

O-E OPERATIONS AND POLICY MANUAL

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O-E MULTIDISTRICT

Florida • Kentucky • Michigan • North Carolina • Ohio • Tennessee • West Virginia

Districts: 6600, 6630, 6650, 6670, 6690, 6710, 6740, 6780, 6930, 6930, 6980, 7530, 7670, 7680



Revised: 2023-02-03

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INTRODUCTION

The Rotary International Youth Exchange Program is a tremendous adventure. Each year hundreds of young people travel to distant parts of the world to live and study in a different environment. The prime purpose of the program is to promote international understanding by granting young people a unique opportunity to broaden their knowledge and widen their horizons. The ultimate impact that this program will have on the lives of the students is incalculable. Many of these young people will be leaders of their communities in the future.

EXCHANGE PROGRAMS

O-E has two different exchange programs.

1. Long Term (academic year) Exchange Program for students 15 to 18 ½
2. Short Term Exchange Program (STEP) for students 15 to 19

OBJECTIVES OF THE PROGRAM

1. To further international goodwill and understanding by enabling students to study first hand some of the accomplishments and problems of people in other lands.
2. To enable students to further their education by studying for a year in a different environment and by undertaking courses of study in subjects not normally available to them in secondary schools in their own country.
3. To urge students to broaden their own outlook by learning to live with and meet people of different cultures, creeds and colors and by having to cope with day-today problems in a new environment.
4. To act as ambassadors for their own countries by addressing Rotary clubs, community organizations and youth groups in their host countries and by imparting as much knowledge as they can of their own countries to the people they meet during their year abroad.
5. To enable students to study and observe all facets of life and culture, including the opportunity to learn a new language, in their host country so that on their return home they can pass on the knowledge they have gained.

HOW TO USE THIS MANUAL

This manual has been designed to assist the District Committee by providing detailed requirements for participants in the Rotary Youth Exchange Programs. Sections 2 through 11 apply mainly to the Long Term Program. The sections following those on STEP apply generally to all three programs. There is one master document as well as individual PDF's of each section to distribute to volunteers in specific roles as needed. Districts should feel free to make copies of appropriate sections for distribution to Outbound, Inbound and Short Term (STEP) students



and Host Families. Many of the materials referred to in the manual are available on the web in the YEAH Document Library and can be downloaded for printing and distribution to students, parents and Rotarians.

SUMMARY OF RESPONSIBILITIES

O-E MULTI DISTRICT

1. To support our member districts, O-E develops policies and procedures to meet the requirements established by Rotary International, the US Department of State and the Council on Standards for International Educational Travel (CSIET).
2. Provides administrative structure to facilitate the exchange process between member districts and exchange partners, specifically:
 - (a) Country Contacts – knowledgeable Rotarians responsible for specific countries.
 - (b) Responsible Officer/Alternate Responsible Office to issue DS-2019 forms for the U.S. State Department (Inbounds).
 - (c) Assign Inbound applications to member Districts and Outbound applications to exchange partners.
 - (d) Maintain necessary records of exchanges in the YEAH database with District assistance.
 - (e) Support and assistance to students, parents, host families, clubs and districts in resolving problems related to an exchange.
 - (f) Ensures the student has insurance that meets RI guidelines.
3. Plans and conducts O-E business meetings and training sessions, as a minimum, semi-annually (spring & fall).
4. Conducts an orientation for Outbound Students at an annual Orientation weekend in early July.

SPONSOR DISTRICT

1. Selects the Outbound Student in accordance with the criteria for the program.
2. Ensures that the YEAH database is accurate and up to date.
3. Arranges and conducts at least one orientation for both the Outbound Student and parents.
4. Maintains contact with the student during the exchange via quarterly reports, at a minimum.
5. Conducts a debriefing of Outbound Students at the end of their exchange.

HOST DISTRICT

1. Assigns the student to a specific Rotary club.
2. Promptly returns all paperwork to O-E Country Contact relating to the exchange (e.g. Guarantee Form/Visa Application, District and Club Profile, etc.).

3. Arranges and conducts at least one orientation for the Inbound Student within the first 30 days of arrival with proper documentation of attendance.
4. Ensures Inbound Student has a valid visa and a full return airline ticket to their home country with complete flight details documented in YEAH.
5. Ensures the receiving club maintains a minimum of monthly contact with the Inbound Student and Host Family using the YEAH Monthly Counselor Report.
6. Informs O-E of arrival and departure dates and address changes within ten (10) days of occurrence in the YEAH database.
7. Communicates with Country Contact and O-E Chair any problems with the Inbound Student.
 - (a) uses Student Behavior Document to document and resolve behavioral problems.
 - (b) clears early returns through O-E Chair and Country Contact
8. Reports early returns or other issues as required to RI.
9. Maintains accurate records for the Inbound Student in YEAH.

SPONSOR CLUB

1. Recruits and selects potential Outbound Students who meet Rotary and O-E standards and conducts an interview with the student and parents.
2. Facilitate the completion of the student application in YEAH and ensure that all forms are properly completed and typed.
3. Familiarizes the student and parents with Rotary by inviting them to a minimum of one Rotary meeting.
4. Invites returning student (Rebound/ROTEX) to a club meeting for a presentation on his/her exchange.

HOST CLUB

1. Arranges for a minimum of two (2) host families for each Inbound Student.
2. Arranges high school acceptance.
3. Appoints a counselor preferably of the same gender as the student.
4. Promptly returns all documents to the district concerning the exchange (e.g. Guarantee Form/Visa Application [GF], District and Club Profile, Club Certification Agreement, etc.).
5. Ensures the Inbound Student is met on arrival and the student's natural parents are notified.
6. Enrolls the student in school and assists with appropriate course selection.
7. Establishes a bank account for the Emergency Fund (\$500) and assists the student in opening a personal bank account.

8. Ensures attendance of the Inbound Student at all mandatory functions (e.g. orientation, District Conference).
9. Counselor or club YEO contacts, in-person or by phone/e-mail, both the Inbound Student and host parents monthly and maintains a written record of these contacts in YEAH.
10. Provides the monthly stipend to the Inbound Student as agreed to on the GF.
11. Provides a means for the Inbound Student to maintain regular attendance at club meetings and functions and arranges for the student to give a presentation on his/her home country.

HOST FAMILY

1. Provides room and board at no cost to the student.
2. Exercises normal parental responsibilities and supervision over the student.
3. Accepts the student as a member of their family.
4. Communicates with the Rotary counselor if the exchange student is encountering any problems (e.g. illness, difficulty in adapting to the host family or school, or serious homesickness).

NATURAL PARENTS

1. Agree to the rules of the program as a condition of selection.
2. Pay the prescribed travel fees, passport, visas and any other travel documents pertaining to their given country and complete the appropriate paperwork.
3. Pay the cost of the Rotary health and accident insurance.
4. Provide any additional spending money plus the required Emergency Fund of US \$350.
5. Provide appropriate clothing, including any necessary school uniforms.

EXCHANGE STUDENT

1. Agrees in writing to accept all the rules of the program.
2. Accepts the supervision of the receiving district, club, and host family.
3. Agrees to accept placement in the country to which the student is assigned.
4. Agrees to speak at Rotary and other community functions both during and after the period of the Exchange.
5. Corresponds regularly with both the sponsoring district and club.
6. Returns home at the time and by the route specified by the hosting and sponsoring districts.

GUIDELINES FOR SPONSOR CLUBS

PUBLICITY

Rotary Clubs need to publicize the Youth Exchange Program each year by making announcements to the club, by meeting with local school officials, students and other youth organizations (e.g. RYLA, Interact, scouts, etc.). Promotion of the program should stress the cultural and educational aspects of the exchange. Make use of the club web site and social media to tell about current Inbound and Outbound students hosted or sponsored by your club. Consider approaching high schools to send emails to students and parents.

A long term strategy to publicize and promote the exchange program should start in grades 7 and 8. Current Inbound Students and past Outbound Students (Rebounds/ROTEX) are an excellent way to get our message to potential Outbound applicants. Make your students available to the Social Studies teachers to visit local schools and talk to students about their country. Use of electronic meeting rooms (e.g. Zoom, Google Meet, Microsoft Teams) are easy to reach a broader audience.

RECRUITING OUTBOUND STUDENTS

Recruiting students for the Youth Exchange Program is an important job at the club level. Club Youth Exchange committee members should personally visit each high school to make a presentation on the Exchange Program to interested students or use the electronic tools mentioned above. Foreign language and Social Studies teachers make excellent recruiters of suitable students.

1. Suggested Approach

- (a) Make a contact at your local high school (e.g. principal, guidance counselor).
- (b) Work with language, social studies or other interested teachers
- (c) Use 3-step process
 - (1) Step 1: Advertise high school visit
 - a. Email to students and parents sent by the school
 - b. Announcements on PA system
 - c. Flyer to foreign language departments, Interact club, National Honor Society (NHS), etc.
 - (2) Step 2: Visit high school during lunch or arrange to speak briefly at each foreign language or other class (e.g. social studies)
 - a. Distribute YE flyers, posters and answer questions
 - b. Bring an Inbound or Rebound student with you to speak or have the speak virtually

- c. Collect names, telephone number, email addresses
- d. Distribute a flyer advertising your evening information session (See Appendix)
- (3) Step 3: Conduct evening information session for parents and students
 - a. Provide international atmosphere
 - b. Books from other countries, flags, RI Magazine
 - c. Include posters, O-E/District promotional materials
 - d. Include Rebounds/ROTEX, Inbound students, Interact, parents of former exchange students
 - e. Show appropriate promotional video(s)
 - f. Tell how to complete an application on the web (<https://yehub.net/OER-obapp>)

APPLICATION-LONG TERM

Sponsoring clubs are to direct their student to the Outbound application in YEAH (<https://yehub.net/OER-obapp>). YEAH will guide the student to complete the initial portion of their application. After submitting the completed on-line application, YEAH will send the student additional forms for completion. All information except the physician's, dentist's and school official reports must be typed. Club YEO's should examine the application to ensure completeness.

SELECTION CRITERIA-LONG TERM

1. Participants should be secondary school students who:
 - (a) are between the ages of 15 and 18 1/2 at the beginning of their exchange year
 - (1) students entering grades 10 and 11 make the best candidates
 - (2) many exchange partners do not accept graduated students
 - (b) are in the upper half of their class academically
 - (c) possess an outgoing and pleasant personality
 - (d) have the ability to accept discipline and be capable of adjusting to new and different conditions.
 - (e) are of good character and reputation, preferably with a history of community involvement.
 - (f) have the potential for being an excellent ambassador
 - (g) have the complete and unqualified support of both parents

2. Applicants are selected solely on merit. Children of Rotarians are eligible to participate in the program.
3. Clubs are encouraged to promote diversity, equity and inclusion (DEI) in candidate selection.

CLUB INTERVIEW

The club interview is an essential process in selecting potential Outbound students. It allows the club to determine whether the student meets the established selection criteria and would benefit from an exchange.

1. The interview panel should consist of at least two people. These can be the club YEO, a Rebound student, a former host parent or other interested Rotarian from the club.
2. Interviews can be held in either a single location with all applicants from the club or individually with each student in their home.
3. At least one parent must be present during the interview process to determine their feelings about the exchange and their personal evaluation of their student. This gives the club an opportunity to explain the program requirements, expectations and process to the parents.
4. The “Sample Interview Questions” makes an excellent aid during the interview process. (See YEAH Library).
5. Clubs are encouraged to recommend all qualified candidates to the district level interview. Many O-E districts do not require sponsoring clubs to host Inbounds. Check with your District Chair as to your district’s policy.
6. Successful applicants are to complete the Long-term Application in YEAH prior to their interview.
7. The final step is for the club president and either the club secretary or YEO to sign the “Student, Parent & Sponsor Endorsement” endorsing the student. This form must be generated in YEAH so that all fields are typed. The club should also witness the signing of all the pages in “Section G: Rules, Attestations, Permissions, Releases & Consents.” This form must also be typed.
8. Give the signed forms to the student to bring to the District interview.

PRE-DEPARTURE PROCEDURE

Once a student has been selected and endorsed by the District Committee, the Rotary club should arrange the following:

1. Invite the student and parents to several Rotary meetings to meet the club members and to gain a basic knowledge of Rotary; invite the student to present a short speech at one such meeting.
2. Provide the student with an adequate supply of club banners.
3. Organize a small party as a farewell gesture for the student.
4. If possible, arrange for some club members to see the student off.



5. Appoint an Outbound Counselor to maintain contact with the student throughout the year on behalf of the club.
6. Note the student's birthday so that the club can send appropriate greetings.
7. Arrange for the student to receive various information (e.g. local newspapers, club bulletin) while overseas.

GUIDELINES FOR SPONSOR DISTRICTS

PROCESSING APPLICATIONS

Once the Outbound applications are complete, the District Outbound Chair should take the following actions for each student in YEAH:

1. Use the upper brown menu in the **Student Detail** tab to first **Create and Save Application** and then **Build Application Package**. The application package will be found under the **Documents** tab.
2. Review the application set for completeness and advise the student of any missing information or changes that need to be made.
3. Make sure that the applicant meets the age requirements of the program.
4. Have the student complete the Student Country Preference in YEAH
5. Notify the student in writing regarding the details of the district interview session(s).

DISTRICT SELECTION PANEL

It is recommended that a panel of three to four individuals be used for the student interview. Typically, districts will have more than one panel based on the number of applicants.

Panel members may consist of:

1. Rotarians from the District Youth Exchange Committee
2. The District Governor, Governor-elect, Governor-nominee or Past District Governors
3. Inbound students
4. Rebound/ROTEX students
5. Spouses of Rotarians
6. Rotaractors
7. Other non-Rotarians on the Youth Exchange Committee or interested Rotary club members

AGENDA FOR INTERVIEW SESSION

When selecting a candidate, the committee will have to try to determine whether the student will make a good ambassador abroad for the country and Rotary and whether they could stand up to the stresses and strains of living in a foreign environment.

A successful day follows an agenda similar to the one outlined below.

1. A general information session covering all aspects of the program

- (a) a short welcome by the District Governor
 - (b) an introduction of the Youth Exchange Committee and interviewers
 - (c) a review of the agenda for the day and the district and O-E selection and country assignment process
 - (d) [optional] a short (two minute) speech by each candidate covering who they are, their local community and why they want to be an exchange student.
2. A formal interview
 3. A review of each application
 4. Selection of final candidates by committee [students and parents have been sent home prior to this portion of the agenda]

FORMAL INTERVIEW

The interview of the student should use a standard set of questions to ensure consistency and fairness. The “Sample Student Interview Questions” and “Interview Evaluation Sheet” are found in Appendix 1 or the YEAH Library. If used as advised, the Evaluation Form becomes an excellent device with which to rate applicants.

A recommended interview format is:

1. Interview with the student
2. Interview with the student and parent
3. Interview with the parent

APPLICATION REVIEW

In order to ensure that each application is complete an experienced committee member should review each application with the student and parents.

1. Review each copy of the application for signatures, errors and omissions.
2. Review the student’s country choices with the student and parents
 - (a) ensure a minimum of ten (10) choices
 - (b) compare choices to country specific requirements and ensure that the student meets the criteria (e.g. age, language)

Many districts have chosen to collect their district fees at this time and discuss the benefits of hosting an Inbound student.

FINAL CANDIDATE SELECTION

Upon the completion of the formal interview and application reviews, the student and parents are permitted to leave. The selection committee should meet to discuss each individual applicant.



1. Each interview panel should discuss each candidate. Using the score sheet, identify their strengths, weaknesses and any reservations the panel may have about that candidate.
2. The committee will make a decision on each candidate to accept, reject or accept conditionally (e.g. improved grades)
3. The Outbound Chair will communicate to each student the decision of the selection committee.
4. The Outbound Chair will submit the applications from successful applicants to O-E for processing by January 5 of each year. This is accomplished in YEAH by clicking the big green button on the student **Processing** tab. (Note: applications received after this date will be considered late and subject to a late fee. Additionally, students may be moved down the list for country selection.)



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GUIDELINES FOR NATURAL PARENTS

FINANCIAL OBLIGATIONS

The parents of an outbound student are required to undertake the following financial obligations:

1. Most Districts charge all parents a standard administration fee which will typically includes the student's blazer, patch, name badge, and various sundry items. Parents will be advised well in advance of the total costs involved and the required terms of payment. Some districts will charge a set price for the exchange which will include the above items as well as travel and insurance.
2. The cost of transportation and other travel costs for the student to and from the host country. All students are required to use the designated O-E travel agent. Single fee districts include travel in their price.
3. All students are required to purchase the O-E approved insurance policy which includes medical, property, liability and travel coverage for the exchange year. Many overseas Rotary Districts require that the student take out a policy in the hosting country. All costs associated with insurance are the parents' responsibility. Students buying a foreign policy are also obligated to purchase the O-E supplemental policy to ensure full coverage during the exchange. Again, insurance is included in the price for single fee districts.
4. The parents are required to provide the student with a revolving emergency fund which is typically the equivalent of US \$500. This may be higher or lower depending on the host country. These funds can be drawn upon with the consent of the Rotary Counselor. This fund is intended to cover major items or other emergencies and must be replenished as it is depleted. It is refunded when the student returns home.
5. A monthly stipend will be paid to the student by the Host Club to help provide spending money for the student.
6. All clothing needs of the student while abroad are the responsibility of the parents. This includes school uniforms where applicable.
7. Some Rotary districts sponsor organized tours at an additional cost. See "Country Information & Expenses" for details.

CORRESPONDENCE

Regular communication (email, text, WhatsApp, etc.) to your student is recommended, however not more than once a week. Keep your communication on a positive note. Students do have problems with homesickness which may be greatly accentuated each time a student receives an email from home. It is strongly recommended that you establish fairly regular correspondence with each host family. Many minor problems can be tactfully cleared up at this level.

O-E asks all of its Outbound students to “go dark” for the first 30 days of their exchange, with no communication with their parents or friends. One-way blog type posts by the student are acceptable.

Telephone calls, Skype, FaceTime, etc. should be limited to once a month or special occasions such as birthdays, anniversaries or a holiday. At all times, calls should be paid by the student and calls must never be charged to the host family’s phone.

Excessive communication from home, be it parents or friends, contributes to homesickness and delays integration into the culture and learning the host country language. Additionally, it may result in the student spending excessive time alone on the computer which could contribute to an early return.

PARENTS VISITING STUDENT

Parents are discouraged from visiting their student during the exchange. This is your student’s exchange experience and a visit from family or friends may have a negative effect. Visits may be permitted after March 31 or not at all as determined by the host district. Permission is required from the hosting club and district as well as the current host family. The sponsor district also needs to give permission as well. It should be noted that Rotary is under no obligations to give permission for a visit or to provide the parents with accommodation. As the student is usually only allowed a limited number of days away from school, the student may not necessarily be permitted to accompany you on private touring.

Failure to follow this rule could result in an early termination of the program and a return home.

OTHER PARENT RESPONSIBILITIES

Parents are required to make themselves available with their student for a Club interview, a District interview and to attend the prescribed District orientation sessions. Both parents must also sign the various agreements associated with the Rotary rules and other application documentation. It is also recommended that parents attend the O-E orientation in July.

RE-ADJUSTMENT PERIOD

Correspondence during the exchange will also help parents handle the re-adjustment period after the student has returned. Reverse culture shock is often an overlooked aspect of the exchange process, and it is important that the parents be equipped to cope with it. The YEO Resources page on the NAYEN web site (<http://nayen.org>) has many articles addressing this topic. NAYEN also has an on-line mini-course on culture shock and reverse culture shock. You may ask your District Chair to make this available to you.

If a student has become truly immersed in another culture, it is only natural that to experience reverse culture shock very similar to what experienced the first few weeks in the host country. Parents are reminded that, while things have remained basically the same for you, their student has been profoundly changed by his or her experience.

One of the most common problems is the student’s newfound independence. Often students find that the rules they lived under before the exchange now seem too restrictive. It is important for parents to understand the changes and incorporate these changes into their relationship. A lot of



patience and understanding is required of parents in the difficult adjustment period, but the ultimate rewards for all concerned are great!

GUIDELINES FOR OUTBOUND STUDENTS

OBLIGATIONS OF THE STUDENT

Students who are sent abroad under the Rotary Youth Exchange Program are required to accept the following obligations:

1. Students and parents will read and sign the “Student, Parent & Sponsor Endorsement” and the “Section G: Rules, Attestations, Permissions, Releases & Consents,” both of which are part of the Long Term Program Application. By signing this, all parties agree to accept all of the conditions. These forms must be typed and witnessed by a Rotary representative.

It is important to note that one of the pages in this section is a medical authorization which permits the host family to obtain medical care for your student.

