



Mahidol University  
*Wisdom of the Land*

# SAFETY AND RISK

Management Guidelines

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for International Students

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# Safety and Risk Management Guidelines for International Students

## Introduction

Thailand is a safe destination for travel, work, and study. However, it is always good to follow common sense precautions, just as you would be aware of your surroundings and personal safety while in your home country. Be mindful of the following advice as it may help to reduce risks if you encounter any problems during your stay in Thailand.

These general prevention guidelines are addressed to international students (exchange, visiting, and fulltime), as well as International Relations Officers, at Mahidol University. They aim to inform you about the appropriate actions to take to keep safe, as well as the procedures for reporting any incidents to the university.

## 1.) Important Information and Emergency Contacts

Your faculty/college/institute at Mahidol University may have an orientation program, or sessions, to provide you with essential information and to ensure that you get the most out of your time with us. You can also feel free to drop by the International Relations Office at your faculty/college/institute, or the Mahidol University Student, Academic and International Services (MUSAIS) to get any help or advice you may need.

Calling us might be the fastest and easiest way to get our suggestions or help. Here are some useful phone numbers for your stay at Mahidol University:

### International Student Support

For any minor issues, anything related to your studies or program, or any long term problems, you can contact one of the offices below:

MUSAIS	088-227-9567
	02-849-6230-33 (35-36)
Student Affairs Division	02-849-4501-28
Faculty of Graduate Studies	02-441-4125

### **Affiliated Hospitals**

Siriraj Hospital	02-419-7000
Ramathibodi Hospital	02-201-1000
Golden Jubilee Medical Center	02-849-6600

### **Government Departments**

Department of Consular Affairs, Ministry of Foreign Affairs	02-572-8442
Immigration Bureau	02-141-9889
Thailand Tourist Police	1155
Emergency Hotline (Police/Ambulance/Fire Service)	191
Emergency Ambulance Hotline	1669

## **2.) Safety and Risk Management Issues**

Provided below are some possible incidents which could occur during your time in Thailand. For each incident, we have provided the initial procedures to follow in order to deal with the situation quickly and effectively and minimize any risks.

### **Accident / Injury**

On campus: If the accident/injury does not warrant an ambulance, yet requires professional medical attention, contact the MUSAIS/Student Affairs Office. Alternatively you can visit your nearest Student Health Care Unit. Our officers will contact the ambulance service if they feel it is necessary.

Off campus: Contact the MUSAIS to report your injury and ask for further assistance if necessary. We recommend that you always carry your MU student ID with you. This will allow the police/hospital staff to contact us if you are unable to communicate with them. Also, it is good to let one of your close friends know where you are going at all times, particularly if you are travelling outside of Bangkok. There are some simple ways to reduce the chances of having a serious accident:

- Always wear a helmet when on a motorcycle.
- Always wear a seatbelt when in a car/taxi.
- Be aware of your surroundings, especially when crossing the road while using headphones or talking on the phone.

## Civil Unrest/Riots/Terrorist Activities

Civil unrest/riots may occur during political demonstrations. We strongly recommend you not to participate in, or even observe, any demonstrations. It is unlikely that any civil unrest/riots will take place close to our campuses, but if such problems occur, take the following actions:

- Keep yourself updated with the news from trustworthy sources such as announcements from the University or faculty/college/institute in which you are enrolled.
- Provide the International Relations Office with your current contact details (phone number/email/Facebook) so that they can contact you if necessary.
- Lock all doors and windows.
- Withdraw some cash to use in case of emergency.
- Pack your necessary belongings in case you are required to evacuate.
- If evacuation is necessary, follow the instructions of our staff.
- If you would prefer not to evacuate, or have your own plan, make sure our staff, your friends, your parents/guardians, and your home university are all aware of your decision.
- Let the International Relations Office know if any of your friends are taking part in, or observing, any demonstrations.

