Improving Global Health

Handbook for an NHS Education South Central Delegate in Cambodia

The Cambodian Rural Healthcare Partnership Project
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We bemoan our lot too much in the so-called developed world. A cursory glance at the statistics show that mothers are dying in childbirth by the minute and to survive past five years old is a lottery for children. Millions try to live on less than 50 pence a day, a figure dramatically different to our minimum hourly wage.

We are doing something about it! This handbook is an essential part of an ambitious initiative with the aim of doing sustainable good, on the ground, for the health of the less fortunate in the world. At the same time, we have every confidence that NHS staff will gain an unparalleled opportunity to test their leadership and management skills in challenging environments – in short they will be changed for life! A challenge to the local NHS on welcoming them back will be to respect their achievement and harness their new skills.

Generously, VSO have allowed us to use material from their handbook. A highly enthusiastic and committed multi-professional group of mostly trainees then spent many hours crafting this ‘magnum opus’ which our visiting teams will find an invaluable resource in the months and years to come. Thank you and good luck to all the NHS staff who have so willingly joined this great opportunity to make a real difference to some of the most vulnerable people in the world.

Peter Lees
Head of Leadership, NHS South Central
Associate Dean, Wessex Deanery, NESC

We are all very excited to enter into a partnership with NHS, a vital player in the success of our rural development programme. Development is about creating a healthy environment where people can develop or strengthen their skills, create opportunities for themselves and their communities and actively participate in life. And in the years since I’ve started working in development, I have come to see that at the heart of development, to improve the life of the people, is health.

Our partnership with the NHS is about developing and implementing rural health-care projects in northwest Cambodia aimed at achieving specific goals in the fight against disease and ultimately, poverty. Without a doubt, we will face many obstacles in our attempt to deliver quality health care to these impoverished and isolated communities. But together, through teamwork, I’m confident that our work will translate into results for the betterment of rural Cambodians.

I sincerely want to thank everyone who has made this partnership into a reality. Our journey has been long, but steady. I certainly believe that our partnership will continue to evolve and become a model for what I hope will be replicated in rural communities across Cambodia.

Stephan Bognar
Executive Director MJP

Foreword
The status of this handbook

This handbook outlines NHS Education South Central (NESC) and the Maddox Jolie-Pitt Foundation (MJP) policies governing the relationship between NESC, MJP and the Delegate whilst on project placement in Cambodia. It sets out what NESC, MJP and the Delegates can expect from each other, and explains how we will work together in partnership.

The information in this first edition is correct at the time of going to press, but circumstances and policies can change. NESC and MJP reserve the right to amend or change procedures at any time, and will advise you of such changes. The most up to date version can be found on the NESC website at www.nesc.nhs.uk

As a condition of your appointment as a Delegate you are required to acknowledge your receipt and agreement with the policies, statements and guidance set out throughout this handbook, as well as the fact that the terms of this handbook may change from time to time. This handbook is not a contract of employment, but your continued appointment as a Delegate requires you to comply with the obligations which are set out in this handbook.

In addition to the policies set out in this handbook, and the terms of Delegate appointment as set out in your letter of commitment, NESC project staff will brief you on any terms and conditions particular to you in your placement – all of which together will govern the terms of your appointment as a Delegate on this project.

NESC hopes this handbook covers most of the situations you may encounter during your time in Cambodia. Specific or more detailed information will be sent to you at the appropriate times.

General information regarding the programme can be found at www.nesc.nhs.uk/

How to use this handbook

It is important that you have an understanding of your relationship with NESC and MJP in Cambodia, and have a realistic perspective of what your lifestyle and circumstances will be during your placement.

As well as setting out certain obligations which you are required to meet, this handbook is also designed to act as a reference guide during and after your placement as a Delegate. Each chapter provides information on NESC and MJP procedures along with your rights and responsibilities as a Delegate.

The information in this handbook applies to all Delegates; information that may be specific to any individual Delegate or specialty specific will be distributed on an individual basis.

On rare occasions, the suggested course of action which is set out in this handbook is determined by your country of citizenship. If you are not a British national, basic advice will be supplied but please check with your relevant embassy or consulate for up-to-date information. This remains your responsibility to do and NESC will act on the information you provide.
### Acronyms and abbreviations used in this handbook

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<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tr>
<td>GBP</td>
<td>British pounds</td>
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<td>NESC</td>
<td>NHS Education South Central</td>
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<td>MJP</td>
<td>Maddox Jolie-Pitt Foundation</td>
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<td>OH</td>
<td>Occupational Health</td>
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<td>UK</td>
<td>United Kingdom</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organisation</td>
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<tr>
<td>OOPE</td>
<td>Out Of Program Experience (for SpR’s or ST’s from training programs)</td>
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<td>MASTA</td>
<td>Medical Advisory Services for Travellers Abroad</td>
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In 2003, Angelina Jolie created the Maddox Jolie Project (MJP) as an organisation for the conservation of Cambodia’s endangered Cardamom Mountains’ northern territory. Based in Cambodia’s rural and impoverished north-west, the initial focus of its conservation work was on the protection of Samlaut National Park (Samlaut Protected Area), an area that contains most of the region’s biodiversity: forests, freshwater ecosystems, and endangered species.

As more resources became available, MJP’s operations expanded into other areas such as reforestation, community protected area, park management and integrated rural development (UN Millennium Development Goals). In 2007, the organisation changed its name to the Maddox Jolie-Pitt Foundation retaining the MJP initials, to better reflect the scope of its field projects.

Today, MJP is dedicated to eradicating extreme rural poverty, protecting natural resources and conserving wildlife. MJP promotes sustainable rural economies that directly contribute to the health and vitality of communities, wildlife and forests.
NESC provides an innovative, multi-facetted core of leadership and personal development for delegate healthcare professionals across South Central SHA. It arose from the hospital Specialist Registrar management training programme and now also involves delegate consultant practitioners from a range of clinical professions; managers; public health specialists and general practitioners.

Fundamental to the evolving strategy of NESC is the recognition that this highly talented multi-professional group has an enormous contribution to offer to both the NHS and developing countries across the world.

Our distinctive competence is working with partner organisations to bring together people from different cultures and backgrounds, enabling them to share skills and learning. This joint endeavour leads to new ways of achieving shared goals and has a greater impact than simply transferring material resources.

NESC’s international approach involving Delegates and staff from, initially, the UK and Cambodia, enriches our work by allowing us to combine and learn from different perspectives. As part of our contribution to tackling disadvantage, we build on the experience and learning of Delegates to raise awareness of development and global justice issues, and contribute to policy change in developed countries.
Contact Information for NESC and MJP

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Battambang, Kingdom of Cambodia
Delegate Selection

As far as possible NESC and MJP will match the need in Cambodia with the most suitable selected Delegate and most Delegates will be recruited to specific placements. Projected placements can be more difficult to organise and a successful match often depends on flexibility from all sides. Most Delegates leave for their placement within twelve months of being selected.

Eligibility criteria for the next recruitment round can be found at www.nesc.nhs.uk/

The Cambodia programme manager, is your main point of contact with NESC until you depart for Cambodia. They will be responsible for helping you through the administrative process and for communicating your interests with NESC and MJP staff. Most of your communication will be by phone, e-mail or letter, except for at designated meetings.

In Cambodia you will be part of a team with MJP staff. You should follow their guidelines and advice promptly, particularly on personal welfare or safety and repatriation, as well as holiday and return travel arrangements.

The primary MJP representatives will be Stephan Bognar, Executive Director of MJP and Dr. Loeur, Health Co-ordinator for MJP.

The role of Mr Bognar and Dr Loeur in Cambodia is to maximise the impact and effectiveness of the NESC/MJP initiative. This includes developing a coherent programme strategy and shared vision, and working in partnership with local organisations and international agencies to implement this strategy. In support of this, MJP programmes also carry out activities such as advocacy and influencing policy, networking, workshops and fundraising.

Your relationship during your placement is first and foremost with MJP who will provide professional, personal and practical support where necessary. There will be close liaison between the MJP Executive Director in Cambodia and the NESC International Development team in the UK. You also need to remember that you are a representative of NESC and the SHA whilst abroad.

NESC and MJP staff, will gain an understanding of you and your needs through your application form and subsequent contact with you. They will compile your personal profile, which includes your CV and use it to guide other staff members pre-departure and in country.

An educational, pastoral and service development programme has been developed to support each delegate prior to and during their placement. It is anticipated that each delegate will have a named individual who will act as their personal educational supervisor/pastoral care link and also a named individual who will support their service development work. Support on the programme will include meeting with you individually and in a small group before you go, regular contact with you by phone/e mail whilst you are away, and visiting you in Cambodia during you placement.
and finally meeting with you on your return. Details of the programme can be found in Chapter on Supervision and Support.

Prior to your departure, meetings will be held which will give you and those who will provide you with personal support the opportunity to:

- discuss your personal and professional expectations of the placement in Cambodia
- identify your learning and training needs and design your placement objectives
- discuss your personal situation and how this may affect schedules for training and departure
- compile information for your CV and profile
- exchange necessary documentation
- discuss any issues.
- Specific clinical training as appropriate to your placement

Placement objectives are designed to help you and those who will support you plan your work in Cambodia and then later to assess the changes that your placement has helped bring about both personally and for the project as a whole.

Depending on your specialty and seniority, your role is to build capability and capacity at individual and possibly organisational levels. As the Cambodia Project evolves so will the individual roles; you and those who will support you personally will explore what you can bring and how that can be adapted to the context. Discussing your progress with them at regular intervals can help to ensure mutual understanding of your role.

As a Delegate, you are an important contributor to developing NESC and MJP programmes. There may be opportunities for you to contribute to the development of the Cambodia Project in a variety of ways, including involvement in workshops and placement assessment, preparing professional support materials, documenting your work, supporting new Delegates and networking. NESC and MJP will use learning from your placement to plan future programme and partnership development.

Considerations to Remember:

- A placement is not simply a job; for your time in Cambodia it is a way of life, so we would ask you to always focus on the overall general project goals and situation.
- Many aspects of your placement will remain unknown until you arrive; circumstances inevitably change, so information in the placement documentation may already have changed by the time you arrive. We hope you will demonstrate the flexibility required to accommodate the changing nature of your assignment.
Concerns or Change of Circumstances

Most Delegates understandably have questions or doubts as they prepare to go away and we encourage you to discuss these with NESC staff at any time. If those doubts develop into more serious concerns, there are several options available to you including deferring or withdrawing your application.

You may withdraw your application at any stage, although we ask you to discuss any concerns you may have as early as possible with NESC staff. This way the cost in time and money to you, to NESC and MJP is minimised and we are able to plan effectively to maintain our commitment in Cambodia (see Money Matters chapter).

If participating in the Cambodia Project is not right for you at a particular time, you are welcome to re-apply in the future.

Please inform the programme manager if there are any changes in your personal or professional responsibilities or circumstances, or your health, even if you feel they make no difference to your commitment. There may be implications affecting where or when you can go. Discussing these together will help to prevent any misunderstanding.
NESC and MJP selected you because you met certain criteria in the assessment process. If at any stage before you depart concerns are raised about your suitability as a Delegate or your professional skills, and these are significant enough to call the initial selection decision into question, NESC will invite you to discuss these issues in full at a selection review. NESC may withdraw the offer of a placement as a Delegate, but no decision will be made without your input.

To help ensure that all Delegates are leaving for their placements with no significant issues outstanding or unresolved, NESC operates a continuing assessment process. If concerns arise, we may review your selection at any time before you begin your placement.

Occasionally this may result in your placement as a Delegate being withdrawn. We also reserve the right to review and withdraw your Delegates status during your placement, which could result in your repatriation. We will always discuss any concerns with you, and in the event of withdrawing a placement offer or reviewing your status, we will confirm the decision and reason in writing.

Security and Police Clearance

Before departure you may be asked to apply for a security or police check. It is NESC and MJP policy to run checks on Delegates as you will have access to children and vulnerable adults during your placement.

If you are not a British citizen you may also need security clearance for visa purposes, depending on your nationality. Please determine if such clearance is required and initiate any required clearance application process as soon as possible if this is applicable.

