



**ជីវិតដ៏ថ្លៃថ្នូរ**  
LIFE WITH DIGNITY

# Universal Village Program Risk Assessment and Management

<b>Who is involved:</b>	Name of school (students and teachers) and LWD staff.
<b>Grades involved:</b>	Education background
<b>Name and Nature of the program:</b>	<p>The Universal Village Program is part of the work of the non-government rights-based empowerment organisation, Life With Dignity (LWD). LWD is an autonomous Cambodian NGO localized from the Lutheran World Federation (LWF). LWF came into Cambodia in 1979 and it was localized to be LWD in January 2011. LWD works with poor and vulnerable people in rural communities to improve their lives and the lives of families. The Universal Village Program (UVP) is a recent undertaking by Life With Dignity staff to provide an opportunity for people from all over the world to experience the rural areas of Cambodia.</p> <p>Universal Village Program (UVP) The UVP enables visitors to participate in the rural development activities within LWD target areas through hands-on activities and learning about development practices. Participants will see the impact of the LWD operation in target rural areas. The UVP will enable visitors to participate in the rural development activities within LWD target areas through hands-on activities and learning about development practices. Participants will see the impact of the LWD operation in target rural areas.</p> <p>It is aimed that participants will:</p> <ul style="list-style-type: none"> <li>• Learn about development practices and the changes that long-term development initiatives encourage</li> <li>• Meet villagers in their community and hear their stories</li> <li>• Learn how we can help set people free from poverty and oppression</li> <li>• Experience the Cambodian culture and customs</li> <li>• Come face to face with the joys and challenges of development</li> <li>• Be equipped and inspired to lead their community in real action</li> <li>• Meet the poor, including those who have experienced hunger and homelessness.</li> </ul>

<b>Date:</b>	Date of visiting
<b>Tour Leader:</b>	
<b>LWD Coordinator</b>	leng Kimsrien
<b>Teachers/adult:</b>	Name of teacher or adult
<b>Staff /Student Ratio:</b>	Number of staff and students
<b>Females/ Males:</b>	Number of female and male students and teachers
<b>Legal and Medical Forms</b>	All medical and legal permission forms will be completed before travel and the copy be emailed to LWD. Groups may send all medical and legal forms in together.
<b>Transport</b>	Planes (arranged by home country), bus, 4WD and local Tuk Tuk transport.
<b>Travel itinerary</b>	The group who travel to Phnom Penh. There will be travel in and around Phnom Penh. They will also travel to provinces for service and learning activities and to Siem Reap to learn about the Cambodian culture and way of life. The flight out of Cambodia will leave from either Phnom Penh or Siem Reap back to the original destination.

## Risk Rating Calculator

(Add level of Risk (L) to Consequence (C) to determine Risk Rating (RR))

Likelihood of Risk (L)	Consequence (C)	Risk Rating (RR)	
<b>Very likely (4) Could happen frequently</b>	<b>Extreme (4) Death, permanent disablement</b>	<b>6-8</b>	<b>High</b>
<b>Likely (3) Occasionally</b>	<b>Major (3) Serious bodily injury</b>		
<b>Unlikely (2) Could happen, but rarely</b>	<b>Moderate (2) Hospital casualty treatment</b>	<b>4-5</b>	<b>Moderate</b>
<b>Very unlikely (1) Probably never will happen</b>	<b>Minor (1) First aid only</b>	<b>2-3</b>	<b>Low</b>

