

Team Leader Orientation Manual



Habitat for Humanity®

Great Britain

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Introduction

Thank You

Thank you so much for partnering with Habitat for Humanity Great Britain (GB) and our beneficiaries to support our housing projects around the world. We hope this is just the beginning of our journey together. Our Team Leaders are vital to our volunteering trips, making it possible for volunteers to directly contribute to creating safe, decent, and affordable housing.

Your experience, guidance, and devotion to our work inspires others to embrace their role in addressing the global housing crisis. This role is both a privilege and a responsibility with a great deal of work and tremendous reward. As a Team Leader, you have a critical role in Habitat for Humanity GB's volunteering programme and furthering our mission at large. You provide a public face for our work and put our vision into action. This Team Leader manual will cover the procedures and processes for creating and delivering a successful project. In addition, you will find resources on health and safety, team dynamics, and cultivating long-term support for Habitat for Humanity GB.

About Habitat for Humanity

1.8 million people around the world have inadequate shelter. A lack of housing negatively affects educational prospects, health, wellbeing, and income. Our vision is a world where everyone has a safe place to call home. We believe that a decent home helps to permanently break the cycle of poverty and allows families to achieve strength, stability, and self-reliance.



We believe decent homes are the heartbeat of strong communities and so we also fight for land rights for women, upgrade urban slums and informal settlements, improve access to water and sanitation, and help communities become more resilient in the face of natural disasters.

Working in over 70 countries, we support the most marginalised and vulnerable in society, and welcome people of all religions and none to partner in our life-changing work. By working hand in hand with communities, since 1976 we have helped over 39 million people to build or improve the place that they call home.

Why Housing?

Home is a key catalyst in helping to permanently break the cycle of poverty. A lack of decent housing negatively affects the health, education, and well-being of people around the world. We have a vision of a world where everyone has a safe place to call home.

How We Are Achieving This Vision

We are known for building homes. But our work does not stop there.

- We provide financial inclusion, land rights and hygiene training so that communities can develop understandings of their rights with regards to housing and make informed decisions to improve their living situations. Alongside this, we spread awareness about gender inequalities and inheritance rights.

- Where families have been displaced by urbanisation or conflict, we work to find housing solutions. In countries where informal settlements are prevalent, we work to rehabilitate slums and build safe resilient housing with necessary hygiene facilities.
- When disaster strikes, we provide emergency response to countries in need of our technical expertise.
- We are constantly working to find solutions to the harmful effects of climate change on housing and shelter.

We do all this, and so much more!

How Habitat for Humanity Began

The idea for Habitat for Humanity was born at Koinonia Farm, a community near Americus, Georgia. In a programme called partnership housing, Koinonia founder Clarence Jordan and others began building houses in partnership with low-income, rural neighbours and then selling the houses on a no-profit basis. In 1973, the Fullers - a couple who had abandoned a millionaire lifestyle and devoted themselves to a life of service to others - moved to Africa to test Koinonia's partnership housing model overseas. The programme 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 the U.S. and in Africa could be expanded and applied worldwide, the Fullers returned home and founded Habitat for Humanity International in 1976.

Simple, decent houses became affordable to those who were unable to qualify for conventional financing. Each family helped in the construction of the homes alongside volunteers. This "sweat equity" lowered the cost of the houses, instilled pride of ownership, and fostered positive relationships with volunteers. Their house payments were placed into a revolving "Fund for Humanity", which was used to build more houses.

Looking Forward

We work in partnership with communities across the world to address housing poverty and to support integrated community development. Our international program is designed to address multi-dimensional aspects of poverty and recognises the key role adequate housing plays in sustainable development.

At Habitat for Humanity, we are committed to achieving the following UN Sustainable Development Goals (SDG):

1. No Poverty; 5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
11. Sustainable Cities and Communities.

We are also committed to contributing to SDG:

8. Decent Work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
12. Responsible Consumption and Production
13. Climate Action
16. Peace, justice, and Strong Institutions
17. Partnerships for the Goals.



Why is There a Housing Deficit?

Habitat for Humanity acknowledges the global housing deficit persists and grows as a result of systemic inequity, which is made worse by stressors and shocks. Habitat seeks to serve those who experience exclusion and vulnerability.

Systemic Inequity

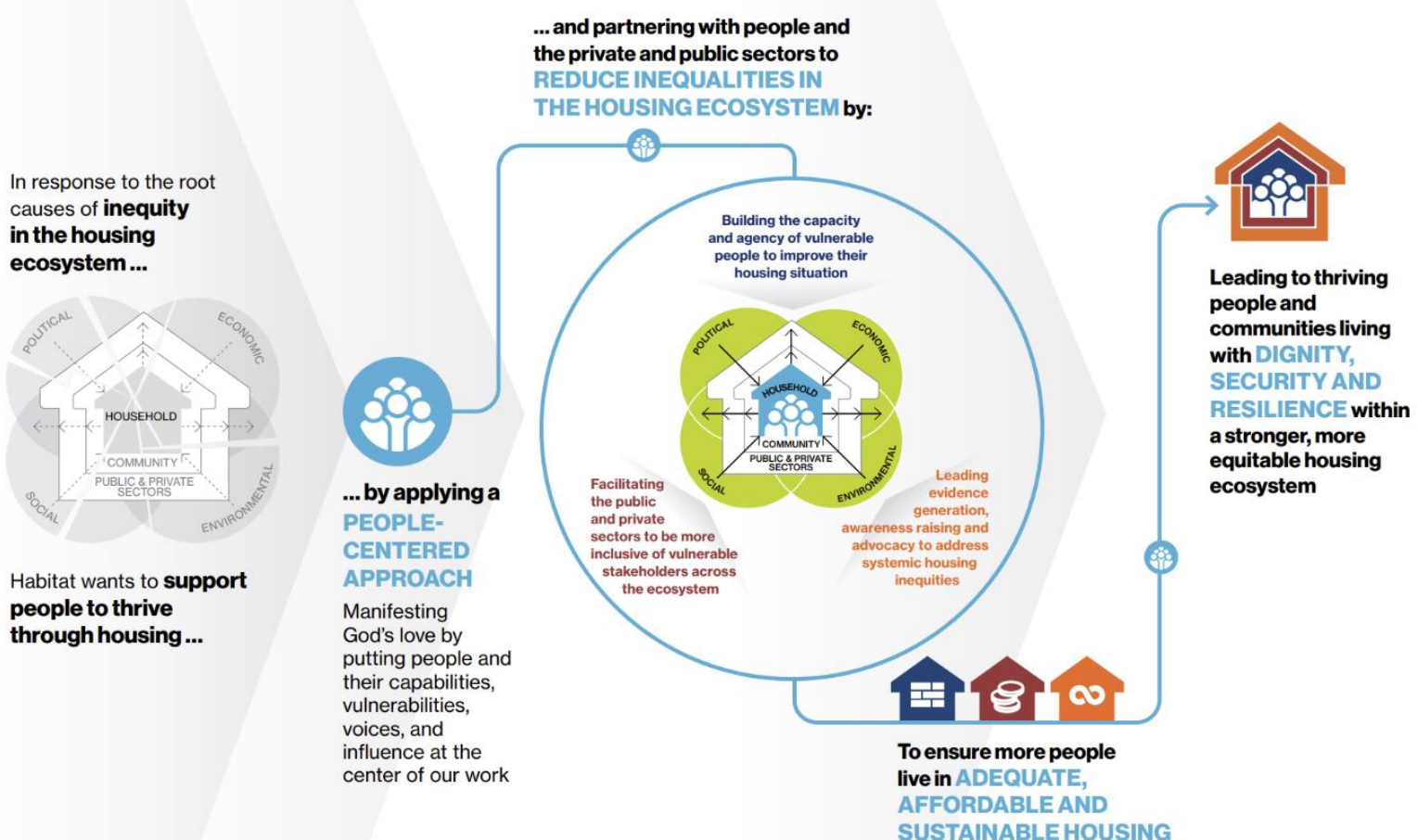
Habitat for Humanity has committed itself to diversity, equity and inclusion, and that commitment is at the heart of the International Program Framework. Habitat recognizes that systemic inequity is the root cause of inadequate housing. In every country, substandard housing is most frequently encountered by specific populations who are subject to certain underlying biases within their cultural, social, political, and economic contexts. These inequities undermine equitable access to adequate housing and allow the housing deficit to persist and grow.

Programmes

We improve the adequacy, affordability, and sustainability of housing through interventions in the program areas of Habitability, Basic Services, Tenure Security and Affordability. The introduction of clear program areas directs Habitat for Humanity to build specific expertise and serve as a recognised thought leader. Our activities are directly related to housing, though they have broader outcomes in other sectors like livelihoods, health, and education. Additionally, the four program areas align with the definition of 'adequate housing' adopted by the sector and address systemic causes of the housing deficit.

We believe decent and affordable shelter to be a basic human right and the key to better health, welfare and economic opportunity and sustainability.

Our Theory of Change



Why Volunteering?



Volunteering supports the mission of Habitat for Humanity by enabling communities, families, and individuals to work in partnership to create safe and decent housing. With the help of volunteers, we are able to speed up construction processes to further advance the projects we work on. For volunteers themselves, taking part in our projects provides cross-cultural experiences and enables people to become active participants in helping to alleviate housing poverty.

Habitat for Humanity works thoughtfully and strategically with host countries to ensure all projects are community-led and aligned with local priorities. Habitat for Humanity have identified three main benefits of the overseas volunteering programme:

- It raises vital funds to support the mission of Habitat for Humanity GB and the hosting country directly, which in turn helps more families.
- It responds to the desire of communities to be socially and economically connected rather than isolated. Communities see the opportunity for a relationship with the world around them as a component of their own development. It also opens a dialogue for the sharing of ideas and expertise that can ultimately improve living conditions in the areas in which we work.
- The experience personalises the mission for volunteers, generates inspiration, and creates enthusiastic advocates for our work. Volunteering with us is more than a one-time experience. Before volunteers participate, they spend months fundraising and raising awareness about the work of Habitat for Humanity GB. For Team Leaders, this, although not a requirement, is also encouraged, to bring Team Leaders closer to their volunteer team and be just as involved in raising awareness about our housing poverty alleviation work.

During the volunteering trip, volunteers have the opportunity to connect in a personal way with the communities in which they are working. They create new and unexpected relationships that were previously inaccessible. These are life changing and precious moments for families, communities, and volunteers. At the end of their trip, we want our volunteers to be filled with a passion to see the world changed for the better and encourage volunteers to become long-term active supporters – whether this be as regular donors, fundraisers, and/or advocates for decent housing globally.



