

Operation Groundswell

Regional Risk Assessment

Operation Groundswell requires all Regional Directors to complete and maintain up-to-date Risk Assessment for their region. These are used to inform program design and development, pre-trip planning and preparation, as well as Program Specific Risk Assessments

Program Region: Thailand and Cambodia

Date of Assessment: December 20, 2017

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Regional/National Emergency contacts:

Please list phone numbers (add names and addresses if known), for relevant regional/national emergency services.

General Emergency:

- Thailand

911 (national emergency phone number). This has been the emergency number since 2015, though many people still use the previous **191**. For ambulance and rescue call **1554**.

- Cambodia

117 or **118** (police) **119** (medical services).

Fire:

- Thailand: **199**
- Cambodia: Cambodia does not have a national fire emergency number.
Phnom Penh: 023 723 555 1
Siem Reap: 063 760 133

Police:

- Thailand: **191**
- Cambodia: **117** or **118**

Tourism Police:

- Thailand: **1155**
- Cambodia: Phnom Penh is **012 942 484** and Siem Reap **012 402 424**.

Canadian embassy phone number and address:

- Thailand

Phone: +66 2 636 0541 1990

Address: Abdulrahim Bldg., Rama 4 Rd., Khlong Toei, Bangkok, 10110; Thailand (accessible from MRT station Si Salom)

- Cambodia

Phone: (+855) 23 430 811

Address: 27-29 Street 75, Sangkat Srah Chak, Khan Daun Penh, Phnom Penh, Cambodia

American embassy phone number and address:

- Thailand

Phone: +66-2-205-4000

Address: 120/22 Wireless Road, Bangkok, Thailand 10330 (accessible from BTS station Rachadamri)

- Cambodia

Phone: +855 23 728 000

Address: #1, Street 96, Sangkat Wat Phnom, Khan Daun Penh, Phnom Penh

Other in-country contacts:

See Regional Report for a comprehensive list of contacts in each location we travel to. Our partners are our most valuable resource in terms of being aware of safety and risk, mitigation, and, most importantly, coordination if quick responses are necessary.

National Travel Warning:

Country: Thailand

Exercise normal security precautions	Exercise high degree of caution	Avoid non-essential travel	Avoid all travel
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Details of warning:

There is no nationwide advisory in effect for Thailand. However, you should [exercise a high degree of caution](#) due to ongoing political tensions and sporadic demonstrations in Bangkok and elsewhere in the country. See [Security](#) for more details.

Regional Warning:

Location(s): Southern provinces of Narathiwat, Pattani, Yala and Songkhla

Exercise normal security precautions	Exercise high degree of caution	Avoid non-essential travel	Avoid all travel
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Details of warning:

Foreign Affairs, Trade and Development Canada advises against all travel to and through the far southern provinces of Narathiwat, Pattani, Yala and Songkhla (including the city of Hat Yai). These provinces have been experiencing criminally and politically motivated violent incidents. See [Security](#) for more information. Regional Advisory for the southern provinces of Narathiwat, Pattani, Yala and Songkhla: Foreign Affairs and International Trade Canada advises against all travel to and through the far southern provinces of Narathiwat, Pattani, Yala and Songkhla (including the city of Hat Yai). These provinces have been experiencing criminally and politically motivated violent incidents. Consult the Security tab for more information.

Travel Health Notice – Zika Virus

The Public Health Agency of Canada has issued a Travel Health Notice for the Global Update: Zika virus infection recommending that Canadians practice special health precautions while travelling in affected countries. Pregnant women and those considering becoming pregnant should avoid travel to Thailand.

Country: Cambodia

Exercise normal security precautions	Exercise high degree of caution	Avoid non-essential travel	Avoid all travel
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Details of warning:

There is no nationwide advisory in effect for Cambodia. However, you should [exercise a high degree of caution](#) due to an increase in thefts, robberies and other opportunistic crimes.

General Threats:

Please list any threats that are general to the region and the control measures that can/will be used to minimize them.