# Risk Management Worksheet

Analyse, Assess and Prioritise Risks					Control the Risks			
Hazard Type	Description of the Hazard	L	C	R	Detailed Precautions/Actions/Control Measures	Ne w L	Ne w C	Ne w RR
<b>Child Protection</b>	Participants involved in child abuse or exploitation, either explicitly or implicitly.	2	2	4	<ol style="list-style-type: none"> <li>1. All team members visiting Cambodia for this tour will read and sign the LWD Child Protection Code of Conduct.</li> <li>2. The team leader will very clearly outline expectations in behaviour and conduct concerning child protection in training sessions.</li> <li>3. All staff will undergo recruitment procedures according to the LWD Child Protection Policy.</li> <li>4. Team members will always be in groups so the likelihood of abuse occurring is greatly reduced.</li> </ol>	1	1	2
	Students from overseas abused or exploited	2	2	4	<ol style="list-style-type: none"> <li>1. All adult participants from overseas will read and sign the LWD Child Protection Code of Conduct so they are clear on what is abuse or exploitation and what behaviour is expected.</li> <li>2. All adults have current criminal check certificates from their home countries prior to acceptance on the tour.</li> <li>3. In training, the team leader will very clearly outline expectations in behaviour and conduct concerning children. If any student or adult feels that any misconduct has occurred according to the LWD Code of Conduct, it should be reported immediately.</li> <li>4. Students are to always be with other team members to greatly reduce the likelihood of any abuse occurring.</li> <li>5. Students are trained in expectations about not being alone with a anyone, including staff members e.g. first aid should be administered with a third person present, staff are only to enter accommodation of students of the same gender, staff are to never be alone with a student in a closed room. Staff members are also trained in these expectations.</li> </ol>	1	1	2
	Cambodian children abused or exploited: Vulnerable children involved in activities (very young children, children with disabilities, lack of caregiver/parental supervision, children who have been displaced, children in conflict with the law, children who have experienced trauma/conflict/disasters, children living in institutions) or high risk activities (Staff or volunteers working with children in one on	2	2	4	<ol style="list-style-type: none"> <li>1. LWD staff identify these activities as high risk and carry out risk assessments.</li> <li>2. Risk mitigation strategies are put in place such as extra supervision, ensuring staff have adequate training and induction, children and their families have access to complaints reporting mechanisms and have knowledge of LWD Code of Conduct.</li> <li>3. No children are to be alone with overseas visitors at any time.</li> </ol>	1	1	2

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	one activities, remote location, accompanying children on travel, involved in personal hygiene tasks.)							
<b>Insurances – travel and medical</b>	Failure of travel insurance	2	2	4	<p>1. All participants in a UPV must have adequate travel insurance. They should carry the insurance information with them at all times. The insurance should include:</p> <ul style="list-style-type: none"> <li>• Emergency Medical Assistance and Advice</li> <li>• Evacuation or Repatriation if necessary</li> <li>• Liaison and case management with your hospital/medical provider</li> <li>• Liaison and case management with ACE Insurance</li> <li>• Pre-travel advice</li> <li>• Assistance in replacing a lost or stolen passport</li> <li>• Legal assistance</li> <li>• Assistance in tracing delayed or lost luggage</li> <li>• Verification of Medical Insurance to Medical Providers</li> <li>• Guaranteed payment of Medical Services to Providers</li> <li>• Emergency medical advice 24 hours per day</li> <li>• Assistance in arranging medical appointments and hospital admission (if medically necessary)</li> <li>• Advice and information on the location of physicians, hospitals, dentists and dental clinics worldwide</li> <li>• Delivery of essential medicine where necessary (to Insured's cost)</li> <li>• Repatriation of Mortal Remains</li> </ul>	1	1	2
<b>Passport and Visas</b>	Invalid passports or visas, loss of passports	2	1	3	<p>1. All passports must have at least six months currency on them at the time of leaving. This will be checked by tour leader.</p> <p>2. Staff, tour coordinator and travel agent will have a copy of the passports.</p> <p>3. Participants will be briefed about safe keeping of passports, and reminded by teachers to keep the passport in a safe place during transit.</p> <p>4. It is up to international group / individual to purchase visa in home country or the internet or on arrival.</p>	1	1	2
<b>Transport</b>	LWD Vehicles - 4WD and Van: possibility of traffic accident, and separation of the	2	3	5	<p>1. Qualified drivers are part of LWD safety.</p> <p>2. Seat belted vehicles are used.</p>	1	2	3