Medical Clearance

Your departure depends on satisfactory medical clearance, please see the ‘Medical Issues’ chapter.
Background

Cambodian society was devastated by the genocide carried out under the Khmer Rouge regime and Pol Pot in the 1970s. It is not known how many Cambodians died but only 10% of the current population is over 50. The area of Samlaut where the Cambodia Project is located was the last stronghold of the Khmer Rouge. This is recent history in this part of the country as the Khmer Rouge was still in power only 10 years ago.

With international assistance, the country has embarked on the long road to economic and political recovery. The big hope for the future economy rests on increasing tourism. This is gaining momentum especially around the historical treasure of Angkor outside Siem Reap, but is noticeable in Battambang city also.

The Cambodian Rural Healthcare Partnership Project is based in Samlaut District, Battambang Province, which is approximately two hours by road from Battambang city in North West Cambodia. Samlaut is an area that remains ravaged by extreme poverty where more than half the population exist on less than $1 per day. 75% of the villagers in Samlaut are farmers, 20% work in the fields and 5% run a business.

Context for health service development in Samlaut

In 2000, United Nations Secretary-General Kofi Annan and world leaders gathered at the UN Millennium Summit and agreed to eight measurable and achievable goals (the Millennium Development Goals) to combat the continued problems of poverty, disease and discrimination that exist in so many nations. Implementation of practical strategies to achieve the Millennium Development Goals (MDG) was led by Professor Jeffrey Sachs, Director of the Earth Institute at Columbia University and MDG Special Adviser to the UN Secretary-General, initially under the auspices of the Millennium Villages Project and latterly the Millennium Cities Initiative. Based on local agro ecological analysis, their approach employs a simple ‘hub and spoke’ model encompassing cities and outlying rural villages, to provide a “bottom up” approach to alleviate poverty. Critical to the success of the UN programmes is a sustainable health care initiative tailored to the specific needs of the local communities.
The first Asian village to be linked with the Millennium Villages Project is Samlaut in Cambodia. Delivery of the Millennium Developmental Goals in this area is the responsibility of the Maddox Jolie-Pitt Foundation (MJP).

MJP have worked in the area of Samlaut since 2003, initially concerned with conservation in the National Park. They now have the responsibility for delivering the millennium health goals and to do so have formed partnerships with organisations such as NESC who can provide assistance.

Current Health Services in Samlaut District

Throughout most of the country there is a very primitive health care system that is underused due to a lack of trust in government facilities and lack of awareness of personal health needs. Villagers either do not acknowledge their health problems or turn to private practitioners with various qualifications.

Around Samlaut District it is difficult to obtain reliable information about morbidity and mortality as records are not kept. The area is served by government health clinics where staff are poorly paid and incentives and motivation are major issues. The amount of training these staff have received varies from three years of nurse training to a few months with an NGO.

MJP have focussed initially on improving the infrastructure of the health services. They have built a new health post at Kampong Touk that acts in a similar way to a small GP surgery.

A new health centre is currently being built in Samlaut village in the centre of the District. This will provide more extensive services and have a small in-patient ward. The site for this has been designated and has undergone landmine clearance. It is hoped that the new build will be completed towards the end of 2008.

MJP are also assisting the management of the government run health centre at Ou Chrab which is located in the south of Samlaut district.

Patients requiring further medical input attend or transfer Battambang Government Referral Hospital. Although not located in Samlaut District MJP has undertaken individual projects in the hospital such as the refurbishment of the paediatric ward.

Partnership between MJP and NESC

Following an assessment process NESC has designed an approach that builds on existing capabilities to improve the health care provision in Samlaut District. Delegates will work with Dr Loeur and local health care workers to improve the recognition of health needs, improve the assessment and management of patients and develop the communication between the different levels of the health service.

The collaboration between MJP and NESC provides highly skilled UK healthcare staff to assist with the delivery of the Millennium Development Goals and other MJP health priorities, whilst offering a unique opportunity for NHS staff to develop their clinical, managerial and leadership skills in a challenging environment.
It is expected that Delegates will have the opportunity to develop a diverse skill-set not readily available in the United Kingdom through the exposure to the needs of the local population and available facilities. It is also hoped that this will enable Delegates to approach future careers as doctors, managers, nurses, midwives and allied health professionals in innovative ways. Delegates will obtain a better understanding of service development in the setting of restricted resource and develop strategic and leadership skills beneficial to their future career within the NHS.

It is anticipated the experience will provide Delegates with challenges in all aspects of health care provision and leadership dictated by such a unique environment, coupled with a perspective-changing life experience of working in such a deprived region of the world.

Public Health Report

John Acres and his team have compiled a comprehensive report on public health in Cambodia. A copy of this report will be provided to all delegates prior to departure. A copy of this report can also be found on the NESC website. If you have any questions about this report or require further details or support regarding Public Health whilst on placement, John Acres and his team will be happy to assist.

John Acres can be contacted via e-mail:

John.acres@nesc.nhs.uk
Your role as a delegate in the cambodian rural healthcare partnership project

Whatever your background and role in the NHS in the UK you will have much to offer the Samlaut District of Cambodia. The standard of health care is currently very low, partly from a lack of knowledge and partly from a lack of opportunity. Basic ideals such as cleanliness have been worked on with much success in the MJP health post but are lacking elsewhere.

A lot of the success of your placement as a Delegate on the Cambodia Project depends on your expectations and approach. Please do not think you are going to change the lives of hundreds of people, or that you can introduce gold standard treatment plans for the management of respiratory disease for example. Success for the overall project is going to occur very slowly by taking steps that may seem almost unnoticeable.

‘Small steps’ is a good mantra to remember. It will be easy and understandable to feel overwhelmed by the size of the task. Please remember that building a rapport and sharing a conversation with a healthcare colleague is a massive success and requires respect of cultural needs and differences. Most of your communication will take place through a translator and sign language, it is therefore harder to joke and easier to upset and communication generally will take more effort.

Work will occur in several places and with several different types of staff.

- There is an existing outreach service run from O’Chrab health centre. This consists of two ‘nurses’ from the local health centre travelling to a distant village and setting up a small consulting space in a suitable location. The plan is to extend this service and take it into people’s homes, thereby capturing the villagers who do not make it to the clinics and enabling a relaxed discussion with the householders about their health needs. It may allow some simple screening measures to be done concurrently. Villagers are proud of their homes but they are quite different from UK homes. Litter, dogs and fires are in the yard, and there may be no demarcation from the dusty street into the living room.

- In theory, the Cambodian health service operates on four levels:
  - health posts that provide simple advice and oral medication;
  - health centres that run programmes for TB, HIV, conduct deliveries, have a short stay ward and can administer i.v. medication;
  - provincially based government referral hospitals such as in Battambang city – for example there are 4 such hospitals in Battambang province.
  - tertiary referral centres in Siem Reap (children) and Phnom Penh
You will be working mainly in the new health post at Kampong Touk and the new health centre at Samlaut village. Staff based here have supplemented salaries, uniforms and living facilities but varying degrees of training, almost all of which was gained by practical skill copying rather than any theoretical knowledge. Therefore history taking is limited to the presenting complaint and there are limited examination techniques.

Antenatal and peripartum care is provided currently by a variety of practitioners. Very few mothers use the government services and most care is provided by the traditional birth attendants at patient’s houses. Problems with pregnancy and birth are denied and hidden. Gestation is estimated by fundal height; antenatal care consists of blood pressure monitoring and iron prescriptions and there appears to be little structure to peripartum care. All the government midwives that we met were keen for further assistance. Some of them had received only a few months training courtesy of an NGO.

There was little evidence of, and significant denial about, physical disability. However it is an area that was heavily land mined. There are still weekly victims; road traffic trauma is an increasing problem; neonatal care is non-existent and there are many cases of childhood cerebral malaria. Although not readily apparent, disabilities amongst children and adults exists.

Equipment available is limited to a blood pressure cuff, stethoscope, thermometer and baby weighing scales. Laboratory tests available include full blood counts, malaria film reading and blood glucose testing. There is no imaging available. There is a record of every visit to the health centre but no individual patient records.

Drug supply is controlled by the government and limited to the scope of the health centre. If the health facility stays within its designated capability then the drug supply is adequate, otherwise it can become sporadic. Antibiotics are plentiful and prescribed to almost every patient. Indeed every patient is prescribed some form of medication.

There is a log kept of the health post or centre activity but no form of patient record currently. There is also no apparent communication between the different sectors of the health service. The plan is to improve this with a form of health record.

The assessment of the health service requirement is ongoing and will form a large part of your role. Your attitude to local staff, patients and villagers will determine how successful you are in this assessment, and your subsequent efforts to improve care.

Experience demonstrates that exercising caution during the early part of your placement can help prevent misunderstanding in potentially sensitive areas. The more information that you can gather about Cambodia prior to departure the easier you will find the adaptation to life there.

As a Delegate on the Cambodia Project you are representing the organisations of NESC and MJP. Your behaviour influences the way the organisations are perceived and your conduct, as well as your statements, can be interpreted as official policy.
Therefore you are expected to:

- demonstrate respect towards Cambodia and the opinions, knowledge, life-style, religion and beliefs of Cambodians
- work with mutual respect and a spirit of equality with local colleagues, sharing skills, creativity and learning to achieve shared goals
- live alongside colleagues with cultural sensitivity, respect and trust
- abide by local, national and international humanitarian law
- avoid, in speech or action, contraindicating MJP’s mission
- bring an alternative, external perspective that can galvanise and facilitate change
- bring passion and commitment to your role
- work from community to regional level in rural and urban settings
- gain and provide unique insights into the reality of life in other countries and societies
Living in Cambodia

Accommodation in Cambodia is provided by MJP and is located in Battambang city and Samlaut District at the MJP Field HQ.

In Battambang accommodation will be in a designated house. This will be self-catering and you may need to share a bedroom and washing facilities. Battambang is a sprawling town alongside the river. It has a busy fresh food market and plenty of shops, laundries and pharmacies selling essentials. There are not many gift shops though, as the tourist trade is increasing, these are appearing. There are plenty of restaurants selling a variety of local, Thai, French and American food; it is easy and cheap to eat out. There is internet access available at a number of cafés and hotels, usually costing $1 an hour. It runs at 100MB/s and small attachments may be sent. There are banks and ATM machines in town and organised transportation links to other parts of the country.

When working out in Samlaut District you will live at the MJP Field Headquarters (HQ). It is a beautiful site. This is a secure compound containing small thatched buildings providing accommodation for rangers, ground staff, educationalist and visitors. There are often interesting people around and it can be a hive of activity. Therefore space is often at a premium and you may need to share a bedroom. Wash facilities are unisex and located separately from the bedrooms. There is no piped water so showers are taken by pouring a ladle of cold water over oneself. It’s quite refreshing!

Samlaut accommodation is fully catered so three meals a day are provided to all staff for which there is a charge of $21 per week payable to Ratanak, HQ Manager. There are no other cooking facilities. The meals are all based on white rice with a selection of dishes. This can become a little monotonous so it is advisable to stock up on alternative tastes in Battambang. If you require chocolate or canned drinks then again bring it in from Battambang. Tea, coffee and water are available. Please inform Ratanak if you are vegetarian or have certain dietary requirements.

Electricity is available in Samlaut from 6pm until 10pm each evening and currently the only communication link is via radio. This will change soon as a mobile phone mast has been erected. The strength of the signal is not yet known.

There is an armoury on site at the HQ and the park rangers have a military appearance. This is essential for their work as they are dealing with wildlife poachers and illegal logging.

Samlaut is a prime site for mosquitoes therefore all beds have nets. Snakes live in the area so when about after dark do use your torch and shake your shoes in the morning before putting them on. Fire in the dry season can be another hazard. You will be warned if there is a fire risk and asked to assist the fire fighting if it is necessary. For this reason the smoking policy at the field HQ is very strict. Smokers are only allowed to smoke by the wash huts and all cigarette butts have to be disposed of sensibly and invisibly.

If working at Kampong Touk health post it may occasionally be necessary to stay overnight. There are facilities available on site.
Transport out to Samlaut from Battambang will take place in a taxi and around Samlaut as a passenger on a motorcycle. The motorbikes are maintained by MJP. All drivers and passengers must wear helmets and MJP Medical Workers will not be allowed to drive the motorbike unless they are experienced motorbike riders already. Unless there is a ranger’s truck available, there is no transportation after dark.

