



BFT CENTER  
Volunteer  
Handbook

# Contents

---

Welcome note	1
Background of Cambodia	1
Founder of BFT	2
Volunteering at BFT	4
Medical	4
Teachers	5
Technology Experts	5
Advertising & Marketing	6
Social work & Counseling	6
Child Support	7
Miscellaneous	7
Cultural Sensitivity	8
Dos	8
Don'ts	8
Before you arrive	9
Free Time and Sightseeing	10
FAQ	10
General	10
Health	11
Telecommunication	11
Accommodation	11
Useful Khmer Phrases	12
Sign Up as Volunteer	13
Volunteer Agreement Form	14
Child Protection & Safeguarding Policy	16



# Welcome note

---

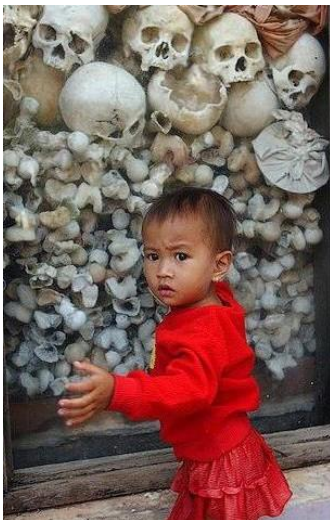
We would like to thank you for your interest in Build Your Future Today Centre (BFT Center). BFT is a local non-government organization recognized by the Ministry of the Interior and local authorities in Siem Reap, unaffiliated with any religious or political party. BFT is dedicated to providing Cambodian people with the intellectual and economic tools to be self-sufficient. BFT's vision is built upon two beliefs, firstly "Knowledge is Hope", and secondly "Peace is Development".

BFT operates in collaboration with 26 experienced and dedicated national and international staff and volunteers, including teachers, community development specialists, university students, and monks. It has active programs aimed at community educational development, child support centres, community health development, community peace building and micro financing for poor families in conjunction with business development in over 25 villages around Siem Reap.

Understanding the history and culture of Cambodia can help you understand the problems better and thus enhance your experience with us. This document serves as a guidebook for those who wish to volunteer with us.

## Background of Cambodia

---



Cambodia is located in Southeast Asia with a landmass of 181,035 square kilometres and sharing borders with Thailand, Laos and Vietnam. Following French colonization from mid-19th century, Cambodia had various revolutionary regimes. In 1975, the radical Khmer Rouge devastated the country, taking the lives of over two million people. Cambodia suffered from one of the most inhumane and violent regimes in history.

Unfortunately, removal of this murderous regime in 1979 was accompanied by Vietnamese invasion which led to a prolonged civil war. More than 30 years later, Cambodians are still suffering the effects of the Khmer Rouge and the war.

The dark times have left the society disrupted with many widows, orphans, disabled people, sickness (venereal disease, HIV/AIDS). Lack of education, poverty, unemployment, and the psychological effects of trauma such as drug and alcohol addiction, family violence, and sexual abuse of children have become common problems in the country.

Cambodia is one the poorest countries of the world and the population lives below the poverty line. Over 40% of the population is under 15 years old and 45% of the children are moderately to severely underweight. Infant and maternal mortality rates are high. More than 60% of the population is illiterate. More than 40,000 people have been injured by landmines

# Founder of BFT

---



BFT Center was established by Long Sedtha in April 2006. Mr. Sedtha's life has been an inspiration, demonstrating determination and care for his people. He experienced suffering and hardship during the Khmer rouge regime, including 12 years as a refugee at the Cambodia-Thai border camps. He then spent years volunteering for UN, and working with local hospitals before starting BFT to focus primarily on community development.

Throughout his journey he was joined by many children who had lost everything, their homes and families. Sedtha helped these children escape during the brutal regime, and together with his wife they took care of them in the camps, and ultimately brought them back to Siem Reap where they continued to care for these children. His house today is still an orphanage, as well as a school, and the focal hub for the BFT.

BFT is currently working with 25 remote villages in the Siem Reap area, each village over a 4 year cycle. These villages have approximately 250 families with an average of six children per family. This makes approximately 37,000 people benefiting from the work BFT does. The villages that the BFT choose to work with are the poorest of the poor, malnourished children, no way for parents to earn money, no water, no sanitation, and no health care.

The villages in crisis get “adopted”. BFT starts with a careful assessment which involves; BMI checking, a socio-economic baseline survey, plus other checks to give a baseline to work from. Based on what they find, they then develop a plan to bring nutrition, education, health-care, peace-building and life-skills, with the intention that within that four year cycle, the village is now healthy, educated, and able to earn money, person by person. This includes seed funding for many different small businesses, such as the lady with the cat-fish ponds, and another where sewing machines are supplied, and the ladies are making school uniforms, of course this includes basket weaving and other handicrafts.

Each village naturally has people within it who over a period of

time start to be leaders in their own communities, and trainers, passing their skills onto others within the community. Adults, children and babies are all being educated.

Sedtha is calm, patient, and works tirelessly, alongside his family. His wealth of experience and motivation to improve conditions in Cambodia is just the kind of combination that makes him a success.

