



## National Office Contacts:

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**HFHB local volunteers at work**

## **WELCOME TO BOTSWANA**

We thank you for your interest and willingness to join HFHB in providing simple, decent and affordable housing to those in need. We thank and commend you for having chosen Botswana as your *Global Village* destination. We guarantee you a wonderful time during your stay in Botswana.

This handbook contains very important and informative information, which will be your guide while in Botswana. Please read it carefully and utilize the information to help you make your trip adventurous and memorable. We look forward to a pleasant build, not just a house build to an individual but a community build.

What you are about to endeavor into is a life changing experience, which I hope you will always treasure. There will be challenges along the way, but people of Botswana and HFHB team will help you through.

We are looking forward to hosting you and making your stay wonderful.

Re a leboga (Thank you) as we say in Setswana.

***- Global Village Team Handbook -***

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Kabelo Seadimo is the National Director for Habitat for Humanity Botswana. He graduated from Eastern University (Philadelphia) with Masters in Organizational Leadership. He is married to Keitumetse Seadimo and they have two children Gorata and Thabiso. He joined Habitat in 2003 as program manager.

### ***Profile of GV Team and Pictures***

The Botswana GV team comprise of experienced two members: the Resource Development & Communications Specialist and the Global Village Coordinator.



The Resource Development & Communications Specialist, Ms. Julia Bothasitse and has been with HFHB since April 2008. Amongst her roles as RD&C Specialist, Julia is responsible for ensuring smooth running of GV program; by working closely with the GV Coordinator on the organisation, preparations and execution of GV builds.



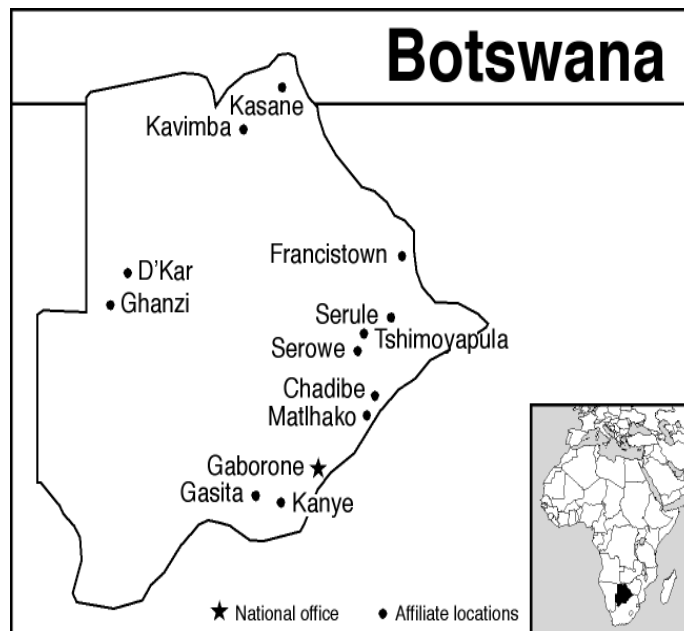
The Global Village Coordinator is Phatsimo Mareka. She has been with HFHB since 2005 and has hosted over 10 GV teams. Phatsimo's primary role as GV Coordinator is to organise, prepare and execute GV builds and most importantly, to play a host to GV teams during their build days in the country.

### History of Habitat for Humanity Botswana

Habitat for Humanity Botswana began in 1992. The President of Botswana, Sir Ketumile J. Masire, heard of Habitat for Humanity at the Organisation of African Unity during a meeting in Addis Ababa from former President of the United States of America, Jimmy Carter. President Masire was so pleased with what he learned that he invited Habitat for Humanity to come to Botswana.

Two International Partners were sent to develop a National Program in Botswana. They started in Kanye where a National Steering Committee was formed of people from different walks of life who were interested in Habitat for Humanity's mission and completed the National Habitat for Humanity proposal for the International Office.

The International Office officially recognized them in 1992. It was also during 1992 that they applied for and received their Certificate of Incorporation from the Botswana government. Habitat for Humanity Botswana started building houses in 1993.