	Potential Hazards	Procedures to Minimize Risk
Security Risks		
Crime	<ul style="list-style-type: none"> • Violent crime against foreigners occur occasionally, mostly in touristic areas and resulting from drunken altercations. • Opportunistic crimes are more common. 	<ul style="list-style-type: none"> • Do not leave bags unattended. Ensure that your personal belongings, passports and other travel documents are secure at all times, especially in tourist areas, crowded markets, and bus or train stations. Be aware and alert! • Participants should be made aware not to display wealth openly, carry too much money on their person, and avoid travelling alone at night altogether (no matter the location).
Theft	<ul style="list-style-type: none"> • Thieves sometimes use razors to slit open purses or bags to remove the contents. • Thefts have been reported on the buses and vans that provide transport services (mostly on overnight buses in Thailand). Personal belongings, including passports, have been stolen from luggage compartments under buses, especially on long distance journeys • Theft of passports and valuables (phones or cameras) are common. 	<ul style="list-style-type: none"> • Use only reputable transportation companies. • Remind participants to be vigilant and aware of their surroundings. Keeping passport in a secure location. Don't keep too much money. • Be especially aware when in tuk tuks or on the back of motorbikes, and don't leave bags or purses hanging or unguarded.
Scams and Fraud	<ul style="list-style-type: none"> • Most scams are minor and include things like the "gem shop scam" where tuk tuk drivers will offer you a very low fare only to take you to a 	<ul style="list-style-type: none"> • Basically, try not to fall for it ... give participants a run down on common scams to watch out for • Minor scams, like gem shop, are no big deal and most backpackers usually laugh

	<p>gem shop as opposed to your destination.</p> <ul style="list-style-type: none"> • Overly friendly strangers may try and schmooz people to make a “local friend” and in the end ask for money. • Expected bribe at Poi Pet border crossing and corrupt officials. 	<p>looking back at it</p> <ul style="list-style-type: none"> • Most scams are fairly easy to avoid and when the delinquents pick up on the fact that we know what’s going on they generally don’t get too pushy and we can move • Generally, finding people to trust (like reliable tuk tuk drivers) is a good idea for larger groups. • If border officials demand a bribe in order for the group to pass through and use pre-arranged transportation, then pay the bribe. Do not argue with them.
Political Demonstrations , marches, and strikes	<ul style="list-style-type: none"> • There is a very low likelihood of major demonstrations in Bangkok or elsewhere in the foreseeable future due to the repressive government, though still need to follow events. • National elections are scheduled for next year. Protests and demonstrations may occur. 	<ul style="list-style-type: none"> • Monitoring news and local sources. • Discussing respect and les majeste laws with the group • Any protest or demonstration areas will be avoided completely.
Transportation	<ul style="list-style-type: none"> • Tour operators may overcharge and provide subpar transportation. • Pick Up trucks and songhtaews. People often enjoy sitting in the back of pickups or dangling of the back of songhtaews. This is dangerous on hilly roads or roads in a bad state. 	<ul style="list-style-type: none"> • Go to reliable booking agents that we know personally or book directly with bus companies whenever possible. • When on pickup trucks or songhthaews, making sure people are sitting safely and not in danger of falling off.
Social Risks		
Dual Citizenship	<ul style="list-style-type: none"> • Are there implications in these countries? 	<ul style="list-style-type: none"> • N/A
Local Laws	<ul style="list-style-type: none"> • PL’s may be perceived as being “tour guides” in Thailand, which is against the law for a foreigner. • Heavy fines and prison 	<ul style="list-style-type: none"> • PL’s need to be careful not to attract too much attention from any officials and never identify themselves as guides or of the sort. • As per OG policy, no smoking of

