughter.
 - Prepare a specific story about a lesson learned or someone you met, and stick to it.
 - Put together the best of your favorite pictures that accurately represent your experience.
- I will be glad to be home.
 - Yes, you will. But be prepared for feelings of reverse culture shock.
 - Call or e-mail team members for empathy.
 - Think about how you would like this trip to affect your daily life.
- I am going to give away everything I own!
 - We have heard this before; some have done it but most only fantasize.
 - Others have made smaller positive modifications in their lives.
 - Thoughtfully consider how you would like your trip experiences to affect your life.

Many people may find it difficult to understand a team member's re-entry emotions. They have not experienced the emotion of seeing, feeling and living, however briefly, the poverty that engulfs so many and saying goodbye to new friends. However, the emotions are real and something for which returning team members must be prepared to manage. The astute team leader can help prepare his/her team members for a gentle transition back into their daily routines.

Appendix 21

Sample follow up letter

Hello Team!

I hope you all had safe travels home today. The Paris crew made it home safely this afternoon. I can't wait to crash and sleep in my own bed tonight!

I just wanted to thank you all for a phenomenal eight days in Bishkek and Istanbul. It was amazing to get to know each one of you a little better. You all brought such amazing qualities to the team. It's a very weird feeling to have a list of names and hear the voices of strangers and then magically in an instant have this group bond as much as ours did. As I said the last night in Istanbul, the need for Habitat is great. I hope this experience was only the start of your fight against poverty housing.

I should have the Kyrgyzstan pictures uploaded to Kodakgallery.com by the end of the week. If you haven't looked at your CD yet, there are a few surprises on it. There are many pictures from around the town and the mountains. There's also a folder with pictures illustrating the need for Habitat in Bishkek and Kyrgyzstan. There are also some nice Kyrgyz songs for you!

Now that you have returned to your normal daily lives, you're missing your Habitat experience, right? You really miss painting the house, using the power saw, hammering the floor into the concrete ground, and shoveling all that dirt? You miss the mud, the chickens, the roosters and ducks—oh, and the dingos. You miss spending 24/7 with your new friends. And you still want to be involved with Habitat, right? Well, lucky you! There are a ton of opportunities for you to do just that! Here are just a few to get you started. Check out Habitat's Web site at www.habitat-europe.org for more details.

Future GV Trips—Check out the GV trip schedule at www.habitat.org/gv; join another team (Blitz Build in Romania). Don't let our trip be your last GV experience! Right now there are teams on the schedule to Poland, Armenia, Zambia and India. The possibilities are endless!

Support Habitat's work in Kyrgyzstan year-round—Donate your money to Habitat, become a HopeBuilder and designate your gift to Habitat Kyrgyzstan. It's a monthly donation of any amount that can be taken off your credit card or debited from your bank account. Go to <https://www.habitat.org/donation/hopebuilder/default.aspx> for more information.

Become an advocate—Share your experiences working with Habitat Kyrgyzstan by making presentations to your church school, work colleagues, etc. Presentation resources are available such as a GV Program DVD, PowerPoint templates, presentation outlines and program brochures. Learn more about Habitat and its work around the world. Encourage others to get involved with Habitat.

If you have any questions about getting more involved in Habitat, please contact me. I can either answer your question immediately or direct you to someone at Habitat for Humanity International that can help you!

Take care, keep smiling, and keep building! Katie

Appendix 22

Sample post-trip meeting agenda

1. Team debriefing activity

Begin the team meeting with a simple exercise to encourage team members to share their feelings about the trip. A few possible activities are:

Design a T-shirt

Split team members into groups. Give each group a piece of flip chart paper with a drawing of a blank T-shirt. Ask each group to design a T-shirt, with art work and printing, to convey a particular theme. This is an especially good wrap-up activity. Groups can be asked to do a "what I liked about the mission trip" shirt or a "what I learned" shirt, etc.