2. Students are expected to obey the laws of the host country at all times and accept the supervision and discipline of the Host Club, parents and school.
3. Students **SHALL NOT** under any circumstances be permitted to drive a motorized vehicle of any description during the period of the Exchange nor may students own a motorized vehicle in the host country. Violation of this rule can and will result in an immediate termination of the Exchange and a return home.
4. Students will not be permitted to have a serious relationship. Dating, preferably in the company of other couples, is encouraged. For obvious reasons, serious romantic involvements and sexual activity are prohibited. Students can and will be sent home if found to be engaging in sexual activity of any kind.
5. The use of illicit drugs including prescription drugs not prescribed to you is prohibited. **Any violation of this rule will result in IMMEDIATE TERMINATION of your Exchange.** Some countries require immediate deportation for drug offenders, while in others the courts may not be so lenient!
6. Even though you may be of legal drinking age in the country that you are in, it is expected that you will refrain from drinking at parties and in public places. Peer drinking is strictly prohibited. Should your host family offer you an alcoholic beverage in their home and IF you wish to accept it and IF you and your natural parents have agreed that this is acceptable, then it is permissible. If your hosts do not use liquor in their home, you will not either.
7. The Youth Exchange Program is a high school program. Students are required to be enrolled in a high school selected by the Host Club and will attend classes regularly, attempt to obtain satisfactory grades, and participate fully in all school activities including homework and assignments. The Host Club is under no obligation to enroll the student in a college or university, even if the student’s family offers to pay all fees and expenses. Students, who do not regularly attend school or make a reasonable effort in their classes, risk being sent home.

8. Students will be required to address Rotary clubs, other service organizations, youth, and community groups during their stay in the host country. Similarly, when they return home, they will be expected to speak to their sponsoring Rotary club and other community groups to talk about their experience as an Exchange student.
9. During their exchange, students will have certain obligations to their host District, club and District Youth Exchange Program. These will include attending the District Conference, periodic attendance at the Host Club meetings as well as participation in Host Club activities. Many districts have regular programming for Exchange Students and students are encouraged to participate fully in these events. Personal plans should not be allowed to interfere with these obligations.
10. Students are ambassadors for their country and must, at all times, behave in a manner which will reflect positively on their families, communities, country, and Rotary.
11. Students must return home by a direct route upon completion of their Exchange. They will not be allowed to stay in the host country after the termination of the Exchange.
12. District Committees frequently utilize former Exchange students (Rebounds/ROTEX) at their orientation sessions for subsequent groups of Outbound students. Students are encouraged to accept these requests and maintain a connection with Rotary.
13. Students should remember that Rotary Youth Exchange (RYE) is also a cultural program. Students should be prepared to participate in family and cultural activities during their exchange as well as learning the language(s) spoken in their host country.

PASSPORT AND VISA APPLICATIONS

Students should apply for their passports as soon as they apply to be a Rotary Exchange Student. The application requires a copy of your passport to be complete. Students cannot apply for student visas until they have been officially accepted by a Host Club and the completed Guarantee Form has been returned to O-E. O-E will forward the Guarantee Form to the student. All travel arrangements must be handled the O-E designated travel agent. In most cases, the travel agent will assist the student in obtaining the student's visa. Some countries may require the student to appear in person at the designated consulate.

STUDENT INSURANCE

All students are required to purchase the O-E approved insurance policy which includes medical, property, liability and travel coverage for the exchange year. Many overseas Rotary Districts require that the student take out a policy in the hosting country. All costs associated with insurance are the student's responsibility. Your host country will provide you with the costs involved prior to your departure on your exchange. Students buying a foreign policy are also obligated to purchase the O-E supplemental policy to ensure full coverage during the exchange. Again, insurance is included in the price for single fee districts.

COUNSELOR

Your host Rotary Club must appoint a Counselor whom you should regard as your confidant during your stay abroad. This information is found on your Guarantee Form along with Host family information. You are free to contact either prior to the start of your exchange.

If you have any problems with school, host family, finances or problems of a personal nature, consult your Counselor. Ideally the counselor should be of the same gender as the student. Keeping the counselor informed of any concerns is crucial to the success of your exchange. The Counselor is there to help you and will welcome the opportunity to act as a mediator if things go wrong. If you are not assigned a Counselor, you should tactfully ask that one be appointed for you as soon after your arrival as possible. You may ask for a counselor of the same gender. When your counselor is unable to assist you or does not respond to your concerns, you should contact your host district Inbound Chair (or District Chair) for help in solving or remedying the situation. The O-E Country Contact and your sponsor district Outbound Chair are available and should be contacted if this approach does not work. In all cases, do not wait until a problem has gotten so big that returning home early is the only solution.

HOST FAMILIES

Hosting arrangements are the responsibility of the hosting Rotary Club. Rotary International recommends that you be hosted by two or more families during your exchange. It is not the student's responsibility to find host families.

If problems occur with the host family, first attempt to solve the problem directly with your host family. Your Counselor may be able to assist you with cultural or language issues. Remember, though, the responsibility is on you to adjust to the host family's environment. The host family is under no obligation to adjust to you, nor to treat you as a "special guest." You are expected to accept the normal discipline and supervision of the family and settle into their routine which will not be the routine you may have been used to at home.

Because you are assimilating yourself into the family environment, you should ask your Host Parents what they would like to be called. You should visit the YEO Resources page on the NAYEN web site (<http://nayen.org>) and print two copies of the "First Night Questions" in the language of the country that you are going to prior to your departure. Review these questions with your host parents during the first few days that you are in their home.

You may have a room of your own. You should be prepared to share a room with a host sibling of the same gender. A host sibling may have sacrificed their own room or the privacy of their own room in order to host you. Be aware of this fact and show the proper appreciation to whoever is affected.

Some students have complained that their host families have involved them too much with family activities and that they had wanted some "peace and quiet" on their own. Discuss this tactfully with your host parents if it occurs.

One final point - it is inevitable that you will fit in more readily with some host families than with others. This makes it even harder to leave those whom you have grown to love. However, do not embarrass anyone by speaking poorly in public or posting negative comments on social media about your various families.

HOMESICKNESS

You are bound to experience homesickness, particularly after the excitement and experience of settling in and meeting new people has passed. Each student will have to find their own method of coping. When this occurs, it is recommended that you keep yourself occupied as much as possible with studies, sports, and other activities. Students who join activities early in their exchange increase their opportunities to make new friends and decrease the effects of homesickness. Excessive social media contact with friends back home will add to the feeling of homesickness.

MAKING CONTACT

Once you receive your Guarantee Form, you will know the name of your host Rotary Club, your Counselor and first host family. This would be a good time to communicate with each via e-mail.

FINANCES

You need to make arrangements to have an emergency fund as required by your host district. Many country's ATM's have the ability to use a debit card for this purpose. Ask your Counselor or host parents for assistance in opening a bank account. It is recommended that your bank account be such that it requires the joint signatures of you and your Counselor for any withdrawals. It is emphasized that this bank account is to be used for unforeseen emergencies. It is not to be used for routine items. As your emergency fund is depleted, it will be necessary for your parents to replenish it to its original level.

It is not necessary to bring local currency. Again, most ATM's will allow debit card access. Check with your local bank prior to departure and ensure that the bank is informed that you will be living overseas for a year.

Your Host Club will provide you with a monthly stipend, which will be indicated on your GF. This is intended for personal expenses. Should you fail to receive a stipend, you will have to bring the matter up tactfully with your Counselor. If you have problems make your O-E Country Contact aware.

Your Host Club is responsible for school enrollment fees. You may be required to purchase a school uniform or pay for extracurricular activities.

TRAVELING WHILE ON EXCHANGE

This is an educational and cultural exchange, not a travel exchange. You should not enter into the program with the expectation of traveling in your host country. Your hosts are under no obligation to provide or permit travel. O-E specifically prohibits independent travel.

Some Rotary Districts sponsor student exchange tours, the cost of which is the responsibility of the student. You may be informed of such tours prior to your departure for overseas, which will then permit you to plan such costs in advance.

You may have opportunities to travel due to the generosity of your Host Club members or your host families. When travel by your Host Club or District is permitted, you must abide by all rules

and regulations stipulated by your Host Club and the District Chair. Please remember to establish at the outset what the rules are governing travel in your Host Club and District.

DO NOT, under any circumstances, make travel arrangements on your own and then expect your Host Club to go along with your arrangements. Travel on your own is not permitted.

CLOTHING

Students should be aware of the climate in their host country. It may be less expensive to purchase clothing there.

Many students participating in the program report substantial weight changes, especially during the first six months of the exchange. This can pose considerable clothing issues and it is advisable for you to consider this when buying clothes for the trip.

BEING INVOLVED

To gain the maximum benefit of your year abroad use the 6 B's as your guide. You should take an active part in the community where you are hosted. Take every opportunity to join school Clubs, youth and church groups, athletic groups and be an active member of these groups. You are there to mix with and make friends with the young people of your host country. The more involved you become, the wider your scope of friends. Do not confine your friendships mainly to other Exchange students.

HAVE AN OPEN MIND

There are usually two points of view on most issues so keep an open mind on controversial issues such as race, religion or politics. Try to see the other point of view, even if you do not necessarily agree. Above all, be tactful and diplomatic when your hosts express views opposed to your own.

Always keep in mind:

“It's not good, it's not bad, it's different.”

PUBLIC RELATIONS

When interviewed by the press, radio or television, at home or abroad, always be tolerant, never critical, of your host country. Its customs, religions and procedures may be a little strange to you but they are eminently appropriate to the people of the host country. Carelessly uttered remarks made on public platforms or during interviews, when reported, may cause serious embarrassment. The fact that people in your host country might tend to be critical of their government and its policies, or their way of life in that country, gives you no right to be similarly critical. Such criticism by you will see them become very protective and nationalistic, not to say resentful of your comments. It is strongly recommended that you request your Counselor to be present during any press or television interviews so that they can assist you.

LEARN THE LANGUAGE

Students are expected to learn the language of the host country as soon as possible. While English is fast becoming the second language of many countries, you are, nevertheless, obliged to learn their language and converse with them in that language. You should aim for proficiency in the language. You will also be taught in that language at school so the earlier you start to comprehend, the better it will be.

Most O-E Districts provide on-line language programs. It is important that you take this study seriously.

You may encounter words or phrases which are of common usage in some countries but may be offensive to you or have double meanings to you. Try to avoid any embarrassments by becoming familiar with them and know their meanings when used. Similarly, our usage of words or phrases could prove embarrassing to them. Again, be aware when this happens and avoid their usage.

PHOTOS/POWERPOINT PRESENTATION

You should take a good set of 30-40 photos to show host families, Rotarians and other groups. The photos should include pictures of your family, pets, home, your home town and the local countryside. Include an assortment showing a cross-section of your community, state and country including tourist attractions. You should also prepare a PowerPoint presentation for to your host Rotary Club or other organizations.

THANK YOU NOTES

You should not forget to write “thank you” notes to people who host you overnight, take you on trips, or in any way assist you during your year abroad. While not a common practice in the US, it is well received in other countries and recognized as good manners and appreciated. Consider bringing localized picture postcards or stationary for this purpose.

CORRESPONDENCE

Communication with parents and friends back home is best accomplished using one-way communication such as a blog. When traveling, consider sending post cards.

You will also be required to submit regular reports to your sponsoring Rotary Club, District Committee and O-E Country Contact. You will a request each month from YEAH to complete a report. The information is very useful, not only to monitor your own progress as an individual, but also to review the program and introduce improvements. Consider sending photos to your Country Contact, District and Club.

STUFF YOU COLLECT

You are bound to accumulate a surprisingly large amount of booklets, souvenirs, and pictures during your year away. You are advised to sort through them on a periodic basis and package some of them up and mail them home by surface mail. Failure to do so may result in large excess baggage charges being levied on your trip home.

GIFTS AND SOUVENIRS

You should carry with you a gift for each of your host families. These do not have to be expensive and something typical of your country is suggested. In addition, smaller tokens of appreciation should be brought for others who may assist you during the year. These gifts should reflect something important to you to remind the recipient of you or your home country.

You will probably be supplied by your District Committee with a distinctive Rotary Youth Exchange blazer, a name badge, and a quantity of small flag lapel pins from your home country. In addition, your sponsoring Rotary Club should give you a supply of their Club banners to present to your Host Club and any other Clubs whom you may visit.

PERSONAL BEHAVIOR

While you are being hosted as an Exchange student, please remember that you are an ambassador for your country, your family, and Rotary. You should also bear in mind that the manner in which you conduct yourself will often determine whether your Host Club, your host families or your school will wish to accommodate another Rotary student in the future. You should always be sure that you are dressed appropriately for the occasion and that you are well groomed. O-E students have, over the years, earned a very high reputation overseas. We ask you uphold this image for future O-E students.

ELECTRONIC DEVICE USAGE

Excessive computer/smart phone usage may result in isolation and lack of interaction with others. Students should discuss with their host parents “house rules” concerning the use of electronic devices. Students need to exercise self-control and limit their daily usage. Visiting sex or other pornographic web sites or the downloading of material from them is strictly prohibited and will result in the student being sent home.

GUIDELINES FOR HOST CLUBS

INTRODUCTION

The District Youth Exchange Committee annually invites clubs to participate in the program by hosting an Inbound student. If a club decides to participate it is necessary for the club President to:

1. Appoint a Youth Exchange Officer (club chair) who will provide the necessary liaison between the club and the District Youth Exchange Committee.
2. Appoint a Rotary Counselor to look after the personal interests of the Inbound student(s).
3. Ensure that the district has appointed the appropriate non-Rotarian counselors and that the club is familiar with who they are.
4. Ensure that all club members with direct contact with the exchange student have received appropriate training based on their level of involvement in the program.
5. Ensure that all committee members have had any required training. The Club YEO and Counselor must take the mandated US Department of State test annually.

YOUTH EXCHANGE COMMITTEE

The club President may wish to appoint a Youth Exchange committee including the Counselor(s) and the Youth Exchange Officer. While the size of the committee will vary with the size of the club, the more successful clubs have divided the duties among several club members. The committee is responsible for overseeing the Inbound, Outbound and STEP (Short Term Exchange Program) programs at the club level.

VOLUNTEER SELECTION AND TRAINING

Rotary International and the US Department of State have specific standards for required training for all individuals working with youth. These are outlined in the RI “Youth Exchange Certification” documents and in the US issued regulations known as the CFR’s, specifically 22CFR Part 62.25. Specifically:

1. Individuals working with youth (YEO, Counselor, Host Families) must complete an application in YEAH.
2. Undergo reference checks.
3. Complete an interview.
4. Undergo a criminal background check (CBC).
5. Vetting must be completed prior to an individual receiving access to a student application.
6. Complete annual training including training in recognizing and preventing child abuse and performance of their specific volunteer duties.

INBOUND STUDENTS

The Rotary club is responsible for placing Inbound Exchange Students in their local high school and selecting suitable host families. It is important to maintain a good relationship with your school, as many have quotas for accepting exchange students. Successful clubs contact the school in the spring to secure a spot for their student arriving in the fall. Lists of potential host families can be compiled at the same time as Outbound recruiting by asking students to indicate whether they would like to host an Inbound. Clubs can also seek potential families from their own members, members' friends or members children's friends.

1. Inbound Student Acceptance Process

- (a) Obtain club approval to host an Inbound student and pay monthly stipend.
- (b) Obtain preliminary approval from your local high school to accept an Exchange Student and review any special school rules for them, including start date. Schools may have spring deadlines for approving Inbound students for the fall semester.
- (c) Complete the Club Compliance Certification (YEAH Library).
- (d) Confirm at least one host family along with a completed Host Family Application, which is done on-line in YEAH. Relatives of the Inbound student are not allowed to host.

2. Inbound Application and Guarantee Form Process

- (a) The Club will be assigned an Inbound student in YEAH. The Club should promptly review the application to ensure the student is acceptable.
 - (b) Identify and select a same gender Counselor, preferably a Rotarian. The Counselor must not be a host parent.
 - (c) Provide a copy of the application to the first host family, once fully vetted and trained, so that they may begin communication with the student.
 - (d) Complete the pre-filled Guarantee Form from YEAH, first assigning a Counselor, Host Family and high school and print for signatures.
 - (e) Obtain all Rotary club and school signatures.
 - (f) Complete a typed District and Club Profile (YEAH Library).
 - (g) Return the completed Guarantee Form, the District and Club Profile and the Club Compliance Certification promptly to the designated District officer, typically the Inbound Chair.

3. Inbound Pre-arrival Process

- (a) Ensure the Counselor has been fully vetted trained and oriented using the on-line NAYEN training.
- (b) Ensure completion of Host Family Application(s) along with reference checks and on-line NAYEN Host Family Training.

- (c) Conduct an in-home family inspection and complete the Host Family Interview Checklist.
- (d) The Counselor should establish communication with the student and agree on an arrival date and remind the student to enter the flight itinerary in YEAH.

4. Arrival Process

- (a) Arrange for club members to meet and welcome the student on arrival. It is nice to have several club members and the host family at the airport when the student arrives. Bring a large “Welcome” banner so that your student can identify you at the airport.
- (b) Advise the natural parents of the student’s safe arrival.
- (c) Ideally, the student should spend the first several days in the Counselor’s home to establish a relationship with the Counselor and promote on-going communication for the remainder of the exchange.
- (d) Arrange for all identified host families to meet the student and, if possible, establish in advance the approximate dates that each family will host.

5. The Exchange Year

- (a) Communicate with the Club President and the Club Program Committee so that the student can be included in club programs as a guest speaker on at least one occasion.
- (b) Arrange for the student to attend Rotary meetings as a club guest on a regular basis (weekly attendance is encouraged) and be invited to special club occasions and service opportunities. The student should be introduced at each meeting and encouraged to move around the room each week so as to meet the members of the club. Many clubs involve the student in activities at club meetings which strengthens their feeling of belonging and often affords visitors the opportunity of seeing and hearing the students.
- (c) Arrange for the student to join various student activities in the school and community. Joining the Interact Club or International Club at school helps the student make new friends.
- (d) Create opportunities for the student to address other Rotary Clubs, organizations and community groups and to supervise the speaking arrangements by assisting the student where necessary. Help student to arrange to do presentations to elementary schools, middle schools, youth groups, etc.
- (e) Encourage club members to host the student for a meal, overnight stay, outing or holiday.
- (f) Remember the student’s birthday and celebrate it appropriately.
- (g) Ensure that the student attends all mandatory district Exchange Student events.

STUDENT ARRIVAL DATES

Most students will arrive in August and depart for home in June or July. The Club should ensure that they are advised as early as possible of their student’s proposed date and time of arrival.

It is recommended that the student arrive at least a week prior to the start of the school term to allow them adjust to time changes, language, host family and culture. This also provided ample time for the student to be registered for school and to select appropriate courses. Typically, the student’s counselor is responsible for interfacing with the school and should be involved in the registration and course selection process. See the section Guidelines for Student Counselors for more details.

The club must promptly (within 10 days) report the arrival date of the Inbound student to the appropriate District Committee member along with the full names and address of the first host family.

MONTHLY STIPEND

The Host Club shall provide the student with a regular monthly stipend of at least seventy-five dollars US (\$75.00) or as recommended by the District Youth Exchange Committee. This stipend should be payable in advance, starting with the date of arrival. Being late with its payment may place the student in the embarrassing position of having to ask for it.

EMERGENCY FUND

The student is required to bring with him or her some additional money to establish an emergency fund of US \$500. This is to cover major, unexpected items and must be replenished by the natural parents as it is depleted. It is desirable for some check to be maintained on this fund to prevent the student from spending it on non-essentials. The student and Counselor should establish a joint account which requires two signatures before money can be withdrawn from the emergency account.

It is also advisable to open a second account in the student’s name with ATM access so that the student is able to cash and or deposit the monthly check and money from home for personal use.

SCHOOLING

Some students will have completed their high school education just prior to coming on exchange. Schools must be informed if a student has completed their secondary education in their home country.

Graduated students enrolled in a standard course of study may experience boredom and frustration at school. In these situations, it is recommended that they follow a course of study which involves subjects or projects not normally available to them in their home country, such as music, art, computer science, typing, auto mechanics, etc. All students must take an English course and should be encouraged to take a course in U.S. government and/or history.

Host Clubs should not enroll students in college or university. The Youth Exchange Program is a high school program and high school attendance is mandatory. All school fees must be paid by the hosting club. School supplies such as notebooks or writing implements, gym uniforms, etc. are the responsibility of the student and should be purchased.

The purchase of school lunches varies from club to club and host family to host family. A suggested guideline is that the host family treats the student the same as their own children: if

their children “brown bag” then the Inbound student does the same; if their children are given money to purchase a lunch, then they should do the same for the Exchange Student.

ROTARY FUNCTIONS

It is appropriate for the Rotary club to invite the student to all Rotary club functions at club expense. Most O-E Districts require Inbound students to attend the District Conference. Rotary functions take precedence over other arrangements and students should not be permitted to make personal plans which conflict with these functions.