Translators will be provided by MJP for your work in the Samlaut area. Whilst their English will be good they may not know medical or colloquial phrases. It will take time to build a rapport and good working relationship with them.

There are hand washing facilities on site in Samlaut and laundry services available in Battambang. It is advisable to bring ‘eco-suds’ or similar products to enable you to wash your clothes as required.

Visitors (including family) are allowed to visit you in Battambang but the MJP office needs to be made aware of them. Any potential visitors to the Samlaut field headquarters must be discussed with, and agreed by, Mr Bognar in advance.

If you are receiving visitors it is their responsibility to arrange their own travel, visas and insurance. NESC and MJP cannot take responsibility for visitors but, in the event of an emergency, will do everything it can to aid evacuation.

Alcohol

When working in Samlaut District you will be living at the MJP field headquarters. This is a dry site. Elsewhere please respect local cultural standards. If your behaviour causes offence or damages MJP’s reputation in Cambodia, MJP office staff may decide to review your continued status as a delegate.

Travel and Transport

Around Cambodia

NESC will organise a return, economy class flight to Cambodia from the UK, however pre-departure travel expenses such as transport to the UK airport will not be refunded.

You will be met on arrival in Cambodia and MJP will organise transport to Battambang, either by taxi or air-conditioned coach.

Travel, even between major towns, is only intermittently on tarmac roads. It is usually on dirt tracks that are poorly maintained. It is often uncomfortable and people with back problems could find them exacerbated.

Entering the Country

Cambodia has two international entry points for arrival by air: Phnom Penh and Siem Reap. There are also several land borders with neighbouring Thailand, Vietnam and Laos.
Passport And Visas

Your passport is essential and must be valid for at least 6 months from the end of your trip, with enough blank pages to meet visa requirements (a Cambodian visa takes up one page). New or replacement passports can take time to be issued, so apply as soon as possible (such applications will be at your expense). Losing your passport is a serious inconvenience, and to expedite the issuing of a new passport it is a good idea to keep a copy of your passport details separately from the document itself.

NESC will provide you with the necessary documentation for you to apply for a business visa prior to your departure. MJP will assist and advise you should you need to re-apply for an extension whilst on placement.

Your passport will be required for four to six weeks before you leave for your placement. If you are not a UK citizen the visa application process may take longer and require an interview. Therefore if you are not a UK citizen please initiate the visa process as early as possible in conjunction with the Cambodia Project manager.

Baggage

Your baggage allowance can vary depending on the airline and route taken so please double check prior to departure. It is usually between 20-25kg. Suggested items to include in your kit are listed in the ‘kit list’ chapter. If you are considering paying for excess baggage it can cost up to GBP 60 per kg on some routes.

Sending belongings from home can often be difficult – it is almost impossible to clear packages through customs without spending more than the goods are worth and wasting a lot of time. If goods are sent by an agency, it is your responsibility to arrange customs clearance and transportation to the placement. This can be expensive. Details of postal services can be found in the postal Services Section.

Most items can be bought in Cambodia quite easily at a fraction of the cost of the UK.

Getting Around Battambang

Battambang is compact enough to get around on foot however there are other options that are preferable in the heat.

NORRY- this is a sort of local train, built from wood and powered by an electric motor. They can be used for short trips on the train lines between Battambang and Pursat or Sisophon. If a real train is seen coming along the track then they are disassembled until the train has passed.

REMORQUE-KANG/TUK-TUK- these are trailers pulled by bicycles and cost twice as much as motos. Tuk-tuk’s are pulled by motorbikes.

BUS & TAXI- Bus tickets can be obtained from ticket booths at the eastern end of Psar Nat, near the river. Share taxis are available for some routes and can be found in the taxi park.
Car & Motorcycle Use

Car and motorcycle rental are comparatively cheap, however chaotic driving conditions and poor roads make driving hazardous. Car and motorcycle rental is available through travel agencies, guesthouses and hotels in Phnom Penh from US$20 to US$50 (for 4WDs) per day, although prices rise if you go out of the city. Car hire is generally only available with a driver; driving yourself is just about possible but inadvisable and you will have to arrange your own insurance cover.

Hotels and Guesthouses in Siem Reap can organize daily car hire (foreigners are forbidden to ride motorcycles). Please be aware that the road system in Cambodia is one of the worst in Asia.

In theory an international driver’s license is required so you will need to organize this for yourself before you go if you intend to hire a car; no license is required for renting motorcycles.

Moto’s are small motorcycles with a driver. Short rides cost around $1, slightly more at night. Taking a driver for the day costs $6 upwards, depending on the distance travelled.

Travelling By Water

Cambodia has 1900km of navigable waterways which are a key element in the country’s transportation system, especially given the state of many roads and railways. A boat service runs between Phnom Penh and Siem Reap, and the express service takes about 5 hours, however it is overcrowded, and scenically the trip between Siem Reap and Battambang is more rewarding but make take up to 8 hours, costing $25. The nicest place to sit is on the roof of the boat but take protection against the sun.

End-Of-Service Travel

MJ P will provide transport to the airport at the end of your stay. However if you wish to travel via a non-direct route your transport will be your own responsibility to organise. If you wish to take a non-direct flight home this must be negotiated on booking your ticket. Any alterations after this point must be funded by you.
Some generalisations about Cambodia and Samlaut:

Language

The languages used in Cambodia are a mixture of French, mainly from the older generation; English mainly from the younger generation, Thai and Khmer in a variety of local dialects.

Greetings

Cambodians traditionally greet each other with the sompiah which involves pressing the hands together in prayer and bowing. This has been partially replaced by shaking hands, but, although men tend to shake hands, women often use the traditional greeting. It is considered acceptable for foreigners to shake hands but is appreciated if a sompiah is attempted.

Before entering a Khmer home, temples and the health post, always remove your shoes. Some of the MJP workers remove their shoes whilst at the Battambang office.

Appearance And Dress

You are likely to be judged on your appearance, especially as you may often be seen as a role model. If in doubt, dress as smartly as your circumstances allow – you can always dress down later.

Cambodian men and women in the towns and cities wear western style clothing but otherwise wear sarongs, often at home. The women are very modest in their dress and, when eating on floor mats, sit with their feet to the side rather than in the lotus position.

In general long sleeve shirts and long trousers or skirts are preferred and when visiting places of importance, e.g. the royal palace in Phnom Penh, entry will be denied if you are not wearing sleeves.

Some useful tips:

- Nude bathing is unacceptable
- Showing anger by shouting or becoming impolite is a poor reflection on you and unlikely to accomplish much. If things aren’t being done as you would like remember there is a critical shortage of trained people in the country as the vast majority of educated Cambodians either fled or were killed between 1975 and 1979. This also means that there were few role models for today’s generation
- It is improper to pat children on the head
- If you would like someone to come over to you, motion with your whole hand held palm down. Signalling with your index finger and palm held skywards can be interpreted as sexually suggestive!
- If using a toothpick it is polite to use it with one hand and cover your mouth with your other hand
- When handing things to people use your right hand or both hands only, never your left (reserved for toilet ablutions).
Weather

December and January have low humidity levels and little chance of rain. From early February temperatures start to rise until April, the hottest month with temperature often exceeding 40°C. In May, the south west monsoon brings rain and cooler weather. The wet season lasts from May until October – it does not rain every day, just very hard when it does. An umbrella is useful in the dry season as a parasol.

Politics

Acceptability of open political discussion, particularly on domestic issues, is not the same as in the UK. Use your discretion, and try to avoid commenting on politics, even to close friends and especially at the start of your placement, and avoid becoming involved in political activity.

The Samlaut district was the last stronghold of the Khmer Rouge and many local villagers fought and worked for the party. There are others who were in the government army against the guerrilla activity. Therefore evidence of old Khmer Rouge activity is not mentioned and past activities and loyalties are not enquired about.

Even at the field HQ bodies were found in the river as recently as 2002.

Mines

Never touch any rockets, bombs, shells etc that you come across. It was a favourite tactic of the Khmer Rouge to mine alongside roads and in rice fields targeting civilians. The area where you will be working is known as the K5 mine region, one of the most famous in the world. There have been hugely successful clear-up operations of mines but the sheer number that were deployed means that there are many still present. Do not stray from well marked paths and if you are entering an area that you do not know please check where it is safe to walk first. The commune and village chiefs are knowledgeable about the location of the mines. They were often the Khmer Rouge leaders working in the area and laying them!

It is MJP and NESC policy that you only walk on paths known to be safe and free of mines. If you do not follow this advice and step on a land mine then neither MJP nor NESC accept any liability. However, the insurance policy covers the cost of medical expenses and permanent disability payment (to the maximum specified).
Religion

Unless you have been told otherwise, you can practise your own faith freely while you are away. However, please respect the religious beliefs of your colleagues and friends; acceptability of discussions about faith may differ from that in the UK.

The most common religions in Cambodia are Buddhism, Islam and Christianity. It must be noted that MJP is a secular organisation. Missionary work will not be accepted or tolerated.

If visiting wats, pagodas and other religious sites:
• act with the utmost respect
• a woman may accept something from a monk but should be careful not to touch him as she does
• don’t wear shorts or tank tops
• take off your hat on entering the grounds
• take off your shoes before going into the vihara
• if you sit in front of the dais, sit with your feet to the side rather than in the lotus position
• never point your finger or the soles of your feet towards a person or a figure of the Buddha.

Marriage

If you decide to get married during your placement, please inform the MJP office staff as soon as possible and discuss the potential implications of this. NESC or the MJP cannot take financial responsibility for your spouse. It is highly unlikely that visiting partners will be able to stay onsite with you in Samlaut or in your accommodation in Battambang.

Sexual Relationships

Sexual behavioural norms, including acceptability of unmarried and same-sex couples, vary across the world and from rural to urban areas. Sensitivity to the local cultural context, on issues such as acceptance of a relationship with a national, is important.

Cambodian culture is tolerant of homosexuality but strong public displays of affection, either heterosexual or homosexual, are frowned upon. It is common to see, however, two women holding hands or two men walking or sitting closely to one another.

Cambodia is struggling with prostitution, the government is just starting to react to child prostitution and will now charge and penalise perpetrators. It is, however, a huge industry. It has not been helped by myths such as ‘to get rid of AIDS you must sleep with a virgin’.

You are expected to abide by the national law and not to take advantage of any underage person in a sexual manner.

It is MJP policy that no MJP worker engages in sexual activity of any kind around Samlaut or Battambang. Delegates are expected to comply with this policy.
NESC and MJP take your security and safety as a Delegate seriously. Before placing anybody as a Delegate on the Cambodia Project, we make an independent judgement that security risks in Cambodia are at acceptable levels. But avoiding unacceptable risk and minimising acceptable risk once you are in Cambodia is a duty and responsibility shared by MJP, you and NESC. By choosing to work in a different country and culture, you accept a potential increase in personal security risk posed by a new and unfamiliar environment.

As acceptance of risk and individual needs for information vary from person to person, please ensure you understand and accept the levels of risk your placement as a Delegate entails before you agree to it. You are responsible for briefing yourself on security and safety and ensuring you are satisfied with the information you receive from NESC before you go.

NESC and MJP provide information about the unfamiliar risks you may face in your placement, and about ways to minimise and manage them. You will have access to a range of resources covering general health and safety issues before departure.

Registration With The Embassy

It is recommended that all Delegates are registered with their own embassy, or with another embassy that represents their country’s interests. This can be done on arrival in Cambodia. Chan To, the MJP Office Manager has the required forms, and they will be included as part of your welcome pack.

It is highly desirable to be registered in this way both because your embassy will play an important part in ensuring your safety and offering advice should any emergency arise in Cambodia, and also because they may be able to help if there is a family emergency at home.

During Your Placement

When you arrive in Cambodia, the MJP office will provide specific information and advice, including procedures in the event of a security alert or evacuation and details of medical facilities.

Apart from times of emergency or crisis, you will play the primary role in your own day-to-day safety and security management. Once in Cambodia, please raise any urgent security concerns with the MJP office immediately. If possible, this should be done in writing to avoid any ambiguity and to enable the MJP office to keep a clear record. Wherever possible and appropriate you will be provided with a written response to any concerns that you raise.