# Projects at BFT

## Capacity building & livelihood

- Setup micro-finance through local village bank committee improvement  
Setup micro-finance through local village bank committee
- Help farmers club with business ideas & train in life skills
- Facilitate them to access capital investment
- Advise & monitor micro-loan repayments
- Train farmers to use fertilizers and better techniques
- Connect them with potential markets

## Health & nutrition

- Setup mother & child care center in the village
- Setup feeding program to fight malnourishment
- Train pregnant women and mothers on better health care
- Educate them on sexual health & basic hygiene
- Educate them on good nutrition
- Vaccinate all against major diseases in Cambodia
- Provide medicines & essential vitamins
- Increase use of local government health center
- Provide emergency health service to the most poor
- Setup water filters, latrines etc for better facilities

## Child Support & Learning Center

- Living support for orphans
- English & computer classes for local children
- Health care support
- Education development
- Personality development & life skills

## Education Development

- Adult literacy training in villages
- Setup schools for 0-16yrs children
- Provide school materials and uniforms
- Increase awareness about importance of education
- Train local government teachers
- Provide supplementary income to government teachers
- Setup pre-school play area and library
- Setup school gardens to increase food production

## Peace building

- Provide counselling for crisis families
- Educate all about human rights
- Provide guidance to families with child-abuse issues
- Involve local monks and senior villagers for intervention

# Volunteering at BFT

---

Volunteering at BFT can be a great and rewarding experience. It gives you an insight into the Cambodian culture and rural life, and gives you an opportunity to interact with the locals.

To get the most out of your time here, think about your main reasons for volunteering and what you would like to get out of this. Also think about your skill set, and which area you would be most suited to volunteer in.

We need volunteers in many areas; some of the common fields are below:

## Medical

Experts in the field of medicine, ranging from doctors to nurses to researchers are always needed at BFT for various initiatives below. The roles & responsibilities are very flexible, and you can choose what you would like to get involved in.

### MAIN AREAS

- Qualified nurses & doctors
- Medical students
- Medical researchers
- Experts in health & nutrition
- Dieticians, physiotherapists, ergo therapists
- Public health awareness workers

### ROLES & RESPONSIBILITIES

- Accompany BFT staff on village visit, and local schools to educate them about basic hygiene, nutrition, sanitation, sexual healthcare etc. Villages range from 11kms outside Siem Reap to 80kms.
- Train the village volunteers in basic first-aid
- Prepare new lessons if needed, and help with regular quizzes and evaluation to

make sure lessons are effective

- Help with distributing vitamins, medicines and deworming tablets in local schools
- Provide medical advice for minor ailments on village visits
- Record aid compile medical records in the village folders (BFT health care cabinet)
- Help with keeping the health care cabinet at BFT stocked up (Check expiry dates, keep it in order, stock of up on general supplies like band-aids, anti-septic creams etc)
- Provide assistance with taking villagers to the health centre in case they need extensive medical care, as the local health center is too far in most villages
- Help take BMI measurements and the feeding programs at the village mother & child care center
- Coordinate vaccinations of villagers, alongside local health center volunteers
- Help create guidelines & checklists for medical help & suggest ideas on how to improve the process

### SKILLS

You have to appreciate the language & culture barrier which may result in situations where your efforts are unable to get the results so please bring lots of motivation. Please also appreciate the limited resources that are available in places like these, and try to work with what you have and improvise where possible. It is important to remember to work within your means, and expertise i.e. only go as far as your profession allows. If in doubt, check with the BFT staff and director, or seek help from local doctors & nurses. Along with your medical expertise, you need a lot of

energy and enthusiasm to be able to work in these villages. Even though practicing in these villages is a real challenge, it is a very rewarding and enriching experience.

## Teachers

BFT has numerous teaching positions, ranging from community schools to morning & evening classes at BFT. The wide variety allows you to pick the sort of activities you are most interested in.

### MAIN AREAS

- Community schools teachers - BFT volunteers visit schools in nearby villages to assist in English classes. The government teachers have limited English knowledge, and are not capable of taking these classes themselves. However, they can usually provide translations.
- BFT English class teachers - Free classes are offered at the BFT center for children around the area. You can get involved in these, and teach in the mornings or evenings or both.
- BFT Computer class teachers - Free computer classes are also offered at BFT for various levels. You can supervise or suggest new ideas of conducting these classes
- Dance, music or art teachers - We have regular cultural gatherings for children to get involved in dance, music, art etc.
- Teaching Admin work - Recording & compiling records, and organizing classrooms

### ROLES & RESPONSIBILITIES

- Teachers are expected to prepare lessons which include writing and speaking exercises and games depending on the class they decide to teach.
- Students range from 4-16yrs old, with varied level of English proficiency.

- Follow up with a local teacher to understand the lessons being covered in the class, and carry on from there.
- Non-Khmer English teachers usually have local volunteers in the classes for translation
- Facilities in the villages are basic, so plan your lessons with limited resources for these Attend teacher meetings, and suggest ideas, or ways to improve the process
- For admin work, you can get involved in organizing the classroom, games, flash cards etc.
- Make new games with flashcards or print-outs that are sustainable, and not expensive
- Prepare tests and exams to evaluate the children's learning abilities

### SKILLS

You don't need to have prior teaching experience to teach at BFT. However, you do need to have the right motivation and enthusiasm to keep up with the classroom energy and implement new learning methods. If you are unsure of the ways of teaching, you can learn skills from our local teachers and long term volunteers. They would also be happy to walk through the curriculum with you, depending on which subjects you decide to take up. If you're visiting the villages, please be mindful of the limited resources available here, and plan your lessons accordingly.

## Technology Experts

IT experts can help us with our technical infrastructure, and also with website development. We can also use their expertise in the computer classes, and creative learning techniques.



