SHALOM SANGKHLABURI

Visitor Guide Handbook

Loving the least, the last and the lost
Because He first loved us

From Sangkhlaburi to the forgotten
places of this world.

That Christ’s power will be made known through
our honesty about our weakness, reliance,
and obedience to God.

Serve with love. Learn with humility. Leave with gratitude.

Illustrated field guide | Compiled October 2026

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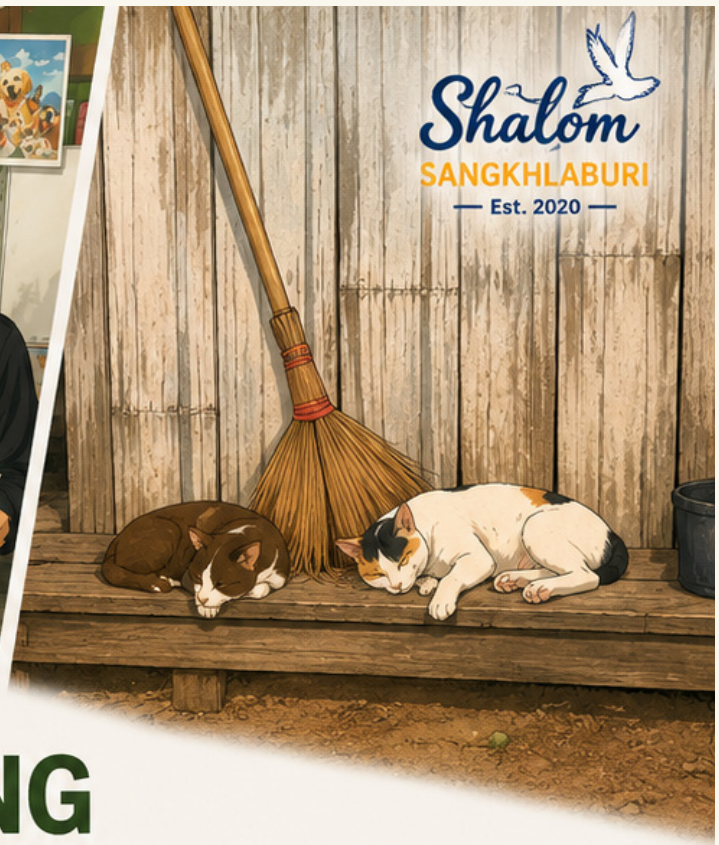
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These illustrated pages are the existing SHALOM preparation materials.
Confirm visit arrangements and current local guidance with your team leader.
Read the guide before travel and keep an offline copy during your visit.





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UNDERSTANDING THE BORDER COMMUNITY

People before projects.

The communities around Sangkhlaburi include people from different languages, cultures and life experiences.
Some are rural, displaced or underserved.

Every person has a story, strengths, relationships and hopes that cannot be summed up by a label.

MANY STORIES, MANY BACKGROUNDS

You may meet Thai, Karen, Burmese and Mon families, as well as people whose lives cross more than one culture or community.

- Do not assume someone's nationality, religion or personal history.
- Let people describe themselves in their own words.

DOCUMENTATION CAN BE SENSITIVE

Some SHALOM team members and people in the communities we serve may not have national identification documents.

- Avoid pressing for details about identity documents or legal status.
- Let local SHALOM staff guide sensitive conversations.

LISTEN BEFORE YOU INTERPRET

What looks unfamiliar to a visitor may have a practical, cultural or personal reason that is not immediately visible.

- Ask respectful questions rather than making assumptions.
- Listen more.
- Speak less.
- Learn first.

PROTECT DIGNITY & PRIVACY

A person's home, health, family circumstances and history are not stories for us to share without permission.

- Ask before taking photographs.
- Avoid sharing identifying details or sensitive stories casually.
- Follow the guidance of SHALOM staff.

A VOLUNTEER'S – POSTURE

Come as a guest.

Notice strengths as well as needs.

Follow local leadership.

Offer respect before assistance and relationship before responsibility.

