Welcome to Habitat for Humanity

Driven by the vision that everyone needs a decent place to live, Habitat for Humanity began in 1976 as a grassroots effort on a community farm in southern Georgia. The Christian housing organization has since grown to become a leading global nonprofit working in more than 1,300 communities throughout the U.S. and in more than 70 countries. Families and individuals in need of a hand up partner with Habitat for Humanity to build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. Through financial support, volunteering or adding a voice to support affordable housing, everyone can help families achieve the strength, stability and self-reliance they need to build better lives for themselves.

About Habitat Cambodia

Habitat for Humanity International in Cambodia (Habitat Cambodia) began in 2002 and registered with the Royal Government of Cambodia on 16th of January 2003. Habitat believes that, “every Cambodian has a right to a simple decent home”. Through partnership with local NGOs and local authorities Habitat Cambodia has implemented its housing program in Phnom Penh since April 2003, and has expanded its Housing Assistance Projects around Phnom Penh City to five resettlement areas. As we look toward the future, we are dedicated to serving even more families in partnership with thousands of people from around the region. We are now starting new projects in Siem Reap, Phnom Penh and in Battambang provinces.
Global Village builds — Cambodia

I am very grateful for your interest and initiative in wanting to come to Cambodia, not only to enjoy the scenery and culture but also to work with Habitat for Humanity in Cambodia. I hope that you benefit from this trip as you immerse yourself building houses with our partner families and volunteers. Joining a short-term Global Village trip will be one of the most challenging and rewarding experiences of your life. It may feel like an overwhelming responsibility, and at times it will be. But most of our Global Village volunteers find that the excitement, the sense of accomplishment, and the joy they give and receive are all well worth the work.

We fully expect that your stay in the country will build friendships as well as homes. You will find that living, working and associating with the local community is the core experience- the focus is on teamwork and partnership. We will do our best to ensure that you learn, grow and perhaps even be transformed while you build and help provide homes for deserving families in need.

Bernadette Bolo-Duthy
National Director
Habitat for Humanity Cambodia
Habitat Homeowner Profile
MOCH FAMILY

Hour Moch and her family moved into their new home six months ago, she is a single mother and widow with three daughters. All five members are happy and in good health. Moch says she is thrilled with her new home and that, “now I am not concerned about paying room rental nor living in an unsafe place.” Furthermore, the neighbors are great, says Moch and always take care of each other.

Compared to their previous situation life is far better for Moch and her family. Moch provided laundry service with an income of US$ 2.50 per day. Now Habitat for Humanity Cambodia has built their new house, the family has a place where they can all live together. The house, with electricity connected, from the state grid also gives her children.

In their freshly painted house, thanks to World Habitat Day community build, the family can now look to increase their income and have started to increase their work at home, offering piecemeal labor to garment factories. The family has purchased two sewing machines to help them undertake more work. Moch reports that she is pleased by this development, adding that “we are happy to be who we are now. We have our own home and our real house, a safe place to live a stress free life.”
About The Projects

BATTAMBANG PROVINCE

PROJECT DESCRIPTION:
Since 2013, HFHC in Battambang province has been running and implementing a three-year co-funded project with three donor supported (Clifford Chance Foundation, HFH Australia and HFH Canada) for the interventions for capacity building on land rights and land tenure, the provision of housing finance and support services and strengthening of partnerships in SLC through the project named “Strengthening Civil Society-Government Engagement for Land Tenure Security (SCSGETLS)”. These projects were built on previous experiences of World Bank funded project, which was implemented within 2008-2013

Key Project Information (Social Land Concession)
Title: Strengthening Civil Society-Government Engagement for Land Tenure Security (SCSGETLS)

- **Partners:** Battambang Municipality and Micro Finance Institution (MFI/KREDIT)
- **Donors:**
  - Pilot Phase: Japan Social Development Fund through World Bank
  - Phase 2: Australian Aid through Habitat for Humanity Australia, Clifford Chance Foundation and HFH Canada
- **Duration:**
  - Pilot Phase: 3 Years (2008-2010) & 2 years NCE (2011-2013)
  - Phase 2: 3 years
    - HFH Canada: Sep 2014 – Aug 2017
    - Clifford Chance Foundation: Oct 2014 – Sep 2017
- **Target Area:** Battambang Municipality, Battambang province
PHNOM PENH

PROJECT DESCRIPTION: NEW START – NEW LIFE
Habitat for Humanity Cambodia worked closely with many organization partners such as (Maryknoll Cambodia, Salvation Center Cambodia, Help Age Cambodia, Operations Enfant du Cambodge, Village Support Group, Community Care First Cambodia And Capacity Building For Disability Cooperation). all these NGO partners are working to support alternatives intervention.

