



Rotary International
Districts 5950/5960



Youth Exchange Program

Host Parent Handbook





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 of us 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 meetings 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 Handbook provides the information you will need to be a successful Host Family; please refer to it often.

In Youth Exchange Service,

A handwritten signature in black ink that reads "Chrysanne Manoles". The signature is written in a cursive, flowing style.

Chrysanne Manoles, Chair
Rotary Districts 5950/5960 Youth Exchange Program

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Objectives of the Program

- **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.
- **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.
- **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.
- **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.
- **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.

2011-2012 NORTH STAR YOUTH EXCHANGE CONTACT INFORMATION

ROTARY DISTRICTS 5950 & 5960

Chair, 1997-99, 2007-10, 2011-2012
 CHRYSANNE MANOLES
 3065 Watertown Road
 Orono, MN 55356
 H: 952/476-1551
 C: 612/327-7779
 F: 952/476-1570
 E: cmanoles@aol.com

Past Chair, 2010-2011
 LYNN KEILLOR
 3801 North Upton Avenue
 Minneapolis, MN 55412
 H: 612/287-0869
 E: keill003@umn.edu

Past Chair, 2000-2002
 RICH CAPP, DDS
 798 - 141st Ave. NW
 Andover, MN 55304
 B: 763/421-4102
 F: 763/767-0575
 H: 763/757-6712
 E: capp.rich@gmail.com

Past Chair, 1994-1996
Responsible Officer
Background Check Officer
 ALLEN L. GERDIN
 5925 Forestview Lane No.
 Plymouth, MN 55442
 H: 763/533-4584
 C: 763/350-8699
 E: algerdin@att.net

Executive Secretary
 DIANE M. CONFÉ
 11251 Red Fox Drive
 Maple Grove, MN 55369-6328
 B: 763/553-1604
 F: 763/550-0619
 E: diane.confer@comcast.net
 Office Hours: Mon-Thurs 8:30 am-4:30 pm

Compliance Coordinator
 ANA MUSACHIO
 621 Kent Street
 St. Paul, MN 55103
 H: 612/270-9278
 E: anamusachio@gmail.com

Insurance Records
 MARYANN BAWDEN
 Resolution Graphics
 3725 Dunlap Street N.
 Arden Hills, MN 55112-6968
 B: 651/379-3057
 C: 612/850-1203
 H: 763/757-6056
 E: maryann@resolutiongraphics.com
 E: mabawden@me.com

Youth Exchange Treasurer
 LINDA S. WILLGOHS, CPA
 805 Highland Avenue W
 Northfield, MN 55057
 H: 507/645-5860
 C: 612/719-3183
 E: lwillgohs@charter.net

Rotex President
 JOE GROOM
 952/905-0101
 E: joe.groom@me.com

Rotex Secretary
 ASHLEY BENNETT
 651/785-7299
 E: benne652@umn.edu

Rotex Treasurer
 BECCA FLECK
 763/367-0748
 becca.fleck@gmail.com

Rotex Inbound Officer
 NAE REE YANG
 651/239-6327
 E: naer03yang@hotmail.com

Rotex Outbound/Rebound Officer
 LAURA URLAUB
 612/655-6808
 E: urlau005@umn.edu

Rotex Officer Advisor
 PAIGE MASON
 920/243-3968
 E: maso0229@umn.edu

Travel Officer
 LINDA HINDAL
 Travel One, Inc.
 Riverview Office Tower, #1500
 8009 34th Avenue South
 Minneapolis, MN 55425
 B: 952/278-1300
 1-800-730-8087
 F: 952/854-5038
 E: lhindal@traveloneinc.com

Youth Protection Officer
 JEN DUNN-FOSTER
 1819 Creekside Drive
 Owatonna, MN 55060
 H: 507/446-0628
 C: 507/363-2005
 B: 507/444-7785 (direct)
 E: jennifer@dunn-foster.com

Medical Advisor
 DR. PAUL ERICKSON
 2737 Lynn Avenue S.
 St. Louis Park, MN 55416
 H: 952/926-4381
 E: prerickson@earthlink.net

Facilities
 COLLEEN & ROGER REISTAD
 10 Hay Camp Road
 North Oaks, MN 55127
 B: 651/631-0261
 F: 651/631-1055
 H: 651/486-7373
 C: 612/759-0591
 E: pforms@qwestoffice.net

COUNTRY EXCHANGE OFFICERS

Argentina, Chile, Colombia, Paraguay
 LAURIE PIETILA
 1332 Phalen Blvd. E.
 St. Paul, MN 55106
 C: 651/468-1520
 E: laurie.pietila@gmail.com
 Skype: laurie.j.pietila

Austria, Germany, Switzerland
 JOHN SPILANE
 2715 Vale Crest Road
 Crystal, MN 55422
 C: 651/408-5336
 H: 763/545-3495
 E: jspilane@comcast.net

Belgium, France
 JAMES COLLINS
 2504-B Euclid Place
 Minneapolis, MN 55405
 979/299-8705
 E: collins.james.e@gmail.com

Brazil
 CHRISTINE ANDERSON
 3979 Dakota Avenue
 St. Louis Park MN 55416
 H: 952/929-3942
 C: 612/247-4977
 E: christine.anderson858@gmail.com

Czech Republic/Slovakia, Turkey
 HAD SOLBERG
 2129 - 2nd Street, Suite 2B
 White Bear Lake, MN 55110
 B: 651/653-9983
 F: 651/653-9984
 C: 651/271-9023
 E: hadsolberg@usfamily.net

Denmark, Norway
 JOHN HOBBDAY
 3700 West 57th Street
 Edina, MN 55410
 C: 612/709-7777
 B: 952/928-7722 x101
 F: 866/596-9151
 E: jhobday@hcinteractive.com

