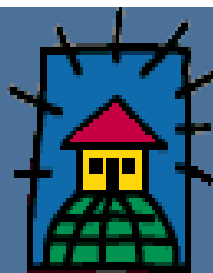


# HABITAT FOR HUMANITY INTERNATIONAL'S Global Village Program



## Orientation Handbook



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## **Habitat for Humanity**

### **VISION**

**A world where everyone has  
a decent place to live.**

## **Habitat for Humanity**

### **MISSION STATEMENT**

Habitat for Humanity works in partnership with the people worldwide, regardless of race, religion or nationality, to support the advancement of society through the construction and renovation of safe, secure homes. It is our vision that, through building alongside one another, we can also build a spirit of mutual support and cooperation that will enrich the lives of our partner families and humanity as a whole.

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## **Welcome**

Welcome to Habitat's Global Village program!!!

This handbook serves as your guide to GV program. It tells you how you can prepare for the program, what you should expect during the trip, and what you can do to avoid common troubles in the area you visit.

We hope you will have a wonderful experience with GV program and tell your family and friends what you have learned about the poverty housing issues and how you can help families having those issues by volunteering with Habitat!!

# **1. Before Applying for the Global Village Program**

Thank you for your interest in taking part in Habitat's Global Village (GV) program. Before you proceed with your application, please ensure that you read and understand the following information:

1. Habitat for Humanity is not a travel agency. Participants in the GV program are volunteering to work as partners with Habitat, in agreement with and reflecting the core values and vision of the organization, to realize Habitat's mission in the world.
2. The GV program has been developed based on the vision of "a world where everyone has a decent place to live", and is operated according to the principles of Habitat. Participation in the program means that you respect and accept the vision and policy of Habitat.
3. In a GV program, the team leader and/or the team's trip coordinator conducts all preparations for the trip through consultation with a Habitat Japan coordinator and a local Habitat representative in the host country or region. While efforts are made to match the needs of the host with those of the program participants, please understand that not all special requests can be met and the needs of the destination community must take precedence.
4. Participants must ensure that they read all correspondence from team leaders and/or Habitat promptly and fully, making any required submissions by the stated deadline.
5. Preparation for a GV program is not the sole responsibility of the team leader, and all participants are expected to offer full support.
6. Each participant is responsible for proactively correcting information of the local conditions, safety, and health information.

## **2. Habitat for Humanity and GV Program**

### **1. Who is Habitat for Humanity?**

Habitat for Humanity International (HFHI) is a non-profit organization dedicated to eradication of poverty housing worldwide based on the idea of "a world where everyone has a decent place to live". It was founded in 1976 by Millard and Linda Fuller. It now operates in more than 70 countries around the world.

### **2. Who is Habitat for Humanity Japan?**

Habitat for Humanity Japan (Habitat Japan) was established in 2001 as Japan secretariat to promote the support to solve housing issues in the world and to serve the increasing number of GV participants from Japan. The attestation of a non-profit organization (commonly NPO) was obtained in November, 2003, and full-scale activity started in Japan. While 1.6 billion people are said to be living in abominable conditions, Habitat Japan aims to take a part in solving poverty housing issues worldwide.

### **3. What is GV Program?**

The GV program is a volunteer program that utilizes the worldwide Habitat network where volunteers spend 7-14 days in different countries, building life bases such as a house, a toilet, a water-well with a local Habitat office. Teams of 12 to 20 volunteers travel to their chosen hosting country to work on construction. The participation of the volunteers is indispensable to the work of Habitat. Volunteer participation not only reduces the construction expense for families who need support, but also let them work and sweat together, strengthens the bond between them, nurtures the dignity of each person, builds the sense of solidarity, grows affection for the community, and leads to building a peaceful community. Since the GV program was started in 1988, the volunteers from all over the world travel to the countries needing support and support Habitat's activities which help the local families free themselves from poverty and become independent. From Japan, over 1,000 volunteers participate in the GV program every year mainly in Asia-Pacific countries, and they have built the houses with the families and the local people in over 21 countries. Regardless of age, gender, nationality, many of participants repeat joining the program. Habitat's activities range from house building, house repairing to community building.

Habitat does not just build houses but work to enhance the support system so that the home owner families can live independently with sense of security in the home and in the community.

Homeowner families obtain an interest-free loan without collateral and work to achieve financial independence. They learn to save money by making well-planned monthly repayment. The repayment money will be used to help other families that are in need of support from Habitat. (This system is called “revolving fund”).)

Also the home owner families join the build with volunteers to build their own house. (This is called “sweat equity”).)

#### **4. What the GV Program Brings to the Participants.**

GV teams are integral partners of Habitat. This program offers participants an opportunity to experience great self-development through facing different culture and sense of values, and they will find themselves transformed when they return to their home countries.

##### **- INDEPENDENCE**

For many participants, the GV program is a type of oversea travel never experienced before. With no daily luxuries, you experience very simple living and further learn about yourself. It is an opportunity for you to gain independence and strength through facing and overcoming many challenges. How do you help build a house when you have never lifted a hammer? How do you react when encountering unfamiliar foods or a different climate? The participants seek deep within themselves to find inner strength and motivation to face and overcome these hurdles.

##### **- LEADERSHIP**

Participation in the GV Program requires much preparation. Preparation tasks can be divided or shared among the team. There should a role for everyone and a way for all to use their talents and skills. Habitat's volunteers are often recognized as outstanding leaders by other organizations or companies they later work for.

##### **- LEARNING**

The GV Program offers you an opportunity to learn about the hosting country's poverty

housing problem and other various problems. Habitat will supply the team with detailed information about the hosting country and our organization. The learning, however, mostly takes place during the project when the volunteers are privileged to experience at first hand the local culture, customs, traditions and daily routines, and to learn more about the housing need. During the GV program, the participants can go on a learning tour organized by local Habitat staff to visit poverty housing areas to understand the meaning of work by Habitat fully. All host countries conduct a welcome orientation for GV teams, and this is also an excellent opportunity to ask questions and increase awareness and understanding of work of Habitat for Humanity. You can also simply learn a lot from what you see and hear, so talk and interact with as many people as possible during the program.

### **- TEAM BUILDING**

Working together with the team members and the local people will create a solidarity, which will bear the sense of fulfillment and satisfaction when the program is finished. We recommend each team hold meetings, study sessions, and the fund-raising events regularly from the preparation stage to build relationship among team members.