• Maryknoll support services and awareness for prevention & decrease discrimination to PLHA & based in Phnom Penh and Salvation Center Cambodia support intervention to fight against HIV and AIDS, Livelihood Improvement and Education and child protection based in Siem Reap.

• Help Age Cambodia works to support Older People’s Associations as Champions for Income Security and Social Inclusion of older people in Cambodia running the project in Battambang.

• Operations Enfant du Cambodge running the project to help Improving Education and Health Care for Poor/Orphan Children and Children in the families affected by HIV/AIDS based in Battambang.

• Village Support Group support Developing Vegetable Seed Kits to Tackle Malnutrition, Family farm for future, Water Save life, save the forest and Homestead food production on women empowerment based in Battambang.

• Community Care First Cambodia provides Transitioning Sangkheum Center for Children to a community-based program, safely reintegrating children into families (family reconnection, family reintegration, kinship care and foster care) and teenagers into their communities based in Siem Reap.
About The Projects

SIEM RIEP

PROJECT DESCRIPTION:
Currently Siem Reap program is implementing 2 major project
1)- Chabpdeum Chivet Thmey (CCT) / New Start New Life (NSNL) which will be ending by June 2019,
2)-Community Water Sanitation and Housing Improvement Project which will be ending by June 2018.
To be able to serve more families especially vulnerable group, and aligned with HFHI Strategic Plan, HFHC has developed its strategic plan 2016-2018. Below are key interventions of Strategic Plan - Targets through the HFHC Strategic Plan.

<table>
<thead>
<tr>
<th>Vulnerable group</th>
<th>Data 2015</th>
<th>HFHC responded by current CCT projects</th>
</tr>
</thead>
<tbody>
<tr>
<td># of People Living with HIV/AIDS</td>
<td>4340 PLHA (425 children)</td>
<td>0.37% of total amount</td>
</tr>
<tr>
<td># of Orphan Vulnerable Children</td>
<td>1,628 OVC</td>
<td>0.98% of total amount</td>
</tr>
<tr>
<td># of People with Disability</td>
<td>6,744 PWD</td>
<td>0.24% of total amount</td>
</tr>
<tr>
<td># of family living in formal settlement area</td>
<td>4,235 families</td>
<td>not implemented yet in SR</td>
</tr>
<tr>
<td># of Elder people</td>
<td>100,619 people</td>
<td>0.016% of total amount</td>
</tr>
</tbody>
</table>
Build Activities

Mixing mortar

Brick laying

Point wall joints and cleaning walls

Compacting soil with stone
About The Trip – Before You Leave

IMMUNIZATIONS AND HEALTH REMINDERS
For your personal health safety, please contact your doctor or local travel clinic to find out which immunizations you will need to get for travel to the Cambodia. This could vary depending on factors such as your health and immunization history. Some immunizations might need to be administered a certain number of weeks before departure, so you'll want to make sure you're on top of this. Here is a link to the CDC website where you can find additional information on what is recommended: https://wwwnc.cdc.gov/travel/

PASSPORTS AND VISAS
Passports should be valid for 6 months after the trip.

PACKING SUGGESTIONS
Volunteers should respect local people, customs and culture to avoid causing offence. This includes wearing conservative clothing, particularly for women, both while at the worksite and during our time off.

