

Goa Risk Assessment

RISK ASSESSMENT for CAST PROJECTS in Goa, India

Your safety is very important to us. This document covers the basics you need to be aware of before you travel to Hyderabad with us. Points 1 – 11 cover general points regarding the overall trip and sections 12-14 relate to the specific projects you may be working on in Goa. You should take this risk assessment with you to India in order to refer to it during your trip. You should also read your induction pack thoroughly alongside this document. If you need help or advice, please contact Jane Miller, the CAST Project Co-ordinator for India at India@cast-uk.com

Please read this document carefully, act on the points which we suggest, and have a great trip! Thank you!

	Risk	Ways to reduce the potential risk
1. Travel		
1.1	Difficulties in travel between designated UK airport to Mumbai	<ul style="list-style-type: none"> • Fly from the designated UK airport detailed in your acceptance letter with your team. • Ensure you arrive at the airport at least three hours before the flight in order to check in with your team. • Ensure your luggage is packed and presented appropriately. • Ensure you have a passport which is valid, with the correct visa and take all relevant tickets/booking numbers/bank cards/insurance details with you to the airport. • Notify relevant members of your team should you have certain requirements when you travel.
1.2	Difficulties in travel between Mumbai and Goa	<ul style="list-style-type: none"> • There is a coach service provided to travel between the international and domestic airports in Mumbai. • Do not go into Mumbai even you have a while to wait for the next flight. Mumbai is a huge city and many of you are not familiar with India so stay in the airport to avoid getting lost.
1.3	Difficulties in travel from the airport in Goa to your accommodation	<ul style="list-style-type: none"> • You will arrive as a team and be met by Graham and Tricia, the project coordinators in Goa • Their contact phone numbers as well as other useful numbers within India are in your induction pack.
1.4	Not having the relevant documents: visas, insurance.	<ul style="list-style-type: none"> • A 6 month tourist visa is required, available from embassies in Edinburgh, Birmingham and London or via post. • Appropriate insurance should be obtained well in advance to your trip through a reputable company
1.5	Difficulties in travel around Goa	<ul style="list-style-type: none"> • Travel via auto rickshaw and buses. Ensure you always have the address of where you are going written down.

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			<ul style="list-style-type: none"> • Buses and public transport can get very busy, always watch your bag and try not to take valuables with you. • Ensure you carry a mobile phone and contact numbers for your team leader and volunteer co-ordinator (numbers provided in induction pack and acceptance letter). • Ensure you have adequate change. Auto drivers will often say they don't have change in an attempt to get more money, so avoid this by having lots of change. • Do not take valuable belongings. Volunteers only require change for a taxi and mobile phones • Always agree the price of the taxi or the bus fare before you get in. • Mopeds are widely used, it is not advisable to accept lifts on them. • You may have to get ferries across the rivers, especially to Panjim. There are very busy so usual etiquette expected elsewhere is required. They often have motorbikes on so beware of hot exhausts.
	1.6	Pick pockets	<ul style="list-style-type: none"> • You may be at higher risk of pick pockets (especially children) when walking or on public transport.
2. Accommodation			
	2.1	Theft/break in	<ul style="list-style-type: none"> • Ensure the flat is always locked whether you are in or out of the flat. • Shut all windows and doors when not in the flat. • Avoid taking valuable items unnecessarily (especially jewellery). • Discuss with your team where valuable items are to be kept. • Turn off all plug sockets, water, and lights when ever you leave the flat unattended. • You will have a cook and a house cleaner; they may request that you lock your valuables away to avoid misunderstandings. Whether they do or not you should do this. If there is no lockable cupboard or room you should lock them in your suitcase.
	2.2	Entering/leaving the accommodation at night	<ul style="list-style-type: none"> • The street lighting in India isn't great so take a torch with you when you go out at night. • Take care on the steps as they may be uneven and slippery when wet. • The paths are very uneven and often nonexistent meaning you have to walk on the road so take extra care and use a torch if necessary. • Be sensitive of the neighbours and keep noise to an