### **- CULTURAL AWARENESS AND EXCHANGE**

The GV program provides a very special opportunity to be immersed in the local culture and to learn about the people and their daily lives. It is not a regular overseas travel but an opportunity to learn the daily struggles and celebrations of ordinary people who live their lives very far from the usual tourist-tracks. It offers true cultural exchange and understanding. In addition, the GV participants often talk about warmth and devotion of the local people. The villagers who help the construction work beside the team increase day by day. Even children help carrying small pebbles happily. Because the participants and the local people build a house together, this program becomes "global" in a true meaning.

### **- SELF DISCOVERY**

Many volunteers find themselves receiving so much more than giving during their GV program. One of the things they receive is the gift of self-discovery. Faced with the challenges of the project they learn more about themselves. For many, this is a time of personal and spiritual reflection and an opportunity to discover new talents and strengths. Participants often come to feel more thankful for various things that happen in their lives.



### **- GREATER COMMITMENT TO VOLUNTEERISM**

For many volunteers, returning to their home country after GV Program participation signals a renewed commitment to volunteerism. Inspired by their recent experiences, and with new understanding and vision, it is common for volunteers to participate in further GV programs. Some also choose to make a difference through partnering with other organizations and non-profit agencies in their own countries. Habitat for Humanity is both proud of and inspired by the dedication and energy of these humble, committed individuals.

### **- SPREADING THE WORD**

When volunteers return from their GV adventure, they often share their experience with other people. Many of those who hear about the program become interested in participating and having same experience. It is not too much to say that Habitat and the GV program rely on such strong support of the former participants.

### 3. GV Principles and Roles of GV Teams

GV program is an international volunteer program that, through the worldwide Habitat infrastructure, enables teams of around 12-20 people to take part in around 10 day house construction projects (14 days maximum) abroad.

#### Global Village Principles

##### **Discover the World through Hard Work**

In the Global Village, you will join hands with local partners to build houses. Through this cooperative experience you will discover their way of life, their smiles, and the truth of poverty.

##### **Building Houses, Building Hope**

Participants build much more than houses. Local partners are given new houses along with a new life of hope with their families, breaking the constraints of poverty.

##### **Save and be Saved**

Many participants enter the program with the intention of saving others. But most leave the program having saved others and been saved themselves, taking home to Japan with them something much more valuable.

##### **Everyone Changes Together**

Local partners and residents work alongside of program participants and remember that they are capable of making a difference themselves, learning the meaning of saving people in need. Through this the community changes as a whole. Also, participants learn the value of initiating action, taking a new step in their life.

#### Roles of Global Village Teams

##### **1. Raising Walls**

Whether mixing cement, hauling blocks, making bricks or perhaps doing other work, work as hard and well as you can to support one another.

##### **2. Raising Awareness**

Share your story, and the story of Habitat; raise the consciousness of the world around you.

##### **3. Raising Funds**

In order to fulfill Habitat's mission of eliminating poverty housing, funding is essential. Reflect on your experiences and encourage others to support Habitat's work in the future.

## Global Village Program Operation Team

### Habitat for Humanity International

Habitat for Humanity International oversees Habitat national offices in different countries and their affiliates. It is also responsible for making a decision whether to close GV programs in a country or region in case of deterioration of the situation or other emergencies.

### Habitat Japan (Sending Country)

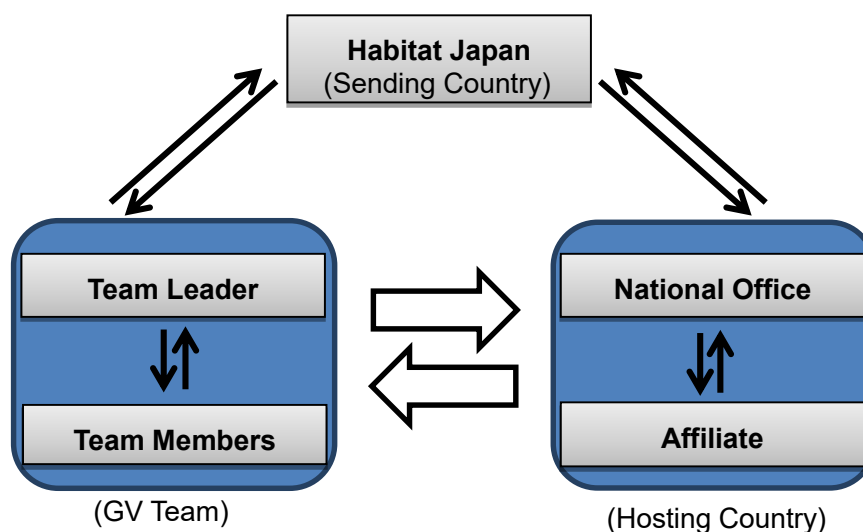
Habitat Japan is responsible for dispatching groups of GV participants (GV teams) to host countries. A Habitat Japan staff member will coordinate and facilitate all preparations for each GV team as a sending coordinator through communication with Habitat staff in the destination country

### National Office in Other Countries (Hosting Country)

The national office in each country is responsible for overall operations, as well as the assignment of GV teams. While most of the actual building work is supervised by affiliates (see below), the national office is in charge of not only construction but also financial management, fundraising and marketing.

### Affiliate

Affiliates are branch offices of a national office and most of GV programs are coordinated by affiliates in the host community. The affiliates are responsible for the selection of partner families, health and safety at the work site and the organization of volunteers and local skilled workers. Most GV teams will be met and guided by a representative of the affiliate, or hosting coordinator.



## 4. Participation Requirements

**1. Construction skills:** We do not require any construction experience or skills.

**2. Age:** Any person 15 years of age(\*) or older with health both in mind and body is eligible to participate, and there is no maximum age limit. Those under 20 years of age must either be chaperoned by a guardian (or leader assigned responsibility by child's guardian in writing) or participate as a member of a team from a school or other club. In the latter case there must be at least 1 adult to every 5 participants under 20 years of age.

(\*) Hosting country may have its own different minor policy and child labor policy. For details, please check 'Policies on Minor Participation and Child Labor' and also inquire at Habitat Japan when you register.

**3. Language skills:** English fluency for speaking & writing communication is required. We require all teams to assign an adult with TOEIC score of 600 or equivalent as a team leader and as the communication point with the coordinators.