General guidelines:
• Long pants are recommended as being more respectful off-site and safer at the worksite, for both men and women.
• For women especially, clothing should be loose-fitting. Wear skirts and pants that reach below the knees.
• If visiting a pagoda, it is recommended that men and women wear long pants (for women, a long skirt is also acceptable).
• Everyone should avoid sleeveless tops at all times and wear shirts that cover the shoulder. No shirts exposing the midriff please

Specifically for the worksite:
• We highly recommend quick-dry sport-type shirts instead of cotton shirts. They are easy to wash in your sink at night, dry fast and wick away the sweat better than cotton.
• For sun protection and to save your arms from cuts and scratches, we suggest light, long-sleeved shirts
• Please also have a carry bag that can get dirty to bring what you want to have with you on the worksite.
About The Trip – Upon Arrival

NAVIGATING THE AIRPORT
You will receive your Visa upon arrival in the country. Once you’ve cleared customs and immigration and have retrieved your luggage, head to the exit. There you will be met by a representative of Habitat, who will escort you to the hotel and help you check in. It’s often helpful if you wear your Global Village t-shirt at the airport on arrival so that it is easy to recognize you.

Habitat Cambodia staff will pick up volunteers upon their arrival at the Airport. A field coordinator will be assigned to the team to provide a more comprehensive welcome orientation on the first day and accompany them throughout the build.

IF YOU ARE ARRIVING BEFORE THE SCHEDULED ARRIVAL DATE:
Habitat can help arrange the hotel shuttle to meet you at the airport, if you plan to stay your extra days at the team hotel. Another option is to take a taxi, which can be arranged at booths at the airport.

AIRPORT SAFETY
The airport can be a little chaotic, so please be sure to keep close guard of your personal belongings at all times. You should be careful with your bags and do not allow people to touch or carry them unless directed by Habitat staff. Avoid accepting help with your bags unless you are prepared to pay a tip.

DELAYED OR CANCELLED FLIGHTS
If for some reason your flight is delayed, cancelled or you have other travel mishaps, you will need to contact Habitat by phone right away at the numbers listed on the Emergency Contact information sheet that will be provided to you by your Team Leader. You are provided with several emergency numbers – keep trying them in the order they appear on the sheet, until you are able to reach someone. Remember to carry the emergency contact information with you (not in your checked luggage) while traveling.

LOST LUGGAGE
If your luggage is missing, be sure to inform the Habitat representative meeting you at the airport. Also talk to your airline agent representative at the airport if possible. It’s a good idea when travelling to keep a few days’ worth of clothes and other necessities in your carry on in case your luggage is lost.
Lodging
Volunteer teams will need to fly to Siem or Phnom Penh if their project location is in Battambang because there is no International Airport in Battambang. If your flight arrival is early in the morning, you take a bus or private car directly from Siem Reap to Battambang which is around 4 hours, and from Phnom Penh which is around 6-7 hours. Your accommodation and transportation from Siem Reap or Phnom Penh to Battambang will be supported by your host coordinator in terms of arrangement if you need support, but you will pay by yourselves directly to hotel or transportation company if it is not included in your trip budget; please consult with your team leader for trip budget inclusion.

Your accommodations are provided only for your GV trip. Early arrival or extension of stay is at your responsibility. HFH Cambodia staff is happy to assist with your hotel reservation.

Food and water
During your stay in Battambang, you can enjoy cuisine from all over the world. There are options and prices to suit every taste. Most restaurants will offer both Khmer and international dishes. Cafes and coffee shops (many of which have Internet access) are located throughout the city. You can also eat with a conscience – many local restaurants give back to the community by providing hospitality training to at-risk youth or donating profits to help those in need. Drinkable tap water is not available in Cambodia. Bottled water is available in all guestrooms and is on sale everywhere.
About The Trip – General Info

Electricity
Electric outlets are 220-240 volts (50 Hz cycles). Please make sure your electric appliances are convertible to a 220 V outlets. If you are not, you will need an outlet adapter, since Cambodia has round (as opposed to flat) prongs.

Internet
In Phnom Penh, Internet shops or cafes are common and rates are generally under US$1 per hour. The hotels also have Internet connections. There are a number of internet shops around the city, which will be marked on the map you receive upon check-in.

The use of public phones in Cambodia
The cheapest local calls in Phnom Penh are available from private booths or drink shops found on street corners throughout the city. The booths are distinctive by colorful numbers stuck on clear plastic dividers. Many internet cafés offer international calls at reasonable prices, including Internet phone calls, which are much cheaper than normal international calls, but involve an irritating delay.

