

Rotary International District 5020

Youth Exchange Inbound Program



Host Parent Manual

June 2017



Rotary Youth Exchange



To the Host Parents,

Congratulations! You are about to become a new parent, probably not for the first time, but this time your new child will already be a teenager upon arrival, may not speak English fluently, and will certainly have cultural traits that are different from yours.

By agreeing to be a host family for a Rotary Exchange student, you have agreed to assume parental responsibility for this young ambassador from another country, to provide shelter and sustenance, guidance and counsel, and love and support to the child of strangers who may live thousands of miles from you. But we do not ask you to do this all on your own; Rotarians in your local community as well as those who serve on the Rotary District Youth Exchange Committee will do all we can to make this exchange a success. We provide you with the information you need, through our Host Family Orientation and this Information Booklet. We meet with and provide orientation training to the exchange students upon their arrival. And we will, throughout the exchange period, be in contact with both you and the Exchange student to answer questions, address concerns, and resolve problems.

All too soon, it will be time for your student to move on to the next host family or return home at the end of the exchange year. Many of the host parents who preceded you do not say "goodbye" when that time comes, but instead say "farewell, until we meet again", with the full intention that this new member of the family will indeed be met again. We hope you experience those feelings, and will do all we can to have that happen. This Information Booklet provides the information you will need to be a successful Host Family; please refer to it often.

In Youth Exchange Service,

Youth Exchange Officer
Rotary District 5020

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Objectives of the Program

- o **To further international goodwill and understanding** by enabling students to study first hand some of the problems and accomplishments of people in lands other than their own.
- o **To enable students to advance their education** by studying for a year in an environment entirely different from their own, and undertaking the study of courses and subjects not normally available to them in their own country.
- o **To give students opportunities to broaden their outlook** by learning to live with and meet people of different cultures, creeds, and colors and by having to cope with day-to-day problems in an environment completely different from the one they have experienced at home.
- o **To have students act as ambassadors** for their own country by addressing Rotary Clubs, community organizations and youth groups in their host country; by imparting as much knowledge as they can of their own country, its attributes and its problems to the people they meet during their year abroad.
- o **To provide sufficient time to study and observe another country's culture** so that upon returning home students can pass on the knowledge they have gained by addressing Rotary clubs and other organizations and assimilate the positive aspects into their everyday living.

District 5020 Youth Exchange Committee

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Country Officer

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Club Youth Exchange Committee

Youth Exchange Officer

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Fax:
Email:

Youth Exchange Counselor

Home:
Cell:
Fax:
Email:

Other Important club contacts:

Club Officers

Club President

Home:
Office:
Cell:
Fax:
Email:

Club Secretary

Home:
Office:
Cell:
Fax:
Email:

Past President

Club Treasurer

What is Rotary?

The History of Rotary

Rotary was born on February 23, 1905 in Chicago, Illinois, the world's first and most international service club. The founder of Rotary was attorney Paul P. Harris (1868-1947), who gathered with three others to discuss his idea of a group of businessmen from different professions getting together periodically to become better acquainted. They decided to limit membership to one representative of each profession and to rotate the meeting site among each member's place of business, to acquaint each other with their various vocations and to promote business. The rotation of meeting places is the source of the name "Rotary".

Club membership grew rapidly. The second Rotary Club was founded in San Francisco in 1908. When clubs were formed in Canada and Great Britain, in 1912, Rotary became an international organization.

Since 1905, the ideas of Paul Harris and his friends have become ideals which have been accepted by people of practically all nationalities, and of many political and religious beliefs. Today there are Rotary Clubs in Austria and American Samoa, in Brazil and Brunei, in Italy and India, in Scotland and South Africa - in some 170 countries. The universal acceptance of Rotary principles has been so great that there are now more than 32,000 Rotary clubs, with a membership of over 1.2 million men and women.

Rotary Motto and Themes

Rotary International has adopted as its motto, "*Service Above Self*". A second theme of Rotary is "*He profits most who serves best*". Additionally, each year, the Rotary International President coins a theme for that Rotary year.

Rotarians throughout the world quote the Four Way Test of the things we think, say or do:

1. Is it the TRUTH?
2. Is it FAIR to all concerned?
3. Will it build GOODWILL and BETTER FRIENDSHIPS?
4. Will it be BENEFICIAL to all concerned?

Rotary in Northwest Washington and Vancouver Island

Each of the more than 32,000 Rotary clubs in the world is a member of Rotary International. Rotary is divided into 521 Districts, each of which is headed by a District Governor. We are District 5020 which consists of clubs in northwest Washington and Vancouver Island, BC.

Our District includes the areas on the Olympic Peninsula, Kitsap Peninsula, Pierce County and south into Woodland. It also includes all the communities located on Vancouver Island, BC.

The District Governor, and all officers of Rotary on the international, district or club level, serves for a Rotary fiscal year that runs from July 1 to June 30.

A number of district-level committees are organized to provide sponsorship or support for Rotary functions and initiatives that involve Rotarians from across our District. The Youth Exchange Committee, or YEC, is an example of a District Committee. The YEC is led by Chairman Leighton Mellemstrand.

The Rotary Foundation

In 1917, the Rotary Foundation was born. The Rotary Foundation is a philanthropic trust promoting further understanding and friendly relations between peoples of different nations. The Foundation sponsors the largest scholarship program in the world and is supported purely by voluntary contributions from Rotary Clubs and Rotarians.

The Rotary Foundation has eight working programs and a budget of approximately \$45-\$50 million (US) each year. These programs include Ambassadorial Scholarships, Rotary Volunteers, The 3H program (for Health, Hunger and

Humanity), Rotary Peace Conferences, World Community Service, Special Grants, and two others that you may encounter during your exchange: Group Study Exchange, and Polio-Plus.

Group Study Exchange involves paired districts in different countries sending teams of 4 or 5 business or professional men and women for a 4 week period of study and discussion with their counterparts in the other country. Polio-Plus is Rotary's plan to eliminate polio from the world by the year 2005, Rotary's 100th birthday.

Rotary at the Local Level -- The Rotary Club

The "personality" of each Rotary club is a reflection of the community it serves and the membership of that club. Even within our own District, club size ranges from less than two dozen members to well over two hundred members. Rotary clubs meet weekly throughout the year; some for a breakfast meeting, others during lunch. Some Rotary club meetings are quiet and serious", staying to a tight schedule so the members can return to work on time, while other club meetings are less formal and structured.

Exchange students often find that the Rotary club **hosting** them will be very different from the Rotary club **sponsoring** them, and both will be very different from other Rotary clubs they may have the opportunity to visit during their exchange year. But Rotarians around the world all share the common philosophy for Service to Others, and as an exchange student, they are there to help provide a successful exchange experience.

As with most organizations, Rotary clubs are led by officers who are elected by the membership for one year terms, beginning on July 1, the beginning of the Rotary Year. The officers include the Club President, Secretary, Treasurer, Vice-President and/or President-Elect, and Directors. Rotary clubs participating in the Youth Exchange Program generally appoint a Youth Exchange Officer, or YEO, to oversee that program, and that Rotarian, or another member of the host Rotary club, will be designated as the exchange student's Club Counselor. This Rotarian serves as the primary liaison between the Rotary club, the exchange student and the host families.

Questions for “First Night” with Host Family

1. What do I call you? “Mom”, “Dad”, or given (first) name?
2. What am I expected to do daily other than:
 - a. Make my bed
 - b. Keep my room tidy
 - c. Clean the bathroom up after I use it?
3. What is the procedure about dirty clothes? Where do I keep them until wash day?
4. Should I wash my own underclothes?
5. What is the procedure if I need to iron my clothes?
6. May I use the iron, washing machine, sewing machine, etc.?
7. Where can I keep my bathroom accessories?
8. When is the most convenient time for me to use the bathroom on weekday mornings?
9. When is the best time for me to shower or bathe?
10. When are mealtimes?
11. Do I have a regular job at meal times? Set, clear, wash, dry the dishes; the garbage?
12. May I help myself to food and drinks (non-alcoholic) at any time or must I ask first?
13. What areas are strictly private e.g. your study, bedroom, pantry, etc.?
14. May I put posters and pictures in my room? On the wall? How do you want things hung?
15. What are your feelings about my drinking alcohol if offered by you?
16. Do you object to my having wine at the table with you or an occasional beer?
17. What time must I get up weekday mornings?
18. What time should I get up weekends and holidays?
19. What time must I go to bed weekdays? Weekends?
20. What time must I be in on school nights if I go out? (Exceptions by special arrangement).
21. What time must I be in on weekends if I go out?
22. What dates are the birthdays of family members?
23. May I have friends stay overnight?

24. What is your rule on entertaining friends in my room with the door closed?
25. Can I invite friends over during the day? After school? When no one else is home?
26. What are the rules about phone calls? Local?, Long Distance?, Overseas? How and when may I pay for calls I make? How do you want me to keep track of my pay telephone calls?
27. What are the rules about access to the Internet and e-mail if there is a computer in the house? Are there time limits or time periods that use is permitted or prohibited?
28. May my friends call me? What times are not good?
29. What is the procedure about posting mail?
30. Do any of you have any pet dislikes? e.g.. chewing gum, music types, being late, wearing curlers or a hat at the table, being interrupted while reading, etc.
31. How do I get around? bus, bicycle, be driven, riding with friends, etc.
32. What about transportation to the mall or movies?
33. May I play the stereo or TV?
34. May I use kitchen appliances? Microwave? Dishwasher? Stove?
35. What are the rules about going to church?
36. May I smoke? Where? (Rotary discourages smoking in general and forbids smoking in bedrooms)
37. If I have something bugging me, how do you want me to handle it?
 - a. Write a note explaining it
 - b. Ask for a heart to heart discussion
 - c. Tell my counselor
 - d. Keep it to myself and live with it
38. How often can I go out each week?
39. Who pays for “event” expenses? me? you? Rotary? (movies, sports events, concerts/shows)
40. Can I use the shampoo and tooth paste or buy my own?
41. What do I do about school lunch? Buy- who pays- me, you, Rotary? Bring from home?
42. Are there any eating habits or foods I need to discuss? I don't like _____.

In general, ask about those things you feel are most important the first night, and then other over the next couple nights. Try to always keep an open and honest communication with your Host Family and Rotary.

The Rotary Support System

What is Youth Exchange?

Rotary Youth Exchange is a country-to-country exchange of high-school age young people, between the ages of 16 to 18½ years old at the time of arrival in the hosting country, for a cultural and educational experience for both the student and those serving as hosts. The duration of the exchange is 10-12 months, and generally follows the school year as defined by the Exchange student's home country.

What is Rotary?

Rotary International, as the sponsoring organization of this program, is an international volunteer organization comprised of Rotarians around the world dedicated to improving their community, both locally and world-wide, through service to others. A more comprehensive description of Rotary and its structure can be found in Appendix A of this Information Book. However, one term used throughout this Book warrants explanation here: **District** is the geographic organization of a number of local Rotary clubs for purposes of governance and support. We are **Rotary International District 5020**, consisting of Rotary clubs representing much of northwest Washington and Vancouver Island BC.