Ecuador
 SUSAN REISCHE
 2809 E. Minnehaha Pkwy
 Apt. 104
 Minneapolis, MN 55417
 H/C: 612/729-5510
 E: susan_reische@hotmail.com

Estonia, Finland, Russia
 CLAUDINE & PHILIP SOLSENG
 16330 Carver Highlands Drive
 Carver, MN 55315
 H: 952/448-5790
 F: 952/832-3601
 C: 612/723-9539 (Philip)
 C: 612/209-9428 (Claudine)
 E: psolseng@embarqmail.com

India, Indonesia
 DAVID FRANKE
 701 Keller Pkwy.
 Little Canada, MN 55117
 B: 612/330-6473
 H: 651/484-8592
 C: 651/208-9832
 F: 612/573-9254
 E: david.j.franke@xcelenergy.com

Italy
 RICK & KRIS ESTENSON
 10541 Ibson Avenue
 Northfield, MN 55057
 B: 507/663-7977
 C: Rick 612/242-1897
 Kris 612/501-2322
 E: rkestenson@gmail.com

Japan
 TOM & JEANNE TAMURA
 6136 Noble Ave. No.
 Brooklyn Center, MN 55429
 B: 612/332-6033
 F: 612/332-2435
 H: 763/537-4698
 C: 763/442-5819
 E: tomandjeannetamura@gmail.com

Lithuania, Sweden
 GREGG WHITE
 708 N. 1st Street, Apt. 224
 Minneapolis, MN 55401-2193
 H: 612/321-0633
 C: 651/245-2089
 E: gregg.white@q.com

New Zealand
 MIKE DELUCA
 10345 Pioneer Trail
 Loretto, MN 55357
 B: 952/883-5622
 C: 612/801-5533
 H: 763/498-8701
 E: mikedelUCA@hotmail.com

Poland, Spain
 KARNA & RUSS HALVERSON
 1314 Mayflower Drive
 Northfield, MN 55057
 C: Karna 612/272-8168
 Russ 507/301-2029
 E: Karna khalver2@fairview.org
 Russ russ@halversonlandsurveying.com

South Africa
 MELANIE DELUCA
 10345 Pioneer Trail
 Loretto, MN 55357
 B: 952/449-8351
 C: 612/747-1635
 H: 763/498-8701
 E: mdeluca@oronok12.mn.us

South Korea, Taiwan
 K. DENNIS KIM, Ph.D., P.E.
 10250 Valley View Road #123
 Eden Prairie, MN 55344
 B: 952/646-0238
 C: 612/961-6878
 H: 952/938-2817
 F: 952/646-0290
 E: dkim@evs-eng.com

Thailand
 VICKI DILLEY
 714 Highland Avenue
 Northfield, MN 55057
 H: 507/645-4218
 C: 507/271-3200
 F: 507/645-9102
 E: vdilley@iglide.net

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 18 1/2 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 Districts 5950/5960**, consisting of 120 Rotary clubs representing southern Minnesota and western Wisconsin.

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. Districts 5950/5960 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 Districts 5950/5960 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 120 Rotary clubs has agreed to host and support that student, that student agrees to comply with **this** Districts' rules, regulations, and guidelines as a condition of the exchange.

To assure a complete understanding of those conditions, the Districts 5950/5960 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 Districts 5950/5960 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 Districts 5950/5960 Youth Exchange Committee anytime you have a question or need help with a problem. Names, addresses, and telephone numbers are included in this Handbook.

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. This person, or 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, but should certainly 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 \$80 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. **School lunches** will also be provided by the host Rotary Club. In addition, Districts 5950/5960 requires all inbound students to deposit with the hosting club a **\$400 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, Inbound Weekends 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.

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.

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** are 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 operate motor vehicles, including motorcycles, boats, or any other powered device requiring an operators license as a condition of the medical and accident insurance.
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.
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 and cultural exchange, and students are **required to attend school regularly**, and maintain satisfactory class work. 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 Districts 5950/5960 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:** We discourage any visitors from the student's home country during the first 6 months of the exchange year, and **specifically at any time that will interfere with school or that will cause an inconvenience to the host family**. On the other hand, parental visits near the conclusion of the exchange year are great opportunities for the student to share their mastery of our language and knowledge of our culture, and introduce natural parents to all of the host families they've lived with. Any such visits planned by the student or his/her parents should be fully acceptable to you, the host parents, and should be discussed with the appropriate Rotarians **before** being finalized.

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** (perhaps every 3-4 weeks) 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. We recommend the use of pre-purchase International Phone Cards, easily available at many retail locations such as Costco and Sam's Club. If the host family and student agree that it is advisable or necessary for the student to have a cell phone, only prepaid plans should be accepted.

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:

- ☛ **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.
- ☛ 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. 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!
- ☛ 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.
- ☛ **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.

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 the American International Companies through CISI Bolduc (formerly Joseph C. Bolduc & Associates). Instructions for submitting a claim are included in Appendix G.

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.

DEPRESSION AND EATING DISORDERS

These important medical conditions have impacted youth exchange participants world-wide. Depression in teens has an incidence of 15-20%, while various forms of eating disorders can occur in up to 1 in 20 young women. What are some signs of these conditions? How should host families and youth exchange officers deal with these problems when they occur?

The hallmark symptom of depression is a depressed or irritable mood and markedly decreased interest in almost all activities, to the point of occurring most of the day, nearly every day, for at least two weeks. Other symptoms are also likely to coexist and include changes in appetite or weight, sleep difficulty, fatigue, feelings of worthlessness, poor concentration and even recurring thoughts of suicide. The important point is the pervasive nature of the symptoms occurring for days at a time. While normal stresses in life do not cause depression, unrelenting stress can bring on depression or make it worse. Current treatment of depression involves medications and, frequently, psychological counseling.