If you happen to be caught up in a terrorist attack, take the following actions:

- Move quickly from the scene to a secured area, or head back to your accommodation/campus.
- If you cannot get away from the scene, hide where you can barricade yourself in.
- You should NOT stay at the scene of a terrorist attack, particularly in the case of an explosion, as there may be another explosion shortly after the first.
- Once you are safe, notify our International Relations Office immediately.
- Also let your family/guardians know that you are safe and unharmed.
- Keep an eye out for abandoned packages or suspicious items in public areas.
- Stay tuned in to local news, media, and warnings.
- Please note that your travel insurance may not cover any loss in the case of terrorist attacks.

## Crime Prevention

We do our best to ensure that our campuses and accommodation are safe places to live, study and socialize. However, it is always best to take precautions to avoid being a victim of crime:

- Avoid wearing lots of jewelry or visibly carrying valuable items.
- Avoid walking/cycling alone at night time.
- Avoid leaving your personal belongings, such as laptops and mobile phones unattended.
- Park in a well-lit area near other vehicles and preferably near to the building you are visiting.
- Always make sure to close your car windows, lock your car doors, and do not leave any valuables inside your car.
- Always lock the door of your apartment or dormitory.
- Do not put your address on your key chain.
- Change your computer passwords regularly and do not share them with anyone.
- Use your ATM card during the day. If you must use it at night, try to use an indoor machine or one in a busy and well-lit area.

## Financial Problems

When you live and study away from home, it can be easy to spend more than you realize. Keeping to a strict budget is a good way to help you manage your expenses and avoid spending your money too quickly. We recommend that you plan a weekly or monthly budget including the following:

- Rent
- Electricity
- Water supply
- Meals
- Telephone
- Transportation
- Entertainment
- Education (stationary, photocopy, printing, etc.)

You may also wish to set aside some extra money for unexpected or less frequent expenses such as family visits from friends or family, travel around Thailand, or healthcare and dental costs.

## Fire

There are some simple things you can do to reduce the chance of fire:

- Do not overload electrical outlets.
- Make sure all your electrical appliances and cables are in good condition.
- Never store flammable materials in your room.
- Be careful when using cooking appliances, candles, incense, irons, and other items which are hot or have a flame. Always ensure that they have been turned off/put out when you have finished using them, especially if you are leaving your apartment or going to sleep.
- Make sure that you have a smoke detector and a carbon monoxide detector in your apartment and regularly check that they are working properly.

In case of fire, immediately exit the building. Pull any fire alarm you pass on the way out of the building. When opening doors, make sure there is no fire on the other side by checking if the door is hot. If you feel smoke in the air, stay low to the ground and crawl to the nearest exit.

Follow 'Fire Exit' or 'Emergency Stairs' signs when evacuating the building. Do not use the elevators. Go to the 'Assembly Area' and await further instructions from Emergency Services.

Do not return to the building to collect your belongings or valuable items.

If you are unable to exit the building, open a window and waive a colored garment/towel out of the window to notify the rescue team. If smoke is entering the room through the door, stuff damp sheets or blankets in the space to help keep the smoke out.



## Hazardous Materials

Many of our research laboratories may contain hazardous materials. You should not enter a laboratory without the authorization of the person in charge. When inside a laboratory, you should follow the instructions of professors and researchers, as well as obeying any written signs. It is also important to wear any necessary protective clothing and equipment at all times.

If you are working in a laboratory and a spillage or leak occurs, immediately notify others in the area and do not touch the substance. Be aware that fumes may also pose a risk. Evacuate the area as instructed to do so by emergency staff. If possible, close the doors to prevent further contamination and turn off any ignition sources.