***About Botswana:***

Botswana, although a developing country, has several valuable resources including diamonds. Its major sources of income are mining, tourism and agriculture. Although most of the country is classified as being semi-arid, it still has a large wildlife population. These animals are mostly free ranging and occur not only in the designated parks and reserves, but also across tribal lands throughout most of the country. This feature serves as a major draw for safari tourists. Botswana is now ranked in the top five most popular tourist destinations in Africa.

The country is roughly the size of Texas or Kenya at 581,730 km with an average elevation of 1000m above sea level. It is a land-locked country surrounded by Namibia, South Africa and Zimbabwe. The tropic of Capricorn is situated some kilometres south of Mahalapye on the main road between Gaborone and Francistown.

Botswana is the name of the country. The Batswana are people who live here; A Motswana refers to an individual.

The population of Botswana is 1.8 million, with about 80% of Botswana's population concentrated on the eastern side of the country.

***Botswana Housing Needs***

Substandard Housing is generally considered a traditional house made of mud walls and thatch roof, or a poorly constructed brick house. Estimating the annual population growth and using an average household size of 3.56 individuals, 12,000 houses a year are needed to eliminate poverty housing in the country. Sixty-four percent of households in Botswana live in traditional huts (mud/reed walls and thatch or iron roofs); 3% live in non-dwellings.



Substandard housing in Botswana  
(Before receiving HFHB house)



Proud HFHB homeowner  
(After HFHB)

## **Cultural Hints:**

### ***Batswana Courtesies***

Batswana always extend greetings and it is considered rude not to greet someone, especially an elder. Dumela mma (woman), dumela rra (man) are the appropriate greetings. It is customary to greet everyone with a handshake and a greeting. In towns and cities a normal handshake is acceptable. In rural areas, it shows respect if you lightly grasp your right forearm with your left hand. This can also be accompanied by a slight dip at the knees, accompanied by bowing down the head. The same goes for handing things. It should be done with the right hand, preferably held with the left hand.

### ***Traditional food***

There is variety of traditional food in Botswana, but below is our staple food.

- Seswaa (pounded meat)
- Morogo (dried bean leaves)
- Bogobe (Sorghum meal)
- Phane (Dried Mopane worm)

### ***Language***

The national language is Setswana. English is the official language; however each tribe speaks a different language.

Following are some Setswana words, which might be useful to you while in Botswana.

### ***Greetings and phrases:***

- |   |                        |
|---|------------------------|
| • Dumela rra/mma                                  | Hello sir/madam        |
| • Umelang borra/bomma                             | Hello gentlemen/ladies |
| • O/lo tsogile jang?                              | How are you (sing/pl)? |
| • Sala/Salang sentle                              | Stay well (sing/pl)    |
| • Go siame  | Ok or Goodbye          |
| • Leina lame ke...or Ke...                        | My name is...          |
| • Leina la gago ke mang? OR<br>O mang? (Informal) | What is your name?     |

### ***Construction terms (Please refer to Construction tool kit)***

## **Useful Information:**

### ***Arrival***

Once team members have passed through customs, they need to go through to the public waiting area where they will be met by a Habitat for Humanity Botswana Global Village Coordinator or representative with a Habitat for Humanity Botswana sign. Team members will then be taken to the lodge.

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.

### ***Visas***

Each GV team participant is responsible for obtain and paying the cost of his/her on passport and visa if required. The expiration date on the passport must be at least 6 month 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 Ministry of Foreign Affairs Botswana at [www.gov.bw](http://www.gov.bw)

### ***Health & Travel Advisory***

Following is a synopsis of information compiled from the Centres for Disease Control Web site ([www.cdc.gov/travel](http://www.cdc.gov/travel) and or [www.who.int/en](http://www.who.int/en)). Both sites list much more information than we can include here, so we encourage you to take the time to check them out online.

### ***Required Vaccinations***

Recommendations/comments can be found on the CDC website listed above.

Discuss your travel plan and personal plan with a health care provider to determine which vaccines you will require.

