



GV Handbook

Habitat for Humanity Zambia

National Office Contact Information

National Director

Tel: +260 211 251087, 25807(Dir)

Fax: +260 211 251 578

Mobile: +260 0977 770826

Email: jmunsanje@habitzam.org.zm

Website: www.habitzambia.zm

Physical address:

Stand 42, Kudu Road

Kabulonga

Lusaka, Zambia

Postal address:

PO Box 34987

Lusaka, Zambia 10101

Mission Statement

Habitat for Humanity works in partnership with God and people everywhere, from all walks of life, to develop communities with people in need by building and renovating houses so there are decent houses in decent communities in which every person can experience God's love and can live and grow into all that God intends.

Vision Statement

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



“Mwa iseni!!” “Welcome. ”

On behalf of the communities we serve, I am grateful to you all for the great effort you have made to make this trip a **reality**. Also, I wish to thank you for choosing Habitat for Humanity Zambia as your charity of choice in the most relevant way.

We would not be able to achieve the work and mission of Habitat for Humanity Zambia without the support of people like you who contribute towards our program. As you make this journey to Africa, it is always our hope that upon your safe return to your families that your hearts will be full and that all your expectations will be met and life enriched. I would like to urge you to look into the eyes of children all around you and imagine being vulnerable in this world. Look at the new environment that you are in and compare your life back home... ask as many questions and soak up the culture of our people. Then look into your heart and think about how you can continue to make a difference.

We encourage you to read this guide thoroughly in order to familiarize yourself with Zambia prior to your trip. We look forward to hosting you and making your visit as comfortable and as memorable as possible.

Lastly, for me it is truly gratifying and humbling to know that mankind can still demonstrate the love of Jesus Christ – seeking to put God’s love into action, we bring people together to build homes, communities and hope. We look forward to seeing you soon and make a humble appeal for your continued support to our program in Zambia.

Joseph S. Munsanje

National Director HFHZ

Key Contacts at Habitat for Humanity Zambia National Office

National Director – Joseph S. Munsanje



Joseph has over 14 years of International Development Management at senior management level both in Europe and Africa; leading on strategic planning, Programme planning, Programme Implementation, Monitoring, Evaluations including National leadership and representation. He is also very competent in Human Resources management, Budgeting and reporting. Joseph has experience of working on Irish Aid USAID, CIDA and DFID funded projects. Joseph's association with Habitat began over twenty years ago as a young social worker he volunteered to serve on Habitat's first project in Chanyanya, Kafue. He has had the privilege to serve in the developmental sector in both Europe and Africa. Most recently serving as Country Director for Sightsavers International, Zambia Country Office for seven years.

Resource Development and Communications Manager



Linda Sharon Mafonko, is the Resource Development and Communications Manager at Habitat for Humanity Zambia. Linda has a rich and extensive background in marketing and public relations in the private and International Non-governmental sector for over eight years. Contributing to development and changing the lives of poor and vulnerable people in the most relevant way is what drives Linda's passion.

Host Coordinators

The Resource Development and Communications Department is supported by Global Village (GV) Program Coordinators; Sakalima Yoyo who is responsible for Europe and Asia and Voster Tembo responsible for USA and Canada GV Teams. Sakalima and Voster, are responsible for the implementation of the GV program; by working closely with all the departments in HFH Zambia and all sending programs. Their role is to also coordinate and act as key contact persons for the GV teams during the build in the country



I-r Sakalima Yoyo and Voster Tembo

Contents

1.0 Country and HFH National Program	7
1.1 About Zambia	7
1.2 About Habitat for Humanity Zambia	8
1.2.1 Institutional context	8
1.3 How the Program works: Targeting and delivery system	8
1.3.1 Affiliate Housing Programme	8
1.3.2 Vulnerable Group Housing	9
1.3.3 Global Volunteer Programme	10
1.4 Roles of Habitat for Humanity Zambia	11
1.5 Risks Addressed by Habitat for Humanity intervention	11
2.0 Other Useful Information on Zambia	12
2.1 Cultural	12
2.2 Arts and Crafts	12
2.3 Religion	13
2.4 Traditions	13
2.4.1 Greetings	13
2.4.2 Bride Price	13
2.4.3 Funerals	13
2.4.4 Traditional Ceremonies	14
2.4.5 Traditional Food	14
2.5 Languages	14
3.0 Construction information	16
4.0 Useful Information	16
4.1 Airports	16
4.2 Airport Meeting Place / How to find the group	16
4.3 Visas	16
4.4 Health Requirements	16
4.3 Required vaccination	16
4.5 Local Currency	16