### **4. All participants must agree with the following points:**

- ◆ Habitat for Humanity is not a travel agency. Volunteers and Habitat cooperate together to create Global Village trips as partners by fulfilling the roles and responsibilities of each other.
- ◆ The Global Village program has been developed based on the Habitat's vision of "a world where everybody has a decent place to live", and is operated according to the principle of Habitat. Participation in the program means that you respect and accept the vision and policies of Habitat.
- ◆ The team's requests may not be always fulfilled due to the needs and the situation of the hosting country.
- ◆ All participants must agree and sign the 'Release and Waiver of Liability Form' to participate.
- ◆ Habitat for Humanity Japan cannot support any procedures of traveling abroad including obtaining visas. It is each team's responsibility to acquire visa information from relevant embassies. \*HFH Japan does issue a recommendation letter if it is required to obtain visas (except for cases that need a notarial deed).

### **5. Team leaders and sub-leaders must agree with the following points:**

- ◆ All team leaders and sub-leaders must attend the 'Team Leader Training' \*Habitat Japan holds the training for GV team leaders and sub-leaders twice a year in both Tokyo and Osaka. (English translation can be provided if necessary.) If you live too far from the

venues to participate, please contact HFH Japan office.

- ◆ Team leaders and Sub-leaders must understand the contents of 'Team Leader's Role', a handbook for team leaders.

- ◆ Team leaders should take the initiative in managing the schedule for trip preparation. Habitat Japan coordinators are to assist team leaders and make sure the preparation is on the right track.

## **5. How to Join Global Village Program**

There are three different ways to join the program.

### **1. Recruit Your Own Team**

Teams usually consist of 12-20 individuals (some host countries have a required minimum number of volunteers). Once you have gathered your team and discussed your preferred destination and rough dates, applications can be made through the Habitat Japan website.

### **2. Make/Join an Open Team**

For an open team, a team leader recruits individuals publically who would like to take part in GV program. You can pick a destination and dates and create an open team as a team leader or join an existing open team. You can inquire at Habitat Japan office to get information about creating/joining open teams.

### **3. Join a GV Program Organized by Habitat Japan**

Several times a year, Habitat Japan organizes GV trips and recruits individual volunteers in cooperation with a travel agency. The dates and the destination are set by Habitat Japan. Meeting new people is part of the excitement of this program. For details, please check Habitat Japan's website or call Habitat Japan office.

## **6. Expenses**

All participants in GV programs will need to cover the following expenses.

### **1. GV Donation**

In order to take part in a volunteer trip, all participants are asked to contribute a certain amount of donation. It ranges roughly from 45,000 to 60,000 yen for a student depending on the destination. The amount can be changed due to price fluctuation of the local currency. Detail information of the minimum amount of donation for each country can be found on Habitat Japan's website.

The donation is used to purchase building materials and to meet administrative costs incurred in the preparation and operation of the GV program. It is only through these contributions that Habitat is able to continue its work to build homes for people in need around the world.

Approximately 20% of the donation is retained by Habitat Japan, in order to cover costs associated with the management of the GV program and operation of Habitat Japan.

While specific divisions differ depending on the destination, of the program donation sent from Habitat Japan to the host country, 80% is sent to the team's hosting country.

### **2. Contingency Fund**

This is to respond for emergency situations. The amount is 1000JPY/person.

### **3. Insurance Fee**

All participants in GV programs are required to purchase the pre-selected insurance policy (see "14. Mandatory Medical Insurance"). The fee depends on the length of the GV trip.

### **4. Actual Expenses**

In addition to above, participants are asked to cover all expenses relating to flights, in-country cost (food, accommodation, transportation, recreation, etc.), and other trip expenses. Flights should be arranged by the team. In-country cost is budgeted by the hosting coordinator in advance through discussing with the team leader. Funds for in-country costs should be carried by the team and handed to the hosting coordinator or bank wired in advance.

Expense	Payable to	Notes
Donation	Habitat Japan	Variable depending on host country and Habitat Japan member/student/adult.
Contingency fund	Habitat Japan	1000JPY / person
Insurance (Ji Insurance)	Habitat Japan	The cost depends on the trip days (see “Mandatory Medical Insurance” section of this handbook)
In-Country Costs	Paid directly to host country	Dependent on schedule, accommodation, leisure options etc, to be decided by team leader and local coordinator in advance.
Flights	Travel agency, etc.	Arranged by the team

**\*The donation does not include the cost of flights, local transportation, other expenses needed in the host country, and personal expenses.**

### ◆ Fundraising

How to fund the trip is up to the team, but we encourage teams to cover at least part of the cost by fundraising. This is because the fundraising doesn't just generate money but also raises awareness about the impoverished conditions of the people in the host country.

For example, if you join a team to India and pay a donation on your own, then the GV program becomes a mere personal experience. However, if you make an effort to tell others about the trip, then many more people will have the opportunity to learn about the circumstances of people in India and to help those in need.

By conducting fundraising activities, team members are able to better accomplish their goals of house building, fundraising and raising awareness about poverty housing.

A few examples of fundraising activities are; ask support from local corporations or social services group; host a party or sports events; or hold a charity bazaar. It is recommended that all team members participate in fundraising. A key to successful fundraising is to have a well-organized plan before starting.



## **7. GV Trip Schedule**

GV trip duration is up to 14 days. In general, around 10 days is the most appropriate.