	<p>terms for possession, use, or trafficking of illegal drugs.</p>	<p>marijuana or doing other drugs allowed on trip. Anyone caught doing so will be sent home. Laws in Thailand can be very harsh.</p>
Sexual Assault	<ul style="list-style-type: none"> • The biggest worry for this is slipped date rape drugs at notorious parties like the full moon party on Koh Phanang. It is a general concern in busy clubs and bars. • In the countryside, there have been issues of intoxicated community members making attempts at participants. 	<ul style="list-style-type: none"> • On night outs, remind people to keep an eye on their drink, don't accept drinks from strangers, and not to be too excessive in general. • Make sure, that PLs and Partnering staff are in close proximity to participants at night.
Religious Holidays	<ul style="list-style-type: none"> • Religious holidays in Thailand are generally peaceful and fun 	<ul style="list-style-type: none"> • N/A
Cultural Customs	<ul style="list-style-type: none"> • Heated situations should be avoided. Raising ones voice, trying to exert dominance in a situation of disagreement, and in general challenging social hierarchy may lead to issues. • Sensitivity surrounding appearance: Dress and religious behaviour (temples and monks) 	<ul style="list-style-type: none"> • Inform people about proper cultural behaviour and keeping their cool. • Making participants aware of how to dress/behavioural norms in temples and how to deal with monks (especially for girls, because some gender specific rules, like no touching, are important). • In rural areas, being more conservative and modest is important.
Health		
Common Sickness and diseases	<ul style="list-style-type: none"> • Malaria and any other mosquito-borne diseases (dengue fever) • Travelers' Diarrhoea 	<ul style="list-style-type: none"> • Participants already informed of risks and should all consult travel doctor for advice. If symptoms develop, we'll visit a clinic right away. • Hydration, rest, and normalizing uncomfortable toilet situations.
Infectious diseases	<ul style="list-style-type: none"> • Water-borne, food-borne and infectious diseases (including tuberculosis and rabies) are prevalent, with more 	<ul style="list-style-type: none"> • Always drink safe (usually bottled) water. • Being weary of food being bought and consumed. Generally, it's pretty

	serious outbreaks occurring from time to time.	straightforward. Not a good idea to eat meat/seafood that looks like it's been sitting around for a while.
Climate	<ul style="list-style-type: none"> • This is the hot season! Very hot in the day, hot in the mornings and evenings. 	<ul style="list-style-type: none"> • Sunscreen, rest, and LOTS of water • Designated chill times are important in this kind of heat.
Food/Drink	<ul style="list-style-type: none"> • There are likely to be problems with the quality of drinking water and food hygiene, which could lead to intestinal diseases, including diarrhoea (this is especially true of Cambodia) 	<ul style="list-style-type: none"> • People will be told only to drink bottled or properly filtered water • Diarrhea is common and usually goes away but if it gets serious or persists for more than 2 days we will visit a doctor • We always have Imodium and Rehydration salts for extreme cases of diarrhea • Tell participants to ease into the local food – don't go Thai spicy right away!
Clinics	<ul style="list-style-type: none"> • Doctors and hospitals often expect immediate cash payment for health services. • Clinics in rural areas are unlikely to have English speaking staff. 	<ul style="list-style-type: none"> • All participants will be insured under a travel policy • Will make sure to have local friend/partner to join if participant needs to visit a clinic where English may not be spoken.
Project Work	<ul style="list-style-type: none"> • Volunteer work will be exhausting • Use of tools in potentially hazardous environments (farms, building sites, etc.). 	<ul style="list-style-type: none"> • Will need to take lots of breaks, etc. Participants will be informed of expectations in regards to volunteer work and not overexerting themselves • Coordinate with partners to ensure we're aware of specific risks at sites we'll be working on.

Site Specific Threats & Control Measures:

Please list the locations of all major sites the program may visit. Below each, please include any planned activities, list any foreseeable threats, and describe the measures in place to minimize the threat.

Site 1

Location: Bangkok

Initial Threat Level*: Moderate

Partners (if applicable):

Activities (if applicable):

Nearest medical services:

Bangkok Adventist Mission Hospital (it is the closest hospital from Khao San Road.)

http://www.khaosanroad.com/directory/listing_list.php?cat_id=67&city_id=1&country_id=1&char=M

430 Pisanulok Rd., Dusit, Bangkok 10300
Tel:02-282 1100, Thailand +66 2 282 1100

Siriraj Hospital

<https://www.google.com/search?client=safari&rls=en&q=siriraj+hospital+bangkok&ie=UTF-8&oe=UTF-8>

2 Wanglang Rd,
Bangkok, Bangkoknoi 10700, Thailand
Tel: +66 2 419 7000

*Hospital is located just south of Riverline, across the Chao Praya River.