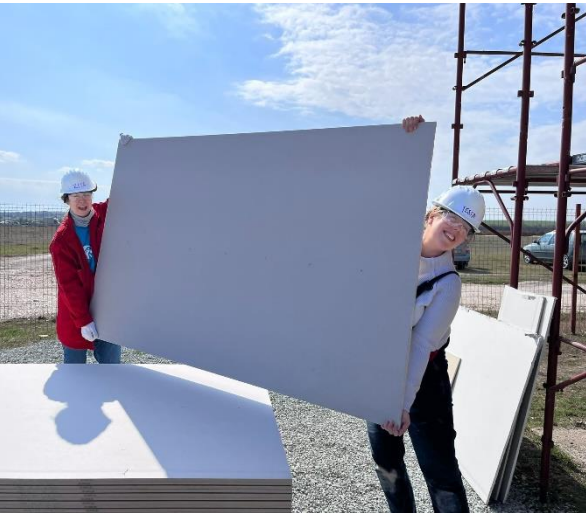
Ways of Working

The different methods Habitat uses to deliver impact, include direct implementation, partnerships, advocacy, market-based approaches, and volunteers. We place great emphasis on program quality and impact with programmes that are complex, and people centred. Volunteering supports programme impact rather than operating as its own program.

Expectations

Leading a Volunteering Trip

The role of a Team Leader starts from the moment an individual registers to participate. From the very beginning stages, you will liaise with volunteers to share information about the volunteering trip and liaise with Habitat for Humanity GB regarding any concerns, questions, or plans.



As the key point of contact for the team, it is your job to enthuse and manage the team before they depart, help with their trip preparation, and support their fundraising. By building a rapport with the team members prior to departure, you will set the precedent for the trip and enhance your ability to manage the team on the ground. Your main responsibility whilst in-country is to keep the team safe and focused. You will work with the Host Coordinator to oversee the health and safety of the team at all times. You will brief the team, liaise with local staff and masons, carry out risk assessments, and maintain Habitat for Humanity GB's high safety standards. You are also the primary first aider and will be the first to deal with any medical incidents that occur throughout the duration of the trip.

Alongside being responsible for the team's safety, you will also need to ensure their wellbeing and enjoyment of the experience. It is a role requiring diplomacy and strong leadership skills. As a representative of Habitat for Humanity GB, you need to be able to answer questions confidently and accurately about the charity. You will be responsible for guiding the team through cultural challenges and new environments and do so in such a way that is enthusiastic and empathetic.

Team Leader Training

Habitat for Humanity GB run an annual training which is designed to provide Team Leaders the skills and knowledge they will need to successfully manage a team. It is compulsory that all potential/new Team Leaders attend this course at least once if you wish to lead in the future. As our policies and procedures are always evolving, existing Team Leaders and Deputies are also encouraged to participate every year to keep their skills and knowledge up to date.

Habitat for Humanity GB Responsibilities

Habitat for Humanity GB staff are responsible for the logistics of the trips, we will:

- Prepare the team budget,
- Prepare the team itinerary,
- Support recruitment of the team,
- Pay and manage the in-country finances,
- Collect and disseminate information from the host country to the Team Leader,
- Track funds raised from volunteers,
- Be the point of contact between the Team Leader and Hosting Coordinator,
- Arrange hotel and transport bookings with the Hosting Coordinator,
- Arrange all in-country ground transportation,
- Cover the costs and donation for the Team Leader, and
- Waive the donation element for the Deputy Team Leader.

Team Leader Responsibilities

The responsibilities of a Team Leader are varied and can be shared if a Deputy assigned.

Pre-departure

- Act as the key point of contact between Habitat for Humanity GB and the team,
- Manage the team's expectations, -
- Collect and disseminate documents from team members,
- Support and advise team members in their fundraising efforts, and
- Be an extended arm of the Habitat for Humanity GB staff and an advocate of the charity.

During the trip

- All health and safety,
- Manage the team's expectations and keep them motivated,
- Deal with administrative duties
- Pay bills where needed and deal with any financial elements of the project as needed.
- Organise regular team meetings,
- Act as a liaison between the local staff and team members,
- Problem solve when unexpected circumstances arise,
- Deal with conflict within the team and between the team and the community,
- Ensure the team complete the evaluation forms required.

After the trip

- Promote our work within and outside of your network.
- Encourage team members to continue involvement with the organisation.
- Share all documents pertaining to the volunteering trip as required.
- Submit the required evaluation and attend the de-brief call.



Deputy Team Leader Responsibilities

In most cases, each volunteering trip will have a Deputy. It is the role of the Deputy to be the 'right-hand' of the Team Leader and to help them in any way deemed necessary. It is up to the Team Leader to decide what roles and responsibilities they could assign the Deputy. Some suggested options might be:

- Additional site supervisor or group supervisor if the team is broken down onto different sites,
- First Aider,
- Lead team meetings, and
- Budget controller (if there are funds that need to be managed).

Becoming a Team Leader

Whilst there are no formal qualifications needed to become a Team Leader, all candidates must go through a training and selection process before they will be eligible to lead a team. The process is as follows:

1. Participate in an overseas volunteering project: This is so you gain a basic understanding of our projects and an appreciation for what it is like to be a part of a Habitat volunteering team.
2. Complete a Team Leader Application: Complete an application form and submit it to the Habitat for Humanity GB staff.
3. Undertake Team Leader Training: This is supplied to all new Team Leaders by Habitat for Humanity GB or an affiliate either in person or online, designed to impart the knowledge and expertise that you will need to successfully lead a team.
4. Undertake an overseas volunteering trip as a Deputy Team Leader: Once you are placed on a volunteering trip as a Deputy Team Leader, you will be given some basic roles and responsibilities which will allow you to demonstrate your ability to lead a team.
5. Receive positive Deputy Team Leader evaluation: Throughout the project, Team Leaders will assess the Deputy as to their suitability to lead a future team. At the end of the project, the Team Leader will submit an evaluation of the Deputy to Habitat for Humanity GB staff recommending whether or not the Deputy is ready to lead.

Once you have been cleared to lead a team, we will work with you to assign an appropriate trip. Please note there is no guarantee of a trip as placement, and it is solely Habitat for Humanity GB's decision as to which Team Leader is placed on any given volunteering trip.

Costs and Fundraising

What costs are covered for Team Leaders and Deputy Leaders?

We cover trip costs and reimburse first aid courses and DBS checks for Team Leaders. Any required visas and vaccination costs will also be reimbursed. Team Leaders are not required to pay a donation. All Deputies will have to pay their registration fee and trip expenses but will not have to pay the donation. Deputy Team Leaders do not get any allowance for other expenses.

Volunteering Costs

The cost of a volunteering trip is comprised of three components:

- Registration fee: Non-refundable, non-transferable and must be paid in order for the volunteer to officially register for the volunteering trip.
- Trip expenses: Includes all in-country costs, medical and emergency insurance, T-shirts, administrative expenses, etc.
- Donation: Split between Habitat for Humanity GB and the host country. One of the primary reasons Habitat for Humanity GB runs the volunteering programme is to raise funds for the host countries. The donation amount the participants pay is critical as it allows host countries and Habitat for Humanity GB to expand their programmes and invest more in them.



Volunteer Fundraising

Many volunteers opt to fundraise some, all, or above their trip cost. Each volunteering trip has a bespoke online fundraising campaign. Volunteers create their personal fundraising page through this, and Team Leaders should support their team during this process. Although not a requirement, we encourage all Team Leaders to join in the fundraising to boost the donation element of the volunteering trip. Funds raised by Team Leaders do not contribute to other volunteer's fundraising. Instead, they are treated as an additional donation to Habitat for Humanity GB and host country.

Our website has extensive resources to make fundraising easier for volunteers:

- Fundraising Resources: www.habitatforhumanity.org.uk/get-involved/resources/
- Fundraising Ideas: www.habitatforhumanity.org.uk/get-involved/resources/fundraising-ideas/
- Challenge Events: www.habitatforhumanity.org.uk/get-involved/challenge-events/
- Fundraising Guide: www.habitatforhumanity.org.uk/get-involved/resources/fundraising-toolkit/
- More Ideas: www.habitatforhumanity.org.uk/get-involved/

What's included in the cost?

Below is a list of all the different aspect included in the volunteering trip costs:



Access to fundraising resources



Local host coordinator and translator



Welcome orientation



Accommodation



Medical and evacuation insurance



Support from your team leader



Access to fundraising resources



Ground transport



All meals and bottled water



Tools and building materials



24 hour in country support



Home handover ceremony with partner family

Before Departure

Recruitment of Open Teams

If a volunteering trip is created as an 'open team', this means that we are openly recruiting members of the general public to join the volunteering trip. In this instance, it is the Team leader that drives the recruitment effort. Open Teams occur less frequently than 'closed' (fully formed teams) due to the higher risk around fundraising and ensuring minimum volunteer numbers.

Team Leaders will only be permitted to lead an open team if a team of a minimum of 20 volunteers are enlisted by the Team Leader and are able to pay their registration fee within 2 weeks of a Team Leader committing to assemble a team. If at any point before the volunteering trip, the number of volunteers falls below the required minimum of 15 volunteers, Habitat for Humanity GB have the ability to cancel the volunteering trip.

If a volunteering trip is cancelled by Habitat for Humanity GB, volunteers will be refunded in accordance with the Payments and Cancellation Policies or reassigned to a future volunteering trip. As a Team Leader it is important that you familiarise yourself with these policies especially in case of cancellation so that you can make informed responses to volunteer enquiries.

Registration and Payment

Volunteers register through the Habitat for Humanity GB website and pay a non-refundable, non-transferable registration fee to confirm their place on the trip. They will also submit their personal details and emergency contact information (all of which remain confidential) and agree to Habitat for Humanity GB's Terms and Conditions.

The balance of the payment (total trip cost minus the registration fee) must be paid in full no later than **45 days prior** to the departure date. Volunteers will have to abide by Habitat for Humanity GB's Payment and Cancellation Policy.

Once the volunteer has submitted the registration form, they will receive a welcome email and a t-shirt. They will also receive a confirmation email with the link to the fundraising campaign and other resources.

Minors on Teams

It is the policy of Habitat for Humanity GB not to take volunteers younger than 16 years of age. Young people of the ages of 16 and 17 are considered minors and may go on Habitat for Humanity GB trips under certain conditions, such as being accompanied by a parent or legal guardian and that parent or legal guardian having parental responsibility for the minor. Habitat for Humanity also takes into consideration the minimum age for construction work in the host country and Habitat for Humanity's Child Labour policy. (For more information: Child Labour Policy).



Emergency Contact Sheet

A representative from Habitat for Humanity GB will be available 24 hours a day throughout your volunteering trip should you have an emergency situation. You will receive a list of emergency contacts before your trip with the relevant phone numbers to distribute to the team. Please advise volunteers to use these numbers once the volunteering trip has officially begun.

Before the trip, you will only have contact with the volunteers and Habitat for Humanity GB representative. Once in country you will also be able to communicate with host-country staff.

Enquiries and Communications

You will be the main point of contact for volunteers participating in a volunteering project. When a volunteer registers, their contact details will be shared with the Team Leader.