COMMUNICATION WITH THE STUDENT

The success or failure of a student exchange often hinges on communications between student and host Rotary club. All too often the student feels that the Rotary club has little or no interest in them, with everything being left to the host families. It is absolutely essential that continual and friendly contact be maintained between the student and the club Youth Exchange Committee so that the student is given a feeling of belonging in the community and of being a part of an exciting experience in international understanding. Clubs who can achieve this will reap rich rewards from the program. The club should maintain lasting contact with the student and their parents for many years after the Exchange. This is the real value of the Youth Exchange Program.

COMMUNICATION WITH THE DISTRICT

The club needs to maintain regular communication with the District Committee. This is essential to assure that the Youth Exchange Program operates within the parameters established by Rotary International, governmental regulations and CSIET.

1. The student arrival and host family changes must be reported through the YEAH database or Portal within 10 days.
2. The student’s departure date must be reported to the district as soon as it is known. Ensure the student has entered the departure itinerary into YEAH.
3. The club must inform the district of any extended travel (more than a weekend) by the student. The club does not need to obtain permission for travel with the host family within the district, but all other extended travel requires the express permission of the district. The student is never permitted to travel independently or to take an extended trip without adult supervision with the exception of the O-E approved tours.
4. It is important to keep the district informed of any serious health problems encountered by the student.
5. Report immediately any allegations of harassment or abuse directly to the District Chair and any appropriate authorities. See the section on Student Protection and O-E Abuse & Harassment Policy-Appendix B-1 for the specific procedures. Rotary must NEVER cover-up or minimize any reports of abuse or make judgments as to their validity. Report first. Fact finding will be left to the experts.
6. Report immediately any incidents that fall within the Crisis Management Plan.

PROBLEM SOLVING AND EARLY RETURNS

Problems with the student occasionally occur. The club should seek assistance from the District Committee for all but the smallest problems. Small problems should not be allowed to grow into big ones that result in the termination of the student's exchange. It is always helpful to involve the O-E Country Contact in resolving problems, particularly if it involves cultural differences. Refer to the section on Problem Solving for more details.

The club is never allowed to send a student home. This decision can only be made by the district and O-E.

COSTS

In addition to the monthly stipend the club could be expected to cover the costs of the student at:

1. All Rotary Club functions
2. All District Orientations
3. District Conference/Assembly

GUIDELINES FOR STUDENT COUNSELOR

CHOICE OF COUNSELOR

The Counselor selected should be one who is genuinely interested in youth and the Youth Exchange Program. The Counselor should be able to relate to young people easily so that they can gain the student's confidence and respect and be in the position to assist and advise. The Counselor should fully understand their responsibilities and have the time to attend to them. Because of the role they play in the program, the Counselor cannot be one of the host parents and should be of the same gender as the student.

While the majority of the duties listed below refer to Inbound students, they can also be applied to Outbound Long Term and STEP students where appropriate. Many of the duties outlined below are to satisfy requirements of either RI Youth Exchange certification or the US Department of State regulations. This makes the counselor an important part of the compliance process as well.

DUTIES OF A COUNSELOR

Being a Counselor for an Exchange student is a very exacting and personal task which different Rotarians will handle in their own individual manners. However, the following are some points which are very important and should be kept in mind:

1. Carefully complete the Volunteer Application, undergo a criminal background check and complete the NAYEN on-line training. Counselors are also required to take the US Department of State Local Coordinator Training. These need to be done on an annual basis.
2. Establish contact with both the student and their parents and provide any necessary information to assist in their final travel preparations. Let the student and parents know a little about yourself (and partner, if applicable) and identify your role as the student's counselor. Assure that the host family is also in communication with the student and that either you or the host family is providing details on the family, the school and the community. Get the details of the student's anticipated date and time of arrival including flight details. Communicate to the student who will meet their flight at the airport. A greeting committee consisting of members of all host families, Rotary club members and the counselor creates the ideal situation. If the student will be spending the first several days with the counselor and not the first host family, make sure the student understands the arrangement.
3. It is preferable that the student stay with the Counselor during the first several days following arrival. If this is not possible, the Counselor must then set aside as much time as possible to spend with the student, so that a meaningful relationship can be achieved. It is extremely important that the Counselor achieves a level of trust with the student, so that when a problem arises it can be discussed in an open and frank manner. If the student is spending the first few

days with the Counselor, it is helpful to go over the First Night Questions (www.nayen.org) with the student.

4. Within the first two days of the student's arrival in the country, the Club Counselor must:
 - (a) Check that the student's passport and visa(s), and entry documents are in good order. Be sure they are kept in a safe and readily accessible place (preferably not a safe deposit box). The Counselor may not mandatorily hold the student's passport or other visa documents.
 - (b) Check the student's airline itinerary to be sure that the student is in possession of a full round-trip ticket (from the arrival airport to their originating airport). You may need to go to the airline website and use the ticket identifier to check the status of the flights. A return ticket is necessary in emergencies or if the student must be returned home for disciplinary reasons.
 - (c) Ensure that the student contacts their parents to advise them of their safe arrival in the United States.
 - (d) Use the O-E YEO Portal to report the student's arrival. O-E must report this to the US Department of State or the student's visa will be revoked.
5. During the first week following the student's arrival, the Counselor should:
 - (a) Review the Rotary rules for the exchange and be sure that the student understands what they mean. Specifically go over the "4-D's" and the "6 B's." The Counselor should encourage the student to follow the 30 day "blackout" period.
 - (b) The student and Counselor should establish a joint account which requires two signatures before money can be withdrawn from the emergency account. This emergency account should have a minimum of US\$500. It is also advisable to open a second account in the student's name with ATM access so that they are able to cash and or deposit their monthly stipend and money from home for their personal use. The Counselor usually will need to provide their Social Security number to the bank to open both accounts.
 - (c) The Counselor should accompany the student to school for enrollment purposes. The Counselor should help the student choose the subjects he or she takes during their Exchange. English must be taken by all students. Some schools also offer English as a Second Language (ESL) which may be helpful if the student's English skills are poor. Students are encouraged to take U.S. government and history classes to gain a better understanding of the culture. It is also recommended the students take one or two 'fun' classes or courses that are not offered in their home country.
6. Role as School Liaison
 - (a) Notify the school when the student changes host families and promptly provides the school with these details.
 - (b) Obtain a copy of the student's report card, so that you can monitor their progress in school (grades and attendance) and forward to the Inbound Chair to uploaded into YEAH.
 - (c) Assist in resolution of school difficulties (e.g. poor grades or behavior issues)

(d) Keep the District Chair informed of any school issues.

7. Role as Club Liaison

- (a) Arrange with the school, host family and club for the student to attend Rotary club meetings regularly (at least twice each month), including transportation.
- (b) Keep the student informed of club events scheduled during the year and make sure the student sets aside the time to attend.
- (c) Assure student gets monthly stipend at the beginning of each month.
- (d) Arrange for cards, presents, etc. for the student, as appropriate, during the exchange year (e.g. birthday, Christmas, end of year). This will vary from club to club.
- (e) Make an effort to introduce the student to as many club members as possible. Often this can be achieved by changing tables each week and sitting with different club members.
- (f) Encourage club members to engage in other activities with the student such as dinner at the member's home, going to the theater, sporting event etc.
- (g) Assist the student in preparing a presentation for a club meeting and schedule the date with the program chair.
- (h) Keep the club YEO informed of student moves, school problems, host family difficulties and other reporting requirements.

8. It is not the Counselor's duty to make decisions regarding travel by the student. Extended trip plans must be approved by the Club and District Chair to assure that the plans meet requirements of the program. Trips should be planned at times other than on school days when possible.

9. Complete monthly Counselor reports in YEAH for both the student and the Host Family.

10. Role as Host Family Liaison

- (a) Provide each host family with the dates that they will be hosting the student and the names, addresses and phone numbers of the other host families.
- (b) Provide each host family with a calendar of events for the year: club, district, school
- (c) Make at a minimum, monthly contact with the host family and monitor how the student is doing at home and school. Contacts may be made by phone, email or in person. You must make at least one unannounced visit to each host family and one in person visit each semester.
- (d) Invite each host family to the Rotary club meeting for the student's presentation and other special events as appropriate.
- (e) The Counselor should know the whereabouts (including contact information in case of emergency) of the student at all times. When the host family travels with the student, the Counselor should make sure that the club YEO is kept informed and has granted permission for the travel, if necessary.

PROBLEM SOLVING AND EARLY RETURNS

It is imperative that the Counselor should be fully aware of the vital role they play in the program and their contribution to its success. The Counselor must keep the lines of communication open, and try to keep Club members involved in overseeing and guiding the activities of the student, and initiating changes and controls where necessary.

Sometimes the Counselor and the student cannot get along. If this happens then the Counselor should step aside in favor of another Counselor. The Counselor should not take this as an indication of their inefficiency as there can be times when personalities clash for no apparent reason.

Problems with the student occasionally occur. The club should seek assistance from the District Committee for all but the smallest problems. Small problems should not be allowed to grow into big ones that result in the termination of the student's exchange. Sometimes it is helpful to involve the O-E Country Contact in resolving the problem, particularly if it involves cultural differences. Refer to the section on Problem Solving for more details.

The club is never allowed to send a student home. This decision can only be made by the district and O-E.

GUIDELINES FOR HOST DISTRICTS

COMMITMENT

In September, O-E requests each district to provide a preliminary commitment to host a specific number of Inbound students for the following exchange year. This allows O-E to plan exchanges with our partners. The Country Preference-District form is used in this process and must be returned to the Secretary of O-E by October 1 or the O-E fall meeting, whichever is later.

RECORD KEEPING

Rotary International and the United States Department of State (DoS) have strict record keeping requirements for our Exchange Students. It is important that each O-E district maintain complete documentation, as we undergo an annual compliance audit. The following records must be maintained:

1. Each student must have a complete file in YEAH containing:
 - (a) The complete student application (uploaded by the Country Contact)
 - (b) Signed Guarantee Form (uploaded by the Country Contact)
 - (c) District and Club Profile (uploaded by the Country Contact)
 - (d) Club Compliance Certification (Uploaded by the District)
 - (e) Counselor Monthly Report (Completed in YEAH)
 - (f) Pertinent correspondence with the student before and during the exchange
 - (g) Student Travel Itinerary Arrival & Departure
 - (h) DS 2019 (Uploaded by the O-E Responsible Officer)
 - (i) Receipt of Information (uploaded by the Country Contact)
 - (j) Travel Authorization (uploaded by the Country Contact)
 - (k) Program Rules (uploaded by the Country Contact)
 - (l) Insurance Card (uploaded by the Country Contact)
 - (m) Inbound ID Card (one for each Host Family) (Created in YEAH by the District)
 - (n) English Proficiency (uploaded by the Country Contact)
 - (o) Proof of attendance at an Inbound orientation (uploaded by District)
 - (p) Agenda for orientation program (uploaded by District)
 - (q) Documentation that the student attended school such as a schedule or report card (uploaded by District)

2. Each volunteer must have a complete file in YEAH containing:

- (a) Volunteer Application (created in YEAH)
- (b) Reference Checks (created in YEAH)
 - (c) NAYEN Training Course Results (stored in YEAH)
 - (d) Criminal background check
- 3. Each Host Family must have a complete file in YEAH containing:
 - (a) Host Family Application (created in YEAH)
 - (b) Reference Checks (created in YEAH)
 - (c) Criminal background checks (uploaded by District)
 - (d) Host Family Interview Report (Completed in YEAH)
 - (e) Host Family Follow-up Report (Completed in YEAH)
 - (f) NAYEN Training Course Results (stored in YEAH)

STUDENT PLACEMENT

The O-E Country Contact will assign the student in YEAH to the designated district per the O-E Matrix. YEAH sends an email notification of the assignment to the District Chair and the Inbound Chair. Upon receipt the assignment email, the district should take the following actions:

1. Review the application set for completeness and suitability and advise the Country Contact if there is any missing information or questions about the contents.
 - (a) Personal Information.
 - (b) Letters and Photos.
 - (c) Medical History and Examination.
 - (d) Dental Health and Examination.
 - (e) Guarantee Form and Visa Applications.
 - (f) Rules and Conditions of Exchange.
 - (g) Secondary School and Personal Reference.
 - (h) Transcript (in English), additional medical forms, reference letters.
2. Assign the student to a club in YEAH, The Club will receive an email with the following attachments: Guarantee Form, District and Club Profile and the Club Compliance Certification. Advise the club to type these forms and get signatures within 14 days.
3. On receipt of the typed Guarantee Form, the District and Club Profile and Club Compliance Certification review each for completeness and accuracy.
4. Email a scanned Guarantee Form and the District and Club to the Country Contact.
5. This should all be completed within 30 days of initial receipt.

ORIENTATIONS

Orientations covering program expectations and responsibilities should be held as follows:

1. Inbound students no later than three weeks after the start of school.
2. Host families prior to the placement of the Inbound student in their home.
3. Counselors, Club chairs and other involved Rotarians prior to the student's arrival.

INBOUND ACTIVITIES

Each district should organize a variety of social and Rotary activities during the year for their students. Overnights are very popular with students. These events give the District Committee an opportunity to get to know the students better and to become aware of any potential concerns the students may have in adapting to the cultural exchange.

It is recommended to include both Rebound/ROTEX students and next year's Outbound students at these events. It is also advisable to allow clubs that are not otherwise involved in Youth Exchange to host a weekend outing.

O-E COMMUNICATIONS

The district is responsible for reporting promptly to O-E the following items:

1. Dates of arrival, host family changes and student departure to the Responsible Officer (RO).
2. Significant problems or anything involving a Student Behavior Document to the O-E Chair and Country Contact for that student.
3. Any allegations of abuse or harassment within 72 hours of initial knowledge to the O-E Chair, RO and the Country Contact. Please note that an alleged incident also needs to be reported to RI by the District Chair.
4. Any incident that triggers the implementation of the Crisis Management Plan
5. Information requested by O-E for the completion the O-E compliance review.

PROBLEM SOLVING

The Inbound Chair should make regular contact with each student and their counselor by e-mail, phone or at the planned activities and ensure that the student is adjusting well to the exchange. Likewise, the club counselor should keep the district informed of any concerns regarding the student. The district should ensure that the counselor knows that the Inbound Chair should be consulted before a small issue becomes a significant problem. Homesickness, health, academics and behavior are potential areas of concern.

When a serious problem occurs, the district should involve the O-E Country Contact immediately. The section on Problem Resolution provides a framework for addressing issues in



a fair and consistent manner. At no point, should a student be sent home without the express written permission of O-E.

EARLY RETURNS

When it is determined to return a student home early due to illness, homesickness or behavior problems, the district must follow a strict procedure to assure that the student arrives home safely. See the section on Early Return Procedures.

POST EXCHANGE RESPONSIBILITIES

Prior to a student concluding the exchange, the district should notify the O-E RO regarding the expected departure date. Following the student's departure, the date should be noted in the YEAH database.

GUIDELINES FOR HOST FAMILIES

INTRODUCTION

Acting as a host to an Exchange Student can be a tremendously rewarding experience for a family. It also entails some important obligations. Here are some of the ground rules:

1. It is not essential that the host parent(s) be a Rotarian.
2. The host family must undertake to supervise the school and leisure hour activities of the student as if the student was their own child.
3. They shall provide room and board and include the student in all family activities as a member of the family.
4. It is desirable for the student to have their own room or, alternatively, to share with someone of their own age group and gender.
5. It is not essential that the family have children of similar age and gender of the exchange student. Many very successful hosting arrangements occur where there are only very young children or no children at all.
6. The host family should have a complete copy of the student's application, which includes medical and dental information and releases.

COUNSELOR

The host Rotary club will appoint a Counselor who will act as a confidante to the student during the exchange. The student is expected to consult the Counselor on any problems that occur. The Counselor is also available to help the host families with any problems that they may encounter in hosting the student. Consult the Counselor if there are problems and do not allow small problems to become big ones. See the section Guidelines for Student Counselors for more details on the Counselor duties.

STUDENT NOT A GUEST

It cannot be stressed too much that the student should not be treated as a special "honored guest" by the family. The whole value of this program centers on the acceptance by both students and hosts that the student will be "one of the family," not receiving any special favors or treatment and undertaking all the normal family chores. Before the student arrives, the host parents should decide how they want to be addressed by their new child.

HOUSEHOLD CHORES

The student should be expected make their own bed and keep the room tidy, which may be difficult for some. Other household chores, such as setting the table, doing dishes, helping with lawn mowing and similar tasks engage the student in normal family routines. Some complaints

have been received from students that they are being used as unpaid help or as regular baby sitters. Others have found that they are not allowed to join in with the normal household chores. The solution is to strike the right balance and a guiding principle in these cases is to ask what would be expected from your own children.

HOUSEHOLD RULES

The student is expected to adapt to the supervision and household rules of the host family. The host family does not have to adapt to the student, rather the student must learn to adapt to the family. Any sign of reluctance or unwillingness on the student's part to accept this point of view should be brought to the attention of the Counselor. Problems can arise unless the student clearly understands the fact that they are expected to conform to host country conditions. At the same time, host families should be aware of the problems of adaptation and should be prepared to be flexible. The host family must make clear what they expect of the student. The host parents should also be aware that the student may have had different house rules at their previous host family. Discussing this with the most recent host family may help in the transition.

STUDENT RULES – THE 4-D'S

The Rotary Youth Exchange Program has strict rules concerning student behavior. The violation of some of these rules can result in the immediate termination of the student's exchange. Each student has a thorough orientation prior to the start of their exchange, where all of these rules are discussed in detail. The hosting district also holds an orientation for the new Inbound Students, where these rules are reviewed again. There are other rules that the students are expected to follow and you should consult the student's application for Rules and Conditions of Exchange.

1. **DATING:** The Youth Exchange Program rules provide that a student should not be involved in a serious relationship. If the host parents feel that a serious, exclusive relationship is developing with their student they should discuss the matter immediately with the Rotary Counselor. This is a difficult area since it involves human relations, but a student who becomes romantically attached will center a lot of attention on one person to the exclusion of others. Social activity with their peers, especially in the company of others, should be encouraged. Students can and will be sent home if found to be engaging in sexual activity of any kind.
2. **DRINKING:** Even though the student may be of legal drinking age in their home country, it is expected that they will refrain from drinking alcoholic beverages at parties and in public places during the exchange. IF the host family offers the student an occasional alcoholic beverage in the home with meals, and IF the student wishes to accept it, then it is permissible. IF the hosts do not use liquor in their home, the exchange student will not use it either. This applies to consumption of alcoholic beverages on occasion within the host home ONLY. Peer drinking is prohibited.
3. **DRIVING:** All students are specifically forbidden from driving any form of motorized vehicle. This includes cars, motorcycles, tractors, motorboats, ATV's, snowmobiles, jet skis and any similar vehicle or any vehicle that requires a governmental license of any kind. This does not include riding lawnmowers, motorized bicycles or electric scooters. Many legal problems can

arise should a student be driving and become involved in an accident. Host families are urged to enforce this rule strictly since immediate termination of the exchange will result if it is violated.

4. **DRUGS:** The use of illicit drugs including prescription drugs not prescribed to the student is prohibited. **Any violation of this rule will result in IMMEDIATE TERMINATION of the exchange.** If host parents have reason to suspect that the student in their care is using drugs, they should immediately report their suspicions to the Rotary Counselor.

RELIGION

Religion seldom poses serious problems. Most students are very flexible on attitudes and usually accompany the host family to their church, even where religions differ. If the host family goes to church on Sunday morning, the student should not remain home in bed. If the student wishes to follow his or her own religion, every effort should be made to assist them in this respect. The host family may find it interesting to accompany the student to his or her place of worship.

FINANCES

The host family is not obliged to provide the student with spending money nor to finance clothing, travel, or other expenses including telephone calls. Generally, the student will have some additional funds of their own as well as an emergency fund under the control of the Counselor.

1. **Monthly Stipend:** The Host Club shall provide the student with a regular monthly stipend of at least fifty dollars US (\$75.00) or as recommended by the District Youth Exchange Committee. This stipend should be payable in advance, starting with the date of arrival. This is expected to cover incidental expenses
2. **Emergency Fund:** The student is required to bring with him or her some additional money to establish an emergency fund of US \$500. This is to cover major, unexpected items and must be replenished by the natural parents as it is depleted. It is desirable for some check to be maintained on this fund to prevent the student from spending it on non-essentials. This is usually a joint account under the control of both the student and the Counselor.
3. **Personal Account:** The student may also have a second account in the student's name with ATM access so that he or she is able to cash and or deposit the monthly stipend or funds from home for personal use.
4. **Money Problems:** Some young people are better at handling money than others - some students are hopeless at budgeting and need some guidance if they are to live within their monthly stipend. Students should be discouraged from borrowing money.

