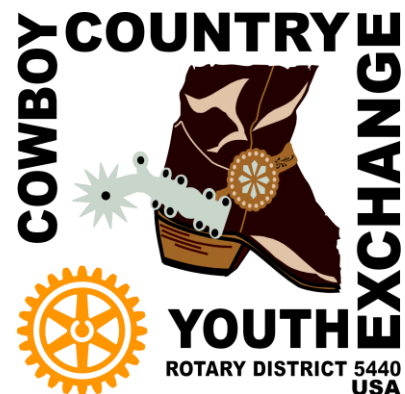

Outbound Orientation Handbook

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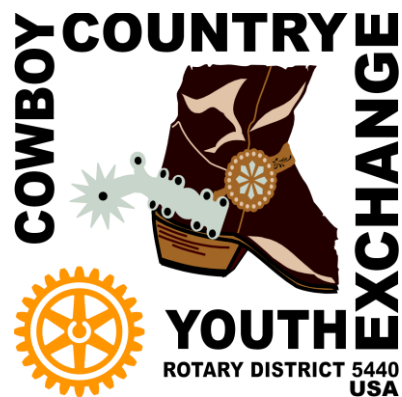
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REVISED APRIL 2026

What is Rotary and District 5440?

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What is Rotary and District 5440?

Rotary is a global network of 1.2 million neighbors, friends, leaders, and problem-solvers who see a world where people unite and take action to create lasting change – across the globe, in our communities, and in ourselves. Solving real problems takes real commitment and vision. For more than 110 years, Rotary's people of action have used their passion, energy, and intelligence to take action on sustainable projects. From literacy and peace to water and health, we are always working to better our world, and we stay committed to the end.

Rotary began on February 23, 1905 in Chicago, Illinois. The founder, Paul Harris, had invited three friends to explore his idea that had been developing for several years. The idea -- a club of business and professional men who could and should be friends. Harris was a lawyer; his friends were a coal dealer, mining engineer, and merchant tailor. **The aim of the first Rotary Club was the encouragement of friendship, fellowship and mutual assistance.** The name “**ROTARY**” was suggested by Harris; prompted by the original plan of the members to meet in rotation at their various places of business.

Our mission: We provide service to others, promote integrity, and advance world understanding, goodwill, and peace through our fellowship of business, professional, and community leaders.

Vision statement: Together, we see a world where people unite and take action to create lasting change — across the globe, in our communities, and in ourselves.

What we do: Rotary members believe that we have a shared responsibility to take action on our world’s most persistent issues. Our 46,000+ clubs work together to: Promote peace, Fight disease, Provide clean water, sanitation, and hygiene, Save mothers and children, Support education, Grow local economies, Protect the environment.

Diversity, Equity, and Inclusion: As a global network that strives to build a world where people unite and take action to create lasting change, Rotary values diversity and celebrates the contributions of people of all backgrounds, regardless of their age, ethnicity, race, color, abilities, religion, socioeconomic status, culture, sex, sexual orientation, and gender identity.

The Four-Way Test is a nonpartisan and nonsectarian ethical guide for Rotarians to use for their personal and professional relationships. The test has been translated into more than 100 languages, and Rotarians recite it at club meetings:

Of the things we think, say or do:

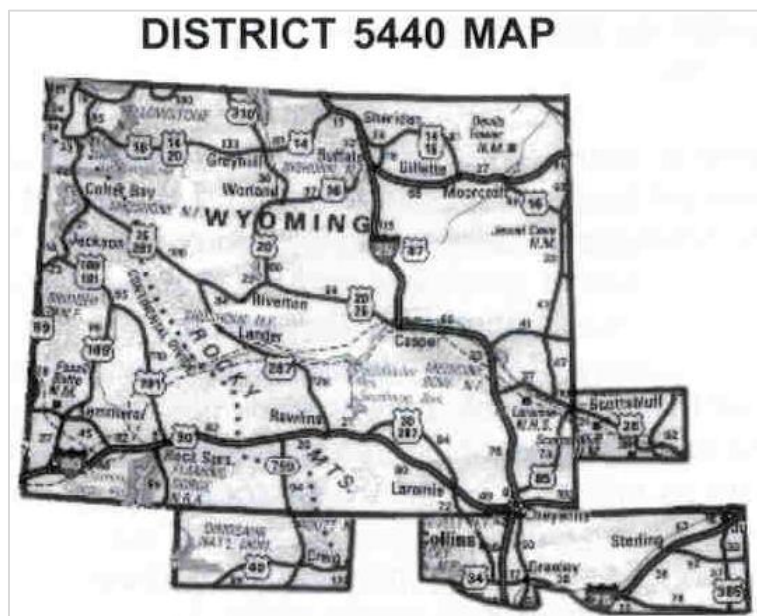
1. Is it the TRUTH?
2. Is it FAIR to all concerned?
3. Will it build GOODWILL and BETTER FRIENDSHIPS?
4. Will it be BENEFICIAL to all concerned?

- There are over 1.2 million Rotarians in 200 different countries and geographic regions
- Rotarians are members of a local Rotary Club
- There are over 45,000 Local Rotary Clubs around the world
- Local Rotary Clubs are part of a regional or geographic Rotary District for leadership and support
- Each District elects a District Governor and other Officers, and organizes District Committees
- District 5440 is composed of 52 Rotary Clubs. It encompasses all the State of Wyoming, the county of Scottsbluff, Nebraska and the counties of Moffat, Routt, Larimer, Weld, Logan, Phillips, and Sedgwick in Colorado and Teton County, Idaho.