It is helpful to develop support and information networks, drawing on local residents, colleagues and other Delegates – all of whom can brief you on changing levels of risk and provide initial help at times of stress, personal crisis or external emergencies.
You should also identify and assess the health facilities, and consider a variety of potential evacuation routes and methods. Remember you have the right to leave your placement at any time if you feel the security risk is too great. If you take this action, then please report this as soon as you are able to the Cambodia programme manager by phone and/or email.

If you plan to be away from the hospital base for more than a day or two, please inform the MJP office of your whereabouts and contact address. They may need to reach you in an emergency.

Cambodia’s political history has not been completely stable and its ongoing political stability cannot be assumed. Do not assume you can go anywhere and do anything. There is no substitute for checking out the latest situation on the ground, either from local newspapers, local people, other travellers or NGO’s.

Do not forget to use a security belt for passport and money.

Emergencies In Cambodia

In the event of an emergency, any action or decisions should be taken after consultation with the MJP office. If this communication cannot be made safely or with sufficient speed, you should act according to your own best judgement.

MJP staff will need to act swiftly and decisively in an emergency, to safeguard Delegates, staff and potentially patients. We therefore request that you comply with all emergency security directives issued by the MJP office, which may include evacuation.

Debates or non-compliance take up precious time, reducing the effectiveness of the organisational response. Under normal circumstances, non-compliance would trigger a Delegate status review, so if you choose not to follow MJP’s direction in an emergency, it may be necessary for us to immediately withdraw you as a Delegate on the Cambodia Project.

Please familiarise yourself with the insurance policy. In the event of an emergency the NESC insurance policy will cover the costs of any evacuation with the exception of excess baggage. Any belongings that you leave in Cambodia will not be covered by the NESC insurance policy.

Unless you specifically instruct us not to, NESC will always notify your designated emergency contact if you are involved in an emergency while you are away. It is therefore vital that the UK Cambodia Project office always has up-to-date contact details for your emergency contact or next of kin. Please ask your designated emergency contact to inform the UK Cambodia Project manager of any change to their address and telephone number.

If an incident occurs or concern arises when you are in Cambodia and your family think you may be involved, they can contact the Cambodia Programme manager as above.

Emergencies At Home

If an emergency happens at home, your designated emergency contact or next of kin should inform the UK Cambodia Programme manager. The MJP office will then inform you as quickly as possible.
Please consult the MJP staff before deciding whether you need or want to return home.

Cheap overseas phone calls

Cheap overseas phone calls can be made through companies such as Telediscount and Telestunt. There are also many other companies who offer cheap phone calls, including downloading software from companies such as Truphone to obtain free and low mobile phone calls overseas through the internet.

www.truphone.com
www.telediscount.co.uk
www.telestunt.co.uk/

Postal Service

It is possible to receive mail and packages in Battambang town. Please use MJP’s office address. It is also possible to send packages overseas via EMS Cambodia. See address below. DHL and Federal Express operate only in Phnom Penh. It is possible, however, to receive packages from DHL or Federal Express in Battambang. The designated company will contact you when the package arrives in Phnom Penh and will send it on a bus to Battambang town.

Postal Service in BTB:

BTB Telecommunication
St 01, Kamakor Village, BTB town
Contact person Ms Phally

For the price rate, please visit: www.ems.com.kh

Voting

If you are normally entitled to vote in UK [and EU] and your name has previously been included on the electoral register for a UK address, you will be eligible to apply for a proxy to vote on your behalf while you are away. To register as an overseas elector and to authorise someone to vote on your behalf, you must complete an overseas elector’s form, which you can request in writing from your local Elections Office, or in person from your nearest British consulate or diplomatic mission. Please contact the Electoral Commission on +44 20 7271 0500 for the deadline for registration each year if you want to be able to vote at elections held in the following year.
NESC take the maintenance of Delegate health very seriously and have appointed several organisations to provide advice and assistance.

- **NE SC will provide a group insurance package.**
  - You will be sent a copy of the policy prior to your departure, please familiarise yourself with the policy and use of emergency numbers.

- **Medical Advisory Services for Travellers Abroad (MA STA) have also been appointed by NESC to support the health and well being of Delegates.** They will assess and confirm your medical fitness to travel and work abroad, advise and provide immunisations and prophylaxis as well as provide advice on staying healthy abroad. They will provide a medical review for any Delegate post deployment as required/requested. MASTA will also provide each delegate and the group with a travel pack of equipment and appropriate medication.

- **Dr Rowan, Consultant GUM/HIV physician at Southampton University Hospitals Trust** will advise all Delegates on risk avoidance for blood born diseases and post-exposure prophylaxis. He is available for support on this issue whilst in Cambodia and provides a follow up service post deployment.

- **March on Stress will be providing pre-departure briefing on managing stressful situations.** They will also be conducting a confidential psychological surveillance of Delegates. Please see below for more information.

On behalf of NESC this package of support and advice will be available from the time you are selected as a Delegate on the Cambodia Project until after you return home.

NESC and MJP have a strict confidentiality policy for medical information and the contracted organisations adhere to this policy. You can rest assured that any medical information obtained from you or your doctors is treated with absolute confidentiality. Details will not be discussed at any stage with other parts of NESC or MJP, including the Cambodia Project offices, without your permission.

In some situations, it may become necessary to ask you for more information about a medical condition. For example, the MJP programme office may need some information in order to authorise a flight home so you can receive the treatment you need. We will, where practicable, explain and discuss this with you beforehand.

NESC cannot give health or travel advice to anyone visiting you in Cambodia. We advise any visitors to visit their own GP or a travel agency such as MASTA, for this information.
Medical clearance

Your departure depends on satisfactory medical clearance being obtained which will be conducted by MASTA on behalf of NESC. Please be aware that medical clearance can be given to Delegates with a variety of existing medical conditions, as long as these can be managed in safety in Cambodia. This will be discussed with you on an individual basis.

Once offered a place on the project you will receive a medical questionnaire from MASTA via email. This is to be returned to the MASTA contact specified who will then be your point of contact for any further enquiries.

An occupational health nurse will contact you within a week of receiving the completed questionnaire and arrange a telephone consultation in which she discuss your personal requirements including vaccinations. A GP report may be requested following this conversation, this will be reviewed by Dr Patel at MASTA and she will advise on fitness for deployment on a case by case basis.

If you become ill or are involved in an accident between receiving medical clearance and your departure, and you require treatment from your doctor, specialist referral or hospital treatment, please inform the MASTA nurse who performed your medical clearance. In some cases, your departure may need to be delayed as you may need renewed medical clearance. If for any reason you do not do this and you subsequently require further or follow-up treatment your insurance could be invalid and NESC will not cover any costs incurred.

If you take any regular prescription or other medication please ensure that you can take enough with you to last the whole placement.

Please have a routine dental check-up within three months of your departure. All treatment recommended should be carried out before leaving, and at your own expense, as the insurance will not pay for any dental treatment while you are away that is a direct result of pre-existing problems. Emergency dental problems that occur during the placement should be covered by insurance.

Emergency Contact Details

24 hour Medical Emergency Company
To be contacted immediately in the event of an accident or illness resulting in hospitalisation or change to travel arrangements.

CEGA Air Ambulance
Tel (UK) 01243 621525
Fax (UK) 01243 773169

Have the following information available: -
1. The number of this Certificate as shown in the Schedule.
2. The name and address of your Agent as shown in the Schedule.
3. The telephone number from which you are calling.
4. The name and telephone number of the Doctor and Hospital attending the ill/injured Insured Person

Please explain to your GP that your employer will continue to pay your DSS contributions while you are away and that you will be returning home after your placement. Otherwise, and it is unlikely but to prevent any misunderstanding, the surgery may return your NHS medical records to the local health authority, in which case you would have to re-register with a GP on your return.
Immunisations and prophylaxis

Vaccines are highly effective against a large number of diseases that can cause serious illness and sometimes death.

NESC have contracted MASTA to provide the required advice on the vaccinations you will require for Cambodia. Once appointed as a Delegate you will be contacted by MASTA to assess your immunisation requirements based on your response to the medical questionnaire.

The usual vaccines recommended for Cambodia are: poliomyelitis, typhoid, tetanus, diphtheria, BCG, hepatitis A and B, rabies and Japanese B encephalitis.

Yellow fever is not present in Cambodia or the UK, however if you are travelling en-route via a yellow fever positive country you will need to show a record of your immunisation on entry to Cambodia. If you require a yellow fever vaccination this will need to be at your own expense.

Make sure you record all immunisation dates in your vaccination booklet and keep this up to date to remind you about boosters.

Malarial prophylaxis is required to live in Samlaut District. The current recommendation is either doxycycline or malarone. MASTA will discuss this with you during your telephone consultation and prescribe whichever is the most appropriate, usually doxycycline. Please ensure that you have enough to enable you to start taking them prior to departure, to last your whole placement and for a few weeks after you return.

Glasses and contact lenses

NESC does not reimburse optical checks or sight tests before departure or during your placement. Pack a spare pair of prescription glasses as well as your prescription, as you may be able to have a pair made in Cambodia. Give a copy of your prescription to your next of kin so that glasses can be sent to you if necessary. If you wear contact lenses, take glasses as well in case of dust or pollen. Take plenty of contact lens fluid as it is expensive and difficult to obtain in Cambodia.

During the dry season the roads are incredibly dusty and can irritate eyes. It is recommended that you bring some ‘false tears’ with you.

During your placement

As part of your orientation on arrival you will receive a health briefing by MJP.

If you are at all unwell when at the Samlaut field centre, no matter how mild, then please inform Ratanak, the field centre manager. If your symptoms have not resolved within 24 hours he will arrange for you to go to Battambang. This may seem over-cautious but it is MJP policy to avoid driving at night along dangerous roads: and to ensure that people are in a location to receive adequate medical care when it is required.

Whilst in Cambodia CEGA will provide any emergency medical assistance required. This includes telephone advice, arranging treatment, transportation to an appropriate centre and payment for your care.
Dr Loeur, the MJP medical advisor, will assist in your care and arranging any medical check-up’s required.

Dr Loeur and Stephan Bognar can insist you have a medical check-up if they feel it is necessary. If they decide you are too unwell to continue in your placement, they may recommend you finish your placement early on medical grounds.

Medical emergencies
In all circumstances CEGA should be contacted in the event of a Medical Emergency as they will be able to arrange treatment and appropriate transportation to the destination hospital which has the appropriate expertise and facilities. Under usual circumstances, if the evacuation is arranged by CEGA, they will settle all evacuation and hospital bills directly with the supplier.

PLEASE FAMILIARISE YOURSELF WITH THE INSURANCE POLICY FOR MORE DETAIL OF WHAT TO DO IN A MEDICAL EMERGENCY

NESC cannot meet the cost of your partner or other relatives accompanying a medical repatriation, unless this has been previously authorised.

We make every effort to respect your confidentiality in an emergency, but sometimes this may not be possible, especially if speed is of the essence. See Data protection and confidentiality for more information.

Useful advice

HIV
Pre-Departure Advice
As part of the training prior to departure an individual session will be devoted to preventing transmission of blood born diseases, advice on post-exposure prophylaxis and follow up in the UK. This will be delivered by Dr Rowan, Genito-Urinary Medicine Consultant at Southampton University Hospitals Trust. He will provide consultations at 6pm on a Wednesday evening. It is your responsibility to arrange this consultation with Dr. Rowan via his secretary, see contact details below.

Issued Kit
Each Delegate will be issues with and one week’s supply of Combivir in case of exposure.

Definition of Exposure
Potential exposure to HIV occurs through transmission of bodily fluids. This may occur during unprotected intercourse; materno-fetal before or during birth and after via maternal milk; through receipt of infected blood products; injections or treatments with un-sterile needles, syringes and body piercing equipment; across mucous membranes such as the eye or buccal mucosa.

Estimated prevalence in Cambodia is 1.6%, prevalence in the UK is 0.4%.2.
What to do in case of risk of exposure

DON’T PANIC. The risk of transmission to healthcare workers is low, estimated about 0.5%. Wearing gloves removes 60% of blood on a needle in a ‘needlestick’ incident.

Wash the area of injection thoroughly using soap and water. If the eye or mucosa was splashed then rinse with copious amounts of water.