How you communicate with the team is up to you, but we recommend that you follow up the instant you receive a volunteer's details and introduce yourself. Past Team Leaders have created text groups and email groups to keep communication centralised and to avoid having to answer the same questions multiple times. If you do not know the answer to a volunteer's question, please email us for assistance at hello@habitatforhumanity.org.uk. Volunteers wanting to contact Habitat for Humanity GB should be directed to this form: www.habitatforhumanity.org.uk/contact-us/

Speaking with volunteers prior to departure is a requirement of the role. Team Leaders should inspire volunteers to fundraise, offer advice about the upcoming project, and respond to concerns promptly. All volunteers will receive a series of emails from Habitat for Humanity GB that provide advice on fundraising and preparing for the volunteering trip. Whilst there is no exact formula as to how much contact each team member will require, we also recommend that you consider getting in touch at least once a month with the team. This will allow you to check in and find out how things are going with their fundraising, to build a rapport, and to chase any outstanding details that may be required.

When using social media to speak publicly about the volunteering trip, it is important to remember to use discretion and sound judgement as you are representing Habitat for Humanity GB. Any social media use that damages Habitat for Humanity GB's reputation or spreads misinformation could be cause for Habitat for Humanity GB to part ways with a Team Leader or Deputy.



Team Leader Pre-Trip Documentation

Before you depart, you will receive the following information from Habitat for Humanity GB:

- Team roster with necessary details
- Risk Assessment
- Health and Safety brief list for volunteers to sign to confirm they received a briefing
- H&S signage for the site and each team member
- Emergency contact sheet for volunteers to carry and share with their emergency contact
- Links to evaluations for the team to fill out at the end of the trip.

Team Roster

The team roster will contain everyone's personal details as per their registration form. Please remember that this information is sensitive and personal; it should be kept with you at all times and not be accessible to others. It may only be used for the purposes of managing the trip and ensuring a safe experience for all. It should be destroyed after the trip ends (For more information: Data Protection and Confidentiality Policy).

Important Documents

There are a number of practical matters which are particularly important to cover during your pre-trip communications with the team:

- **Passports**

Passports must have at least 6-months validity before departure and at least 2 blank pages. If you or any member of your team do not have this, we recommend that it is renewed. Ensure that team members allow for sufficient time to do this.

- **Vaccinations and Immunisations**

It is the volunteer's responsibility to arrange their own vaccinations and seek a medical professional for advice in regards to vaccinations and medication prior to departure. (For more information: Health and Safety)

- **Visas**

Participants are responsible for arranging their own visas. Habitat for Humanity GB will advise of any visa requirements. Volunteers can visit the consulate website of the appropriate country to get further advice. Another resource is the UK Government travel advice website: <https://www.gov.uk/foreign-travel-advice>. If 'Letters of Invitation' are required, Habitat for Humanity GB will work with the host country to secure these.

Setting Expectations

By setting expectations, you will help volunteers to be as prepared as possible for their trip. Some good topics to discuss with potential volunteers are:

- Why they are interested in volunteering with Habitat for Humanity Great Britain?

This is a good way to learn more about a volunteer's motivation.

- Do they feel you can adapt well to unexpected changes in the itinerary?

Flexibility and adaptability are key traits for a volunteer.

- What can they expect from you as a leader?

Keep this conversation a two-way process; invite them to ask questions.

- Do they have any medical or physical conditions?

This isn't about excluding anyone. It's about ensuring they are comfortable sharing this information. You'll need to know this information to provide effective medical care if needed.

Every volunteering trip is different. Not only do the team composition and cultural differences make each experience unique, but also the logistical arrangements. It is important that the Team Leader manages the team's expectations and prepares them for their trip. It is important to communicate to the team that they should be flexible as details could change at the last minute. Ask the team to think about their expectations before their trip.

Below are some talking points to guide communications with the team.

- Different is different, not wrong.
- Schedules probably won't happen as planned.
- Be flexible. They might be tired of hearing about flexibility, but it will continue to be one of the most valuable words to consider as they go on their trip.
- Frustration. No matter what the situation, you'll always be encountering the unexpected.
- Be forgiving. You will make mistakes. Make allowances for yourself as well as others.
- Be willing to be stretched, challenged, and transformed.

Packing List

This packing list is for volunteers and Team Leaders. Volunteer's can find a copy of this list in the Volunteer Orientation Manual that they receive upon signing up for the volunteering trip. Please remind all team members that they cannot participate without steel toe cap boots.

| ESSENTIAL ITEMS | Packed it? |
|--|------------|
| STEEL TOE CAP BOOTS – Sturdy Work Boots | |
| Trousers (such as lightweight cargo trousers, avoid jeans) | |
| Wide brimmed hat (to shade your face as you will be in the sun most of the day) | |
| Casual clothing suitable for evenings (long sleeves for mosquito protection) | |
| Lightweight waterproof jacket | |
| Work clothes – (both short sleeve and long sleeve for sun protection) | |
| Insect repellent (containing 50% DEET) | |
| Anti-malarial medication – (check with a health professional/doctor if these are necessary) | |
| Small first aid kit, eyewash, paracetamol. (Substantial first aid kits will be available on-site) | |
| Rehydration sachets, anti- diarrhoea medication | |
| Blister plasters, ordinary plasters | |
| Antibacterial hand sanitiser (or alcohol based hand gel) | |
| Sun protection (maximum factor) for face, lips and body - After sun/Moisturiser | |
| Prescription medicines (carry medicines in both the hold and cabin baggage). Also a good idea to keep a separate list of medicines with your documents and a doctor's letter to accompany any medicine needed. | |
| Small torch (the wind-up torches save on bringing extra batteries) | |
| Day rucksack (for sun cream, camera, bottles of water, snacks) | |
| Bum Bag (for personal items) | |
| Toilet roll/moist wipes for on site | |

| ESSENTIAL DOCUMENTS | Packed it? |
|---|------------|
| Air travel tickets | |
| Cash. Most airports will have a money exchange. | |
| Passport (and a photocopy kept apart from original) and Visa (where applicable) | |
| Insurance coverage information and vaccination certificates | |

| OPTIONAL ITEMS | Packed it? |
|--|------------|
| Work gloves | |
| Hard hat – PROVIDED , but if you have space then feel free to bring one | |
| Shorts (for volunteering as well as leisure – culture allowing) | |
| Warm clothing (check the weather details) | |
| Camera, film/memory stick, batteries/charger | |
| Plug adaptor (only if bringing digital camera/phone charger etc) | |
| Alarm clock/Watch | |
| Bandana (good for keeping sun off your neck) and Sunglasses | |
| Own water bottle (Pack in hold luggage) | |
| Photos of your family and pets | |
| | |

Life In-Country

Accommodation

Accommodation varies from country to country. Most teams stay in a guesthouse or hotel, but some will stay with a homeowner family, in a community hall, or a school. All accommodation will be twin bedrooms (or triple in some cases) occupancy for volunteers. Team Leaders will have a single room.

What if a volunteer doesn't want to share a bedroom?

If a volunteer refuses to stay in a twin or triple room, they may ask their Team Leader who should then speak with their Habitat for Humanity representative. We will then inform you if there is availability for a single room. If there is, the volunteer will be asked to pay the additional fees needed to cover the cost of having their own bedroom.

What if a volunteer has a medical reason for not wanting to share?

In this case, Habitat for Humanity GB will require the volunteer to outline their reasoning via an email sent to hello@habitatforhumanity.org.uk. The volunteer needing their own room due to a medical reason will then have a single room organised without needing to pay the additional room charges.



Meals

Most budgets accommodate all meals, but in some cases, meals may not be provided outside of the volunteering days. If this is the case, the Habitat for Humanity GB staff will inform the Team Leader of this and advance funds for the Team Leader to use. If this happens, the Team Leader must keep all receipts and complete a cost form upon their return from the volunteering trip. If there are any funds unaccounted for, Habitat for Humanity GB will need to speak with you to investigate missing proof.

In most cases, dietary requirements can be accommodated. However, it should be highlighted to volunteers that they will be eating local food and it may not vary much from day to day. Where allowed by the airport of arrival and departure, volunteers may wish to bring some home comforts such as sweets or breakfast bars to ensure they are eating enough if they are struggling to eat the food provided. Team Leaders should encourage volunteers to bring sufficient cash to purchase snacks as needed.



Team Leaders should encourage volunteers to be respectful when receiving food. It is seen as offensive by many communities we work in to refuse food given to you. Of course, no one should have to eat anything they are uncomfortable with, so it is best that volunteers not wanting to eat are able to appropriately decline without causing insult. A Team Leader should support volunteers if they are declining food in a way that does not cause offence. Some ways this can be done are:

- "he/she is feeling sick and cannot eat today but thank you."
- "he/she is still full from breakfast, we will wrap up the food and take it back to the hotel to eat later"

Water

Bottled water is provided throughout the volunteering trip. If participants are concerned about the water quality, they can take water purification tablets, but this will be at their own expense and their responsibility to organise when in-country.

Laundry

In some locations, volunteers may be able to get their laundry done, but there is no guarantee. Participants would do better to ensure they have enough clothing to last the duration of the trip.

Washing Facilities & Toilets

Most guesthouses and hotels have running water. However, these may not be to the standard expected and are often communal. Some locations have drop toilets and other sanitary facilities that may not be familiar to volunteers, but it is all part of the experience. There will always be toilet facilities on the project sites although these might not be quite what the participants are used to.

Language It is important that you are able to communicate with the people you are working with. If the first language is not English, the Host Coordinator will ensure there is an English-speaking host from the affiliate or that an interpreter is present on-site at all times. Remember to be patient as levels of English proficiency will vary—a lot can be communicated through gestures and demonstration. We ask all volunteers to attempt to learn the basics before departing. DuoLingo and YouTube are great ways to start learning.

Clothing

Volunteers of all genders should dress modestly throughout their time on the volunteering trip to avoid causing offence and putting themselves and others in situations where they feel embarrassed. No matter the country, volunteers should NOT wear:

- Tight fitting leggings whilst on the project site (unless wearing a long shirt that covers your bottom whilst standing or bending down.)
- Shorts that come more than 2 inches above the knee. (Long shorts and $\frac{3}{4}$ length trousers may be worn.)
- Low neck tops or tops without a sleeve. (Shoulders should be covered at all times)

Head Coverings

Whilst not a requirement of the trip, we recommend that volunteers pack a scarf in the instance that they are invited to visit a place that requires heads to be covered such as a mosque or church. Without a head covering, you may not be invited or allowed to enter.



Cultural Differences and Customs

Cross-cultural exchange can be one of the most enriching and challenging parts of the trip. Team Leader will need to brief team members on cultural appropriateness for the country they are visiting. Your Host Coordinator will be able to advise you on cultural do's and don'ts.

It is important to remember, and to impart on team members, that different things are valued in different cultures. For example, time is often not as important, women may not experience the same degree of freedom, and it is the quality of the relationship or the discourse, not the time it takes. The rule of thumb is always:

- Ask if you don't know.
- Be flexible and ready to apologise if necessary.
- If you want to take a photograph, always ask permission and share the results.
- Smile and be willing to learn.
- Remember, you are a visitor and thus you are not there to challenge or question, but rather to respect, learn, and experience.