Role of the Rotary District and Youth Exchange Committee

Rotary Youth Exchange is, more specifically, an exchange of students between two Rotary Districts in different countries. District 5020 is excited about the possibilities of expanding our Youth Exchange program, involving more and more countries and more and more students. Conduct and administration of the Exchange program is the responsibility of each participating Rotary district under the authority of the respective **District Governor**, a Rotarian elected for a one-year term to provide leadership to the clubs and Rotarians in that District. All Rotary districts participating in the Youth Exchange Program agree to comply with Rotary International guidelines, but retain autonomy in conduct of the program. This responsibility is delegated in District 5020 to the **District Youth Exchange Committee** (or **YEC**).

For example, the selection, screening and preparation of "outbound" exchange student candidates is the responsibility of each sending or sponsoring Rotary District, although a uniform application form has been developed for this purpose by Rotary International. On the other hand, once our District YEC has agreed to accept an "inbound" exchange student, and one of our Rotary clubs has agreed to host and support that student, that student agrees to comply with **this** District's rules, regulations, and guidelines as a condition of the exchange.

To assure a complete understanding of those conditions, the District 5020 YEC provides a comprehensive orientation to our inbound students shortly after their arrival. Even before the student's arrival, the Youth Exchange Committee establishes and maintains communications with its counterparts in the exchanging district, the inbound students both before their arrival and during their year here, and the outbound students we are sending overseas.

The District 5020 Youth Exchange Committee is a valuable resource for both you and the exchange student, and its members are familiar with the conduct of the Exchange Program both here and in the country your student is from. Feel welcome to contact any member of the District 5020 YEC anytime you have a question or need help with a problem. Names, addresses, and telephone numbers are available in this Host Family folder.

The Hosting Rotary Club's Role

The local Rotary club provides another level of support to you, the student, and the Exchange Program. Most Rotary clubs will identify an individual Rotarian as the **Youth Exchange Officer** (or **YEO**) to administer the club's Exchange program, including recruiting outbound candidates and Host families. Another member of the Rotary club will be designated as the Inbound Exchange student's **Club**

Counselor for the duration of the exchange. The **Club Counselor** serves primarily as an advisor and advocate for the student; the Youth Exchange Officer or Inbound Coordinator should also be in contact with the host family on a regular basis, and be available to answer questions or direct host parents to the appropriate resource when needed.

The hosting Rotary club has made or will make arrangements for enrolling the exchange student in your community's high school or a private school shortly after he or she arrives. The YEO or Club Counselor will assist the student in selecting a course of study that should be neither overly-challenging nor boring for the student. As a host parent, you should discuss school work with the student, teachers, and school officials if academic or social problems are becoming apparent.

The hosting club provides another form of support to the Exchange student in the form of a **spending allowance**. Each month the Rotary club will provide a minimum of \$100 directly to the student, to be used for incidental personal expenses, entertainment, school supplies, etc. Through the Rotary-provided allowance and parental resources, exchange students are expected to be **financially self-supporting** in terms of personal expenses, clothing, entertainment, and travel when not part of a host family event. In addition, District 5020 requires all inbound students to deposit with the hosting club a **\$500 emergency fund** that can be accessed by the club to pay for such expenses when the student is not able to do so. Please discuss any financial concerns with the Rotary club representatives.

The hosting club will regularly invite the exchange student to attend Rotary meetings and other Rotary events. While students are encouraged to attend Rotary meetings and other events as often as possible, only attendance at the Inbound Orientation, The Comox Valley Orientation and the annual Rotary District Conference are mandatory for the student. Interference with host family activities from, or transportation to/from, Rotary events should not impose a burden on the host family, and the YEO/Club Counselor should be advised before this can occur.

Rotary Support -- District + Club

This Team of the **District Youth Exchange Committee**, the local Rotary club **Youth Exchange Officer** and **Club Counselor** are here to help the Exchange student and host family have a successful exchange experience. They are available to you, 24 hours a day, to provide you with assistance on any matters of concern. We strongly urge you to seek our involvement before problems become too large for simple solutions.

If there is a situation which you feel unprepared for please contact your club YEO, student's counselor or District YEC. You may not "kick a student out" of your home for what you feel is a family violation. Contact one of your representatives immediately and the student will be removed by Rotary if you feel the situation cannot be resolved. Many times these situations can be resolved to everyone's satisfaction if addressed early enough.

Abuse, Neglect and Harassment Allegations

Rotarians, their families, and non-Rotarian volunteers are expected to use their best efforts to safeguard the welfare of and prevent the physical, sexual, or emotional abuse or harassment or neglect of every student with whom they come into contact.

Rotary District 5020 is committed to protecting the safety and well being of Youth Exchange students and will not tolerate their abuse or harassment. All allegations of abuse, neglect and harassment will be taken seriously and must be handled within the reporting guideline.

If you suspect physical, sexual, or emotional abuse or harassment of any kind you must take the following steps: After ensuring the safety of the student, all allegations should be immediately reported to appropriate Rotary Club, The Youth Exchange District Chairman and the appropriate authorities.

See related information in this packet regarding identifying, recording and reporting guidelines.

The Host Family's Role

The operative word here is *Family*, and we ask you to help your exchange student become a part of your family during the period that he or she lives with you. That means treating this young person as you would your own son or daughter, not as a guest, and exercising all of the **parental responsibilities and authorities** you would for your own child. While many factors will influence to what extent you may need to focus on this role, such as your own experience as a host parent, ages of your own children, and whether you are the first, middle, or final host family for this student, here are some suggestions that previous host parents have provided to us:

- X **Establish a clear understanding of expectations** soon after your student arrives. Appendix D is a listing of **First Night Questions** that we provide to both students and host parents that cover most of the topics that will help define those expectations. Cultural differences as well as personality differences often lead to misunderstandings unless these topics are discussed and clarified. Many students will use the questions as a “check-off list” to make sure nothing has been overlooked during the first few days; we suggest that host parents also review this list for any topics that are important to them.
- X Be prepared to help your student recover from **homesickness**. This can take many forms, from simply general sadness to wishing to stay in his or her room alone. It is perfectly normal for Exchange students to have bad days and experience homesickness (even for their last host family). If you are sensitive to this, you will be able to reassure your student that their reactions are perfectly normal. Help them to keep busy and involved. These feelings will pass. If they have poured out their frustrations in a letter home (often saying they want to return home immediately), suggest that they put it away for a couple days, re-read it, and only then mail it ... if it still applies. Most times the letter will be thrown out!
- X Encourage your student to **get involved**. School extracurricular activities, sports, community activities, church groups, and family activities may be new and unfamiliar to your student, and will likely be very “different” from those activities he or she was involved in back home. If you sense that your student is bored and reluctant to participate in available activities, it may simply be because no one has asked him or her to join in. Try to introduce the student to some people who will help overcome this reluctance.
- X **Understand “culture shock”, and help your student learn our culture**. Appendix E in this booklet provides the article *How to Cope with Culture Shock* which may help you understand some of the feelings your student may experience as a result of the differences between our culture and the one they have known since birth.
- X It is the responsibility of the host family to **inform the sponsor** of any and all material changes in the status of the host family or student, including, but not limited to, changes in address, finances, employment and criminal arrests.
- X Host families need to be aware of **cross-cultural interaction** and become familiar with cultural differences and practices. Strategies to assist in this can be found later in this manual.

Other Information Needed By Host Parents

INSURANCE

All inbound exchange students must have a medical/accidental injury policy that meets Rotary's requirements, under a policy issued by an insurance company determined by the student's Rotary District. Instructions for submitting a claim are included in Appendix F (to be added once student arrives in the United States). In addition, a **Permission for Medical Care**, signed by the student's family member, is included in the copy of the student's application provided for you. An original copy remains with the YEO and a copy can be obtained at any time.

The cost of any medical treatment is the responsibility of the student and his/her natural parents, and the insurance provides for either payment or reimbursement of a portion of those expenses (usually after a nominal deductible has been met). Students should have the financial ability to pay for any medical expenses at the time provided, and host families should not incur any costs in this regard.

However, as host parents, you are asked to make arrangements for medical treatment when necessary, as well as to determine when medical treatment is called for. Your student may be reluctant to discuss medical problems initially, and their own culture, or medical system at home, may be quite different than that which we have, so you may need to patiently ask questions and offer suggestions when you observe conditions that may be medically-based. Many Rotary clubs have arrangements with local medical-services providers (often a member of the Rotary club), and you should be apprised of these arrangements by the Rotary YEO or Club Counselor before a medical problem arises.

It is always advisable to inform the host Rotary club of any medical treatment or medical problems that have occurred so that information is made available to subsequent host families. Serious illnesses or injuries should be made known to the District YE Chair as soon as possible.

BEING THE FIRST HOST FAMILY

While being "first" often provides the greatest challenges for dealing with things like language difficulties and cultural differences, it also provides the opportunity to form a lasting emotional bond with the student that can continue after the student moves on to subsequent host families, since he or she will remain part of your community for the balance of the exchange year.

When the time comes for the student to move on, be prepared for the emotions that come with separation and fear of something new, both for the student and you. It will help to make this transition go smoothly if the student has met the new family, perhaps first in your home, and then later for a visit in the next host family home, to provide opportunities to become familiar with the family and surroundings.

Once your student has moved, maintain contact without undermining the development of relationships with the next family. Inviting your student to share special family events, like birthdays, will reinforce the relationship you developed earlier, and will usually be welcomed by the current host family, just as you welcomed others' invitations to the student when part of your family.

When it is finally time for your student to return home to his or her own family, they will be leaving not one but several **families** that they will consider “home” for the rest of their lives.

BEING THE FINAL HOST FAMILY

Being the host family at the conclusion of the exchange year could involve dealing with many of the same emotions the student had upon arrival, but this time caused by the realization that the “familiar” is now *our* culture, and the “unknown” involves *returning home*. Understand that the exchange student **must** return home at the conclusion of the exchange year (generally within 10 days of high school completion, or the conclusion of a USA Tour, if applicable) as a condition of the exchange program. **A sign of a successful exchange is the student’s reluctance to go home, and we wouldn’t want it any other way.**

You may need to help your student prepare mentally for this departure, in addition to the many physical aids that will be needed. **Start by selecting an actual departure date** that everyone involved agrees with (including the student’s parents), and help the student make the necessary airlines reservations. (Although we require all students to have round-trip airlines tickets, some airlines can only book flights 6-9 months in advance, and many students must change the initial return date once they know graduation and Tour dates, etc.). As the departure date approaches, help the student with packing and luggage, recognizing that much has been collected since their arrival, and it may be necessary to ship some of the student’s possessions home to keep suitcases below the airlines’ quantity and weight limits.

Help the student wrap up any financial obligations with you and others, especially regarding long-distance telephone charges. Use of a pre-purchased phone card, or having the student make final calls collect, will minimize phone charges appearing on your telephone bill after the student has departed. Discuss with the student and the Rotary Club Counselor the return of the student’s emergency fund.

Involve the prior host families, and the host Rotary club, in planning a farewell event before the student departs. And allow sufficient flexibility in your schedule during the final few days to provide your student with the opportunity to say goodbye to the many friends made during the past year. In many cases, these “good-byes” will be even harder for the student than those said 11 or 12 months earlier, and your understanding and support will make this a happy time for everyone involved.