REMEMBER | *Every person is more than the circumstances you first see.*

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HOME VISITS

Bringing care. Sharing hope.
Reflecting Christ's love.



Let us not love with words or speech but with actions and in truth.

1 JOHN 3:18

Home visits allow us to meet people where they are—literally.
They build relationships, encourage hearts and help us understand how we can best serve each individual and family.
Your presence, listening ear and practical help can make a lasting difference.

HOW VOLUNTEERS CAN HELP

BUILD RELATIONSHIPS

- Greet with warmth and respect.
- Take time to listen to their stories.
- Show genuine care and interest.

OFFER PRACTICAL SUPPORT

- Share needed supplies or help.
- Offer basic health tips and encouragement.
- Connect families with available resources.

PRAY & ENCOURAGE

- Ask if they would like prayer.
- Share words of hope from the Bible.
- Encourage them with kindness and truth.

OBSERVE & LEARN

- Be attentive to needs and challenges.
- Learn cultural and community context.
- Share insights with SHALOM staff.

RESPECT & BE SENSITIVE

- Respect privacy and family space.
- Be aware of cultural norms.
- Do not make promises you cannot keep.

WHAT TO BRING

- Small gifts, snacks or hygiene items (as appropriate)
- Basic first aid or medications (if permitted)
- Bible or small Scripture cards (if welcome)
- Water and mosquito repellent
- A joyful and prayerful heart



REMEMBER
Small acts of love can leave a lasting impact.

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Christ-like compassion in every interaction.

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EDUCATION & CHILDREN'S MINISTRY

Helping children learn, grow and know they are loved.

SHALOM's PEACE and **REACH** programmes support displaced and rural children through after-school learning, language development, encouragement and caring relationships. We walk alongside children in their journey, helping them discover their potential and reminding them that they are never alone.

WHAT THESE PROGRAMMES INCLUDE

- After-school support
- Language learning
- Reading & homework help
- Games & activities
- Snacks & hospitality
- Safe encouragement

We create welcoming spaces where children can learn, play, ask questions and be reminded that they are loved and valued.

HOW VOLUNTEERS CAN SERVE WELL

01 Follow local leaders

Listen to and learn from SHALOM staff and community leaders.

02 Use simple language

Speak slowly, use clear words and gestures, and be patient.

03 Encourage gently

Offer praise and kindness to build confidence and hope.

04 Protect children

Maintain safety, respect boundaries and report concerns immediately.

Small acts of love help children feel seen, safe and valued.



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MINISTRY REFERENCE

Our programs. Our people. Our shared calling.

SHALOM's ministry is designed to meet practical needs and share the love of Christ in tangible ways. These program areas reflect the heart of our work in Sangkhlaburi.



HEALTHCARE



- Basic healthcare services
- Home visits
- Health education
- Preventive care

EDUCATION



- After-school programs
- School support
- Mentoring and discipleship
- Literacy and life skills

LIVELIHOOD



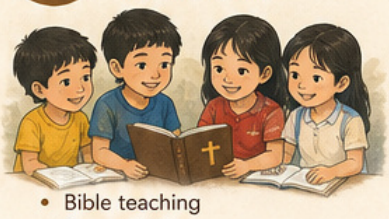
- Skills training
- Sustainable agriculture
- Small business support
- Financial literacy

HOMECARE



- In-home support
- Daily living assistance
- Companionship
- Caregiver training

CHILDREN'S MINISTRY



- Bible teaching
- Fun activities
- Mentoring
- Character building

COMMUNITY DEVELOPMENT



- Community projects
- Disaster response
- Advocacy
- Partnerships

REMEMBER

You are part of something bigger than yourself. Your gifts and service help build a healthier, stronger community and point people to Jesus.

Quiet care. Consistent presence. Christ-like compassion.

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HEALTHCARE MINISTRY

Bringing care. Sharing hope.
Reflecting Christ's love.



He heals the brokenhearted and binds up their wounds.

PSALM 147:3

Our healthcare ministry provides basic medical care, health education and encouragement to individuals and families, especially those with limited access to healthcare. We serve with competence, compassion and humility.