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	group				3. Numbers check maintained at appropriate times. 4. Group works/stays together as a group. 5. Where the group by necessity is divided into smaller groups, a staff member will accompany each group.			
	Travel by boat: possibility of break down, the boat sinking or someone falling out of the boat	2	3	5	1. LWD logistics coordinator to recommend a safe boat 2. All participants are to have access to a life jacket. 3. The tour leader is to feel safe and confident in the boat before the group boards. 4. The boat will be a private boat taking the group for a leisurely ride and not for public travel. 5. Staff will identify safety features of the craft and advise students accordingly.	1	2	3
	Tuk Tuk (motorbike taxi) transport could pose a risk	2	2	4	1. All tour members must keep their hands inside the Tuk Tuk at all times and bags must be held securely. 2. One teacher/leader should travel in each Tuk Tuk with either three or four students if possible. 3. Team staff should all be aware of where Tuk Tuks with students are travelling to and how long the journey is expected to take.	1	2	3
	Public transport in the city/villages: possibility of injury or group separation	2	3	5	1. Team should travel in convoy if not in one vehicle. 2. Give clear directions from staff as to destination to the driver. 3. Staff are to evaluate, as well as possible, the relative safety of the mode of transportation. Staff will opt for better, if safety is compromised. 4. Students are always accompanied by staff. 5. First aid kit is to be on hand at all times.	2	2	4
	Driving motorbike	3	4	7	1. ONLY oversea visitors who have an international motorbike licence may ride a motorbike in Cambodia. No other visitors are allowed to drive a motorbike. 3. If a visitor has the appropriate licence they must wear a motorbike helmet at all times for driving.	1	4	5
<b>Traffic Safety</b>	Traffic: possibility of injury when walking streets and crossing roads	2	3	5	1. Team will be briefed on general traffic rules (or lack of) in Cambodia. 2. Awareness of peculiar aspects of country's traffic customs. 3. Students will follow the direction of staff when crossing roads.	2	2	4

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Hazard Type	Description of the Hazard	L	C	R	Detailed Precautions/Actions/Control Measures	Ne w L	Ne w C	Ne w RR
Travelling in Cambodia	Travelling at night	2	2	4	<p>1. Some areas of Phnom Penh and Siem Reap are not considered safe at night (increased number of assaults and robberies). Staff are to take this into consideration when choosing restaurants and night activities and stay in well-lit areas that tourists visit.</p> <p>2. Restaurants around the accommodation are considered safe, as are tourist areas.</p> <p>3. The group is to stay together at all times.</p> <p>4. If individuals are travelling alone on a UVP, special care should be taken at night. Participants should be aware of their surroundings, and move quickly between places they wish to travel. Travel at night should be limited. UVP staff will recommend safe dining venues.</p>	1	2	3
Security	Landmines, terrorist activity or political unrest	2	4	6	<p>1. All participants are to read their government advice on Cambodia.</p> <p>2. Participants are to stay on paths (or obvious tourist areas) and follow the advice of LWD staff.</p> <p>3. LWD staff and group leaders are to be aware of what is happening around them and if a situation looks like escalating, they are to move the group to a different location as soon as possible.</p> <p>4. If a major event occurs, LWD staff will activate their Safety, Security And Emergency Evacuation and the team is to follow all instructions, keeping in mind to contact the group insurance company if and when applicable.</p>	1	4	5
	Luggage/ Document/Valuables: Loss or theft	2	N/A	2	<p>1. The group will clearly label their personal effects.</p> <p>2. Tour staff from overseas and individual participants will be responsible for all legal documents and keep on their possession.</p> <p>3. At least one month prior to departure, the tour coordinator will collate all legal documents for travel requirements.</p> <p>4. Team leader or individual participants must have knowledge of location of offices to replace lost travel documents e.g. embassy in Cambodia, travel documentation.</p> <p>5. LWD will do all it can to ensure the safety of belongings, including security guards, locks on door and gates and locked vehicles while tour participants have luggage there.</p>	1	1	2
	Personal Finances – loss and appropriate care of money	2	2	4	<p>1. LWD recommends all valuable items to be kept with person at all times.</p> <p>2. Especially with overnight village visits, LWD will offer team a place to lock valuables away at the LWD compound.</p> <p>3. Team members encouraged to hide money as much as possible</p>	1	2	3