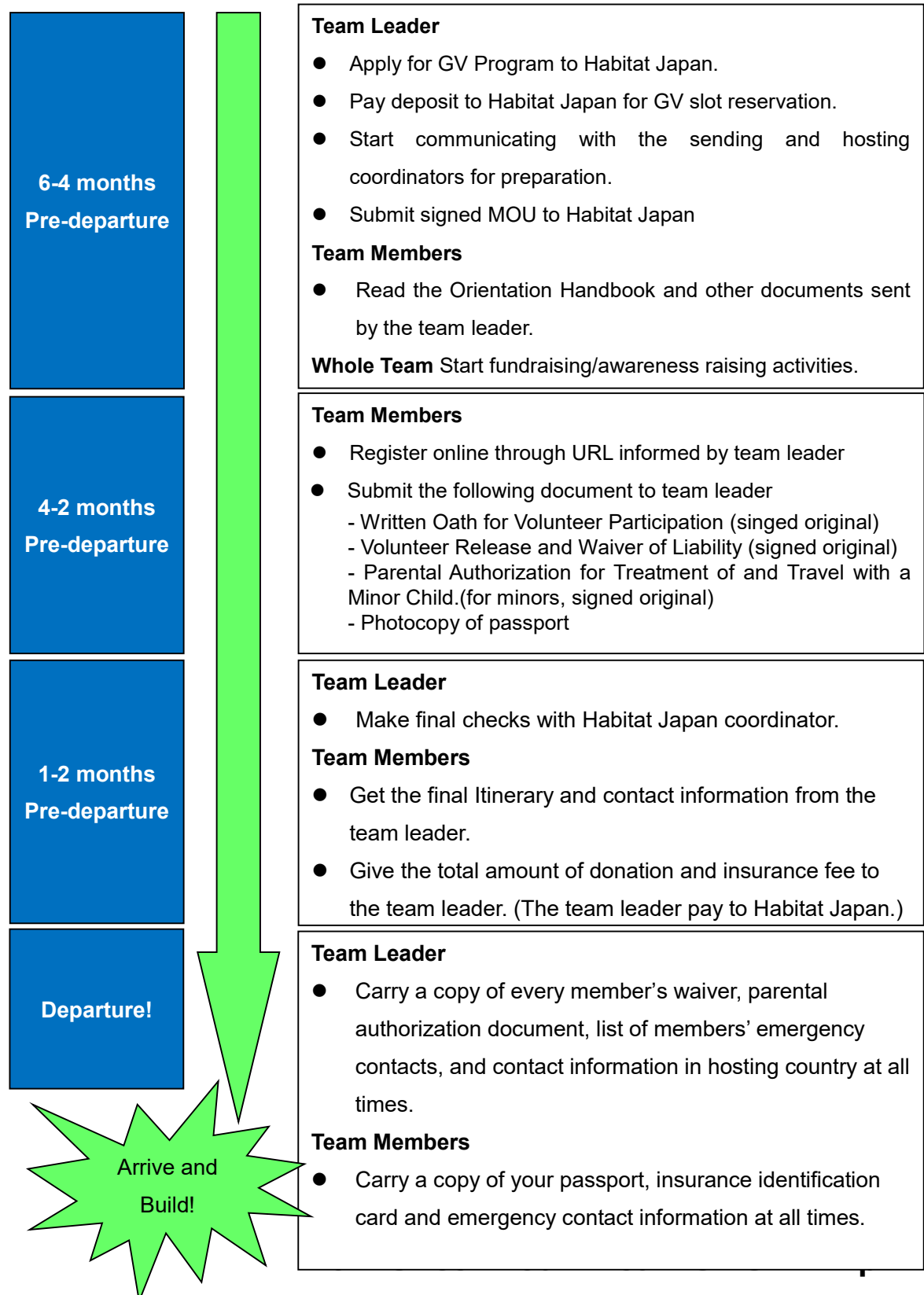
When you plan the trip schedule, please be careful not to go over 14 days including the departure and the return date. If you wish to stay longer than 14 days because of the flight availability or other reasons, the hosting coordinator should be consulted at first. Also, some hosting countries have the set maximum number of building days. This information is on the donation list.

Many volunteers may feel that they want to participate in the program as long as possible. However, Habitat supports house building, which requires work done by not just volunteers but also skilled workers. If the volunteer program is extended long, it becomes difficult to coordinate the portion of the work that needs to be done by skilled workers, which may result in a delay in the work progress. The home owner may have difficulties in taking part in the long building process if they have jobs. Also, the volunteers have higher risks of falling sick if they work for many days in the climate that they are not used to.

It is important to come up with the schedule appropriate for both the volunteers and the home owner.

## 8. Pre-Departure Timeline

Pre-departure preparations are made through the combined efforts of the team leader, team members, hosting coordinator and Habitat Japan coordinator. The chart below summarizes the key pre-departure actions and submissions:



## Participation is confirmed

Once your team's GV trip dates and destination are finalized,

1. Check travel, safety and health information for your destination country – don't just leave it up to your team leader, ensure that you have a full understanding of any relevant risks or other issues. It is important your family members are aware of the risks too. Minor participants must gain the consent of their parent or guardian to all the above.
2. Check that your passport expiry date is at least six months after your scheduled departure from the host country. If the expiry date is too close it can cause complications when entering the host country.
3. Check that you have any required visas or re-entry permits.
4. Consult your physician to ensure that you are healthy, and make sure you are aware of any health-related issues in your destination country.

## Documents Submission

Each participant is to submit the followings. Please submit the hard documents to your Team Leader (forms will be provided by your Team Leader):

### Online submission:

- **GV Registration** (URL for your team will be provided by your team leader. Fill in all the required items and submit. If any of the team members fails to submit by the due date, logistics preparation can be delayed for the whole team. Please make sure to submit by the due date.)

### Hard-copy submission:

- **Written Oath for Volunteer Participation**
- **Volunteer Release and Waiver of Liability (signed original)**
- **Code of Conduct (signed original)**
- **Parental Authorization for Treatment of, and Travel with, a Minor Child (Signed original. Required for minor participants.)**
- **Photocopy of your passport (only required for teams going to Vietnam or Sri Lanka)**

\*Those who are handicapped, pregnant, have chronic diseases or other conditions that need special attentions during the program should declare the details on the registration form.

The hard copy documents should then be forwarded to your sending coordinator by the team leader by post.

Post to (if not otherwise indicated):

Habitat for Humanity Japan

301 Assorti Shinjuku 5, 5-11-25 Shinjuku Shinjuku-ku,

Tokyo 160-0022

**\*Team Leader should make photocopies of all documents before sending in and bring the spare set with him/her during the GV trip.**

## 10. Preparation for International Travel

### 1. Obtaining Your Visa

To apply for a visa, you must first have a valid passport. Please contact your consulate or embassy for information on your specific visa requirements. You can also find more detailed information on the web-sites of embassies in Japan.

Worldwide Embassy Databases:

<http://www.helplinedatabase.com/embassy-database/>

<http://www.embassy-avenue.jp/index-e.htm>

### 2. Things to Be Noted

#### Weather/Climate

Check the weather of the area you are visiting.

#### Culture

To help you establish better relationship with the local people, research and have some understanding of the culture of the hosting country. We also recommend you study Japanese culture as well, since you may be asked about it.

#### Language

Have some understanding of the local language. Local people in host countries are often not fluent in English. Also, while speeches are generally made by team leaders you may also be asked to contribute, so it is a good idea to think through what you might say.

#### Meals

If you have any food allergies, please ensure that you mention them on the registration form.

#### Personal Health

Please ensure that you are in the best of health when you travel. If you are pregnant, handicapped or have any other medical conditions of relevance, please note the details on your registration form.

### 3. Information for Your Family

Please give the following information to your family, supervisor, or friends:  
Flight Information / Itinerary / Contact information in your hosting country /  
Contact information of your sending coordinator and Habitat Japan

## 4. What to Bring: Packing Suggestions

### Cash

We recommend that you bring a credit card, international ATM card etc in addition to cash and traveler's check. When exchanging money, it is best to keep receipts.