Gift Giving

The giving of gifts to anyone in the in host country is discouraged whilst engaged in or as a result of being engaged in a Habitat for Humanity volunteering project. Different cultures view the giving of gifts in 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. Gift giving can have a negative impact on the beneficiaries, Habitat for Humanity in general, other volunteers that work with us, the project and future teams. To avoid problems, embarrassment and hurt feelings, it is best that gifts not be exchanged at all. Please refer volunteers to the Gift Giving Policy if they have any questions.)

What about leaving items after the trip?

If the Host Coordinator deems it appropriate, they may inform the Team Leader that they are happy to take items from the team at the end of the trip. If this is the case, they will organise a drop-off in the hotel on the final day of the trip and outline which items they are happy to accept. This may include:

- Work items, such as gloves and hand tools.
- Surplus, unused, and unopened, Menstrual hygiene products.

Itinerary

Most volunteering trips are 9-10 days. Weekdays are spent on the site carrying out housing poverty alleviation activities, with weekends dedicated to educating volunteers about housing advocacy and the local culture. Habitat for Humanity does not organise rest and relaxation excursions before or after the scheduled dates of the trip. A typical itinerary based on 9 days may look something like this:

| | |
|-------------------------|---|
| Saturday: | Arrive in country. |
| Sunday: | Meet the team, travel to project location, participate in orientation. |
| Monday-Thursday: | Work on site |
| Friday: | Final day of work and dedication event and farewell celebration. |
| Saturday: | Home advocacy and cultural activities |
| Sunday: | Departures |

Team members will be motivated to get on with the work they have travelled a long way to do. However, it is important that they don't start half asleep from the travel, and that they have an appropriate briefing before they begin. When a trip is planned, we try to leave some time for acclimatising before starting demanding work. Habitat for Humanity will also try to arrange a few cultural activities in consultation with the Team Leader and Host Coordinator prior to departure.

Cultural activities should focus on the local development need and existing projects and partners. For these reasons, it may not be appropriate to visit local schools as their needs may be outside the scope of Habitat for Humanity's ability to assist. Volunteers should remain focused on what Habitat for Humanity can and does strive to address the global housing need.

Contingency Fund

Unexpected situations can arise. Team Leaders should ensure they have access to at least £200 as a contingency fund. If a Team Leader does not have access to this amount of cash, then let us know. Arrangements to advance funds can be made. Team Leaders are responsible for returning unspent monies to Habitat for Humanity GB upon their return.

Expenditure of contingency monies should be recorded, and receipts submitted. Acceptable uses for the contingency fund includes; medical costs for a team member, transportation if pre-arranged transportation does not arrive or breaks down, or, meals or water for the team if the in-country arrangements do not arrive. Contingency funds should not be used for personal items, souvenirs, gifts, tips or anything not addressing an urgent need for the team.

Expenses

While preparing for and during a trip, you may incur costs such as visas, vaccinations and travel costs. Team Leader expenses will be reimbursed upon receipt of an expenses claim form on return from the trip. Only expenses with a valid receipt will be paid. (See the Expenses Policy).

Although every endeavour is made to pay all in-country costs prior to the team's departure, in some cases Habitat for Humanity GB might need to advance you funds to cover expenses for the team whilst in-country. This may include money for meals or cultural activities. During instances of a free day, a Team Leader may consider providing a small meal stipend for each volunteer. This must be recorded by an original receipt and leftover monies being returned, alternatively the Team Leader can bring a receipt book and sign a receipt for each volunteer. Ensure you as the Host Coordinator about average costs to avoid being taken advantage of.

Team Building

A large part of your role as a Team Leader is to coach your team to perform at their optimum levels. Creating a cohesive and harmonious team requires a conscious effort on your part to recognise individual's personalities and how they work. This will help to understand what their needs are.

What is a Team?

A group of people working towards a common goal. Team building is the process of enabling that group of people to reach their goal. In its simplest terms, the stages involved in team building are:

- Clarify team goals and assign roles that utilise the strengths of each individual.
- Identify those issues which inhibit the team from reaching their goals.
- Address those issues, remove the inhibitors and enable the goals to be achieved.

As a Team Leader, it is one of your responsibilities 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 meetings is one way to highlight any areas that may need attention. Team Dynamics Teams typically go through a number of stages as they form. Some of the stages feel quite negative, as team members may not seem to be 'getting on'. It is therefore helpful to be aware of the stages and recognise them so you can lead the team to a successful trip. Dr Tuckman (1965) defined a four-stage progression in team formations: Forming, Storming, Norming and Performing and each describes what you can expect from your team.

Forming is characterised by:

- High dependence on leader for guidance and direction.
- Little agreement on team aims and processes are often ignored.
- Individual roles and responsibilities are unclear.
- Leader must be prepared to answer many questions about the team's purpose and objectives.

Storming is characterised by:

- Decisions don't come easily within group. Team members vie for position. Clarity of purpose increases but plenty of uncertainties persist.
- Cliques and factions form; there may be power struggles.
- The team may be distracted by relationships and emotions.
- Compromises may be required to enable progress.

Norming is characterised by:

- Agreement is largely formed among team who respond well to facilitation by leader.
- Roles and responsibilities are clear and accepted. Decisions are made by group agreement.
- Smaller decisions may be delegated to individuals or small groups within the team.
- Commitment and unity is strong.
- The team may engage in fun and social activities.

Performing is characterised by:

- The team is more strategically aware with a focus on over-achieving on goals.
- The team makes most of the decisions in line with criteria agreed with the leader.
- Disagreements are resolved within the team positively.
- Team members look after each other.
- Leader delegates and oversees.

Team Meetings

When you are leading, it is important that you hold team meetings daily. Meetings are a useful tool to help volunteers have a meaningful experience. The discussions help strengthen bonds, deepen understanding of local housing conditions, and inspire action upon return. Some volunteers can be overwhelmed by their experiences in a new country. Having an opportunity to air feelings and discuss them with others helps promote the mental wellbeing and bonding of the team. Volunteers should be able to express opinions without being judged or rushed.

Possible objectives for reflection meetings are:

- Review the itinerary,
- Deal with team issues,
- Reflect on the day/experience,
- Outline activities and health and safety issues that need to be considered, and
- Goals for the following day.

Recommended Questions for Guiding Reflection Meetings

O – Observe

After the first day in the community, share first impressions. Invite the team to observe.

- What did you see?
- Who did you meet?
- How did people act?
- What about their houses and community?

R- Reflect

The team may be further into the Tuckman model, guide them into sharing their own personal reflections. These more personal questions may stretch across numerous meetings, therefore do not try and rush the group, let the group dynamics determine the flow.

- How did you feel in the community?
- What is different /similar to your own family and the community?
- What did you think about on the work site today?

I – Interpret

Lead the team into the higher-level questions that draw connections between the family's situation, Habitat for Humanity's interventions and the conditions that sustain poverty housing. It is important for volunteers to understand that poverty may look different everywhere but there are always ways in which conditions can be improved.

- What support does the family have?
- Why is their community strong?
- What choices does the family have?
- What is out of their control?

D – Decide

As the trip comes to a close, help volunteers to consider how they will channel their energy on their return.

- How have you helped people experiencing poverty?
- Where you live – who has trouble affording housing?
- What could you do in your community?
- What's your next step?
- Who will you contact to get started?

The intention to end with 'decisions' is deliberate. At some point, each volunteer made the decision to join the volunteering trip. Therefore, there are still decisions to be made as to how they will continue to address the issue of global poverty housing on their return.

Preparing for Reflection Meetings:

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

- Failure to hold meetings at all,
- People don't talk,
- No objectives or purpose,
- Team members see no value,
- Meetings are held too late at night,
- **Problems with the leader:**
 - Not viewed as the leader,
 - Lectures the group,
 - Berates or induces guilt,
- Conflict within team left unresolved,
- One person dominates the meeting,
- Local staff are present (difficult to be honest),
- Lack of privacy and,
- Expects others to have the same experience, and/or
- Shuts down discussion.

Resolving Conflict

One of your main responsibilities as the Team Leader is managing and minimising conflict whilst on the trip. Below are some examples of types of characters and personality types that may be a part of your team and some advice on how to deal with them.

The nonstop talker: Be attentive; they probably have good ideas. Invite others to contribute ideas.

The overly helpful member: Voice appreciation for their suggestions. Look to others to be the first to contribute. Suggest that they split their responsibilities with others.

The arguer: Recognise the objections might be legitimate. Ask for clarification. If the behaviour continues, talk to them privately, asking for their help and giving a specific task for the session so you can thank them when the task is finished. If these efforts fail, call on the group by asking if the group wants to spend time now on the complaints.

A team member who has overwhelming personal problems: Personal problems should be handled personally. Do not force them to say things in a group setting that they will be embarrassed about.

The bored or indifferent member: Call on them, point out their competence, experience, or expertise on one or more topics of discussion. Focus on a strength and ask for a contribution from that base.

A team member is quiet and non-contributing for quite a while: Don't push too hard. Offer encouragement occasionally so that they know you value their contributions. It is less important that the team member talks readily than that they stay close to the group. Be patient.

The shy, hesitant team member: This team member is afraid to contribute. Ask direct questions that you think they can answer. Support the responses if you honestly can.

Team member is not disposed to help others This kind of person needs recognition. Privately let the team member know how much you appreciate having them in the group and how much you think they can contribute to the group. Continue to try to draw them out.

Personality clashes: You need to cut into the dispute by pointing out that there are certainly different ways of looking at a topic and both perceptions can be valuable. If properly understood and appreciated, a personality conflict can become an asset rather than a problem for a team.

Survival Strategies for Team Leaders

The best way to deal with difficulties in a group is to prevent them from arising.

- Help team members become aware of the group process. Use this awareness to reflect on the workings of the group for a short time at each meeting.
- Be sensitive to the level of maturity of the group.
- Share leadership with team members so that they feel a sense of responsibility for accomplishing the tasks of the team and help to maintain positive relationships.
- Handle each difficult situation with objectivity and empathy. Don't take problems personally. Don't try to solve difficulties all by yourself.

Tips for Addressing Inappropriate Behaviour

- During orientation, direct volunteers to bring problems or concerns to the Team Leader first.
- Address situation with the team member on a one-on-one basis.
- Identify the inappropriate behaviour with the team member.
- Help the team member understand the potential negative effects of inappropriate behaviour.
- If a team member continues inappropriate behaviour, it might be necessary to involve other team members or the Host Coordinator (depending on the situation).
- If inappropriate behaviour persists, remind the team member that they agreed to the Terms and Conditions as part of the registration process as well as the purpose of the programme.

Disciplinary Procedures for Volunteers

Habitat for Humanity GB takes the safety and security of our volunteers very seriously and will not hesitate to send volunteers home that are posing a risk to themselves or others. This includes behaviour which Habitat for Humanity GB feels is contradictory to our core values. The Team Leader will address inappropriate behaviours directly with the volunteer in a bid to understand and resolve the situation. If the situation is unable to be resolved, staff will intervene. If staff are not sufficiently satisfied with the ongoing conduct of the volunteer, he/she may be asked to depart the host country at their own expense.