Money & Banking

Currency & Metric conversion
The national currency is the Cambodian Riel. Generally, US dollars are used throughout the country – Cambodian Riel typically is given only as small change. Make sure that any US dollars you bring do not have any tears, rips or marks, as they will not be accepted. There is a wide range of ATM facilities available in Phnom Penh, Siem Reap, Battambang and Sihanoukville. When using these ATMs, you will receive US dollars and you will be charge for US$4.00 in average on withdrawal each time. It is recommended to consult with your bank to find out whether ATM card will work overseas. Credit card cash advances and travelers’ cheque cashing services are available at banks in Phnom Penh, Siem Reap, Sihanoukville and Battambang for a fee. The Cambodian Riel paper notes are available in the following denominations: 100, 500, 1,000, 2,000, 10,000, 20,000, 50,000 and 100,000. Coins are not used in Cambodia. The exchange rate of USD against Cambodian Riel is “US$1 is equal to 4,000 Riels”.


Cambodian Culture

History
The first advanced civilization in present day Cambodia appeared in the 1st millennium AD. During the 3rd, 4th, and 5th centuries, the Indianised states of Funan and Chenla coalesced in what is now present-day Cambodia and southwestern Vietnam. Their collapse was followed by the rise of the Khmer Empire in the 9th century, a civilization which flourished till the 13th century.

The empire's center of power was Angkor. After a long series of wars with neighboring kingdoms, Angkor was sacked by the Thai and abandoned in 1432. The court moved the capital to Lovek where the kingdom sought to regain its glory through maritime

Religion
The official religion of Cambodia is Theravada Buddhism (Hinayana). Approximately 90-95% of the population are Buddhists, although ancestor worship and animism are also practiced, particularly among the hill tribes. Christianity is practiced predominantly in urban areas, while communities in the South-East of Cambodia practice the Islamic faith.

Language
The official language of Cambodia is Khmer. Although some of the older generations speak French, English is more popular with the younger generation.

<table>
<thead>
<tr>
<th>Season</th>
<th>Average temperature</th>
<th>Average Rain Fall</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hot Season</strong> (March-May)</td>
<td>27-37 °C</td>
<td>70mm</td>
</tr>
<tr>
<td><strong>Rainy Season</strong> (June-October)</td>
<td>24-32 °C</td>
<td>193mm</td>
</tr>
<tr>
<td><strong>Dry Season</strong> (November – February)</td>
<td>22-31 °C</td>
<td>47mm</td>
</tr>
</tbody>
</table>
Sample Cultural Experiences*

ROYAL PALACE AND SILVER PAGODA

• The Royal Palace and Silver Pagoda compounds sit together behind the crenellated yellow walls of the royal compound on the riverfront, and are usually seen in a combined visit. Set aside 1-2 hours to see both. Tour guides are available at the gate, and though they charge a fee, are still recommended. As most of the buildings face east, the best light for photos is in the morning hours.

SILK ISLAND

• Sitting upstream on the Mekong from the Cambodian capital, Phnom Penh, Silk Island (known locally as Koh Dach) is home to scores of artisans who make their living handweaving beautiful silk wares. A world away from the tourist-laden Killing Fields, Western faces are scarce on Silk Island, where the pace of life is leisurely and the locals are welcoming, providing a fascinating insight into village life.

FLOATING VILLAGES

• Situated on the flood plains of the Tonle Sap Lake the world around these homes undergoes dramatic transformation from dry to wet season. In the dry season homes tower on their tall spindly stilts, fishermen repair boats and nets, children make clay balls to use with their sling shots and enjoy the freedom of being able to run around. In the wet season the water laps at the floor boards, travel is limited to boats and in some instances buckets. Children paddle to and from school and life revolves around fishing.

ANGKOR WAT

• is an Indianized temple complex in Cambodia and the largest religious monument in the world. It was originally constructed as a Hindu temple of god Vishnu for the Khmer Empire, gradually transforming into a Buddhist temple towards the end of the 12th century. It was built by the Khmer King Suryavarman II in the early 12th century in Yaśodharapura (Khmer: present-day Angkor), the capital of the Khmer Empire, as his state temple and eventual mausoleum.

