



Volunteer Handbook



Welcome to Anjali House !

We are glad to have you on board and hope that you find this handbook useful.

If you require further information, please contact us and we will happily answer any questions you may have.

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Kingdom of Cambodia

Population: 15.8 million people

Capital city: Phnom Penh

Bordering countries: Thailand, Vietnam and Laos

Religion: Buddhism

Political state: Constitutional monarchy

King: Norodom Sihamoni

Prime minister: Hun Sen

Languages: Khmer (most people can speak basic English)

Currency: Cambodian Riel & US Dollars

Average salary: \$120

Weather: tropical climate with warm temperature all year round

Fun facts: Around 70% of the population is under 30 years old
Only 1/7 of all roads in Cambodia are paved (hence the roads construction at Siem Reap)

Prepare your Experience

In your suitcase

Although Cambodia is a very warm country, it is also very conservative when it comes to dress, especially when it comes to visiting sacred places and working in schools. To respect our code of conduct your clothes should cover your knees and shoulders when you come to Anjali House. We recommend you pack some t-shirts and long shorts, jeans, pants or long skirts.

Even though the weather is generally warm, take a long-sleeved sweater for the rainy season, the nighttime temperatures are more cooler.

Vaccination and Health

Please refer to your country's recommendations and/or your physician regarding vaccinations. You may consider vaccines such as hepatitis A and B, rabies, typhoid and tetanus, Covid-19. You can obtain malaria medicine in Siem Reap but it is generally not necessary and not advised to take over long periods of time. If you require medication, it is best to bring as much of a supply with you as possible, although there are pharmacies that carry several types of medication.

Regarding medical insurance, this is a personal choice. However, we strongly recommend you organize travel insurance. As Cambodia is a developing country, good quality health care is limited in Siem Reap. If a serious illness or accident does eventuate, you may need to be airlifted to a hospital in Singapore or Bangkok, for example.

Please note that Anjali House is not liable for any loss, damage, health issues or injuries you may incur.

Cambodia processes visas-on-arrival, which can be obtained from the Phnom Penh and Siem Reap airports and a few land crossings from Thailand, Vietnam, or Laos. When you arrive at the check point, you can choose a tourist visa if you plan to stay less than 2 months, otherwise you should get an Ordinary E class visa. To do this, you will need:

- A form (which can be obtained at the check point or on the airplane)
- \$35 USD (bring clean, new bills)
- A recent passport photo
- Your passport (valid at least 6 months after the date you plan to leave Cambodia)

Due to the situation, Cambodian authorities no longer issue visas on arrival. The issuance of e-visas (online, on the site <https://www.evisa.gov.kh/home>) has retaliated since February 22, 2021, under certain conditions. We recommend to contact the Cambodian embassy or consulate in your country for the procedure to follow.

The visa you will get lasts 30 days and can easily be extended in a travel agency in Siem Reap.

If you got a tourist visa on arrival, you can extend it for another 30 days (\$45- \$50 USD) after the first month went by.

If you got a ordinary (E) visa, we recommend you to buy a EB visa as an extension. You have different options: one month (\$45-\$50 USD), three months (\$75-\$80 USD), six months (\$160-\$165 USD) or 12 month (\$288-\$293 USD). The 6 and 12 months extension allows multiple entries into the country, meaning you can leave Cambodia and come back on the same valid visa.

For more information we advice you to contact the Cambodian embassy/consulate of your country. And if you have any questions you can ask the volunteer coordinator.

Accommodation

Each volunteer is responsible for his or her own stay in Siem Reap; hence we do not provide accommodation. While you can secure your own accommodation before arrival, it is recommended that you book a few days to one week in a cheap hostel or guesthouse and look for your long-term accommodation after you arrive, so you can visit the accommodation and ensure it meets your needs.

Many volunteers choose to stay in one of the many guesthouses in Siem Reap. A simple room with a fan about 10/15 minutes by bicycle from the center of town can be from 80 USD to 150 USD. Electricity and water are about 0.25 USD per kilowatt or litre used; depending on use it will cost 20 to 30 USD per month (less if you don't use AC). If you stay longer, it could be an option to rent an apartment. Many apartments in Siem Reap have contracts for 1 month that will cost you around \$100. Finding them can be more difficult.

Accommodation

Ask the staff or current volunteers for advice or ask in one of the many Facebook groups like 'expats and locals living in Siem Reap', where you will be able to find accommodation.

Some guesthouses/hotels are listed below, all prices are in US dollars.

(These prices are quoted in June 2021. The prices are subject to change depending on high season and low season (and with the covid crisis).)

Low Range Cost:

Unity hostel - \$4 to \$8.50 per night

Onederz - \$5 to \$18 per night

Siem Reap Pub hostel - \$5 to \$22 per night

Naga Angkor hotel - \$8 to \$19 per night

Mid Range Cost:

Twizt - \$10 to \$45 per night

Sam So Guesthouse - \$13 to \$24 per night

Smart Angkor boutique \$13 to \$30 per night

Food

As Siem Reap is a tourist town, there is also a wide variety in both cuisine and price (vegetarian and vegan options). A meal at a street cart will cost about 1-2 USD, an average meal at a local restaurant will cost about 3-5 USD, and a nice meal at a western restaurant will cost between 5-10 USD. If you want to buy your own food, there are a lot of supermarkets (Asia Market, Tai Huot Market, Angkor Market, etc.), but fruits and vegetables will be cheaper in local markets and will help the local economy growing.