4.6 Tipping.....	17
4.7 Time one:	17
4.8 Business hours.....	17
4.9 International Dialing Codes	17
4.10 Internet Services	17
4.11 Taxi and Public Transport.....	17
4.12 Weather	17
4.13 Electricity.....	17
4.15 Laundry.....	18
5.0 Events	18
5.1 Independence Day	18
5.2 Agricultural and Commercial Show	18
5.3 Fireworks Display	18
5.4 Price of Common Goods.....	18
6.0 Actual Family Interactions/Community life/Special Events	19
6.1 Living Conditions in the Communities.....	19
6.2 The Settling in Period	19
6.2.1 Safety	19
6.2.2 Health	20
6.2.3 GV Experience Dress code.....	20
7.0 Packing List - Preparing for your Trip	20
8.0 Habitat for Humanity GV Policies.....	21
8.1 HFH Zambia Giving Gift Policy	21
8.2 Minor Child Policy HFH Zambia	22
9.0 Emergency Medical Assistance	24
10.0 Tourist Attractions to help you plan your own R&R activities	25
11.0 Habitat for Humanity Zambia Contact details.....	26

1.0 Country and HFH National Program

1.1 About Zambia

Zambia is a landlocked country situated south of the Equator. It shares boundaries with eight (8) countries namely: Malawi, Mozambique, Zimbabwe, Botswana, Namibia, Angola, Democratic Republic of Congo (DRC) and Tanzania. It covers a land area of about 753,000 square kilometers. It has an estimated population of 11 million inhabitants. Twenty-five percent (25%) of these live in Lusaka, the capital.

Zambia is a former British colony that was called Northern Rhodesia before independence. The Zambian people gained self-rule from the British on 24th October, 1964.

Administratively, the country is divided into ten (10) provinces, namely: Central, Copper Belt, Eastern, Luapula, Lusaka, Muchinga, Northern, North-Western, Southern and Western Provinces. These provinces are further divided into seventy-two (72) districts. Lusaka is also the seat of government. The government comprises of the central and local government. Local government administration is conducted by the seventy-two district councils. The seventy-two district councils are classified into three categories; city councils, municipal councils, and township councils. There are four (4) major cities in Zambia; Lusaka, Ndola, Kitwe and Livingstone.

Since its independence, the country has played a major role in the political liberalization and stabilization of most of its neighboring countries namely; Zimbabwe, Namibia, Angola, Mozambique and South Africa. This led Zambia to hosting a substantial number of refugees from these countries until they gained independence or political stability.

Map of Zambia



1.2 About Habitat for Humanity Zambia

1.2.1 Institutional context

HFH Zambia has been operating in Zambia for the past 26 years. Its first area of operation in Zambia was in Chanyanya in Kafue Flats in 1984. It is well known for offering its non-interest mortgage home loans.

Currently working in Lusaka, Central, Copperbelt and Western Provinces, working in Urban, Peri-urban and Rural areas. To date HFH Zambia has built approximately 2,150 houses

HFH Zambia's is a registered NGO under the laws of the Republic of Zambia, governed by a Board of Directors and managed by a highly experienced team. HFH Zambia has the Head Office in Lusaka and a Regional Office in Ndola and is currently implementing two housing products: 1. Affiliate Housing Module and 2. Vulnerable Group Housing

1.3 How the Program works: Targeting and delivery system

HFHZ invites people from all walks of life regardless of faith, ethnicity, gender, etc. to work together in partnership to help build houses with families in need. Habitat for Humanity Zambia also strengthens the capacity of communities and families affected by HIV/AIDS by mobilizing and empowering communities to respond to the needs of orphans and vulnerable children (OVC) and providing secure, healthy housing for families caring for OVC, and their caregivers.

1.3.1 Housing Finance Programme



HFHZ motivates community groups to organize themselves into self-help housing co-operatives. Communities and families fundraise to purchase building materials. Families are then selected by a local committee to receive a loan of building materials to construct their houses. People assist one another with the construction of the house and pay back the loan into the Revolving Fund for Humanity so that another family can be helped. HFHZ provides funds for construction only to communities who have undertaken local fund-raising initiatives and are reliably paying their loans.

This model encompasses full new houses, renovations and rehabilitations. It runs on a revolving fund with three sources of funding namely local fundraising, house repayments and transfers from HFHZ as the initial seed funding for home loans.

The home loan period was initially ten years but this has been reduced on a gradual/annual basis in order to reach a target of five years by 2011;

The homeowners contribute sweat equity and building materials in order to reduce the loan amount;

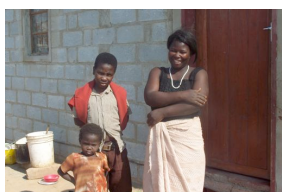
Social cohesion is promoted through the affiliate programme. The programme is not time bound as it has a continuous lifespan.

1.3.2 Vulnerable Group Housing

Habitat for Humanity Zambia has for the past 5 years, been implementing an Orphaned and Vulnerable Children's Programme funded initially by USAID and Irish Aid through our partnership with Habitat for Humanity Ireland.