Problem Solving with Habitat for Humanity

Habitat for Humanity encourages team members and Team Leaders to have an open dialogue and bring any issues that arise to the fore. Habitat for Humanity will endeavour to work with involved parties to rectify any concerns or complaints (Please see: Problem Solving Policy).



General Health and Safety

Habitat for Humanity takes the issue of health and safety seriously. We do our utmost to ensure risks are minimized and mitigated where possible. However, it must be emphasized that health and safety standards in overseas countries will vary compared to those experienced in your home country.

Whose Responsibility is Health and Safety?

Although health and safety is everyone's responsibility, the Team Leader has a role in ensuring that the team has a safe experience. Health and safety is wider than the project site, it extends to all aspects of the trip, including cultural activities and travel in-country. Each team should appoint at least one member to monitor safety whose responsibility it is to recognise and eliminate hazards. There are also risks associated with working in the vicinity of children, which is also addressed.

The Team Leader will carry a well-stocked first aid kit. Every team member needs to know:

- The location of the first aid kit,
- The emergency response telephone number.
- Who on the team is first aid trained and,

Communication

All Team Leaders will need to have a mobile phone with them at all times. This may be their personal number or a local number provided by the Host Coordinator. This is to ensure that Habitat for Humanity can always contact you should there be an emergency at home, and to advise you of changes in circumstances regarding your safety. There will also be an emergency contact sheet with key contacts, this should be with every volunteer. They should share it with their emergency contact.

Roles and Responsibilities for Health and Safety Habitat for Humanity GB

- Provide the Team Leader with the team roster which includes the volunteers' date of birth, medical conditions and emergency contact details.
- Liaise with Host Coordinator and set out expectations for health and safety, particularly on site.
- Ensure the Team Leader is a qualified first aider.
- Ensure that all team members are advised to seek medical advice regarding vaccinations and medicine before travelling.
- Liaise with Host Coordinator to ensure that the team receives a site safety orientation.
- Ensure a safe vehicle and competent driver is provided by the host affiliate for team transport.
- Ensure any potentially unsafe situations reported by the Team Leader are addressed.

Team Leader:

- Carry the team roster and ensure it is secure and kept confidential at all times,
- Ensure that the site safety notices are placed in a visible location for team members.
- Carry out and record risk assessments.
- Develop a close working relationship with the Host Coordinator and staff.
- Not allow team members to undertake activities that he/she feels are unsafe,
- Report any potentially unsafe situations to the local staff.
- Ensure the team have a supply of safe drinking water and they take regular rest breaks.
- Communicate the needs of the team to the Host Coordinator.
- Keep up to date with any health-related situations (e.g. illnesses).
- Administer first aid to team members as required.
- Keep a record of any accidents and complete the incident report,
- Comply with requirements of the individual (see below).

All Team Members (including Team Leader and Deputy)

- Seek professional medical advice and comply with any required vaccinations.
- Bring personal medication/specialist medical equipment to last the duration of the trip and carry a letter from their GP if necessary.
- Carry spare prescription in case of loss/damage (with the generic rather than brand name).
- Inform Team Leader as soon as they feel unwell (thus enabling 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 or Host Coordinator.
- Comply with any requests to wear safety equipment and appropriate clothing.
- Avoid undertaking any activity that they are unsure about.

Safety Orientation and Briefings

You should have a safety orientation from local staff when you first arrive on site and before starting any new activity. If a proper safety orientation is not provided, then insist upon one before starting activities. Every day should begin with a safety briefing relating to the work about to be undertaken.

See below for a sample briefing:

- General safety considerations are to be reinforced and specific issues covered. All hazards, or potential hazards should be identified, and action should be taken to prevent accidents on site. In particular, hazards that could be serious, e.g. electrical hazards and holes.
- If volunteers feel uncomfortable doing a task that they lack competence in, they should undergo more training or be moved to a different task. Training should be given in appropriate lifting techniques. Keep the back straight and use leg power to lift.
- Carry a health and safety notebook with you and note any points that need covering in the briefing to keep a record of what was covered in the health and safety briefing.

Health and Safety Standards

Please remember that countries have different health and safety standards. You will need to liaise with local staff to ensure that the health and safety policy is adhered to. Sometimes this may need some gentle explaining; 'Habitat for Humanity have said we are not allowed to do that'.



Share any concerns you may have in the evaluation at the end of your trip and provide continual feedback to the local staff. At certain points, you may need to intervene as necessary. This may involve:

- Supplementing local staff's health and safety briefing.
- Negotiating with local staff on a health and safety issue.
- Asking the staff to rectify a health and safety issue if necessary e.g. provide a different bus because in your initial inspection the current bus has a bald tyre.
- If there is an accident, complete the incident report, •
- Should a person arrive on-site unfit for work (i.e. they have been out drinking the night before), the Team Leader is at liberty to deny them access to the site for their own protection and the protection of others.



Proper Clothing, Tools and Equipment

Before starting work on the build site, volunteers must:

- Wear steel toe-capped boots on site.
- Wear a hard hat on site at all times,
- Don't use any tool in poor condition,
- Wear culturally appropriate clothing,
- Wear safety goggles, gloves, dust mask, ear plugs, etc., when necessary,
- Be sure tools are sharp and properly adjusted.

Importance of a Clean Work Site

- Tidying the site should be the first and last thing the volunteers do every day.
- Untidiness can cause trip hazards.
- Collect rubbish and scrap regularly.
- Store materials and equipment properly.
- Return tools and equipment to their proper places when not in use.

Fall Prevention and Working at Height

- Volunteers are not allowed to work on or install roofs.
- Volunteers should not be left to work at height unsupervised.
- Barricades should be installed to prevent people from falling off the edge of the slab.
- Do not work at height without proper safety equipment, e.g., secure scaffolding or harnesses.
- 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)
- Volunteers must be aged 18 or over if they are working at height.

Digging Holes

- Before starting to dig, the area where the hole will be dug should be marked off with safety tape.
- The hole should be filled as soon as possible.
- Volunteers are to dig no deeper than 1 metre.
- Volunteers should only dig a hole with supervisors present.



Asbestos

Asbestos, while not used on Habitat for Humanity sites, is still widely used in many parts of the world. Undisturbed asbestos is not necessarily dangerous. Asbestos becomes dangerous in its dust form. If asbestos containing materials are present and being processed, simple masks will not offer protection. The material will contaminate clothing and skin and will be released as the material loses moisture. Asbestos may be being used on an adjacent site and becomes particularly dangerous when cutting the material with a grinder creating dust. If the wind is blowing towards the site it must be vacated immediately and another site sought. Asbestos may also be found in soil, especially when a demolition has occurred. If the odd shard is found, it should be carefully removed. If every spade full has shards, volunteers should not be handling the material, digging foundations or moving earth.

Demolition

Demolition can pose greater hazards than construction and needs to be well planned by Habitat for Humanity staff members. Habitat for Humanity staff need to supervise the demolition process at all times.

Tools

Sometimes the availability of tools can be an issue and local staff will do their best to ensure that there are enough tools for the tasks. The quality of local tools, however, may not up to British standards and therefore may not be suitable for use by volunteers. If you are unsure about the efficacy of the tools, request that volunteers carry out alternative tasks.

Chemicals

- Chemicals such as creosote are still used in some countries, yet banned in Europe and North America. Unless a chemical is known to be safe, it is not to be used by volunteers.
- Chemicals known to be safe should only be used by a volunteer wearing a face-mask, eye protection and long-sleeved shirts and trousers.
- If there is any doubt, do not use chemicals or contact Habitat for Humanity GB for advice.

Water Pumps

Pumping water with electricity is inherently dangerous. Water should be pumped as far away as possible with a petrol operated pump. If an electrical pump is used on site, this has to be 120 volts and not 240 volts. Volunteers should keep away from the pump, which should ideally be taped off with hazard tape.

Concrete Mixers

Mixers are not often used on our sites. When they are used:

- No tools or body parts are to be inserted into the mixer while it is turning.
- Mixers should not be overloaded.
- The base for the mixer needs to be firm to avoid possible tipping, for example the mixer should not sit on a pile of un-mortared concrete blocks.



Ladders and Scaffolding

- Inspect a ladder before use. If unsafe, don't use it. Look for wear and tear and loose rungs.
- 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 rather than raise one foot with blocks.
- Scaffolding should be grounded to the satisfaction of the Team Leader before volunteer use.
- If the scaffolding is 'make-do', it must not be over 4-feet (1.3 metres) from the ground.
- All scaffolding should be equipped with a safety railing and a toe board 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.
- Volunteers should never work underneath scaffolding.

Electrical Equipment

- In humid or wet conditions electrical equipment can be very dangerous. Only electrical equipment that use 120 volts should be used on site. Standard DIY tools that uses 240 volts should not be used.
- Generators should not be operated by volunteers.
- Training in electrical equipment must be provided before it is used by volunteers.
- Team Leader should check electrical equipment for obvious hazards (such as damage to sockets or no plugs). If it looks unsafe, volunteers should not use the equipment.
- Volunteers must be aged 18 or over if they are working with electrical equipment.
- No one is to work within 5.2m of any overhead power line.

Sewage Contamination

Volunteers should not be put into situations with sewerage contamination i.e. contaminated water needs pumping out before there can be work. Sewage contamination can be a particular problem when there is a high water table. Exposure to sewage or its products may result in illness.

Cultural Activities

Team Leaders must be confident that cultural activities are safe. Risk assessments must be completed for all activities, and actions taken to reduce any risk involved. Be aware that there are number of activities that are not covered by our Insurance policy. (See STARR Insurance Overview.)

Transportation

Road safety and quality may not be up the same standards that volunteers are used to. If the Team Leader has concerns about the state of a vehicle or driver, they must exercise judgement as to whether the team should proceed with the journey. Local staff must be notified of such concerns.



- Volunteers should not ride in the back of trucks. Other seated transport must be used.
- Wearing of safety belts is required. All vehicles should have seatbelts fitted.
- There must be one seat per volunteer.
- Tools must never be carried loose in the back of a vehicle where they may injure passengers in the event of an accident.

Accommodation

Hotels can be assumed to be safe, as they are vetted by local staff. However as previously mentioned, there may be differing standards of health and safety. The Team Leader should:

- Advise volunteers to count the doors to the nearest fire exit.
- Check that fire exits are not locked or obstructed.
- Check that fire equipment has been serviced. (Check the service date on the equipment).

Swimming

Swimming in contaminated water may result in a variety of infections, particularly if the swimmer's head is submerged. Risk assess the safety of swimming in the sea or in a pool. Advise team members that they should never swim in the dark, alone, or when under the influence of alcohol or drugs, and never dive into an unfamiliar body of water.

Principles of Good Practice When Working with Local Children

Throughout your experience you will interact with the local community, families and Habitat for Humanity staff and volunteers. Interaction with local children during a project is to be expected. Children may befriend you as you work or even join in with the work. We ask all volunteers to read our Child Labour Policy and Minor Policy prior to participating in a volunteering project to fully understand how your behaviour can ensure that all children interacting with Habitat for Humanity projects and volunteers are safeguarded.