Consider whether the patient is known to be HIV positive. This will rarely be known. If it is not then it is unlikely to be possible to persuade them to agree to counseling and a HIV test to verify their status.

Ideally Dr Loeur should be informed at this point and possibly started the medication so that he can assist in the future if required.

The medication

The medication that is often advised for post-exposure prophylaxis, and with which Delegates will be issued, is Combivir; a combination drug containing Zidovudine 300mg and Lamivudine 150mg. One tablet is to be taken twice daily before meals for one month.

Delegates will be issued with one week’s supply of Combivir from the UK.

Possible side effects

Many people take Combivir without any side effects, and most important side effects occur on taking the medication for longer than one month. However there is a risk of anaemia and neutropenia when on the medication, this is especially so if taken in combination with the antibiotic Co-Trimoxazole. Therefore when taking Combivir if a Delegate becomes mildly ill, they should be evacuated and have a full blood count (FBC) taken to check red blood cell and neutrophil count. This would be accomplished more easily if Dr Loeur’s informed as soon as you have started to take the medication.

Follow up in the UK

All Delegates who have taken their post-exposure prophylaxis, or whom have any concerns, should attend for follow up with Dr Rowan at the GUM clinic in Southampton. This is a confidential, walk-in service and follow-up may be arranged outside of clinic times to ensure privacy.

Secretary telephone number: 02380 825152 or 02380 825702.

Dr Rowan may be contacted for advice and clinical guidance in the event of exposure to HIV/Hepatitis/STD’s by email on or 02380 825152.

If the situation is urgent there is a GUM/HIV physician on call in Southampton who may be contacted via switchboard.

The insurance policy will not cover medical, or other expenses however contracted for STD’s.

2. Joint United Nations Programme on HIV/AIDS
Hepatitis B and C

Exposure to Hepatitis B and C occurs through transmission of bodily fluids in the same way as HIV. This may occur during unprotected intercourse; materno-fetal before or during birth and after via maternal milk; through receipt of infected blood products; injections or treatments with un-sterile needles, syringes and body piercing equipment; across mucous membranes such as the eye or buccal mucosa.

In line with current NHS policy every delegate will be required to demonstrate their Hepatitis status prior to departure. Hepatitis B is endemic in South East Asia so if not already immune vaccination will be recommended.

There is no vaccine for Hepatitis C. It is rarely diagnosed acutely as the symptoms are non-specific.

Stress

Stress is an essential and normal part of our everyday lives. It can be pleasurable, for example when riding the “big dipper”. However when one is faced with danger or fear stress can produce the ‘fight or flight’ response enabling us to either run away, or stay and face the problem.

Coping with minor stressful episodes is a normal part of everyday life. We usually learn to cope even if some of these episodes leave us feeling frustrated, angry and upset. Coping with deeply disturbing traumatic events may cause problems that are more difficult to deal with and accept. The ability to cope depends on a number of factors such as personality, character, previous experience, the traumatic nature of the event and the nature of support that we are given. Most people will cope most of the time and be fully able to carry on with their lives.

The most important things to remember are:

- Stress, and feeling stressed is a normal reaction
- Trauma and loss are natural reaction that should be allowed expression and may involve a long term process.

People are less likely to cope if:

- The incident is particularly traumatic or life-threatening
- The individual has poor coping strategies, or a history of mental illness
- There is lack of support during the incident, or afterwards
- Little or no help, counselling or review is offered later.

The better we know ourselves the more likely we are to cope with stress and be able to avoid the cumulative effect. Knowing and accepting our limitations is one of the most important factors. Finally, the ability to take care of our physical health through sleep, diet, exercise and controlling alcohol use.
Personal stressors to be aware of in Cambodia include:

- Working together and sharing accommodation for extended periods
- Loneliness
- Personal conflict within the team
- Unstable environments and violence, or the potential for violence
- Lack of privacy
- Inadequate clinical skills and available resources to treat patients as you would wish

In recognition of the potential stressful environment of this placement you will be asked to complete three questionnaires regarding your psychological state. These will arrive via email approximately one month before departure, one month after your return and four months after return from Cambodia. This is a screening tool that is confidential and conducted independently on behalf of NESC by March on Stress. The results will not be discussed with either NESC or your GP without your permission but the company may offer you follow up if they feel that you would benefit.

You may find that, at some point during your time as a Delegate, you need support in the form of someone who will listen and help you work out what you want to do next. This can happen in a variety of circumstances, ranging from the stresses and strains of everyday life in a new environment, through to a more sudden crisis such as bereavement. Anybody can need support at such times, and the contacts you have made in your placement – the MJF office, your colleagues – are a good source to draw on.

After discussion with you they may refer you to a specialist service for further consultation and advice.

Pregnancy

NESC’s policy on pregnancy is based on the understanding that your placement is time-limited and that you do not intend to have a baby during it. If you become pregnant, please discuss with the Cambodia Project manager before departure, or Dr Loeur if in Cambodia.

Medical expenses arising from pregnancy are covered by the insurance policy as long as the due date is more than 2 months from the date of return to the UK. Antenatal Care would be included within this, however, there is a £50 excess for each claim.

If Delegates discover they are pregnant whilst deployed in Cambodia the insurance does not cover an early return to the UK if that is their wish. This is regarded by the insurers as a personal choice, not a medical necessity.

Termination of pregnancy

If you decide to terminate your pregnancy during your assignment as a Delegate, we advise you to discuss this with Dr Loeur or Stephan Bognar who will attempt to assist you in contacting the appropriate clinic.

Pregnancy termination is only covered by the insurance company where this is a medical necessity.
Snakebites

There are medically important venomous snakes living in the Samlaut region of Cambodia from which a bite may be life-threatening. The aim is to prevent such a bite by:

- Avoiding any contact with snakes, even harmless or apparently dead ones.
- Wear protective clothing (boots not open sandals, socks, long trousers) in undergrowth or deep sand and carry the light at night that you will be provided with.
- Sleep off the ground and ideally under a mosquito net to prevent nocturnal bites.

If a bite occurs then STAY CALM! Provide reassurance to the victim as even the most venomous species often bite without injecting enough venom to be harmful.

First aid measures that should be undertaken are:

- Immobilization of the whole of the patient, especially the bitten limb (see how to pressure-immobilise below)
- Transport the victim to medical care as quickly, safely and passively as possible. Call CEGA for advice on where and how to evacuate.

Please be aware that traditional methods, such as incision, suction, tourniquet, electric shock, cryotherapy, instillation of chemicals and snake stone, are useless and harmful.

Avoid aspirin or non-steroidal anti-inflammatory agents as they exaggerate potential haemostatic problems.

The snake is valuable evidence but should not be pursued or handled carelessly.

The main effects of envenoming are:

- local swelling, bruising, blistering, regional lymph node enlargement and necrosis
- anti-haemostatic defects: incoagulable blood and spontaneous systemic bleeding from gums, nose, skin, gut, GU tract and intracranial haemorrhage.
- shock (hypotension) and myocardial damage
- descending paralysis: progressing from ptosis and external ophthalmoplegia to bulbar, respiratory muscle and total flaccid paralysis
- generalized rhabdomyolysis with myoglobinuria
- intravascular haemolysis and acute renal failure.

Pressure immobilization (PI) can reduce systemic spread of large molecular weight neurotoxins and delay life-threatening neurotoxicity. The entire bitten limb is bandaged ‘as tightly as for a sprained ankle’, starting around the fingers or toes and finishing at the axilla or groin using stretchy bandages (e.g. crepe 10 cm wide, 4.5 m long), and a splint. The aim is to achieve 50–60 mmHg of pressure, sufficient to obstruct lymphatics. To avoid ischaemia, check peripheral pulses and loosen the bandage if the bitten limb becomes painful and cyanosed. The patient must remain as motionless as possible for the method to be fully effective.
With thanks to: Dr. David A Warrell MA DM DSc FRCP FRCPE FMedSci. Director of the Nuffield Department of Clinical Medicine, John Radcliffe Hospital, Oxford, UK.

After you return home

Upon return to the UK, the insurance policy will provide cover for medical expenses occurred as a result of your deployment for up to 52 weeks post return.

MASTA will provide a post deployment medical consultation if you feel unwell on returning to the UK. This is available for up to a year post deployment.

The Genito-Urinary Medicine clinic is confidential, free and does not require appointments. Dr Rowan is supportive of the Cambodian Project and happy to see returned medical workers. If you have had reason to take your post-exposure prophylaxis whilst in Cambodia then this visit is essential.
NESC will support, provide and/or cover the costs associated with:

- Return flight; visas; reimbursement for required immunisations and anti-malarials; medical expenses and insurance cover whilst you are in Cambodia and for related matters up to one year after your end-of-service date.
- Help with pre-departure preparations, and activities that support work in your placement, including skills development, exchanges and resources
- In-country training, induction and accommodation
- Assistance with professional support and development during your placement
- Assistance from staff in Cambodia, and evacuation if necessary, in the event of medical or security emergencies
- Assistance from MJP and NESC staff in placement evaluation
- Essential support on your return home, including the opportunity to attend a returned volunteer event
- Continuation of your Basic Salary. This does not include any supplementary banding you may currently receive
- Medical, personal accident and personal liability insurance as per the policy
- Departure tax at the Cambodian airport, approximately $25

You Should Not Expect:

- A standard of living comparable to expatriates
- To be able to buy luxury food items or imported goods
- Personal transport, except where essential for your placement
- NESC or MJP to cover minor health expenses, such as over-the-counter medicines or regular personal prescription medications

You may wish to obtain independent financial advice to ensure your finances and insurance cover are arranged to your satisfaction before you go.
You will be required to arrange and/or to pay for the following costs;

- Passport
- International driver's licence if required
- Dental check-up and any treatment required prior to departure
- Spare glasses, spare contact lenses and the equipment required to clean them.
- Your own basic first aid kit
- Routine prescriptions
- Non-emergency dental treatment
- Your own transport for non project activities
- Own vehicle costs (including insurance) if personally bought or hired
- The extra costs if travelling home by a non-direct route or altering the ticket provided
- Extra payments for professional liability incurred due to your participation in the Cambodia Project.
- Contributions to any non-NHS pension scheme.
- Medical/travel insurance if taking opportunity to travel after end-of-service date.
- Medical and personal accident insurance for hazardous pursuits
- Income tax on any income received in the UK (e.g. rent)
- Income tax, National Insurance and NHS Pension contributions pro-rata to your salary

Nesc’s right to reclaim costs

NESC invest heavily in the recruitment, preparation and support of Delegates, and once you are accepted on a placement the process becomes increasingly costly for us. If you withdraw from the Cambodia Project before departure or leave your placement early, we reserve the right to reclaim costs for training and grants which may have been provided to you.

Temporary return policy

If you have to return to the UK temporarily for medical treatment, compassionate leave or security evacuation, the following terms and conditions will apply.

- If you are on a temporary return within the period of your secondment to the SHA, then the SHA will remain liable for you and for reimbursing salary costs to your employer until the period of the secondment is finished
- If you are on temporary return for medical reasons, you must obtain further medical clearance prior to returning to Cambodia.
Pensions

If you are employed by the NHS before deployment, and will return to that employment following your deployment on the Cambodia Project, and are a member of the NHS pension scheme, your employer will continue to pay their contributions directly to the NHS Pension Agency on your behalf while you are on placement, as per the letter of commitment.

Please contact the NHS Pensions Agency for full details.

As this is a salaried post Delegates are expected to continue their own pension contributions as per normal.

National Insurance

If you are employed by the NHS before deployment, and will return to that employment following your deployment on the Cambodia Project, and to maintain your entitlement to social security benefits on your return (e.g. jobseeker’s allowance, incapacity benefit and maternity benefit), your employer will continue to pay their employers NI contributions on your behalf while you are on placement on the Cambodia Project, as per the letter of commitment.

As this is a salaried post Delegates are expected to continue their own National Insurance and Income Tax contributions.
All Delegates are covered for medical expenses arising from accidents or illness by NESC’s worldwide group travel insurance policy.

You will need to arrange your own medical and personal accident insurance for hazardous activities/sports.

If you plan to travel independently during your placement you will need to arrange your own medical insurance cover for this portion of your travels.