Angela Muvula before HFHZ's intervention and below in front of her new Habitat Home



Programme targets the most vulnerable in our society. Children under the age of 18 living in poor housing conditions or living on less than \$2.00 per day.

The programme funded by Irish Aid ended

September 2010. However, HFHZ is aggressively fundraising for this project that supports the very vulnerable people of Zambia.

Our Orphaned and Vulnerable Children's Programme targets the most vulnerable in our society. Our children under the age of 18 living in poor housing conditions or living on less than \$1.00 per day.

- ☐ HFH Zambia builds simple decent shelter
- ☐ HFH Zambia also through our partners:
 - ☐ Conducts training on inheritance rights
 - ☐ HIV / AIDS Prevention
 - ☐ Link OVC to other partners who offer them specialized services such as pysococial counseling, education,
 - ☐ Provide adequate water and sanitation

Vulnerable Group Housing is being implemented in Nkwazi and Kawama – peri-urban communities located in Ndola, and Lusaka urban slum communities and Lusaka slum areas. Being involved with Habitat for Humanity Zambia, you can see the change happen. The despair quickly turns into hope from where a family has to live in make shift shelter.



Working in partnership with others we are able to provide a more holistic long term solutions:

HFH Zambia enters into MOU's with Cooperating Partners who can provide some of the following services:

- Identify needy families
- Provide advocacy related to child protection
- Provide education support in terms of school fees, school bags, school uniform
- Provide training on HIV / AIDS and OVC Care
- Provide psychosocial counseling
- Identifying beneficiaries and other members of the community who will participate in the construction and rehabilitation of houses.

1.3.3 Global Volunteer Programme

The **Mission** of the Global Village program is to support the Habitat for Humanity ideologies of working in partnership; providing cross-cultural experiences, mobilizing volunteers, building sustainable relationships and generating resources, in the hope of creating long-term advocates for affordable housing.

The GV Program **Purpose** is to enhance the vision, mission and principles of Habitat for Humanity International by:

- Raising participants' awareness of the worldwide need for decent, durable shelter.
- Developing human and financial resources that will sustain HFH's home-building efforts throughout the world.

- Introducing concerned people to an exciting hands-on, grass-root, Christian home-building ministry in countries where poverty housing is being challenged by committed HFH partners.
- Building international relationships and partnerships among Team Members and the host communities.
- Helping people help themselves.

Volunteers come from all walks of life: Church Groups, Schools / Universities, Corporate Organisations, Individuals, NGO's & CBO's, Donors, International Organisations, Foreign Missions / Embassies, Community Groups and Civil Servants

1.4 Roles of Habitat for Humanity Zambia

In essence, HFHZ could be described as a **Bank**, a **Builder** and a **Social Transformer**.

As a bank, HFHZ provides loans to the poor but does not profit from lending. By adjusting for inflation it is able to create a revolving fund to sustain its financing for housing.

As a builder, HFHZ builds simple, decent and affordable houses that provide a stable and secure shelter in which to raise a family.

As a social transformer, HFHZ enables self-reliance, and renews self-confidence by allowing the homeowner to participate in the construction process. By building collaboratively, HFHZ builds mutual reliance i.e. community bonds. By integrating volunteers, sponsors and employers from the broader community in the house building process, HFHZ bridges the racial, income and religious chasms that tend to fragment our society.

1.5 Risks Addressed by Habitat for Humanity intervention

Providing simple decent houses has many positive effects on the community, most notably: improved health, better use of time, economic development and personal growth.

Health: Perhaps the most dramatic change is the overall improvement in health. Rain no longer leaks through tin roofs, reducing the incidence of sickness and disease. Vermin and insects no longer have easy access to the house. Mud floors are replaced with permanent, easily cleaned cement floors. With each house, HFHZ builds a latrine, greatly reducing the incidence of cholera, dysentery and parasitic health problems in the community.

Time: Families maintaining their mud houses with tin roofs spend incredible amounts of time. Mud walls must be plastered regularly to protect them from termites. The fragile floor requires constant sweeping. Upon moving into a HFHZ house families find themselves freed up from these time consuming activities.

Economic: Often the HFHZ house is the first asset a family owns, and can be used as collateral for micro-credit for business ventures or other needs. A good repayment with HFHZ can also be proof of faithfulness in repaying loans. In addition, many beneficiaries are moving out of rented shacks in squatter settlements, freeing up a large portion of their income.

Personal: The most intangible outcome emanating from owning a house is personal pride and confidence, which is perhaps the most critical. The kind of house any person lives in sends a message to his community, neighbors and family and can bring out confidence or shame.

The way HFHZ is addressing the risks is seen to strengthen families. However, in some isolated cases the extended family acts as a negative force. For example, if a bread winner dies, the extended family grab the house and isolates the children of the deceased homeowner. This defeats the purpose of HFHZ. In the last 7 to 10 years, HFHZ has started to include in the loan agreement the next of kin to take responsibility over the house once the homeowner dies.