TRAVEL

Host families are encouraged to take their student to local attractions. The host family is under no obligation to take the student on extended trips or family vacations. This will vary based on

each family's personal financial position. If the Host Family is taking a family vacation and is unable to take the student with them the host parents should discuss this with the Rotary Counselor so alternative arrangements can be made. No special permission is required when a student accompanies a host family on a trip or holiday, but the Rotary Counselor must be advised. Special consideration should be taken if a family vacation might take the student outside the country.

Independent travel, traveling alone or not under the direct supervision of an adult, by the student is never permitted. This includes visits to relatives or other family friends. Travel with school or church groups that meets the approval of the host parents will be allowed, but must be approved by the Counselor. Traveling during school terms is discouraged and should only be undertaken under specific conditions which may be established by the Counselor.

SCHOOLING

The Youth Exchange Program rules require attendance at a high school. Usually the Counselor will take care of the enrollment details and will arrange, together with the student and the school, their class schedule. The host family's role is to supervise the day-to-day attendance of the student at school and encourage them to participate fully in both the academic and extra-curricular activities of the school. Exchange students are not exempt from homework assignments and projects and are expected to make an honest effort to succeed in school work. It is important to the success of the exchange that any problems which might arise from language difficulties be dealt with promptly. The host parents should always ensure that the student is provided with a note for the principal/teacher to excuse them from any classes which they need to miss for any reason. It is very important that the school is kept fully informed regarding the student's program of activities.

All school fees should be paid by the hosting club. School supplies such as notebooks or writing implements, gym uniforms, etc. are the responsibility of the student and should be purchased with their monthly stipend.

The purchase of school lunches varies from club to club and host family to host family. A suggested guideline is that the host family treats the student the same as their own children: if their children "brown bag" then the Inbound student does the same; if their children are given money to purchase a lunch, then they should do the same for the Exchange Student.

HOMESICKNESS

Every student experiences homesickness to some degree and the extent of this problem will depend largely on the student's own background and personality. Host families should be appreciative of this fact and should expect the student to have some adjustment problems. Many students say that they feel there are times when they want privacy to cope with feelings of homesickness. If your student spends some time alone in their room, do not be alarmed as this is fairly normal. If, however, the student spends a lot of time alone, this could be a danger signal that all is not well. Instant messaging and excessive contact with friends back home will add to the feeling of homesickness.

The student who is actively involved in the community will be less likely to suffer from adjustment problems and homesickness than the non-participant. Do all you can to encourage your student to accept the opportunities available to become involved in after school and community activities.

CHANGE OF HOST FAMILIES

Host families should keep in touch with the hosting Rotary club through the Counselor regarding hosting arrangements, so that all parties concerned are aware of and know well in advance exactly when each move is to take place. It is advisable for the current host family to meet with the next host family to discuss some of the student's habits, likes and dislikes. It can help bring about a smoother transition from one family to the next. The previous Host Family should provide room for the new Host Family to bond with the student.

As soon as a student is settled in, it is advisable for the new host parents to have a detailed discussion with the student and to lay out the house rules so that the student will know what is expected of him or her. Rotary has prepared a set of First Night Questions (www.nayen.org) that are available in both English and most of our student's native languages. These can be used side by side in an initial discussion with a student whose command of English still needs some work. Such a discussion can save some frustration and resentment.

The new host family should make sure that the student's new parents names, address and phone number are given to the student's school.

COMMUNICATION AND COMPUTER USAGE

Students are encouraged to use email to correspond with family and friends during their exchange. Excessive computer usage can be a problem and host parents should discuss with their students "house rules" concerning the use of the computer.

Students are expected to complete regular reports for Rotary. Students may also be required to use the computer to complete school assignments. Parents should be aware of these needs and allow ample time for the student to complete these kinds of required tasks.

Excessive computer/smart phone usage may result in isolation and lack of interaction with others. Host parents should discuss with their students "house rules" concerning the use of electronic devices. Students need to exercise self-control and limit their daily usage. Excessive communication to friends back home in the student's native language delays the development of English language skills and may contribute to homesickness. The Rotary guidelines suggest a limit of no more than 30 minutes a day on the Internet for these purposes.

Students are advised not to download material from the Internet to the host family computer without specific permission from the host parents. Visiting sexually oriented or other pornographic web sites or the downloading of material from them is prohibited and will result in the termination of the exchange.

CONCLUSION

Finally, as host parents, you must accept the responsibility of being parents to your student in the same way as to your own child. The exchange is a two-way deal and you are the adults in this deal. You should be willing to go more than half way and provide an adult lead to the young person who cannot be expected to know your rules and wishes without being told. You should expect the student to conform to your rules and wishes in the same way as your own children, but to no greater extent. It is essential to establish and maintain effective two-way communications between yourselves and your student right from the beginning. The majority of problems with and for exchange students can be resolved by effective, firm, sympathetic understanding and loving control from the host parents. You have the responsibility for success and your reward is great - you add a student to your family

GUIDELINES FOR INBOUND STUDENTS

INTRODUCTION

O-E is a multidistrict that extends from Ohio to Florida.

The principal objective of the Youth Exchange Program is to promote better understanding and goodwill. Students are expected to understand our way of life, to study and discuss our problems, in order to get the full value of the program.

OBLIGATIONS OF THE STUDENT

Inbound students who are accepted into the O-E Multidistrict are required to accept the following obligations:

1. Students and parents have read and signed the “Student, Parent & Sponsor Endorsement” and “Section G: Rules, Attestations, Permissions, Releases & Consents” both of which are part of the Long Term Program Application. By signing these, and any other O-E (e.g. Independent Travel) or District specific documents, all parties have agreed to follow all of the rules of the O-E Multidistrict program.
2. Students are expected to obey the laws of the host country at all times and accept the supervision and discipline of the Host Club, host parents and school.
3. Students SHALL NOT, under any circumstances, own or operate a motorized vehicle of any description during the period of the exchange. This includes cars, motorcycles, tractors, motorboats, ATV’s, snowmobiles, jet skis and any similar vehicle or any vehicle that requires a governmental license of any kind. This does not include riding lawnmowers, motorized bicycles or electric scooters. Violation of this rule can and will result in an immediate termination of the Exchange and a return home.
4. Students will not be permitted to have a serious relationship. Dating, preferably in the company of other couples, is encouraged. For obvious reasons, serious romantic involvements and sexual activity are prohibited. Students can and will be sent home if found to be engaging in sexual activity of any kind.
5. The use of illicit drugs including prescription drugs not prescribed to you is prohibited. **Any violation of this rule will result in IMMEDIATE TERMINATION of your Exchange.** The United States has serious legal consequences for drug offenders.
6. Even though you may be of legal drinking age in your home country, the legal age is 21 in the United States. It is expected that you will refrain from drinking at parties and in public places during your exchange. Peer drinking is prohibited. Should your host family offer you an alcoholic beverage in their home and IF you wish to accept it and IF you and your natural parents have agreed that this is acceptable, then it is permissible. If your hosts do not use liquor in their home, you will not either.

7. Smoking is also regulated in the United States and the purchase of tobacco products by underage persons can result in criminal penalties.
8. The Youth Exchange Program is a high school program. Students are required to be enrolled in a high school selected by the Host Club and will attend classes regularly, attempt to obtain satisfactory grades, and participate fully in all school activities including homework and assignments. The Host Club is under no obligation to enroll the student in a college or university, even if the student's family offers to pay all fees and expenses. Students, who do not regularly attend school or make a reasonable effort in their classes, risk being sent home.
9. Students will be required to address Rotary clubs, other service organizations, youth, and community groups during their exchange.
10. During their stay, students will have certain obligations to their host District, club and District Youth Exchange Program. These will probably include attending the District Conference, periodic attendance at the Host Club meetings as well as participation in Host Club activities. Many districts have regular programming for Exchange Students and students are encouraged to participate fully in these events. Personal plans should not be allowed to interfere with these obligations.
11. Students are ambassadors for their country and must, at all times, behave in a manner which will reflect positively on their families, communities, country, and Rotary.
12. Students must return home by a direct route on completion of their exchange period. They will not be allowed to stay in the host country after the termination of the exchange.
13. District Committees frequently utilize Inbound students at its interview and orientation sessions for succeeding groups of Outbound students. Students are encouraged to accept these requests.
14. Students should remember that Rotary Youth Exchange (RYE) is an educational and cultural program. Students should be prepared to participate in family and cultural activities during their exchange as well as learning English.

PASSPORT AND OTHER TRAVEL DOCUMENTS

When you reach your final destination, it is advisable to give your passport and other important travel documents to either your Rotary counselor or host family for safe keeping.

Students arriving at a U.S. airport will need to go through U.S. Immigration and Customs and have a visa for the United States. At U.S. Immigration you will complete an I-94 form.

Students receive a form DS-2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status), which must be printed prior to departure and retained during your entire exchange. Should you leave the United States during your exchange, you will need this form to re-enter the United States.

The United States will inspect (Customs) your personal belongings when you arrive. It is important that any prescription medications are in their original containers. You should check the U.S. web sites for the legality of prescription medications. Non-prescription medications

such as cold remedies should be purchased after arrival as they may not be legal or confiscated at Customs. It is suggested that you make a list of gifts that you are bringing along with their value to make it easier to complete the customs forms.

STUDENT INSURANCE

It is mandatory that all students purchase the O-E health, property, liability and travel insurance. The O-E policy meets all of the requirements established by Rotary International. This policy must be must be purchased online from the designated O-E insurance carrier.

COUNSELOR

Your host Rotary Club must appoint a Counselor whom you should regard as your confidant during your stay here. If you have any problems with school, host family, finances or problems of a personal nature, consult your Counselor. Ideally the counselor should be of the same gender as the student. Keeping the counselor informed of any concerns is crucial to the success of your exchange. He or she is there to help you and will welcome the opportunity to act as a mediator if things go wrong. If you are not assigned a Counselor, you should tactfully ask that one be appointed for you as soon after your arrival as possible. You may ask for a counselor of the same gender. When your counselor is unable to assist you or does not respond to your concerns, you should contact your host district Inbound Chair (or General Chair) for help in solving or remedying the situation. The O-E Country Contact and your sponsor district Outbound Chair are available and should be contacted if this approach does not work. In all cases, do not wait until a problem has gotten so big that returning home early is the only solution.

HOST FAMILIES

Hosting arrangements are the responsibility of the hosting Rotary Club. Rotary International requires that you be hosted by two or more families during your exchange. It is not the student's responsibility to find host families. If problems occur with the host family, first attempt to solve the problem directly with your host family. Your Counselor may be able to assist you with cultural or language issues. Remember, though, the responsibility is on you to adjust to the host family's environment. The host family is under no obligation to adjust to you, nor to treat you as a "special guest." You are expected to accept the normal discipline and supervision of the family and settle into their routine which will not necessarily be the routine you may have been used to at home.

Because you are assimilating yourself into the family environment, you should ask your Host Parents what they would like to be called. You should visit the YEO Resources page on the NAYEN web site (<http://nayen.org>) and print two copies of the "First Night Questions" in the language of the country that you are going to prior to your departure. Review these questions with your host parents during the first few days that you are in their home.

You may have a room of your own. You should be prepared to share a room with a host sibling of the same gender. A host brother or sister may have sacrificed his/her own room or the privacy

of his/her own room in order to host you. Be aware of this fact and show the proper appreciation to whoever is affected.

Some students have complained that their host families have involved them too much with family activities and that they had wanted some “peace and quiet” on their own. Discuss this tactfully with your host parents if it occurs.

One final point - it is inevitable that you will fit in more readily with some host families than with others. This makes it even harder to leave those whom you have grown to love. However, do not embarrass anyone by speaking poorly in public or posting negative comments on the web (e.g. Facebook, blogs, etc.) about your various families.

HOMESICKNESS

You are bound to experience homesickness, particularly after the excitement and experience of settling in and meeting new people has passed. Each student will have to find his/her own method of coping. When homesickness occurs, it is recommended that you keep yourself occupied as much as possible with studies, sports, and other activities. Students who join activities early in their exchange increase their opportunities to make new friends and decrease the effects of homesickness. Instant messaging and excessive contact with friends back home will add to the feeling of homesickness.

FINANCES

Your Host Club will provide you with a monthly stipend of at least US \$75. Ask your counselor or host parents for assistance in opening a personal bank account and obtaining an ATM card. This should be done at the same time you establish your Emergency Fund (see below).

ATM access is widely available in the United States and Canada but most banks have a nominal (\$1-\$3) transaction fee for withdrawals from ATM’s not owned by your bank. ATM’s are also a good way for parents to provide additional funds for their children and give the best exchange rates available. Credit and debit cards are widely accepted.

EMERGENCY FUND

You are required to establish an emergency fund of at least US \$500. Your Counselor will assist you in opening a joint bank account where both your signature and your Counselor’s signature are required to withdraw funds. This money is to be spent only with the authority of your Counselor or host parents. This fund is designed for use in emergencies or to cover major items like clothing, approved travel and other similar needs. It is not meant for the day-to-day expenditures which should be covered by your monthly stipend from the club. This emergency fund must be replenished by your parents as it is depleted. The funds will be released to you at the end of your exchange

SCHOOLING

All students are required to attend school at the high school level and perform all of the assigned work, including exams. While we understand that language barriers may make this difficult at

times, we always expect you to give your best effort. If you wish to obtain credit for your school studies while on your exchange, you will need to discuss this matter both with your school at home, prior to coming here, and with your host school. Due to varying state and provincial regulations, graduating from a U.S. high school may not be possible.

You should particularly note the following points regarding schooling:

1. School discipline here differs from school to school and visiting students are expected to conform to local custom. Be aware of the school rules.
2. Regular attendance at school is expected. Students must also be sure to arrive at school and classes on time, as tardiness is not acceptable to the schools. Written parental (host parent) permission is required if you need to miss school, arrive late or leave early for Rotary functions. Missing a class each week for a Rotary meeting is acceptable but work must be made up. This should be discussed with the school during your enrollment.
3. Students are expected to complete homework assignments just like their fellow classmates. Failure to work at homework and other school projects and assignments creates ill will with schools and will not be tolerated. Assignments that are missed due to Rotary sponsored trips must also be made up and completed per the school's policy.
4. Students should carefully choose the subjects they take during their Exchange. English must be taken by all students. Some schools also offer English as a Second Language (ESL) which may be helpful if your English skills are poor. Students are encouraged to take U.S. government and history classes to gain a better understanding of the culture. We also recommend taking one or two 'fun' classes or courses that are not offered in your home country.
5. Most high schools offer extensive extracurricular activities, including athletics. Students are encouraged to participate in these activities as it is an excellent way to meet new friends. Eligibility to participate is dependent on local school and/or state authority and is not guaranteed.

RELIGION

In many cases, you will be expected to attend religious services with your host family. You are encouraged to go with your family, even if it isn't your religion. It is permissible to also ask your host family to attend a service for your own religion as this helps to build the bonds of understanding.

TRAVEL

It is very important for you to understand that this is an academic and cultural Exchange and not a travel Exchange. Travel will be limited to the following:

1. Travel with your host family is always acceptable. You must notify your Counselor if you are traveling for more than a weekend or leaving the district for an extended period of time.

2. You may accompany Rotarian families on overnight, weekend or holiday trips provided you are invited to do so. You must secure permission from your Counselor. Your Counselor may require permission from your natural parents.
3. The District Committee will arrange several functions during the year (e.g. orientation meetings, District Conferences, Exchange Student weekends) where you can travel and meet the other exchange students. Attendance at these functions is strongly encouraged. Orientation and District Conference are mandatory.
4. You may, with the approval of your Host Club and your natural parents, enroll in the Rotary approved tours which are available for students.
5. Independent travel is never permitted. This includes visits to relatives or other family friends.
6. Travel with school or church groups will be allowed, but must be approved by your Counselor/YEO. Requests for such travel will be treated on an individual basis and will only be considered when all of the following requirements are met:
 - (a) Written parental authority from home is received for this particular trip, to the satisfaction of your District Youth Exchange Chair.
 - (b) Your host parents and host Rotary club approves the trip and the proposed travel itinerary.
 - (c) The prior permission of the school principal is obtained if the trip takes place during the school term.
7. Students are only permitted to fly by registered commercial airline. Flights in private aircraft are not allowed.

PUBLIC SPEAKING

During your stay you will be expected to speak on a number of occasions to Rotarians, school groups, and other service clubs or community organizations. Be prepared with a formal presentation. PowerPoint, posters, flags and other visual or audio material will enhance your program. Have a good selection of photographs (either printed or digital) of your family, your home, your town, and your country.

From time to time you may receive requests to be interviewed by the media (radio, newspaper or TV). Your remarks should always be positive when speaking about your exchange. It is suggested that you consult your Counselor to assist you in preparing for these interviews.

ELECTRONIC DEVICE USAGE

During your year you will be required to send regular reports to your sponsoring club and District and to the host District Committee as well as the O-E Country Contact. Please be sure that you know when, and to whom, each of these reports is to be sent and do not forget them. Please be sure to respond in a timely manner, as many of these reports are required by either government or Rotary regulations.



Excessive computer/smart phone usage may result in isolation and lack of interaction with others. Students should discuss with their host parents “house rules” concerning the use of electronic devices. Students need to exercise self-control and limit their daily usage. Visiting sex or other pornographic web sites or the downloading of material from them is strictly prohibited and will result in the student being sent home.

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GUIDELINES FOR SHORT TERM EXCHANGE PROGRAM (STEP)

WHAT IS STEP

The Short Term Exchange Program (STEP) offers the opportunity for qualified students to experience a cultural exchange during summer months. The STEP program is a Family-to-Family exchange meaning the same family has a student that travels abroad and also hosts a foreign student from the family they visit. The entire exchange lasts between two to three months, with each student traveling between 30 to 45 days.

WHY STEP

STEP is easier. Rotary Clubs sponsor, but have little to no cost and very little administration after the application is accepted. STEP is shorter than Long Term, generally done during the summer months when students are out of school. Split exchanges to the southern hemisphere countries occur when our students go during our summer and their students come here December to February (their summer). STEP is less costly to the student with lower Rotary fees and insurance costs. Students travel on tourist visas which are much easier to obtain and less expensive. Typically, there is no school component, and the host family is “built-in,” being the match family. Many STEP families become Long Term Host Families and some students go on to Long Term Exchanges after their STEP Exchange.

CLUB RESPONSIBILITIES

1. Recruit and screen applicants.
2. Conduct orientation for Outbound students.
3. Conduct in-home host family interviews.
4. Coordinate at least one activity with the host family and students (such as a cookout, movie, short trip to amusement park, zoo, etc.).
 5. Ensure the Inbound student is welcomed upon arrival and do a basic orientation that provides contact information to the Inbound student including:
 - (a) Student counselor.
 - (b) Club Youth Exchange chair.
 - (c) Club President.
 - (d) Go over Youth Protection.

RECRUITING SHORT TERM STUDENTS

We suggest you promote STEP and the Long Term program as two exchange options when presenting at your local schools, church groups, scouts, and other youth organizations. This is thoroughly covered in the section Guidelines for Sponsoring Clubs, sub-section Recruiting Outbound Students.

APPLICATION

Sponsoring clubs are provided with a District specific brochure with the link to start the YEAH application online. Rotarians involved with the student should help them through the process.

SELECTION CRITERIA

1. Participants should be secondary school students who:
 - (a) Are between the ages of 14 and 19 at the beginning of their exchange year.
 - (b) Have a desire to learn new cultures and language.
 - (c) Have the ability to accept discipline and be capable of adjusting to new and different conditions.
 - (d) Are of good character and reputation.
 - (e) Have the support of both parents.
2. Applicants are selected solely on merit. Children of Rotarians are eligible to participate in the program.
3. Clubs are encouraged to include students with disabilities as potential exchange students.

CLUB INTERVIEW

STEP Applicants are interviewed at the Club or District level. It is important to conduct an in-depth interview. Since the student's family will also be hosting a student, it is essential to conduct the interview in the home with all family members present. Interview questions are similar to those for the Long Term program with less emphasis on academics and the student's ability to be away from home.

DISTRICT INTERVIEW

Most districts also conduct a district interview session and include STEP students in Long Term programming. This makes the STEP student feel a part of the program and may encourage them to go Long Term at a later date. Fees are discussed and paid to the District.