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					when paying for the market or shop.			
	Personal: abuse or threat to person	2	1	3	<ol style="list-style-type: none"> <li>1. Team members always inform leader of movements for approval to avoid situations of isolation.</li> <li>2. Participants instructed not to accompany anyone not associated with the tour.</li> <li>3. Participants instructed to never walk away from the rest of the group unless there is at least one other person with them.</li> <li>4. If any threats or situations arise where students feel abuse is occurring, it should be reported to a staff member they are comfortable with and appropriate action will be taken by the staff member.</li> </ol>	1	1	2
<b>Accommodation</b>	Hotels/Hostels: threats to personal safety	2	3	5	<ol style="list-style-type: none"> <li>1. Participants are advised to use commonsense and adhere to expectations.</li> <li>2. Participants will not fraternise with the general public alone.</li> <li>3. Staff/Participants respect others privacy.</li> </ol>	1	1	2
	Villages: threats to personal safety	2	3	5	<ol style="list-style-type: none"> <li>1. Participants are to remain with the group and not wander off from staff.</li> <li>2. If any participant feels unease with their safety, they are to seek staff support immediately.</li> <li>3. Staff and participants will always sleep in close proximity as a group, respecting personal privacy.</li> <li>4. Where staff and participants are forced to bunk together, there will, where possible, be a minimum of one staff and two students, or, one student and two staff. If this is not possible, the other staff will monitor the situation to ensure safety of team members.</li> </ol>	1	1	2

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<b>Food and Water</b>	Villages / Touring: threat to health	3	3	6	<ol style="list-style-type: none"> <li>1. Participants are briefed about the conditions, food and water that they will be exposed to and appropriate measures to deal with same, e.g. <ul style="list-style-type: none"> <li>- Apply disinfectant lotion to hands prior to eating.</li> <li>- Avoid uncooked foods.</li> <li>- Supplement diet with snack foods from LWD or brought from home country.</li> <li>- Only drink sealed bottled water or sealed drinks (distributed by LWD staff) .</li> <li>- Do not use ice cubes unless you know they have been made with bottled water</li> </ul> </li> <li>2. First aid kit is on hand at all times.</li> <li>3. Treat any cuts or scratches immediately to reduce the change of infection.</li> <li>4. Only swim in the clean water as advised by LWD staff.</li> <li>5. At the end of each day in rural forested areas, conduct a full body search (ideally with a friend) to find ticks. Remove them with tweezers.</li> </ol>	1	1	2	
<b>Physical Activity</b>	Sunburn / dehydration	3	2	5	<ol style="list-style-type: none"> <li>1. The climate in Cambodia is such that tour participants/staff must continually wear protective clothing against the effects of the sun during daylight hours.</li> <li>2. Sunscreen lotion is applied regularly.</li> <li>3. Hats are worn during the day.</li> <li>4. Staff/participants should continually hydrate, particularly when working.</li> <li>5. Staff to continually reinforce and monitor hydration.</li> </ol>	1	1	2	
	Injury as a result of manual labour	2	3	5	<ol style="list-style-type: none"> <li>1. Participants will be under direct supervision of staff when working (especially with tools, e.g. hoes, rakes).</li> <li>2. Staff to monitor the activity and use their discretion on safe working distances, fatigue, hydration etc.</li> <li>3. Participants will be briefed and use common sense when engaging in an activity, e.g. harvesting rice.</li> <li>4. Participants to wear appropriate clothing.</li> </ol>	1	1	2	