Cost issues

HFHZ serves low-income families and no profit is charged on the mortgage. To keep the cost low enough for needy families, houses are of a simple design usually a maximum of 48m² with a ventilated improved pit latrine. They do not include electricity, running water or telephone lines. The homeowner can make additions or renovations once the entire loan has been repaid. The maximum house cost is between the equivalent values of 120 to 590 bags of cement.

2.0 Other Useful Information on Zambia

2.1 Cultural

Zambia's contemporary culture is a blend of values, norms, material and spiritual traditions of more than 73 ethnically diverse people. Public display of affection i.e. kissing, hugging etc are not acceptable.

Many of the rural inhabitants however, have retained their indigenous and traditional customs and values. After Independence in 1964, the government recognized the role culture was to play in the overall development of a new nation and began to explore the question of a National identity. Institutions to protect and promote Zambia's culture were created, including the National Heritage Conservation Commission. Private museums were also founded and cultural villages were established to promote the culture.

2.2 Arts and Crafts



Zambia's diverse cultures bring with them a wide variety of traditional skills. Crafts can be found in great variety if not in abundance and among them is some of the finest basketry in Africa.

The economy of most of the crafts people is based on fishing, cattle or the cultivation of crops. Craftwork is often done seasonally to supplement the incomes of many families. It was originally intended for

barter and made according to the needs of other villagers. To many, especially the subsistence farmers, craftwork is their only means of earning cash.

Basketry, practiced by both the men and the women is widespread. The many forms and raw materials used reflect the environment in which they are made: bamboo, liana vines, roots, reeds, grasses, rushes, papyrus palm leaves, bark and sisal. They are decorated with symbolic designs using traditional dyes made from different colored soils, roots, bark and leaves. The variety of uses for basketry is wide; carrying and storage, fishing traps, beer strainers, flour sieves, sleeping and eating mats and a variety of tableware. The Lozi and Mbunda people in the Western Province are particularly skilled in this field.

It is the men that usually do the woodwork and carving and produce canoes, furniture, walking sticks, utensils and food bowls as well as masks, drums and a variety of animal forms. The potters are usually, though not always women who work the clay and then fire them on open fires or pits.

2.3 Religion

Over 80% of Zambia's population is Christian. It was introduced as early as the 19th century. Some other religions such as Muslim, Buddhism and Hinduism are practiced by small segments of the population especially among Zambians of Asian descent. Zambia was officially declared a Christian nation in 1991. Most people belong to various congregations such as Roman Catholics, Seventh-Day Adventists, Baptists, Pentecostals, Jehovah's Witnesses, United Church of Zambia and other religions.

2.4 Traditions

2.4.1 Greetings

A greeting is always exchanged before any conversation. If a person approaches you, you should always offer the first greeting. Gifts are often offered to a visitor as a sign of honour, friendship or gratitude and should be received with both hands.

2.4.2 Bride Price

'Lobola' the bride price is still widely practiced and is a token of appreciation to the parents of the girl. In most tribes, the bride is taken to the man's village the evening before the wedding. Large quantities of food are prepared and homemade beer is brewed to celebrate the marriage. The whole village attends and much singing dancing and drumming takes place, usually over two or three days. Afterwards, the elders' council the bride and groom on the preservation of marriage. The bride is not supposed to cook until after the in-laws introduce her to the pots and fire.

2.4.3 Funerals

Funerals are also big occasions in the villages. Everyone contributes to help pay the expenses. Grief is shown through wailing, singing and dancing and becomes quite an emotional affair. During the mourning period women and men sit in separate areas, the men normally stay outside and the women in the house of mourning. On the day of the funeral, the whole village walks to the place of burial to pay their last respects.

2.4.4 Traditional Ceremonies

There are more than 20 annual traditional ceremonies in Zambia, manifesting customs, social life, rituals, oral history, material and spiritual culture and if you have the opportunity to attend one do. They provide a valuable insight to a traditional culture that has been passed down from generation to generation.

The open ceremonies that visitors can watch are those that signify ancient times, when new kingdoms were being founded by ancient chiefs and are usually splendid, colourful affairs with much symbolism in their dancing and drumming.

2.4.5 Traditional Food

Zambia's staple food is called Nshima; this is made out of maize meal/corn meal. It is always eaten with a cooked vegetable such as cabbage, spinach etc. Meat is also usually eaten with the Nshima. Most people eat this for both Lunch and dinner. Rice, pasta and potatoes are also occasionally eaten. Breakfast is usually bread and tea, occasionally; people eat cereal, especially in the urban areas.