Eating disorders may involve self-starvation (anorexia nervosa) or self-purging behaviors after eating (bulimia). With anorexia, the patient experiences weight over 15% below ideal body weight, fear of weight gain, altered body image ("too fat", despite being dangerously thin), and loss of menstrual cycles in women. Bulimia involves repeated self-purging behaviors (vomiting or laxative abuse) that accompany binges of overeating along with dissatisfaction with body shape and weight. Treatment of these disorders is complex and often involves a team of health professionals and sometimes medications.

How might we react to these conditions in Rotary Youth Exchange? The best approach is prevention! If the medical application shows depression or eating disorder history it is important to have these conditions under excellent treatment for two years before an exchange experience, which usually means students should be denied participation in the program and consider overseas travel at a later time in life. Occasionally we have had students participate sooner IF the accepting host Rotary Club is fully aware of the pre-existing condition, the condition has been treated and is stable, and the host club can set up medical monitoring during the year. If problems become significant, students will likely be returned home to get appropriate help. When significant depression or eating disorders have occurred during the Youth Exchange year, early return home has been the most helpful to the student, family and program in the long run. Participant safety and well-being are the top priorities with these medical conditions, which can sometimes lead to hospitalization and even death.

Remember that most exchange students have “bad days” or difficult weeks of adjustment, especially in the second to third exchange month. Most students survive “the blues” with family and counselor support. Encourage student participation with the host family, minimize time alone in a bedroom, and discuss observations with the student in a supportive manner. Encourage students to share their feelings and be non-judgmental about what they share. If signs of depression or eating disorder persist, contact the Country Officer or Youth Exchange medical director for further help.

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. **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, many students may need to change the initial return date 4–6 months before departure 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, medical expenses and excess baggage and/or shipping 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, which should only be returned after all expenses have been covered.

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.

IMPORTANT REMINDER:

Whenever the exchange student changes host families, the new family name, address, phone numbers, and e-mail must be reported to Youth Exchange Executive Secretary Diane Confer. 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, we recommend that host families and/or club counselors stay on top of the situation as well, due to the seriousness of the consequences.

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.

Appendix A – 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 28,000 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?

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.

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 lead 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.

Appendix B – Rules and Conditions of Exchange for the Long-Term Exchange Program

Who makes the final decision if a rule has been broken? A brief description of who should make the final decision is explained below.

All reasonable steps should be taken to protect the privacy of those involved.

All incidents should be documented at the club level and by the Chair.

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. **(If any alleged violation of local law occurs, the Club officer immediately calls the Country officer who immediately calls the Chair. Chair confers with the respective District Governor to make a plan.)**
2. You are not allowed to possess or use illegal drugs. Medicine prescribed to you by a physician is allowed. **(If student is found with illegal drugs, follow the procedure in rule #1.)**
3. 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. **(Club officer immediately calls Country officer who calls the Chair for the final decision.)**
4. You may not operate a motorized vehicle or participate in driver education programs. **(The CISI-Bolduc insurance will not cover any medical expenses due to injury if an exchange student is hurt while driving a motorized vehicle of any kind, including all two, three and four wheeled means of transportation. This includes, but is not limited to, automobiles, motor cycles, motorized dirt bikes of any kind, all-terrain vehicles, snowmobiles and watercraft. This exclusion shall be waived in relation to amusement park rides, lawn mowers or operating a golf cart, while on a golf course. Host family should be warned that if a student is injured while driving a motorized vehicle, the person who allowed an exchange student to drive the motorized vehicle will be personally financially responsible for any damage or injury resulting from this action. Also, if a student is caught driving a car or truck, they must be sent home immediately. This is one area where RI is very strict. If a student is found to be driving a car or truck, the Club officer calls Country officer who calls the Chair for the final decision.)**
5. 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. **(Club officer calls Country officer who makes the final decision.)**
6. You must attend school regularly and make an honest attempt to succeed. **(Club counselor can talk candidly with the student and the student's school counselor to make a plan for improvement. If attendance and grade issues continue, Club counselor contacts the Country officer who the contacts the Chair for a decision about sending home.)**
7. You must have travel insurance that provides medical and dental 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. **(Country officer makes sure this is purchased before a DS-2019 is issued.)**

8. You should 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 your parents or legal guardians at the end of your exchange. **(Country officer reminds student of this procedure at the Inbound Orientation. The fund's balance should always be \$400. Club officer ensures the money is collected and kept in a safe place during the exchange year. Club officer returns the extra funds to the parents or legal guardians after all bills have been paid and the student has returned home.)**
9. 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. **(In cases of obtaining permission to travel alone, the student contacts his/her parents or legal guardian for written authorization. The Club officer contacts the Country officer and the Chair for their written authorization. Authorization must be in writing from all parties. An emailed letter of authorization is acceptable. Please use the Unaccompanied Travel Permission Form found in the Youth Exchange Manual.)**
10. You must return home directly by a route mutually agreeable to your host district and your parents or legal guardians. **(Country officer can resolve any issues with this.)**
11. 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. **(Country officer can resolve this.)**
12. You should communicate with your first host family prior to leaving your home country. The family's information must be provided to you by your host club or district prior to your departure. **(Club officer must provide details of the host family and community before the student departs from home country.)**
13. Visits by your parents or legal guardians, siblings, or friends while you are on exchange are strongly discouraged. Such visits 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. **(Club officer can handle this.)**
14. Talk with your host club counselor, host parents, or other trusted adult if you encounter any form of abuse or harassment. **(The first person to know about an alleged incident of abuse or harassment immediately contacts the Club officer who contacts the Country officer who contacts the Chair. The Chair confers with the Youth Protection Officer and respective District Governor to make a plan. Club officer calls the local police if sexual abuse or harassment is alleged. Chair calls RI within 72 hours to report any alleged sexual abuse or harassment.)**