APPLICATION PROCEDURE

Students go online to complete the application in YEAH. <https://yehub.net/OER-stapp>

1. The first section is all online and includes basic information, pictures and student and parent letters.
2. Once the student submits the first online section, they are sent a follow-up email, containing the link to five documents that must be completed, printed, signed and uploaded back into YEAH. These five documents (a-e) include:
 - a) STEP Medical Form
 - b) STEP Rules Permission and Guarantee Form
 - c) STEP Inbound Guarantee Form
 - d) Outbound Host Family App Certification form – This completed ONLY after the family has completed a Host Family application. The District must complete the interview and run background checks on all family members 18 and over.
 - e) Participation Requirements form
 - f) Copy of Passport
3. In the same follow-up email, a second link takes you to the Country Selection form to enter their country choices. Students choose their top five (5) countries, can choose where they will not go and can choose “Surprise Me” to have the committee choose a country for the student.
4. As forms are uploaded, the District STEP Chair receives an email notice. They go into YEAH to approve or reject the form. Once all forms are approved, the District STEP Chair notifies the O-E STEP Chair that the application is ready for approval.
5. **ONLY THE O-E STEP CHAIR APPROVES THE APPLICANT BY CLICKING THE GREEN “SUBMIT” BUTTON.**
6. After the Student has been approved, O-E will provide a match for the student. The family has the right to reject the match for valid reasons. Once approved, the match will be confirmed on both sides and then the families can begin contact with each other. The students will start to bond, and decide on the dates of their exchange.
7. Once the dates of travel have been decided, the families make travel arrangements. O-E strongly recommends our approved travel agency, It’s Your World Travel:
Phone: (206)-242-1969. Web site: <http://www.iywt.com>
However, the families can arrange for their own travel. If this is done, Rotary cannot help the families if problems arise during travel.
8. Both Outbound and Inbound students will be required to purchase for medical and travel insurance that complies Rotary International requirements. O-E will inform the Outbound families if they will be required to purchase insurance in their host country or purchase the O-E insurance. All Inbounds are required to purchase with the O-E insurance policy.
<https://secure.visit-aci.com/insurance/oerye/>
9. Once flights have been arranged, the District enters the flight itineraries for both students into YEAH.

ORIENTATION

Outbound STEP students must have an orientation similar to those in the Long Term program. Inbound STEP students should have a brief orientation introducing them to Rotarians in the Club and District as well as reviewing Student Protection. Many districts conduct the Outbound orientation at the same time as their Outbound orientations for Long Term students. As the Inbound students arrive on differing dates, it may be appropriate to have the sponsoring club provide the Inbound orientation with the Outbound match and family.

STEP CALENDAR

1. August-December – Clubs and Districts promote and recruit for the program.
2. September-April – Districts accept STEP applications. Application Deadlines vary by District but generally between December to March.
3. January-April – Matching students by O-E is done on a first come, first served basis.
4. April 1 - Deadline for application submission to O-E.
5. Late May to late August - Typical exchange period.
6. August - Return interviews can be conducted by Districts to survey the students and see if another STEP or Long Term exchange is of interest. O-E may also survey the students.

COSTS

1. Outbound Student round trip air fair
2. District Fee
3. Outbound Insurance – (\$4 to 5\$ per day while student is Outbound)
4. Spending money - \$200
5. Costs associated with hosting the match e.g. Food, Activities, etc.

FEES

1. O-E charges a \$300 fee to each District for any Outbound STEP Student.
2. District fees can vary based in District needs, but are between \$450 and \$900.

PROBLEM RESOLUTION

INTRODUCTION

Bringing up a teenager, especially one that is not your own child, will occasionally present some challenges. A Counselor must be appointed by the hosting Rotary Club and they should establish a regular monthly meeting schedule with the student, outside of the regular Rotary meeting, to discuss issues and be aware of what is going on in the student's life. This proactive approach of maintaining ongoing open communication should help to avoid many potential problems.

As surrogate parents, the Host Parents should try to resolve the day to day problems as they occur. The Rotary Counselor however, should be kept abreast of how a student is fitting in at the Host Family home. To assist the Host Parents and the Rotary Counselor in problem resolution, the below guidelines are offered.

EMOTIONAL AND HOMESICKNESS ISSUES

Sometimes, homesickness is not immediately recognized. The sooner it is identified, the easier it is to address and resolve. Most students go through some type of homesickness, however the timing of the feelings of homesickness may vary from the first two weeks, to 4-6 weeks into the exchange, to coinciding with a major holiday back home.

Taking a proactive approach can greatly decrease the concern of homesickness. The Rotary Counselor plays a key role in helping to ensure the successful transition. The Counselor should make sure the student attends the Rotary club meeting on a regular basis and informally meet with the student at least once a month outside of the regular Rotary meeting. Connecting the Inbound Student with a Rebound Student can provide a great support network. If neither is available, current Inbounds can also assist in working through homesickness issues. In general, the more active the student is, the better they will be able to deal with homesickness. Have the student join a sport, a club, a musical or a drama production at school or in the community. Encourage the student to take the initiative to invite friends over to their host family home (with permission) for dinner or social activities.

Significant concerns about homesickness should be communicated by the Rotary club Counselor to the District Inbound Chair and the O-E Country Contact so they can assist the local club and student in trying to resolve the situation.

1. **Observed Homesickness Behavior:** Students may demonstrate homesickness in a variety of ways. Recognizing these signs is the first step to resolving the problem. These signs may include some of the following behaviors:
 - (a) Crying a lot or mood swings; depression
 - (b) Isolation from the family, typically retreating to their own bedroom for long periods of time
 - (c) No desire to do anything, despite offers by family and friends to participate in activities

- (d) Excessive tiredness or desire to sleep a lot; not to be confused with tiredness in first few days of struggling with time changes or exhaustion from concentrating on learning a new language
- (e) Excessive time on the electronic devices, especially email or social media with friends back home
- (f) Rapid weight loss or gain;
- (g) Unexpected rebellion or defiance; sometimes being sent home for misbehavior is easier for a student to deal with than the embarrassment of an early return for homesickness

2. **Types of Homesickness & Possible Solutions:** There are a variety of reasons for homesickness and understanding the possible underlying reason is important to finding an appropriate solution. In many cases the student will learn the coping skills to adapt on their own; in some cases prompt action by the host family and Counselor is crucial to preventing an early return; in a few rare cases, no type of intervention will prevent an early return. Some of the issues and possible solutions follow:

- (a) Issue: adapting to the food here or missing a favorite food from home

Possible Solutions: incorporate some of the traditional foods into the diet (e.g., rice); ask for the natural mom to send a favorite recipe from home; see if there is a restaurant in the area that serves food of the particular culture and treat the student to a night out; encourage student to share their culture by cooking a traditional meal

- (b) Issue: general homesickness - missing family, close relationship with a particular parent; customs

Possible Solutions: find out what aspects they miss and see if you can fulfill some of those needs (conversations, hugs); encourage/promote being active in family activities around the house (e.g., helping with dinner); go for walks or a coffee;

- (c) Issue: cultural adaptation & language difficulty

Possible Solutions: find someone who can speak the language to assist in translating concerns; this can be a risk if overused, but can be beneficial in the early stages of phasing in; have that person explain some of the cultural norms or values the student may be missing; get a CultureGram for the country; have the student join some activities at school or in the community that involve a peer group; contact with District Inbound Chair and/or Country Contact

- (d) Issue: special holidays, celebrations

Possible Solutions: if possible, celebrate some aspects of the event here as a cultural experience for your own family; have the student call home to send greetings on the particular holiday;

- (e) Issue: serious family illness back home

Possible Solutions: this can be a difficult situation if there is a serious family illness back home and often there is no easy solution; frequent open conversations permitting the student to discuss his or her fears; regular communication home to know status of ill family member; in some cases a return flight home for a short duration has proven effective with the student returning following a successful operation/treatment.

- (f) Issue: specific homesickness-missing a close friend, family members or serious relationship.

Possible Solutions: this is usually the most difficult situation to resolve; much of this is up to the individual student's desire to do the exchange; restriction of the number of emails/phone calls back home to significant party; advise natural parents (if not aware of situation); advise District Chair and O-E Country Contact to advise Overseas Country Contact of concern.

BEHAVIORAL ISSUES

The Rotary Counselor should be aware of all cases of inappropriate behavior. Sometimes the host family feels they can address the behavior and do not involve the counselor. Unfortunately, the behavior often continues or the pattern is repeated when the student changes to the next host family. The counselor acts as a common thread between families and can be a neutral party in resolving the issue. Often, these problems can be solved at the Club level.

Inappropriate behavior may include, but is not restricted to:

1. Issues at school involving attendance, punctuality, academic effort or causing trouble at school
2. Personality conflict with host family or noncompliance with host family rules, such as not sharing in family duties, staying out beyond established curfew times, excessive phone and/or electronic device use or access to inappropriate computer sites or inappropriate downloading
3. Unexplained or unapproved nonparticipation in Rotary club or District activities that have been identified as compulsory
4. Unauthorized travel - travel outside the district not approved by District Chair
5. Breaking any of the 4-D's: Dating Drinking, Driving, Drugs
 - (a) Dating - no serious one-to-one relationships, sexual relations, pregnancy, etc.
 - (b) Drinking - no solo or peer alcoholic drinking; it is acceptable, however, for a student to have a drink with Host Parents during a family meal (e.g., Thanksgiving, Christmas, etc.)
 - (c) Driving - includes any motorized vehicle - cars, motorcycles, tractors, motorboats, ATV's, snowmobiles, jet skis and any similar vehicle or any vehicle that requires a governmental license of any kind. This does not include riding lawnmowers, motorized bicycles or electric scooters.
 - (d) Drugs - no involvement with any non-prescription drugs (e.g., marijuana) - usage or peddling; no involvement with prescription drugs not prescribed to the student

For small issues (items 1 to 3 above) the Counselor should handle the problem at an oral discussion level. For more significant issues, or repeat problems, the Counselor should draw up

a written Student Behavior Document, which is outlined later in this section. More serious concerns (items 4 & 5 above) should always be brought to the attention of the District Chair and Inbound Chair as well as the O-E Country Contact for that student. Early intervention and communication of concerns to overseas partners and the natural parents can correct behavior concerns and prevent a possible Early Return.

FINANCIAL ISSUES

All students should arrive with sufficient funds to create an Emergency Fund of US\$500.00. The account should require two signatures for withdrawal, the Inbound student and the Rotary Counselor. When any money is withdrawn for emergency purposes, the natural parents need to replenish the account to maintain a US\$500.00.

With respect to financial issues, there are usually two extremes that create problems.:

1. **Substantial (excessive) funds:** The Inbound Student may come from an affluent family and sees the experience as less of an exchange and more of a holiday. Students with excessive money may feel they should have the opportunity to travel more and experience the culture that way. Sometimes this results in behavior issues and attendance issues at school.
2. **Limited funds:** The Inbound Student may come from an impoverished country or from a family with less substantial means. A less affluent Inbound Student may find the standard of living here exceeds their personal funds and the monthly Rotary stipend. The club may choose to assist a student from a more impoverished country. The Counselor and Host Family should identify the ground rules with respect to controlling potential discretionary expenses (phone, personal use products, social outings, etc.). As part of the visa status, exchange students are not allowed to work (this excludes babysitting, garden work or other informal jobs). A family allowance for helping out around the house would be acceptable if also done for other children in the household.

The Rotary Counselor should be aware of spending patterns for both types of students and address concerns early on. The US\$500 Emergency Fund should be used to offset any unexpected and unauthorized student incurred charges to the host family.

LEGAL ISSUES

In very rare situations, a student may run afoul of the law. In all cases, the District Chair and Inbound Chair the must be contacted, as well as the O-E Country Contact. Issues such as shoplifting, involvement with drugs, etc. may result in criminal charges. If an Exchange Student is charged and found guilty of a criminal offense, they run the risk of being sent home or incarcerated, the permanent blemish of a criminal record and also the possibility of being denied a visa in the future. In these cases, it is essential that experienced RYE staff at the District and O-E level be involved in resolving the situation. Being charged with an offense does not mean a student will automatically be sent home, although that may be an end result.

1. **O-E philosophy:** Several items need to be considered in resolving legal issues.

- (a) Maintain the integrity of the Rotary Youth Exchange program, for both current and future participants.
 - (b) Enforce the Rotary Rules and consequences, which sends a clear message to the offending student and acts as a deterrent to other exchange students
 - (c) Prevent the student being found guilty of an offence and ending up with a criminal record and the associated visa consequences
2. **Charges pending or laid/filed:** If a situation occurs where charges are pending or laid/filed, certain steps need to be taken.
- (a) Collect the facts (date, time, who is involved, the sequence of events, charges, probable consequences, etc.) from the authorities.
 - (b) Seek the assistance of a local Rotarian lawyer (if possible) to assist you in interacting with the prosecuting authorities.
 - (c) Contact the both the Inbound Chair and District Chair and advise them of the situation and the specifics.
 - (d) The District Chair should in turn contact the O-E General Chair and the O-E Country Contact to assist in walking through the process and inform Rotary International using the Incident Report form.
3. **Admission of Guilt:** In those cases where the student admits guilt, or where there is substantial evidence to indicate a guilty charge would result, a specific procedure must be followed.
- (a) Contact the prosecution and offer to terminate the student's exchange and send them home, in exchange for dropping all charges.
 - (b) Secure and retain the student's passport and legal documents pending an agreement with the prosecution.
 - (c) This proposal is usually acceptable to the prosecution. It accomplishes several things:
 - (1) It avoids court costs and justice is still served. The consequences to the student are still punitive, in that the student may forfeit the opportunity to graduate from a high school and the cost of the exchange is lost due to an early termination.
 - (2) It minimizes the Rotary club's risk of the student possibly re-offending.
 - (3) Firm consequences by Rotary demonstrates to the community that this type of behavior is not acceptable and helps to soften any potential damage to the program image and possibly prevent a community from deciding not to continue with future Rotary exchanges.
 - (4) It sends a clear message to all Rotary Exchange Students and acts as a deterrent.

STUDENT BEHAVIOR DOCUMENT

A formal, written Student Behavior Document can be used in resolving both on-going minor concerns and significant problems. The Counselor should be aware that there may be some

language comprehension issues which can hinder understanding the problem. Typically, the Student Behavior Document is written in English. Consideration should be given to provide someone to translate to the student's native language or to provide a translation of the Student Behavior Document in the student's native language. To ensure consistency, clarity and fairness, the Student Behavior Document needs to follow a specific format.

1. **Problem Identification:** State the issue(s) and the specific behavior which is inappropriate (e.g., failing grades, because the student is not making sufficient effort in school)
2. **Expected Behavior:** State what behavior is expected or appropriate. Be specific, if possible, so that it is measurable and the student knows when he or she has achieved the expectation. (e.g., spend 1 hour per day doing school work and improve grade average by 10%)
3. **Timeline:** Provide a specific time line for changing the behavior (e.g., must show 10% improvement in 4 weeks)
4. **Consequences for Non-compliance:** State clearly what the consequences will be if the behavior does not change. (e.g., student will have access to electronic devices restricted to a set amount of time, time of day or location; or student will be sent home if no effort is made to improve grades)

The student should sign and date the Student Behavior Document. This reinforces the seriousness of the concerns and acknowledges that the concerns and expectations have been reviewed with the student. Copies should be forwarded to the student, Host Club, District Chair, Inbound Chair, the O-E Country Contact and the student's parents. Although this may seem severe, it is better to make sure all the key parties are aware of the concern early in the exchange. This usually corrects the behavior. In all cases, the club Counselor should feel free to call the District Chair to seek assistance in handling the problem.



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EARLY RETURN PROCEDURES

Terminating an exchange is an extreme measure. Early returns may result from a number of issues: homesickness, illness or injury, family tragedy or behavior.

The Host Club is not permitted to unilaterally terminate an exchange. The district needs to be sure that it has taken all reasonable steps to preserve the exchange. The section Problem Resolution should be utilized to support this effort.

In the event that an early return is the only recourse, the district must follow a strict procedure to assure that the student arrives home safely. Prior to making airline reservations to send a student home, written permission must be received from the following individuals:

1. O-E General Chair
2. O-E Country Contact for the student
3. DG of Host District

4. Sponsor District contact in the student's home country

The Host District should also be sure that the student's family has complete flight details and will be able to meet the student at the airport.

O-E AND RI REPORTING

The District Chair or Inbound Chair must:

1. Update the O-E database with the departure date and specific reason for the early termination
2. Inform the RO of the student's departure date prior to the actual departure. The RO will perform any required DoS reporting.
3. Inform Rotary International of the early return using the on-line reporting form (<https://ri.i-sight.com/portal>)

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STUDENT PROTECTION

INTRODUCTION

In order to protect all participants in Rotary Youth Exchange and to comply with guidelines promulgated by Rotary International, O-E Rotary Youth Exchange puts forth the following policy pertaining to issues of youth protection.

POLICY FRAMEWORK

1. Statement of Conduct for Working with Youth (each Rotary Club in O-E is required to abide by this policy):

O-E strives to create and maintain a safe environment for all youth who participate in Rotary activities. To the best of their ability, Rotarians, Rotarians' spouses and partners, and other volunteers must safeguard the children and young people they come into contact with and protect them from physical, sexual and emotional abuse.

2. Definitions

- (a) **Volunteer:** The term volunteer includes, but is not limited to, club and district Youth Exchange officers and committee members, Rotary counselors, host parents, other adult residents of the host home (including siblings and other family members), or other persons who have a specifically defined role in the district or club Youth Exchange Program.
- (b) **Student:** Youth involved with Rotary Youth Exchange, regardless of whether they are of the age of majority.
- (c) **Sexual abuse:** Engaging in or arranging implicit or explicit sexual acts. This includes pressuring someone to perform a sexual act alone, or sexually engaging directly with another person of any age or gender through force or coercion, or with anyone who is unable to give consent. Any sexual activity between a legal adult and a minor or youth program participant, or any nonconsensual sexual activity between peers, is considered sexual abuse. Sexual abuse can also include offenses that don't include touching, such as voyeurism, indecent exposure, stalking, electronic harassment, or showing a young person sexual or pornographic material
- (d) **Sexual harassment:** Sexual harassment refers to sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature. In some cases, sexual harassment precedes sexual abuse and is a technique used by sexual predators to desensitize or "groom" their victims.

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

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

3. Incorporation of District Youth Exchange Program and Liability Insurance

The multidistrict known as O-E is incorporated as O-E Rotary Youth Exchange Program, Incorporated and is incorporated under the laws of the state of Ohio. O-E member districts that are located in the United States are covered under the U.S. Rotary Club and District General Liability Insurance Program. All district Rotary Youth Exchange activities fall under the governance of their district and are consequently presumed covered under that insurance program.

4. Volunteer Selection and Screening

O-E member districts maintain all records of criminal background checks, waivers, and screening for adults working with minors, for a period of ten years.

All volunteers interested in participating in the O-E Rotary Youth Exchange program must:

- (a) Complete a Volunteer Application or Host Family Application as appropriate as found the YEAH database and authorize the district to conduct a criminal background check (subject to local laws and practices) annually.
- (b) Undergo personal interviews.
- (c) Provide a list of references for the district to check. References may not include relatives or Rotarians
- (d) Meet RI and district eligibility requirements for working with students. RI requires that any volunteer who has admitted to, been convicted of, or otherwise found to have engaged in sexual abuse or harassment be prohibited from working with youth in a Rotary context. If an individual is accused of sexual abuse or harassment, and the investigation into the claim is inconclusive, then, for the safety of youth participants and the protection of the accused, additional safeguards must be put in place to assure the protection of any youth with whom the individual may have future contact. A person later cleared of charges may apply to be reinstated to participate in youth programs. Reinstatement is not a right, and no guarantee is made that he or she will be reinstated to his or her former position.

- (e) Understand and comply with RI and district guidelines for the Youth Exchange program.

Host families must meet the following selection and screening requirements, in addition to those listed above.

- (a) Host families must undergo a comprehensive interview that determines their suitability for hosting exchange students. This should include:
 - (1) Demonstrated commitment to the safety and security of students
 - (2) Motivation for hosting a student is consistent with Rotary ideals of international understanding and cultural exchange
 - (3) Financial ability to provide adequate accommodations (room and board) for the student
- (4) Aptitude for providing appropriate supervision and parental responsibility that ensures the student's well being
- (b) Host families must complete a written application. (See Host Family Application found in the YEAH database)
- (c) Home visits must be conducted for each family prior to the placement. Home visits must be conducted annually, even for repeat host families. Random unannounced visits will also be conducted.
- (d) All adult residents of the host home must meet the criteria for all volunteers in the above section. This includes adult (18 years of age or older) children of the host family and other members of the extended family that reside in the home.

Rotarian counselors must meet the criteria for *All Volunteers*, as well as the following:

- (a) Counselors must not hold a role of authority over the student's exchange (for example, a member of the student's host family or other host family relative, school principal or their teacher, club president, or district or club Youth Exchange officer).
- (b) Counselors must be trained in responding to any problems or concerns which may arise during the exchange, which may include instances of physical, sexual, or emotional abuse or harassment.
- (c) It is highly recommended that the counselor be the same gender as the student.