Health and safety on the work site is of paramount importance. All individuals should follow the instructions and advice of construction supervisors on site. Children should not be encouraged to work on site by any volunteer. Whenever you have contact with any child it is important that they always feel safe around you or any member of a volunteering team. 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 their dealings.

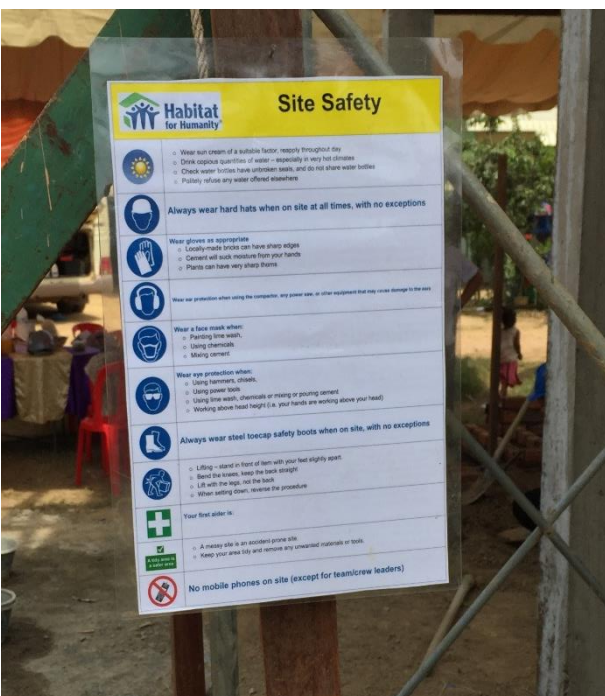
Read through our Minors Policy before departure, and remember:

- Respect children and young people at all times, be thoughtful about their language and tone of voice.
- Never participate with children in games of either an aggressive or sexual nature.
- 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.
- Do not spend excessive amounts of time with any one child or group of children.
- Never engage in unnecessary physical contact with any child or make any demeaning remarks.
- When taking photos of children, always ask the permission of their parents or guardians.

Appropriate Behaviour

Refrain from engaging in any intimate contact with community members or other volunteers. It is important that participants respect and adhere to these guidelines as failure to do so can have a negative impact on the dynamics of your team and lead to you being dismissed from the project. Inappropriate relationships with community members can be deemed as exploitative behaviour and also has a detrimental impact on the reputation of Habitat for Humanity. For more details, review the Code of Conduct in Section II of the Terms and Conditions and our Safeguarding Policy.

Managing Crisis and Risk



Risk Assessments

A risk assessment relates to all aspects of the volunteering trip, from home advocacy activities, cultural activities and downtime to actively volunteering. It also extends to accidents, contracting a disease or even playing sport with too much vigour and gaining an injury.

Team Leaders are required to conduct risk assessments throughout the volunteering trip. The methods given for minimising and managing risk can be adapted to suit the circumstances. The aim is to bring your team home in good health after having had a rewarding experience. Team Leaders are required to familiarise themselves with the Habitat for Humanity GB risk assessments and to look for other risks not covered and assess those too.

A risk assessment should be conducted at each new worksite or each time the scope of work changes significantly, e.g. the team switches from digging foundations to laying bricks.

Conducting a Risk Assessment

- Identify the types of incidents likely to be encountered.
- Assess the severity of the hazard and the level of harm if this incident occurred.
- Assess likelihood of incident occurring.
- Assess the effect of the incident on the team.
- Identify methods to minimize and manage the risk.

Methods for Minimising and Managing Risk

- 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 Host Coordinator and find a way to temporarily cover it up.
- Have people work in pairs and look out for each other.
- Constantly assess the risks - this should become like second nature once on site.

Each morning think about your activities 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:

- A simple "Beware...."
- Safety equipment for the activity.
- Demonstrating proper lifting techniques.
- Training on proper use of equipment.
- Modify activity if possible.
- Ensure that methods in place to manage/minimise risk are strictly adhered to.
- Continually assess the situation.

Habitat for Humanity GB only sends teams to countries that can demonstrate that they are able to safely host volunteers. Part of this includes paying close attention to the Foreign & Commonwealth Office updates, which detail everything from terror risks, disease, and weather.

If necessary, Habitat for Humanity will cancel a trip without hesitation if it is unsafe. If a dangerous situation develops while the team is incountry, Habitat for Humanity will do whatever is necessary to extract the team safely.

Emergency Preparedness

Although steps are taken to ensure the safety of every team, during the trip Team Leaders and team members must still be prepared for a variety of possible emergencies. Emergency procedures are outlined in the Crisis Management Plan (CMP).

Prior to departure each Team Leaders should assemble a Crisis Packet consisting of important information on every team member. Assembling a crisis packet primarily involves organizing existing information and documents into a format that is easy to carry and efficient to use. Throughout the trip all Team Leaders should keep this information with them so that they can easily access it in a crisis.

Check List:

- Team roster (includes, emergency contacts, medical and dietary info, flight information),
- Medical Insurance/Chubb contact and policy numbers and instructions,
- Crisis Management Flowchart,
- Emergency Contact Information sheet,

Team Leaders should urge that each team member also assemble a packet of their own information for themselves, including a copy of the photo page of their passport.

Incident Reporting

An Incident Report is required for any accident, injury, illness, or catastrophic event that poses a threat or disruption to the team. This includes early departures from the trip and poor behaviour. Any crimes, such as burglary, should also include a police report. All incidents should be reported to Habitat for Humanity via the online system: <http://www.surveygizmo.com/s3/4053784/Incident-Report>

If you don't have access to the internet, you can complete a paper form to help you remember the details and then complete the form online when you get Internet access. You should work with the Host Coordinator on this so as to capture as much accurate information as possible.

What requires a report?

- Incident no injury
- Minor illness/injury
- Serious illness or injury
- Catastrophic event

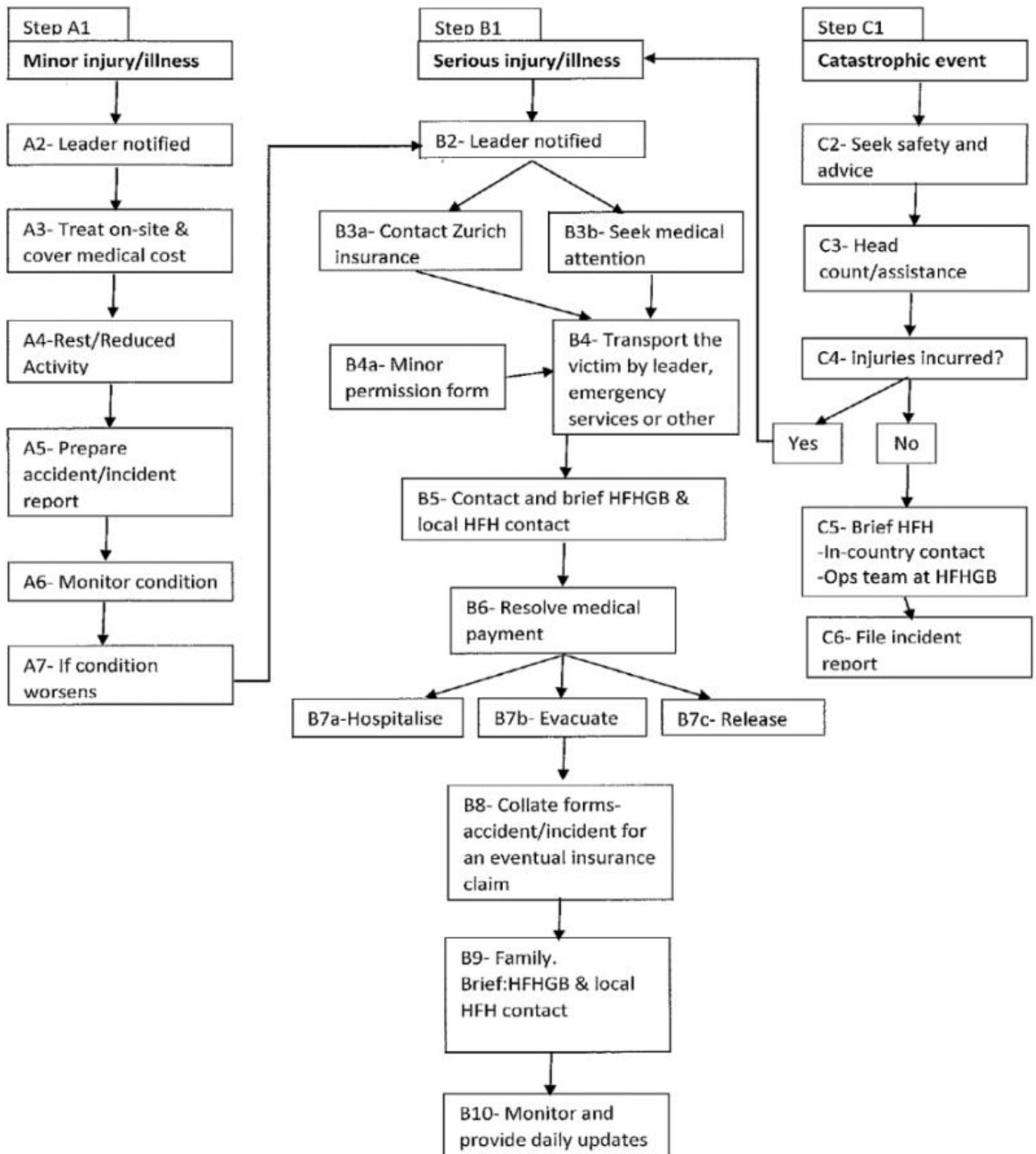
Crisis Management Plan

The health and safety of all volunteers and leaders is a top priority of Habitat for Humanity. This Crisis Management Plan (CMP) is the Team Leader's guide to handling accidents, illnesses, and catastrophic events that involve team members during the course of a volunteering 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. The following sections further explain each step in the process flow.

Although the team leader often is the frontline decision maker in a team emergency, the Habitat for Humanity GB staff and the Host Coordinator stand ready to assist and need to be kept informed of all emergencies as they develop.

If it is not possible to submit the Incident Report, the Team Leader should inform the Habitat for Humanity staff and ensure it is submitted on arrival back to the UK.

Process flow



Minor Injury/Illness

Step A1: 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 first aiders or a local medical professional can treat some minor injuries/illnesses on-site, while others might require visiting a clinic. the cost of such medical treatment can be paid by the patient or Team Leader and reimbursed. Retain all paperwork and receipts regardless of how payment is made.

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 an 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 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 B1: 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 Habitat for Humanity GB staff contact and STARR insurance - STARR insurance covers all participants medically. STARR 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. STARR insurance contact details will be available to all participants on the emergency contact sheet.

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.

Step B4a: Minor Permission Form - If the victim is a minor, remember to take/send the properly signed Parental Form of Authority.