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Medical Issues	Travellers up to date with vaccinations				1. Travellers must ensure that vaccinations are up to date before travel, including Tetanus, Hepatitis A and B and Typhoid. 2. The team leader / participants will ensure this information is accurate on the medical forms.			
	Participants become ill or injured due to known medical conditions (including allergies)	2	3	5	1. All participants (or parents if under 18) are to fill out medical forms, outlining medical conditions/issues they have. All staff are briefed before departure and will carry medical forms. 2. Any medical issues that arise will be managed by staff, who will decide on the best course of action. In serious situations, every attempt will be made to inform and consult parents and/or emergency contact person, stipulated on medical form. 3. Peanut oil is used extensively in Cambodian cooking. If a participant has an allergy, the staff are to ask an LWD staff member to write down the allergy in Khmer and take to all restaurants or eating places to ensure that peanut oil (or anything else that may cause a reaction) is not used. 4. First aid kit is on hand at all times. 5. Any participant on special medication will be required to notify staff before departure as a precaution; type of medication, dose, regularity and amount dispensed. 6. Special medication is to be kept with the first aid officer. 7. No activities will be undertaken that could exacerbate any known medical condition.	1	2	3
	Anti-malarial medication and precautions	2	2	4	1. LWD do not advice visitors to take anti-malarial medication as per WHO advice - that is up to the participant and their doctor. 2. Mosquito nets will be used in villages (possible malaria areas). 3. All tour participants must bring insect repellent and use regularly. 4. Tour participants will be encouraged to wear a long clothes, particularly in the afternoons when the risk is higher.  NOTE: Very rarely, a person may have a reaction to the anti-malarial medication. If this occurs, medication should cease and the team member is to use plenty of insect repellent throughout the day.	1	2	3

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	Loosing prescription medication	1	2	3	<p>1. Leaders will be aware of all prescription medication taken by participants.</p> <p>2. A letter from a GP regarding prescription medicines is recommended before leaving home for Customs purposes IF the participant has a lot of medication.</p> <p>3. If prescription medication is lost, LWD staff will escort the participant to a chemist.</p> <p>NOTE: Prescriptions are not required in Cambodia for medicines.</p>	1	1	2
	Team member requires medical help or treatment at a hospital	2	NA	-	<p>1. If an LWD team member is present, their advice should be sought immediately for the best and closest medical facility. They will help with whatever is required.</p> <p>2. If there is no LWD staff member present (e.g. in Siem Reap), the ambulance number is 119 or they can use the hotel/hostel staff. This is not always reliable, so local help may be required.</p> <p>3. Take the participant to the nearest international hospital and pay out of the leader's funds (or on credit card), obtain a receipt and claim insurance on return.</p> <p>(There are suggestions for medical facilities and hospital in the attached contact listing sheet.)</p>	2	NA	-

