Welcome to Our Village. You are an integral part of our community and we are very glad you have joined us. We truly appreciate your willingness to share your time, energy, passion and talents for the benefit of our children and we hope your experience is enjoyable and rewarding.

The NHCC Village is in a rural area of Kampong Speu Provence, about 33 km from Phnom Penh.

Here is some information about Our Village for your upcoming stay. Thank you for your understanding and cooperation.
On-site facilities include:

- 8 residential care facilities known as clusters. Each is made up of three houses that share a kitchen. The clusters are identified by color and children are divided by gender.
- Medical Clinic
- Multi-purpose pavilion
- Playground area including basketball court, football field, volleyball nets and weights gym.
- International School including 30 classrooms, Teacher Center, Children’s Library, 2 dedicated Science Labs and 3 Computer Labs.
- Volunteer Center that accommodates the numerous volunteers who visit NHCC throughout the year.
- 3 Teacher housing areas, referred to as Lake View, The Heights and Rice View.

**During you stay**

Activities may vary for volunteers during their time at NHCC depending on the interests of the volunteers and the needs of the village. If you are onsite during the academic year, late October to early August, you may be placed in a classroom or the library to assist Western teachers. Some volunteers may get involved in village improvements such as painting or organising for special events. Please beware that Cambodia has many national holidays that are followed by NHCC International School and may impact your time here. To view the current academic year calendar, please go to the volunteer tab on our website.

During the evenings and weekends you are more than welcome to play with the children on the playground or speak to staff about other activities you could be involved in. You can also use the weekends to explore Phnom Penh or other places of interest. Cambodia is a relaxed country so remember to enjoy the down time as well.

When you are in the village it is important to remember that you are coming into a community of children, staff and teachers that live here year round. We welcome you as our guests and ask that you be respective of the culture, procedures and rules of the village.
Volunteer Accommodation

The Volunteer Center allows our volunteers to have a taste of what daily life is like for the many Khmer people living in rural Cambodia.

The Volunteer Center consists of three buildings and a kitchen/dining area that is used when there are a large number of volunteers. The central building has four small rooms with bunk beds for those visiting by themselves or in a small group. This building also has a lounge area with a fridge and information about being involved with NHCC. Larger groups are accommodated in two large dorms, one for females and one for males, which are fitted with bunk beds.

Mosquito nets and bedding are provided, though you may wish to bring your own, and rooms are equipped with fans. Each accommodation building has two bathrooms. The bathrooms are simple with western style bucket flush toilets. The central volunteer building has hot water showers. The dorm rooms have more traditional style cold-water bucket showers.

The children are not allowed to be in or near the Volunteer Center unless special activities are planned and approved by staff.
Drinking Water

Safe drinking water is provided in NHCC village. It is a good idea to bring a reusable bottle that you can refill throughout the day.

Wi-Fi

There are many Wi-Fi routers located throughout the Village. These are password protected. Please do not share passwords with children or with the Khmer staff as part of our child protections guidelines. It is important to remember that we are in a remote part of Cambodia and Wi-Fi is not always reliable.

Electricity

We are connected to the electrical grid from Phnom Penh. The electricity is ungrounded (unearthed) and is 220 voltages. Please check your appliances as some will not work with this voltage. Occasional we lose the connection from Phnom Penh, which disconnects the Wi-Fi servers as well. If the power will be off for an extended period, the Village generator may be switched on.

Cambodia outlets have two prongs that fit round or flat plugs (US style). Please make sure you bring suitable adapters for your electronic devices.

Laundry

The Volunteer Center has facilities for you to hand wash your clothing during your stay. Laundry powder is provided by NHCC.

Access to a washing machine may be provided upon request.

Meals

Three meals are provided every day. Meals are a mixture of Western and Khmer food. They mainly consist of rice, a meat dish (mainly chicken or pork), vegetables and fruit. Please inform staff if you have any dietary requirements.

Daily Village Schedule

Here’s a typical weekday schedule. Please note it is subject to change.

6.00 am – Breakfast for volunteers and children take their ARV medicine
7:00 to 11 am - Morning classes
11:00 am - Lunch (11:30am on Saturdays)
11:30 am to 12:30 pm - Rest time
12:30 to 4:00 pm - Afternoon classes
5:00 pm - Dinner
5:30 to 7:00 pm - Play and study time for children
6:00 pm - Children take their ARV medicine
7:00pm – Children to return to their clusters
7:30 pm - Bedtime for children
8:30 pm – All volunteers should be in their accommodations.

Weekends at NHCC

On the weekend, the schedule is generally the same with a movie on Friday night and a disco on Saturday night. Children may stay on the playground until 8pm on Friday and Saturday. Some children go to church on Sunday morning.

Volunteers are generally free on the weekends. You are more than welcome to engage with the children in activities of your choosing. Many volunteers spend the weekends in Phnom Penh.
there will be transportation to and from the airport. There is normally a trip to a Western style supermarket on Saturday morning for the teachers and volunteers who want to do some food shopping.

Dress Code

Cambodia is a conservative country and people dress very modestly. As a volunteer in the classroom, you are expected to dress accordingly. Shorts, dresses or skirts should be knee length or longer. Ensure your tops completely cover your stomach, chest (no cleavage) and most of the shoulder. Tops or dresses with thin shoulder straps are not appropriate.