Step B5: Contact and Brief - At the medical facility, following the examining physician's initial evaluation, consultation and prognosis, notify the volunteers emergency contact, Habitat for Humanity GB staff, and local staff.

Step B6: Resolve Medical Payment STARR insurance will provide guarantee payment for medical expenses.

Step B7a: Hospitalise - Follow the doctor's advice and admit the victim to the hospital, as recommended. Involve insurance company as required.

Step B7b: Evacuate - Follow the doctor's advice to evacuate the victim, if recommended. Chubb Insurance and the Host Coordinator will be able help arrange and coordinate the evacuation. Submit an Incident Report.

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. Submit an Incident Report.

Step B8: File Claim Form and Incident Report - Complete Chubb Insurance 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. Submit Incident Report.

Step B9: Brief Family and Habitat for Humanity - Following hospitalization, evacuation or release, provide information on the volunteer's condition and prognosis to the person listed as the emergency contact and to Habitat for Humanity GB and local staff.

Step B10: Monitor and Provide Daily Updates - Continue to monitor the situation and provide daily updates to the family, Habitat for Humanity GB staff and the local staff. If the victim is hospitalized or evacuated Chubb Insurance will maintain up-to-date information about the victim's condition. Catastrophic Events

Step C1: Fire/Wind/Civil Unrest - This category represents any disruption 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 Terms and Conditions, Habitat for Humanity 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. At the first indication of pending catastrophic event, review separation contingency plan introduced during the team's in-country orientation. Designate regrouping time and location, and a procedure for when and how separated individuals should contact Habitat for Humanity GB, local staff and/or the consulate for assistance and/or advice.

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 Habitat for Humanity GB staff and your Host Coordinator. If in danger and unable to communicate with local or GB staff, it may be necessary to contact the consulate for assistance.

Step C4: Injuries Incurred? - If team members are injured and need medical attention, re-enter process flow at Step B2.

Step C5: Brief Habitat for Humanity - Once conditions permit, brief Habitat for Humanity GB and the local staff 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, submit an Incident Report 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.

Consular Embassies and Services British Consulates will do everything they can to help British people in difficulty abroad. In an unlikely situation when Habitat for Humanity or the local staff is unable to intervene, they could be a valuable resource. It is the British Government's policy that fees for consular services should be set to recover the full costs involved without being subsidised from UK general taxation. Payment is generally made in the country where the service is performed, is normally levied in advance and must be made in local currency.

Personal Health and Safety

Medical Matters

It is important you are suitably informed about the health of each volunteer in order to ensure their mental and physical wellbeing. Some people will be reluctant to reveal this kind of information, but failure to declare details can invalidate the insurance and have a serious impact on the whole team. All personal information must be kept confidential (See: Confidentiality and Data Protection Policy)

Habitat for Humanity GB endeavour to identify any major issues that might preclude a team member from undertaking a volunteering trip when they register. This information will be provided to the Team Leader before departure. However, it is best practice for the Team Leader to ensure that they have discussed any medical conditions with volunteers before the volunteering trip.

Vaccinations

Habitat for Humanity GB do not offer advice on the vaccinations needed to participate. This is because we are not medical professionals. Team Leaders should also not be advising team members on vaccinations, they should direct everyone to consult a medical professional. It is the responsibility of the volunteer to ensure that they have had the appropriate vaccinations and necessary medications prior to travel. If possible, allow 8-10 weeks to have all the relevant injections as some require multiple doses over an extended period of time.

Dependent on the location of the volunteering trip, a yellow fever vaccination may be required, which can only be given at registered centres. Therefore, if required, each team member will need to find out from their practice nurse or health authority which local GPs are licensed to administer the vaccine. (FYI, the yellow fever vaccine and certificate only become valid 10 days after the injection.)



First Aid and Kits

Remember your first aid training. You will need to adapt to fit your new surroundings, such as using bottled water to wash wounds.

All Team Leaders and Deputies need a valid first aid certificate. First Aid At Work courses provide the appropriate skill level, any medical needs beyond basic first aid should be provided by medical professionals. You must bring your own kit and restock accordingly. We will reimburse training and first aid kit costs.

Jet Lag

The team is likely to be flying across several time zones and may experience jet lag. The effects include: tiredness, headache, irritability, difficulty concentrating, and loss of appetite. Some of these other effects are due to the stresses of flying, like dehydration, and immobility, while others are the result of having to set your body clock to a new time. How to reduce the impact of jet lag:

- 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.
- 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.

Water and Food Safety

To avoid picking up any bugs and infections through what you eat and drink, the following are useful to communicate with the team:

- Drink only 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.
- You will need to discuss the following information with the volunteers:
- Existing medical conditions, including any recent operations and mental health problems.
- If a volunteer is pregnant.
- What regular medication is being taken.
- Use bottled water for cleaning teeth. Don't open your mouth and drink water in the shower.
- Order drinks without ice and avoid roadside food vendors selling ice cream or 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 food poisoning and bacteria.
- Avoid unpasteurized milk, shellfish, soft cheeses, and lukewarm food.
- Apply strict hygiene especially after using the toilet and before you eat food. Never use communal, damp towels. Use disposable paper towels, hot air, or leave to air dry

Diarrhoea

Diarrhoea is the most common travel-related illness. About a third of cases of diarrhoea 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. It is worth remembering:

- Traveller's diarrhoea is usually a short mild illness lasting on average 3 to 5 days.
- Medical advice isn't usually required to find out what is causing your diarrhoea.
- Replacing lost fluids and salts is the most important part of treating diarrhoea.
- You don't need antibiotic treatment for mild/moderate diarrhoea.

You should seek medical attention if:

- The diarrhoea is very severe or lasts longer than 5 days.
- There's blood or mucus in the diarrhoea.
- 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 diarrhoea:

- Rest and give your body the best chance to fight whatever is making you ill.
- Drink plenty of fluids. It is important to also replace salts lost through diarrhoea so take one sachet of oral rehydration solution 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 it 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 colour it is, in order to check if you are getting dehydrated.
- Note any other symptoms you are suffering.
- Diarrhoea is contagious so be scrupulous about washing your hands after you use the toilet.

Dehydration

Adults require an average of 2 litres of fluid a day (excluding caffeine and alcohol) to ensure good health and biochemical functioning. This increases up to 5L 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.
- Drink to your thirst, everybody is different, so specifying a set amount can be dangerous.
- Ask volunteers to label their bottles and keep a track of how much water they are drinking.
- Urine colour is an indicator of hydration levels - the darker it is the more dehydrated you are.
- If you are suffering from diarrhoea or are feeling dizzy and lethargic, take rehydration salts.

Malaria

If you are travelling to an area where malaria is present, you need to inform all team members about anti-malarial tablets. Everyone 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 medical history. 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.

Prevention of malaria: Prevention falls into 4 categories:

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

- Keep legs and arms covered with clothing to lower the risk.
- Use mosquito coils or vaporizing mats.
- Avoid dark colours as they attract mosquitoes.
- Avoid attracting mosquitoes with strong perfumes, hair sprays or after-shaves.
- Use air-conditioning or fans if available.
- Avoid evening walks beside rivers and ponds (mosquito breeding grounds).

Repellents and nets

- Use a good repellent, ones containing 50% DEET are the most effective.
- Try the repellent at home before leaving to check you are not allergic to it.
- Apply repellent before dusk - when mosquitoes start biting.
- Apply repellent over sunscreen.
- You can get repellents for clothes and hats (containing DEET).
- Use a 'knock-down spray' before bed to get rid of mosquitoes.
- Sleep under a mosquito net.

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.
- You can still get malaria if taking anti-malarial prophylaxes - although it will not be as severe.
- 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.

HIV/AIDS

Many project locations have a high prevalence of HIV/AIDS. Indeed many houses are built for those impacted by HIV. Team members will, therefore come into contact with people who have the disease. The disease cannot be passed on through everyday social contact, insect bites, or dirty food and crockery. Nor can it be passed on through, coughing, or sneezing. Areas for concern are:

- Contact sports. Team members with open wounds should not be included in a team.
- Care should be taken, and protection used when approached by local people to treat any wounds. • Dental treatment at a local dentist, there have incidences when the disease has been transmitted through contaminated dental instruments.
- Hospital equipment. It is important to use a hospital referral provided by STARR Insurance. Such hospitals are scrutinised by STARR and screened blood is used where available (it is conceivable that a life-threatening situation may necessitate the use of non-screened blood).
- Tattoos, acupuncture treatment or body piercings should be avoided.
- Sexual relations whilst on the trip are also strongly discouraged. Team Leaders should contact Habitat for Humanity GB if a volunteer is sexually assaulted.
- Information on HIV can be found at - www.gov.uk/guidance/hiv-migrant-health-guide

Animal Bites and Stings

The general rule is that team members should always stay away from animals, even seemingly domesticated animals. It is worth reminding the team members that animals, even those typically domesticated such as cats and dogs, won't receive the same treatment they would at home. Snakes and scorpions may also be prevalent in the host country.



- Wear long trousers and boots if walking through long grass.
- Always check inside shoes and boots before putting them on.
- If you encounter a snake, keep very still until it goes away.
- Carry a torch and spare batteries when walking at night.
- Ignore all animals. Do not attempt to approach or pet any animal.
- If you have to move rocks or other materials, hit or kick it first, so any creature can move away.
- If possible, move items 'away from you' so anything underneath has an escape route.
- Avoid long grass/overgrown areas and report any sightings to local Habitat for Humanity staff.

If volunteers are concerned about rabies, they should discuss it with their GP. A rabies vaccination may be advised if travelling in places more than 12 hours from medical help in risk areas. The vaccination does not prevent the contraction of rabies, but extends the time period that one has to seek treatment. Habitat for Humanity will share the location of and distance to the nearest hospital.

Sun Safety

It is important when travelling to recognise the long- and short-term risks associated with too much sun exposure. Ensure that the team is adequately protected from the sun and remind them to top up on sunscreen regularly.

- Wear clothes that will protect you in the sun and apply sunscreen liberally.
- Be extra careful when the sun is high in the sky at the hottest time of the day.
- Drink plenty of non-alcoholic drinks.
- If you are on any medication, check with your doctor before you go as some medications can make you more sensitive to the sun.

Women's Health

If a volunteer discloses that they are pregnant, then Habitat for Humanity GB request that they receive medical clearance from their GP

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, have lingering bowel symptoms or any other health concerns. It is important to tell the GP what places you have been to and what activities were undertaken.

Personal Safety

Below are some tips for when travelling abroad:

- Dress conservatively and don't wear expensive-looking jewellery, even if it's fake.
- Conceal essential valuables and documents.
- Have a photocopy of your passport/documents.
- Lock your luggage away.
- Avoid having your home address or nationality prominently displayed on luggage.
- Be vigilant when out on the streets and abide by local laws and customs.
- Ensure someone knows where you are at all times, travel in groups of three.
- Don't bring valuable items or large amounts of cash on the project site.
- Don't leave your cash or belongings in someone else's care.