### ***Banks, currency & credit cards***

The local monetary unit is the Pula (which means "let there be rain"), with 100 Thebe (which means "a shield"). It is advisable to change money into the local currency at a bank or exchange bureau. Most shops and some grocery stores will accept major credit cards and travellers' cheques and some banks are able to give advances on credit cards. The three main commercial banks in the country are: First National Bank, Standard Chartered Bank, Standard Bank (Stanbic Bank) and Barclays Bank Botswana. All banks have ATM machines where you can use your VISA Electron debit or credit card.

### ***Tipping***

Tipping is welcomed in Botswana and in restaurants 10% is acceptable where no service charge is levied. Drivers can be tipped on one's own discretion according to the quality of their service.

### ***Time difference***

Please check online for the time difference from you home country. The following link can be used: <http://www.timeanddate.com/worldclock/meeting.html>

### ***Weather***

From April - September is dry and warm to hot days, but the nights can be cold, especially in the early hours of the morning. Daytime temperatures of 27 degrees Celsius can drop down to below freezing at night.

### ***Postal Services & Communication (Internet, international & local calling)***

- The Botswana postal system is fairly reliable, but slow. Letters or cards sent to the U.S. take about 2 weeks to arrive.



- International calls can be made from public phones. A country code and area are required when making an international call; e.g. (001 212 phone number) when calling New York City; while for local calls area codes are not required.
- There is Internet cafés in the country to access your email and you have to pay a small fee.

### **Laundry**

The Lodges or Hotels will do your laundry for a fee. Individuals are expected to wash their own undergarments, and these should not be hung outside in public view.

### **Electricity/adapters**

Please bring **Universal Adapter** to use to charge your cell phones or any electrical appliance

### **Business Hours**

- |                                  |                       |                  |                  |
|----------------------------------|-----------------------|------------------|------------------|
| • <i>Government Departments:</i> | <i>7:30am - 12:30</i> | <i>Mornings</i>  | <i>Mon - Fri</i> |
|                                  | <i>12:45 - 13:45</i>  | <i>Lunch</i>     |                  |
|                                  | <i>13:45 - 16:30</i>  | <i>Afternoon</i> |                  |
| • <i>Parastatals &amp; NGOs:</i> | <i>08:00 - 13:00</i>  | <i>Mornings</i>  | <i>Mon - Fri</i> |
|                                  | <i>13:00 - 14:00</i>  | <i>Lunch</i>     |                  |
|                                  | <i>14:00 - 17:00</i>  | <i>Afternoon</i> |                  |
| • <i>Banks</i>                   | <i>08:30 - 15:30</i>  | <i>Mon - Fri</i> |                  |
|                                  | <i>08:30 - 11:00</i>  | <i>Saturday</i>  |                  |

### **Taxis and Public Transportation**

- |                             |                        |  |
|-----------------------------|------------------------|--|
| • <i>Taxis &amp; Combis</i> | <i>5:30 - 21:00</i>    | <i>Daily (\$1 per person per trip)</i>   |
| • <i>Cabs</i>               | <i>24 hour service</i> | <i>Daily (\$7.5 per person per trip)</i> |

### **Accommodation of volunteers**

- Stay in a Lodge
- 2 persons per room sharing (twin beds)
- Hot shower and a Toilet per room
- Air conditioned & TV set

### **Dress Code**

Dressing in Botswana is generally casual. Women can wear long shorts, sundresses or trousers. Cotton clothes that are easy to wash and line dry are recommended. On work sites women should wear loose-fitting slacks, in winter, jackets or sweaters are needed and dressing in layers is helpful. Jackets are needed in morning and evening. Casual footwear or sandals are recommended, and steel capped boots for the work site.

### **Type of volunteer work**

- Mixing mortar
- Putting up window panes
- Moving bricks

- Brick moulding
- Fetching water
- Digging trenches for foundation
- Passing mortar
- Back flashing
- Cooking lunches at the site

#### **Comprehensive Safety Information**

- No horse playing on construction site
- No kids at the site
- Mark holes with yellow tapes
- Wear steel capped boots
- Wear gloves all the time and safety glasses when necessary
- Wear hard hats
- Wear protective musk cap to keep dust away
- Drink lots of water

#### **Gift Giving Policy HFH**

*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:**
  - Local masons/volunteers
  - On-site construction supervisor
  - Partner family
  - Host *GV* coordinator
  - Host affiliate staff
  - HFH national *GV* coordinator
  - HFHI Volunteer Engagement specialist and Logistics coordinator
  - *GV* team leader
- **Giving of gifts to individual children is not permitted.**
  - Team members may bring small items to the work site to share—soccer ball, Frisbee, bubbles, crayons, pencils, paper, colouring 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.