2.5 Languages

A few Bemba words and Expressions

Good morning	Mwashibukeni
How are you	Muli shani
I am fine	Bwino
Come here	Iseni kuno
Foreigner	Musungu
Man	Mwaume
Woman	Mwaanakashi
Water	Amenshi
Person	Umntu
No	Awe, Iyo
Latrine	Chimbusu
Cold weather	Impepo
Thank you	Natotela
Very much	Sana
Please	Napapata
Come here	Iseni kuno

A few Nyanja words and expressions

Good morning	Mwauka bwanji
How are you	Muli bwanji
I am fine	Nili bwino
Come here	Bwelani kuno
Foreigner	Muzungu
Woman	Mukazi
Water	Manzi
Person	Muntu
Latrine	Chimbuzi

Cold weather	Mpepo
Man	Mwamuna
Thank you	Zikomo
Very much	Manigi
Come here	Bwelani kuno

3.0 Construction information

Our general construction materials are burnt brick, soil stabilized blocks and/or cement blocks with mixed cement mortar, cement flooring and iron sheet roof. See more details in the Construction Tool kit

4.0 Useful Information

4.1 Airports

International flights coming to Zambia come through Kenneth Kaunda International Airport, Simon Mwansa Kapwepwe International Airport or Harry Mwaanga Nkumbula International Airport.

4.2 Airport Meeting Place / How to find the group

Once team members have passed through customs, they will need to go through to the public waiting area where they will be met by a Habitat for Humanity Zambia Global Volunteer Coordinator or representative with a Habitat for Humanity Zambia sign. Volunteers will then be taken to the guest house to rest before proceeding to their destination.

Note: Team members should avoid accepting help in pushing the trolley with the bags, people who request to push the trolleys will ask for money at the end.

4.3 Visas

Each GV team participant is responsible for obtaining and paying the cost of his/her own passport and visa if required. The expiration date on the passport must be at least 6 months beyond the date of departure from the host country. It is advisable to plan well in advance if you need a visa. For current information regarding visa matters, visit the web site of the Department of Immigration Zambia at www.zambiaimmigration.gov.zm

4.4 Health Requirements

Malaria is considered the number one killer in Zambia. Visitors are advised to visit the local travel medical clinic before coming to Zambia. Please review this information under www.cdc.gov/travel the site lists a lot of information and we encourage you to take the time to check them out.

4.3 Required vaccination

Recommendation/comment can be found on the CDC website listed above. Discuss your travel plans and personal plans with health care provider to determine which vaccine you will need.

4.5 Local Currency

The Zambian currency is called the Kwacha. The exchange rate fluctuates almost on a daily basis. The Zambian Kwacha is a paper currency and notes are denominated in K50, 000, K20, 000, K10, 000, K5, 000, K1, 000, K500, K100, K50 and K20.

Exchange of foreign currency is carried out at authorized banks and bureau de change. US Dollars are more easily exchangeable than Travelers' Cheque and normally attract a better rate of exchange. It is therefore recommended that teams travelling to Zambia bring USD cash and **not Traveler's Cheque**.

ATM's are widely available in towns throughout Zambia, especially Visa Electron. Money dealers on the streets should be avoided; this is particularly true at the Victoria Falls in Livingstone and some streets of Lusaka. Credit cards are of limited use in Zambia.

4.6 Tipping

Tipping is not a must in Zambia. Do not tip more than 10% should you wish to tip.

4.7 Time one:

CET (Central African Time), GMT + 02:00 Central African Time. Please check online for the time difference from you home country. The following link can be used:

www.timeanddate.com/worldclock/meeting.html

4.8 Business hours

Shops are open every day between 8 am – 5 pm (except at weekends when they close at 1 pm). Banks are open 09:00 – 2pm Monday to Friday.

4.9 International Dialing Codes

Country Code: +260. **City codes:** Lusaka 0211 and Ndola 0212 Livingstone 0213

To place an international phone call from Lusaka you need to dial: 00 for an international connection, then the country code, the city code and finally the telephone number that you are calling.

4.10 Internet Services

You will find numerous Internet Cafes in Lusaka and Ndola

4.11 Taxi and Public Transport

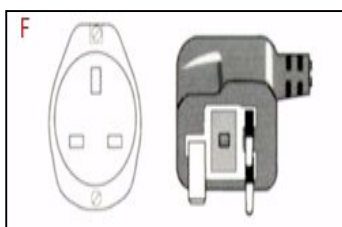
Taxi services are widely available. Only use registered legal taxis which are painted light blue. These can be found at various points across major city.

4.12 Weather

Zambia mainly has three seasons, summer, winter and rainy seasons. The summer season ranges from September til November; followed by the rainy season from December til March and winter from May til July. HFH Zambia does not build between November and end March.

4.13 Electricity

Zambia uses the standard British flat three pin plug and most sockets have a voltage of 220-240V. Visitors from North America will need to carry adapters, or alternatively budget to purchase one locally.



4.15 Laundry

Whilst in transit, the guest house that the teams will stay in will be equipped with laundry facilities that will be at an additional cost. In the communities, laundry will be done by the women in the community on a daily basis (if need be) at no extra charge to the team.