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			absolute minimum after 9:00pm.
	2.3	Electrical faults/fire	<ul style="list-style-type: none"> • Although there should not be faults with the electricity supply you should take care when using plug sockets and not leave items plugged in unsupervised. • Do not leave gas stove unattended. • Ensure you know where exits and extinguishers are. • Be aware the plumbing can be temperamental. • Power cuts can occur.
	2.4	Cultural awareness	<ul style="list-style-type: none"> • You are likely to have a cleaner in the flat, if they are male they may feel very uncomfortable if you wear shorts and vests in the flat when they are there. • The apartment CAST volunteers reside in is above the standard of living most people experience. Volunteers should be aware of this at all times. • Many people in the Goa live in poverty or know people who do. As such, volunteers should avoid openly complaining about comparatively lavish accommodation.
3. Medical			
	3.1	Need to use local medical facilities	<ul style="list-style-type: none"> • Volunteers should consider their health carefully before participating in the project. It is the responsibility of the individual volunteer to discuss their individual needs with their GP prior to their trip. • Volunteers should carry double doses of all prescribed medicines with them in case of losses. • Volunteers should take a well equipped first aid kit and it may be advisable to take a sterile kit (containing needles, syringes and suturing kits) just in case a trip to the doctors is needed. • It is the responsibility of individual volunteer to discuss health concerns with their team leaders or the relevant CAST officers. • Some of the local health centres may be considered as safe to use, talk to Tricia and Graham if you think you need to see a doctor.
	3.2	Lack of appropriate vaccinations	<ul style="list-style-type: none"> • Volunteers should ensure they visit their GP/practice nurse well in advance of their trip. • It is the responsibility of the volunteer to discuss the nature of their work with their GP/practice nurse to ensure they receive all necessary vaccinations.
	3.3	General illness	<ul style="list-style-type: none"> • Sickness and diarrhoea is common when visiting India due to the nature of the food. It is the volunteers responsibility to take medication for this including rehydration salts • Volunteers should inform the team leader if they feel

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			<p>unable to attend a project due to illness.</p> <ul style="list-style-type: none"> You may wish to take advantage of Goas beautiful scenery by going to the beach at the weekend, be aware that this has higher risks of sunburn and dehydration and take precautions.
3.4	HIV		<ul style="list-style-type: none"> HIV/AIDS is rife within India and CAST cannot guarantee that the project beneficiaries they work with do not carry the virus. Risk of infection with HIV whilst working with infected children/adults is via infected blood coming into contact with your blood (e.g. in an open cut) or mucous membranes (e.g. the eye or the inside of the nose). The risk is very low. However volunteers should take reasonable precautions such as covering any cuts with plasters. If a child/adult cuts themselves or is bleeding please alert a member of staff rather than manage it yourself. You are not required to change nappies (where it is possible to come into contact with blood in faeces/urine). If you do come into contact with blood or bodily fluids make sure you wash immediately. It is not a requirement for volunteers to work anywhere they do not feel comfortable. If you are working in Dammden house then you will be working with children with HIV, take the necessary precautions, cover up cuts, if any of the children cut themselves send them to a member of staff etc.
3.5	Malaria		<ul style="list-style-type: none"> At the minute Goa is not considered to be high risk for malaria but you should always check with your doctor before going Even if the risk of malaria is low it is still advisable to avoid bites by covering up and using repellent as the bites can be very uncomfortable.
3.5	Head lice		<ul style="list-style-type: none"> It is possible that some of the children/adults may have head lice. It is the responsibility of the volunteer to take treatments for head lice if you wish. Tea-tree shampoo can act as a deterrent.
3.6	Other		<ul style="list-style-type: none"> Some of the people we work with have TB and Hepatitis. Volunteers should ensure they have been sufficiently vaccinated. Food poisoning is often a worry, Tricia and Graham will advise you on where to eat. Do not eat the food from street vendors.

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4.	Use of equipment		
4.1	Risk of using equipment	N/A for general volunteers	
4.2	Maintenance of equipment	Notify staff if equipment is broken or unsafe.	
5.	Catering		
5.1	Local food not able to satisfy special dietary requirements	<ul style="list-style-type: none"> If volunteers have special dietary requirements, it is their responsibility to take appropriate foods and food supplements from the UK and alert team leaders. Goa has a lot of tourism and most types of food are available there. 	
5.2	Risk of illness from eating local food	<ul style="list-style-type: none"> Food is available from the local market/shops and restaurants. It is the responsibility of volunteers to be sensible when buying and cooking food supplies. 	
5.3	etiquette	<ul style="list-style-type: none"> Indians eat with their hands, there will usually be cutlery available but you should feel encouraged to try it their way. Always use your right hand! The left hand is used for toileting and people may take offense if you use it for eating. 	
6.	Personal safety		
6.1	Accident/emergency	<ul style="list-style-type: none"> Volunteers are responsible for their own safety. It is the responsibility of the volunteer to have the appropriate insurance. If a volunteer is aware of a potential issue which may affect their safety, this should be discussed with the CAST project co-ordinator and team leaders prior to their trip. Accidents should be reported on the accident form. There are some nice bars and restaurants as Goa is well known for tourism. Be careful when consuming alcohol, always watch your drink and do not consume too much as this can put you at unnecessary risk. 	
6.2	Working alone	<ul style="list-style-type: none"> Volunteers should not be working alone at any time. If you find yourself in this situation you must find another team member immediately. Volunteers must read the risk assessments for all the projects and follow and act upon the advice given. It is the responsibility of the volunteer to read the information in the induction pack regarding their projects thoroughly. 	
6.4	Risk of mugging/assault in India	<ul style="list-style-type: none"> Volunteers are responsible for their own personal safety. Volunteers should not go out alone, especially at night. Do not have valuable items visible on your person. 	