- **Any tools and 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 may be 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 agree to any type of sponsorship while a member of a GV team.**

- 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.

### **Minor Policy HFHI**

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.

- Minors who are U.S. citizens and at least 16 years of age may participate in a GV team without parental or partner organization accompaniment if the team is travelling to a U.S., non-disaster recovery site and parental permission is given.

- Some projects or hosts may have a higher minimum age requirement. Host programs have the authority to decide whether to invite minors to participate at their sites. For example, all GV volunteers travelling to the Gulf Coast or Carter Work Project must be 18 or over.

- 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:

- U.S. child labour laws prohibit minors under 16 from participating on an active construction site.
- 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
Below 16	Must be accompanied by a parent.	Not permitted on active build site. Can only perform age appropriate functions (i.e. landscaping, serving food; not to include heavy lifting or construction on or off site).	Affiliates/host programs in any country must be equipped, trained and willing to handle children under 18 in order to host.	Memorandum of understanding and minor waiver releasing Habitat of liability signed by both parents.
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"> <li>• Work on roof.</li> <li>• Operate power tools.</li> <li>• Participate in blitz builds.</li> <li>• Work about six feet.</li> <li>• Be a part of demolition or excavation work.</li> <li>• Do heavy lifting.</li> </ul>	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.

• Host programs may not be able guarantee age-appropriate work will be available due to locally-applicable laws, construction schedules, local program guidelines, and capacity.

- 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.
- Trip costs are the same for minors, regardless of the availability of age-appropriate work.
- A youth to adult ratio of no greater than five youth to one adult must be met.

**Alcohol Policy HFHI**

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

- Alcohol should be used in moderation.
- No team funds may be used for the purchase of alcoholic beverages of any type.
- Ask for separate receipts for food and alcoholic beverages.

- Designate a team member to collect money for alcoholic beverages *or* have each team member pay for his/her own alcoholic beverages.
- If alcohol is included on the receipt, subtract that amount and refigure the total.

### **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 ASSISTANCE (FOR VOLUNTEERS COMING FROM USA AND EUROPEAN COUNTRIES EXCEPT FROM THE ONES ABOVE)

TEL: +1-800-527-0218 or (410) 453-6330

MEDEX ID No.: CHB

ACE ASSISTANCE (FOR VOLUNTEERS COMING FROM GREAT BRITAIN, NORTHERN IRELAND, REPUBLIC OF IRELAND)

TEL: +44-870-606-1406

TELEX 947736 EURA G

### **Actual Family Interaction**

- A tour to local corporate
- Tour to poverty stricken family (poor shelter)

### **Packing List**

- Passport
- Photocopies of all important documents, including passport information.
- Insurance information and note card detailing medical conditions/allergies (keep in wallet)
- Over the counter medication e.g.: aspirin, anti-diarrhoea agents, antiseptic ointment, bandage, etc.
- Any prescription medicines you are currently taking
- Hat
- Notepad, pencil or pen.
- Insect repellent.
- Swimsuit
- Plastic bags for wet or dirty clothes.
- Clothes pins to hang clothes up. A line might be useful as well
- Work gloves (cloth ones work fine)
- Waterless hand sanitizer
- Toiletries
- Shampoo
- Soap (antibacterial)
- Fingernail clippers, nail file
- Light-weight rope or twine

- Umbrella or rain gear
- Sun-screen
- Daily work clothes (for construction -no shorts and tank tops- see above guidelines)
- One pair of nice clothes for evenings out
- One set of casual clothes for R&R
- Camera, film, batteries
- Shoes: good shoes for walking and work (heavy work boots are usually not needed), flip flops, one pair of nice sandals or shoes
- Baby wipes and small packages of Kleenex
- Flashlight, esp. recommended is the kind you wear on your head: hands-free flashlight (extra batteries are good)
- Family pictures to share with other team members

### **Emergency contact list**

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