THESE RULES ARE FOR MY WELFARE AND SAFETY, AND TO HELP ENSURE THAT I HAVE A SUCCESSFUL YEAR AS A ROTARY EXCHANGE STUDENT. I UNDERSTAND THE CONDITIONS AND RULES OF THE ROTARY YOUTH EXCHANGE PROGRAM AND AGREE TO ABIDE BY THEM. IF I DO NOT FOLLOW THESE RULES, I MAY BE SENT HOME EARLY BY MY HOST ROTARY DISTRICT.

Date: _____

Student: _____
(Print)

(Signature)

Appendix C – Travel Policy for Inbound Exchange Students

TRAVEL WITH HOST FAMILIES AND ROTARY FAMILIES

Travel with host families and Rotary families is permitted. However, telephone numbers and an itinerary must be provided to the host Rotary club representative in case of emergency, and to the Country Exchange Officer on the District 5950/5960 Youth Exchange Committee.

RULES FOR UNACCOMPANIED TRAVEL

1. The student must demonstrate that he/she is reliable, trustworthy and doing well in school before any consideration will be given to independent travel arrangements. Students are required to attend school, so travel is to be limited to school vacations, unless dispensation has been sought and granted by the Youth Exchange Chair.
2. Travel may be granted to visit adult relatives only.
3. The ***completed*** Unaccompanied Travel Permission Form must be submitted by the host Rotary Club Exchange Officer to:
Youth Exchange Office
11251 Red Fox Drive Fax: 763-550-0619
Maple Grove, MN 55369 E-mail: diane.confer@comcast.net

Permission will be granted only if all required signatures are obtained:

- Natural parents
 - District Country Exchange Officer
 - Host parents
 - District Youth Exchange Chair
 - Host Rotary club representative
4. Travel must be by the most direct route possible.
 5. Student must be met at the terminal in the city to which he/she is traveling.
 6. Student must abide by Rotary Districts 5950/5960 Youth Exchange rules at all times.

Appendix D – 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.

Appendix E – 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's the matter with him. 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 of 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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Appendix F – Sexual Abuse and Harassment Allegation Reporting Guidelines

Rotary International is committed to protecting the safety and well-being of all youth program participants and will not tolerate their abuse or harassment. All allegations of abuse or harassment will be taken seriously and must be handled within the following guidelines. **The safety and well-being of young people must always be the first priority.**

Definitions

Sexual abuse. Engaging in implicit or explicit sexual acts with a young person or forcing or encouraging a young person to engage in implicit or explicit sexual acts alone or with another person of any age, of the same or opposite sex. This includes non-touching offenses, such as indecent exposure or showing a young person sexual or pornographic material.

Sexual harassment. 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 used by sexual predators to desensitize or groom their victims.

Some examples of sexual harassment include:

- Sexual epithets, jokes, written or spoken references to sexual conduct, talking about one's sex life in the presence of a young person, and comments about an individual's sexual activity, deficiencies, or prowess
- Verbal abuse of a sexual nature
- Display of 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

Who should determine if it is abuse or harassment?

Upon hearing allegations, adults should not determine whether the alleged conduct constitutes sexual abuse or sexual harassment. Instead, after ensuring the safety of the student, the adult should immediately report all allegations to appropriate child protection or law enforcement authorities. In some countries, this reporting is required by law.

Allegation Reporting Guidelines

Any adult to whom a Rotary youth program participant reports an allegation of sexual abuse or harassment must follow these reporting guidelines:

1. Receive the report.

- a. Listen attentively and stay calm.** Acknowledge that it takes a lot of courage to report abuse or harassment. Be encouraging; do not express shock, horror, or disbelief.

- b. Assure privacy but not confidentiality.** Explain that you will have to tell someone about the abuse/harassment in order to make it stop and ensure that it doesn't happen to others.
- c. Get the facts, but don't interrogate.** Ask questions that establish facts: who, what, when, where, and how. Reassure the young person that he or she did the right thing in telling you. Avoid asking "why" questions, which may be interpreted as questioning the young person's motives. Remember that your responsibility is to present the story to the proper authorities.
- d. Be nonjudgmental and reassure.** Avoid criticizing anything that has happened or anyone who may be involved. It's especially important not to blame or criticize the young person. Emphasize that the situation was not his or her fault and that it was brave and mature to come to you.
- e. Document the allegation.** Make a written record of the conversation, including the date and time, as soon after the report as you can. Try to use the young person's words and record only what he or she told you.

2. Protect the young person.

Ensure the safety and well-being of the youth program participant by removing him or her from the situation immediately and preventing all contact with the alleged abuser or harasser. Reassure the youth that this is being done for his or her safety and is not a punishment.

3. Report the allegations to appropriate authorities — child protection or law enforcement.

Immediately report all cases of sexual abuse or harassment — first to the appropriate law enforcement authorities for investigation and then to the club and district leadership for follow-through. In Districts 5950/5960, the appropriate law enforcement office is your local police, 911.

In most situations, the first Rotary contact is the club Youth Exchange Officer, who is responsible for seeking the advice of appropriate agencies and interacting with them. If the allegation involves the conduct of this Rotarian, the student's country exchange officer, district youth program chair or district governor should be the first Rotary contact. There is also a district Youth Protection Officer that will be consulted in all such cases. Districts 5950/5960 will cooperate with police or legal investigations.