Protective gloves



Respiratory protection



Eye protection



Waste in appropriate containers

## Illness

If you have a minor illness, you can visit the following health care services free of charge:

Location	Campus	Office Hours	Phone Number
<b>Student Health Care Units:</b> Student Health Care Unit at Mahidol Learning Center	Salaya	08.30 - 16.30	02-849-4529-30
Student Health Care Unit at the Golden Jubilee Medical Center	Salaya	08.30 - 20.00	02-849-6600
Student Health Care Unit at the International College Note: The Student Health Care Unit at the International College is only for MUIC students and is closed at weekends and for public holidays.	Salaya	09.00 - 17.00	02-700-5000 Ext. 1115
Student Health Care Unit at the Faculty of Medicine Siriraj Hospital	Bangkok Noi	08.00 - 16.00	02-419-7389
Student Health Care Unit at the Faculty of Medicine Ramathibodi Hospital	Phayathai	08.00 - 16.00	02-201-0443-4
Student Health Care Unit at the Faculty of Tropical Medicine	Phayathai	08.00 - 16.00	02-306-9160
Student Health Care Unit at the Faculty of Dentistry	Phayathai	12.00 - 13.00	02-246-1225-31 Ext. 5210



If you have a serious illness, you can visit the following Mahidol University hospitals and show your student ID card to the staff to receive treatment:

- Siriraj Hospital - Bangkok Noi campus
- Ramathibodi Hospital - Phayathai campus
- Golden Jubilee Hospital - Salaya campus

Location	Campus	Office Hours	Phone Number
Golden Jubilee Medical Center	Salaya	Mon-Fri 8.00-20.00 Sat-Sun 8.00-16.00	02-849-6600
Siriraj Hospital	Bangkok Noi	24 Hours	02-419-7000
Ramathibodi Hospital	Phayathai	24 Hours	02-201-1000
Hospital of Tropical Diseases	Phayathai	24 Hours	02-306-9199 02-306-9148

There are also private hospitals where you may wish to get services/treatments. However, for these hospitals you will need private medical insurance (remember to bring with you the details of your insurance coverage to the hospital) and there may be services/treatments which are not covered by your insurance.

If you decide to visit a private hospital, make sure you get a medical certificate and receipt if you plan on making a claim with your health insurance provider.

Please keep in mind that a big part of staying healthy involves eating a balanced diet, exercising, getting enough sleep, and limiting your consumption of alcohol.

There are some simple habits which can help to prevent illness:

- Wash your hands often, especially before and after preparing food, before eating, and after using the toilet.
- Don't share personal items. Use your own toothbrush, comb, and razor blades. Avoid sharing drinking glasses or dining utensils.
- If you are ill, see the doctor and follow their instructions accordingly. Get enough sleep, take medicine as prescribed, and drink lots of water.

## Infectious Diseases

When you are regularly around large numbers of people, for example in a classroom or office, there is always a risk of the spread of infectious diseases. To reduce the risk to yourself and those around you, it is important to make sure your vaccinations are up-to-date. If your friends or classmates are sick, you can take the following precautions:

- If your friend has symptoms of an infection, recommend that they go to the nearest Student Health Care Unit.
- Try to avoid physical contact with the infected person. If you are around them, make sure to wash your hands often.
- If you have a fever or other symptoms of an infection, stay home for at least 24 hours to prevent infecting others. If you do need to leave your room, you can wear a sanitary mask to help reduce the risk of infecting others.

## Mental Wellbeing

Studying abroad can be challenging, as you will be dealing with a new environment, people, food, daily routine, and a lot of new experiences. The process of recognizing, understanding, and adapting to these challenges is called “culture shock”. Whilst this can be an exciting experience, it can also at times be stressful. If you feel lonely, stressed, or confused, you can talk to your student buddy, friends, staff, advisors, or counsellors. If things turn out to be more serious or you feel depressed, we can refer you to doctors/professionals who can help you get through these difficult situations.

If you feel like you are struggling with any mental health issues, it is best to inform the International Relations Officers, either in your faculty/college/institute or MUSAIS, so that we can make sure your needs are met. Our International Relations Officers are well aware that some international students grew up in cultures where mental health is not discussed openly, but please feel free to come and talk to us confidentially.

## Natural Disasters

Whilst they are still very rare, floods and earthquakes are the most likely natural disaster you may face while in Thailand.