Professional liability

Please inform your current provider of professional indemnity insurance of your intention to participate in the Cambodia Project. Companies may wish to discuss every case individually before providing cover. It is your responsibility to contact the appropriate body, arrange professional liability cover and pay for any extra subscription if this is required. It is essential that you have this in place in order to be able to participate in the project.

Working in Cambodia

You, MJP and NESC will jointly agree objectives for your placement. Normally you will work the same hours as your local colleagues. The success of your relationship with fellow Delegates and MJP staff requires effort, openness and flexibility from both sides but, as the newcomer and foreigner, you will feel a greater responsibility to adapt and learn.

Please be aware of the following:

Leave, Absences and Official Holidays

Your annual leave allowance is pro-rata to your time in Cambodia, and on the same terms as under your NHS contract. We ask that you take only that this amount of leave during your secondment and that this follows discussion and agreement with MJP and your colleagues. If you wish to use accrued annual leave from your current contract before returning to your current employer we ask that you agree this with them prior to departure and take it at the end of your secondment. The MJP office must authorise any other absences during your placement.

If you plan to visit another country during or at the end of your placement, please inform MJP staff – they will be able to advise you if there are security or other considerations to take into account before making the trip. Please note that NESC cannot meet the costs of any private travel undertaken before, during or after your Delegate assignment.

If you are visiting the UK during your placement, we do ask you to let the MJP office know where they can contact you in case of need.

Resolving problems

You should aim to resolve any differences of opinion or other problems directly with the MJP staff and your colleagues. If this doesn’t work out, you can ask MJP staff to mediate.
Delegate status review

With the exception of breaking the Child Protection Code of Conduct, Delegate status review is considered a last resort and is expected to occur rarely. NESC and/or MJP may review your status as a Delegate if:

• you breach the obligations set out in your letter of commitment
• you seriously or persistently violate the conditions of service as laid out in this handbook
• you break the laws of Cambodia
• you consistently or seriously fail to meet the criteria on which NESC selected you as a Delegate for the Cambodia Project
• you put your own or other people’s well-being at risk
• you undertake any other activity which brings you or the project into disrepute

A review of your status as a Delegate can result in the withdrawal of your status as a Delegate, which may lead to your repatriation. Please note that in cases of status review for breaches of the Child Protection Code of Conduct, this process may vary. Documentation will be much more detailed and progress between stages may be accelerated.

Generally, the process that will be followed is as follows:

• Depending upon the circumstances of the concern that exists, MJP staff will explain their concerns, discuss them with you and, wherever possible, give you time to improve the situation before proceeding to a formal status review.
• If MJP staff feel you are not addressing the problem, they will inform you of their decision to review your status. They will send you full written guidelines together with an explanation of the status review process and its timetable.
• MJP staff will consult colleagues, including NESC staff, to ensure you are treated as consistently and fairly as possible.
• You and the MJP staff will have time to collect information.
• You will meet with a review panel of two members. Wherever possible, one panel member will be the MJP office director and the other will be someone who is not directly involved with the MJP office. You can invite an observer of your choice to accompany you.
• The case for withdrawing your Delegate status will be presented, and you will have the opportunity to respond.
• The panel will decide whether to uphold your Delegate status unconditionally; uphold your Delegate status with certain conditions attached, or withdraw your Delegate status.
- The panel will send you written confirmation of the decision with a full justification. If the panel does decide to withdraw your Delegate status, this will be ratified by NESC staff.

- If you decide to appeal against the findings of the panel, you can write directly to Fleur Kitsell, Head of Innovation, Development and Wider Workforce at NESC, who will decide who should hear the appeal.

While you would normally be free to stay in the country pending the outcome of the appeal, the review panel may feel that, on grounds of your own or others’ safety, you should return home immediately. In such cases, they will offer you a ticket and may inform the Cambodia Project Office in the UK that your Delegate status no longer applies. This does not affect your right of appeal.

NESC and MJP have a separate procedure for reassessing whether you can continue in your placement if you develop a medical condition during your placement that would have prevented you obtaining medical clearance before departure or just makes it difficult or impossible to continue your placement.
Training for living and working in your placement usually takes place in three stages: personal preparation, work-focused training before you go and then in-country training on arrival in Cambodia. Self-briefing is also vital in helping you to prepare and settle in.

NESC is committed to helping you prepare as fully as possible for your placement and pre-departure training is an essential part of this preparation. The nature and duration of the training varies according to the requirements of your placement.

If you are unable to attend a course NESC may decide to withdraw your placement offer. The training and learning commitments are therefore an important element to consider before you accept a placement.

The Cambodia Programme manager will send you details of any pre arranged pre-departure training venues and course dates. All Delegates are normally expected to have covered the initial NESC professional programme courses.

When you arrive in Cambodia, your induction course will include:

- information on politics, economics, language, culture and health issues in Cambodia
- briefing on acceptable norms of behaviour
- personal safety and general security advice and procedures
- emergency and medical procedures
- the role of the MJP programme office and its administration
- placement monitoring and evaluation procedures
- global education and ongoing self-briefing
- an introduction to the local language.

Self-Briefing

Self-briefing is invaluable for preparing personally and professionally for your placement, and will make it easier for you to settle in once you arrive in Cambodia. Finding out about as much information as possible about Cambodia will ease the transition. Self-briefing doesn’t have to be limited to the information NESC can provide. The internet, public libraries and bookstores, country embassies etc also contain valuable resources.

We are compiling a range of information sources for Delegates at all stages of the Cambodia experience. As the Cambodia Project is currently in its early stages there are aspects that are not yet complete but the aim is to provide information to complement the training courses and help you gain a better picture of the realities of working in Cambodia.
NESC will provide a shared computer and internet access as available where delegates can access supervision from a pre-identified supervisor in the UK, share good practice and gain personal and professional support. We will also provide details on preparing for and readjusting to life back home for returning Delegates.

Resources will be available through our websites and by contacting the Cambodia Programme manager; we would appreciate knowing about any information that you have found helpful.

Returned Delegates are a particularly valuable source of information – they can often answer your more specific questions and can give you an insight into their experience.

A list of Delegates is available from the Cambodia Programme manager

Suggested sources of information

**NESC Courses Centre Website**
www.nesc.nhs.uk

**MJP Website**
www.mjpasia.org

**International and Cambodian Development Department for International Development**
www.dfid.gov.uk

**The Crisp Report on Global Health Partnerships: the UK contribution to Health in Developing Countries, and the formal Government Response.**

**The UN Millennium Goals**
www.dfid.gov.uk/mdg

**World Health Organisation website**
www.who.int

**WHO – Integrated Management of Childhood Illness (IMCI)**

**WHO information on Cambodia**
www.who.int/countries/en

**Eldis: a comprehensive range of resource guides and dossiers**
www.eldis.org/index.cfm?objectid=235421A6-F9D0-7429-7EDF13F435950223

**British Embassy in Phnom Penh**
www.britishembassy.gov.uk/cambodia

**An article on the structure of Cambodian Health Care; Healing Cambodia’s Health Care; 31 May 2004**

**Membership Organisation for NGO’s active in Cambodia’s Health Sector**
www.medical-cambodia.org

**Demographic Information**

**Community-based Therapeutic Care (CTC) Field Manual for Nutrition**
A practical guide to help design, implement and evaluate community-based nutrition support programmes, focusing on children aged 6 months to 5 years.

Emergency, the Italian NGO working in Battambang
www.emergency.it

Oral Health in Cambodia
www.oralhealthcambodia.com

Dentaid: a UK-based charitable organization that provides equipment, training, and oral health services to hospitals, clinics, and dentists in the developing world.
www.dentaid.org

Foreign Office advice
For the official line in health and security threats and information on how the UK government can support you if you get into trouble abroad:

Background travel information
The official Cambodian tourist information website.
http://www.tourismcambodia.com

For a quick reference of some background information
http://www.asiatravel.com/cambinfo.html

For more informal travel information
http://www.bugbog.com/exotic_places/cambodia_travel.html

For links to a host of useful sites:
http://www.mekong.net/Cambodia/travel.htm

Health
For good, if slightly restrictive, advice from the USA:
http://www.cdc.gov/travel/seasia.htm

For the official line from the department of health:

Fit for travel is a public access website provided by the NHS (Scotland). It gives travel health information for people travelling abroad from the UK.
http://www.fitfortravel.scot.nhs.uk/

For MASTA and March on Stress, the contracted companies providing health advice to the Cambodian Rural Healthcare Partnership Project:
www.masta.org
www.marchonstress.com

Hiv/aids
http://www.cdc.gov/nchstp/od/gap/countries/cambodia.htm

Tropical medicine information
Oxford Handbook of Tropical Medicine (Oxford Handbook Series); Eddleston, Davidson, Brent and Wilkinson.
Library of the London School of Hygiene and Tropical Medicine.
www.lshtm.ac.uk/library

University of Oxford Centre for Tropical Medicine
www.tropicalmedicine.ox.ac.uk

NESC Professional Program Newsletter
Published quarterly this will frequently carry an update on the Cambodia initiative.
Suggested items to include in delegate kit

**Clothing**
Clothes that you are happy to hand wash and potentially not bring back
Long sleeved loose shirts
Swimming costume
Sun hat
Flip flops for use in shower cubicles
Leather ankle high boots - to wear at dusk at the field centre and suitable for trekking
Sports kit
Socks
Long trousers, long skirts

**General Useful Items**
Camera
Photos and postcards of home – can help build a rapport with staff
Torch
Khmer dictionary – can be bought in Cambodia
Tampons – enough for three months
Toiletries, ideally eco-suds to wash hair and clothes
Insect repellent
Sun cream – high factor
Sunglasses
Mints/sweets for long road journeys
Pack of cards
Travel plug
Plastic bags – including some zip lock bags
Wet wipes
Umbrella
Stethoscope, auriscope, ophthalmoscope, foetal doppler etc as required for work

**Important Items**
Spending money in small note denominations – US dollars
Credit card and bank card with known PIN numbers
Copies of passport, insurance and vaccination certificates – please leave copies with relatives in the UK and carry some with you, separate to originals.
‘Secret’ travel wallet to wear around your waist
Consider a ‘false’ wallet – wallet with old (useless) cards in it, some $1 (or monopoly) notes, picture etc. Carry in an accessible pocket to hand over in the event of trouble.

**First Aid Kit**
For personal use and recommended to include:
Contact lens solution, False tears;
Dioralyte/rehydration sachets;
Pocket face mask for resuscitation;
Antihistamines eg piriton;
Scissors, tweezers, safety pins, steristrips, plasters;
Throat sweets e.g. strepsils/mercaines;
Simple analgesia e.g. paracetamol, ibuprofen;
Travel sickness tablets eg. Kwells, stugeron;
Anti-acids – rennies etc;
Imodium (though can cause problems and should be reserved for journeys);
Water purification tablets;
Tincture of iodine/benzene;
Condoms; gloves
Information about individual Delegates is a very powerful way of raising awareness of NESC and MJP's work, raising money for the organisation and recruiting future Delegates and Delegates for the Cambodia Project. As a result we may publicise your work and your placement before, during or after your placement as a Delegate on the Cambodia Project. By working with NESC and MJP media and communications staff, you can help raise awareness of the Cambodia Project, bring it to life, and raise the profile of the work of you and your colleagues.

If we would like to use your experiences in any promotional campaigns to recruit Delegates or raise money, we will always endeavour to contact you to discuss this and any intended coverage. Once we have your agreement, we may re-use this material for future publicity work, provided that it is not significantly altered. If you do not wish to participate, please confirm in writing to the Cambodia Programme manager before you depart, and advise the MJP staff in Cambodia.

Media and publicity guidelines

If an interview is arranged for you with a journalist, we would suggest that you focus the conversation on your motivations for becoming a Delegate, details of your placement, and what you have learnt and achieved. Stick to the facts and avoid speculation and political comments.

- Please also send any articles you write before, during or after your placement to the Cambodia Programme manager and your trainer. Publication will only be allowed if agreed with NESC and MJP beforehand.

If you have any outlets for publication of such articles in mind, particularly specialist journals, let us know. The chances of publication are better if you can provide good quality, relevant photos. High quality colour prints are still accepted but most publications prefer to receive images electronically if possible, so they must be at a resolution of 300dpi and in jpeg format. All photos need captions listing the names of everyone in the photograph.