## MAIN AREAS

- Website development
- Data storage experts
- Software engineers
- Graphic designers
- Photoshop/design experts

## ROLES & RESPONSIBILITIES

- Help with the website development, which needs to be kept up to date all the time.
- Help with central storage of documents, and village data. Suggest ways that make it easy to update, share and maintain these documents & files. Help with the computers being used at BFT, suggesting ways to keep them virus-free, and optimize their usage
- You can also help with the computer classes, and suggest creative ways of learning that involves technology
- Help with pamphlets, flyers etc if you have knowledge of graphic design, or have an extensive knowledge of software like Photoshop.

## SKILLS

You'll need basic skills in the above mentioned areas, even if it is not expert level. BFT staff has limited knowledge of technology, and can always do with a hand in their day-to-day activities. You can get involved in various initiatives here, alongside the IT tasks, depending on how much time you have available.

### Business & Marketing

BFT functions in many different areas, and advertising & marketing is key to raising awareness of these locally. We are always looking for experts in advertising and design to help us with pamphlets, flyers, posters etc for various events.

## MAIN AREAS

- Graphic designers
- Advertising experts
- Creative arts experts
- Public relations
- Business and Marketing

## ROLES & RESPONSIBILITIES

- Help with creating pamphlets, flyers, posters etc for raising BFT's profile
- BFT is developing social enterprise initiatives and we seek support in developing our business, marketing and sales skills
- Business skills are also valued at village level to assist in small business and agricultural development.
- Suggest ideas on how to raise BFT's profile and raise funds

## SKILLS

- You'll need basic skills in the above mentioned areas, even if it is not expert level. Your professional skills, mixed with enthusiasm and motivation can really make a difference at BFT. Please appreciate the language barrier with the local staff, and try to make the best of the situation. You may need to simplify the content for ease of usage by locals, but it would be greatly appreciated.

### Social Work & Counseling

One of the projects at BFT is 'Peace Building'. This focuses on reducing domestic violence, and alcohol and drug abuse. It also focuses on issues like child abuse, and trafficking. We appreciate volunteers with social work or counseling backgrounds to help us in our initiatives.

## MAIN AREAS

- Child counselors

- Human rights experts
- Peace workers
- Women rights issues experts
- People working in the field of drug and alcohol abuse

## **ROLES & RESPONSIBILITIES**

- Help the local monks with peace building initiative by counseling the family in crisis
- Provide counseling to mothers, and educate them about how children should be treated in the family, and how to reduce child abuse if they are aware of it
- Raise awareness in villages about drug and alcohol abuse issues, and how to get out from those situations Teach the villagers about basic human rights, alongside local monks
- Raise the profile of women in society by raising awareness and speaking to families

## **SKILLS**

- Along with your professional expertise and background, we expect you'll need a lot of patience to overcome the language & culture barrier, and also to overcome the reluctance of villagers to change sometimes. The local monks work closely with BFT and will be happy to provide assistance & translations where necessary. Following recent history, these issues are very common and hardly ever raised because of societal pressure. So a lot of motivation is very essential to succeed in bringing a change.

## **Child Support**

Along with being an NGO, BFT also runs an orphanage at the BFT office, which is also Mr. Sedtha's home. We hold regular children's group activities to improve their cultural skills, and involve all the children who come to BFT to take part-time English

and computer classes.

## **MAIN AREAS**

- Supervising children's group activities
- Dance, music, art experts
- Creative classes on learning extra-curricular activities
- Sports
- Team building exercises
- Group exercises to learn life skills like communication, leadership etc.

## **ROLES & RESPONSIBILITIES**

- Come up with ideas for children's activities & supervise them
- Teach them new skills in dance, music, arts, sports etc Improve their life skills by organizing cultural activities or sports days
- Suggest new ideas to BFT for on-going development
- Setup infrastructure to run these classes or programs regularly

## **SKILLS**

A keen interest in the above is all you need to get involved in this field. We obviously appreciate people with professional backgrounds in the above areas, but that by no means is a requirement. We would be happy to have volunteers who are willing to organize events, and teach our children new skills.

## **Miscellaneous**

In addition to the above, we are always looking for the following professional volunteers too:

- Construction & Carpentry – Classes at BFT and the local villages have basic structure & furniture.  
If you would like to come and help us

make it more robust, or suggest how to make it more eco-logical, please get in touch.

- Agriculture & Farming – We work with the local village farmers to improve their farming techniques, and increase their crop production. We need volunteers in agriculture and farming field to come and help us with this initiative, and also suggest new ideas.
- Administration/Office work - Volunteers are welcome to work at the office too and help with administrative tasks. This can range from helping with organizing information around the office, to help with project proposals, marketing or website content. You can also visit the villages with the medical team and supervise children’s group activities, play with them while lessons are ongoing and come up with new ideas.

## Cultural Sensitivity

---

Cambodia is a beautiful and fascinating country, with many unique cultural conventions, expectations, and traditions. By understanding the Cambodian ‘code of conduct’ and being aware of how your actions may be interpreted by others, you can engage with this culture on a deeper level, be respectful to the local people you meet, and be a great ambassador for your home country too!

This guideline is designed to explain basic cultural “Dos and Don’ts” which you should try to keep in mind as you volunteer here and travel through Cambodia.

### Do’s

- Ask before you take a photo – In Cambodia a smile is often a sign of shyness or discomfort, so don’t ever presume its okay to take a picture of someone. Ask first

- if you receive a nod along with a smile, feel free to snap away! Also remember that many Cambodians will not want their photo taken in a group of three, as it is believed that this will bring bad luck to the person in the middle.