4. Avoid gossip and blame.

Don't tell anyone about the report other than those required by the guidelines. Be careful to protect the rights of both the victim and the accused during the investigation.

5. Do not challenge the alleged offender.

Don't contact the alleged offender. In cases of abuse, interrogation must be left entirely to law enforcement authorities. In cases of non-criminal harassment, the district governor is responsible for follow-through and will contact the alleged offender after the young person has been moved to a safe environment. The district governor may designate this task to a district youth protection officer or district review committee.

Follow-through Procedures

Either the district youth programs chair or district youth protection officer must ensure that the following steps are taken immediately after an abuse allegation is reported.

1. Confirm that the youth program participant has been removed from the situation immediately and has no contact with the alleged abuser or harasser.
2. If law enforcement agencies will not investigate, the district youth protection officer or district review committee should coordinate an independent review of the allegations.
3. Ensure that the student receives immediate support services.
4. Offer the young person an independent, non-Rotarian counselor to represent his or her interests. Ask social services or law enforcement to recommend someone who is not a Rotarian or in any way involved with the youth program.
5. Contact the student's parents or legal guardian.

If the student is away from home, the student and his or her parents should decide whether to stay in country or return home. If the student stays in country, written authorization from the student's parents or legal guardian is required. If the student and the student's parents choose for the student to return home, consult with police before making travel arrangements. If an investigation is pending, the police may not approve of the student leaving the country.

6. Remove alleged abuser or harasser from all contact with any other young participants in Rotary programs and activities while investigations are conducted.
7. Cooperate with the police or legal investigation.
8. Inform the district governor of the allegation. Either the district governor, district youth protection officer, or other district youth program chair must inform RI of the allegation within 72 hours and provide follow-up reports of steps taken and the status of investigations.
9. After the authorities have completed their investigation, the district must follow through to make sure the situation is being addressed. Specifically, District will conduct an independent and thorough review of any allegations of sexual abuse or harassment.

Post-Allegation Report Considerations

Responding to the needs of the youth program participant

Districts 5950/5960 will adopt a cohesive and managed team approach to supporting a young person after an allegation report. The youth program participant is likely to feel embarrassed or confused and may become withdrawn. After a report of harassment or abuse, students may have mixed feelings about remaining on their exchange. If they do choose to stay, they may or may not want to continue their relationship with their hosting Rotary club. In some cases, a student may wish to remain in country but change to a different host club.

Although club members and host families may have trouble understanding how the student is feeling, the student would find it helpful to know that the club continues to be reassuring and supportive. Club members and host families may feel ambivalent about their roles and unclear about their boundaries. However, they need to do whatever is necessary to reassure the student of their support at all times.

Addressing issues within the club

When addressing an allegation of abuse or harassment, the most important concern is the safety of youth. Club members should not speculate or offer personal opinions that could potentially hinder any police or criminal investigations. Rotarians must not become involved in investigations. Making comments about alleged victims in support of alleged abusers violates both the Statement of Conduct for Working with Youth and 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.

Statement of Conduct for Working with Youth

Rotary International is committed to creating and maintaining the safest possible environment for all participants in Rotary activities. It is the duty of all Rotarians, Rotarians' spouses, partners, and other volunteers to safeguard to the best of their ability the welfare of and to prevent the physical, sexual, or emotional abuse of children and young people with whom they come into contact.

Adopted by the RI Board of Directors, November 2002

Youth Exchange Section – PD110
Rotary International
One Rotary Center
1560 Sherman Avenue
Evanston, IL 60201-3698 USA
E-mail: youthexchange@rotary.org

(June 2006)

Appendix G – How to File an Insurance Claim



GO TO THIS SITE:

12/10

www.culturalinsurance.com/ROTARY/CISIBOLDUC.ASP

River Plaza | 9 West Broad Street | Stamford, CT 06902-3788
Phone 203.399.5121 | Fax 203.399.5596 | www.cisi-bolduc.com | cisiwebadmin@culturalinsurance.com

World Class Rotary Youth Exchange Coverage Plan

Policy written for Participating districts of the Rotary Youth Exchange® program

ENROLLMENT BROCHURE

This Program provides short term limited duration insurance. It is not a major medical or comprehensive medical policy.

Eligibility

All persons who participate in the Rotary International Youth Exchange Program are eligible for coverage.

Coverage

Coverage will begin upon the Covered Person's departure from his or her Home Country or Country of Residence. It will end on the date the Insured returns to his or her Home Country or Country of Residence or makes a Personal Deviation.

Application Help

Helpful hints when sending in applications:

- Please make sure to include plan premium, liability fee, and credit card fee (where applicable) in payment.
 - To ensure timely and accurate processing of the application please type or print legibly. The applications available on-line under "Brochures and Applications" may be filled out on the computer using the PDF program. You can then print out your application and mail or fax it.
 - Date of departure for exchange is required in order for insurance materials (i.e. insurance ID card) to be issued. If the date of departure is not available at the time the application is submitted, CISI-Bolduc will default the coverage start date to 01-August-2011.
 - To receive a list of the insured's that have applied for CISI-Bolduc insurance from a particular district, please make a request by phone, fax, or e-mail (see above contact information).
 - If submitting an application by fax or e-mail, please do not send original by mail. (To avoid duplication).
 - Please allow 2-3 weeks for refund requests to be processed and executed. Refund may be subject to a \$15 administration fee. Please refer to refund policy on application for details.
 - Banks fees for wire transfers should be added before transfer is conducted to be sure the correct, and full premium amount is received.
 - Inbound participants paying the premium by credit card should make their card company aware that the charge from the U.S. will be posted to their account, to avoid rejection due to security reasons.
 - Please be sure that credit card information (i.e. account number and expiration date) is written clearly and correctly. Notification of declined credit cards require immediate attention by the participant, the host family, or the district, to avoid an adjustment to the policy effective date.
- ACE American Insurance Company**, through CISI-BOLDUC has designed the following accident and sickness insurance plans for RYE Students:

Schedule of Benefits for Accident and Health Coverage underwritten by ACE American Insurance Company

MEDICAL EXPENSE BENEFITS

	PLAN A	PLAN B
Maximum Lifetime Benefit per covered accident or sickness	\$500,000	\$500,000
Chiropractic Care Maximum	\$500 (up to 10 visits with a \$50 maximum per visit)	\$500 (up to 10 visits with a \$50 maximum per visit)
Emergency Dental Expenses Maximum	\$100	\$400
Out-Patient Mental and Nervous Expenses Maximum	\$1,000	\$1,000
In-Patient Mental and Nervous Expenses Maximum	\$25,000	\$25,000
Deductible	None	None
Accident Benefit	100% of first \$5,000, 80%, thereafter	100% of first \$5,000, 80% of next \$2,500, 100% thereafter
Deductible	\$100 per coverage period for covered expenses over \$5,000	\$100 per coverage period for covered expenses over \$5,000
Sickness Benefit	80/20	80/20 of the first \$2,500 100% thereafter,
Deductible (per policy period)	\$100	\$100

***PLEASE NOTE THAT THIS PLAN ALLOWS UP TO \$500 FOR TREATMENT OF PRE-EXISTING CONDITIONS.**

EMERGENCY PRIOR TO MEDICAL

Accidental Death and Dismemberment Benefit	\$10,000	\$20,000
Covered Losses:		
a. Life	Principal Sum	Principal Sum
b. Two or more members	Principal Sum	Principal Sum
c. One member	One-Half Principal Sum	One-Half Principal Sum
d. Thumb and Index Finger of the same hand	One-Quarter Principal Sum	One-Quarter Principal Sum
e. Quadriplegia	Principal Sum	Principal Sum
f. Paraplegia	One-Half Principal Sum	One-Half Principal Sum
g. Hemiplegia	One-Half Principal Sum	One-Half Principal Sum
Medical Evacuation Expense Benefit	\$100,000	\$100,000
Security Evacuation Expense Benefit	\$100,000	\$100,000
Repatriation of Remains Benefit	\$50,000	\$50,000
Transportation Expense Benefit	\$5,000	\$5,000
Family Reunion Benefit	\$5,000	\$5,000
	(\$75 daily maximum for lodging expenses)	(\$75 daily maximum for lodging expenses)
Trip Interruption Benefit	\$3,000	\$3,000
Personal Property and Financial Instrument Reimbursement Benefit		
Maximum for cash, currency, bullion, numismatic property & bank notes	\$100	\$100
Maximum for manuscripts, securities, bills, deeds, evidence of debt, letters of credit, notes other than bank notes, passports, railroad and other tickets or stamps	\$250	\$250
Maximum for theft of jewelry, watches, furs, fine arts/antiques, golfers equipment, cameras & computer hardware	\$1,000	\$1,000
Maximum for theft of stereo equipment	\$1,000	\$1,000
Deductible	\$250 per claim	\$250 per claim

PLAN A+ SPORTS COVERAGE

There is an additional premium. Plan A is extended to cover loss due to interscholastic and community football, hockey, soccer, rugby and lacrosse. Plan B includes the Sports coverage at no additional premium cost. **All other team sports are covered the same as any other Covered Accident under the basic policy coverages.**

Sports Coverage

Maximum Benefit	\$25,000
Deductible	\$50

This description is not a contract of insurance but is a brief summary. Complete provisions pertaining to this insurance are contained in the Master Policy on file with Rotary International. In the event of any conflict between this summary and the Master Policy, the Policy will govern

Disclaimer: Rotary International is not affiliated with CISI and does not endorse its products.

Insurance Claim Form

Rotary Youth Exchange N0106096A

Instructions

- Complete and sign the medical claim form, indicating whether the doctor/Hospital has been paid.
- Attach original itemized bills for all amounts being claimed. No reimbursement will be considered for medical expenses not accompanied by original bills. When reimbursement of an expense is approved, it will be made to the provider of the service unless the bill is noted as having been paid by you. Payment will be in U.S. dollars unless otherwise requested.
- If payment is to be made to the provider of the service, the provider's name, address, telephone number and taxpayer identification number (if the provider is in the U.S.) must be included on the bill. If payment is to you, it will be mailed to your U.S. address unless otherwise requested.
- Submit form and attachments to Cultural Insurance Services International, River Plaza, 9 West Broad Street, Stamford, CT 06902-3788. For claim submission questions, call (203) 399-5130 or cisiwebadmin@culturalinsurance.com**

Name _____ Date of birth _____

U.S. address _____

Home address _____ Country _____

E-mail address _____

Phone (_____) _____ Expected departure date to your country. ____/____/____

Date/place/time/description of injury/Sickness/Accident _____

Attach all itemized bills for all amounts being claimed.

Have these doctor/Hospital bills been paid by you? yes no

I authorize payment to provider of service for medical services claimed yes no

I hereby authorize any insurance company, Hospital or Physician to release all information which may have a bearing on benefits payable under this plan. I certify the information furnished by me in support of this claim is true and correct.

Signature _____ Date _____



United States Department of State
Bureau of Educational and Cultural Affairs
Washington, DC 20522
www.state.gov

Dear American Host Family:

On behalf of the U.S. Department of State, I welcome your decision to host a Secondary School Student exchange participant. This is a unique opportunity for you to experience first-hand the richness and diversity of a culture different from your own. Through this program, you are among thousands of American families who volunteer to serve as citizen ambassadors of the United States.