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Hazard Type	Description of the Hazard	L	C	R	Detailed Precautions/Actions/Control Measures	Ne w L	Ne w C	Ne w RR	
<b>Sickness Due to Major Preventable Disease</b>	Contracting a major preventable disease	2	4	6	<p>1. Participants are made aware (during training) of vaccinations required when travelling in Cambodia.</p> <p>2. One month prior to leaving, staff will check that all appropriate vaccinations have been administered.</p> <p>Diseases include: Hepatitis A, and Hepatitis B, Tetanus, Typhoid, Measles, Mumps and Rubella, Diphtheria.</p> <p>3. Staff to continually remind students about taking Malaria Tablets; before leaving and after return, parents are advised to remind student to take tablets, if they choose to do so.</p> <p>4. Completed medical forms are on hand at all times for staff to make contact with parent/caregiver/next of kin and personal GP if the need arises.</p> <p>5. In conjunction with LWD staff, participants will always have transport available to medical facilities if the need arises.</p> <p>6. Participants will always have a staff member accompanying them, whether sick or well.</p> <p>7. Comprehensive travel insurance is essential, but LWD (and group) staff have access to additional funds if required.</p> <p>8. If a teacher, staff have an understanding of the Critical Incident policy of their schools, and all tour leaders must have an understanding on Safety, Security And Emergency Evacuation of LWD.</p>	2	2	4	
<b>Post Trip Medical Issues</b>	Ill health may be experienced after the trip for several weeks	2	3	5	<p>1. It is essential for all group members to keep a note on their health after their return home and see medical help ASAP if they have any concerns.</p> <p>2. Anti-malarial drugs must be continued as directed by the physician after the group's return.</p> <p>3. Chronic diarrhoea most likely will be caused by Giardia and is unlikely to be bacterial.</p> <p>3. Any chest infection must be treated by a physician ASAP. Physicians must be made aware of the travel itinerary and any service work completed (e.g. digging in soil in the tropics).</p> <p>4. Chronic skin lesions must also be treated by a physician.</p> <p>5. Chronic urinary tract infections with blood in the urine, may be due to parasitic infestation after visiting some areas of the tropics (Schistosomiasis). This is caused by entry of the organism through unbroken skin from bodies of natural water.</p>	1	2	3	

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<b>Conduct of Participants</b>	Participants fail to behave appropriately causing risk to themselves and others	1	3	4	<ol style="list-style-type: none"> <li>Participants carry and are familiar with contents of participant Handbook which includes behavioural expectations.</li> <li>Participants sign consent forms agreeing to <b>LWD behavioural expectations (need discussion)</b>.</li> <li>Participants are made aware of cultural expectations during training, including modest dress, movements and gestures.</li> <li>Basic helpful Khmer language is learnt.</li> </ol>	1	2	3
<b>Emotional Stress</b>	Due to culture, weather, physical activity, students could become emotionally distressed	3	2	5	<ol style="list-style-type: none"> <li>Participants are aware of other's emotional capabilities from training together and have prior knowledge of each and continually monitor changes that may occur.</li> <li>Cultural aspects are researched and discussed in training. Likely difficulties are discussed as a result.</li> <li>Tour staff will work at developing friendships so a sense of team develops early and members of the group can support each other.</li> <li>The tour leader and other staff will debrief with participants each night.</li> <li>Staff have contact details of parents/care givers/emergency contact on hand if necessary.</li> <li>Tour staff will follow up on any incident with parent/care giver when trip is over.</li> <li>If a participant is travelling alone, the LWD staff will do all they can to develop a relationship where the participant will feel comfortable sharing if they are emotionally distressed.</li> </ol>	1	2	3
<b>Fire Safety</b>	Possibility of fire in accommodation, general fire in other activities, fire in food restaurants or LWD buildings	2	3	5	<ol style="list-style-type: none"> <li>General fire safety awareness: <ul style="list-style-type: none"> <li>- Identifying fire exits when entering buildings.</li> <li>- Keeping within allocation groups so as to check all participants.</li> </ul> </li> <li>Exit identification on arrival at accommodation: <ul style="list-style-type: none"> <li>- Assign a meeting point in the event of a fire evacuation.</li> <li>- Importance of a speedy, unencumbered exit.</li> </ul> </li> <li>Assessment of potential activities to prevent a fire: <ul style="list-style-type: none"> <li>- No cooking inside rooms.</li> <li>- No use of electrical items within accommodation rooms, other than generally accepted items e.g. hair dryer, radio, shaver, charging mobile phones.</li> </ul> </li> </ol>	2	2	4