*Cultural experiences will depend on hosting location within the country.
Global Village volunteer handbook

Cultural Tips

Greetings
Greetings between Cambodians are dependent on the relationship/hierarchy/age between the people. The traditional greeting is to press one's hands together in a prayer-like gesture and bow. If one intends to show greater respect the bow is lower and the hands brought higher.

However, the western practice of shaking hands has become more widespread, especially among men. Women still use the traditional greeting. It is considered acceptable or perhaps excusable for foreigners to shake hands with Cambodians of both sexes. It is considered culturally unacceptable to embrace a female companion in public.

In Cambodia people are addressed with the honorific title “Lok” for a man and “Lok Srey” for a woman followed with the first name or both the first and surname.

Removing Your Shoes
When entering someone’s home, it is customary to remove one’s shoes. Sandals and other easily removable footwear make this tradition quite simple.

Dining
When invited to the dining table wait to be told where to sit as you would not want to upset any hierarchical arrangements. The oldest person is usually seated first. Similarly the eldest person should start eating before others.

Touching Others
It is inappropriate for men and women to touch in public; however touching is very common between those of the same gender. It is improper to pat anybody on the head. Women may accept something from a monk, but she should be careful not to touch him.

Living situation
It is customary for families including extended families to live together under the one household. It is not the norm to have separate rooms. Instead family members share one space, divided by a sheet or curtain for privacy. That same space is usually converted into the dining and entertaining area as the occasion calls.
# Basic Khmer Phrases

<table>
<thead>
<tr>
<th>English</th>
<th>Cambodian Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello</td>
<td>Chum Reap Suor</td>
</tr>
<tr>
<td>Goodbye</td>
<td>Chum Reap Lear</td>
</tr>
<tr>
<td>Yes</td>
<td>Bart(male)/Cha(female)</td>
</tr>
<tr>
<td>No (Thank You)</td>
<td>At-tee (Or Kun)</td>
</tr>
<tr>
<td>Thank You</td>
<td>Or Kun</td>
</tr>
<tr>
<td>Please</td>
<td>Soum</td>
</tr>
<tr>
<td>How Much Is This?</td>
<td>Th-lai Pon-mane?</td>
</tr>
<tr>
<td>I Don’t Understand</td>
<td>Khyom Min Yul Te</td>
</tr>
<tr>
<td>Please Say That Again</td>
<td>Suoum Niyeay M-dorng Teat</td>
</tr>
<tr>
<td>How Are You?</td>
<td>Sok Sap Bay Te?</td>
</tr>
<tr>
<td>Im Am Well Thank You, And You?</td>
<td>Khyom Sok Sop Bay, Chos Neak Ving</td>
</tr>
<tr>
<td>How Old Are You?</td>
<td>Ar Yu Ponmane?</td>
</tr>
<tr>
<td>Can I See The Menu Please</td>
<td>Soam Merl Data-raang M’hoap Bon- Dtehj</td>
</tr>
<tr>
<td>I Would Like</td>
<td>Soam Merl Data-raang M’hoap Bon- Dtehj</td>
</tr>
<tr>
<td>Bottled Water</td>
<td>Teuk Sot</td>
</tr>
<tr>
<td>Can I Have The Bill Please?</td>
<td>Seaum Kith Luy</td>
</tr>
</tbody>
</table>
Safety On The Work Site

- No alcohol or drugs are permitted on site at any time. Volunteers who need prescription drugs (inhalers, etc.) should make sure they have a sufficient supply on site.
- Wear sun screen of a suitable factor and reapply it throughout the day.
- Wear appropriate clothing for the tasks involved.
- Drink plenty of water — at least 2 liters a day, even more when it is hot.
- Wear your hard hat at all times on site, except in designated break areas.
- Proper gloves can protect your hands from:
  - Cuts when carrying sharp-edged materials and equipment.
  - Skin irritation from cement, paint, lime wash and other chemicals.
  - Getting a corn while working with the tools for long time.
- Wear ear protection when:
  - Any equipment is being used nearby that may cause damage to your ears.
  - Heavy machinery is working nearby you for prolonged time.
- Wear a face mask when:
  - You understand the mask type and its designation.
  - Using chemicals, painting lime wash, mixing cement.
  - Scraping old paints and sanding the items to smooth.