For anything minor, we visit one of the clinics on Phra Sumen or Samsen Road (like Dr. Chana Limitlaohapunth). Most are walk-in, and the wait can be quite long.

Threats	Control Measures to Minimize Threats
Traffic	Crossing at lights and crosswalks, being sure that everyone is alert and knows where we're going
Excessive Drinking	Have an informative safety chat on the issue. Go out in groups. Give alternative options for activities. PL's "suggest" nights out where it's ok.
Theft	Going over basic travel safety regarding theft: keeping valuables hidden in front or inner pockets, staying alert
Bike safety. Bang Krachao biking goes along some narrow pathways, sometimes slippery. No helmets.	Ride slowly and not above your skill. Follow instructions of our local guide. Have first aid kit on hand.

Site 2

Location: Banteay Chhmar

Initial Threat Level*: Moderate

Partners (if applicable): Banteay Chhmar CBT, Sokha, and Ockenden Cambodia

Activities (if applicable): Digging holes, planting trees, building fences, other physical and manual labor

Nearest medical services:

Banteay Chhmar Clinic

- Located next to Prasat Banteay Chhmar (temple) and is located in Khett Manteay Mean Choay
- This is a basic clinic able to deal with minor injuries or illnesses. For more major incidences would need to go to Siem Reap.

Royal Angkor Hospital

- International medical service, they work together with doctors from Bangkok, clean, staff speaks English, ambulance available, all modern equipment, 24 hours emergency service, expensive but good service.

Location: On Road No. 6 (near the airport)

Contact details: Tel: + 855 63 761 888 or +855 12 235 888 or +855 63 399 111

Website: www.royalangkorphospital.com

Naga Health Care:

- Full medical service, General and tropical medicine, staff speaks English.

Location: Hup Guan Street (behind Central Market)

Contact details: Emergency Tel: +855 92 793 180, Office Tel: + 855 63 761 295, Mobile Tel: +855 12 363 601

Threats	Control Measures to Minimize Threats
Border crossing scams	PLs well aware of crossing protocol. Have transportation organized through CBT. Participants informed to strictly follow PLs and not veer off.
Health concerns regarding heat, food	Be sure to encourage the drinking of water, Royal D. Hand washing where possible, ensuring everyone has diarrhea meds on them.
Injury due to improper equipment use	Before we start working, going over proper use of tools and equipment

Site 3

Location: Mongul Borei, Banteay Menchey.

Initial Threat Level*: Moderate

Partners (if applicable): Ockenden Cambodia

Activities (if applicable): Digging holes, planting trees, building fences, other physical and manual labor

Nearest medical services:

Royal Angkor Hospital

- International medical service, they work together with doctors from Bangkok, clean, staff speaks English, ambulance available, all modern equipment, 24 hours emergency service, expensive but good service.

Location: On Road No. 6 (near the airport)

Contact details: Tel: + 855 63 761 888 or +855 12 235 888 or +855 63 399 111

Website: www.royalangkorphospital.com

Threats	Control Measures to Minimize Threats
Health concerns regarding heat, food	Be sure to encourage the drinking of water, Royal D. Hand washing where possible, ensuring everyone has diarrhea meds on them.
Injury due to improper equipment use	Before we start working, going over proper use of tools and equipment
Scorpions. Working in the countryside, there is danger of scorpion attacks.	Get work gloves! Be vigilant. Check shoes and belongings so that they don't sneak in. Ockenden staff knows how to treat scorpion stings.