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Hazard Type	Description of the Hazard	L	C	R	Detailed Precautions/Actions/Control Measures	Ne w L	Ne w C	Ne w RR
<b>Local Customs, including Photography Issues</b>	Stress involved in breaking the laws concerning photography in Cambodia	1	2	3	<p>1. Participants all briefed on inappropriate photography of children and adults.</p> <p>2. Participants instructed there can be sensitivity about taking photos of airports, key installations, (e.g. police stations – even if only incidentally in the frame) and the possibility of breaking laws of the country.</p> <p>3. Participants instructed to listen to instruction of locals and LWD staff regarding the appropriateness of taking photos.</p> <p>4. Participants trained in how to complete the photography consent form and respect all people they meet, especially children. In group situations, only the tour leader is required to sign the photography consent form.</p> <p><b>Note:</b> there may be time in the field where local police officer will take a group photo for their report. This photo will not be used for any other purpose.</p>	1	1	2
	Impolite/offensive behaviour, dress, conversation	1	2	3	<p>1. LWD staff will encourage polite behaviour and will speak to participants if they are engaging in offensive behaviours.</p> <p>2. All participants are encouraged to show polite behaviour at all times.</p> <p>3. Participants are to follow the to the <b>agreed behavioural terms</b> for UVP travel.</p> <p>2. Participants are instructed in the 'what to bring list' of appropriate clothing.</p>	1	1	2
<b>Evacuation from Country Due to Sickness</b>	Tour staff or participants fall ill, and the likelihood of regaining strength to participate in the tour is considered poor	2	2	4	<p>1. Participants/tour staff member will seek medical advice prior to evacuation.</p> <p>2. Consultation with the tour leader and emergency contact where applicable.</p> <p>3. Medical advice will be followed with relation to travel and the respective illness.</p> <p>4. A decision regarding an escort home will be decided if applicable after consultation with family.</p> <p>5. Prompt travel arrangements will be made and a carer will travel back with the sick student if required.</p> <p>6. A claim can be made through travel insurance.</p>	2	1	3

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<b>Evacuation from Country Due to Family Crisis</b>	Tour staff or participants may need to return home due to a serious family crisis	2	1	3	1. Consultation with the tour organiser and the participant's family will occur. 2. Prompt travel arrangements will be made. 3. A claim can be made through travel insurance.	2	1	3
<b>Evacuation Due to Security Issues</b>	If security was to deteriorate to an unsafe level, the team may have to evacuate the country.	1	3	4	1. Political & General Security considerations: Participants' safety is of primary concern for LWD when undertaking any UVP tour within Cambodia. A field trip will not be authorised if the LWD staff holds safety concerns that are reasonably based. 2. Tour leader will inform the relevant embassy beforehand regarding the presence of the group in the country. 3. All instruction given by the relevant Embassy will be carried out. 4. If the group must leave the country due to political unrest, the Insurer must be contacted beforehand. Where possible the Insurer will make the travel arrangements and in all cases, they will decide where to send the group. 5. The tour leader should also attempt to contact their home country to confirm the intended course of action. The associated home country organization / school / next of kin will endeavour to provide any necessary support to carry out the proposed plan. 6. A claim can be made through travel insurance.	1	2	3
<b>Conduct of tour staff on student tour</b>	Lack of appropriate supervision of students	1	3	4	1. No tobacco or illicit drugs will be used. 2. Only one alcoholic drink per day may be consumed by staff at any one time IF it is culturally appropriate and IF one staff member is not drinking. 3. Privacy is respected at all times. 4. Staff stay in close proximity to students. 5. First aid kits are at hand at all times. 6. Staff know student medical details. 7. Modest dress and appropriate language at all times 8. Staff carry and are familiar with contents of Staff Booklet.	1	2	3