Create a Paper Symbol

This activity helps team members think through their experiences and their responses. Gather the team into circle. Lay different colored sheets of construction paper on the floor. Instruct team to choose any color they want and then, by tearing the paper, make it into something that is symbolic of their experience during the past week. Have them throw the shreds of paper on the floor. When all team members are finished ask each team member to explain the significance of the object they made. Then have them look at the pieces on the floor and ask, "What are the things that had to be torn away from your life for you to become a new person?" This is best for the last night in the country.

2. Re-entry exercise

Share the re-entry fantasies and provide team members with an opportunity to share some of their feeling about returning home.

3. Team journal/photo sharing

Distribute copies of the team journal and allow team members time to share photos from the trip. Tip: Ask the Communications committee members to put together a photo slide show using pictures from the trip for this meeting

4. Committee reports

Ask each committee to share a final report.

5. Sharing the story

Discuss ways that the team members can share their trip experiences with friends, family, church, organization, etc. Determine what resources are needed for making presentations.

6. Ways to stay involved

Share ideas with team members about ways they can stay involved with Habitat. Discuss plans for a future GV trip.

Appendix 23

HFHI Child labor policy

Habitat for Humanity International requires its affiliates and national organizations to comply with the child labor standards applicable within its own country. In those countries where there are no standards, or where the standards are lower than those listed below, HFHI requires the affiliate or national organization to comply with the following policy based on the child labor standards developed by the International Labour Organization under the auspices of the United Nations:

Light work
13 years or more

General Construction
15 years or more

Dangerous work
18 years

For purposes of these standards, light work is defined as: lot clearing, meal preparation, painting, landscaping, transporting supplies (weight limit appropriate to the child's capacity and not more than 5 – 7 kilos), babysitting, and other similar work. It would also include any other activities (i) which are not likely to be harmful to the health or development of children and (ii) which is not such as to prejudice their attendance at school or their capacity to benefit from the instruction received. It should include:

- simple and well-defined tasks;
- lack of physical or mental effort that could endanger the child's health or development;
- the limited number of daily and weekly hours of work;
- regular breaks and weekly rest of at least 48 hours;
- no night work.

Light work would not include general construction, or working on a site where general construction is taking place. Dangerous work would include working from a height of greater than six feet or 180 cm, roofing, using power tools or electrically or gas powered equipment, the use of powder actuated tools, demolition or excavation. General construction would include all other construction work, not considered light work or dangerous work, including carpentry, siding, plastering, flooring, laying foundations, masonry work, brick making, and finishing work. The use of hand tools would be part of general construction work.

Parental permission is required for any child under the age of legal majority (usually 18 or 19) to work at a Habitat for Humanity job site. In situations where homeowner children under the age of 13 accompany their parent or guardian to the job site, these children should do no work or where unavoidable, only the lightest assistance of volunteer support or site preparation under parental/guardian supervision.

These standards apply to employees, volunteers and homeowner children. These standards are designed not only to prevent the economic exploitation of children, but also to protect their health, safety and morals.

The affiliate and national organization should work with the CCYP department in their area to develop alternative ways for children of homeowners to assist their families to complete sweat equity hours and to otherwise engage children from the community in the mission of Habitat for Humanity.

Appendix 24

Gift giving policy

Basic Policy Gift Giving/Donations/Sponsorship

The Global Village department discourages GV teams and individual team members from giving personal gifts while engaged in or as a result of being engaged in a GV work team. Team members being there working is a gift in itself.

Because they travel the world GV teams encounter diverse cultures that view the giving of gifts in decisively different ways. Many cultures feel that to receive a gift means that a gift must be given in return. Most times, the person or family to whom a gift is given is not in a position to reciprocate. This results in disappointment and unhappiness by the very people the team is intending to make happy by giving them a gift.

Because it may set precedence, gift giving can have a negative impact on the host affiliate, HFH in general, other volunteers that build with the affiliate, the GV program and future GV teams. To avoid potential problems, embarrassment, hurt feelings and unhappiness, it is best that gifts not be exchanged between the team or individual team members and: select individual children, the local masons/volunteers, on-site construction supervisor, partner family, host GV coordinator, host affiliate staff, HFH national GV coordinator, HFHI GV coordinator, GV team leader or anyone else.