Site 4

Location: Battambang
Initial Threat Level*: Moderate
Partners (if applicable): N/A
Activities (if applicable):
Nearest medical services:

World Mate Emergency Hospital

+855 (0)53 952 822, +855 (0)53 730 379, +855 (0)12 866 202
National Road 5
Rumcheck 4 Village
Rattanak Commune

Handa Emergency Hospital

- Handa is a private clinic so treatment is not free but the costs are reasonable, and it is a good choice for basic checkup for any minor concerns. The emergency hospital attached is recommended for serious cases, and offers high quality –by Battambang standards — care.

Address: NR5, Krong Battambang, Cambodia
Phone: +855 53 952 822

Yi Kuok Clinic

<https://www.google.com/search?client=safari&rls=en&q=yi+kuok+clinic+battambang&ie=UTF-8&oe=UTF-8>

La He St, Cambodia Tel: +855 53 953 163

Threats	Control Measures to Minimize Threats
Petty theft	Talk to the group about the risks of scams that target tourists.
Drinking and alcohol related issues. The group will be in Battambang after a long time in the countryside, so may get excited by “city”- like atmosphere and nightlife.	Same as in BKK; letting PLs know where they’re going, being responsible, going out as a group. Making sure everyone knows the rules and where the guesthouse is (give everyone a business card!).
Rickety hike and monkeys to Killing Caves. The hike up to the killing caves, while safe and relatively well-maintained, does have some areas of concern: either aggressive monkeys or unstable paths.	Don’t carry or show food for monkey attention. Don’t engage with monkeys in any way; watch your belongings. Only walk along designated path.

Site 5

Location: Phnom Penh

Initial Threat Level*: Moderate

Partners (if applicable): Tiny Toones

Activities (if applicable):

Nearest medical services:

Tropical and Travellers Medical Clinic

House 88, St. 108, 2 blocks from the U.S. Embassy in Phnom Penh

855-23-366-802

drscott@camintel.com

*Payment by cash only

Royal Phnom Penh Hospital

<http://www.royalphnompenhhospital.com/contacts/>

No. 888, Confederation de la Russie Blvd (110)

023 991 000

International SOS House

<https://www.internationalsos.com/locations#Cambodia>

House 161, Street 51

+855 12 816 911/ +855 23 216 911

Calmette Hospital

No. 3, Preah Monivong Blvd. (93), 12201

+855 23 426 948

Naga Clinic

#11 Street 254

+855 23 211 300 /011 811 225

Threats	Control Measures to Minimize Threats
Traffic	Crossing at lights and crosswalks, being sure that everyone is alert and knows where we're going
Drinking and alcohol related issues. The group will be in PP after a long time in the countryside, so may get excited by "city"- like atmosphere and nightlife.	Same as in BKK; letting PLs know where they're going, being responsible, going out as a group. Making sure everyone knows the rules and where the guesthouse is (give everyone a business card!). PLs, through strong leadership and familiarity with PP, can help make informed choices on nightlife options.
Theft	Going over basic travel safety regarding theft: keeping valuables hidden in front or inner pockets, staying alert. Be alert in tuk tuks especially.

Site 6

Location: Sen Monorom

Initial Threat Level*: Moderate

Partners (if applicable): Elephant Valley Project

Activities (if applicable):

Nearest medical services:

Address: Sen Monorom, Mondulkiri **Tel:** +855 (0)12 228 219, +855 (0)999 58 698

*** In case of medical emergencies in Sen Monorom, it is the best interest of travelers to address the issue in Phnom Penh. However, the Sen Mondolkiri Referral Hospital can deal with minor issues or stabilization.

Mondolkiri Referral Hospital

No11 Speanmonchey Street
Sok Radom, Sen Monorom District
+855 (0)12 781 569

Threats	Control Measures to Minimize Threats
Snakes. There are poisonous snakes in the area.	Always follow instructions from the well-trained EVP staff. EVP staff knows how to deal with any snake bite injuries.
Insects. Jungle ...	Long sleeves, bug spray, mosquito nets, vigilance.
Elephants	EVP staff will always advise on the appropriate distance one needs to keep from the elephants. Participants need to always ask for permission before approaching an elephant.
Injury due to improper equipment use.	Before we start working, going over proper use of tools and equipment (hoes and machetes).