PASSPORT INFORMATION:

Each student keeps their passport and important papers with them and should be maintained in a safe place that they can access. A photocopy is kept by the club YEO. Any travel outside the district (or Country) requires the student to carry his/her passport and papers. Please make sure your student doesn’t leave home without them when needed.

IMPORTANT REMINDER:

Whenever the exchange student changes host families, the new family name, address, phone numbers, and e-mail must be reported to the Youth Exchange Country Officer and the Alternate Responsible Officer on the US side. The regulations of the US State Department require address changes to be filed within ten days – failure to do so can result in the deportation of the student. Although we consider it the student’s responsibility to report their moves to the YEO prior to

their move, we recommend that host families and/or club counselors stay on top of the situation as well, due to the seriousness of the consequences. The YEO will make the proper reporting.

LASTLY, IF THERE ARE QUESTIONS OR PROBLEMS.....

While there is no way we or you can guarantee that every Exchange student and host parent will enjoy a completely successful exchange, we do our best to help them, and you, and the percentage of unsuccessful exchanges is very small. Most problems that do occur can be taken care of satisfactorily if addressed early, before they become too big to handle.

IF YOU DO HAVE A CONCERN, AND NEED TO DISCUSS SOMETHING, please contact the local Rotary Club Youth Exchange Officer or the student's Club Counselor. If he or she is not available, please contact a member of the District YE Committee. They will get in touch with the student, and if appropriate, the counterpart in the sponsoring district for further information and help, if needed.

Please do not dismiss non-compliance with our rules, or try to solve major problems yourself. Because this is an international program, there may be cultural and/or Rotary subtleties of which you are unaware, and there may also be long-range implications affecting future exchanges. Please call and give us the opportunity to show you that we are as concerned about the exchange student and the host family and club as you are. We can't help you or the student, if we don't know that there is a problem.

Finally, while much of this booklet addresses rules, regulations, and “dealing with problems”, we want you to know that being a host parent is also a lot of fun and full of rewards. You will get to know, and love, someone from another country, another culture, and another part of the world. You will have the opportunity to watch, and help shape, the development and maturity of a young person. You will have opportunities to learn of another culture yourself, and in the process of sharing our culture and our country with this student, gain knowledge and understanding for you and your family. And at the end of the exchange, you will have added to your family a son or daughter who may live in a “foreign” country the rest of their life, but will always be a part of **your** family.

How to File an Insurance Claim

American International Group Companies (AIG)

Plan Description: Rotary International Youth Exchange UNITED STATES STUDENTS

Issued by: CISI Cultural Insurance Services BOLDUC

WORLDWIDE EMERGENCY ASSISTANCE

Toll free USA **1-800-551-0824**

Collect worldwide **0-302-761-3700**

If unable to resolve problems call directly to CISI at 203-399-5181

If you require medical attention:

Present your identification card to the medical provider. This will ensure that the claim will be sent to CISI. Failure to do this will delay the processing and payment of you claim and may limit the company's liability.

(See what's not covered – limitations and exclusions within the policy)

All students who are insured under this program have been provided a claim form, policy, and Insurance Identification Card. In addition, a claim form is enclosed with this handbook. If additional forms are required, Request from Youth Exchange Officer of your Rotary Club

SEND ALL MEDICAL CLAIMS TO:

CISI Claims Department

River Plaza

9 West Broad St

Stamford, CT 06902 USA

You can reach them by:

Telephone: 203-399-5181

Fill out form completely. Be sure to give the name and address of the **current** host family. Sign and date in the lower part of Section A.

If the student is a minor (under age 18), a host parent should sign the claim form to insure that the claim is not delayed due to lack of Authorization acceptable to the insurance company.

Note: be sure that all questions are answered or an N/A (not applicable) is entered in the blanks to show that you have not overlooked anything.

Be aware that the policy has deductibles which you and your parents are responsible for paying.

If filing a claim from outside the US, be sure to mail the claim "AIRMAIL". Otherwise it takes weeks to reach the US and payment will be delayed. If the payment has not been received in about one month, call the claims department at the appropriate telephone number to determine what is holding up the payment. They may just need more information which you can give them over the phone.

Claim payments will be made by check in US dollars. Make sure you have a way to cash or deposit the claim check. Also consider where you will be living four to six weeks from the time you send the claim to the insurance company; you don't want it arriving at your host family after you have returned home.

If you have questions, contact your clubs YEO, your club counselor or the District 5020 Youth Exchange Committee.

(Insert the student's medical and dental forms, permission for medical care and release from the student's application along with their health insurance card following these pages)

Program Rules And Conditions of Exchange

The following pages contain the Program Rules and Conditions which all exchange students and their parents agreed to follow as part of the Application to the Exchange Program. These are the “universal” set of common sense rules that all Rotary District Youth Exchange Programs expect the student to comply with as a condition of the Exchange.

Program Rules and Conditions of Exchange

As a Youth Exchange student sponsored by a Rotary club or district, you must agree to the following rules and conditions of exchange. Violation of any of these rules may result in dismissal from the program and immediate return home, at student’s expense. Please note that districts may edit this document or insert additional rules if needed to account for local conditions.

Rules and Conditions of Exchange

1) You must obey the laws of the host country. If found guilty of violating any law, you can expect no assistance from your sponsors or native country. You must return home at your own expense as soon as released by authorities.

2) You will be under the host district’s authority while you are an exchange student and must abide by the rules and conditions of exchange provided by the host district. Parents or legal guardians must not authorize any extra activities directly to you. Any relatives you may have in the host country will have no authority over you while you are in the program.

3) You are not allowed to possess or use illegal drugs. Legal medications that are prescribed to you by a physician are allowed.

4) The illegal drinking of alcoholic beverages is expressly forbidden. Students who are of legal age should refrain. If your host family offers you an alcoholic drink, it is permissible to accept it under their supervision in the home. Excessive consumption and drunkenness is forbidden.

5) You may not operate a motorized vehicle, including but not limited to cars, trucks, motorcycles, aircraft, all-terrain vehicles, snowmobiles, boats, and other watercraft, or participate in driver education programs.

6) Smoking is discouraged. If you state in your application that you do not smoke, you will be held to that position throughout your exchange. Your acceptance and host family placement is based on your signed statement. Under no circumstances are you to smoke in your host family’s bedrooms.

7) Body piercing or obtaining a tattoo while on your exchange, without the express written permission of your natural parents, host parents, host club, and host district, is prohibited, for health reasons.

8) You must make every effort to learn the language of the host country, and may be responsible for any costs for tutoring, language camps, or other instruction.

9) Limit your use of the Internet and mobile phones, as directed by your host district, host club, and host family. Excessive or inappropriate use is not acceptable. Accessing or downloading pornographic material is expressly forbidden.

10) You must attend school regularly and make an honest attempt to succeed.

11) You must have health and accident or travel insurance that provides coverage for accidental injury and illness, death benefits (including repatriation of remains), disability/dismemberment benefits, emergency medical evacuation, emergency visitation expenses, 24-hour emergency assistance services, and legal services, in amounts satisfactory to the host Rotary club or district in consultation with the sponsor Rotary club or district, with coverage from the time of your departure from your home country until your return.

12) You must also have liability coverage through a travel insurance or other applicable policy, in amounts satisfactory to the host Rotary club or district in consultation with the sponsor Rotary club or district

13) You must have sufficient financial support to assure your well-being during your exchange. Your host district may require a contingency fund for emergency situations. Unused funds will be returned to you or to your parents or legal guardians at the end of your exchange.

14) You must follow the travel rules of your host district. Travel is permitted with host parents or for Rotary club or district functions authorized by the host Rotary club or district with proper adult chaperones. The host district and club, host family, and your parents or legal guardians must approve any other travel in writing, thus exempting Rotary of responsibility and liability.

15) You must return home directly by a route mutually agreeable to your host district and your parents or legal guardians.

16) Any costs related to an early return home or any other unusual costs (language tutoring, tours, etc.) are the responsibility of you and your parents or legal guardians.

17) Visits by your parents or legal guardians, siblings, or friends while you are on exchange may only take place with the host club’s and district’s consent and within their guidelines. Typically, visits may be arranged only in the last quarter of the exchange or during school breaks and are not allowed during major holidays.

18) Serious romantic activity is to be avoided. Sexual activity is forbidden.

19) Talk with your host club counselor, host parents, or other trusted adult if you encounter any form of abuse or harassment.

Recommendations for a Successful Exchange

- 1) You should communicate with your first host family prior to leaving your home country. The family's information will be provided to you by your host club or district prior to your departure.
- 2) Respect your host's wishes. Become an integral part of the host family, assuming duties and responsibilities normal for a student of your age or for children in the family.
- 3) Learn ahead of time as much of the language of your host country as possible, and use the language regularly. Teachers, host parents, Rotary club members, and others you meet in the community will appreciate the effort. It will go a long way in your gaining acceptance in the community and with those who will become lifelong friends.
- 4) Attend Rotary-sponsored events and host family events, and show an interest in these activities. Volunteer to be involved; do not wait to be asked. Lack of interest on your part is detrimental to your exchange and can have a negative impact on future exchanges.
- 5) Get involved in your school and community activities. Plan your recreation and spare-time activities around your school and community friends. Don't spend all your time with other exchange students. If there is a local Interact club, you are encouraged to join it.
- 6) Choose friends in the community carefully. Ask for and heed the advice of host families, counselors, and school personnel in choosing friends.
- 7) Do not borrow money. Pay any bills promptly. Ask permission to use the family phone or computer, keep track of all calls and time on the Internet, and reimburse your host family each month for the costs you incur.
- 8) If you are offered an opportunity to go on a trip or attend an event, make sure you understand any costs you must pay and your responsibilities before you go. As a Youth Exchange Student sponsored by a Rotary Club and/or District, you must agree to the following rules and conditions of exchange.

Additional Program Rules and Conditions Clarified for Inbound Students to District 5020:

Every student selected to participate in the Youth Exchange Program must at all times remember that they are an ambassador of their country and must therefore conduct themselves with intelligence, common sense and dignity, consistent with the privilege of being a Rotary International Youth Exchange Student.