General Publicity Guidelines

- As NESC and MJP work in the UK, Internationally, and alongside the United Nations we ask that any media requests are channelled via the Cambodia Programme manager (radio, TV or newspapers).
• Local newspapers or radio stations may be interested in receiving reports from you during your placement. If you contemplate doing such report, again please liaise with the Cambodia Programme manager and MJP. They may also need to liaise with your seconding employer. Relatives and friends should, however, be dissuaded from giving your letters to local papers or quoting extracts, as taking text out of context can lead to distortion and sensationalism.

• Videos of your placement are a valuable contribution to NESC and MJP self-briefing facilities and help us to inform TV researchers about our work. If you are approached about taking part in any filming for broadcast, please contact the MJP office if in Cambodia, or the Cambodia Programme manager. It enables us to keep track of and coordinate all approaches to broadcasters. We can also help with guidelines and explaining your rights.
Legal Matters

While you are in Cambodia as a Delegate of the Cambodia Project, NESC and MJP require that you comply with the laws of Cambodia, including any related to the use, possession, purchase or sale of drugs and/or alcohol. You must also meet any legal requirements for driving.

If you break the law in Cambodia, you should expect to bear full liability for any legal costs or penalties you incur. Neither NESC nor MJP can accept any liability for any illegal action you take. Any such action would also be a breach of your obligations under your letter of commitment which may result in the termination of your assignment on the Cambodia Project and your repatriation. Any such action could also have an impact on your continuing employment relationship.

In addition to meeting the obligations of the laws of Cambodia, there are additional obligations that you need to respect, which include:

- Delegates must not exploit loopholes in local laws to excuse behaviour that is clearly unacceptable
- Delegates must not exploit peoples economic vulnerability
- Conduct must never degrade the human dignity of others, or constitute wilful abuse of another person
- Cultural habits and customs must be respected

Child Protection Code of Conduct

NESC and MJP take their responsibility to safeguard children and other vulnerable persons from abuse very seriously and ideal NHS procedure will be taken as minimum. It is a requirement of deployment that you have been CRB checked.

The following code of conduct must be followed by Delegates and NESC staff. Failure to follow the obligations of this code may lead to a breach of your obligations under your letter of commitment, your withdrawal as a Delegate on the Cambodia Project and/or disciplinary action for NESC staff.

Sometimes the nature of your work means you are alone with children or vulnerable persons. It is your responsibility to ensure you have the proper supervision in these circumstances. You should still be able to explain your actions to MJP staff, if required.

It is important for all Delegates and staff in contact with children or vulnerable persons to:

- be aware of situations that may present risks and manage these risks
- plan and organise the work and the workplace so as to minimise risks
- be visible to others when working with children or vulnerable persons whenever possible
• create and maintain a non-defensive attitude and an open culture in which to discuss any issues or concerns

• foster a culture of mutual accountability so any potentially abusive behaviour can be challenged

• respect each child’s and vulnerable person’s boundaries and help them to develop their own sense of their rights as well as helping them to know what they can do if they feel there is a problem

In general, it is inappropriate (unless you are parents, family or guardians) to:

• spend excessive time alone with children or vulnerable persons away from others

• take children or vulnerable persons to your own home, especially where they will be alone with you

• smack or hit children or vulnerable persons

• have a child or children or vulnerable persons to stay overnight at your home unsupervised

• sleep in the same room or bed as a child or vulnerable person

• do things for children or vulnerable persons of a personal nature that they can do for themselves

You would need to explain your actions if necessary.

Delegates and staff must never:

• have sexual relationships with children or vulnerable persons

• develop relationships with children or vulnerable persons that could in any way be deemed exploitative or abusive

• act in ways that may be abusive or may place a child or vulnerable person at risk of abuse.

Delegates and staff must avoid actions or behaviour that could be construed as poor practice or potentially abusive. For example, you should never:

• use language, make suggestions or offer advice which is inappropriate, offensive or abusive

• behave physically in a manner which is inappropriate or sexually provocative towards a child or vulnerable person

• condone, or participate in, behaviour of children or vulnerable persons which is illegal, abusive or exposes the child or vulnerable person to danger

• act in ways intended to shame, humiliate, belittle or degrade children or vulnerable persons

• discriminate against, show different treatment, or favour particular children or vulnerable persons to the exclusion of others.

The guiding principle is that the protection of the child and vulnerable person is always the overriding consideration. Please note that Cambodia subscribes to the UN definition of a child as up to the age of 18.
Educational, clinical, pastoral and service development support

An educational, pastoral and service improvement programme has been develop to support each delegate.

Each delegate will have a named individual who will act as their personal educational supervisor/pastoral care link and also a named individual who will support their service development work.

It is expected that they will meet with you individually and also perhaps in small group before you go, will arrange regular contact with you by phone/ e mail whilst you are away. There is also a planned visit to support you in Cambodia during you placement and meet with you on your return.

Full details of your educational programme will be given to you as preparation for your departure, a summary of the programmes key learning objectives are detailed in table 1

Learning agreement/personal goals

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<tr>
<th>Learning agreement/personal goals</th>
<th>Personal goals</th>
<th>Goals achieved + evidence/ comments</th>
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<tbody>
<tr>
<td>1. Clinical</td>
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<tr>
<td>2. Management/leadership</td>
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<td>a. Personal qualities</td>
<td>Self awareness</td>
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<td>Self management</td>
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<td>Self development</td>
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<td>Acting with integrity</td>
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<td>b. Working with others</td>
<td>Developing networks</td>
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<td>Building and maintaining relationships</td>
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<td>Encouraging contribution</td>
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<td>Working within teams</td>
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<td>c. Managing services</td>
<td>Planning</td>
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<td>Managing resources</td>
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<td>Managing performance</td>
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<td>d. Improving services</td>
<td>Ensuring patient safety</td>
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<td>Critically evaluating</td>
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<td>Encouraging innovation</td>
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<td>Facilitating transformation</td>
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<td>e. Setting direction</td>
<td>Identifying the contexts for change</td>
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<td>Applying knowledge and evidence</td>
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<td>Making decisions</td>
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<td>Evaluating impact</td>
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<td>3. Teaching/education</td>
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This table is based on a framework developed by the Association of Medical Colleges (AMC) and the NHS Institute for Innovation and Improvement (see below). It has been modified to incorporate the aims of the Cambodia Project regarding Participants’ development in clinical, managerial/leadership, and educational areas, and columns for Project Participants to note, in discussion with their supervisors, those areas that best suit their personal goals, plus an indication of the achievement of those goals and where the supporting evidence for this is demonstrated.

NESC briefing facilities rely on you to provide information, much of which is not otherwise available to us. You can send us materials, such as videos, photos, slides, or articles, professional or personal stories and images to the Cambodia Project manager. These are always appreciated by outgoing Delegates.

You may feel another Delegate should follow you to continue your work. If this was not already planned it can take up to a year to recruit a Delegate, so please have discussions with those supporting you on any discussions locally about a possible continuation of input. In the course of this dialogue you can expect careful consideration and a reasoned response to any recommendations you make.

Extending Your Original Placement

If you are considering attempting to extend your placement please discuss this as early as possible. Further formal Out Of Program Experience will require application, and, if more that three months in total, may require the relevant royal college approval as well as the deanery.

Leaving your Placement Early

If you decide to leave your placement early, you will need to give one month’s written notice, unless you are leaving under exceptional circumstances such as medical or security evacuation. Please confirm your notice with both MJP in Cambodia and with NESC in the UK. We will organise a debriefing session offering confidential support if you would like to talk through your reasons for leaving, especially if this has been in difficult circumstances. This will also help us to understand your reasons for leaving early and assist us in improving our policies and practice.
Returning home

Preparation

Just as you need to spend time preparing to go away, it is equally important to prepare to come home. The return details should have been planned prior to leaving the UK but please make sure you complete all your paperwork well before your departure date and inform the Cambodia Project manager and Chan To in the MJP office of your date of return, travel arrangements, return contact details and any other information needed for NESC and MJP staff to make your return as smooth as possible.

About a month before departure please also inform:

- Your programme director/line manager of the exact date of return to work
- Your place of work (the rota coordinator, educational supervisor, college tutor, Medical Staffing, HR department as relevant)
- If you wish to take extra leave before you return to work, this needs to be negotiated and agreed by your work place prior to leaving for Cambodia.

Returning home procedures

NESC and MJP will, whenever possible, arrange a leavers’ workshop in Cambodia or support Delegates to facilitate this themselves. These workshops provide an opportunity to find out more about how to build on your Delegate experience by introducing ways of staying involved with the Cambodia Initiative after your placement, including future direction of the Cambodia Project and handing over to new Delegates. The workshops will also give you a chance to get together and discuss any concerns you may have about leaving; to develop adjustment strategies; and to help you to adopt a positive attitude towards returning home.

Handover

Ideally there will be an overlap of delegates in Cambodia to ensure smooth transition and handover.

If there is no overlap, then clear handover notes must be prepared for any clinical, educational and managerial responsibilities you have undertaken during the assignment. The aim is that the next Delegate can continue in his/her new post with minimal disturbance to the local staff.

You will be responsible for ensuring your evaluation paperwork is completed prior to leaving Cambodia. It should be done in your final month of your assignment and, where appropriate, a copy sent to the Deanery on your return. You need to produce a report, also to be sent to the Deanery where appropriate, listing your weekly timetable, services developed and any audits undertaken.
The final evaluation is your chance to summarise the work you have done and to talk it through. It will also be an opportunity for you to:

- give feedback to MJP staff about your placement and about the Cambodia Initiative;
- to prepare a handover to the next Delegate;
- to discuss possible future plans;
- and to finalise arrangements for leaving.

As you set and review objectives and prepare reports during your placement, keep a note of any points you may wish to be included in your final evaluation.

Raise any problems encountered during your placement with MJP staff or programme manager at the time they occur so that a solution can be found, rather than waiting to raise concerns at your exit interview. If issues remain at the end of the placement that are likely to affect your evaluation, discuss these with the Cambodia Project manager as they may have an implication for future Delegates.

Evaluations should be “true, accurate and fair”. On rare occasions, there may be a disagreement between the views of the MJP staff and the Delegate when preparing the final evaluation. In these circumstances this can be discussed in full during your interview with NESC on returning home and any issues of concern addressed.

Feedback

NESC and MJP welcome feedback, both positive and negative, and constructive comments on any stage of your experience with us.

If you have comments or concerns before you go please contact the Cambodia Programme manager.

If you have comments or concerns during your placement then please contact either Dr Loeur or Stephan Bognar in Cambodia in the first instance. All parties follow a policy on feedback designed to ensure any issues you highlight will be given proper consideration.

End of Assignment

Your period of service on the assignment is calculated from the date of the start of your secondment to your agreed end of secondment date, inclusive of your pro rata annual leave entitlement. Your OOP, if applicable, will begin from your last working day in the UK to the day of your return to your UK post.
Post deployment Support

You will have a meeting with a member of NESC staff on your return to discuss your experience, your evaluation from MJP staff and future ideas for the Delegates taking over from you.

We hope you will continue your involvement both with the NESC and MJP to help in the ongoing development of the Cambodia Project. Your homecoming interview with NESC staff is designed to support you in the resettlement process as well as giving NESC and MJP the opportunity to learn from feedback on your experiences. This interview will be organised on your return. It will offer an opportunity to highlight if you are having problems re-adjusting to life back home or dealing with any situations you were exposed to whilst away. Debriefing staff will offer you confidential support and access to external expertise if you would like to talk through issues relating to your return, particularly if this has been in difficult circumstances, or if you are having problems re-adjusting to life back home.

You may find yourself needing more support than expected resettling into work. Please discuss this with your educational supervisor/line manager; they also may not be anticipating any difficulty.

Often people who have worked abroad come back to their home country and go through ‘reverse culture shock’. When they returned home, they saw what was their familiar environment suddenly seem ‘foreign’. They can often feel resentful to their friends/colleagues for their attitudes and perceived indifference. Some people are not so interested in what you have been doing abroad and seem to ‘switch off’ when the conversation turns to your experiences while abroad. The readjustment process varies from individual to individual but the importance is having someone who you could share these issues with. Keeping in touch with the Delegates with whom you have worked in Cambodia, and other returned Delegates would help in this.