### Floods:

If there is a chance of flooding, there will normally be warnings beforehand giving

you time to prepare. In the case of flooding, you should take the following actions:

- Stay updated on where there is flooding, and any predictions about how the flooding may spread.
- If there is a risk of flooding close to your apartment, you should buy some basic supplies including food, drinking water, basic medicines (e.g. paracetamol), and toiletries, to limit the need to leave your apartment.
- It can also be useful to have some clothing which you don't mind getting wet or dirty, and some hand sanitizing gel if you feel like you might need to go through flood waters.
- If there is flooding around your apartment building, you may be advised to evacuate. If this happens, you should contact International Relations Division, who will advise you on how to proceed.
- If there is flooding around the campus where you study, you should contact the International Relations Officer at your faculty/college/institute who will let you know how this may affect classes.
- If flooding affects transport between your accommodation and the campus where you study, you should contact the International Relations Officer at your faculty/college/institute, to discuss how you can keep up with your studies.

### **Earthquakes:**

If you are inside during an earthquake you should:

- Drop down to the ground and take cover under a shelter, such as a desk or table. If there is no suitable cover then you should use your arms to cover your head.
- Stay away from windows, external doors and walls, and anything which may fall such as lighting fixtures or furniture.
- If you are in bed when an earthquake happens, you should stay there and cover your head with a pillow. You should only leave your bed if you are close to or under something which may fall.
- Wait until you are certain that the earthquake has finished. In earthquakes, most injuries occur when people try to move around inside buildings during the earthquake.
- When the earthquake is over, follow the instructions of local authorities.
- You should not attempt to use elevators during an earthquake.

If you are outside during an earthquake you should:

- Move away from any buildings, streetlights, trees, and utility wires.
- When you are a safe distance from any buildings, etc., stay where you are until you are certain that the earthquake has finished.
- When the earthquake is over, follow the instructions of local authorities.

### **Tsunamis:**

If you are travelling at the beach, there is a very small chance of a Tsunami. If you are at the beach and there is an earthquake, or if you see the ocean recede rapidly, you should immediately go to higher ground. A tsunami may last several hours, do not try to leave the high ground until you are instructed to do so by authorities.

### **Emergency Supplies:**

We also recommend that you prepare an emergency supply kit, which may include the following basic items:

- Water
- Food
- Batteries
- Flashlight
- First aid kit
- Moist towel
- Toilet paper
- Hand sanitizer
- Manual can opener
- Local maps
- Cell phone with charger and backup battery
- Clothing
- Personal documents (including passport)
- Money

## **Sexual Harassment**

The following behavior is considered sexual harassment:

- Staring or leering at a person
- Touching a person on purpose
- Telling dirty jokes
- Asking a person out after he or she has rejected you
- Making comments about a person's body / sexual life

Students experiencing sexual harassment are suggested to follow instructions below:

- Assess the situation – see if you could get any help.
- Carry pepper spray or whistle to protect yourself.
- Say NO, strongly and assertively.
- Get yourself out of the situation as soon as possible.
- Contact your advisor or staff you feel comfortable talking to.

In Thai culture, women are expected to be well covered with appropriate outfits. On campus, undergraduate students are required to wear uniform, while postgraduate students are free to choose what they would like to wear. Off campus, try to avoid wearing outfits such as, very tight, see through, or short clothing.

## Visa Problems

Please make sure that you understand the conditions of your visa and what you are required to do to ensure your visa remains valid, including the following:

Maintain enrolment in registered courses and satisfactory course progress and attendance.

Complete your '90-day notifications'. If you are staying in Thailand for a period longer than 90 days holding a Non-Immigrant (ED) Visa, you are required to report your current address every 90 days. You must file this report within 15 days before, or 7 days after your 90-day period expires. You can report to Thai Immigration in person or you can authorize someone to report for you. Alternatively you can send the notification via registered mail.

Check if your passport is valid and if it will need to be renewed during the period of your study.