STUDENTS MUST AGREE TO THE FOLLOWING:

1. Students must arrive with a complete round-trip airline ticket, including both domestic and international segments, and the ticket must have a changeable return date.
2. Students must maintain an Emergency Fund of \$500 US, to be deposited upon arrival with the host Rotary Club Counselor or Youth Exchange Officer. This fund is ONLY to be used in emergencies and then must be replenished immediately by the student or his/her natural parents.
3. All inbound students must purchase the Rotary-approved accident and sickness insurance policy from BOLDUC and must be paid for prior to the student's arrival, by credit card or by bank check (in US Dollars, drawn on a bank in the USA), or have their own Rotary approved policy. Visa documents will not be issued until the insurance premium is paid
4. Students must certify that they have no dietary or physical restrictions other than those shown on the application.
5. Students are permitted to travel with host family, school groups, or Rotarians. Inbound students must comply with our District Travel Policy as printed in the inbound manual.
6. Visits by parents and family members are permitted only with prior consent by the host club and host district during the last quarter of the exchange year. Visits by home country friends are strongly discouraged, and will be allowed only in very special circumstances. Students are not permitted to return home during the exchange year, except in cases of emergency.
7. To become familiar with and clearly understand the aims of Rotary International, its organization, structure, purpose, ideals and service record.
8. Inbound students must arrive directly in District 5020 from their home country, and must return directly at the end of the exchange year.
9. Students are to forward a written report to the Country Officer by Sept 30, Dec 31, Mar 31 and June 30. Copies of the report may be sent to your sponsoring district
10. Hosting Inbound Students is the responsibility of the Rotary Club. In case of difficulties, one should consult with the club Youth Exchange Officer, Club Counselor, Club President, or your Country Officer.
11. The student is expected to become an integral member of their host family, assuming duties and responsibilities normal for a person of their age.
12. Host families and clubs are responsible for you socially, spiritually and physically. The student should respect their wishes and requests. Each society has its own customs and ways of doing things. The student must be flexible and adaptable. Some guidance and restrictions are to be expected and advisable.
13. Smoking is NOT ACCEPTABLE and may result in sending you home if the club cannot find host families that tolerate smoking.
14. The student is not allowed to get any tattoos, body piercing (including pierced ears) or other permanent disfigurements during the exchange
15. The student is expected to know the essentials of the language. Upon arrival you are expected to work diligently to learn the language quickly.
16. The student must obey the laws of the country. They can expect no assistance from the government if laws are violated.

17. The student is required to enroll at the high school selected by the host club, attend class full time, seriously attempt to achieve good grades, and participate fully in all school activities during the exchange year. Failure to do this may result in terminating your exchange and canceling your visa privileges. Under no circumstances will the student be allowed to take driver education or operate a motor vehicle.
18. During the year the student is expected to attend the Rotary and Youth Exchange functions as directed by the host club and the district. These functions come first, ahead of other social activities and sometimes school attendance. The school must be made aware of all these functions and requests made for absence from school.
19. The student is expected to address Rotary clubs, youth and school groups while being hosted and upon your return home. Prepare a visual and spoken presentation about your home and host country.
20. The student is an "ambassador" for their home country and must, at all times, behave in a manner which will reflect credit upon themselves, family and country.
21. The student is to refrain from any anti-social activity or sub-standard behavior which will reflect adversely on themselves or on Rotary. A pervasive negative attitude will not be tolerated.
22. YOU MUST AT ALL TIMES ABIDE BY THE FOUR "D" RULES, AS FOLLOWS:
 - A. Absolutely no drugs will be used, except for medical reasons as prescribed by a physician.
 - B. The student must not drive/operate any motorized vehicle of any kind(land water or air)
 - C. Serious Dating will not be permitted. Dating in a casual way, preferably with a group, is acceptable. But, if the club counselor or host parents feel the student is getting "romantically involved" they will be told to discontinue the relationship. Sexual involvement will not be tolerated-students will be sent home.
 - D. Consumption of alcohol (Drinking) under the age of 21 in the USA and 19 in Canada is ILLEGAL. For all Inbound students, regardless of age; consumption of alcohol is NOT acceptable. There is to be absolutely NO consumption of Alcohol at any time during your exchange. This includes special occasions even under the supervision of your host family.
23. Students are to refrain from seeking or obtaining permanent or full-time employment while under the program. Casual employment such as yard work and babysitting is acceptable. For any further clarification contact your Country Officer with the District.
24. The student will return directly home upon the completion of the exchange program. In no circumstances, extend your stay beyond the exchange period or time frame of their visa whichever is the shortest. Your visa application and acceptance is based on returning home DIRECTLY at the end of the exchange. Visa applications will be denied by US & Canada if this rule is ignored.
25. Active participation with the student's host family, rotary club, school and community will help to make the exchange year a success. Frequent and prolonged personal use of the internet, including e-mail, will interfere with this and is strongly discouraged. Students will abide by the expectations and rules of the Host Parents and Rotary with regard to computer and internet use. Failure to respect the use of the computer has, and can, result in ending your exchange.
26. Under the authority of the District Governor, the District Youth Exchange Chair is the final authority on any matters pertaining to the Youth Exchange Program. Most matters, although, are and can be handled by the local Rotary Club and the Country Officer.
27. It should be emphasized that the District 5020 has absolutely no reservations about removing any student from the program and sending the student home at their own expense if the student does not adhere to the general intent and conditions of this program. The student is accepted into the program on the invitation of Rotary International and Rotary District 5020.

The Exchange Student's Role

Above all else, we expect the inbound students to be involved: involved in your family, involved in school, involved in the community in which you live, and involved in Rotary. To do this successfully, most Exchange students must do two things: **learn to communicate in English, and learn to adapt.**

Learning English

All students arrive with some understanding of the English language, and most can speak and understand our language well, having studied English for several years in school. But for most, considerable effort will be needed on their part to understand the English we *speak*, which is often different than the English they were *taught* in school. Practice, by engaging in real conversation, reading, and writing our language are necessary to develop true proficiency. You can help by asking questions that require more than “yes” or “no” answers, having patience when communications are not clear, and consciously speaking slowly and clearly, with frequent checks for understanding.

Inbound exchange students may be tested for English proficiency shortly after arrival and tutoring can be arranged by Rotary for students who are experiencing difficulty communicating. School counselors and teachers can also be valuable resources for both the student and host family in addressing communications problems.

Learning to Adapt

Learning to adapt means, for most students, being willing to try new things, do things differently, recognize the cultural basis for the environment they are used to, and accepting that our cultural differences are neither “better or worse”, simply “different”.

Comply with our Rules

All inbound exchange students, and their parents, agreed to comply with the rules, regulations, and guidelines that are part of the Rotary Youth Exchange application. These are common sense conditions that are intended to insure their safety, comply with the standards of the international organizations monitoring exchange programs, and assure that their conduct does not impose a burden on the families who open their homes to these students -- you Host Parents. **The Program Rules & Conditions of Exchange** is located in Appendix B of this handbook for your information. A summary of the more important rules are listed below:

1. **Driving:** Exchange students are **not** permitted to drive/operate any motorized vehicle – land, water or air. It includes all equipment for movement that has a motor (i.e. motorized scooters, bikes, riding lawn mowers). This does not apply to moving vehicles within an amusement park ride, such as bumper cars, etc.
2. **Drinking and Drugs:** We expect all exchange students to comply with our laws, including those applying to possession and consumption of alcoholic beverages and controlled substances. *Students may not, even with the approval of the host parents or natural parents, accept an alcoholic beverage offered by anyone.*
3. **Smoking:** Applicants are asked to indicate if they smoke on the application, and this information is often the basis for the decision by the host family to host the student. Students who do smoke must comply with the conditions and restrictions imposed by the host family in all cases, and we strongly endorse the requirement that smoking not be permitted in the student's bedroom. Any student who stated on the application that he/she did not smoke is absolutely not permitted to smoke while here on exchange.
4. **School Attendance:** This is an educational exchange, and students are **required to attend school regularly**, and maintain satisfactory class work. On the other hand, the program's objective is not to provide a high school diploma to these students, and each school agreeing to enroll exchange students will determine what, if any, certification will be provided for classes taken. As the host parent, you are responsible for determining the appropriateness of any school **absence requested by the student**, as you

would for your own children. You should know, and comply with, the attendance requirements (and absence notification requirements) for the school your student is attending.

5. **Travel:** Travel for the exchange student as part of your family, or with school or church groups, is highly encouraged and will provide the student with opportunities to learn about the host country. However, **independent travel, or travel without adult supervision** should be given the same level of parental control you would impose on your own children of that age. Additionally, Rotarians at both the host club and district committee need to know where Exchange students are in the event of an emergency. The **Travel Policy for District 5020 Inbound Exchange students**, contained in Appendix C, will be reviewed in detail with your exchange student, and **compliance with this policy is a condition of the exchange**. We ask that you be familiar with this policy, and enforce it with your student. *Please know that we will always support the host parents when you say NO to travel by your student that YOU are not in agreement with.*
6. **Visits by the student's parents, family, and friends:** While family and friends are discouraged from visiting the student during their exchange year, it does occur. If parents are planning to visit, they are encouraged to arrange their visit for April-June providing it does not conflict with any Rotary planned activities. This is at a time when the student should be comfortable in their new community. It is least likely to interfere with their Rotary and other activities, and provides an opportunity for them to meet all the people who played a role in their life during the year away. Travel with visiting parents or friends are subject to our travel policy. Family members have no jurisdiction over students while visiting
7. **Use of telephone and Internet:** Students who frequently communicate with family and friends "back home" by telephone or e-mail often delay their own adjustments and adaptation to the exchange, and extend, rather than reduce, feelings of homesickness. In addition, they often do not recognize the cost of lengthy, international telephone calls until the phone bill arrives. **Occasional** telephone calls to or from home, plus calls on special occasions, should be sufficient voice contact when combined with "newsy" letters the student mails home that will likely be cherished and reread by his or her parents long after they arrive. Constant e-mail or instant messaging also prevents a student from becoming part of the host family and community. Students are told to limit that kind of electronic communication with home to once per week. Of course, the student is responsible for any costs incurred for telephone or Internet charges, and host parents should decide, in advance, how the student will pay for such usage when it is permitted. This is your call as the student's parents and family. If you feel the student is adjusting, or not, here you can extend or limit their use of electronic communication back home. Clarify any telephone rules early in their stay. Additionally, Port Townsend Sunrise provides a prepaid cell phone to the exchange student. We provide the first 30 minutes of talk time and then it is up to the student to pay for the balance of the year. This phone is primarily an emergency phone...pick me up, going to be late, etc. It is not intended for extended conversational use. If the host family feels that it is not advisable or necessary for the student to have a cell phone, we wish you to return the phone to the club representative.

Ten Tips for Cross Cultural Communication

Here are some simple tips to help you improve your cross cultural communication skills:

Slow Down

Even when English is the common language in a cross cultural situation, this does not mean you should speak at normal speed. Slow down, speak clearly and ensure your pronunciation is intelligible.

Separate Questions

Try not to ask double questions such as, "Do you want to carry on or shall we stop here?" In a cross cultural situation only the first or second question may have been comprehended. Let your listener answer one question at a time.

Avoid Negative Questions

Many cross cultural communication misunderstandings have been caused by the use of negative questions and answers. In English we answer 'yes' if the answer is affirmative and 'no' if it is negative. In other cultures a 'yes' or 'no' may only be indicating whether the questioner is right or wrong. For example, the response to "Are you not coming?" may be 'yes', meaning 'Yes, I am not coming.'

Take Turns

Cross cultural communication is enhanced through taking turns to talk, making a point and then listening to the response.

Write it Down

If you are unsure whether something has been understood write it down and check.

Be Supportive

Effective cross cultural communication is in essence about being comfortable. Giving encouragement to those with weak English gives them confidence, support and a trust in you.

Check Meanings

When communicating across cultures never assume the other party has understood. Be an active listener. Summarize what has been said in order to verify it. This is a very effective way of ensuring accurate cross cultural communication has taken place.