5. Student Selection and Screening

All students interested in participating in the O-E Youth Exchange program must:

- (a) Complete a written application and be interviewed for their suitability for participation in the Youth Exchange program.
- (b) Attend and participate in all district and O-E orientation and training sessions.

Parents or legal guardians of students interested in participating in the O-E Rotary Youth Exchange program must:

- (c) Be interviewed to determine the student's suitability for participation in the Youth Exchange program.

6. Training

O-E will:

- (a) Adapt the Rotary International promulgated Rotary Youth Protection Guide (<https://my-cms.rotary.org/en/document/rotary-youth-protection-guide>) to include relevant information on specific district guidelines, local customs, cultural issues, and legal requirements.
- (b) Offer specialized training sessions to district Youth Exchange Committees (i.e., General Chairman, Inbound Chairman, Outbound Chairman, STEP Chairman) on youth protection and the proper reporting procedures.

Districts will:

- (a) Develop an annual calendar for training defining the frequency of training required for each volunteer position, including descriptions of who is to participate, when training will occur, and how training will be conducted.
- (b) Conduct specialized training sessions, including sexual abuse and harassment, for the following Youth Exchange program participants:
 - (1) District Governor
 - (2) District Youth Protection Officer (if applicable)
 - (3) District Youth Exchange committee members
 - (4) Club Youth Exchange committee members
 - (5) Rotary counselors
 - (6) Host families
 - (7) Students (outbound and inbound)
 - (8) Parents and legal guardians of students
 - (9) Other Rotarians and non-Rotarians who have a specifically defined role in the District or Club Youth Exchange Program.
- (c) Establish guidelines to ensure that all those required to be trained have participated.
- (d) Maintain records of participation to ensure compliance.

7. Allegation Reporting Guidelines

O-E is committed to protecting the safety and well-being of Youth Exchange students and will not tolerate their abuse or harassment. All allegations of abuse or harassment will be

taken seriously and must be handled in accord with the Youth Exchange Abuse and Harassment Allegation Reporting Guidelines, found in Appendix A. Coordination of reporting should include the O-E Multidistrict General Chair, district youth exchange leaders and Rotary International. All allegations must be reported to the above within 72 hours of learning of the incident.

8. Investigation Guidelines

Districts must take all allegations of abuse or harassment seriously and will investigate each allegation thoroughly. The districts will cooperate with all law enforcement, child protective services, and legal investigations, and will only conduct its own independent investigations such that it does not interfere with other investigations.

9. Other District Responsibilities

O-E Multidistrict districts:

- (a) Have procedures for reporting, investigating, and proper handling of non-criminal offenses or historic cases that law enforcement will not investigate.
- (b) Ensure that all inbound Youth Exchange students maintain the O-E required insurance which meets or exceeds the minimum insurance that is required by the Rotary Code of Policies.
- (c) Provide each student with a list of local services in the district (rape and suicide crisis hotlines; alcohol and drug awareness programs; relevant law enforcement agencies; Lesbian, Gay, Bisexual, Transgender, Queer services; etc.). This list must also include the following contacts:
 - (1) For inbound students: host Rotary counselor, host club president, host district Youth Exchange chair, host district governor, and at least two nonmember resource people (one male and one female) who are not related to each other and do not have close ties to the host families or the Rotary counselor and who can help the students with any problems
 - (2) For outbound students: sending Rotary counselor, sending club president, sending district Youth Exchange chair, sending district governor.
- (d) Will complete a student data request form for all participating Youth Exchange students and return it to RI one month before the beginning of the exchange.
- (e) Will maintain and provide to Youth Exchange students a "district hotline."
- (f) Will follow RI guidelines for Youth Exchange Web sites and usage of the Rotary Marks.
- (g) Will appoint an independent lawyer, therapist or counselor to represent any alleged victim in cases of sexual abuse and harassment.
- (h) Will report all criminal allegations to RI and O-E within 72 hours of learning of the incident.
- (i) Will report all incidents (accidents, crimes, early returns for disciplinary reasons, death) involving Youth Exchange students to RI and O-E.

- (j) Prohibit any unauthorized exchange activity, such as sending a student on exchange outside of the Rotary Youth Exchange program or outside of the district certification structure.
- (k) Ensure long-term program participants stay with multiple host families, if possible. It is recommended that they be placed with three host families during their exchange. If circumstances prevent multiple host family placements, the sending and the host district must agree and must inform the student’s parent or legal guardian in advance. At least one backup host family must be available.
- (l) Request a monthly report from each inbound and outbound program participant that includes information on their current hosts, feelings, concerns, ideas, and suggestions. The district Youth Exchange committee can review the reports and assist program participants as needed.
- (m) Store participant and volunteer records securely within the YEAH database using the then current O-E Multidistrict retention policy, in accordance with all applicable privacy laws
- (n) Evaluate and review this policy and accompanying procedures on a regular basis.

10. Club Compliance

O-E Multidistrict districts will monitor and endeavor to ensure that all participating clubs within the district comply with RI guidelines for abuse and harassment prevention. The district governor is responsible for supervising and controlling all youth activities in the district, including those associated with Rotary Youth Exchange. The district will monitor all participating clubs and ensure that they comply with youth protection and Rotary Youth Exchange certification requirements. All clubs that wish to apply to the district for certification must provide the district with a copy of the following for review and approval:

- (a) Copies of all materials produced in the club to promote and support the Youth Exchange program, including, but not limited to, promotional materials and brochures, applications, policies, Web site links, etc.
- (b) List of services in area (rape and suicide crisis hotline, alcohol and drug awareness programs for teenagers, proper law enforcement agencies, community services, private services).

Participating clubs must agree to:

- (a) Complete and return a signed compliance statement that the club is operating their program in accordance with the District, O-E and Rotary International policies.
- (b) Conduct background checks and reference checks for all volunteers which includes host families. All volunteers must complete and sign either the *Volunteer Application* or *Host Family Application* as appropriate, as found in the YEAH database. Volunteers will be prohibited from contact with program participants until a written application, interview,

reference check, and criminal background check have been conducted and clearance for unsupervised contact with program participants has been issued.

- (c) Develop a comprehensive system for host family selection and screening that includes home visits and interviews prior to the placement.
- (d) Conduct follow-up evaluations of both students and host families.
- (e) Follow the *Youth Exchange Abuse and Harassment Reporting Guidelines* found in Appendix A. Report all cases of abuse or harassment to the appropriate law enforcement authorities immediately, then to the club and district leadership for investigation, remembering that the district must notify RI within 72 hours.
- (f) Not participate in direct placement of students outside of the O-E Rotary Youth Exchange program structure (e.g. "backdoor exchanges").
- (g) Follow district procedures for removal of a student from the host family (criteria for moving a student and back-up temporary housing available in advance).
- (h) Develop contingency plans for hosting that include pre-screened and available back-up families
- (i) Ensure that all hosting is voluntary. Parents of outbound students and club members must not be required to host students.
- (j) Endeavor to ensure that long-term exchange students have multiple host families.
- (k) Provide each student with a comprehensive local services list.
- (l) Counselors must not hold a role of authority over the student's exchange (for example, a member of the student's host family or other host family relative, school principal or their teacher, club president, or district or club Youth Exchange officer.
- (m) Ensure that the host counselor is trained in responding to any problems or concerns that may arise during the exchange, including the prevention of physical, sexual, and emotional abuse or harassment.
- (n) Have host families, outbound students, inbound students, and their parents or legal guardians attend district training. This must cover all types youth protection including but not limited to, sexual abuse and harassment prevention and reporting.
- (o) Follow Rotary International guidelines for Youth Exchange Web sites and usage of the Rotary Marks.
- (p) Report all incidents (accidents, crimes, anticipated early returns, death) involving Youth Exchange students to the district immediately, remembering that the district must notify RI within 72 hours.
- (q) Conduct interviews of all outbound applicants and their parents or legal guardians.

Please note that this policy is subject to change. The most recent copy of this policy will



be maintained in the YEAH library. O-E member districts will be informed when any changes are made.

ABUSE AND HARASSMENT ALLEGATION REPORTING GUIDELINES

INTRODUCTION

The most powerful force in the promotion of international understanding and peace is exposure to different cultures. Youth Exchange provides thousands of young people with the opportunity to meet people from other lands and to experience their cultures.

A Youth Exchange student will spend an extended period of time, up to a year, living with a Host family in a country other than their own. Rotary, their families, and non-Rotary volunteers are expected to use their best efforts to safeguard the welfare of and prevent the physical, sexual, or emotional abuse or harassment of every student with whom they come in contact.

Rotary International is committed to protecting the safety and well-being of Youth Exchange students and will not tolerate their abuse or harassment. All allegations of abuse or harassment will be taken seriously and must be handled within the following guidelines. **The safety and well-being of students should always be the first priority.**

DEFINITIONS

Sexual abuse: Engaging in or arranging implicit or explicit sexual acts. This includes pressuring someone to perform a sexual act alone, or sexually engaging directly with another person of any age or gender through force or coercion, or with anyone who is unable to give consent. Any sexual activity between a legal adult and a minor or youth program participant, or any nonconsensual sexual activity between peers, is considered sexual abuse. Sexual abuse can also include offenses that don't include touching, such as voyeurism, indecent exposure, stalking, electronic harassment, or showing a young person sexual or pornographic material.

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

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

Sexual advances

Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, and comments about an individual's sexual activity, deficiencies, or prowess.

Verbal abuse of a sexual nature

Displaying sexually suggestive objects, pictures or drawings

Sexual leering or whistling, any inappropriate physical contact such as brushing or touching, obscene language or gestures and suggestive or insulting comments.

Emotional, psychological or verbal abuse: The use of fear, humiliation, or verbal assault to control the behavior of another. Examples include rejecting the person, preventing them from developing normal social relationships, and making derogatory statements about their race, religion, abilities, intellect, tastes, or personal appearance.

Neglect: Failure to provide the food, shelter, or medical or emotional care that is necessary to well-being.

Grooming: Establishing an emotional connection with someone to lower their inhibitions and gain their trust with the intent to be sexually abusive.

Consent: An informed, knowing, and voluntary permission for something to happen, including sexual activity

IS IT ABUSE OR IS IT HARASSMENT?

Whether the alleged conduct amounts to sexual abuse or sexual harassment is not to be determined by the adult to whom allegations are made.

After ensuring the safety of the student, all allegations should be immediately reported to appropriate law enforcement authorities. In the United States and Canada, reporting of sexual abuse is required by law.

ALLEGATION REPORTING GUIDELINES

1. Report from Student

If you are sexually or physically assaulted, abused, or are accused of sexually or physically assaulting or abusing another person, you should follow this procedure immediately:

- (a) Report the situation to your local Rotary Host Club Youth Exchange contact. This will generally be your Counselor.
- (b) If you feel that you cannot tell your local Youth Exchange contact, then report the situation to the District Youth Exchange Chairperson. If you cannot report the situation to either of these people, report the situation to another member of the Youth Exchange Committee whom you are comfortable making a report to. You may also report directly to Rotary International either online or with the option to report anonymously at <https://ri.i-sight.com/portal> or by emailing youthprotection@rotary.org. In case of emergency, contact local law enforcement or emergency services immediately.

If there is not an immediate response when you make your report, report it again, and continue to do so until someone responds in an affirmative manner to take care of the situation. Make sure that we understand that your situation is serious.

2. Report from Parents (Host, Natural or Guardian)

If your child notifies you that they have been sexually or physically assaulted, abused, or are accused of sexually or physically assaulting or abusing another person, or, if after talking with your child you feel that either of these situations has occurred, you should follow this procedure immediately:

- (a) As soon as possible, report the situation to your local Rotary Host Club Youth Exchange contact. This will generally be the Counselor to the student.
- (b) If you are unable to make this contact, or feel uncomfortable doing so, contact the District Youth Exchange Chairperson.
- (c) You may also report directly to Rotary International either online or with the option to report anonymously at <https://ri.i-sight.com/portal> or by e-mailing youthprotection@rotary.org. In case of emergency, contact local law enforcement or emergency services immediately.

If there is not an immediate response when you make your report, report it again, and continue to do so until someone responds in an affirmative manner to take care of the situation. Make sure that we understand that the situation is serious.

3. Reporting Guidelines for Adults

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

Any adult to whom a student reports an incident of sexual abuse or harassment is responsible for following these *Allegation Reporting Guidelines*

- (a) **Listen attentively and stay calm.** Acknowledge that it takes a lot of courage to report abuse. It is appropriate to listen and 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 to make it stop and to ensure that it doesn't happen to other students.

- (c) **Get the facts, but don't interrogate.** Ask the student questions that establish what was done and who did it. Reassure the student that s/he did the right thing in telling you. Avoid asking 'why' questions. Remember your responsibility is to present the student's story to the proper authorities.
- (d) **Be non-judgmental and reassure the student.** Do not be critical of anything that has happened or of anyone who may be involved. It is especially important not to blame or criticize the student. Assure the student that the situation was not their fault and that they were brave and mature to come to you.
- (e) **Record.** Keep a written record of the conversation with the student as soon after the report as you can, including the date and time of the conversation. Use the student's words, and record only what has been told to you.

4. Protect the Student

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

5. Report to Appropriate Authorities

Immediately report all cases of alleged sexual abuse to the appropriate law enforcement authorities first and then to the club and district leadership for investigation. The local police department should be the first contact.

In most situations, the first Rotary contact is the Rotarian counselor who has responsibility for seeking the advice of and interacting with appropriate agencies. If the allegation involves the conduct of the Rotarian counselor, the District Youth Exchange chair should be contacted.

All allegations must be reported to the O-E General Chair, RI and the Department of State, within 72 hours of the initial report. The person responsible for doing so is the District Youth Exchange Chair. Districts will cooperate with all police or legal investigations.

In cases of harassment, a report must be made to the Rotary Club district youth exchange leadership, within 72 hours. The District Youth Exchange Chair and District Governor are responsible for having an investigation conducted.

You will likely be requested to provide the following information:

- (a) The student's name and location
- (b) The suspected perpetrator's name and relationship to the child (if known)
- (c) A description of what you have seen or heard regarding the abuse or neglect
- (d) The names of other people having knowledge of the abuse
- (e) Your name and phone number

Should the district investigation of harassment indicate the incident is abuse, it will be immediately reported to the appropriate law enforcement agency. The determination of the validity of any allegations or criminal activity can only be done by youth protection agency personnel or trained law enforcement professionals.

Immediately remove the accused person from contact with youth. The district will remove the alleged offender from all contact with Rotary youth program participants until the matter is resolved. Follow district-established criteria and procedures for removing a Rotary Youth Exchange student from a host family if the student makes an allegation against a host family member. Move the student to another host family that was screened in advance.

6. Avoid Gossip and Blame

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

Districts are to maintain the privacy (as distinct from confidentiality) of any accused person by refusing to share any details of the alleged offense with any persons outside law enforcement or state agencies, except the following Rotary Youth Exchange personnel: Club Counselor, District Youth Exchange Chair, O-E Chair and RI.

7. Do Not Challenge the Alleged Offender

The adult to whom the student reports the allegation **must not 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 Youth Exchange Chair and District Governor are responsible for having an investigation conducted, and they will be in contact with the alleged offender after the student has been moved to a safe environment.*

8. Follow-Up

After reporting allegations to the Rotarian counselor or District Youth Exchange Chair, follow up to ensure steps are being taken to address the situation. Specifically, Districts will conduct an independent and thorough investigation into any claims of sexual abuse or harassment. Any adult against whom an allegation of sexual abuse or harassment is made will be removed from all contact with youth until the matter is resolved. Privacy of both the Exchange student and the alleged adult abuser will be respected during the investigation.

POST REPORT PROCEDURES

For Use by Rotarian Counselors and District Youth Exchange Chairs

The student's Rotarian counselor and the district Youth Exchange chair are responsible for ensuring that the following steps are taken immediately following an abuse allegation is reported.

1. The adult to whom the student reports the abuse should follow the *Allegation Reporting Guidelines*.
2. Confirm that the student has been removed from the situation immediately and all contact with alleged abuser or harasser.
3. Contact appropriate law enforcement agency immediately (if not already done). If law enforcement agencies will not investigate, the club or district Youth Exchange chair should coordinate an independent investigation into the allegations.
4. Ensure the student receives immediate support services.
5. Offer the student an independent, non-Rotary counselor to represent the interests of the student. Ask social services or law enforcement to recommend someone who is not involved with Rotary or in any way involved with the Youth Exchange program.
6. Contact the student's parents or legal guardian. If away from home, provide the student with the option of either staying in country or returning home.
7. While investigations are being conducted, remove the specific student and any other youth from all contact with the alleged abuser or harasser.
8. Cooperate with the police or legal investigation.
9. The student's Rotary Counselor should inform the district Youth Exchange chair and district governor of the allegation. Either the district governor or the district Youth Exchange chair must inform O-E District Chairman and Rotary International of the allegation within 72 hours, and provide follow-up reports of steps taken, the outcome of all investigations, and resulting actions.

POST ALLEGATION REPORT GUIDELINES

Responding to the Needs of the Student

There will need to be a cohesive and managed team approach to supporting the student after an allegation report. The student is likely to feel embarrassed, confused, and may become withdrawn and appear to be avoiding members of the host family or club.

After a report of harassment or abuse, students may or may not want to remain on their exchange. If they do, they may or may not want to continue their relationship with their hosting Rotary club depending on the circumstances. In some cases, a student may wish to remain in country, but change to a different host club.

It may be difficult for club members and host families to understand how the student is feeling, but it would be helpful for the student to know that the club remains a support for them. Club members and host families may experience ambiguity toward their roles and may feel unclear regarding their boundaries. However, they need to do whatever is necessary to reassure the student of their support at all times.

Appropriate Response for Addressing Issues Within the Rotary Club for Allegations Made Against Rotarians or Non-Rotarians

When addressing an allegation of abuse or harassment, the most important concern is the safety of the students. Club members should not speculate, make editorial comments, or offer personal opinions that could potentially hinder any police or criminal investigations.

Club members should be cautioned about speculating or commenting on the matter during the investigations. Comments made about alleged victims in support of alleged abusers do not support our statement of conduct or Rotary ideals. Comments made against an alleged abuser could lead to a slander or libel claim filed against club members or clubs by the alleged abuse.

Statement of Conduct for Working with Youth

Rotary International strives to create and maintain a safe environment for all youth who participate in Rotary activities. To the best of their ability, Rotarians, Rotarians' spouses and partners, and other volunteers must safeguard the children and young people with whom they come into contact with and protect them from physical, sexual and psychological abuse.

October 2019

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GUIDELINES FOR COUNTRY CONTACTS

SELECTION OF COUNTRY CONTACT

When an opening occurs for a new Country Contact, the Chief Contact will communicate this to all district personnel (General Chairs, Inbound Chair, Outbound Chair, STEP Chair) in O-E. Interested applicants must complete a formal application (Appendix xx) and submit it to the Chief Contact by the established deadline.

The Chief Contact will review the applications and forward the application of the recommended candidate to the General Chair. After reviewing the application, if in agreement, the General Chair and Chief Contact will submit the recommended applicant to the membership of O-E for approval. Some of the factors that will be considered in the selection process include familiarity with the proposed country assignments (e.g. travel, language), computer competency, experience in O-E and a commitment to attend O-E meetings.

Should a Country Contact be unable to perform his or her duties, a temporary Country Contact may be appointed by the General Chair upon recommendation of the Chief Contact. This person will serve until a permanent replacement is named and approved by the O-E membership.

TERMINATION OF COUNTRY CONTACT

A Country Contact may be terminated by a resignation or by a majority vote of the Executive Committee for unacceptable or non-performance of the duties as outlined below. In the case of performance issues, a genuine effort should be made to allow the Country Contact time to make improvements prior to termination. Termination of a Country Contact will be done by the Chief Contact, in consultation with the General Chair and the Vice Chairs of O-E.

DUTIES OF A COUNTRY CONTACT

Serving as a Country Contact is a critical role in ensuring accurate information is communicated to our Exchange Partners and both our Inbound and Outbound students. Much of the work performed by the Contact is time sensitive and needs to be completed promptly at all times. Government and Rotary regulations must be complied with, and the Contact is the conduit to assure that the proper information gets to all of the parties concerned, especially the students and the Responsible Officer for O-E.

GENERAL DUTIES

1. Maintain an accurate listing of all exchange countries, districts and key contact information including name, address, phone numbers, email and web site for each Exchange Partner. This

information and any changes are to be communicated to the Chief Contact at the O-E spring and fall meetings, as a minimum.