### Orientation Handbook and Key Documents

In addition to this handbook, bring a photocopy of your passport.

### Work Clothing

- Sturdy footwear with closed toes (Sandals or any open-toed shoes are not suitable because of the high risk of injury.)

#### Loose, comfortable clothing:

- T-shirts or long-sleeved shirts
- Long, heavyweight pants. (Short sleeves and short pants are not recommended due to the risk of abrasion, cuts, scratches and sunburn.)
- Heavy cotton socks.
- Broad brimmed hat or cap.
- Sturdy pair of work gloves.
- Waterproof jacket.
- Surgical masks

#### Other clothing suggestions:

- Semi-formal wear for ceremonies and visiting religious sites. (Men: Casual shirt and pants/jeans, Women: Blouse and skirt or slacks/pants.)
- Swimwear (beaches are sometimes accessible, or your accommodation may have a pool).
- Casual shoes, sandals etc for sightseeing; rubber sandals for showering or the beach.
- Sweat shirt, sweater (for air conditioned locations such as hotels, airports, buses etc).

### Toiletries

- Sunblock lotion (at least SPF 30)
- Bath towel and face towel
- Soap, shampoo, tooth brush and toothpaste
- Insect repellent
- Hand sanitizer, alcohol cleanser
- Toilet paper, tissues

### Medical Supplies

- Nonprescription medicines (e.g. aspirin)
- First Aid Kit
- Salt tablets, sports drink (in case of dehydration)
- Spare prescription glasses or contact lenses
- If applicable, prescription medication and other medical supplies (such as inhalers, insulin etc., together with your doctor's prescription)

### Other Useful Things to Bring

- Folding umbrella
- Sunglasses
- Camera
- Flashlight and batteries
- Alarm clock
- Water bottle
- Supplementary food, snacks
- Voltage Converter and adaptor plugs.
- Dictionaries

## 11. Construction Safety

Regardless of your skill level, you can help build a house. Whether mixing cement, filling in mortar joints or carrying sand, there is a task that fits what you have to offer. By following the rules set by staff, you will help ensure the safety of everyone at the work site. A construction orientation, including rules and site procedures, should be conducted before work begins. Whether at the worksite or elsewhere, please ensure that you keep to the following safety guidelines as well:

- Always think before you act: consider each task before starting.
- Focus on what you are doing to avoid accident or injury.
- Check where the first aid kit and what is in it.
- Know the location of the nearest hospital or medical centre.
- Take breaks before getting exhausted.
- Protect your skin by applying sunscreen and wearing protective clothing.
- Drink ample water to avoid dehydration.
- Check all power tools, hand tools, ladders and scaffolding daily before work.
- Advise the supervisor immediately of any unsafe condition or hazard.
- Return all tools, ladders, etc. to the proper place at the end of work each day.
- Sleep well so that your body and mind are fully recharged for the next day.
- Report any injuries or illness to the team leader immediately.

## 12. To Avoid Troubles while in the Host Country

While volunteering with Habitat you will be interacting with people who have different cultures, faiths and economic backgrounds. You will see and experience new architecture, foods, accommodation and language, to mention just a few. Sometimes you may feel very comfortable, at other times frustrated. This section addresses some of the difficulties you may encounter and how to cope with them.

### **Dissatisfaction and Disappointment**

Any trouble should be addressed and resolved before the program ends; there is not much that can be done if you make complaints to Habitat Japan after you come back from the trip. Many of the troubles arise from miscommunication and misunderstanding and can be easily solved through productive discussion.

## Accommodations

Be prepared for the living conditions that might be simpler or less convenient than those which you are accustomed to. Toilet facilities can be especially different, with many places not having toilet paper available. Bear in mind that, although something appears very basic to you, it could well be the best your host has to offer.

## Construction and Teamwork

It can take time to get accustomed to the work rhythms of your teammates and the local volunteers. Bear in mind that you will be joining a group of mixed languages, abilities and backgrounds, and try to find a happy compromise for everyone rather than setting your own personal expectations. There will also be a range of physical abilities to take into consideration.

## Gift Giving (Cash and Gift in Kind)

During your trip, you may start to want to make more contributions to the community and its members. In the past, some groups have given gifts directly to individual families. While well intended, such actions work against the goals of Habitat and the GV program.

Habitat seeks to support people's independence so that they can lead their own lives. By receiving gifts, the families may become more dependent on others. It can also cause a trouble to the local community if some families receive a gift while others do not. 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.

The exception would be a gift given to the community as a whole, for example books or sports equipment for a community center.

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

If you would like to make such a contribution, please discuss it fully with the host affiliate before proceeding, to ensure that it can be received in the spirit in which it is intended.

## Communication

During your GV trip, bear in mind that expressions and displays of affection which you find entirely reasonable may be seen as inappropriate in the culture of the host country. Always endeavor to fully understand and appreciate the local culture and language, and



be careful not to speak or act without first considering how it might be interpreted by those around you. Miscommunication can often lead to further issues.

### Reflection

It is important for your team to gather at the beginning and end of each day to reflect on your experiences during the GV program and share your thoughts with the team.

### Using Tools with Care

Participants should take proper care of the tools, property and facilities of the host affiliate and community. Be aware that everything you use belongs to either the affiliate or community. Accommodation facilities and work sites should be kept tidy, and the tools should be returned to the appropriate place.

### Safety

Consider safety and security in the local area when planning activities for non-working time. Always move in groups of at least two, and always let your leader know where you are going. Hosting coordinators can provide detailed information of the safety of the local area.

### <In cases of heavy rain or typhoon>

- Get latest information about typhoon or safety warnings through the TV and radio.
- Stay indoors as much as possible.
- Keep flashlights and/or radios to hand in case of power cuts.
- Bring in washing poles and other objects from the balcony if there is any that are likely to fly away before the weather hits.
- Heavy rain can soften the ground, especially around cliffs; avoid areas with risk of landslide.
- If staying near a river, watch out for rise of the water level.

### Other Notes

- Look after your personal belongings and beware of pickpockets, especially on buses and other public transportations.
- While you are experiencing great things in your GV trip, your family and friends may be worried about you. Keep them informed about your trip so that they do not have to be over-concerned.
- In case of emergencies, always follow the instructions from the hosting coordinator and your team leader.

## 13. Recreation

Your Global Village trip can include cultural activities. It's the time for all the participants to rest and learn the local culture and living of the area. This should not include recreational activities that take away from the purpose of the program or the activities that are not covered by Ji insurance.