HOW VOLUNTEERS CAN HELP

ASSIST WITH CLINICS
- Help with patient flow and registration.
- Take basic measurements (blood pressure, temperature, etc.).
- Support clinicians as directed.

PREPARE & ORGANIZE
- Help organize medications and supplies.
- Prepare clinic stations and equipment.
- Keep the area clean and tidy.

HEALTH EDUCATION
- Assist with teaching health topics.
- Use simple language and visuals.
- Encourage healthy habits.

PRAYER & ENCOURAGEMENT
- Pray with patients (with permission).
- Offer words of hope and encouragement.
- Show kindness and patience.

HOMECARE SUPPORT
- Join home visits as part of the team.
- Encourage medication adherence and basic self-care.
- Build trust and relationships.

BE FLEXIBLE & TEACHABLE
- Follow the guidance of medical staff.
- Be willing to learn and adapt.
- Your attitude matters as much as your skills.

IMPORTANT REMINDERS

WORK WITHIN YOUR ROLE
Practice within your level of training and experience. When in doubt, ask a professional.

RESPECT & CONFIDENTIALITY
Respect every person's privacy and keep all information confidential.

CULTURAL SENSITIVITY
Be sensitive to local customs, beliefs and personal boundaries. Show respect at all times.

PHOTOGRAPHY POLICY
Do not take photos without permission. Follow SHALOM's photography guidelines.

SERVE WITH A HUMBLE HEART
You are here to serve, not to be seen. Let your love and actions reflect Christ.

REMEMBER
Competent care brings relief.
Compassionate care brings hope.

Skilled hands. Compassionate hearts. Christ-like care.

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WORKING WITH VULNERABLE COMMUNITIES

We come alongside,
listen with respect,
and serve with humility.



Many people in our community live with chronic illness, disability, limited resources or face social isolation. Your presence can bring encouragement, dignity and practical help.
Every person is made in the image of God and deserves respect and kindness.

SEE THE PERSON, NOT THE NEED

- Build relationships before offering help.
- Listen well. People's stories matter.
- Treat everyone with dignity, patience and compassion.
- Avoid pity. Offer respect and friendship.

CULTURAL SENSITIVITY

- Learn and respect local customs and traditions.
- Ask before you act.
- Be aware of differences in language, beliefs and values.
- When in doubt, ask a team member for guidance.

PRACTICAL WAYS TO HELP

- Help with simple tasks and daily needs.
- Share skills and encouragement.
- Accompany, don't just "do for".
- Pray with sensitivity when invited.

CONFIDENTIALITY & PRIVACY

- Respect privacy and keep information confidential.
- Do not share personal stories or photos without permission.
- Follow SHALOM's photography and confidentiality policies.



WORKING WITH CHILDREN

Create safe spaces. Build trust. Share God's love.

SAFETY FIRST

- Always prioritize child safety.
- Follow SHALOM's child protection policies.

BE A POSITIVE ROLE MODEL

- Show kindness, patience and respect.
- Use encouraging words and actions.

ENGAGE APPROPRIATELY

- Use age-appropriate activities.
- Listen to children and value their contributions.

PRAY & ENCOURAGE

- Pray with children when invited.
- Speak truth and hope in ways they can understand.

REMEMBER
Small acts of love can leave a lasting impact.

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Christ-like compassion in every interaction.

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DISCIPLESHIP & SPIRITUAL LIFE

Growing together.
Following Jesus.



> *"Follow me," Jesus said, "and I will make you fishers of men."*
>
> MATTHEW 4:19

Discipleship is not just teaching. It is walking with others as they grow in their relationship with Jesus and learn to live out their faith.
As volunteers, we are part of a family that encourages one another in truth, love and obedience to Christ.

HOW VOLUNTEERS CAN GROW & ENCOURAGE OTHERS

GROW IN YOUR RELATIONSHIP WITH JESUS

- Spend time daily in prayer and the Word.
- Be honest with God and seek His heart.
- Let the Holy Spirit shape your life.

BUILD RELATIONSHIPS

- Get to know people with sincerity.
- Listen well and show you care.
- Look for opportunities to encourage others.