- Cover up – Cambodians traditionally dress conservatively, so dress appropriately and show cultural sensitivity by covering your knees, shoulders, stomachs, backs, and cleavage. This is important everywhere, but especially at the temples. The temples are sacred places of worship, and although you will see many tourists dressed inappropriately here, this is considered to be extremely disrespectful.
- Take off your hat and shoes when you enter a pagoda, office, or someone’s home. If you feel that you want to, you can also make a small donation when visiting a pagoda.
- Take a bow when you meet someone, it is polite to remove your hat, bow slightly, and put your hands together in a ‘prayer’ position. This is particularly important when you meet monks and elders.
- Respect Buddhist monks – Practically anywhere that you go in Cambodia, you are sure to see Buddhist monks dressed in colored robes. The monks are highly respected within society - take an opportunity to have a friendly interaction with these interesting people!
  - Women should never touch a monk or hand anything to them; even the monk’s mother may not do so.
  - If a monk is seated, you should sit also before starting a conversation.
  - Monks are not allowed to eat after noon - be mindful by not eating or snacking around them.
- Respect for elders – Aside from monks,

elders are given the highest level of respect in Cambodia. Always acknowledge an elder's status by allowing them to control the conversation, walk first, and take the lead. When seated, you should attempt to never sit higher than the eldest person in the room.

## Don'ts

- Go too far bargaining – Bargaining is a must in the markets, and can be a lot of fun! However be polite and refrain from driving prices unnecessarily low - settle on a price that's reasonable for everyone.
- Give in to frustration – Many Cambodians will become embarrassed and uncomfortable if you lose your cool, as this is not socially acceptable in Cambodia. They may even smile out of awkwardness, which can make the situation more confusing. Keep calm!
- Touch anyone's head, including children and especially elders. The head is considered to be the most sacred part of the body, and it is very rude to touch someone else's.
- Point at another person with your finger – Pointing with your index finger is considered rude. Instead, gesture with your right hand palm-up.
- Show the soles of your feet – The soles of your feet should never be pointed towards anyone, particularly the Buddha. This is because feet are considered to be the dirtiest part of the body. Hug or kiss in public – Cambodia is very conservative when it comes to physical displays of affection. Hugging or kissing in public will make people feel very uncomfortable.
- Be afraid to ask questions – If there's something you don't understand, a convention you're unsure of, or a subject you'd like to learn more about, just ask!

# Before you arrive

---

## Insurance

Insurance cover is a necessary condition to become a volunteer. On arriving at the project, you will be asked to show evidence. Check that coverage includes 'in case of hospitalization' and 'in case of accidents on two wheels'.

Make sure to obtain liability insurance for your time abroad too.

## Passport/ Visa

Please check with the Cambodian Embassy in your home country as to visa options: 1) before you leave, 2) visa on arrival, or 3) an e visa (electronic). Do not apply for an e visa if you require an extension in-country.

All travelers are required to submit the Cambodia e-arrival card within 7 days before their arrival in country. Please see the link for the details: <https://www.arrival.gov.kh/>

For visa on arrival, you will need to have a valid passport with at least 6 months beyond date of return and several blank pages. You may be required to show you have a return airfare. You will need USD cash for the visa payment. (approx. \$30-35 USD)

To volunteer for an extended time, it is advisable to choose a business visa. Both tourist visas and business visas can be extended in-country via one of the local tour operators that send it to Phnom Penh for extension. Costs are generally 45 USD (but bargain!)

## Vaccinations

Check with your local doctor before arrival all the vaccinations you need. Some vaccinations can require up to a month to complete the course, so check the details well in advance

to make sure you are protected against common diseases.

## What to Pack?

For your time on the project we recommend you to bring the following things:

- First aid kit – we recommend you include bandages/diarrhea tablets/ betadine /plasters/ ibuprofen.
- Toiletries – bring enough for your first days. Most things such as toothpaste, shampoo and soap can be bought here locally.
- Insect repellent that contains DEET. Consult your local doctor about whether or not to take malaria medication.
- Mosquito net – Preferably impregnated with Pyrethrin. Most guest houses provide a mosquito net but not all.
- Prescribed medication – If you are on any prescribed medication, bring enough to complete the duration of your time in Cambodia.
- Sun block – the sun is strong and hot especially in the high season.
- Rain jacket + closed shoes – In the rainy season it will pour almost every day. It might be convenient to bring a rain jacket and closed shoes as paths get very muddy.
- Hand sanitizer – you will probably work in distant villages where hygiene is not what is supposed to be, it is good to clean your hands with the sanitizer after a village visit and before eating.
- Toilet paper – although easy to find, it is good to have a roll with you all the time as most toilets do not provide it, especially in the villages.
- Clothing – travel light. You will be

able to buy all forms of clothing (especially light, summer wear) once you are here. Bring a couple of long sleeve shirts and trousers for protection against the evening mosquitoes.

- Mobile phone/charger – Please make sure your phone is ‘unlocked’ before you arrive. You can buy a local SIM card (About \$5) to reduce your costs.
- Plug converter – plugs in Cambodia are 230V AC with two flat-pins. Bring a universal plug converter with you.

## Free Time and Sightseeing

---

As a volunteer you can plan your own schedule. Usually the weekends are a great chance for you to chill out and relax, or to get out and see some of the local sights. There is a lot to see in Siem Reap and the rest of Cambodia. Here is a list of some recommended activities.