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			<ul style="list-style-type: none"> • Be sensitive and sensible when withdrawing money from the bank. • Do not act distastefully (e.g. shouting, mimicking, clearly describing downfalls) • People may stare at you but they are just intrigued and mean no harm, do not take offense and be pleasant at all times.
	6.4	Terrorism scares	<ul style="list-style-type: none"> • There has been worries surrounding terrorism attacks in India however security, especially that in and around airports has been increased accordingly • The foreign office website contains the most up to date information which you should check before your trip and while you are there.
7.	Physical hazards		
	7.1	Risk of injury when out around Goa and out on day trips	<ul style="list-style-type: none"> • It is the responsibility of the volunteer to be sensible and to take sensible precautions to avoid injury (e.g. sensible footwear when walking to avoid injury due to pot holes).
	7.2	Risk of illness/harm due to climate.	<ul style="list-style-type: none"> • It is very hot in India and volunteers must take precautions for this. • Volunteers should wear a high factor sun cream and always carry a bottle of water. • Stay in the shade as much as possible.
	7.3	Monsoon	<ul style="list-style-type: none"> • It is monsoon from July to October and you must be aware of the risks which accompany this. The teams you will be working with have been experiencing the Monsoon all of their lives so while you are unlikely to experience any problems it is important to do as they tell you.
8.	Biological Hazards		
	8.1	Risk of injury from animals	<ul style="list-style-type: none"> • Mosquitoes are especially prevalent and volunteers should obtain necessary items in order to tackle this prior to their trip. See section 3.5 • Stray dogs wonder the streets in India but generally do not go too near humans if they are sensible. It is the responsibility of the volunteer to avoid them. It is up to individual volunteers whether they choose to have the rabies vaccine. See section 3.2. • Cows are very precious animals in Indian culture and are often found wandering the streets, volunteers must respect this.
9.	Culture		

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	9.1	Risk of offending local people	<ul style="list-style-type: none"> • Volunteers should dress modestly and conduct themselves in a manner which fits their work. It may be considered offensive to show your shoulders or knees so vests with thin straps and skirts/shorts above the knees are not appropriate. • Volunteers should respect the religious beliefs held by team members and the various religions held by the Indian people. The trip is very likely to involve a trip to a temple, follow the rules and if you are unsure ask a Bhumi team member, they will be happy to help. • Volunteers are expected to respect Indian laws. • Volunteers should be aware that their accommodation in India is above the average standard and be sensitive when discussing how people live. • British people have not been travelling to Hyderabad and foreigners are generally a novelty. Don't take offense if local people watch or observe you. • Men especially may stare at female volunteers. This is usually meaningless and should not cause alarm.
10	Stress		
		Risk of loneliness, isolation and home sickness	<ul style="list-style-type: none"> • It is the responsibility of the volunteer to discuss concerns with their team leaders. • Volunteers should work with their team in order to form friendships and contribute socially. • Volunteers may make use of the local internet café and cheap phone cards to maintain contact with home. • Volunteers should make the most of training days and forums in order to get to know their team. • India is an amazing country but it can be overwhelming so it is a good idea to read about the country before you go.
11	Photography		
		Taking photos inappropriately	<ul style="list-style-type: none"> • There are no rules or regulations with regards to taking photos but you must be sensitive when doing so. Ask permission before you take photos and don't take photos of anyone in distress

Whilst we have made every effort to provide a comprehensive risk assessment, as with anything there may be unforeseen risks. If you encounter any of these on your trip please inform your team leader. Life Improvement For

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Everyone and our partners cannot accept any liability for any accidents/incidents occurring during your trip unless there is a clear indication of negligence on our part. Please work with us to make your trip as safe and enjoyable as possible. Thank you and have a great trip!

Please ensure that:

- a) You have read and understood the risks described in sections 1 – 11 above.
- b) You are willing to undertake the work involved despite the potential risks.
- c) You will take responsibility for your own safety and well-being during your trip based on an awareness of the above risks.