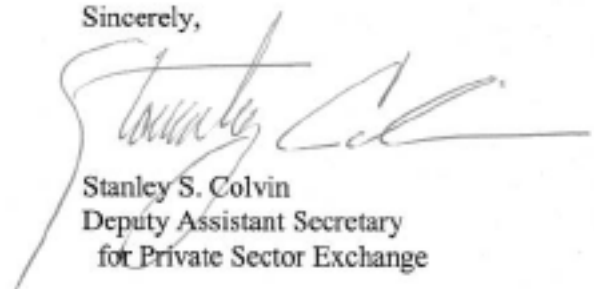
Secondary School Student programs have been a part of U.S. public diplomacy efforts since 1949. Approximately 30,000 secondary school students from around the world participate in this program each year. The good will of American host families in opening their homes to these young international visitors is essential to the success of this program. Thank you!

The health, safety and well-being of the young people who participate in this program are, collectively, our highest priority. A host family has many responsibilities, the most important of which is the care and well-being of a young person from a foreign country for an academic semester or academic year. The foreign student is a guest in your home and in our country and you may be the first "real Americans" this young person encounters. How you interact with this student will create a powerful image about our country and its people.

I hope this will be a positive and rewarding experience for you and the exchange student. It is extremely important that you notify your sponsoring organization if you have any concerns or if the student's personal health, safety or well-being is threatened in any way. If the sponsoring organization is not responsive to your concerns, you should contact the Department of State directly at our toll free number (1-866-283-9090) that has been established for this purpose. In addition, your sponsoring organization will provide your student with an identification card, which lists your address and telephone numbers, a telephone number which affords immediate contact with the program sponsor, the program sponsor's organizational representative, and the U.S. Department of State's toll free phone number and email address (jvisas@state.gov). The exchange student should keep this card with him/her at all times and contact us if they have any concerns about their health, safety or well-being.

The U.S. Department of State is deeply appreciative of your kindness and generosity in making this educational and cultural experience possible.

Sincerely,



Stanley S. Colvin
Deputy Assistant Secretary
for Private Sector Exchange

Appendix H – U.S. Department of State Program Regulations

Sec. 62.10 Program administration.

Sponsors are responsible for the effective administration of their exchange visitor programs. These responsibilities include:

- (a) **Selection of Exchange Visitors.** Sponsors shall provide a system to screen and select prospective exchange visitors to ensure that they are eligible for program participation, and that:
 - (1) The program is suitable to the exchange visitor's background, needs, and experience; and
 - (2) The exchange visitor possesses sufficient proficiency in the English language to participate in his or her program.
- (b) **Pre-Arrival Information.** Sponsors shall provide exchange visitors with pre-arrival materials including, but not limited to, information on:
 - (1) The purpose of the Exchange Visitor Program;
 - (2) Home-country physical presence requirement;
 - (3) Travel and entry into the United States;
 - (4) Housing;
 - (5) Fees payable to the sponsor;
 - (6) Other costs that the exchange visitor will likely incur (e.g., living expenses) while in the United States;
 - (7) Health care and insurance; and
 - (8) Other information which will assist exchange visitors to prepare for their stay in the United States.
- (c) **Orientation.** Sponsors shall offer appropriate orientation for all exchange visitors. Sponsors are encouraged to provide orientation for the exchange visitor's immediate family, especially those who are expected to be in the United States for more than one year. Orientation shall include, but not be limited to, information concerning:
 - (1) Life and customs in the United States;
 - (2) Local community resources (e.g., public transportation, medical centers, schools, libraries, recreation centers, and banks), to the extent possible;
 - (3) Available health care, emergency assistance, and insurance coverage;
 - (4) A description of the program in which the exchange visitor is participating;
 - (5) Rules that the exchange visitors are required to follow under the sponsor's program;
 - (6) Address of the sponsor and the name and telephone number of the responsible officer; and
 - (7) Address and telephone number of the Exchange Visitor Program Services of the Department of State and a copy of the Exchange Visitor Program brochure outlining the regulations relevant to the exchange visitors.
- (d) **Form DS-2019.** Sponsors shall ensure that only the responsible officer or alternate responsible officers issue Forms DS-2019;
- (e) **Monitoring of Exchange Visitors.** Sponsors shall monitor, through employees, officers, agents, or third parties, the exchange visitors participating in their programs. Sponsors shall:
 - (1) Ensure that the activity in which the exchange visitor is engaged is consistent with the category and activity listed on the exchange visitor's Form DS-2019;
 - (2) Monitor the progress and welfare of the exchange visitor to the extent appropriate for the category; and
 - (3) Require the exchange visitor to keep the sponsor apprised of his or her address and telephone number, and maintain such information.
- (f) **Requests by the Department of State.** Sponsors shall, to the extent lawfully permitted, furnish to the Department of State within a reasonable time all information, reports, documents, books, files, and other records requested by the Department of State on all matters related to their exchange visitor programs.
- (g) **Inquiries and Investigations.** Sponsors shall cooperate with any inquiry or investigation that may be undertaken by the Department of State.
- (h) **Retention of Records.** Sponsors shall retain all records related to their exchange visitor program and exchange visitors for a minimum of three years.

Sec. 62.25 Secondary School Students.