Listed below is what Habitat Japan thinks is appropriate to be included. If you would like to do recreational or entertainment activities that are not recommended here, you can do so before or after the GV period, not under the supervision or responsibility of Habitat.

Cultural activities	Cultural activities should include an organized activity facilitated by the host country that reflects the culture of their country. They can include experiencing local art, music, dance, sports, food, visiting museums, visiting historical sites or landmarks, or site visits to local Habitat projects.
Visits to local schools	Visits to schools and orphanages that are part of a Habitat community are recommended.
Tourist activities	Entertainment and tourist activities that will not encourage participants to enhance the understanding of the local poverty issues are not included in Habitat trip itineraries. This includes, but is not limited to, extreme sports, zip lining, bungee jumping, zorballing, water sports including scuba diving&jet skiing, animal petting zoos, horseback riding.
Overnighting at a resort	Overnighting at a resort or tourist location will not be included in the itinerary for the purpose of tourist activity. If the participants desire to overnight at a resort or tourist location, they should be informed and understand that it will increase the trip cost substantially and will not be covered by Habitat's insurance policy.
Transportation	Forms of transportation must not include speed boats or motorbikes.
Drinking alcohol	Visits to bars or events that encourage excessive drinking is not allowed. Use of alcohol is not encouraged, and excessive drinking is prohibited. Drinking local brews is not allowed. Injuries that occur while under the use of alcohol are not covered by Habitat's insurance policy. Japanese participants under the age of 20 are not allowed to drink alcohol in any places.
Other	Visits to places where participants can enhance the understanding of the local poverty housing issues are encouraged. They must be safe under Habitat's supervision.

\*Please see next page for the activities that are not covered by Ji insurance.

## 14. Mandatory Medical Insurance

All participants must be covered by the designated Habitat insurance policy (Ji Insurance) during their program. The coverage ensures comprehensive protection of all of Habitat volunteers, based on the principle of comprehensive risk management. The policy covers medical treatment for any illness or injury sustained during the overall Global Village program, and must be purchased in advance from Habitat Japan.

### ■ Insurance Period

The total number of days of insurance required is the overall period of the GV program, which will vary for each team. This can also include recreation time your team has planned to be part of the GV trip. (Please note that there are certain recreational activities that are not covered. See below for details.) The insurance cannot be extended to cover the period of personal trips before or after the GV period.

### ■ Payment

Each team member should give the insurance fee to their team leader. The team leader will then remit the total amount for the entire team to Habitat Japan.

### ■ Insurance Coverage

*(All figures are quoted in Japanese yen)*

Accidental death	30 million JPY
Accident physical impediment	30 million JPY
Sickness death	5 million JPY
Accidental medical	Unlimited
Personal liability	100 million JPY
Delayed flight expenses	50,000 JPY
Expenses due to alteration of travel schedule	1 million JPY
Lost or damaged items	100,000 JPY

**\*Important: This policy does not cover loss caused by or resulting from any of the followings;**

- Intentionally self-inflicted injuries; suicide while sane; attempted suicide while sane; pregnancy, childbirth or miscarriage; accident occurring while a passenger on, operating or learning to operate, or serving as a crew member of any aircraft. Injuries or sicknesses sustained while under the influence of drugs (other than prescribed) or alcohol are not covered. Injuries or illnesses sustained while racing or committing or attempting to commit a felony also are not covered.
- Injury caused by or resulting from recreational travel in or on any off-road motorized vehicle not requiring licensing as a motor vehicle, or motor vehicle not designed primarily for use on public streets or highways.
- Injury resulting from off-road motorcycling; scuba diving; jet, snow or water skiing; mountain climbing (where ropes or guides are used); sky diving; amateur

automobile racing; automobile racing or automobile speed contests; bungee jumping; spelunking; white water rafting; surfing or parasailing

## ■ Ji Service Desk

Ji Insurance provides assistance services including medical treatment during your travel. Travelers can access to a bilingual call center—24 hours a day, 365 days a year and achieve any assistance they need while traveling in the world. Details of the services are as follows;

- Medical Assistance including referral to a doctor, medical monitoring when you are hospitalized, emergency medical evacuation and return of mortal remains.
- Personal Assistance including pre-trip medical referral information and while you are on a trip: emergency medication, embassy and consular information, lost document assistance, emergency message transmission, emergency cash advance, emergency referral to a lawyer, translator or interpreter access, medical benefits verification and medical claims assistance.
- Travel Assistance including emergency travel arrangements, arrangements for the return of your traveling companion or dependents and vehicle return.
- Security Assistance including a crisis hotline and on the ground security assistance to help address safety concerns or to secure immediate assistance while traveling as well as access to a secure, web-based system for tracking global threats and health or location based risk intelligence.
- Travel assistance including flight delay, damage luggage and/or lost items.

\*Reimbursement for any service expenses is limited to the terms and conditions of the policy under which you are insured. You may be required to pay for services not covered. A third party vendor may provide services to you. Ji Service Desk makes every effort to refer you to appropriate medical and other service providers. It is not responsible for the quality or results of service provided by independent providers.

## ◆◆ Ji support desk contacts and business hours ◆◆

**Bangkok, Thailand : 1800-292-300 (Mon-Fri, 10:30-19:00)**

**Ho Chi Minh, Vietnam : 028-3827-6097 (Mon-Fri, 9:00-17:30)**

**Siem Reap, Cambodia : 063-766212 (Mon-Fri, 9:00-17:00)**

**Yangon, Myanmar : 09-894-207-042 (Mon-Fri, 9:00-17:00))**

**Manila, Philippines : 1-800-10-893-7155 (Mon-Fri, 8:45-17:45)**

**Delhi, India : 1800-102-7183 (Mon-Fri, 9:30-17:00)**

**Shanghai, China : 8008201868 (Mon-Fri, 8:30-17:00)**

**※Please call listed emergency direct call number if you need to contact out of business hours.**

**If you are in a foreign country not listed above :**

**+81-3-6634-4151**

**If you need to contact after return to Japan :**

**0120-395470**

### CALL WHEN:

- You require a referral to a hospital or doctor  
\*If there is a partner hospital nearby, you may not have to pay for the medical care
- You are hospitalized
- You need to be evacuated or repatriated
- You need to guarantee payment for medical expenses
- You experience local communication problems
- Your safety is threatened by the sudden occurrence of a political or military event
- Your flight is delayed over 6 hours and you need to find a hotel

### Before calling Ji Service Desk, please have the following information ready:

- Name of caller.
- Insured person's name, age, sex and policy number (**JS20001845**);
- Description of the insured person's condition;
- Name, location, and telephone number of hospital;
- Name and telephone numbers for the treating doctor; where and when the doctor can be reached;
- Health insurance information, worker's compensation, or automobile insurance information if the insured person had an accident.