SHARE YOUR STORY

- Be ready to share what God has done in your life.
- Keep it simple, real and focused on His faithfulness.

WALK TOGETHER

- Pray with and for others.
- Offer practical help.
- Encourage steps of obedience.

INVEST IN OTHERS

- Be faithful in small things.
- Make time for discipleship.
- Celebrate growth and God's work.

SPIRITUAL RHYTHMS THAT HELP

- PRAYER – Talk with God throughout the day.
- THE WORD – Read and apply Scripture.
- WORSHIP – Praise God individually and together.
- FELLOWSHIP – Do life with other believers.
- SERVICE – Love others as Jesus did.
- REST – Receive God's refreshment.



REMEMBER
Rooted in Jesus. Growing in grace. Sent to love.

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Christ-like compassion in every interaction.

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TRANSPORT & FIELD LOGISTICS

Travel safely. Arrive ready.

Getting around in Sangkhlaburi often means winding mountain roads and rural tracks. Please follow team guidance, stay together and help keep everyone safe and on time.



VEHICLES YOU MAY USE

VANS
Used for team travel, field visits and group transport.

PICK-UP TRUCKS
Often used on rural roads or in areas where roads are narrow or uneven.

LONGTAIL BOATS
Used to cross the lake or reach communities not accessible by road.

WALKING
Some places are best reached on foot. Wear comfortable shoes and stay with the team.

Routes and timing can change. Please be patient and flexible.

TRAVEL ETIQUETTE

STAY TOGETHER
Do not travel ahead or wander off. Wait for instructions and stay with your group.

BE ON TIME
Punctuality helps the team and our local partners. Plan ahead and be ready.

WEAR YOUR SEATBELT
Always buckle up in vehicles—front and back. Safety first, always.

KEEP IT SIMPLE
Bring only what you need for the day. Keep your belongings secure and organized.

CARE FOR EACH OTHER
Look out for your teammates. Share space, be kind and help one another.

FIELD HEALTH & SAFETY

Small steps protect you and the team.

1. TELL THE TEAM
Please alert a SHALOM team leader about any medical conditions and any food, insect, medication or other serious allergies. Carry any essential medication you may need, including prescribed emergency medication.

2. MOSQUITOES
Dengue is common in Thailand, and malaria can occasionally occur in rural and forested border areas. Use repellent, wear long sleeves and trousers when practical, and use screens or mosquito nets where needed.

3. DRINK SAFE WATER
Do not drink tap water. Drink only SHALOM-provided filtered water or sealed bottled water. Use safe water for drinking, brushing teeth and making drinks or ice.

4. ANIMALS
Avoid handling or playing with stray dogs, cats or monkeys. Rabies remains a risk despite vaccination programmes. Report any bite or scratch immediately.

5. SPEAK UP EARLY
Tell the team promptly if you develop a fever, feel unwell, have an allergic reaction, or experience an animal bite or other health concern.

THANK YOU FOR HELPING US TRAVEL SMART AND STAY SAFE.
Your care protects the team and honors the people we serve.

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BEFORE YOU ARRIVE: PACKING LIST

Pack light. Pack smart. Serve well.

Bring what you truly need, and leave extra room in your bag and heart.

The climate is warm and humid year-round in Sangkhlaburi. Laundry is done by hand. Space is limited. Simplicity helps everyone.



A GENTLE REMINDER

- Check airline luggage limits.
- Leave valuables at home.
- You can buy some items locally.
- Pray for wisdom as you prepare.