- Angkor Wat – about 7kms outside Siem Reap. Just hire a Tuk Tuk and head for Angkor Wat before sunrise and explore the other temples during the day. One day passes cost 20USD. A Tuk Tuk for half a day will cost you less than 10 USD.
- Local pub quizzes – every week there is a pub quiz in ‘The warehouse’, one of Siem Reap’s bars. The profits of this evening go to one of the local NGO’s. It is also a chance to meet other people living and working in Siem Reap.
- Cooking classes – Various restaurants and hotels offer cooking classes in Siem Reap. This is a great way to spend a weekend, and enjoy the delicious food.
- Cinema – There is a tourist cinema in town center with privates for about \$4 per

person. You can choose the movie you want to see.

- Cultural shows – There are some bars in town center that offer free apsara dance shows. There are also some paid shows that you can book through local travel agents.
- Tonle Sap lake – this lake is only 15 km from Siem Reap. It is a protected lake and well worth a visit.
- Phnom Penh – 8 hour bus ride will take you to the capital of Cambodia. This big city offers everything, good food, nice people and a bustling nightlife. Furthermore we advise you to visit the Killing Fields and S21 prison to gain a better understanding of Cambodian history.
- Prasat Preah Vihear – this monumental site is the cause of disputes between Thailand and Cambodia. The Angkorian temples are situated high on a mountain and the view is amazing.

Make sure to check the political situation before you plan your trip.

## FAQ

### General

How do I get in contact with other teachers?

The best way to get in contact with other staff of BFT is by joining the internal BFT Facebook group “BFT Center Staff & Volunteers (internal)” (<https://www.facebook.com/groups/bft.internal>)

### How can I support BFT?

BFT Center has a Facebook page ([facebook.com/ BFTCenter.Cambodia](https://www.facebook.com/BFTCenter.Cambodia)). So the easiest thing to support BFT is to “like” the page and to share it with your friends.

Useful websites and Facebook groups

- BFT Center Website; [Build Your Future Today - Cambodia Community](#)
- BFT Center Staff & Volunteers [facebook.com/groups/bft.internal](https://www.facebook.com/groups/bft.internal)  
To discuss ideas, create events.
- Expats and locals living in Siem Reap: [facebook.com/groups/siemreap](https://www.facebook.com/groups/siemreap)
- Siem Reap Discounts & Promotions; [facebook.com/groups/152209054955460](https://www.facebook.com/groups/152209054955460)  
Discounts and promotions of local restaurants and shops

### Do I have to pay to volunteer?

Every \$ counts at BFT. We ask you to contribute \$150 USD to the cost of managing and supporting your placement with us.

You will also have to cover your own accommodation, food and transport costs. If you stay in our villages, we will arrange with locals for rural accommodation in convenient locations within short walking distance to your volunteer work, school etc. - the cost of this is very small. For other programs you would stay in Siem Reap town.

## Health

### How is the tap water quality in Siem Reap?

It is not recommended to drink tap water in Siem Reap, however many people use it to brush their teeth and do not have any problems. Bottled water is easily available everywhere.

### Is it safe to drink water with ice cubes?

Most volunteers use the ice cubes in their drinks and do not have any problems. If you want to be on the safe side, avoid them.

### What are good places to eat?

Breakfast and lunch can be bought on the streets, there are numerous street vendors

selling breads, rice, noodles, soup, etc. the stalls often have a place to sit and eat your food with locals.

Dinner can also be enjoyed on the street. Just look around for a stall with lots of customers (then you know it is good). Around the Old Market, Pub Street and the Night Markets, there are lots of good restaurants.

Some of our favorites include:

- Fried bread with sesame seeds on the corner behind Wat Poh Lanka towards BFT
- Belgian waffle stand, cross the bridge in front of Wat Poh Lanka, go to the right. It is on your left hand just before you reach the market
- Skewers - go to the right and right when you come out of the office it is approximately at 300 meters on your left hand.
- Khmer taste restaurant, Sok San Road, good and cheap Khmer and Western food
- Dragon soup restaurant, pub street, the best Vietnamese Pho in Siem Reap
- Golden Palm BBQ restaurant, street behind pubstreet, good, cheap and fast BBQ restaurant
- HAVEN and Spoon restaurants have very good food and all for a good cause. (make a reservation in advance)

### **Where can I find a...**

- Hospital Go to the Royal Angkor International Hospital. It is in the direction of Siem Reap airport. [www.royalankorhospital.com](http://www.royalankorhospital.com)
- Pharmacy The “U Care” pharmacies seem to be safe, importing the medicine from the United States. With the other pharmacies you cannot be entirely sure where the medicine comes from and if it’s

trustworthy.

## **Telecommunication**

### **How can I get a SIM card for my mobile phone?**

A Cambodian SIM card is cheap (5USD) and easy to get. There are several mobile phone service providers: Cellcard, Smart and Metfone to mention a few.

### **WIFI Access?**

There is wireless internet in many guesthouses and restaurants in Siem Reap, mainly free of charge. Also BFT has WiFi. The password is: password

### **Where can I find documents made by staff and previous volunteers?**

BFT has a Google docs account. Please ask for the password or have a look in the volunteer handbook folder which can be found in the office.

## **Accommodation**

### **Guesthouses:**

- Sam So Guesthouse, Wat Bo area, [www.samsoguesthouse.com](http://www.samsoguesthouse.com)
- Bun Kao Guesthouse, Wat Bo area, [www.bunkaoguesthouse.com](http://www.bunkaoguesthouse.com)
- European Guesthouse, Wat Bo area, [www.european-guesthouse.com](http://www.european-guesthouse.com)
- Sok San Angkor Garden, Sok San Road, Center, [www.soksanangkor.com](http://www.soksanangkor.com)
- Garden Village Guesthouse, End of Sok San Road, Center, [www.gardenvillageguesthouse.com](http://www.gardenvillageguesthouse.com)

### **Renting an apartment or house:**

If you intend to stay for a long time please talk with our staff about possibilities.