## 15. In Cases of Injury or Sickness

**A participant is injured or becomes sick.**

**Report immediately to local Habitat staff (site coordinator) and Team Leader.**

### **In case of Minor Illness or Injury**

1. Report to the site coordinator. Provide care on-site in cooperation with the coordinator.
2. The site coordinator and the team leader report to each other about the incident and log the incident report.
3. If injury worsens or illness continues, contact the site coordinator immediately. If the site coordinator is not available, call the insurance assistance service (see the previous page) or the volunteer's travel insurance's assistance service to get help and advice. Then follow guidelines for Major Injury or Illness (on the right).

Insurance claim will be made after coming back to Japan. (Please see next page.)  
Receipts from the hospital and the doctor's notes are required to make a claim. Please ensure to receive them from the hospital.

### **In case of Major Illness or Injury**

1. Report to the site coordinator.
2. If the site coordinator is not around, call the insurance assistance service (see the previous page) or the volunteer's travel insurance's assistance service to get information of nearest hospital.
3. Site coordinator and/or team leader transport the sick/injured participant to hospital. If necessary, call an ambulance.
4. Ensure that the sick/injured person's emergency contact details and allergy information are taken to the hospital. If the sick/injured person is a minor, also take the signed "Parental Authorization for Treatment of a Minor Child" form.
5. In the case of a minor, their designated guardian (as noted on the form) should also go with them to the hospital.
6. If you haven't called the insurance assistance service by now, call or have a site staff call the assistance service. (Or call the volunteer's travel insurance's assistance service)

Site coordinator or team leader explains to the treating doctor how the injury/illness came about.

1. Team leader contacts the sick/injured person's emergency contact, passing on information on the illness/injury and any advice from the doctor or medical services.
2. The site coordinator or team leader contacts Habitat Japan's sending coordinator.

Continue medical treatment as instructed. If necessary, arrange medical transport. (Ask insurance assistance service to arrange.)

1. Team leader continues to update the emergency contacts, national office and Habitat Japan.
2. The site coordinator also contacts the national office, Habitat Japan and other relevant persons.

The site coordinator and the team leader report to each other about the incident and log the incident report.

## ■ Procedures of making an Insurance Claim

1. After returning home, the applicant fills out claim form and send it together with its itemized bills for all medical expenses and/or invoices and receipts being claimed including the claimant's name, condition being treated (diagnosis), description of services, date of service(s) and the charge made for each service to Ji Service Desk by post.

**Post to (if not otherwise indicated):**

**Ji Accident & Fire Insurance Co., Ltd.  
Insurance Claim Service Center  
PO Box 70 330-9890 Japan**

**Toll free phone number in Japan: 0120-395470**

2. After reviewing the content of the claim, Ji Insurance shall contact the applicant and remit the refund amount directly to the applicant.

**Please note:** In order to maximize your chances of full reimbursement, it is strongly recommended that you complete all applications as soon as possible as you may be asked to provide further proofs of your condition.

## 16. Managing Your Health

Habitat cannot offer specific health advice, and is not in a position to recommend medications and immunizations. Nor do we have any medical requirements for participation in the GV program.

Naturally, it is common to have questions about which immunizations and medications are needed for travel to our hosting countries.

To resolve those questions, Habitat recommends that you not only consult your physician, but also research other health and safety issues through the websites below. All participants are responsible for securing their own inoculations and making any other health-related preparations to ensure their wellbeing.

### Travel Health Advice Websites

- **Center for Disease Control Travelers' Health**

- ✧ [www.cdc.gov/travel/](http://www.cdc.gov/travel/)

- **World Health Organization**

- ✧ [www.who.int/ith/](http://www.who.int/ith/)

### Sample Health Guidelines

While we cannot offer medical advice, we can provide general health guidelines and recommendations to GV participants.

- Always wash your hands thoroughly before eating. If facilities are unavailable, use hand sanitizer, body wipes or alcohol spray instead.
- Never drink tap water – always drink sealed, bottled mineral water purchased from convenience stores or other shops. This also applies in restaurants, where ice is also often made from tap water.
- Non-purified water should be boiled for 5 minutes to kill bacteria and parasites before drinking.
- Water of rivers may be contaminated. When bathing or swimming in rivers, wash thoroughly and disinfect cuts and sores afterwards.
- If purchasing fruit or vegetables, wash them thoroughly with purified water before eating.



- Be careful when eating food sold by street vendors – ensure that it has been cooked at high temperature and that it has been prepared in a clean area.
- If the toilet facilities are a challenge to some participants, they may choose to not drink enough water just to avoid using these facilities. This can result in dehydration.
- In cold climates there is a risk of developing hypothermia, while in most countries of South East Asia high temperatures can result in sunburn or heat stroke. Avoid these risks by using sunscreen, wearing a hat or bandanna and wearing long pants and long sleeves at the work site. Also, working on a construction site for prolonged periods of time is unfamiliar for most international teams, so take frequent breaks and rest.
- Sudden headaches, nausea, dizziness and migraines are all symptoms of heat stroke. In these cases rest in the shade and, if your temperature remains too high (40 °C -41°C), use a damp towel to cool your body down to around 39°C (be careful not to get too cold).
- Dehydration from not drinking enough water is one of the most common health problems for volunteers. Symptoms of dehydration include fatigue, lack of energy, headaches, dizziness, little urine, highly colored urine, little sweat, and sometimes stomach cramps or inability to use the toilet. In these cases rest in the shade and drink lots of water and fluids.
- Small animals can carry fleas and other parasites. Do not touch them. Dogs and other wild animals can carry rabies, so be careful not to get too close and risk being bitten.
- Use insect spray to avoid mosquito bites, and avoid contact with other insects. Wearing long sleeves and long pants while working is highly recommended.

## **17. Sources of Travel Advice**

If Habitat for Humanity International (HFHI) decides to stop hosting volunteers in any country or region because it is not safe, then the participants cannot participate in GV program in that country or region.

HFHI monitors travel advisories issued by a number of selected countries. If any 3 of the countries monitored by HFHI issue a travel warning for a designated country, then HFHI closes that country to all teams.

If a team member's home country issues a travel warning for a designated country, then that team member is not permitted to travel to that country. For

example, if only Canada issues a travel advisory to a designated country and only one team member is Canadian, then that team member can't travel to the country. The rest of team may proceed.