Further Involvement with The Cambodian Rural Healthcare Partnership Project.

Returning home doesn’t need to be the end of your Cambodia experience – in fact, we hope it will be just the beginning. We are keen for your continued involvement in the Cambodia Project. There are a range of ongoing involvement options to suit your experience, interest, skills and availability; and to provide you with an opportunity to build on your experience to continue fighting poverty and disadvantage.

As a returned Delegate, you are in a unique position to be an ambassador of the Cambodia Project. You can give insight to a wide range of people about what life is really like in developing countries and challenge negative stereotypes and prejudices. You can also provide an honest, informed opinion about what it is like to be a Delegate to potential Delegates and donors.

As organisations, NESC and MJP are always grateful for any support you can give, such as time, skills or finance. Opportunities may include:
• Talking to prospective and selected Delegates about what it's like to be a Delegate (both informally and at recruitment events)
• Assisting at pre-departure training workshops
• Applying to be a trainer, selector or presenter
• Sending photos, descriptions of your experiences and education resources to NESC for use in publicity and training and recruitment of new Delegates
• Supporting fundraising events.

Health

You must continue to take your anti-malarial prophylaxis after leaving Samlaut province: four weeks for Malarone and one week for Doxycycline. The parasite can incubate in the liver for up to one month.

If you have been unwell overseas we recommend a medical review by a specialist in tropical medicine. MASTA will be able to organise the appropriate follow up. Please contact them as advised.

You will also be offered access to external expertise if you would like to talk through issues relating to your return, particularly if this has been in difficult circumstances, or if you are having problems re-adjusting to life back home.

If you have had reason to take the post-exposure prophylaxis whilst abroad we ask that you organise follow up with Dr Rowan at the GUM clinic.

(see HIV policy)

Requests for References

Your evaluation from Cambodia will be discussed at your Homecoming interview and you may have a copy for your personal development folder. If you require a future reference regarding your time as a Delegate then please put this request in writing to the Cambodia Programme Manager at the NESC. Please allow plenty of time for any requests to be processed.
NESC and MJP are bound by international data protection laws. These include the obligations of UK Data Protection law. These laws regulate how personal data which are held by employers and other parties are processed and stored. It applies to manual records as well as those held electronically.

NESC recognises that the rights of the individual, and how their data are managed, are paramount and these rights must be met within the legitimate interests and values of the organisation. NESC works to ensure all subject data held in manual or electronic form is managed in accordance with the provisions of the law.

The law works in two ways:
1. to give you, the data subject, certain rights and
2. to ensure those who process personal data are open about how the information is used.

NESC must follow eight principles of good practice.

All data must be:
• fairly and lawfully processed
• processed for limited purposes
• adequate, relevant and not excessive
• accurate
• kept only as long as necessary
• processed in accordance with the data subject’s rights
• secure
• withheld from countries without adequate protection.

NESC data protection policy sets out criteria to ensure that all our staff are aware of and work within the UK law.

This includes the “right of access”, which allows you to find out what data NESC and MJP stores about you electronically and in some manual records. Data protection law may offer you the right to appeal if you feel that any of the principles has been violated and the issue cannot be resolved through normal channels.
All NESC and MJP staff are bound by principles of confidentiality to ensure that they treat any sensitive information to which their work gives them access with discretion and confidentiality. Staff at the Cambodia Project office and in Cambodia must agree not divulge or discuss details with others, nor remove staff or volunteer files from NESC or MJP offices without authorisation. The failure to meet this obligation can lead to disciplinary proceedings and/or dismissal which will remain the ultimate responsibility of your current employer in conjunction with NESC and MJP.

You may want or need to disclose confidential or personal information about yourself or about others to a member of staff. If this situation arises, either in the UK or Cambodia, please inform the staff member of the nature of the information which you wish to disclose so that we can ensure appropriate confidentiality.

If you have any questions about any information that you may feel the need to disclose, please do not hesitate to discuss this issue with Cambodia Programme Manager or other members of the International Programme at NESC as appropriate. For example, if you develop a medical condition that means you have to leave your placement country to receive medical treatment, you may need to disclose this to the MJP manager, who may need to inform the Cambodia Programme director/ manager to authorise the purchase of a return ticket for you. The Cambodia Programme manager may need to know some details of your medical condition in order to authorise the purchase and/or support the MJP manager appropriately.

NESC and MJP reserve the right to act on a need-to-know basis but we undertake that if another member of staff needs to be informed, we will fully explain and discuss this with you beforehand where practicable (in an emergency this may not always be possible).

We recognise counselling as a confidential service and issues will remain confidential between you and your counsellor. However, the MJP office will ask your counsellor to inform them if the counsellor believes you should not continue in your placement, for example, if your personal safety and that of others around you are considered to be at risk.

Delegate Files

In line with best practice, and current data protection and privacy legislation, you are entitled to see the content of your personal file on written request, with the exception of documents that contain data confidential to another individual (see Data protection policy and confidentiality). Some information will be treated as confidential.
NESC and MJP defines documents as confidential due to:

- legal reasons: where NESC or MJP would be in breach of international or UK law if information were released without consent of the individual and/or without due cause
- ethical reasons: where the release of information might conflict with the principles of the individual and/or NESC/MJP
- reasons of trust: where information relating to a particular document that the subject considers confidential in nature (for instance, containing sensitive information or data relating to an individual) will only be disclosed with the agreement of the individual and the entrusted parties.

Documents that match these criteria are stored in a closed section of the file and include references, selectors’ assessment forms and, only at the discretion of the Cambodia Project director, notes on exceptional circumstances.

To request access to your file, write to the programme manager, who will deal with your request appropriately. You will need to provide proof of identity and address.
Directory of organisations

NESC Lead Director for The Cambodia Project – Fleur Kitsell
Email: Fleur.kitsell@nesc.nhs.uk
Tel: 01962 892697

Cambodian Programme Manager – Andrea Lawson-Chalcraft
Email: andrea.lawson-chalcraft@nesc.nhs.uk
Tel: 07929 576093

MJP Office
Address: Group #02, Rumchek4 Village, Rotanak Commune, Battambang, Kingdom of Cambodia
Tel: 00 855 53 730 171
Website: www.mjpasia.org

CEGA
Tel: 00 44 1243 621525
Website: www.cega-aviation.co.uk

Capsticks Solicitors
Website: www.capsticks.com

MASTA
Website: www.masta.org

March on Stress
Website: www.marchonstress.com

Dr Rowan, GUM/HIV Physician, Southampton
Tel: 02380 825152 or 02380 825702
Email: david.rowen@scpct.nhs.uk

Southampton University Hospital Trust
Switchboard: 02380 777222

MPS
Website: www.mps.org.uk
General enquiries - : 0845 605 4000, fax: 0113 241 0500, email: info@mps.org.uk
Membership questions - tel: 08457 187 187, email: member.help@mps.org.uk
Medico legal advice tel: 0845 605 4000, email: querydoc@mps.org.uk

MDU
Website: www.the-mdu.com
Telephone: 020 7202 1500
Email: mdu@the-mdu.com
Biographies from contributing authors

I originally became involved in the Cambodian Project after hearing about it via the WPP Lead or be Led course. At the time I was working as a GP Registrar but have since finished training and am now working as a GP in the Wessex region. Although I know nothing about finances etc I was tasked with this chapter so have done the best that I could with it – I hope you find it useful.

Ruth Dyson

I am a final year Specialist Registrar training in Psychiatry in the Wessex Deanery. I have a keen interest in education and training issues. I am the Psychiatry SpR representative for Wessex Psychiatry trainees and I represent Trainees’ views and needs at a variety of forums.

I feel passionately about my Speciality and consider de-stigmatising Mental Illness and promoting Mental Health are important areas that are often overlooked. Therefore whilst I fully acknowledge the need for physical health input into the WPP Cambodia Initiative, I think it is vital that psychological aspects of care should not be overlooked. My interest in such matters led to my involvement in this Initiative.

Dr Karla Greenberg

I have an interest in medical care in the developing world and in enabling UK doctors to work in the developing world which is the main reason why I became involved in the Cambodia Project. I obtained the Diploma of Tropical Medicine and Hygiene in 2002. From 2003 to 2005 worked as a clinical lecturer in Jimma in the south of Ethiopia, my main contribution was as part of the team that developed the first postgraduate school of Medicine in the University. Since I returned from Ethiopia I have helped with setting up a Hospital link between Basingstoke and Uganda and formed a group of SpRs interested in enabling Wessex trainees to get international medical experience. I have maintained my links with Ethiopia and returned on a lecturing visit last year. Within the Cambodia Project I helped establish the Cambodia Fellows Group and have co-ordinated its activities for the last nine months.

Tom Havelock
SpR in Respiratory and General Medicine on the Wessex Rotation.
I got involved in the Cambodia project because it is such a fantastic and unique opportunity for doctors in training to get experience in working in the developing world. I already have some experience of this having worked as a Clinical Lecturer in Jimma in Ethiopia for 18 months. During this time I was one of two doctors who established the first school of Anaesthesia for non-doctors in Jimma University and I wrote the clinical syllabus for the course. During my tenure in Jimma the first intensive care unit opened in the hospital and I was heavily involved in the clinical education and continued motivation of the local staff, developing the infrastructure of the unit and most of its initial operating protocols. Since I moved to the Wessex Region I have lectured on my experiences of undertaking anaesthesia in Jimma and I been part of the been part of a group of SpRs interested in enabling Wessex trainees to get international medical experience. Recently, I have been trying to set up a link between Southampton Anaesthetic department and Jimma University to provide educational support and teaching for the anaesthetic syllabus.

Mai Wakatsuki
SpR in Anaesthetics and Intensive Care Medicine on the Wessex Rotation.

'I qualified from Cardiff University in 2000 and following house jobs and 6 months of A&E in Bournemouth, spent 3 months as an expedition doctor in Belize. I then did a 3 year medical rotation in Portsmouth and after doing MRCP worked for 9 months as a Cardiology registrar. I then worked for Medecins Sans Frontieres (MSF) for 6 months as a doctor in Northern Uganda. On returning to the UK I decided to train as a GP and have spent the last 18 months on a shortened VTS in Portsmouth, finishing in August 2008. I have an interest in development work and have maintained links with MSF, making several presentations about my experience with them and I have represented them at various careers fairs. I got involved with the Cambodia project quite early in its development and have been regularly attending Follows Meetings as well as contributing to the handbook and work relating to Fellows health abroad. I am looking forward to be one of the first delegates going out to Cambodia in September.'

Dr Chris Smith
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I have been involved in the Cambodian Project for around a year, and was asked to contribute to the handbook - which I was delighted to do so. I hope delegates will find this a useful and informative resource during their placement.

Sarah Asherton
Consultant Emergency Medicine, MBBS, MRCS, FCEM, Dip IMC
Note from the editor:
As lead trainee on the Cambodian Rural Healthcare Partnership Project assisting the assessment and initiation of the project, I represented the trainee viewpoint to the steering committee, identified the potential health and welfare problems for delegates deployed and published on the benefits for the NHS of trainees deploying to rural Cambodia. Relevant experience includes hospital work in Lesotho and Canada; as a remote expedition doctor in Tanzania, Ethiopia, Nepal, China, Peru and Guyana; and as expedition leader in Namibia, Bolivia, China and Mongolia. It has been a pleasure working with colleagues on comprehensive handbook – delegates I hope you find this a handy reference.

Dr Claire Vincent.
BM, DRCOG, MRCP.
Specialist Registrar in Emergency and Intensive Care Medicine; Wessex Region.

A special thank you goes to Hilary Wilderspin, whose hard work and dedication has prepared everyone embarking on this humanitarian initiative. Hilary wrote ‘The vision of combining the objectives of improving healthcare in the developing world with leadership development for NHS staff within one project is innovative, exciting and challenging. With the commitment and determination shown from all those involved to achieving this vision, huge benefits lie ahead for the population in Samlaut, the NHS and for those individuals taking part. It has been an honour to be associated with the development of the Cambodia project from its early phases to the point at which it is about to become a reality on the ground’.

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The Cambodian Project would like to acknowledge Voluntary Services Oversees for providing an example of their handbook for inspiration.

30th April 2008

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