2. Review and update each spring the Country Information & Expenses criteria, specifically age ranges, flight costs, insurance requirements, language, travel opportunities and costs and any other restrictions affecting our Outbound students.
3. Determine the estimated number of exchanges, both Inbound and Outbound, based on discussion with each Exchange Partner and the recent historical exchange pattern for O-E. The preliminary Proposed Exchanges Template should be sent to the 1st Vice Chair by September 1 indicating your additions or deletions and the reasons.
4. Review the Country Contact Assignments for your countries and confirm certification status for each district that we exchange with. Each district that we exchange with must be listed for the given country. Certification status should use the July update of the RI Youth Exchange Directory.
5. Attend and participate at the three O-E meetings: fall, spring and Otterbein Orientation
6. Confirm exchange commitments with your counterparts. Each Exchange Partner must agree to accept all of the agreed to Outbounds, even if that partner is unable to provide an equal number of Inbounds to O-E. Likewise, O-E is committing to accept all of the agreed to Inbounds, even if O-E does not have an equal number of Outbounds. This must be finalized no later than January 1 each year.

DUTIES RELATING TO OUTBOUND STUDENTS

1. Immediately following the receipt of the Outbound applications from the RO in January, review each application for completeness. Ensure the all of the specific requirements for the assigned country are met. Each application should be carefully read including the student's and parent's letter.
2. Confirm with your Exchange Partners that you will be sending a given number of applications to them and that they are prepared to receive them. It is important to verify the mailing address for each Exchange Partner. Once confirmed, the applications should be sent to each Exchange Partner. Include in the package:
 - (a) The standard O-E standardized transmittal letter
 - (b) 3 original Guarantee Forms
 - (c) 2 original applications
 - (d) District and Club Profile (this should also be sent by email so that it can be typed)
3. Update the O-E database with the country, district and contact information and the date the application was sent to your Exchange Partner.
4. Confirm receipt of the application package by your Exchange Partner. Be sure you get a confirming email and do not rely solely on tracking.

5. When the completed Guarantee Form is returned by your Exchange Partner, update the O-E database with the school and host family information and the date of receipt.
 - (a) Send 1 original of each visa related form to Its Your World Travel along with one original Guarantee Form. Update the database with the date of mailing.
 - (b) Send a copy of the Its Your World package to the student. Update the database with the date of mailing.
 - (c) Keep a copy of the Its Your World package for your files.
 - (d) Send a copy of the Guarantee Form to the District Chair or Outbound Chair per the district's preference. Update the database with the date of mailing.
 - (e) Email a scan of the Guarantee Form to the RO. Update the database with the date the email was sent.

DUTIES RELATING TO INBOUND STUDENTS

1. Immediately following the receipt of the Inbound applications from your Exchange Partner, review each application for completeness. Ensure the all of the specific requirements for the U.S. and Canada are met. Each application should be carefully read including the student's and parent's letter.
 - (a) Make sure the student meets the current age requirement for entry into the United States, currently 18½ on the first day of school.
 - (b) Each application must have a copy of the student's passport. Verify that it is valid for six months after the expected end of the exchange. Contact your Exchange Partner if there is a potential problem.
 - (c) Review and ensure completeness of all medical and dental form items especially that all immunization dates have been supplied.
 - (d) Make sure that the transcript has been provided and is in English.
 - (e) Contact your Exchange Partner acknowledging receipt of the package and ask that any deficient information be completed and e-mailed to you.
2. Enter the student information into the O-E database and verify the accuracy of the entries. Be sure to enter the date the application was received.
3. Scan each application. Do not scan Cover Page, the Instructions, the Application Checklist or the cover letter from your Exchange Partner. Scan in the following order:
 - (a) Personal Information.
 - (b) Letters and Photos.
 - (c) Medical History and Examination.
 - (d) Dental Health and Examination.

- (e) Guarantee Form and Visa Applications.
 - (f) Rules and Conditions of Exchange.
 - (g) Secondary School and Personal Reference.
 - (h) Transcript, additional medical forms, reference letters.
 - (i) Passport copy.
4. Email the scanned application to the RO and enter the date of e-mailing into the O-E database.
 5. Use the most recent O-E Matrix to determine which district will receive this application. Take into account gender preferences and summer or winter preferences. Include the items below in the package and send to the designated District officer (Inbound Chair or District Chair). Update the O-E database with the date of mailing. It is important to follow up with the district to make sure that the application has been received and is being processed promptly.
 - (a) Standard cover letter.
 - (b) 1 original application.
 - (c) 1 copy application (unless you received 3 originals).
 - (d) 3 original Guarantee Forms.
 - (e) 1 copy Guarantee copy (the district will retain this copy).
 - 6 District and Club Profile.
 - (g) Any specific documents sent by your Exchange Partner to be completed by the hosting club.
 6. When the completed Guarantee Form and District and Club Profile are returned, verify that the district has entered the school and host family information into the O-E database. Examine the Guarantee Form and District and Club Profile for completeness. If you can, enter any missing information or obtain it from the district. Enter the date of receipt into the database.
 7. Scan the completed Guarantee Form and District and Club Profile and email it to the RO. Enter the date into the O-E database.
 8. When the DS-2019 and related forms are received from the RO assemble the Inbound Student package and send it to your Exchange Partner. Email your Exchange Partner that the package is on the way. The package should contain the following items:
 - (a) Cover letter to the Exchange Partner.
 - (b) Welcome letter to the Inbound Student.
 - (c) 1 original District and Club Profile .
 - (d) 2 original Guarantee Forms.
 - (e) 1 original DS-2019 if the student is placed in the United States.
 - (f) 1 DoS Exchange Visitor Program-Welcome Brochure if the student is placed in the US.

- (g) 1 O-E Student Participation Certificate (insurance coverage).
- (i) 1 O-E RYE Program – Accident & Sickness Description of Coverage (CMI).
- (j) 1 O-E RYE Program – Accident & Sickness Claim Form.
- (k) O-E RYE Program – Personal Liability Description of Coverage (CMI).
- (l) O-E RYE Program – Property/Liability Claim Form
- (m) Map O-E Multidistrict
- (n) CultureGram, either Canada or United States along with the specific state
- (o) Pre-Arrival Checklist

OTTERBEIN ORIENTATION

Each Outbound Student in O-E is required to attend a final orientation session, which is held at Otterbein College located in Westerville, Ohio. During this comprehensive orientation, Country Contacts have an opportunity to meet with both students and parents, usually for the first time. It is important that the Country Contact spend a significant portion of this orientation on reviewing the nuances and peculiarities of each of the countries they are responsible for. Students who fail to attend the Otterbein sessions will not be permitted to go on their exchange.

SAMPLE OTTERBEIN SYLLABUS

The Chief Contact has developed a syllabus to serve as a guideline for each Country Contact to use in setting up individual training sessions with the Outbound Students. While this is not a comprehensive or exclusionary list, it will serve as a guide as to the main points to be covered.

Develop an agenda and a formal written presentation with appropriate handouts and information on:

1. Cultural difference - specific and general - and a CultureGram for each country
2. Political and socioeconomic information - sensitivity
3. Main holidays - significance and expectations
4. School - start and finish dates and daily schedule, expectations of foreign students, re acceptance level by teachers, expectations re grades and effort, fitting in
5. Main phrases and hand gestures - key basic phrases; inappropriate hand gestures
6. Rotary abroad - level of involvement of clubs with exchange students; gender issues; presentation at club; ensuring gender specific counselor is appointed; involvement of student in club projects/fundraising
7. Trips - what district sponsored trips are offered and approximate costs
8. To take or not to take - what items should be taken (expensive or unavailable abroad); what items should be purchased abroad (inexpensive, readily available abroad)

9. Problem solving
10. Resources such as www.yeoresources.org (First Night Questionnaire)
11. Other - any other topic/theme appropriate to promoting a successful exchange.

JOB DESCRIPTIONS FOR DISTRICT OFFICERS

INTRODUCTION

Forming a good district committee is important for a viable exchange program. While O-E does not get involved with district organization, we are providing a model plan with job descriptions that our member districts can use as a template.

DISTRICT CHAIR

1. Liaison to District Governor
 - (a) Review and establish annual budget for RYE
 - (b) Address and review any compliance issues
 - (c) Address and review any club, family or student issues
 - (d) Secure RYE participation at annual District Conference
2. Recruitment
 - (a) Find and retain clubs to host and sponsors RYE students
 - (b) Find and retain participation on RYE committee
 - (c) Work with district leadership on ways to spread information on RYE program
 - (d) Make RYE presentations to clubs and schools to market program
 - (e) Respond to inquiries coming from RYE district website
3. Compliance
 - (a) Handle all criminal background checks for RYE district committee, host families, club youth officers and club counselor
 - (b) Quarterly meetings with RYE district committee to confirm appropriate compliance procedures are being met including orientations, students check-ins, problem resolution and documentation
 - (c) O-E point of contact for annual audit
 - (d) Send district welcome letter to all inbound students prior to arrival
4. Student and Club Issues
 - (a) Early return issues to be discussed with Outbound and Inbound Chairs
 - (b) Escalate necessary issues to O-E and/or Rotary International
 - (c) Notification and documentation to Rotary International of early return

5. Liaison to O-E
 - (a) Attendance of Spring and Fall OE meetings
 - (b) Placement issues
 - (c) Point of contact for O-E country contacts
6. Lead District Committee
 - (a) Quarterly meetings with RYE district committee
 - (b) Regular contact with all committee
 - (c) Secure chaperones on rotating basis for attendance at District Conference and Otterbein
 - (d) Review budget at quarterly meetings
 - (e) Develop cross-training at RYE district committee level for sustainability

INBOUND CHAIR

1. Liaison to Clubs
 - (a) Secure club commitment to host by October each year using Club Commitment Form
 - (b) Assign students to hosting clubs
 - (c) Monitor return of guarantee forms and Club District Profiles and check for accuracy and signature of Inbound Chair or District Chair
 - (d) Problem-solving with clubs throughout the year
 - (e) Update recruiting materials with current cost and calendar of events
 - (f) Assist with host family issues when district presence needed
2. Liaison to Students
 - (a) Quarterly check-in with each student
 - (b) Review Counselor Monthly Logs
 - (c) Problem-solving with student if district presence needed and particularly if Student Behavior Contract and Early Return at issue
3. Compliance
 - (a) Inbound orientation late August before school starts
 - (b) Develop agenda and organize orientation based on required topics from audit
 - (c) Entry of hosting club, family and school information on OE database
 - (d) Host family, counselor and YEO orientation in early July before student arrival
 - (e) Collect required documentation during the year for audit

- (f) Update student database during the year
- 4. District Events
 - (a) Determine if students attending Foundation Banquet
 - (b) Determine if students attending Mid-Year Assemblies
 - (c) District Conference – attendance of students and secure agenda
 - (d) Work with Program & Social team to develop calendar of inbound events for the year
- 5. Liaison to Committee
 - (a) Quarterly report to committee
 - (b) Make committee aware of student, family or club issues
 - (c) Assist with making RYE presentations to clubs and schools to market program

OUTBOUND CHAIR

- 1. Liaison to Clubs
 - (a) Answer questions and facilitate outbound application process
 - (b) Collect outbound applications by November or early December
 - (c) Develop protocol with clubs to hold club-level interview and due diligence prior to district involvement
 - (d) Send accepted outbound candidate packages to O-E prior to January 1st
- 2. Liaison to Outbound Student and Family
 - (a) Notification of country selection
 - (b) Assist District Chair with sending Outbound Student Contracts
 - (c) Request and review quarterly reports from students while abroad
 - (d) Assist with problem resolution when district presence needed
 - (e) Communication with outbound family during the year
- 3. Compliance
 - (a) District interviews of outbound student and family with required documentation
 - (b) Local outbound orientation in late March
 - (c) Develop agenda and organize orientation based on required topics from audit
 - (d) Confirm student attendance at Otterbein multidistrict orientation in July

- (e) Rebounder exit interviews in July and August with required documentation

4. District Events

- (a) Secure outbound attendance at District Conference
- (b) Determine attendance of outbound or rebound students at RYLA
- (c) Work with Programs & Social team to invite outbound students to inbound events

5. Liaison to Committee

- (a) Quarterly report to RYE district committee
- (b) Make committee aware of student, family or club issues
- (c) Set outbound budget each year
- (d) Assist with making RYE presentations to clubs and schools to market program

SHORT TERM CHAIR

1. Liaison to District Chair

- (a) Promote the STEP Program to clubs
- (b) Facilitate STEP application process
- (c) Collect STEP applications by District deadlines
- (d) Facilitates interviews and home visit with sponsor club and district committee
- (e) Send accepted STEP candidate packages to O-E

2. Liaison to STEP Student and Family

- (a) Notification of country selection
- (b) Communicate with STEP student and family prior to exchange
- (c) Communicate with STEP student post-exchange for debrief

3. Compliance

- (a) Collect and review student and family applications through YEAH
- (b) STEP orientations

4. Liaison to Committee

- (a) Reports to RYE district committee
- (b) Keep YEAH up to date with District list of STEP candidates throughout the year and follow up prior to application deadline

- (c) Make committee aware of student, family or club issues
- (d) Assist with making RYE presentations to clubs and schools to market program

TREASURER

1. Quarterly update of budget at RYE committee meetings
2. Track income and expenses and compare semi-annually to District Treasurer accountings
3. Assist District Chair with calculations for developing annual budget
4. Regular tracking of RYE budget to provide real-time balance of funds to District Chair
5. Assist with making RYE presentations to clubs and schools to market program

PROGRAMS & SOCIAL CHAIR

1. Work with RYE district committee to develop annual social events and budget prior to student arrival
2. Get RYE district committee approval of any non-planned events and expenses
3. Confirm a minimum of 2 chaperones at each social event
4. Confirm with RYE district committee that proper Student Protection documentation done prior to any overnight events
5. Required inbound student gathering in late September to check-in with all students
6. Work with inbound and outbound chairs regarding required events such as orientation and District Conference
7. Lead communicator to clubs, families and students to coordinate events and transportation
8. Assist with making RYE presentations to clubs and schools to market program

TECHNOLOGY CHAIR

1. Keep website current with forms, pictures and club information
2. Monitor website for compliance issues
3. Bring technology issues to committee for discussion
4. Assist with making RYE presentations to clubs and schools to market program



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JOB DESCRIPTIONS FOR O-E OFFICERS

OFFICER RESPONSIBILITIES

The duties below are not meant to be all-inclusive. Outgoing officers are expected to complete tasks that were begun during their term of office, e.g. Otterbein. Incoming officers must be trained in their duties by the outgoing officers.

GENERAL CHAIR

1. Maintain all communication with RI Youth Exchange
2. Main interface with IYWT (travel agency)
3. Chair General Meetings of O-E
 - (a) Spring pre-planning meeting with new Executive Committee
 - (b) Summer work retreat with Vice Chair
4. Represent O-E at Youth Exchange meetings as needed
 - (a) NAYEN Conference
 - (b) YEO pre-Convention
 - (c) EEMA Conference
 - (d) ABIIJ Conference (Brazil)
5. Supervise all O-E Board members' performance and provide constructive feedback
6. Problem solving with Inbound/Outbound students in conjunction with the Districts
7. Matrix
 - (a) Approve pre-Matrix
 - (b) Prepare Matrix with Vice Chair
8. Maintain communication with neighboring Multi-districts
9. All other duties not assigned to other board positions as needed

VICE CHAIR

1. Alternate Responsible Officer (ARO) helps the RO with their duties.
2. Matrix (Outbound Country Assignments & Inbound District Assignments)
 - (a) District Preference Form to Districts (September)
 - (b) Survey Country Contacts for number of Inbounds/Outbounds for following year
 - (c) Prepare pre-matrix (Proposed Exchanges Template) for approval by General Chair
 - (d) Prepare (with General Chair), maintain and distribute matrix

3. Otterbein Conference
 - (a) Registration
 - (b) Facilities
 - (c) Agenda & Programming
 - (d) Outbound 'Student Protection' brochures for students
 - (e) Evaluations
4. Communication with Districts
 - (a) Meeting notices to all interested parties in conjunction with Recording Secretary
 - (b) Maintaining O-E Directory
5. Supervision of CSIET program
6. Supervision of Student Health Insurance
 - (a) Main contact with O-E health insurance provider
 - (b) Determine premiums so that district know in advance of Outbound recruitment
 - (c) Provide insurance carrier with student information
 - d) Monitor changes in insurance policy and assure that the policy meets DOS and RI requirements.
 - (e) Distribute insurance cards to all students
7. Supervision of IYWT
 - (a) Provide in acceptable format (spreadsheet) all required information on Outbound students
 - (b) Send first page of all Outbound applications to IYWT
 - (c) Keep IYWT informed of all changes/cancellations/dropouts/additions, etc.
8. Supervision of O-E Web Site
 - (a) Posting meeting information
 - (b) Posting forms
 - (c) Passwords and user names
 - (d) Approving bills for site maintenance
9. Update Country Preference Sheet with help from Chief Contact
10. Expected to move up to General Chair once current term ends.

TREASURER

1. Billing Districts for all items: e.g. insurance, fees, etc.

2. Collections of outstanding debts
3. Paying all approved expense reimbursements from Executive Committee & evaluating for appropriateness
4. Pay other O-E bills as appropriate
5. Prepare O-E budget annually (May Executive Committee meeting)
6. Monthly Income & Balance sheet for Executive Committee
7. Arranging & monitoring annual financial review
8. Distribution of financial review to O-E Governors & Executive Committee, CSIET & DOS
9. Managing funds to get the best return while maintaining adequate liquidity
10. Attendance at O-E regular meetings and Executive Committee meetings

SECRETARY

1. Responsible for recording minutes for all O-E general meetings and Executive Committee meetings and distributing same to membership
2. Receiving and recording proxies for the general meetings
3. Responsible for recording and distributing meeting notes for O-E general meetings and Executive Committee meetings within 21 days of the end of the specific meeting (email & web)
4. Meeting pre-registration for spring and fall meetings and arranging for on-site meeting registration
5. Sending meeting notifications to O-E membership including all Chairs, Governors, etc. (e-mail)
6. Maintaining corporate meeting records and other corporate documents as required
7. Maintaining copies of important O-E documents including insurance policies, manuals, etc

STEP CHAIR

1. Promote STEP to Districts
2. Coordinate all STEP exchanges for O-E
3. Training STEP Chairs at District level
4. Work with YEAH Administrator to maintain the STEP program in YEAH
5. Acts as Chief Country Contact for STEP (assigns additional Contacts when needed)
6. Promote and train O-E members on STEP
7. Coordinate District STEP Chair meetings and training
8. Oversight of STEP insurance and travel

9. Help District STEP Chairs with their Outbound STEP orientations
10. Assist District STEP Chairs in recruiting

CHIEF COUNTRY CONTACT

1. Prepare “Country Information and Expense” annually
2. Annually compile Inbound/Outbound commitments by December 1
3. Chair Country Contact meetings (spring, Otterbein, fall)
4. Train Country Contacts
5. Address performance issues of Country Contacts as needed
6. Attend and participate at O-E meetings and Executive Committee meetings
7. Design and maintain forms necessary for compliance with government/RI regulations
8. Maintain a listing of all overseas contacts
9. Develop and maintain standardized processes for Country Contact

OTHER O-E DUTIES – Non-voting members of Executive Committee

RESPONSIBLE OFFICER

1. Responsible for issuance of DS-2019’s (Inbound Student Visa)
2. All SEVIS responsibilities including reports to DOS
3. Validate arriving Inbound students within 10 days of arrival
4. Enter all address changes for Inbounds based DOS regulations
5. Maintain databases and records for all students to DOS and RI standards
6. Maintain awareness of all DOS regulations and changes to same
7. ID cards for Inbound students
8. DOS Compliance Audit
 1. Work with O-E auditor to complete audit
 2. Supply information as requested by obtaining from districts

YEAH ADMINISTRATOR

1. Responsible for all updates to YEAH
2. Liaison to YEAH program
3. Training of YEAH to Districts

COMPLIANCE OFFICER

1. Responsible to ensure all O-E documents are in compliance with DoS and RI directives



2. All Districts report major problems/ emergencies/ items requiring RI or DoS reporting
3. Training of O-E membership on Compliance issues

OTHER O-E DUTIES – Not on Executive Committee as a non-voting member

WEBSITE ADMINISTRATOR

1. Posting meeting information
2. Posting forms
3. Passwords and user names
4. Approving bills for site maintenance



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DOS/CSIET REQUIREMENTS

US DEPARTMENT OF STATE (DoS)

The US Department of State approves and administers Student and Exchange Visitor Program which includes all J-1 Student Visa exchange programs in the United States, called Sponsors.