5.0 Events

5.1 Independence Day

Zambia's Independence day celebrations are annually held on the 24th October. This is usually marked by an official ceremony at the National Monument – Freedom Statue where the President and many other dignitaries attend. There is always a party fever that accompanies the celebrations and a public party is held at the Show Grounds in the capital Lusaka with various activities for patrons of all ages to be kept entertained.

5.2 Agricultural and Commercial Show

This is the country's premier annual show which is a five day event that ends on Farmer's Day (the first Monday of August). It is a culmination of district and provincial shows where only the best of the agricultural products grown by small scale farmers are exhibited. Exhibitors at the show come from as far afield as Zambia, South Africa, Namibia, Sweden, Holland, Germany, Egypt, England, India and China, just to name a few. This has become a leading regional meeting place for investors and business people looking to invest in the region.

5.3 Fireworks Display

The first two weekends of November bring about much excitement in Lusaka as Baobab and Nkwazi Schools host annual fireworks displays. These events that include fire dancers, local artists, food stalls takes on a festival atmosphere which is always an awesome sight and treat for the local and international guests.

5.4 Price of Common Goods

Bread	K 5,000
Milk	K 4,500
Soft drink	K 3,000
Chocolate bar	K 5,000
Take out meal (burger and fries)	K 25,000
Toothpaste	K 7,000
Soap	K 7,000
Toilet paper	K 3,000
Buscuits	K 10,000
Movie ticket	K 25,000
Internet costs	K 9,000 per hour
International call	K 5,000 per minute
AA Camera batteries	K 15,000
Electricity adapter	K 65,000

*Please note the average exchange rate of US\$1 = ZMK 5,000

6.0 Actual Family Interactions/Community life/Special Events

The homeowner will usually spend some time at the build site to assist the GV Team in building their house. This also allows for the team to have close contact and interaction with the family. The family will also be present at the closing and dedication event.

During their stay in Zambia GV teams will have a variety of cultural and recreational team activities to engage in. Habitat for Humanity Zambia works closely with the communities in which it builds and GV team members will be able to visit the community centers in which HFHZ operates in.

Other activities during GV visits and agreed upon before the trip may include visits to Mundawanga Zoo and Botanical Gardens, Kalimba Reptile Farms, Arcades Mall Sunday Craft Market, Kabwata Cultural Village, Lusaka Museum and various sports stadiums as various places where the teams can spend time relaxing and engaging in local customs and practices. Charges for these activities will be at GV team members own cost and separate from the package.

On Sundays the team will have the option of attending a local church service and if agreed upon in advance a visit to a specific congregation can be arranged.

6.1 Living Conditions in the Communities

- ✓ Bottled drinking water
- ✓ Shared rooms
- ✓ Sleeping on the floor
- ✓ No electricity
- ✓ No running water
- ✓ Shared pit latrine
- ✓ Outside shower facility
- ✓ No internet
- ✓ Local food cooked by community women
- ✓ Water for bathing fetched by community women
- ✓ Laundry done by community women
- ✓ Security is provided by local community men

Note:

- * The local women and men in the community are paid for doing various chores for GV teams
- * Children in most communities are overwhelmed / excited by foreign visitors and tend to follow and look on whilst team are building.

6.2 The Settling in Period

The first few days of your arrival will be hectic, difficult and sometimes overwhelming as you adjust to new living and working situation and a new culture. The more smoothly and stress-free the settling in, the quicker you can start your assignment! HFH Zambia will help facilitate your settling in:

6.2.1 Safety

You will be advised on safety procedures at the construction site.

Most of the affiliates you will be working in are very safe, although one can never be too careful. It is important not to make movements without the knowledge of either the coordinator or your team leader. Volunteers are urged to buddy up and only make movements in groups of two or more, it is not advisable to move around alone.

All groceries will be stored in the team house and when the team is away at the site it shall remain locked. Local men will guard the house at night whilst the local women will keep an eye out as they work around the house during the day preparing meals and doing laundry.

Team members are NOT advised to bring valuables such as laptops, cell phones etc to the community. Still and Video cameras are acceptable though volunteers should always take extra care of them and keep them safely hidden when not in use. Please note that there is a safe at the HFH Zambia National Office where volunteers can store valuables (including passports).

6.2.2 Health

It is imperative that team members report any illness or injury regardless of the seriousness to the Team Leader and the GV Host Coordinator at all times.

6.2.3 GV Experience Dress code

While in the community, team members would be expected to dress conservatively, meaning no short skirts or tight fitting shorts (hot pants) for the ladies. It is advisable for the ladies to get a traditional '*chitenge*' (piece of fabric) to wear when in the community. At the build site all volunteers are expected to wear loose fitting work pants or cargo pants and t-shirts preferably with a collar. Shorts are allowed as well and round neck t-shirts as long as you wear a bandana to protect your neck. Work boots are imperative!