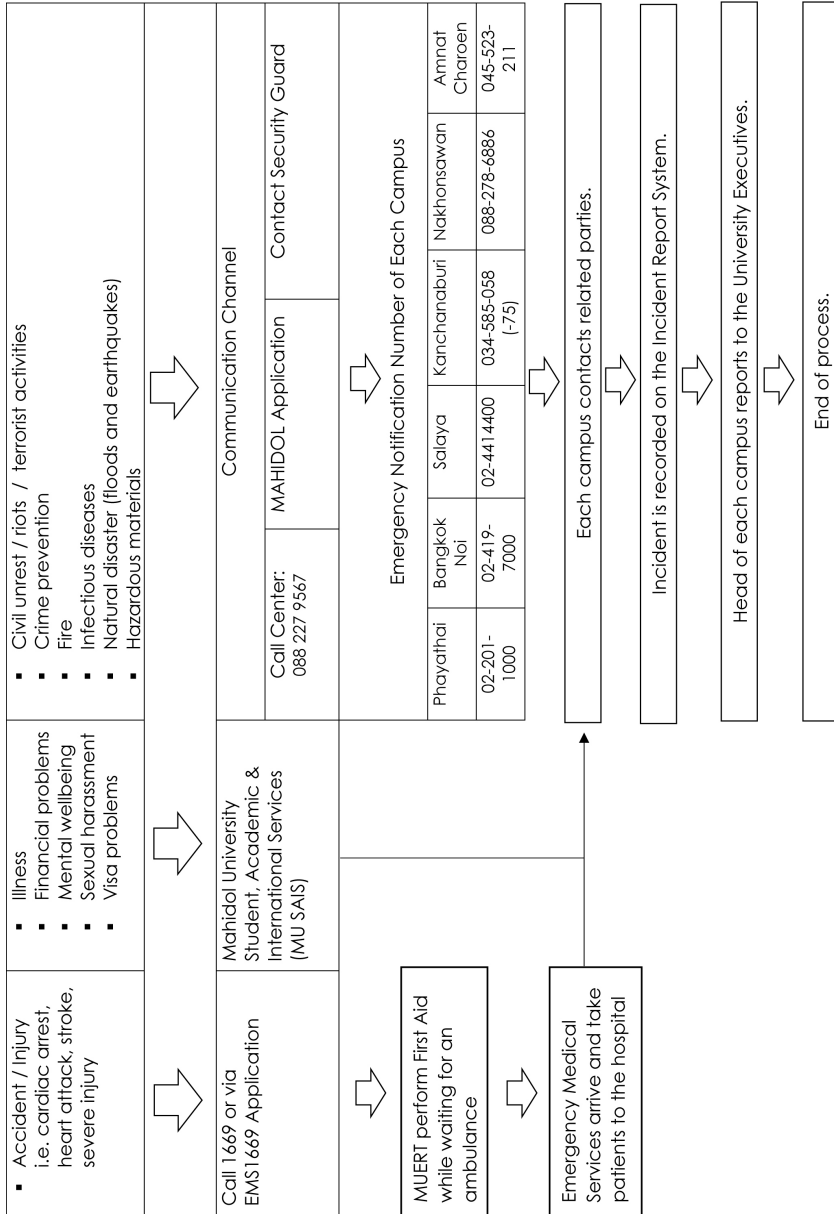
If you need to renew or extend your visa during your stay in Thailand, you should prepare for this, including requesting any necessary supporting documents, well in advance. It may take up to two months to complete the entire visa process.

Visa application forms can be downloaded from the websites of the Thai Immigration Bureau at <http://immigrationbangkok.com/thailand-immigration-forms/>

Important: If your visa expires and you remain in Thailand ("overstay"), or if you miss your 90-day report you will receive a fine. The fine is 500 Baht per day of overstay, up to a maximum of 20,000 Baht for an overstay of 40 days or longer. The fine for late 90 day report is 2,000 Baht. If someone is thought to have knowingly overstayed their visa for an extended period, they may be arrested and face criminal proceedings.

If you are in Thailand with your spouse or children, they may have a different visa type with different requirements. You must ensure that you are familiar with, and that you fulfil, all of the requirements of their visas.