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Compiled by Tricia and Graham, project workers in Goa

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1.	Travel	Overall Itinerary	
		Travel to destination	
		Travel at destination	Pick up at airport and transport to destination
		Documents: visas, insurance, official permission	<ul style="list-style-type: none"> • Visa required for UK nationals. If you are of another nationality it is your responsibility to check whether a visa is necessary. Apply at least a month before you intend to travel. • Appropriate insurance should be obtained well in advance to your trip through a reputable company.
2.	Accommodation		Details of where you will stay are in your Induction Pack. It is your responsibility to read the information available to you and make all necessary arrangements if you have certain requirements.
3.	Medical	Evaluation of local conditions	<ul style="list-style-type: none"> • It is not advisable to use the local health centres. • There are several good private hospitals if necessary; details are in the survival guide • Volunteers should consider their health

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			<p>carefully before participating in the project.</p> <ul style="list-style-type: none"> • Volunteers should drink adequate fluids to avoid dehydration-this is very important. • It is the responsibility of individual volunteers to discuss health concerns with their team leaders or the relevant officers. • There are children with HIV in the orphanage in Damedem.It cannot be guaranteed 100% that the children on any of the projects are not HIV+, the risk is very slight. The Medic heading the project at Damedem will advise accordingly.
		UK health check-up [and action]	It is the responsibility of the individual volunteer to meet with their GP and discuss what their individual needs are.
		Vaccinations and documents	Volunteers should discuss the nature of their work with their GP to ensure they receive all necessary vaccinations
		Specialist first-aid kit	It is the responsibility of individual volunteers to obtain their own first-aid kit.
4. Project			
		Risk assessment of activities	Volunteers should read their Survival Guides, discuss concerns with team leaders and appropriate officers; and read the information available to them..
		Assistance and back-up (UK/Local)	<ul style="list-style-type: none"> • You will be working a wide network of student and professional volunteers. • You will also have the support of the Lighthouse team and LIMuk. However, individual volunteers are expected to take responsibility for their own actions. • It is the responsibility of volunteers to make the most of arranged meetings and social/fundraising events through which many volunteers make friends and establish a peer based support network.
5. Equipment taken			
		Competent to use	N/A for students volunteers
		Maintenance and spares	N/A for students volunteers
6. Catering			
		Food locally available	Food is available from the local market and shops. It is the responsibility of volunteers to be sensible when buying food supplies. See the survival guide for information on

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			eating out.
		Food to be taken from UK	If volunteers have special dietary requirements, it is their responsibility to take foods and food supplements from the UK and alert team leaders.
7.	Personal safety	Accident & emergency plans: evacuation, repatriation	Although you will have your team members and The Lighthouse team to support you, volunteers should make sure they have the appropriate insurance in case of emergency. If a volunteer is aware of a potential issue which may affect their safety, this should be discussed with their team leaders prior to their trips. It is the responsibility of the volunteer to do this.
		Lone working/violence - awareness, plans, communications	<ul style="list-style-type: none"> • It is the responsibility of the volunteer to contact team members and team leaders. • It is the responsibility of the volunteer to work within the rules of their designated care institution alongside their team members • It is the responsibility of the volunteer to read all available information so they know what to expect from their chosen care institution and the children within it.
8.	Physical hazards	Terrain/seas & rivers	It is the responsibility of the volunteer to be sensible when on day trips. Pot holes are a problem on most roads in India
		Climate - normal & extremes	It is very hot and humid and wet in the monsoon season and very hot and dry in the winters. It is the responsibility of the volunteer to be sensible about this and follow standard procedures for these temperature extremes.
9.	Biological Hazards	Plants, insects, organisms reptiles & animals	<ul style="list-style-type: none"> • Mosquitoes are a risk factor and volunteers should obtain necessary items in order to tackle this prior to their trip. • Stray dogs wonder the streets in India but generally do not go too near humans if they are sensible. • Snakes- on rough ground stay on tracks do

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			not walk through the undergrowth.
10.	Culture	Local customs, dress, religion, legal codes	<ul style="list-style-type: none"> • Volunteers are expected to dress modestly and conduct themselves in a manner which fits their work. • Shoulders and midriffs should be covered and there should be no low cut tops when working on the projects. • Volunteers are expected to respect the Christian beliefs held by many within LIMuk and The Lighthouse. • Volunteers are expected to respect the wider religious beliefs held by other team members. • Volunteers are expected to respect Indian laws.
11.	Stress	Loneliness, isolation, foreign tongue, sickness	<ul style="list-style-type: none"> • It is the responsibility of the volunteer to work with their team in order to form friendships and contribute socially. • It is the responsibility of the volunteer to discuss concerns with their team leaders or appropriate officers. • It is the responsibility of the volunteer to learn some Hindi before they travel. • Sickness of some sort is fairly inevitable due to the aggressive (comparative to British bacteria) germs the children carry. However, this is usually nothing worse than a stomach upset. Volunteers should take appropriate medicines.

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- d) You have read and understood the risks described in sections 1 – 11 above.
- e) You are willing to undertake the work involved despite the potential risks.
- f) You will take responsibility for your own safety and well-being during your trip based on an awareness of the above risks.