- Wear eye protection when:
  - You or someone nearby is using a hammer, chisel or planer.
  - You or somebody next to you is using any type of power tool.
  - Using lime wash or chemicals or mixing or pouring cement.
- Wear proper footwear at all times:
  - Open-toed shoes are forbidden on the site.
  - Footwear must be covered and hard-soled.
  - Steel-toed safety boots must be worn in demolition works.
- When lifting an item:
  - Know your capacity and weight limits. Ask your site supervisor.
  - Keep legs slightly apart, bend the knees, keep the back straight.
  - Grab by both hands, and lift with the legs, not the back.
Gift Giving Policy

From the perspective of Habitat’s partner families and communities who are often in great need, foreigners are assumed to be wealthy. Although they are asked not to make such requests, at some point during our stay, you may be approached by the home owners or local laborers or others in the community with requests for material contributions (clothing, money, gifts, etc.). Or you yourself, after witnessing the great needs in the community, might be compelled to give gifts. But, it is very important that everyone realize the unintended consequences that giving gifts can have, and to strictly adhere to Habitat’s gift giving policy.

While well intended, gift giving can run counter to the purposes of the Habitat’s goal of empowering families and communities, and compromises Habitat’s goal of instilling a sense of responsibility and motivation from the family to make house payments. It is common that gifts can create a dependence on others to provide assistance, while the Habitat model focuses on breaking the dependence.

Giving gifts may also lead not only to conflicts within Habitat’s development activities and relationships with their local partners, but to embarrassment and sometimes resentment. It could create a situation where others in the community become upset because they feel left out. A team can come and go from a community without realizing the major problems they have left for Habitat to fix.

But we do understand that relationships will be made. In order to ensure consistency in what volunteer teams do give, we must ask that everyone please strictly adhere to the following guidelines:

• **Do not give gifts individually.** Each team should collect and compile all gift items from team members. With the help of the local Habitat staff, we can then decide how best to share the gifts with the community. This sends a clear message that all the families in the community are valued. Gifts will be given out at the end of the build or at the farewell celebration. Some ideas of what you might bring include: books for the community center, sports balls, playground equipment, extra work gloves, tools, etc.

• **It is okay to bring toys to the worksite such as toys.** In fact, it’s a great way to fill downtime, playing with the children that will likely be nearby. But these items must be taken back with you at the end of each day. They can be donated and distributed at the end of the build.

• **Leaving behind clothing and work boots is always appreciated.** Clothing should be in good condition. Please have the clothes cleaned or include a small donation to pay for the laundering of any donated clothing. Donated clothing is distributed by the local host program to those most in need.

• **Never offer to give money,** especially to make a mortgage payment.
Global Village Volunteers’ Experiences

“It was AMAZING!!! It was my first ever global village trip, and while I had minor skepticism going in, my expectations were mostly very high. Everything about this trip exceeded my expectations. The planning, coordination, information and execution allowed me to feel comfortable and confident about traveling to a new area and all of the people on the team were of like mind and ambition and the camaraderie was incredible. The organization was well done, and I truly felt that the community was happy and welcoming to have us there and appreciated the contribution we were able to provide. 1,000 thumbs up!”

—Danica C.
Habitat Global Village volunteer 2017

“GV is a fantastic way to see different cultures and meet new people—both the local people and other volunteers on the team. And GV also provides a way for travelers to enhance their travel experience with community and humanitarian service which makes our world a better place to live. The work projects are well organized, the trip leaders have been fantastic and the local Habitat leaders are talented and great to work with. A GV trip also includes local cultural activities which add to the trip’s “fun” experience, and it promotes team cohesion as well. A GV trip is a valuable, effective and enlightening travel opportunity for those who want to put a bit more into as well as get a bit more out of their world travels.”

—Mark. J
Habitat Global Village volunteer 2017
every hand makes a difference