We recommend that you regularly check the following sources for up-to-date travel advice, as details can change. All international travel carries risks and GV participants must maintain an awareness of any relevant issues so that they can make informed decisions on their safety.

### 1. Government Sources (In alphabetical order):

Australian Department of Foreign Affairs and Trade <http://www.dfat.gov.au/>

British and Foreign Commonwealth Office <https://www.gov.uk/foreign-travel-advice>

Canada Department of Foreign Affairs and International

Trade <http://travel.gc.ca/travelling/advisories>

Japan Ministry of Foreign Affairs <http://www.anzen.mofa.go.jp/>

New Zealand Ministry of Foreign Affairs and Trade <https://safetravel.govt.nz/travel-advisories>

US Department of State <http://travel.state.gov/content/travel/english.html/>

### 2. Travel Advice Websites:

There are good websites that offer general travel advice. These include:

Intrepid Travel: [www.intrepidtravel.com](http://www.intrepidtravel.com)

Lonely Planet <http://www.lonelyplanet.com/>

Fodor's Travel Online: [www.fodors.com/](http://www.fodors.com/)

Travel Advice: [www.travel-advice.net/](http://www.travel-advice.net/)

Frommers Travel Guide: [www.frommers.com/](http://www.frommers.com/)

National Geographic: [www.nationalgeographic.com/](http://www.nationalgeographic.com/)

Center for Disease Control: Geographic Health Recommendations

<http://www.cdc.gov/travel/index.htm>

CIA World Fact book: facts and figures about countries worldwide

<https://www.cia.gov/library/publications/the-world-factbook/index.html>

CNN Worldwide Weather Forecasts: current weather

<http://weather.edition.cnn.com/weather/intl/forecast.jsp>

Expeditors of Visas and Passports

<http://www.traveldocs.com>

Travel Health Online

<https://www.tripprep.com/scripts/main/default.asp>

The Universal Currency Converter™: check current exchange rates

<http://www.xe.net/ucc>

## 18. GV Cancellation Policy

Habitat for Humanity Japan (HFH Japan) defines the policy for overseas building volunteer program (GV: Global Village program) regarding the cancellation fee and the refund for both cancellation after an application and after a program starts as follows.

### 1. If a team must cancel GV due to its own reason...

Regardless of the timing, HFH Japan cannot refund the slot reservation fee of JPY150,000 per team.

#### a. Cancellation 45-31 days prior to departure:

It will cause JPY10,000 per person as cancellation fee, in addition to the JPY 150,000 per team.

#### b. Cancellation within 30 days of departure:

HFH Japan cannot refund any cost other than insurance fee.

In case of changing country to stay, HFH Japan cannot refund the initial fee of JPY 150,000. If you choose to work in another country, it causes you to pay another reservation fee of JPY 150,000.

#### c. Cancellation made after departure:

HFH Japan cannot refund any cost including insurance fee

<<Cancellation fees due to team's own reason>>

Cancellation Date	Counting back from the Departure Date			After Departure
	more than 46 days	45-31days	within 30 days	
Cancellation Fee	Reservation fee of JPY 150,000	JPY 150,000 + JPY 10,000 per person	any cost other than insurance fee	any cost including insurance fee

### 2. If an individual volunteer must cancel GV due to its own reason...

#### a. Cancellation 45-31 days prior to departure:

It causes JPY 10,000 per person as cancellation fee.

#### b. Cancellation within 30 days of departure:

HFH Japan cannot refund any cost other than insurance fee.

#### c. Cancellation made after departure:

HFH Japan cannot refund any cost including insurance fee

<<Cancellation fees due to participant's own reason>>

Cancellation Date	Prior to Departure			After Departure
	more than 46 days	45-31days	within 30 days	
Cancellation Fee	None	JPY 10,000 per person	any cost other than insurance fee	any cost including insurance fee

3. In case of force majeure

In case the GV program in the hosting location becomes difficult due to unavoidable problems or accidents (such as worsening of security situation, natural disaster, or evacuation call because of such reasons), Habitat for Humanity will ask the team to choose one of the following options:

<Before Departure>

- a. Change the location (incl. another country) with the same trip date
- b. Change the trip date in the same location
- c. Cancel the trip itself

• All the fee except for JPY 150,000 of reservation fee will be refunded.

<After Departure>

- d. Change the location within the same country with the same trip date
- e. Suspend the program

• JPY 150,000 of reservation fee will not be refunded. For participation fee, the fee for the days after suspension will be refunded on a per diem basis.

• For insurance fee, the fee for the days after suspension will be refunded on a per diem basis.

4. HABITAT FOR HUMANITY needs to cancel...

In case it becomes difficult to work in a planned hosting location mainly due to Habitat for Humanity's reason, Habitat for Humanity will ask the team to choose one of the following options:

<Before Departure>

- a. Change the location (incl. another country) with the same trip date
- b. Change the trip date in the same location
- c. Cancel the trip itself

• All the fee including JPY 150,000 of reservation fee will be refunded

<After Departure>

- d. Change the location within the same country with the same trip date
- e. Suspend the program
  - For all the participation fee including JPY 150,000 of reservation fee, the fee for the days after suspension will be refunded on a per diem basis.
  - For the insurance fee, the fee for the days after suspension will be refunded on a per diem basis.

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【Important Notice】

- \* Please understand that Habitat for Humanity will be responsible for the judgment to decide if it is difficult to implement GV at a hosting location, and that Habitat for Humanity cannot be responsible for any damage or loss caused by a cancellation.
- \* The date of the departure is based on the planned departure time of the flight from Japan.
- \* Please note to refer to the travel agent for terms and conditions regarding the travel expense (air fare, accommodation fee, etc.) related to the program participation.
- \* HFH Japan will utilize the cancellation fee paid based on this policy for the housing support program which HFH Japan carries out.

## Thank You!

We appreciate you taking the time to review this orientation handbook. Doing so is important not just for you, but also for your host country. A successful team requires personal preparation from each participant.

As you prepare for your upcoming mission, don't forget about your family and friends at home. They need to be prepared as well. They need to be assured of your safety, to know how to contact you in case of an emergency and to understand clearly why you are going in the first place. If they aren't happy then the Habitat Japan coordinators may find themselves awoken in the middle of the night by worried telephone calls.

From the bottom of our hearts, we hope that your GV experience is a positive one, and we believe that it will offer an opportunity to form unique connections around the world.

Please remember that we are available to help you before and after your experience. Your comments and suggestions are welcome as we strive to continually improve our program for you & future participants.

=MEMO=



**Habitat**  
**for Humanity®**  
**Japan**