### 3.) Framework for Emergency Calls



## 4.) Shared Responsibility

Safety and risk management is a matter of “Shared Responsibility” among all parties in the process of student mobility. All concerned parties (covering university’s administration, International Relations Office or related Departments of the home and host universities, and the students themselves) could help reduce the possible damage, loss, injury or death, by taking appropriate actions. Thus, your role as a student is also crucial in managing international students’ mobility and crises.

To help you get yourself well-prepared for the unexpected circumstance when living overseas, here is a quick recommended framework divided into 3 stages of Pre-Crises (Preparation Stage), Crises (Response Stage) and Post-Crises (Recovery & Responsibility).

A. Pre-Crises	B. Crises	C. Post-Crises
<p><b>Pre-departure</b></p> <ol style="list-style-type: none"> <li>1) <b>Prepare</b> yourselves with information and materials advised by the home and host university.</li> <li>2) Do <b>research</b> on the host country and university’s backgrounds, local norms, cultures and religion.</li> <li>3) Purchase the <b>insurance</b> with the specific coverage e.g. accidents, medication, hospitalization, civil uprising, terrorism, disasters and evacuation.</li> <li>4) Have the <b>physical and mental health check-up</b>. Closely consult with the physician if prescription medication(s) are required. Students must follow the treatment instructed by the physician carefully and strictly.</li> <li>5) Give the <b>accurate and updated personal data</b>, contact and necessary emergency information to parents, guardians, next of kin and IRO.</li> <li>6) <b>Inform</b> parents, guardians, next of kin and IRO, of true physical and mental health condition if medical assistance is required.</li> <li>7) Participate in the <b>pre-departure orientation</b>.</li> <li>8) <b>Equip</b> yourselves with information on <b>emergency preparedness and response procedures</b></li> <li>9) <b>Subscribe</b> to the embassy, local authority, disaster warning center and smart phone applications for <b>emergency alert notifications</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1) <b>Obey</b> the crises management and emergency response plan.</li> <li>2) <b>Follow</b> the instructions and emergency procedures to ensure the safety and protection of health.</li> <li>3) <b>Keep</b> parents, guardians, next of kin and IRO <b>informed</b> of whereabouts and emergency situations.</li> </ol>	<ol style="list-style-type: none"> <li>1) <b>Monitor</b> the situation closely.</li> <li>2) <b>Cooperate</b> with the host university, local authority or the disaster center in the post-crises recovery procedures.</li> <li>3) During the stay in the host country, be reminded that dismissal of the programme’s policies and <b>failure to comply</b> with the local rules and regulations may result in <b>personal safety, well-being, damage, injuries and death</b>.</li> <li>4) However, should the emergency and risk happen in the experiences or events beyond the control of the host university, you must <b>accept responsibility</b> for your <b>own decisions and actions</b>.</li> </ol>

A. Pre-Crises	B. Crises	C. Post-Crises
<p>Upon arrival</p> <ol style="list-style-type: none"> <li>1) <b>Understand and respect</b> the host country's customs, cultures, religions and norms.</li> <li>2) <b>Follow up</b> on the social situations, economic updates and political issues.</li> <li>3) <b>Comply</b> with the laws and regulations of the host country.</li> <li>4) <b>Avoid</b> gambling, illicit drug use and excessive consumption of alcohol.</li> <li>5) <b>Refrain</b> from sensitive political activities, chaos and violence that might cause risk, arrestment, injuries and death.</li> </ol>		



## 5.) Mahidol University, Salaya Campus Map



## 6.) Safety Signs

### Prohibition Signs



Pedestrians forbidden



No smoking



Do not use in the event of fire



Do not enter

### Warning Signs



Radioactive material



High voltage



Inflammable material



Biological risk

### Regulatory Signs



Protective gloves



Respiratory protection



Eye protection



Waste in appropriate containers

### First-aid and Emergency Signs



Emergency exit



First-aid



Assembly area



Emergency routes/Stairs

### Fire-fighting Signs



Hydrants



Extinguishers



Fire alarm



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