1. CLOTHING

- Lightweight, breathable tops
- Long pants or skirts (knee length or longer)
- Modest shirts for all activities
- Sleepwear
- Underwear & socks
- Light jacket or rain jacket
- Hat or cap
- Comfortable walking shoes
- Sandals or flip-flops
- Modest swimwear (if needed)



2. PERSONAL CARE

- Toothbrush & toothpaste
- Shampoo & soap
- Deodorant
- Sunscreen (SPF 30+)
- Insect repellent
- Hand sanitizer
- Personal medications (enough for your stay)
- Basic first aid items (plasters, pain reliever, etc.)
- Menstrual products (limited choices locally)
- Towel & washcloth



3. MINISTRY & WORK ITEMS

- Bible
- Notebook & pens
- Devotional book
- Reusable water bottle
- Flashlight or headlamp
- Day bag or small backpack
- Extra batteries
- Power bank & universal adapter
- Basic teaching supplies (markers, paper, etc.) if you plan to use them



4. OPTIONAL BUT HELPFUL

- Camera (use respectfully)
- Travel towel
- Quick-dry clothes
- Sunglasses
- Earplugs
- Small gifts from your culture (discuss with SHALOM staff first)
- Musical instrument (if you play)
- Books or activities for children



5. IMPORTANT PAPERS & DOCUMENTS

- Passport (valid 6+ months)
- Visa (if required)
- Travel insurance details
- Vaccination records
- Emergency contact list
- SHALOM contact information
- Copies of important documents (digital and printed)



PLEASE DO NOT BRING

Illegal drugs · Alcohol · Weapons · Large amounts of cash · Expensive jewelry or valuables



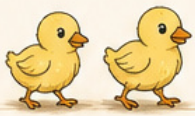
When in doubt, leave it out. Simplicity and sensitivity go a long way in ministry.

PACK WITH LOVE

Your presence, a willing heart and a humble attitude are what matter most.

REMEMBER

You are coming to serve and learn, not to impress. Thank you!



May God use you mightily in Sangkhlaburi and beyond.

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GIVING & DONATIONS

Generosity with dignity.

Generosity is a beautiful part of serving, but giving can also create misunderstanding, pressure or unintended inequality.

SHALOM uses a clear giving policy to protect both volunteers and the communities we serve.



THE POSTURE

Give in ways that strengthen dignity, local leadership and transparency.

We do not want generosity to create favoritism, dependency or private obligations.

WHEN YOU WANT TO GIVE

1. **PAUSE**
   Do not give spontaneously in the moment.
2. **ASK**
   Speak with a SHALOM leader before offering money or significant gifts.
3. **GIVE THROUGH SHALOM**
   Use the agreed donation or love-gift process so giving remains transparent.
4. **PROTECT DIGNITY**
   Give without publicity, pressure, comparison or expectation.

WHY SHALOM USES A NO-DIRECT-GIVING POLICY

Direct gifts can unintentionally create expectations, favoritism, embarrassment or tension within families and communities.

Coordinating giving through SHALOM helps the local team assess needs fairly and maintain accountability.

The goal is not to discourage generosity — it is to help generosity serve people well.



COMMON SITUATIONS

TIPPING

SHALOM follows a no-tipping policy for ministry activities and team arrangements.

If you are unsure in another setting, ask your team leader.

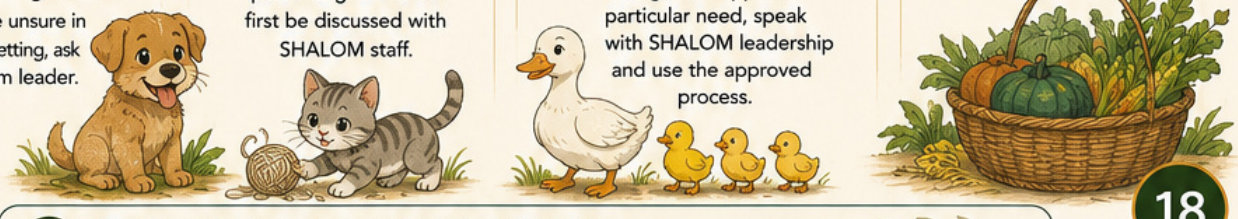
PERSONAL GIFTS

Small, appropriate tokens may sometimes be suitable, but significant personal gifts should first be discussed with SHALOM staff.

LOVE GIFTS & DONATIONS

If you wish to give financially, make a love gift or support a particular need, speak with SHALOM leadership and use the approved process.

OPEN HANDS. WISE GIVING. LASTING DIGNITY.



Thank you for giving in ways that reflect Christ's love and protect the dignity of every person.