- (a) **Introduction.** These regulations govern Department of State designated exchange visitor programs under which foreign national secondary students are afforded the opportunity for up to one year of study in a United States public or private secondary school, while living with an American host family or residing at an accredited U.S. boarding school.
- (b) **Program Sponsor Eligibility.** Eligibility for designation as a secondary school student exchange program sponsor shall be limited to;
- (1) Organizations with tax-exempt status as conferred by the Internal Revenue Service pursuant to section 501(c)(3); and
 - (2) Organizations which are United States citizens as such terms is defined Sec. 62.2.
- (c) **Program Eligibility.** Secondary school students exchange programs designated by the Department of State shall:
- (1) Require all participants to pursue a full course of study at an accredited educational institution as such terms are defined in this Part of not less than one academic semester (or quarter equivalency) nor more than two academic semesters (or quarter equivalency) duration; and
 - (2) Be conducted on an academic calendar year basis provided, however, participants may begin in the second semester of an academic year if specifically permitted to do so, in writing, by the school in which the exchange visitor is enrolled.
- (d) **Program Administration.** Sponsors shall ensure that all officers, employees, agents, and volunteers acting on their behalf:
- (1) Are adequately trained and supervised;
 - (2) Make no student placement outside a 150 mile radius of the home of an organizational representative authorized to act on the sponsor's behalf in both routine and emergency matters arising from a student's participation in their exchange program;
 - (3) Ensure that no organizational representative act as both host family and area supervisor for any student participant whom that organizational representative may host;
 - (4) Maintain a regular schedule of personal contact with the student and host family, and ensure that the school has contact information for the local organizational representative and U.S. offices of the sponsor; and
 - (5) Adhere to all regulatory provisions set forth in this Part and all additional terms and conditions governing program administration that the Department of State may from time to time impose.
- (e) **Student Selection.** In addition to satisfying the requirements of Sec. 62.10(a) , sponsors shall ensure that all participants in a designated secondary school student exchange program:
- (1) Are bona fide students who:
 - (i) Are secondary school students in their home country who have not completed more than eleven years of primary and secondary study, exclusive of kindergarten; or
 - (ii) Are at least 15 years of age but not more than 18 and six months years of age at the time of initial school enrollment;
 - (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.
- (f) **Student Enrollment.** (1) Sponsors shall secure prior written acceptance for the enrollment of any student participant in a United States public or private secondary school. Such prior acceptance shall:
- (i) Be secured from the school principal or other authorized school administrator of the school or school system that the student participant will attend; and
 - (ii) Include written arrangements concerning the payment of tuition or waiver thereof if applicable.
- (2) Sponsors shall maintain copies of all written acceptances and make such documents available for Department of State inspection upon request.
 - (3) Sponsors shall submit to the school a written English language summary of the student's complete academic course work prior to commencement of school.
 - (4) Under no circumstance shall a sponsor facilitate the entry into the United States of a student for whom a school placement has not been secured.
 - (5) Sponsors shall not facilitate the enrollment of more than five students in one school unless the school itself has requested, in writing, the placement of more than five students.

- (g) **Student Orientation.** In addition to the orientation requirements set forth herein at Sec. 62.10, all sponsors shall provide students, prior to their departure from the home country, with the following information:
- (1) A summary of all operating procedures, rules, and regulations governing student participation in the exchange program;
 - (2) A detailed profile of the school, family, and community in which the student is placed;
 - (3) A detailed summary of travel arrangements;
 - (4) An identification card which lists the student's name, United States home placement address and telephone number, and a telephone number which affords immediate contact with both the Department of State and sponsor in case of emergency. Such cards may be provided in advance of home country departure or immediately upon entry into the United States.
- (h) **Student Extra-Curricular Activities.** 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.
- (i) **Student Employment.** 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 Selection.** Sponsors shall adequately screen all potential host families and at a minimum shall:
- (1) Provide potential host families with a detailed summary of the exchange program and the parameters of their participation, duties, and obligations;
 - (2) Utilize a standard application form for all host family applicants which provides a detailed summary and profile of the host family, the physical home environment, family composition, and community environment;
 - (3) Conduct an in-person interview with all family members residing in the home;
 - (4) Ensure that the host family is capable of providing a comfortable and nurturing home environment;
 - (5) Ensure that the host family is a good reputation and character by securing two personal references for each host family from the school or community, 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
 - (7) Maintain a record of application forms, evaluations, and interviews for all selected host families for a period of three years.
- (k) **Host Family Orientation.** In addition to the orientation requirements set forth in Sec. 62.10, sponsors shall:
- (1) Inform all host families of the philosophy, rules, and regulations governing the sponsor's exchange program;
 - (2) Provide all selected host families with a copy of Department of State-promulgated Exchange Visitor Program regulations; and
 - (3) Advise all selected host families of strategies governing cross-cultural interaction and conduct workshops which will familiarize the host family with cultural differences and practices.
- (l) **Host Family Placement.** (1) Sponsors shall secure, prior to the student's departure from the home country, a host family placement for each student participant. Sponsors shall not:
- (i) Facilitate the entry into the United States for a student for whom a host family placement has not been secured; and
 - (ii) Place more than one student with a host family without the express prior written consent of the Department of State.
- (2) Sponsors shall advise both the student and host family, in writing, of the respective family compositions and backgrounds of each and shall facilitate and encourage the exchange of correspondence between the two prior to the student's departure from the home country.
 - (3) In the event of unforeseen circumstances which necessitate a change of host family placement, the sponsor shall document the reasons necessitating such change and provide the Department of State with an annual statistical summary reflecting the number and the reason for such change in host family placement.
- (m) **Placement Report.** In lieu of listing the name and address of the host family and school placement on a participant's Form DS-2019, sponsors must, no later than August 31st of each academic year, submit to the Department of State a report of all academic year program participants. Such report shall set forth the participant's name, school, and host family placements. A report of semester participants entering United States schools during the January to June term shall be submitted to the Department of State by January 15th.

-Notes-

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