## Useful Khmer Phrases

<b>ENGLISH</b>	<b>KHMER</b>
<i>Hello</i>	Suestay
<i>Thank you very much</i>	Suestay
<i>Goodbye</i>	lee houy
<i>Yes</i>	jaah (women), baat (men)
<i>Excuse me/sorry</i>	sohm toh
<i>How are you</i>	sok saabai day
<i>I am fine</i>	soc saabai
<i>Did you sleep well?</i>	sokben loar ta yob megn
<i>Check/bill please</i>	sum kit luy muy
<i>Good</i>	sum kit luy muy
<i>How do you do</i>	chom reb sou
<i>Good (food)</i>	Chennai
<i>Ice</i>	tuk kor
<i>Water</i>	Tuk
<i>Hot</i>	Graow
<i>Turn left/right</i>	botch weng/ssdam
<i>Go straight</i>	touw trahng
<i>Where is the...</i>	nouw ey naa ...
<i>I would like...</i>	knyom sohm...
<i>Stop</i>	Chob
<i>How much is it?</i>	klei pod man?
<i>Cheap</i>	Tow
<i>Can you make it cheaper</i>	bang choo dom lie baan tae
<i>So expensive</i>	oi clinena
<i>On time</i>	dar pale
<i>Big</i>	tom tom
<i>Small</i>	tik tik
<i>Butter</i>	burr



## Sign Up as Volunteer

---

To request a placement as a volunteer please fill out the forms on the website and we will get back to you as soon as possible. If you have any questions, please don't hesitate to get in touch with us through our website, and we will be happy to answer them.

When you start as a volunteer at BFT we will ask you to fill out the forms on the next pages once you get to our office.

- Volunteer Agreement Form
- Child Protection & Safeguarding Policy
- Criminal Record Certificate
- Travel/health & liability insurance documents
- Passport copy



## Build Your Own Future Today Center

About 200m behind Wat Polangka, # 0280, Group 7, Slakram Village and Commune, Siem Reap Province Tel: (855) 012 940 669 | 016 828 492

Email: [lsedtha@buildyourfuturetoday.org](mailto:lsedtha@buildyourfuturetoday.org) | [info@buildyourfuturetoday.org](mailto:info@buildyourfuturetoday.org) | [www.buildyourfuturetoday.org](http://www.buildyourfuturetoday.org)

# Volunteer Agreement Form

Please fill out this form with the necessary information about yourself. Your data will not be published anywhere and is collected for your own safety and the safety of the children at Build Your Future Today (BFT).

### PERSONAL INFORMATION

Surname, First name: \_\_\_\_\_

Date of birth (mm/dd/yyyy): \_\_\_\_\_

Male

Female

Profession: \_\_\_\_\_

Volunteer as: \_\_\_\_\_

### CONTACT DETAILS

Email address: \_\_\_\_\_

Primary phone number: \_\_\_\_\_

Secondary phone number: \_\_\_\_\_

Address in Cambodia: \_\_\_\_\_

Address in home country: \_\_\_\_\_

### TRAVEL DOCUMENTS

Passport number: \_\_\_\_\_

Issuing country: \_\_\_\_\_

Nationality: \_\_\_\_\_

Cambodian Visa number: \_\_\_\_\_

### EMERGENCY CONTACT

Primary person name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Secondary person name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Insurance information: \_\_\_\_\_

Emergency number: \_\_\_\_\_

Build Your Future Today Center (BFT) is pleased that you are joining the staff at BFT from \_\_\_\_/\_\_\_\_/\_\_\_\_ until \_\_\_\_/\_\_\_\_/\_\_\_\_.



## Build Your Own Future Today Center

About 200m behind Wat Polangka, # 0280, Group 7, Slakram Village and Commune, Siem Reap Province Tel: (855) 012 940 669 | 016 828 491

Email: [lsedtha@buildyourfuturetoday.org](mailto:lsedtha@buildyourfuturetoday.org) | [info@buildyourfuturetoday.org](mailto:info@buildyourfuturetoday.org) | [www.buildyourfuturetoday.org](http://www.buildyourfuturetoday.org)

---

It is advised that all expatriate volunteers register with their Country's embassy before arriving in Cambodia. BFT will keep volunteers informed about political changes and emergencies in Cambodia by email or phone. In the event of an emergency, expatriate volunteers will be advised whether to stay in Cambodia or evacuate the country. If you must leave the country, BFT will assist with travel arrangements.

BFT will provide security within the center; however, BFT assumes no responsibility for the safety of volunteers while he or she is in Cambodia. It is a requirement that all volunteers have medical evacuation insurance. A copy of your insurance card/confirmation will be kept on file at BFT.

If the terms are acceptable to you, please sign and return this volunteer agreement. We look forward to working with you. I accept the terms and conditions contained in this letter.

Volunteer's Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

Director's Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

# BFT Safeguarding & Child Protection Policy

## Introduction

BFT Cambodia is committed to the safety and well-being of all people who come into contact with our organisation and work, especially children and vulnerable adults. BFT is committed to the rights and protection of all people regardless of their age, nationality, religion or political beliefs.

We take our duty of care responsibilities seriously, ensuring that BFT Centre maintains a safe, nurturing and happy environment for all people, staff, students and children in our care. We recognise that any person working with children or vulnerable adults has a particular position with regard to their power and influence and we work diligently to prevent any abuse of this position.