Safeguarding Funds

Team Leaders are responsible for ensuring that team members have been briefed about the dangers of money handling while traveling in foreign countries. Some easy ways to ensure that team members do not expose themselves to crimes are as follows:

- Whilst travelling, always carry cash and credit cards in a secure location on your body. We recommend using a money belt that can be worn under their clothes.
- Do not leave funds or credit cards in hotel rooms. If there is a safe at the hotel, use it.

Some suggestions as to how to ensure the funds are secure are:

- Place the 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 a safe, place each participant's documents and funds in a separate envelope labelled with his/her name and place all smaller envelopes in one large envelope before placing in the safe.
- Set a schedule for accessing the safe 2-3 times per week.

Currency

Team Leaders are encouraged to think about the following:

- Assess what form of currency is best. Are credit cards readily acceptable?
- Will you have access to cash machines and can you buy the currency before you go?
- Are US dollars or sterling preferred and what denomination of notes are preferable?
- Do notes need to be clean (e.g. no marks, no tears)?

Lost or Stolen Funds

If funds are lost or stolen, Team Leaders must obtain a police report immediately and notify the Host Coordinator and Habitat for Humanity GB staff. Please also submit an incident report.

Insurance

All participants will have comprehensive medical and emergency insurance whilst on the volunteering trip provided by STARR Insurance. This is to cover construction site activities, allowable recreation activities during the trip, and emergency evacuation. A summary of the policy can be found below.

Out of Country Insurance for Volunteers

A portion of your programme fee established by Habitat for Humanity covers the cost of insurance coverage. When you register for your volunteering trip by paying the non-refundable deposit (registration fee), you will be insured against medical accident, sickness and accidental loss of life, limb, sight, speech, or hearing while participating in volunteering activities sponsored and supervised by Habitat for Humanity. This mandatory insurance coverage is designed to protect Habitat's volunteers and is part of a comprehensive risk management programme.

Class of Coverage

All registered volunteers who are participating in sponsored volunteer activities outside their Home Country. This does not include student volunteers residing or attending school in the same country in which they participate in sponsored volunteer activities, regardless of the student volunteer's Home Country

Scope of Coverage

This coverage will start at the actual start of the travel, regardless of whether the trip begins at the Primary Insured's home, place of work, or at another location. The coverage will end on the first of the following:

1. the date a Primary Insured returns to his or her home;
2. the date a Primary Insured returns to his or her place of work; or
3. the date a Primary Insured makes a Personal Deviation; except to the extent that the Personal Deviation: Coincides with the Primary Insured's otherwise covered travel; and is limited to any consecutive period of 14 days immediately prior to, during or immediately following the otherwise covered travel

Out of Country Medical Benefit

If, while traveling outside his or her Country of Permanent Residence or Country of Permanent Assignment or Home Country, a Covered Person suffers a Covered Injury or Emergency Sickness that requires treatment by a Physician, We will pay for the Covered Expenses incurred as a direct result of that Covered Injury or Emergency Sickness, subject to all of the following:

1. The Covered Accident that caused the Covered Expenses to be incurred must occur, or the Emergency Sickness that caused the Covered Expenses to be incurred must have first manifested, while the Policy and this Rider are in force, regardless of when the expenses were incurred.
2. The first Covered Expense must be incurred within the Medical Expenses Loss Period shown in the Rider Schedule of Benefits.
3. Covered Expenses must be incurred during the Benefit Period.
4. The most We will pay for all Covered Expenses resulting from the same Covered Accident or Emergency Sickness for each Covered Person is the Out of Country Medical Maximum Benefit listed in the Rider Schedule of Benefits, which may be different for a Covered Accident or Emergency Sickness.
5. No benefits will be paid for Covered Expenses incurred when the Covered Person returns to his or her Home Country.

Exclusions and Limitations

Exclusions and Limitations In addition to any benefit-specific or coverage-specific exclusion, benefits will not be paid for any loss that directly or indirectly, in whole or in part, is caused by or results from any of the following unless coverage is specifically extended by reference to the exclusion in a Hazard:

1. a Covered Person's intentionally self-inflicted Injury.
2. a Covered Person's suicide or attempted suicide.
3. war or any act of war, whether declared or not.
4. Sickness, disease, bodily or mental infirmity, bacterial or viral infection or medical or viral infection or medical or surgical treatment thereof, except for any bacterial infection resulting from an accidental external cut or wound or accidental ingestion of contaminated food; except to the extent that a specific benefit states that benefits will be paid for a Covered Sickness or, or Medical Emergency.
5. a Covered Person's flight in, boarding or alighting from an aircraft or any craft designed to fly above Earth's surface that's owned, leased, or operated.
6. a Covered Person's commission of, or attempt to commit, a felony, an assault or other illegal activity.
7. the Covered Person being legally intoxicated as determined according to the laws of the jurisdiction in which the Injury occurred.
8. Accident that occurs while the Covered Person is on active-duty service in the military, naval or air force of any country or international organisation. Upon our receipt of proof of service, we'll refund premium paid for this time. Reserve or National Guard active-duty training is not excluded unless extending over 31 days.

In the event you require assistance you can call World Travel Protection or use the app. The call centre is open 24 hours a day.

POLICY NUMBER: BTAI 273770

- Toll free in the United States or Canada: **1.800.667.7222**
- Collect outside of the United States: **1.416.977.8687**
- Email: **assistance@wtp.ca**

Call when:

- You experience local communication problems.
- Your safety is threatened by a political or military event
- You require a referral to a hospital and doctor, and/or are hospitalised.
- You need to be evacuated or repatriated.
- You need to guarantee payment for medical expenses

When you call, please be prepared with the following information:

- Name of caller, phone number, fax number
- A description of the Covered Person's condition
- Name, location and telephone number of hospital
- Name and telephone number of the treating doctors, where and when they can be reached.
- Health insurance information, workers compensation, or automobile insurance information if the Covered Person had an accident.

'Covered Person' means the person insured under the policy. By requesting assistance, you agree to assign to us your rights to recover to from any of your responsible insurers any expenses we incurred.

Completing a Project

Final Team Meeting

The final team meeting is an important event. It is an opportunity to leave a lasting impression on the team before the end of the volunteering trip. It should be scheduled at a convenient time and place where everyone can relax and savour the moment. Often, the final team meeting is held in conjunction with the last team dinner, but that is optional. In addition to the final team meeting being a time of sharing emotion, expressing appreciation, and reflection, it is a perfect opportunity to create advocates out of each team member.

The Team Leader should have a number of specific agenda items, most related to re-entry but also how team members can continue their involvement with Habitat for Humanity GB. Whilst they may not be able to commit to another trip immediately, there are many different ways they can remain engaged with Habitat for Humanity's work. Becoming a regular giver, fundraising, raising awareness about housing poverty, or sharing their stories are all ways in which volunteers can continue their involvement.

Re-entry

Re-entry is the "hidden side" of a volunteering trip. It is commonly referred to as "reverse culture shock." Team members may have been shocked when they arrived at the host destination. They may be just as shocked upon returning home, shocked by how those around them live, the wastefulness, the materialism, and their views toward those less fortunate.

Reverse culture shock is common among volunteers who are returning from having been immersed in a different culture. It may seem as if they have been away for months, but home has remained relatively unchanged. The experience may trigger changes in the team members' perspectives and priorities. The Team Leader needs to be aware of the potential impact of re-entry and help team members prepare to integrate back into their daily lives. (See: *Four Stages of Re-entry for the Common Feelings of Re-entry in the Field.*)

Habitat for Humanity Evaluation

In order to continually improve our volunteering trips, it is important that each volunteer completes an evaluation. The team should be given ample free time to spend as long as it takes to conscientiously complete evaluations. Habitat for Humanity GB will provide links to the evaluations. Honest answers, even if not positive, should be encouraged and the team member's name on the form is optional.

Different people within the Habitat for Humanity network review the feedback and any major issues are acted upon as appropriate. The host programme is also given the opportunity and encouraged to evaluate the team and Team Leader and the Habitat for Humanity GB staff. This is all in the spirit of improving the programme. Ensuring that all volunteers, Team Leaders, and host programme staff have a meaningful and rewarding experience is a priority for all parties involved.



Evaluating Team Leaders

Team Leaders are evaluated by the team in the evaluations and, by the Host Coordinator. The evaluations will be reviewed with the Team Leader in a debriefing call with Habitat for Humanity GB staff. Based on the 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 volunteers and Team Leaders.

If a Team Leader consistently receives negative feedback from volunteers and/or host programme, staff will investigate the situation to assess the severity of the issue and options for resolution. If the situation cannot be resolved, the Team Leader may not be invited to lead future volunteering trips. Team Leaders are also subject to the Disciplinary Procedure for volunteers, and behaviour that is found inappropriate or inconsistent with Habitat for Humanity's core values will result in the Team Leader being released from duty.

Debrief and Evaluation

All Team Leaders are contacted after a trip to speak about their time spent volunteering and share any thoughts, questions, or feedback as part of a debrief. This debrief happens over the phone and generally takes place within two weeks of your return.

Just like volunteers, Team Leaders must evaluate their own experience by using the Evaluation Form. The Team Leader's evaluation form includes space for listing team members who possess the qualities and attitude to be good 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. The Team Leader should complete the Evaluation Form upon returning home and submit it within one month of returning.

Evaluation form link: https://hfh.formstack.com/forms/overseas_volunteering_evaluation_form



Film Photos and Words

If you or the volunteers have video footage and photographs, Habitat for Humanity GB would very much appreciate receiving these. It is only through sharing your experiences that we can properly describe to a potential volunteer what a volunteering trip is all about, therefore it is an essential tool for us.

We also ask that Team Leaders with an interest in writing share a written summary in the format of a blog with us to share on our website.

Highlighting the importance of a volunteering trip can easily be forgotten or come second when volunteers return home and share their photos online. This is not something that we hope to see. By this, we mean that upon their return, volunteers may share just 2 or 3 photos of the actual volunteering project for every 20+ photos they share of the time they spent engaging in cultural activities or relaxing in the evenings.

As the Team Leader, you should encourage volunteers to focus their post-trip communications on the good work that they were a part of. This can also be done during your reflection meetings whilst still in-country. By encouraging this behaviour, you can help volunteers to clearly communicate about the mission of Habitat for Humanity and how their time participating in volunteer has helped.

Final Communications

Although the team has disbanded and everyone has returned home, the Team Leader's job is not yet over. The Team Leader should send out a final welcome home email to team members. This will be the final contact that you have with team members in the capacity of Team Leader and representative of Habitat for Humanity GB.

Here are some items you should include in your final email to the team:

- A summary of your time spent with the team and well wishes.
- Habitat for Humanity GB social links: <https://linktr.ee/habitatforhumanitygb>
- Sign up for regular updates: www.habitatforhumanity.org.uk/sign-up/
- A reminder to complete the volunteer post-trip evaluation that will be emailed to them.
- A reminder to share photos and video with Habitat for Humanity GB.
- Provide our email address if they have any questions: hello@habitatforhumanity.org.uk