Avoid Slang

Even the most well educated foreigner will not have a complete knowledge of slang, idioms and sayings. The danger is that the words will be understood but the meaning missed.

Watch the humor

Many cultures may not understand the use of humor and jokes. When using humor think whether it will be understood in the other culture. Many cultures have certain etiquette when communicating. It is always a good idea to undertake some cross cultural awareness training or at least do some research on the target culture.

Cross cultural communication is about dealing with people from other cultures in a way that minimizes misunderstandings and maximizes your potential to create strong cross cultural relationships. The above tips should be seen as a starting point to greater cross cultural awareness.

How to Cope with Culture Shock

by Arthur Gordon

As the world grows smaller, as ever-increasing numbers of people travel, work or study abroad, more attention is being focused on a kind of silent sickness that often afflicts the inexperienced traveler or the unwary expatriate. It's the loss of emotional equilibrium that a person suffers when he moves from a familiar environment where he has learned to function easily and successfully to one where he has not. The term used to describe this malady is "culture shock".

The effects of culture shock may range from mild uneasiness or temporary homesickness to acute unhappiness or even, in extreme cases, psychological panic, irritability, hyper-sensitivity and loss of perspective are common symptoms. Often the victim doesn't know what the matter with him is. He just knows that something's wrong -- and he feels miserable.

Most experts in inter-cultural communication agree that the basic cause of culture shock is the abrupt loss of the familiar, which in turn causes a sense of isolation and diminished self-importance. "Culture shock", says anthropologist Kalvero Oberg, "is brought on by the anxiety that results from losing all our familiar signs and symbols of social intercourse. these signs or cues include the thousand and one ways in which we orient ourselves to the situations of daily life: when to shake hands and what to say when we meet people, when and how to give tips, how to give orders to servants, how to make purchases, when to accept and when to refuse invitations, when to take statements seriously and when not."

According to Dr. Oberg, these cues, which may be words, gestures, facial expressions or customs, are acquired by all of us in the course of growing up and are as much a part of our culture as the language we speak or the beliefs we accept. All of us depend for our peace of mind on hundreds of these cues, even though we may not be consciously aware of them. "When an individual enters a strange culture," Dr. Oberg says, "all or most of these familiar cues are removed. he or she is like a fish out of water. No matter how broad-minded or full of goodwill he may be, a series of props has been knocked out from under him."

Sometimes the transition to an alien culture has an immediate impact. A short term American visitor to

certain Eastern European countries may find himself dismayed or depressed by living conditions that seem perfectly normal and acceptable to the people of that country - toilets with no seats, for example, or even more primitive bathroom facilities. It may come as a real shock to a teenager from Texas to find that hamburgers are non-existent, or, that local hairdressers never heard of plastic curlers.

More insidious is what might be termed delayed culture shock. Often when a person takes up residence in a foreign country there's a period of excitement and exhilaration when everything seems new and challenging and fascinating. If one has friends or business connections one may be asked to dinner, taken sight-seeing, made much of -- at first. Also, in the beginning similarities between cultures are more apparent than differences. Almost everywhere people live in houses, go to work, relax on week-ends, do the shopping, eat three meals a day and so on. All this seems reassuring.

It's not until this honeymoon period ends that the newcomer begins to realize that there are endless subtle differences that leave him facing a host of perplexing problems. Many of these problems never bothered him at home, because they solved themselves almost automatically. Now, to his increased dismay, he finds that he has language troubles, housing troubles, money troubles, transportation troubles, food troubles, recreation troubles, perhaps even health troubles. All of these things drain away his reservoir of good-humor and equanimity. Having his laundry done may become a major struggle. Making a telephone call may be a small crisis. It may seem to him that people say yes when they mean no and promise to do things which they never do. Time may be regarded quite differently by the people among whom he finds himself. So may space, in some countries people like to stand very close together when they converse, in others this violates a deep-rooted sense of privacy.

Underlying all these difficulties is the uncomfortable feeling of not really belonging, of being an outsider. In changing cultures, the newcomer has inevitably changed his own status. At home he was "somebody", or at least his place in society was established and recognized, here he is relatively "nobody". As a foreigner, he is a member of a minority whose voice counts for little or nothing. He

may find that his homeland, so important to him, is regarded with suspicion or dismissed as unimportant. In short, as one observer put it, he finds himself in "circumstances of beleaguered self-esteem".

A mature, confident person may be able to shrug off these circumstances. But if the newcomer is insecure or sensitive or shy, they may seem over-whelming. Furthermore, as troubles pile up and he begins to look around for help, he may conclude that the natives of the country in which he finds himself are either incapable of understanding his plight or are indifferent to it. This in turn triggers the emotion that is one of the surest signs of culture shock: hostility to the new environment. The victim says to himself, "These people don't seem to know or care what I'm going through. Therefore they must be selfish, insensitive people. Therefore I don't like them."

Inevitably this reaction tends to increase the isolation of the unhappy visitor because people sense his antagonism and begin to avoid him. When this happens, he may seek out other disgruntled souls, usually expatriates like himself, and find melancholy relief in criticizing all aspects of the host country. These discussions almost never lead to any honest evaluation of the situation or awareness that the difficulty may lie in the attitude of the critics themselves. They are simply gripe-sessions in which the virtues of the home country are exaggerated almost as much as the alleged failing of the country being visited. As Dr. Oberg says, "When Americans or other foreigners get together to grouse about the host country and its people, you can be sure they are suffering from culture shock."

Sometimes the victim of culture shock may go to the other extreme, surrendering his own identity and trying to imitate all the customs and attitudes of the alien culture. Or he may try to solve the problem by withdrawing into himself, refusing to learn the native language, making no effort to find friends among the local people, taking no interest in their history, art, architecture, or any other aspect of their culture. While in this state of mind he may display a variety of unattractive symptoms. One is a tendency to over-react to minor frustrations or delays or inconveniences with irritation or anger out of all proportion to the cause. Another is to be unduly suspicious, to think that people are out to cheat or swindle him because he is a foreigner. Yet another is over-concern about cleanliness, an unwarranted conviction that water, food or dishes are unsanitary when in fact they are not. Often the person is

unaware of the extent to which he is displaying these symptoms.

He does know, however, that he is miserable and that the casual remedies recommended to him --- patience, hard work, mastery of the language and so on -- don't seem to do much good. Sometimes he will develop a marked degree of over-dependence on people from his own country who have passed through their own period of culture shock and are residing successfully and happily in the host country. If they in turn can display wisdom, patience and understanding of his symptoms, they often are able to shorten the span of his misery.

One reason the unhappy expatriate gravitates toward his own countrymen is that in their company he can at least feel sure of being understood. Underlying much of his confusion is the fact that even if he speaks the language of the country there remain endless opportunities for misunderstanding. All experts in communication emphasize the fact that language and voice are by no means our only form of communication; they are supported by hundreds of gestures and facial expressions that are easily misinterpreted.

Yet another stumbling block that compounds the problems of culture shock is the tendency of many people to think of members of other cultures in terms of stereotypes: the excitable Arabs; the amorous French; the touchy Italians; the lazy Latinos; the volatile Hungarians; the materialistic Americans. Some psychologists think that anxiety-prone people cling to stereotypes because it lessens the threat of the unknown by making the world predictable ... and what the victim of culture shock needs desperately is a familiar, predictable world.

Almost always, fortunately, symptoms of culture shock subside with the passage of time. The first sign of recovery may well be the reappearance of the victim's sense of humor; he begins to smile or even laugh at some of the things that irritated him as much at first. As familiarity with local language and customs increases, his self-confidence and self-esteem begin to return. He comes out of his shell and makes tentative overtures to the people around him -- and as soon as he starts being friendly, they stop seeming hostile. Slowly he progresses from a grudging acceptance of his surroundings to a genuine fondness for them and becomes proud of his growing ability to function in them. In the end, he wonders what he was so unhappy about in the beginning.

Is it possible to shorten the duration of culture shock or minimize its impact? The experts think so. Here are three suggestions they offer to anyone planning a stay in a foreign land.

- First, be aware that such a thing as culture shock exists, that it will probably affect you one way or another, but that it doesn't last forever.
- Next, try to remember, if and when you become thoroughly disenchanted with your surroundings, that the problem probably isn't so much in them as it is in you.
- Third, accept the idea that while it may be somewhat painful, culture shock can be a very valuable experience, a mind-stretching process that will leave you with broader perspectives, deeper insight into yourself and wider tolerance for other people.

If it happens to you, don't think that you're strange or abnormal. If you had a happy life back home, why shouldn't you miss some aspects of it or feel a sense of loss? You'd be abnormal if you didn't.

If it happens to you, don't sit around being negative and critical, this just prolong and deepens your gloom. Try to keep busy. Arrange something pleasant to look forward to. Set goals for yourself -- learning ten new foreign phrases each day, for example-- and stick to them.

If it happens to you, try not to be judgmental. Everyone has an ethnocentric tendency to think that his own culture is superior to all others. Actually, any culture is a good culture if it provides an environment that meets basic human needs.

If it happens to you, force yourself to look for the best, not the worst, in your situation. People who go around looking for trouble usually manage to find it. Train yourself to enjoy the diversity of people and cultures, not fear it or shy away from it.

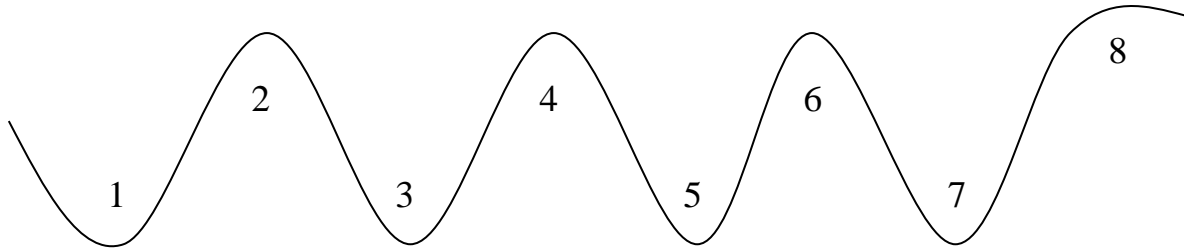
Recently in Russia two members of an American tour-group at different times during the day bought a candy bar from a booth in a railroad station. Each was given his change in the form of chocolate wafers. One American, disturbed by this departure from the familiar, felt that he was being victimized and protested vehemently. The other, charmed by what seemed to him a quaint and delightful custom, regarded it as a novel and refreshing experience and even bragged about it to his fellow tourists. The first American, it seems reasonable to say, was far more a prisoner of his own culture, than the second.

In sum, before he leaves home the visitor to a foreign land should make up his mind neither to resist the culture in which he finds himself nor surrender to it. What he needs to do is fight or grope or inch his way toward a new and flexible personality, a personality that retains its own cultural identity but recognizes the right of members of other cultures to retain theirs.

If that new personality can help him toward a better understanding of himself and of others, if it can enable him to communicate easily and convey warmth and understanding and goodwill across the culture barricades, then the pain of culture shock will have served its purpose, and the recovered victim will truly have the best of two worlds.