This policy aims to raise awareness around safeguarding and child protection issues, provide clear guidelines for recruiting people who work for or support BFT's operations, and outline staff training procedures and clear incident reporting guidelines.

## Principles, Values and Beliefs

Our core principles are:

- Creating a safe environment, particularly for children, is a shared responsibility of all in BFT
- Strong leadership is essential to set organisational culture and accelerate change. Therefore all leaders need to set clear expectations and model respectful behaviour in their interactions at work.
- BFT particularly recognises that gender, disability, age, sexual orientation and poverty have powerful intersection points with power imbalances at play. This increases the likelihood of Sexual Exploitation, Abuse and Harassment (SEAH).
- Abuse will not be tolerated in any form.
- BFT has zero tolerance to inaction when it comes to sexual exploitation, abuse and harassment of children or adults.
- Survivor centred: we respect the safety, wishes and interests of the survivor first above all other considerations
- We are committed to address gender inequality and other power imbalances.

By implementing the practices listed below our main goal is to protect the children and vulnerable people who engage with BFT from incidents of misconduct or inappropriate behaviour whilst also protecting our employees, volunteers, partners and others supporting BFT's programs.

BFT Cambodia will not engage a person if they are deemed to pose an unacceptable risk to children or vulnerable adults.

## Policy Scope

This policy applies to all BFT Cambodia's employees, national and international volunteers including Board members, sponsors, visitors, contract workers and implementing partners.

## Definitions

Below are definitions that are important for BFT Cambodia's Safeguarding Policy

**Safeguarding:** Actions, policies and procedures that create and maintain environments to protect people from exploitation, harm and abuse.

**Child:** The term child or children includes all persons under the age of eighteen (18) years.

**Vulnerable Adult:** Those aged over 18 years who identify themselves as unable to care for themselves/protect themselves from harm and exploitation; or who, due to their gender, mental or physical health, disability, ethnicity, religious identity, sexual orientation, economic or social status, as a result of disasters and conflicts, are deemed to be at risk.

**Survivor:** A person who has experienced sexual exploitation , abuse or harassment (SEAH) or had attempted SEAH against them.

**Worker/Employee:** The term worker or employee (in country or overseas) includes both paid and unpaid persons who are engaged to undertake work for BFT.

**Partner Organisations:** Any organisation BFT works with to deliver its programs.

**Service beneficiaries:** Any persons, children or adults who benefit from the work of BFT.

**Physical Abuse:** the use of physical force, including hitting, shaking, punching, kicking, burning and poisoning, that causes harm to a person.

**Emotional Abuse:** Emotional injury when the child is not nurtured or provided with love and security, such as an environment of constant criticism, belittling, and persistent teasing from an employee or any other person who comes in contact with BFT. This includes both direct verbal and online abuse.

**Child Neglect:** Failure to provide a child with his or her needs essential to their development and wellbeing, such as adequate and healthy food, water and accommodation, when it is possible to do so.

**Child Labour:** any exploitation of a child through any form of work that deprives children of their childhood, interferes with their ability to attend regular school, and is mentally, physically, socially or morally harmful.

**Sexual Exploitation, Abuse and Harassment (SEAH):** occurs between a child or an adult and can occur between people of the same or different genders. It includes situations such as:

- Sexual exploitation and abuse
- Sexual harassment
- Child sexual abuse and exploitation
- Women and men sexually exploited through sex work
- Possessing, controlling, producing, distributing, obtaining or transmitting sexually exploitative images of adults or children
- Possessing, controlling, producing, distributing, obtaining or transmitting photos or images that may not be explicitly sexual in nature however could be deemed sexual in nature if for instance the image would likely cause offense, humiliation or intimidation to the subject of the image.

**Sexual Exploitation:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, or for other personal or financial advantage. Includes benefiting socially or politically from the sexual exploitation of another or producing, obtaining or distributing child or vulnerable adult exploitation material.

**Sexual Abuse:** The act or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions of a child or vulnerable adult.

**Sexual Harassment:** Any verbal or physical conduct or any conduct of a sexual nature that is unwelcome, uninvited and not reciprocated.

**Child Exploitation:** using children for profit, labour, sexual benefit, or for other personal or financial advantage.

**Survivor:** A person who has SEAH perpetrated against him/her/them or an attempt to perpetrate SEAH against him/her/them.

## **Local, National and International Laws and Policies**

BFT Cambodia will abide by all laws and policies implemented by the Government of Cambodia and international organisations. In the past decade, the Royal Government of Cambodia has made significant advancements in the protection of children's rights. However, no specific Cambodian laws protecting the rights of children are in place at this time.

**UNICEF:** UNICEF is a critical organisation in analysing and reporting on the rights of children in Cambodia.

**UN Convention on the Rights of the Child:** Article 19 provides for protection of children in and out of home.

**Employee Contracts:** All employees & volunteers working with BFT Cambodia are required to read and sign the Code of Conduct and Safeguarding Policy documents. Employment/Volunteer contracts will contain a clause advising that workers can be suspended, transferred or dismissed from their employment if they are under investigation for, or have breached, the Safeguarding Policy or the Code of Conduct.

**Safeguarding Training for BFT Cambodia Employees:** Discussion of BFT's Code of Conduct and Safeguarding & Child Protection Policy is included in the staff induction training package. This will include an educational session on cultural competence, information on how to distinguish signs of abuse, an outline of the incident reporting process, and who to contact with questions about safeguarding and child protection..

All employees will be given refresher training every two years.