Analyse, Assess and Prioritise Risks					Control the Risks			
Hazard Type	Description of the Hazard	L	C	R	Detailed Precautions/Actions/Control Measures	Ne w L	Ne w C	Ne w RR
<b>Team Leader Unable to Continue</b>	Breakdown in the tour coordination (for group UVP bookings)	2	2	4	<p>1. Temporary inability to perform duties:</p> <ul style="list-style-type: none"> <li>- Tour leader is encouraged to take the necessary time to overcome any difficulty which sees them unable to perform their normal duties.</li> <li>- The tour may be altered to accommodate for decreased leadership.</li> <li>- In the event the leader needs to be escorted to seek medical attention, the back-up tour leader will take over the role of the team leader. She/he will have a copy of all the relevant paperwork, and has been briefed for the role.</li> </ul> <p>2. Permanent inability to perform duties:</p> <ul style="list-style-type: none"> <li>- Supported by LWD, the necessary travel arrangements will be made promptly in order for the tour leader to return to home country</li> <li>- The tour leader will leave as soon as possible</li> <li>- The tour will then be led by back-up leader.</li> <li>- The tour may be altered, but the core aims of the tour will still be met.</li> <li>- Any extra financial expenses will be claimed through travel insurance.</li> </ul>	1	1	2
<b>Decision Making</b>	Breakdown in the decision-making process (for group UVP bookings)	1	2	3	<p>1. The tour leader remains the prime decision maker in the operation of the tour.</p> <p>2. Decisions are made through consultation with the other staff, and tour participants.</p> <p>3. The final decision is made by the tour leader.</p> <p>4. Staff and participants are expected to support the decision made and not undermine the successful operation of the tour.</p> <p>5. Only the tour leader it to liaise with LWD staff regarding decisions (to avoid confusion).</p>	1	1	2

# Contact Listing

## **LIFE WITH DIGNITY**

#22, Street 604, Sangkat Boeung Kak II, Khan Tuol Kork,  
P.O Box 37, Phnom Penh, Kingdom of Cambodia  
Tel: (855-23) 881 100/ 833 254/ 883 264, Fax: (855-23) 881 616  
Email: [info@lwd.org.kh](mailto:info@lwd.org.kh), Website: [www.lwd.org.kh](http://www.lwd.org.kh)

## **LIFE WITH DIGNITY STAFF MOBILE NUMBERS**

1. Ms. Ieng Kimsrien, SEIP Coordinator: 095 64 64 81
2. Mr. Sin Seang Eng, Admin Coordinator: 012 791197
3. Mr. Chhoun Vuthy, HRA Director: 012 791 201

## **Cambodian Tourist Police\***

Phnom Penh – 012 942 484, 023 724 793  
Siem Reap - 097 7780002 or 117

\* This may not be reliable. Contact Ms. Ieng Kimsrien at LWD if you have any problems.

## **Recommended Medical Services Phnom Penh**

Raffles Medical (formally known as International SOS Clinic)  
# 161, Street 51, Daun Penh, Phnom Penh  
023 216 911, 012 816 911

Community and Family Medical Clinic  
Dr Marissa Regino  
# 268, Street 63, Phnom Penh.  
012 803 610; 023 217 349

Naga Medical Clinic  
# 11, Street 254, Phnom Penh.

011 811 175; 012 767 505

Chenda Polyclinic  
# 8, Street 39, Phnom Penh  
023 355 535; 011 710 999; 012 555 898

Khema Clinic  
# 18, Street 528, Toul Kork, Phnom Penh  
092 616 113; 023 880 949

## **Recommended Medical Services Siem Reap**

Royal Angkor International Hospital  
# 593, Road 6 (Airport Road)  
063 761 888; 012 235 888 (Emergency Call)

Naga Health Care  
# 19A, Hap Guan (St.) Behind Central Market  
063 761 295; 092 793 180  
Good option for GP type medical problems

Jayavarman 7 Children's Hospital  
Charles de Gaulle (St.), Kork Chak  
063 964 803  
Mon – Sat 7am - 11:30am, 2pm – 5pm

Angkor Hospital For Children  
Achar Mean, Module 1, Svay Dangkum  
063 963 409