When you are not in the classroom, you are free to dress more casually. However, please remember that you are still a role model for these children and we ask that you do not wear revealing clothing. Long loose clothing is best for mosquito protection.

Upon arrival, please see the poster about dress code in the Volunteer Center and ask staff if you have any questions.

Health and Safety

There is a clinic onsite for the children. It is staffed by Khmer nurse. Volunteers can use this facility for minor medical issues while onsite.

Due to the climate and the intensity of the sun, one of the main health risks is dehydration. Drink at least 3 litres of water daily to avoid dehydration. If you feel thirsty, you are already dehydrated. Replenishing lost electrolytes daily is also a great help. You may choose to bring your own electrolytes; however, they are cheap and easily found at pharmacies and supermarkets in Phnom Penh.

It is highly recommended that you obtain an inclusive travel insurance policy for the duration of your stay that includes medical evacuation coverage.

The area does not have a high risk of malaria but dengue may be present. Please seek medical advice about preventive measures.

If you are a passenger or the driver on a moto (motorcycle), NHCC requires that you always wear a helmet.

Security

Do not leave personal property lying about or near windows. Secure your passport, money, cameras, phones and electronic equipment and anything else that might be “portable and attractive”. Share your sunglasses, phone, camera, tablet or computer with the children at your own risk.

Please do not wander around the property after 8:30 p.m. and lock your residences when you retire for the evening.

Please do not participate in any political activity or protest while you’re on staff at NHCC. You put yourself in jeopardy and there is also the potential that NHCC will be implicated. Non-government organizations (NGOs), such as NHCC, have come under scrutiny by the government recently for any activity that could be construed as subversive.
Cambodian SIM Cards

If you wish, you can purchase a SIM card for around $5 and you will need to show your passport. Many of the NHCC staff have used CellCard as it seems to have the best coverage in rural areas. Credit can be easily purchased in $1, $2, or $5 amounts in various locations. $1 will be valid for a week and $5 for a month. There are a variety of plans and special deals available.

Smoking

Smoking is not allowed in front of the children. Additionally, we ask that you do not smoke in your accommodation.

Alcohol and Drugs

Consumption of alcohol and the use of recreational drugs are not allowed onsite at any time. This rule applies to all people employed by NHCC. Anyone who violates this rule will be immediately escorted from the Village.

Surrounding NHCC

NHCC is part of a larger rural Khmer village. The surrounding area is largely used for rice farming but is rapidly being developed for housing. NHCC is located between two wats (temples). The use of loudspeakers is very common in Cambodia for weddings, funerals and religious holidays. Sound can travel a long way across the flat countryside and you can often hear the locals carrying out their traditional ceremonies.

There is a small market shop located near the NHCC front gate that sells soda, snacks and a few basic household supplies. A larger market, along Highway 4 is where NHCC gets most of its supplies. It is about a 45-minute walk away. There is also a small cafe about a 15-minute walk away that serves cold drinks and Khmer food.

It is relatively safe to walk in the area surrounding NHCC. However, as Westerners are still a curiosity here, we ask that you exercise caution for yourself and personal belongings.

Contact Information

If you need assistance, you can contact NHCC using the details below.

Founders

John (+855) 012 830 562
Kathy (+855) 012 815 918
nhcc-2006@hotmail.com

Media

For more information, please visit our website and follow us on Social Media.

Website

www.newhopeforcambodianchildren.org

Facebook

New Hope for Cambodian Children- NHCC

Instagram

newhopeforcambodianchildren

YouTube

New Hope for Cambodian Children- NHCC
Suggested Packing List

Personal

☐ Passport and a passport photos you will need a photo for your visa on arrival
☐ Money, Bank/Credit cards you will need cash for your visa on arrival
☐ Photocopies of passport, all credit and debit cards, travel insurance and 24-hour contact numbers in case your cards or passport are lost or stolen
☐ Conservative clothing for the classroom - see Dress Code section above.
☐ Casual clothing for free time or that can be worn if helping with maintenance such as painting. If visiting in cold season (December/January) you may need some warmer clothing.
☐ Sandals or flip flops that are easy to slip on and off as shoes are removed before entering buildings
☐ Rain jacket and/or small umbrella if visiting during rainy season (June to November)
☐ Hat and sunglasses
☐ Sunscreen and insect repellent
☐ Reusable water bottle which can be refilled while in the village.
☐ Reusable shopping bag(s) for shopping at local markets, etc.
☐ Personal toiletries and over-the-counter medications many are available locally, but if you have any special brands that you like, consider bringing a supply
☐ Prescription medications ensure you have enough to cover your time in Cambodia or speak with your doctor about how to restock your supply.
☐ Electronic devices including chargers and adapters with surge protection if possible
☐ Flashlight
☐ Watch

Donations

Your donations are gratefully received and appreciated by the children and the teachers at NHCC. Many of the items required to run NHCC are available in the city and local markets. As we aim to support the local economy as much as possible, monetary donations or child sponsorships are preferred. However, if you wish to bring donations, consumable resources—such as colored pencils/markers, coloring books, games and art/craft supplies are always helpful. Please contact NHCC directly for more guidance on current donation needs.

Donations are to be given directly to NHCC staff for sorting and distribution.

Volunteers are not to give gifts, money, or items directly to children.