One Exception

When a team of GV volunteers descends on a worksite a crowd of inquisitive local children will not be far behind. The giving of gifts to individual children is discouraged. However, team members may feel free to share small items such as balloons, bubbles, bubble gum, pencils, paper, etc. with the children at the worksite. Use restraint and common sense to avoid hurting anyone's feelings. If you give to one, it is expected that you give to all. Keep in mind that once word spreads the worksite will be inundated with children. Bringing items to play with at the worksite—soccer ball, Frisbee, etc.—is permissible, as long as the items are taken home every evening.

Other than small items such as those listed above, gifts should not be given to individual children, at the worksite or elsewhere. Any gifts for children should be given to the host GV coordinator who, after the team departs, will see that they are appropriately distributed.

Donating Tools

GV teams often bring small hand tools to use and then donate them to the affiliate upon departure. Tools the team is planning to donate should be given to the host GV coordinator following the final day of building.

They should not be given to the:

- o Construction supervisor
- o Affiliate staff
- o Partner family
- o Local volunteers
- o Neighbors at the worksite

Donated tools are retained by the affiliate and used on future builds.

Sponsorships

Agreeing to any type of sponsorship while a member of a GV team is highly discouraged. Team members sometimes are approached about the possibility of "sponsoring" children in the host country. They might be the partner family children, children of a host affiliate staff member, of an extended family, or simply a local resident befriended by a team member. Avoid getting involved in sponsoring anyone while a member of a GV team.

Questions about gift giving, donations and sponsorships should be directed to the HFH EMEA GV department, gv.emea@habitat.org.

Appendix 25

Incident report form



Global Village Incident Report

The Global Village program requires that an Incident Report be completed and emailed to the GV office and area office as soon as possible after the incident (no later than two days after the incident occurs) in order to ensure the incident is tracked to its resolution.

ACE Insurance MUST be contacted IMMEDIATELY in cases of an accident, injury, illness, political turmoil or catastrophic event.
1-855-474-3037 toll free in the USA or Canada
1-240-330-1432 collect outside the USA

SECTION 1: INFORMATION

Date of Incident (MM-DD-YYYY)		
Time of Incident (AM/PM)		
Specific Location of Incident		
Team Member's Full Name		Date of Birth
GV Event Code & Project Location		
Team Leader's Full Name		
GV Host Coordinator's Full Name		

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

<input type="checkbox"/> Minor illness/injury*	<input type="checkbox"/> Assault***	<input type="checkbox"/> Political Turmoil
<input type="checkbox"/> Major illness/injury**	<input type="checkbox"/> Vehicular accident***	<input type="checkbox"/> Missing Team Member
<input type="checkbox"/> Vandalism***	<input type="checkbox"/> Natural Disaster	<input type="checkbox"/> Early Departure
<input type="checkbox"/> Theft/Robbery***	<input type="checkbox"/> Arrest	<input type="checkbox"/> Other
*Minor illness/injury can be treated by the casualty and is not life threatening	**Major illness/injury requires medical attention and can be life threatening in some situations	***These incidents will require filing a police report.

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, hotel, airport	<input type="checkbox"/> Other (explain)



SECTION 4: DESCRIPTION OF INCIDENT (Use short, to-the-point, fact-oriented sentences that don't leave room for interpretation).

SECTION 5: LIST OF WITNESSES

	Name	Contact Details
1.		
2.		
3.		

SECTION 6: OUTCOME (answer only the questions that apply)

Was first aid provided? YES ☐ NO ☐

How many days missed from Itinerary? _____

ACE Case Number _____

Name of facility that provided care _____

Were expenses incurred? YES ☐ NO ☐

Name of Person who paid for expenses _____

In the event of a vehicular accident, theft, vandalism or assault, please obtain a police report and attach a copy.

Was a police report filed? YES ☐ NO ☐

Submitter Name _____

Date _____

Submitter Signature _____



We are looking into improving our team leader manual in order to offer all the necessary information for leading a Global Village team.

Your feedback on the present version of the manual would be very much appreciated.

Please send us your suggestions to:

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Thank you!