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The Exchange Cycle



1. Application Anxiety

2. Selection/Arrival Fascination

*Elation
Expectation*

3. Initial Culture Shock: 1-6 Months

Novelty wears off

Characteristics:

*Sleeping Habits
Disorientation
Language difficulties
Fatigue (Mental/Physical)
Eating*

4. Surface Adjustments

After initial "down"

Settle in:

*Language improves
Navigate culture
Friends
Social Life*

5. Mental Isolation

*Frustration increases
New sense of isolation
Boredom
Lack of motivation
Unresolved problems
Language problems*

6. Integration/Acceptance

*Begin to examine society
Accept surroundings/self*

7. Return Anxiety

*Preparation for departure
Realize changes
Desire to stay
Results:*

*Confusion/Pain
Breaking of bonds
No promise of renewal in future*

8. Shock/Reintegration

*Contrast of old and new
Family/friends
Difficulty to accept change
Not the center of attention
Others not interested in experience details
Reorientation*

All exchange students experience phases of elation, anxiety, and depression. One or more of these phases will be experienced near the time of application processing. Various phases will then continue even after the student returns home. It is important that this be anticipated, and calmly accepted and dealt with.

The best method to resolve each occurrence is to keep busy and remember that all the exchange students before you, with you, and who follow you, will experience similar circumstances.

Parents and host families need to know that exchange students will experience these phases and should not be alarmed. They should be ready to help the student work their way out of the down cycles.

The time necessary to work through each phase is not predictable and will depend on the student and the circumstances.

*Ref. Helmut Muscheid, Rotary Youth Exchange Officer,
Germany*

It's OK

It's okay to be afraid
of things we don't understand

It's okay to feel anxious
when things aren't working our way.

It's okay to feel lonely.....
even when you're with other people

It's okay to feel unfulfilled
because you know something is missing
(even if you're not sure what it is)

It's okay to think and worry and cry.

It's okay to do
whatever you have to do, but

Just remember too....

That eventually you're going to
adjust to the changes life brings your way.
and you'll realize that,

It's okay to get to love again and laugh again,

It's okay to get to the point where
the life you live is full and satisfying and good to you...

And it will be that way
because you made it that way.

Reasons Why the English Language is Hard to Learn

The bandage was wound around the wound.

The farm was used to produce produce.

The dump was so full that it had to refuse more refuse.

We must polish the Polish furniture.

He could lead if he would get the lead out.

The soldier decided to desert his dessert in the desert.

Since there is no time like the present, he thought it was time to present the present.

A bass was painted on the head of the bass drum.

When shot at, the dove dove into the bushes.

I did not object to the object.

The insurance was invalid for the invalid.

There was row among oarsmen about how to row.

They were too close to the door to close it.

The buck does funny things when the does are present.

A seamstress and sewer fell down into a sewer line.

To help with planting, the farmer taught his sow to sow.

The wind was too strong to wind the sail.

After a number of injections my jaw got number.

Upon seeing the tear in the painting I shed a tear.

I had to subject the subject to a series of tests.

How can I intimate this to my most intimate friend?

Travel Policy for Inbound Exchange Students

Travel for Inbound Exchange Students is a privilege, not a right. This is an educational and cultural exchange, not a tourist exchange. Students are expected to learn the language and the culture of their host community, to become an active member of their host family, their host school and their host city or town. Travel is not allowed when it interferes with the activities of the host school, the host family or the host Rotary Club.

The primary responsibility of Rotary is to keep students safe. It is important that the adults responsible for exchange students know where students are, whom they are with and what activities they are involved in.

All travel must go through an approval process. Host parents, Youth Exchange Officers and Country Officers can deny any travel requests if there is any concern about the safety and security of the student and/or the behavior and attitude of the student.

If the student's Youth Exchange Officer cannot be located to begin the permission process, the student can contact their Country Officer directly. The Country Officer will copy the Youth Exchange Officer and the host parents on all communication.

Travel and School:

Students who are not doing well in school cannot miss school to travel.

Students, who are doing well in school, may occasionally miss school to travel. All of their homework must be current. Students are to ask their teachers, before their trip, for the homework that they would miss while traveling. They are expected to make arrangements with their teacher for getting their homework finished and for making-up any tests or exams that they miss.

School and Church Group Organized Trips:

Trips organized through school and church groups may be authorized provided the student follows all the proper approval process.

Other Rotary District (other than District 5020) Organized Trips:

No travel will be approved for other Rotary District's organized trips. Only those trips described below and organized by District 5020 will be allowed

Large Groups of Students Meeting or Traveling Together:

Other than the meetings/trips that are described below, large groups of 6 or more students are not allowed to travel or to meet together without the direct supervision of responsible adults involved with the Youth Exchange Program

Travel That Is Approved, Authorized, and Organized by District 5020

There are three required district trips/meetings for Inbound Students:

1. The Inbound Orientation – held in late August or early September – shortly after students arrive
2. The Mid- Winter Meeting – usually held in February on Vancouver Island
3. The District 5020 Annual Conference – usually held in May and alternates between the Washington and Canadian sides of the district.

There are two **optional district trips** for Inbound Students that are organized and approved by Rotary District 5020:

1. The California Trip – usually held in early to mid November
2. Pacific Northwest Summer Trip – usually held in late June and early July

Travel Policy is subject to change without notice.

Always check the travel policy on the rye5020.org website to ensure you are following the latest policy

Travel Rules for Students Hosted by District 5020 on Vancouver Island

Same Day Travel within British Columbia

Travel within British Columbia that begins and ends in the student's host town is with the permission of the host parents. Before they can make the decision to allow the student to travel they will need to know:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Same Day Travel to Washington State

Same day travel to Washington State must first be approved by the student's host family. The student's Youth Exchange Officer must also give permission. The Youth Exchange Officer must notify the student's Country Officer of the student's travel plans. The host family and the Youth Exchange Officer need to have, in writing, the following information:

- **Where the student is going**
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- That the student has enough money for the activities that are planned
- That the student has all necessary travel documents with them
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Overnight Travel on Vancouver Island

Because district 5020 must be able to locate students at any given time we must have contact information for them. This responsibility falls to the host family and the Youth Exchange Officer. If the student is traveling without the host family this travel must be approved by the host parents and does not need further notification. If the student is traveling with the host family they need to provide contact information to the Youth Exchange Officer. The host family and/or Youth Exchange Officer need to have, *in writing*, the following information:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the trip
- When the student will leave and return
- The names and phone numbers of the responsible adults who will be supervising the student
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.
- That the student has sufficient funds for the activities planned

Overnight travel to Washington State:

Overnight travel to Washington State must first be approved by the student's host family. The student's Youth Exchange Officer must also give permission. The Youth Exchange Officer must notify the student's Country Officer of the student's travel plans. The host family and the Youth Exchange Officer need to know, *in writing*, the following information:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- That the student has enough money for the activities that are planned
- That the student has all necessary travel documents with them
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Overnight travel to the BC Mainland:

This travel must be approved by the host parents and the Youth Exchange Officer. The Youth Exchange Officer needs to notify the student's Country Officer of the travel plans. The host family and the Youth Exchange Officer need to have, *in writing*, the following information:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the trip
- When the student will leave and return
- The names and phone numbers of the responsible adults who will be responsible for the student
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.
- That the student has sufficient funds for the activities planned

Travel Rules for Students Hosted by District 5020 In Washington State

Same Day Travel within Washington State

Travel within Washington that begins and ends in the student's host town is with the permission of the host parents. Before they can make the decision to allow the student to travel they will need to know:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Same Day Travel to British Columbia

Same day travel to British Columbia must first be approved by the student's host family. The student's Youth Exchange Officer must also give permission. The host family and the Youth Exchange Officer need to know:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- That the student has enough money for the activities that are planned
- That the student has all necessary travel documents with them
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Overnight Travel In Western Washington* and Portland

Because district 5020 must be able to locate students at any given time we must have contact information for you. This responsibility falls to your host family and Youth Exchange Officer. If you are traveling without your host family this travel must be approved by your host parents and does not need further notification. If you are traveling with your host family you need to provide contact information to your Youth Exchange Officer. Your host family and/or Youth Exchange Officer need to have, *in writing*, the following information:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the trip
- When the student will leave and return
- The names and phone numbers of the responsible adults who will be supervising the student

- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.
- That the student has sufficient funds for the activities planned

* Western Washington is defined as the area encompassing the Cascade Mountains, Cascade ski areas to the coast.

Overnight travel to Vancouver Island:

Overnight travel to Vancouver Island must first be approved by the student's host family. The student's Youth Exchange Officer must also give permission. The Youth Exchange Officer must notify the student's Country Officer of the student's travel plans. The host family and the Youth Exchange Officer need to know, *in writing*:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- That the student has enough money for the activities that are planned
- That the student has all necessary travel documents with them
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

Overnight travel to Mainland British Columbia and Eastern Washington State:

Overnight travel to mainland British Columbia and Eastern Washington must first be approved by the student's host family. The student's Youth Exchange Officer must also give permission. The Youth Exchange Officer must notify the student's Country Officer of the student's travel plans. The host family and the Youth Exchange Officer need to know, *in writing*:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the day
- When the student will leave and return
- That the student has enough money for the activities that are planned
- That the student has all necessary travel documents with them
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.

All Other Overnight Travel for Students Hosted in Canada and the US

This travel will need the final approval of the District Chair and written authorization from the student's natural parents. In order for the District chair to approve the travel request, he or she must receive all of the requested information from the Country Officer seven (7) days before the date of departure to give the request thoughtful consideration and have any questions answered.

This travel must first be approved by the host parents and the Youth Exchange Officer. The Youth Exchange Officer needs to provide to the student's Country Officer the travel plans. The host family and the Youth Exchange Officer need to have, *in writing*, the following information:

- Where the student is going
- Who the student is going with
- How they are getting there
- What are the planned activities for the trip
- When the student will leave and return
- The names and phone numbers of the responsible adults who will be responsible for the student
- How the student can be contacted in case of an emergency, and that the student has a list of emergency contacts.
- That the student has the necessary travel documents with them
- That the student has sufficient funds for the activities planned
- Written permission from the natural parents that includes all of the above information

The Country Officer will notify the Youth Exchange Officer who will communicate to the host family and the student that they have District level permission to make this trip.

Any travel outside Canada and the United States must have full written permission from the student's natural parents before any travel will be considered.

Unaccompanied Travel:

Permission for students to travel to a destination by themselves will only be granted if a responsible, approved adult will meet the student at the final destination.

Travel with Visiting Parents

Visits by parents and family members should occur only during the last quarter of the exchange year. Parents are also discouraged from coming at the end of the student's exchange to visit them. This is a very emotional time for them.

Parental visits should have the approval of the student's host family and the YEO to be sure that it doesn't conflict with the school, family or other commitments that the student may have. Parents who plan to travel with their students outside of District 5020 must sign a statement releasing the student from Rotary's responsibility for the duration of the travel.