Tap Water

Unless you have a stomach made of steel, we would recommend drinking bottled/filtered water only. Many tourists also choose to brush their teeth with bottled water.

Safe drinking water is available at Anjali House for children, staff and volunteers.

Transportation

You can easily get almost everywhere in Siem Reap by bicycle, motorbike/electric scooter, or tuk tuk. Tuk tuks are generally used by tourists, we advise to use PassApp an application on phone, the prices are fixe and it's really easy to order a tuk tuk.

Anjali House is a 15-minute bike ride from town. You can rent bicycles for \$1 - \$2 a day and motorbikes for \$7 - \$15 a day from many shops. If you are staying long term you can purchase a second hand bike or motorbike.

Security

Siem Reap is generally a safe place, even late at night. However, as everywhere, it is always advisable to keep your personal belongings secure when out and about, and to be cautious when walking home late at night.

Volunteering at Anjali House

Your daily life

You are expected to be at Anjali House from 8:30am to 4:30pm, Monday to Friday. We have many public holidays in Cambodia; hence Anjali House will be closed on these days. Apart from those days off, it is expected that you will attend every day.

As you may need to access the internet and prepare your lessons, we advise you to bring your own laptop.

Your Responsibilities as a volunteer

Due to extreme poverty, many families of Anjali kids lack access to sufficient health care and consequently, some of the families are sick with illnesses such as alcoholism, AIDS, and tuberculosis. Some children have histories of physical abuse and many have suffered emotional trauma at some stage in their lives. Since the center opened, the children's overall physical and mental health has improved. At Anjali House, the kids smile and laugh because they have friends, stability and positive role models around them.

As a volunteer who will be spending time with them, we ask you to remember where the kids come from. Many are still facing tough times at home. Sometimes they will be sad or angry, and we must be patient with them. If a child's behaviour concerns you, let a Khmer staff know.

Your Responsibilities as a volunteer

It is also important to understand how your words and actions can be interpreted in a cultural context. Indeed, we just ask that you be mindful of the impact that you can have on these kids and that you use your judgement wisely when you are around them. Show them respect, try to learn their names and be encouraging in class and workshops. Be aware at all times of the position of responsibility you hold whilst working at Anjali House. Please ensure you do not pick the children up, hug them or drape your arms over them. If a child comes up and hugs you, you may give them a quick hug back, but do not let it linger.

Your Responsibilities as a volunteer

We try to protect the children the best we can by respecting the Child Protection Policy, hence it is important you do not add the children on Facebook or email them. If a child approaches you and asks you to assist them or their family financially, please inform a senior member of staff.

Students understand that this is inappropriate, and it has caused issues for the organization and families in the past.

Please speak with the Director or Social Worker if you are unsure of how to respond to individual children's questions or approaches. Remember that you are the adult and that no matter how old they are, all of the students are still children.

Do's and Dont's

Do's

- Wear clothes which cover your shoulders and knees
- Be sensitive about the traditions
- Always respond to a smile with a smile
- Pay respect to the religious beliefs
- Ask for permission before taking photographs of any Cambodian people or monks
- Be patient and fair. No bias or 'favourites' amongst the children
- Keep in mind that the children you are teaching may have bad situations

Do's and Dont's

Don'ts

- Pat anyone on the head
- Socialize with the kids outside of Anjali
- Add the children on Facebook or email them
- Visit the children's homes
- Buy individual children presents
- Be critical of the conditions
- Go into the wash area at the back of Anjali
- Put yourself in a position where you are alone with the kids away from other people
- Touch the children inappropriately, this also includes hugging children
- Publicly chastise or shout at people if annoyed/upset. This is called making someone 'lose face'

Donation

We ask each volunteer to make a \$250 contribution to offset administrative expenses for volunteers and serves as a general contribution to our organization; a standard practice at most NGOs in Southeast Asia. This contribution can be in a form of a personal contribution or a crowdfunding campaign. Ask our volunteer coordinator for our crowdfunding handbook if you need assistance.

Additionally, many volunteers wish to bring things with them to donate to Anjali House, which we never expect but always appreciate.

Below is a list of items that would be gratefully received. There are many items you can buy in Cambodia at the markets, which will not only be cheaper, but will also support the local economy.

Categories	Items
Art	Ballons Beads Colored Paper Paint Glue Scissors Stickers
Clothing	Small sizes clothing Small sizes sandals
Educational supplies	Pens Pencils Note books Pictures dictionaries Pop up books Books: Science, animals, geography, english
Hygiene	Combs Lice shampoo Soap Toothbrush Toothpaste Sanitary Towel
Medical	Antiseptic cream Bandages Instant ice packs Latex gloves Small/large band-aids
Office	A4 paper Staples Sticky tape



See you
Soon!