## **Safeguarding & Child Protection Code of Conduct**

BFT Cambodia is fully committed to protecting children no matter what gender, age, ethnicity, disability, sexual orientation, religion, family or social background, from harm. BFT Cambodia has a zero tolerance for child abuse. It is essential for employees to adopt and adhere to work practices that not only ensure the safety of children but also minimise the possibility of allegations of child abuse and neglect being made against them. Where allegations are made against an employee, BFT has a responsibility to investigate these immediately. BFT Cambodia will:

- Treat all people including children and vulnerable adults with respect.
- Not use language or behaviour towards children or vulnerable adults that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Wherever possible ensure that another adult is present when working with children or vulnerable adults.
- Not invite unaccompanied children or vulnerable adults into private residences unless they are at immediate risk of injury or in physical danger.
- Not sleep close to unsupervised children or vulnerable adults unless absolutely necessary.
- Not use any physical punishment on children or vulnerable adults.
- Not hire children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for educational or recreational activities, or which places them at significant risk of injury.

- Comply with all relevant local legislation, including labour laws in relation to child labour.
- Immediately report concerns or allegations of exploitation, abuse and/or policy non-compliance in accordance with appropriate procedures.
- Never use any computers, mobile phones, video cameras, cameras or social media to exploit or harass children, or access child exploitation material.

BFT Cambodia will ensure that information or images of children or vulnerable adults are never used in a way that places the person at risk or compromises their safety or dignity. When photographing or filming a child or vulnerable adult or using their images BFT Cambodia employees will:

- Ensure local traditions or restrictions for reproducing personal images are adhered to before photographing or filming.
- Obtain informed consent from the child or vulnerable adult, and parent or guardian of the child before photographing or filming a child.
- Ensure photographs and videos present people in a dignified and respectful manner and not in a vulnerable or submissive manner. Children must be adequately clothed and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts.
- Ensure that a child or vulnerable adult's identity is not revealed when sending images electronically or in published form.

BFT Cambodia respects the confidentiality of information regarding a person's health, family background and personal histories. This private information will only be accessed by authorised staff on a need to know basis.

Child friendly information will be provided to children to ensure children understand about safety and protection and feel comfortable speaking to someone if they have any concerns. Children will be made aware of an independent adult to whom they can refer any concerns. They will be encouraged to say at any time what they find acceptable and unacceptable in the way they are approached by an adult or other young people.

### **Incident Reporting and Response Procedures**

All BFT Cambodia employees and other people associated with BFT must report any concerns for a person's safety, allegations of abuse, or allegations of a breach of this policy. Failure of an employee to report a suspected abuse may result in criminal liability and/or termination of employment. When responding to concerns or allegations of harm or abuse the ultimate guiding principle will be the best interests and well-being of the person or people involved.

A person, adult or child, who reports concerns, or claims to be the subject of abuse will be protected, taken seriously and treated with respect. He or she will be reassured that they are not to blame and will never be treated in a way that might cause harm or embarrassment. BFT will immediately remove the person from an abusive environment and seek medical treatment and/or counselling for any injuries.

**What to report:** Report any concerns of allegations of abuse, exploitation, or any alleged breach of this policy. An incident may be disclosed to you by a child, vulnerable adult, parent or legal guardian, another employee, or external party. A disclosure of harm occurs when someone, including a child, confides in you about harm that has happened or is likely to happen. Phrases that may start the conversation include:

- I think I just saw..
- Somebody told me that..
- Just think you should be aware that..
- I'm not sure what I want to do...

How to Respond: When receiving a disclosure of harm:

- Remain calm and find a private place to talk.
- If the abuse is being reported by a child or vulnerable person, let the person take his or her time, and allow the person to use or her own words. Reassure the person that it is the right thing to tell you.
- Don't promise that you'll keep the harm a secret. Tell them they have done the right thing in telling you but that you'll need to tell someone who can help keep them safe.
- Only ask enough questions to confirm the need to report the matter. Probing questions can cause distress, confusion and interfere and obstruct later enquiries.
- Do not attempt to conduct your own investigation or mediate an outcome between the parties involved.
- Don't confront the person who has allegedly harmed the child.
- Let the reporting child know what you will do next.

Who to report to: any abuse that is noticed is to be immediately reported to the Founder of BFT, the BFT Cambodia Social Worker and the Program Director.

When to report: Any abuse that is noticed should be reported immediately, or at a maximum within 24 hours of the incident.

How to report: Reports should be submitted via email. The email should include:

- the nature of the purported abuse
- the names of the person reportedly abused and the name of the abuser
- the relationship between the person and the abuser
- the date the incident occurred
- where the incident occurred
- the names of any witnesses

The parent or guardian of the child or vulnerable person will be notified.

BFT Cambodia will fully cooperate with the investigation of the incident by civil authorities. Any person found guilty of the alleged abuse or misconduct will be removed from their position and will no longer be permitted to work or interact with BFT Cambodia. Where the perpetrator is a non-Cambodian citizen, the person's home country embassy will be contacted and advised of the abuse.

BFT Cambodia will provide appropriate trauma counselling for the person in question.

## Declaration

I confirm that I have read and understood this policy and understand that it is my responsibility to report any occurrence which leads me to suspect that this policy may be being breached. I understand that if I am found to be in breach of this policy it will result in disciplinary action or dismissal and any allegation will be thoroughly investigated in conjunction with the relevant authorities and prosecuted to the full extent of the law including but by no means limited to notifying the national embassy or any other relevant authority. I declare that I have never been accused, investigated cautioned or convicted of any offence, including any element of physical, emotional or sexual abuse of a child.

Volunteer's Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

Director's Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_