In Summary:

Our primary concern is for the safety and security of all students. We take these travel rules very seriously. **Host parents, Youth Exchange Officers and Country Officers can deny any travel requests if there is any concern about the safety and security of the student and/or the behavior and attitude of the student.** If students break these travel rules, we will send them home and terminate their exchange. Students should never buy an airplane ticket or make other financial commitments for travel until the needed permissions have been given.

Travel On The Return Trip Home

All students are required to return home directly with no additional or indirect travel. Students must depart for home from an airport in District 5020. Breaking this rule may have a negative impact on the student's or the District's ability to get visas in the future. Students must leave their host country on or before the day that their visa expires. Rotary will then notify the proper authorities of the student's departure.

D 5020 –Travel Request Form

This form is accessible on the District RYE website www.rye5020.org and must be completed and submitted prior to travel as specified in the previous pages.

Travel Request:

Student's Name: _____

Person Submitting Request: _____

Role of Person Submitting Request: _____

E-mail of Person Submitting Request: _____

Purpose of Trip: _____

Contact Information:

Responsible Adult with whom student will travel: _____

Cell Phone Number of Responsible Adult: _____

E-mail of Responsible Adult: _____

Student's Cell Phone: _____

Who else will be travelling on this trip: _____

Transportation

Vehicle Information (model/ color of car & license #): _____

OR

Carrier Information (airline/flight numbers): _____

Itinerary

Departure Date: _____ Date of Return: _____

COMPLETE Trip Itinerary:

Lodging (where student will be staying):

Insert the student's signed travel authorization form here

Insert the student's signed Guidelines for Parents Visits here

Rotary District 5020

Youth Protection Policy

Recording and Reporting Guidelines

Introduction

Rotarians, their families, and non-Rotarian volunteers are expected to use their best efforts to safeguard the welfare of and prevent the physical, sexual, or emotional abuse or harassment of every student with whom they come into contact.

Rotary District 5020 is committed to protecting the safety and well-being of Youth Exchange students and will not tolerate their abuse or harassment. All allegations of abuse and harassment will be taken seriously and must be handled within the reporting guidelines.

The safety and well-being of students should always be the first priority.

Definitions

Sexual Abuse: Sexual abuse refers to engaging in implicit or explicit sexual acts with a student, or forcing or encouraging a student to engage in implicit or explicit sexual acts alone or with another person of any age, of the same sex or the opposite sex.

Additional example of sexual abuse could include, but are not limited to non-touching offenses:

- Indecent exposure
- Exposing a child to sexual or pornographic material

Sexual Harassment: Sexual harassment refers to sexual advances, requests for sexual favors or verbal or physical conduct of a sexual nature. In some cases, sexual harassment precedes sexual abuse and is a technique used by sexual predators to desensitize or “groom” their victims.

Examples of sexual harassment could include, but are not limited to:

- ◇ Sexual advances;
- ◇ Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life, and comments about an individual’s sexual activity, deficiencies, or prowess;
- ◇ Verbal abuse of a sexual nature;
- ◇ Displaying sexually suggestive objects, pictures or drawings;
- ◇ Sexual leering or whistling, any inappropriate physical contact such as brushing or touching, obscene language or gestures and suggestive or insulting comments.

Physical or Emotional Abuse and Harassment: All other non-sexual physical or emotional abuse and harassment that affects the health and well being of the student.

Is it Abuse or is it Harassment?

Whether the alleged conduct amounts to abuse or harassment is not to be determined by the adult to whom allegations are made. After ensuring the safety of the student, all

allegations should be immediately reported to appropriate Rotary and the appropriate authorities.

Recording Guidelines

For use by all adults to whom a student reports an incident of abuse or harassment

1. Allegations from Student

- a. Listen attentively and stay calm. Acknowledge that it takes a lot of courage to report abuse.
- b. It is appropriate to listen and be supportive. Do not express shock, horror or disbelief.
- c. Assure privacy and the limits of confidentiality. Explain that you will have to tell someone about the abuse and/or harassment to make it stop.
- d. Get the facts, but do not interrogate. Ask the student questions that establish what happened and who was involved. Reassure the student that he/she did the right thing in telling you. Avoid asking “why” questions. Your responsibility is to present the student's story to the proper authorities.
- e. Be non-judgmental and reassure the student. Do not be critical of anything that has happened or anyone who may be involved. It is especially important not to blame or criticize the student.
- f. Assure the student that they were brave and mature to come to you.
- g. Record: Keep a written record of the conversation with the student as soon after the report as you can, including the date and time of the conversation. Use the student's words and record only what has been told to you.

2. Protecting the Student

To ensure the safety and well-being of the student, remove the student from the situation immediately and all contact with the alleged abuser or harasser. Give reassurance that this is for the student's own safety and is not a punishment.

3. Action by Rotary in District 5020

Club officers, and an attorney (determined by the severity of the charge), should quickly meet with parties to determine what steps should be taken to safeguard the student and the well-being of the student. These activities should be completed in confidentiality to protect the reputations of all the parties involved until decisions are made and actions are taken. In Canada and the USA, the law requires that any claim of sexual impropriety must be immediately reported to the proper authorities.

The complaint must also be reported immediately to the District 5020 Youth Exchange Chair or to a designated member of the District Youth Exchange Committee (Country Officer).

The District 5020 Youth Exchange Chair must report immediately to the District Governor who then reports to Rotary International within 72 hrs.

It is probable that, even if a claim of sexual abuse or harassment were not substantiated, there would be no way that student could be returned to the original home or situation. Other arrangements must be made.

Do not tell anyone about the report other than those required by the guidelines. Care must be taken to protect the rights of both the victim and the accused during the investigation.

In the case of abuse and harassment, the adult to whom the student reports must not contact the alleged offender. Interrogation must be left entirely to law enforcement authorities. In cases of non-criminal harassment, the district chair and district governor are responsible for follow-up, and will be in contact with the alleged offender after the student has been removed from the home.

4. Post Report Procedures. For use by Rotarian Counselors, YEOs, Country Officers, and District Youth Exchange Chairs.

- a) Confirm that the student has been removed from the situation immediately and no further contact with the alleged abuser or harasser.
- b) Make sure all Allegation Reporting guidelines are followed up.
- c) Ensure the student receives immediate support services. Offer, if available, the student an independent, professional counselor to represent the interests of the student.
- d) The Country Officer shall contact the students' parents or legal guardian and the Sponsoring Rotary District. Outline the steps taken to safeguard the health and well-being of the student.
- e) Provide the student with the option of either staying in the country or returning home.
- f) Keep the District Governor informed of initial and follow up action.

5. Response for Addressing Issues within the Rotary Club for Allegations Made Against Rotarians or Non-Rotarians.

- * Club members and host families may experience ambiguity toward their roles and may feel unclear regarding their boundaries. They need to do whatever is necessary to reassure the student of their support at all times.
- * Club members should not speculate, make editorial comments, or offer personal opinions that could potentially hinder any police investigations.
- * Comments made about alleged victims in support of alleged abusers do not support our statement of conduct or Rotary ideals.
- * Comments made against an alleged abuser could lead to a slander or libel claim filed against Rotarians or Clubs by the alleged abuser.

U. S. Department of State Regulation – Exchange Visitor Program

Sec. 62.25 Secondary school students

(a) *Purpose.* This section governs Department of State designated exchange visitor programs under which foreign secondary school students are afforded the opportunity to study in the United States at accredited public or private secondary schools for an academic semester or an academic year, while living with American host families or residing at accredited U.S. boarding schools.

(b) *Program sponsor eligibility.* Eligibility for designation as a secondary school student exchange visitor program sponsor is limited to organizations:

(1) With tax-exempt status as conferred by the Internal Revenue Service pursuant to section 501(c)(3) of the Internal Revenue Code; and

(2) Which are United States citizens as such term is defined in §62.2.

(c) *Program eligibility.* Secondary school student exchange visitor programs designated by the Department of State must:

(1) Require all exchange students to be enrolled and participating in a full course of study at an accredited academic institution;

(2) Allow entry of exchange students for not less than one academic semester (or quarter equivalency) and not more than two academic semesters (or quarter equivalency) duration; and

(3) Ensure that the program is conducted on a U.S. academic calendar year basis, except for students from countries whose academic year is opposite that of the United States. Exchange students may begin an exchange program in the second semester of a U.S. academic year only if specifically permitted to do so, in writing, by the school in which the exchange student is enrolled. In all cases, sponsors must notify both the host family and school prior to the exchange student's arrival in the United States whether the placement is for an academic semester, an academic year, or a calendar year.

(d) *Program administration.* Sponsors must ensure that all organizational officers, employees, representatives, agents, and volunteers acting on their behalf:

(1) Are adequately trained. Sponsors must administer training for local coordinators that specifically includes, at a minimum, instruction in: Conflict resolution; procedures for handling and reporting emergency situations; awareness or knowledge of child safety standards; information on sexual conduct codes; procedures for handling and reporting allegations of sexual misconduct or any other allegations of abuse or neglect; and the criteria to be used to screen potential host families and exercise good judgment when identifying what constitutes suitable host family placements. In addition to their own training, sponsors must ensure that all local coordinators complete the Department of State mandated training module prior to their appointment as a local coordinator or assumption of duties. The Department of State training module will include instruction designed to provide a comprehensive understanding of the Exchange Visitor Program; its public diplomacy objectives; and the Secondary School Student category rules and regulations. Sponsors must demonstrate the individual's successful completion of all initial training requirements and that annual refresher training is also successfully completed.

(2) Are adequately supervised. Sponsors must create and implement organization-specific standard operating procedures for the supervision of local coordinators designed to prevent or deter fraud, abuse, or misconduct in the performance of the duties of these employees/agents/volunteers. They must also have sufficient internal controls to ensure that such employees/agents/volunteers comply with such standard operating procedures.