7.0 Packing List - Preparing for your Trip

Your team leader has made detailed arrangements for the trip, and has advised you on how to prepare. When packing, please check the weather.com website for the 10 day forecast by typing "Zambia" into the search engine. We recommend that you consider the following while packing:

- Pack lightly – laundry service is available at the lodge or community.
- Bring a couple photocopies of your passport, and carry a copy with you instead of the original.
- Bring old clothes you don't mind getting dirty for working on site, and nicer clothes to change into in the evening.
- Pack a cap or hat, sunglasses, sunscreen, mosquito repellent, hand sanitizer gel and antibacterial wet wipes.
- Work gloves, a tool belt – if you would like to bring other tools for the work your team will be doing, they are more than welcome!
- Sun screen, sun glasses, hat or cap, toiletries, shampoo, steel cap boots, flip flops / thongs, flash light and extra batteries, personal items, solar shower bag, under clothing security pouch
- Warm sweater as sometimes the nights get cooler
- Small amounts of money for purchasing local crafts,
- Bubbles and face paint to play with children in the community

- Don't forget any medicines you use on a regular basis; drugstores are available, but the names of products will be different from those back home.
- Bring your ATM card (with PIN code) (the easiest way to get cash for souvenirs) and a small amount of cash to exchange "just in case."
- Sleeping bag and a small pillow, a sleeping pad / mat including a mosquito net is a must
- Zip lock bags
- Duct tape
- Remember your camera, films, batteries and diary / journal

8.0 Habitat for Humanity GV Policies

8.1 HFH Zambia Giving Gift Policy

GV team members tend to be generous; they often want to give gifts, make donations and sometimes sponsor children while in country. Sometimes gifts, donations and sponsorships are even solicited by the community members they encounter away from the work site. Although the team leader has already addressed these issues in the pre-trip communications with the team, it is the team leader's responsibility to reinforce the team members' understanding of the GV Gift-giving Policy and even enforce it if necessary. Teams' funds should not be used to purchase any gifts. The "Gift-giving Policy" (see Appendices) should also be addressed in the team orientation. As a general rule personal gift giving is not permitted.

Do not give gifts to:

- I. Local masons/volunteers
- II. On-site construction supervisor
- III. Partner family
- IV. Host GV coordinator
- V. Host affiliate staff
- VI. General community members
- VII. HFHI Volunteer Engagement specialist and Logistics coordinator
- VIII. GV team leader

Giving of gifts to individual children is not permitted. Team members may bring small items that a group of children can share or play with - **as long as team members take the items home to their lodging every evening.**

Team members may bring small items to the work site to share — soccer ball, Frisbee, bubbles, crayons, pencils, paper, coloring books—**as long as team members take the items home to their lodging every evening.**

Any items brought to play with at the work site that a team member would like to donate should be given to the host GV coordinator who, after the team departs, will see that they are appropriately distributed in the community.

Team members are asked to consult the GV Coordinator if they would like to leave behind some personal items (e.g. clothing, books, towels etc.) – they will be collected on the last day at the hotel and taken to the community for the affiliate committee members to distribute accordingly.

Any tools, personal items or clothing team members bring and plan to donate should be given to the host GV coordinator on the final day of building. The host GV coordinator can advise the team leader on the appropriate tools needed by the host program. Donated tools are retained by the host program and used on future builds.

Clothing should be clean or team members should include a small donation to pay for the laundering of any donated clothing. Donated clothing is distributed by the local host program or through local charities and churches, to those most in need.

A program wish list is provided. Many Habitat national offices and programs have developed wish lists which include in-kind donations that would be most useful to Habitat in the host country. These items may include office supplies, printers, computers, construction tools, etc. The team leader may request this list from the host GV coordinator and distribute it to team members.

Team members should not offer any type of sponsorship to an individual or community during the GV trip. Team members are sometimes approached about the possibility of “sponsoring” children in the host country. They might be the partner family children, children of a host program staff member, of an extended family, or simply a local resident befriended by a team member.

It is against Habitat policy for any Habitat staff member to solicit personal donations from volunteers, donors, etc.

Additional funds for building more houses are always the most powerful contribution! The support for further house building at the host affiliate is always the best gift to ensure that more children can grow up in decent shelter.

8.2 Minor Child Policy HFH Zambia

HFH Zambia does not accept children under the age of 16 on its GV Programme!

The following criteria apply to volunteers under age 18 who wish to volunteer with the Global Village program. These guidelines apply internationally and domestically, unless otherwise specified:

Minors interested in travelling with Global Village can do so if they are accompanied and supervised by a parent or legal guardian.

Minors 16 years of age and older may participate as part of an institutional group, such as a school or church. HFHI requires the partner organization to submit a memorandum of understanding in which the partner organization accepts responsibility for all minors.