The Office of Designation deals specifically with the following:

1. Reviewing designation and re-designation applications
2. Reviewing annual reports to acknowledge, assist, and to resolve sponsor's issues or concerns to administer a successful program
3. Assisting sponsors with J-visa related inquiries and requests for change of category, extension, reinstatements, or permission to issue
4. Providing daily outreach to assist sponsors and to evaluate the effectiveness of program categories
5. Reviewing program requests:
 - (a) Adding officials
 - (b) Amendments
 - (c) DS-2019 allotments
 - (d) Other matters regarding program administration

The Office of Private Sector Exchange Administration (OPA) monitors and enforces full compliance with Department regulations and policies with a focus on exchange visitors' health, safety, and well-being; and responds to complaints and incidents.

Sponsors use the Department of Homeland Security website called SEVIS (Student Exchange Visitor Information System) to issue the DS-2019 forms which our Inbound students use to obtain their J-1 visa.

Each Sponsor designates a person to be the Responsible Officer (RO) and additional individuals to assist with the program called Alternate Responsible Officers (ARO). The RO is the liaison to The Department of State for each exchange program and keeps the data up to date.

The Office of Designation requires O-E, as a Sponsor, to conduct a bi-annual Management Review to see that O-E is complying with the Code of Federal Regulations (CFR's) as they apply to our Youth Exchange Program. Specifically, O-E is required to comply with the applicable sections of Part 62 of the CFR's, mostly found in Part 62.25.

CSIET

The Council on Standards for International Educational Travel (CSIET) is a private, not-for-profit organization, which establishes standards for, monitors, and disseminates information about reputable international high school youth education and exchange programs. CSIET's annual publication, the CSIET Advisory List, contains information about programs that have been evaluated and deemed to meet CSIET's national standards. The Advisory List is annually distributed to all the high schools in the United States, and hundreds of parents and youth who are seeking interesting and reliable travel and exchange learning opportunities.

The mission of the Council is to:

- (a) Establish standards for international educational travel abroad by American high school aged youth and by foreign youth traveling to the United States.
- (b) Monitor compliance with those standards by educational travel and exchange programs on behalf of schools, students, educational groups and the exchange community in the United States
- (c) Provide and manage a process by which international educational travel and exchange programs can be reviewed and evaluated as to their compliance with the standards
- (d) Annually publish a CSIET Advisory List of International Educational Travel and Exchange Programs to disseminate findings and decisions relative to compliance with the standards in a manner which will constructively serve the exchange programs, exchange students and their families, and the schools
- (e) Promote the value and facilitate the development of international educational travel and exchange experiences for youth people.

The O-E Rotary Youth Exchange Program submits an annual application to demonstrate compliance with CSIET Standards and to qualify for the CSIET Advisory List.

Many school systems require CSIET certification in order to enroll Inbound Students from a Youth Exchange Program.

O-E CRISIS MANAGEMENT PLAN

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CRISIS MANAGEMENT PLAN

In conjunction with Rotary International (RI) Code of Policies dated January 2022 Article 2.120.4(4) and the Rotary Youth Protection Guide, Rotary districts and clubs should establish a Crisis Management Plan (hereinafter “CMP”) if district or clubs participate in, or sponsors, any projects or activities in which adults engage with minors, regardless of whether the activity is or is not a Rotary activity. For RI certification, Rotary districts participating in the Rotary Youth Exchange program must adopt a CMP and as Rotary districts often engage with minors in other Rotary programs, such as RYLA, Interact and other community programs; this CMP applies to all such activities.

This District CMP has been adopted by Ohio-Erie Rotary Youth Exchange Program, Inc. (hereinafter “O-E”) and Rotary District . Its provisions are designed to make clear what actions should be taken by a district, in the event a crisis occurs involving Rotary Youth Exchange students and/or other minors (hereinafter collectively “minors”) with whom the district and adults engage.

A “crisis” may involve material or significant injuries or accidents, health or emotional emergencies, serious crimes or violence; and may be caused by such things as natural disasters, ongoing political or social unrest, transportation accidents, etc.

District will establish and maintain a District Crisis Management (DCM) Committee composed of the District Governor (DG), the District Crisis Management Officer (DCMO) and additional Crisis Management Committee members as necessary, but not less than two. The DCM Committee members are listed in **Appendix A** attached to this policy and will be updated annually or sooner with any change in roles.

All DCM Committee members must be given a copy of this CMP and be familiar with the RI and district policies on Crisis Management as well as the Youth Protection Policy adopted by the district. All DCM Committee members must also be familiar with RI Code of Policies on Youth Protection and Youth Exchange, *i.e.*, Articles 2.120 and 41.050 and the Uniform Privacy Policy. This information can be found at www.oerye.org under Resources tab.

I. DUTIES OF THE DCMO AND DCM COMMITTEE MEMBERS

A. Upon receiving notification of a crisis, the DCMO (or any other DCM members if the DCMO is not immediately available) must promptly acknowledge receipt of the notice, in writing or by email, to the individual transmitting the information, with copies to the DCM Committee and the DG.

B. After receipt of notice of a crisis, the DCM Committee will promptly review available facts and document the incident using the O-E Crisis Management Incident Report which can be found at www.oerye.org under Resources, in the YEAH Document Library and **Appendix B**.

C. Based on the facts, the DCM Committee may take and/or authorize any emergency actions that may be necessary and correct any previous emergency actions as may be necessary.

D. The DCM Committee will promptly advise the DG of the crisis and continue to keep the DG aware of all actions being taken and documents received.

E. If it has been or is necessary to remove a minor to emergency housing, the DCM Committee will obtain the contact information for the emergency location and ensure that the removal has been completed.

F. In the event the crisis involves claims of abuse or harassment:

1. RI requires an immediate report to the appropriate law enforcement agency; inquire if a report has been filed, and if so, obtain contact information for the agency to which the crisis has been reported and obtain a copy of any report;

2. If an immediate report has not been made, obtain contact information for the appropriate agency and report the crisis to that agency.

G. Event regarding any minor in crisis:

1. Contact the parents or legal guardians of the minor, advise them of the nature of the crisis and the actions being taken to resolve the crisis.

2. Devise a plan to solve the crisis, in cooperation with other DCM Committee members, the DG, Rotary club crisis committee and parents or legal guardians of affected minors, with sensitivity to the parents' or legal guardians need to be involved in the solution.

3. Solutions shall be tailored based upon the severity of the crisis and may range from support or medical attention to preventing repetition of the offense including removal from youth programs.

H. If the minor involved in the crisis is a Rotary Youth Exchange Student:

1. Promptly contact the appropriate O-E Country Contact and O-E Responsible Officer and advise them of the crisis, all known facts, and emergency actions taken.

2. In cooperation with the Country Contact and Responsible Officer, determine whether the minor's embassy or consulate and/or the Department of State should be notified of the crisis and the manner in which the minor's parents or legal guardians should be advised of the crisis.

3. If the crisis is such that an embassy or consulate or the Department of State should be made aware of the crisis, ONLY the Country Contact and Responsible Officer should implement such a step, while keeping the DCMO, DCM Committee and District Governor aware of such contacts.

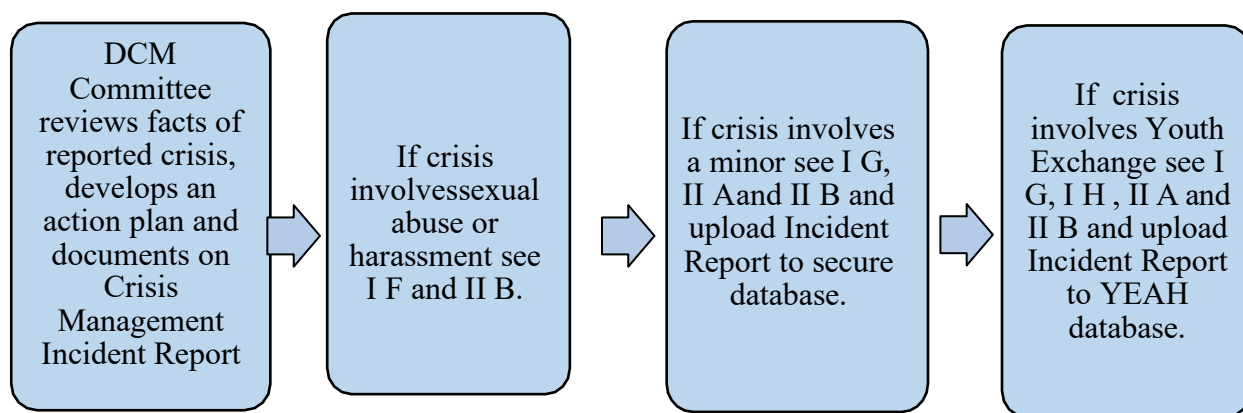
4. Devise a plan to solve the crisis, in cooperation with other DCM Committee members, the DG, Rotary club crisis committee and parents or legal guardians of affected minors, with sensitivity to the parents’ or legal guardians need to be involved in the solution.

II. NOTIFICATION AND REPORTING

A. No later than 30 days after a crisis is resolved, the DCM Committee must complete a written report stating the facts, how the crisis was resolved, if any issues remain unresolved, and analyzing what was done in the process of handling the crisis, with a view to correcting any missteps for the future. A copy of the report should be given to the DG. A copy of the report and any documentation gathered in the course of an investigation shall be uploaded to a secure site for example Youth Exchange Administrative Hub (YEAH), with limited accessibility. RI should also be provided a copy of the report if the crisis involved abuse or harassment. Districts may use the standard O-E Crisis Management Incident Summary Report which can be found at www.oerye.org in Resources tab, in the YEAH Document Library and **Appendix B**.

B. All significant incidents, including, but not limited to death, early returns, serious crimes, and any allegations of abuse or harassment, shall be reported to RI within 72 hours of the time the DCMO or other DCM Committee member learns of the incident.

C. Except for limited emergency actions that may be taken by the initial reporting person, or requirements of appropriate law or governmental agencies, or except as required by RI or O-E, **NO PERSON OTHER THAN A DCM MEMBER, COUNTRY CONTACT or O-E RESPONSIBLE OFFICER** is authorized to take any action in regard to the crisis, or to send or receive any information about the crisis that could reasonably be considered confidential or private.



III. CRISIS SITUATIONS & RESPONSE PROTOCOLS

Each section below outlines crisis situations by type and the appropriate protocols to be followed depending on the Level. The DCM Committee and ultimately the district governor decides the level of a crisis and when to escalate or deescalate a crisis.

ACCIDENTS:

Level I – Minor Injury/Accident: The emergency (or perceived emergency) does not currently present a significant health or safety risk and does not appear to require medical intervention and involves only one or two people. If more than two people are affected by a minor injury/accident, follow the response protocol for Level II

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
3. Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level II)
4. Contact the parent/guardian within 24 hours of the injury/accident
5. Report the injury/accident to the District Youth Protection Officer and RI within 72 hours of the injury/accident
- 6.

Level II – Serious Injury/Accident: The emergency (or perceived emergency) may present a significant health or safety risk and requires medical intervention for one or more person or more than two people are affected by a minor injury/accident

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon as emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
6. If the person(s) are required to be transported to a hospital or emergency medical facility, designate an adult volunteer to accompany them and other adult volunteers to supervise remaining youth program participants
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
8. Determine if there will or may be any media coverage and activate your media crisis response protocols
9. Report the injury/accident to the District Youth Protection Officer and RI within 72 hours of the injury/accident
- 10.

Level III – Critical Injury/Accident: The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or life-saving procedure

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
6. Designate an adult volunteer to accompany the person(s) to a hospital or emergency medical facility and designate other adult volunteers to supervise remaining youth program participants
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
8. Determine if there will or may be any media coverage and activate your media crisis response protocols
9. Report the injury/accident to the District Youth Protection Officer and RI within 72 hours of the injury/accident
10. _

PHYSICAL HEALTH EMERGENCIES:

Level I – Monitor: The emergency (or perceived emergency) does not currently directly impact students or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.
- 3.

Level II – Plan: The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated

5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
- 7.

Level III – Act: The emergency directly affects your district/region, students and volunteers

1. Implement actions steps identify in Level II to prevent risk to students or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students, volunteers and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency
7. Continue to monitor and adapt procedures as situation develops
- 8.

MENTAL HEALTH EMERGENCIES:

Level I – Monitor: The emergency (or perceived emergency) does not currently directly impact students or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.
- 3.

Level II – Plan: The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled

4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated
5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
- 7.

Level III – Act: The emergency directly affects your district/region, students and volunteers

1. Implement actions steps identify in Level II to prevent risk to students or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students, volunteers and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency
7. Continue to monitor and adapt procedures as situation develops
- 8.

NATURAL DISASTERS:

Level I – Minor Natural Disaster: The emergency (or perceived emergency) does not currently present a significant health or safety risk and does not appear to require medical intervention and involves only one or two people. If more than two people are affected by a minor Natural Disaster, follow the response protocol for Level II

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the Natural Disaster
2. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
3. Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level II)
4. Contact the parent/guardian within 24 hours of the injury/accident
5. Report the injury/accident to the District Youth Protection Officer and RI within 72 hours of the Natural Disaster
- 6.

Level II – Serious Natural Disaster: The emergency (or perceived emergency) may present a significant health or safety risk and requires medical intervention for one or more person or more than two people are affected by a minor injury/accident

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the Natural Disaster
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon as emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
6. If the person(s) are required to be transported to a hospital or emergency medical facility, designate an adult volunteer to accompany them and other adult volunteers to supervise remaining youth program participants
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
8. Determine if there will or may be any media coverage and activate your media crisis response protocols
9. Report the Natural Disaster to the District Youth Protection Officer and RI within 72 hours of the injury/accident
- 10.

Level III – Critical Natural Disaster: The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or life-saving procedure

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the Natural Disaster
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
6. Designate an adult volunteer to accompany the person(s) to a hospital or emergency medical facility and designate other adult volunteers to supervise remaining youth program participants
7. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
8. Determine if there will or may be any media coverage and activate your media crisis response protocols
9. Report the injury/accident to the District Youth Protection Officer and RI within 72 hours of the Natural Disaster
- 10.

POLITICAL AND SOCIAL UNREST:

Level I – Monitor: The emergency (or perceived emergency) does not currently directly impact students or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.
- 3.

Level II – Plan: The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated
5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
- 7.

Level III – Act: The emergency directly affects your district/region, students and volunteers

1. Implement actions steps identify in Level II to prevent risk to students or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students, volunteers and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a real emergency
7. Continue to monitor and adapt procedures as situation develops
- 8.

CRIME OR VIOLENCE:

Level I – Monitor: The emergency (or perceived emergency) does not currently directly impact students or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.
- 3.

Level II – Plan: The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated
5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
- 7.

Level III – Act: The emergency directly affects your district/region, students and volunteers

1. Implement actions steps identify in Level II to prevent risk to students or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students, volunteers and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency
7. Continue to monitor and adapt procedures as situation develops
- 8.

TERRORIST ATTACK OR THREAT:

Level I – Monitor: The emergency (or perceived emergency) does not currently directly impact students or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by your crisis management team.
2. Continue to monitor developments, including any alerts and updates issued by federal, state and local government agencies for further guidance.
- 3.

Level II – Plan: The situation does not yet directly impact students or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students and parents)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated
5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including students and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
- 7.

Level III – Act: The emergency directly affects your district/region, students and volunteers

1. Implement actions steps identify in Level II to prevent risk to students or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students, volunteers and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalization, or repatriation of program participants related to a health emergency
7. Continue to monitor and adapt procedures as situation develops
- 8.

MISSING PERSON:

Level III – Critical: The emergency (or perceived emergency) presents a critical health or safety risk and requires immediate intervention

1. Immediately contact emergency medical services
2. Ensure that other youth program participants are being supervised while attending to the needs of the missing person(s)
3. As soon emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
4. Designate an adult volunteer to supervise remaining youth program participants
5. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
6. Determine if there will or may be any media coverage and activate your media crisis response protocols
7. Report the incident to the District Youth Protection Officer and RI within 72 hours of the incident
- 8.

DEATH:

Level III – Critical: The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or life-saving procedure

1. Ensure that other youth program participants are being supervised while attending to the needs of the deceased person(s)
2. As soon emergency medical services arrive, contact the parent/guardian and District Youth Protection Officer
3. Designate an adult volunteer to supervise remaining youth program participants
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s)
5. Determine if there will or may be any media coverage and activate your media crisis response protocols
6. Report the incident to the District Youth Protection Officer and RI within 72 hours of the incident
- 7.

IV. CRISIS RESOLUTION

A. DE-ESCALATING A CRISIS AND DECLARING CRISIS RESOLVED:

The district governor shall be responsible for deescalating a crisis (moving a crisis from a higher level to a lower level) and declaring a crisis resolved according to the following:

Deescalating a crisis: a crisis level will be moved from a higher level to a lower level, when appropriate, when the all steps in the response protocols have been followed, but there is still a need to maintain a level of crisis awareness or response, and that response is more appropriate to the protocols described by a lower level. The district governor will communicate with the DCM

Committee in the event of a de-escalation of a crisis and activate the notification protocols as necessary.

Declaring a crisis resolved: a crisis will be deemed resolved when the all steps in the response protocols have been followed, there is no immediate risk to young people and volunteers, and there is no need to maintain a level of crisis awareness or response. The district governor will communicate with the DCM Committee in the event of a resolution of a crisis and activate the notification protocols as necessary.

B. DEBRIEFING AND INCIDENT REPORT:

Immediately following a resolved crisis, a crisis simulation, or a narrowly avoided crisis, the DCM Committee shall conduct a debriefing. The purpose of the debriefing is to ensure the response protocols were followed, if there are any action steps needed as a result of a crisis resolution, including, but not limited to, making updates to the crisis management plan and conducting emergency trainings.

A copy of the Incident Report (Appendix B) shall be included with any formal records and the district governor shall be responsible for ensuring that any actions recommended as a result of the debriefing are implemented.

C. UPDATING CRISIS MANAGEMENT PLAN AND EMERGENCY TRAINING:

It is important to review the crisis management plan regularly. The plan shall be updated as follows:

1. Annually prior to the start of the new Rotary year by September 30.
2. Following any changes to leadership or other youth protection policies.
3. As a result of recommendations from a debriefing following a resolved crisis, a crisis simulation, or a narrowly avoided crisis.

Emergency (unscheduled) trainings shall be conducted as follows:

1. Immediately following a resolved crisis when the results of a debriefing reveal a need to do so.
2. If a crisis or emergency that involves young people is narrowly avoided, especially when the results of a debriefing reveal that youth protection policies or response protocols were not followed.

V. OTHER IMPORTANT CONSIDERATIONS

A. SUPPORTING YOUTH DURING A CRISIS:

Young people may require additional support, mental health counseling, or medical attention during or immediately following a crisis. It is important to check-in with young people who have experienced a crisis themselves as well as others who may have been present during an in-person emergency or who may also be indirectly impacted (friends, family, or others close to someone who experienced a crisis).

The following procedures should be followed during a crisis and immediately following a crisis:

1. Assess the physical, mental, and emotional state of young people directly or indirectly impacted by a crisis
2. Be supportive but also respect the young person’s right to privacy or confidentiality if there is no reporting requirement
3. Schedule a follow-up with anyone directly or indirectly impacted by a crisis with an appropriate person (Club counselor, district Youth Protection officer, etc.)
4. Offer additional support services as follows. Notify when additional support services are required

Service type	Provider	Telephone	Email
<i>Ex. Mental Health</i>	<i>ABC Counseling</i>	<i>+1-123-555-5555</i>	<i>ABC@email.com</i>

B. ADMINISTRATIVE PROTOCOLS:

All required reporting (district-level, local, state/provincial, national, international, US Department of State and RI) shall be completed within the designated required timeframe.

An official record of a crisis response, including the corresponding completed debriefing questionnaire, along with any other relevant materials (press/media releases, media coverage, insurance claim application forms, official letters, email correspondence, police reports, etc.) shall be filed along with other private and confidential reports, accessible to only those with a need to review the record.

C. INSURANCE AND EXPENSES:

The district is covered by the US RI liability insurance which may include coverage for bodily injury and/or property damage incurred in an emergency/crisis. Review the policy coverage/limits for additional information and policy reporting guidelines. All insurance-related questions or requests to submit a claim must be referred to the current RI insurance agent.

The district maintains an emergency crisis management fund in the event that there are expenses incurred that require immediate payment to provide for the safety and well-being of youth and volunteers, including expenses that may be later reimbursed by a liability insurance provider and those that may not be reimbursed. To the extent possible, all expenses must be approved in advance by the district governor and all receipts must be submitted for reimbursement and record-keeping.

C. MEDIA CRISIS GUIDELINES:

In the event of a media inquiry, request for comment, interview, or other details related to a crisis, the designated media spokesperson shall be the district governor, unless otherwise noted. All volunteers should be instructed as part of their crisis training to not respond to or otherwise comment on a crisis situation and rather refer all inquiries to the designated spokesperson. All



volunteers should refrain from commenting on or otherwise sharing published content involving a crisis and refer the content to the designated spokesperson.



O-E POLICIES