(3) Have been vetted annually through a criminal background check (which must include a search of the Department of Justice's National Sex Offender Public Registry);

(4) Place no exchange student with his or her relatives;

(5) Make no exchange student placement beyond 120 miles of the home of the local coordinator authorized to act on the sponsor's behalf in both routine and emergency matters arising from that exchange student's participation in the Exchange Visitor Program;

- (6) Make no monetary payments or other incentives to host families;
- (7) Provide exchange students with reasonable access to their natural parents and family by telephone and e-mail;
- (8) Make certain that the exchange student's government issued documents (*i.e.* , passports, Forms DS-2019) are not removed from his/her possession;
- (9) Conduct the host family orientation after the host family has been fully vetted and accepted;
- (10) Refrain, without exception, from acting as:
- (i) Both a host family and a local coordinator or area supervisor for an exchange student;
- (ii) A host family for one sponsor and a local coordinator for another sponsor; or
- (iii) A local coordinator for any exchange student over whom he/she has a position of trust or authority such as the student's teacher or principal. This requirement is not applicable to a boarding school placement.
- (11) Maintain, at minimum, a monthly schedule of personal contact with the exchange student. The first monthly contact between the local coordinator and the exchange student must be in person. All other contacts may take place in-person, on the phone, or via electronic mail and must be properly documented. The sponsor is responsible for ensuring that issues raised through such contacts are promptly and appropriately addressed.
- (12) That a sponsor representative other than the local coordinator who recruited, screened and selected the host family visit the exchange student/host family home within the first or second month following the student's placement in the home.
- (13) Maintain, at a minimum, a monthly schedule of personal contact with the host family. At least once during the fall semester and at least once during the spring semester, (*i.e.* , twice during the academic year) the contact by the local coordinator with the host family must be in person. All other contacts may take place in person, on the phone, or via electronic mail and must be properly documented. The sponsor is responsible for ensuring the issues raised through such contacts are promptly and appropriately addressed.
- (14) That host schools are provided contact information for the local organizational representative (including name, direct phone number, and e-mail address), the program sponsor, and the Department's Office of Designation; and
- (15) Adhere to all regulatory provisions set forth in this Part and all additional terms and conditions governing program administration that the Department may impose.
- (e) *Student selection.* In addition to satisfying the requirements of §62.10(a), sponsors must ensure that all participants in a designated secondary school student exchange visitor program:
- (1) Are secondary school students in their home countries who have not completed more than 11 years of primary and secondary study, exclusive of kindergarten; or are at least 15 years of age, but not more than 18 years and six months of age as of the program start date;
- (2) Demonstrate maturity, good character, and scholastic aptitude; and
- (3) Have not previously participated in an academic year or semester secondary school student exchange program in the United States or attended school in the United States in either F-1 or J-1 visa status.
- (f) *Student enrollment.* (1) Sponsors must secure prior written acceptance for the enrollment of any exchange student in a United States public or private secondary school. Such prior acceptance must:
- (i) Be secured from the school principal or other authorized school administrator of the school or school system that the exchange student will attend; and
- (ii) Include written arrangements concerning the payment of tuition or waiver thereof if applicable.

(2) Under no circumstance may a sponsor facilitate the entry into the United States of an exchange student for whom a written school placement has not been secured.

(3) Under no circumstance may a sponsor charge a student private school tuition if such arrangements are not finalized in writing prior to the issuance of Form DS-2019.

(4) Sponsors must maintain copies of all written acceptances for a minimum of three years and make such documents available for Department of State inspection upon request.

(5) Sponsors must provide the school with a translated "written English language summary" of the exchange student's complete academic course work prior to commencement of school, in addition to any additional documents the school may require. Sponsors must inform the prospective host school of any student who has completed secondary school in his/her home country.

(6) Sponsors may not facilitate the enrollment of more than five exchange students in one school unless the school itself has requested, in writing, the placement of more than five students from the sponsor.

(7) Upon issuance of a Form DS-2019 to a prospective participant, the sponsor accepts full responsibility for securing a school and host family placement for the student, except in cases of voluntary student withdrawal or visa denial.

(g) *Student orientation.* In addition to the orientation requirements set forth at §62.10, all sponsors must provide exchange students, prior to their departure from their home countries, with the following information:

(1) A summary of all operating procedures, rules, and regulations governing student participation in the exchange visitor program along with a detailed summary of travel arrangements;

(2) A copy of the Department's welcome letter to exchange students;

(3) Age and language appropriate information on how to identify and report sexual abuse or exploitation;

(4) A detailed profile of the host family with whom the exchange student will be placed. The profile must state whether the host family is either a permanent placement or a temporary-arrival family;

(5) A detailed profile of the school and community in which the exchange student will be placed. The profile must state whether the student will pay tuition; and

(6) An identification card, that lists the exchange student's name, United States host family placement address and telephone numbers (landline and cellular), sponsor name and main office and emergency telephone numbers, name and telephone numbers (landline and cellular) of the local coordinator and area representative, the telephone number of Department's Office of Designation, and the Secondary School Student program toll free emergency telephone number. The identification card must also contain the name of the health insurance provider and policy number. Such cards must be corrected, reprinted, and reissued to the student if changes in contact information occur due to a change in the student's placement.

(h) *Student extra-curricular activities.* Exchange students may participate in school sanctioned and sponsored extra-curricular activities, including athletics, if such participation is:

(1) Authorized by the local school district in which the student is enrolled; and

(2) Authorized by the state authority responsible for determination of athletic eligibility, if applicable. Sponsors shall not knowingly be party to a placement (inclusive of direct placements) based on athletic abilities, whether initiated by a student, a natural or host family, a school, or any other interested party.

(3) Any placement in which either the student or the sending organization in the foreign country is party to an arrangement with any other party, including receiving school personnel, whereby the student will attend a particular school or live with a particular host family must be reported to the particular school and the National Federation of State High School Associations prior to the first day of classes.

(i) *Student employment.* Exchange students may not be employed on either a full or part-time basis but may accept sporadic or intermittent employment such as babysitting or yard work.

(j) *Host family application and selection.* Sponsors must adequately screen and select all potential host families and at a minimum must:

- (1) Provide potential host families with a detailed summary of the Exchange Visitor Program and of their requirements, obligations and commitment to host;
 - (2) Utilize a standard application form developed by the sponsor that includes, at a minimum, all data fields provided in Appendix F, "Information to be Collected on Secondary School Student Host Family Applications". The form must include a statement stating that: "The income data collected will be used solely for the purposes of determining that the basic needs of the exchange student can be met, including three quality meals and transportation to and from school activities." Such application form must be signed and dated at the time of application by all potential host family applicants. The host family application must be designed to provide a detailed summary and profile of the host family, the physical home environment (to include photographs of the host family home's exterior and grounds, kitchen, student's bedroom, bathroom, and family or living room), family composition, and community environment. Exchange students are not permitted to reside with their relatives.
 - (3) Conduct an in-person interview with all family members residing in the home where the student will be living;
 - (4) Ensure that the host family is capable of providing a comfortable and nurturing home environment and that the home is clean and sanitary; that the exchange student's bedroom contains a separate bed for the student that is neither convertible nor inflatable in nature; and that the student has adequate storage space for clothes and personal belongings, reasonable access to bathroom facilities, study space if not otherwise available in the house and reasonable, unimpeded access to the outside of the house in the event of a fire or similar emergency. An exchange student may share a bedroom, but with no more than one other individual of the same sex.
 - (5) Ensure that the host family has a good reputation and character by securing two personal references from within the community from individuals who are not relatives of the potential host family or representatives of the sponsor (*i.e.* , field staff or volunteers), attesting to the host family's good reputation and character;
 - (6) Ensure that the host family has adequate financial resources to undertake hosting obligations and is not receiving needs-based government subsidies for food or housing;
 - (7) Verify that each member of the host family household 18 years of age and older, as well as any new adult member added to the household, or any member of the host family household who will turn eighteen years of age during the exchange student's stay in that household, has undergone a criminal background check (which must include a search of the Department of Justice's National Sex Offender Public Registry);
 - (8) Maintain a record of all documentation on a student's exchange program, including but not limited to application forms, background checks, evaluations, and interviews, for all selected host families for a period of three years following program completion; and
 - (9) Ensure that a potential single adult host parent without a child in the home undergoes a secondary level review by an organizational representative other than the individual who recruited and selected the applicant. Such secondary review should include demonstrated evidence of the individual's friends or family who can provide an additional support network for the exchange student and evidence of the individual's ties to his/her community. Both the exchange student and his or her natural parents must agree in writing in advance of the student's placement with a single adult host parent without a child in the home.
- (k) *Host family orientation.* In addition to the orientation requirements set forth in §62.10, sponsors must:
- (1) Inform all host families of the philosophy, rules, and regulations governing the sponsor's exchange visitor program, including examples of "best practices" developed by the exchange community;
 - (2) Provide all selected host families with a copy of the Department's letter of appreciation to host families;
 - (3) Provide all selected host families with a copy of Department of State-promulgated Exchange Visitor Program regulations;
 - (4) Advise all selected host families of strategies for cross-cultural interaction and conduct workshops to familiarize host families with cultural differences and practices; and
 - (5) Advise host families of their responsibility to inform the sponsor of any and all material changes in the status of the host family or student, including, but not limited to, changes in address, finances, employment and criminal arrests.

(l) *Host family placement.* (1) Sponsors must secure, prior to the student's departure from his or her home country, a permanent or arrival host family placement for each exchange student participant. Sponsors may not:

(i) Facilitate the entry into the United States of an exchange student for whom a host family placement has not been secured;

(ii) Place more than one exchange student with a host family without the express prior written consent of the host family, the natural parents, and the students being placed. Under no circumstance may more than two exchange students be placed with a host family, or in the home of a local coordinator, regional coordinator, or volunteer. Sponsors may not place students from the same countries or with the same native languages in a single home.

(2) Prior to the student's departure from his or her home country, sponsors must advise both the exchange student and host family, in writing, of the respective family compositions and backgrounds of each, whether the host family placement is a permanent or arrival placement, and facilitate and encourage the exchange of correspondence between the two.

(3) In the event of unforeseen circumstances that necessitate a change of host family placement, the sponsor must document the reason(s) necessitating such change and provide the Department of State with an annual statistical summary reflecting the number and reason(s) for such change in host family placement in the program's annual report.

(m) *Advertising and marketing for the recruitment of host families.* In addition to the requirements set forth in §62.9 in advertising and promoting for host family recruiting, sponsors must:

(1) Utilize only promotional materials that professionally, ethically, and accurately reflect the sponsor's purposes, activities, and sponsorship;

(2) Not publicize the need for host families via any public media with announcements, notices, advertisements, etc. that are not sufficiently in advance of the exchange student's arrival, appeal to public pity or guilt, imply in any way that an exchange student will be denied participation if a host family is not found immediately, or identify photos of individual exchange students and include an appeal for an immediate family;

(3) Not promote or recruit for their programs in any way that compromises the privacy, safety or security of participants, families, or schools. Specifically, sponsors shall not include personal student data or contact information (including addresses, phone numbers or email addresses) or photographs of the student on Web sites or in other promotional materials; and

(4) Ensure that access to exchange student photographs and personally identifying information, either online or in print form, is only made available to potential host families who have been fully vetted and selected for program participation. Such information, if available online, must also be password protected.

(n) *Reporting requirements.* Along with the annual report required by regulations set forth at §62.15, sponsors must file with the Department of State the following information:

(1) Sponsors must immediately report to the Department any incident or allegation involving the actual or alleged sexual exploitation or any other allegations of abuse or neglect of an exchange student. Sponsors must also report such allegations as required by local or state statute or regulation. Failure to report such incidents to the Department and, as required by state law or regulation, to local law enforcement authorities shall be grounds for the suspension and revocation of the sponsor's Exchange Visitor Program designation;

(2) A report of all final academic year and semester program participant placements by August 31 for the upcoming academic year or January 15 for the Spring semester and calendar year. The report must be in the format directed by the Department and must include at a minimum, the exchange student's full name, Form DS-2019 number (SEVIS ID #), host family placement (current U.S. address), school (site of activity) address, the local coordinator's name and zip code, and other information the Department may request; and

(3) A report of all situations which resulted in the placement of an exchange student with more than one host family or in more than one school. The report must be in a format directed by the Department and include, at a minimum, the exchange student's full name, Form DS-019 number (SEVIS ID #), host family placements (current U.S. address), schools (site of activity address), the reason for the change in placement, and the date of the move. This report is due by July 31 for the previous academic school year.