All minors and their parents, whether the minor is travelling internationally or domestically, must complete and have notarized a special GV Waiver of Liability for Minors. Contact the GV registration coordinator to request a GV Waiver of Liability for Minors.

When considering inviting minors to the team, please keep in mind and communicate to minors and parents that:

- a) U.S. child labor laws prohibit minors under 16 from participating on an active construction site.
- b) Volunteers under age 18 will be restricted to age-appropriate activities (see Appendices, “Minor and Age-appropriate Work”).

Age	Guardianship	Working conditions	Host Setting	Documentation required
16 and 17	Must be accompanied by a parent or under care of an institution. Ratio must be no more than five minors to one adult.	May work on active construction site, but cannot: <ul style="list-style-type: none">• Work on roof.• Operate power tools.• Participate in blitz builds.• Work about six feet.• Be a part of demolition or excavation work.• Do heavy lifting.	Affiliates/host programs in any country must be equipped, trained and willing to handle children under 18 in order to host.	Memorandum of understanding with partner organization, and minor release (with waiver and authority to treat) signed by both parents.
18 and older	Treat as an adult.	Treat as an adult	Treat as an adult.	Standard Global Village documents.

- c) HFH Zambia may not be able to guarantee that age-appropriate work will be available due to locally-applicable laws, construction schedules, local program guidelines, and capacity.
- d) Minors must be supervised by the named individual(s) at all times. Minors not allowed on the active construction site must still be supervised at their alternative location.
- e) Trip costs are the same for minors, regardless of the availability of age-appropriate work.
- f) A youth to adult ratio of no greater than five youth to one adult must be met.

9.0 Emergency Medical Assistance

All GV participants are covered by MEDEX or ACE, unless otherwise noted. If emergency assistance is required (such as life threatening or serious illness/injury) please contact MEDEX or ACE first, and then alert GV. Otherwise, please use reputable local clinic/hospital for minor injuries and complete claim form provided by team leader.

MEDEX Travelers Assistance Network (24/7)

For volunteers coming from **USA** and **some European Countries**

Policy number 6404-54-47, MEDEX code CHB

Tel: 1-800-527-0218 OR 1-410-453-6330 (US), 44-1-273-223000 (UK)

MASTERPOLICY Emergency Contact

For volunteers coming from **Great Britain, Northern Ireland, Republic of Ireland**

Tel: outside the UK + 44-870-606-1406

From the UK 0870-606-1406

TELEX 947736 EURA G

10.0 Tourist Attractions to help you plan your own R&R activities

The butterfly in the heart of Africa

Land of the legendary African walking safari, home of the Victoria Falls, the wild Zambezi River, breath-taking lakes and wetlands, a profusion of birds, abundant wildlife, and raw, pulsating wilderness, all in one friendly country. Acknowledged as one of the **safest** countries in the world to visit, Zambia's welcoming people live in peace and harmony.



The **Wildlife** is superb and some of the finest Safaris on the planet are available from our fine lodges and safari companies.

Blessed with 17 magnificent **waterfalls** apart from the spectacular Victoria Falls, Zambia offers tours to 'cascade followers' into the remote undeveloped rural areas where you can get a glimpse of village life. Zambia has the largest water resources in the whole of southern Africa with 5 massive lakes and plentiful rivers offering excellent fishing.



A wide range of **hi-action activities** from the legendary Walking Safari deep in the wilderness, to world class River Rafting, Bungi into the deep gorge below the Victoria Falls, Abseiling, Canoeing Safaris down the Zambezi, River Surfing, excellent Tiger Fishing and breath-taking African sunsets.



Not to be missed are the spectacular views of the magnificent **Victoria Falls**, and then add on a safari. Zambia has some of the best **Game Reserves** in the world. Choose from a variety of **Wildlife Safaris** to enjoy Zambia's astounding and diverse concentration of wild animals and birds.



Try the **Adventure** section for high action adrenaline thrills and off-the-beaten track adventures: rafting, kayaking, canoeing trails, 4x4 routes, house boating, horseback trails, scuba diving, bungi jumping, micro lighting and some of Africa's best fishing spots.

11.0 Habitat for Humanity Zambia Contact details

Phone: + (260) 21 1 251087
Fax : + (260) 21 1251578
Stand 42, Kudu Road, Kabulonga, Lusaka
Web: www.habitatzam.org.zm

National Director
Tel: +260 21 125 2807
Cell: +260 977 770826
Email: jmunsanje@habitzam.org.zm

Linda Sharon Mafonko
Resource Development and
Communications Manager
Mobile: + (260) 0979 220074
Email: lsharon@habitzam.org.zm

Sakalima Yoyo
Global Village Coordinator – Europe and Asia
Mobile: + (260) 978 729 282
Email: syoyo@habitzam.org.zm

Voster Tembo
Global Village Coordinator – USA and Canada
Mobile: + (260) 978 819914
Email: vtembo@habitzam.org.zm