District 5440 Statistics	Rotary Global Statistics
52 clubs	45,000 clubs
2,400 members	1.2 million members
111,800 square miles	200 countries

Rotary Youth Exchange is a District Program

- The Youth Exchange Program is the responsibility of the District Governor
- The District Governor appoints the District Youth Exchange Committee to carry out the program
- Cowboy Country Youth Exchange was incorporated in January, 2006 and is the official name of District 5440 Youth Exchange.
- Committee Members have the responsibility to coordinate the exchange between your Host District and our District 5440 as the Sponsor District



Only Certified Districts Can Participate

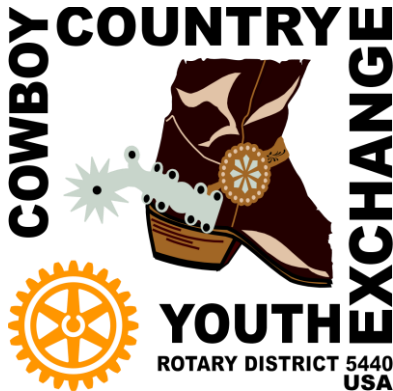
- Rotary International has rigorous requirements for Districts that wish to participate in youth exchange – both host and sending districts must be certified by Rotary International.
- The certification process requires all district Youth Exchange programs to provide RI with evidence that they have adopted the certification requirements in their Long-term and Short-term exchange programs (including any tours or camps).

Commitment to World Peace Through Youth

- The Rotary Youth Exchange Program is the premier youth exchange program in the world. It is not politically or religiously affiliated. Rotary is in the majority of the countries of the World, and Rotary is attempting through this program and others to bring about World peace through cultural understanding, tolerance and goodwill. The most powerful force in the promotion of international understanding and peace is exposure to different cultures. The Rotary Youth Exchange program provides thousands of young people with the opportunity to meet individuals from other countries and experience new cultures through life in another country. Host clubs, host families, and communities are enriched through engagement with students from different cultures. The program instills in young people the concept of international understanding and goodwill and helps develop intercultural competency, which is essential to building and sustaining peace.

Ambassadorship

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Ambassadorship

As a Rotary youth exchange student, you represent yourself, your family, your sponsor Rotary club and district, and your home country as well as your host Rotary district and club. As an ambassador, we have high expectations for you. Being a youth exchange ambassador is an attitude, a state of mind and a way of being. It is not a thing you do one time, pat yourself on the back and check that ambassador stuff off your task list.

Throughout this orientation material there is information about being an ambassador. It will be up to you as an exchange student to adapt that attitude and make choices to be an ambassador in a way that suits your personality and your hosting circumstances. This involves learning and teaching about the country you are in, as well as the country you are from. Try to build good relationships in the town you are living in. If people see you being kind, agreeable, eager to try and learn new things, thankful, they will be more likely to forgive you or help you if something not great happens someday.

“The Be’s” were developed for Rotary youth exchange students and we use them as a guide for students to get the most out of their exchange experience. They provide problem-solving tools, establish behavior standards, allow you to develop positive objectives for your year and provide focus and direction.

6 Be's for a Successful Exchange

Be First*I am a person of action!***Be Curious***I seek to understand!***Be on Purpose***I am certain of my outcome and move steadily toward it!***Be Grateful***I focus on things I can be thankful for!***Be of Service***I give of myself!***Be Here Now***I live in the moment!*

Tips to Be a Good Exchange Student

- You have control over how involved you become in the life of your community, including your host homes, school, sports, clubs, church, Rotary, and community activities; the sooner you fill your day with activity, the faster homesickness will be a feeling of the past!
- Become an integral member of your host family; don't wait to be asked to help with daily chores – look for things to do, and then do them.
- Spend “quality time” evenings and weekends with the family, not in your room.
- Be prepared for these public speaking opportunities and look for opportunities to talk about youth exchange and teach people about your home country and culture. Your

audience may have many misconceptions about your country. Use this opportunity to be a positive ambassador. Don't take criticisms about your country personally.

- Seek out volunteer opportunities in your community (hospitals, nursing homes, senior citizen centers, elementary schools, etc.) and share some of your time; ask some Rotarians for ideas and people to contact.

- Attend Rotary-sponsored events and host family events. Show an interest in host family and Rotary activities to which you are invited.
- Don't wait to be invited; ask and volunteer to get involved
- Participate in the Interact club in your school or community if there is a club.
- Attend as many Rotary meetings as possible. Try to sit beside a different Rotarian each time. Talk to them; don't wait for them to talk to you. If you aren't invited to the Rotary meetings, ask your counselor or some other Rotarian to take you.
- Get involved in your school and community sports and special interest activities. Plan your recreation and spare time activities around your school and community friends.

- Write thank-you notes for EVERYTHING: Anytime someone entertains you or gives you something, write the person a note.
- Be willing to try new things. Try new foods, new experiences.
- **Do not spend all your time with other exchange students or connecting to people from home.**
- Take your schoolwork and homework seriously. It is required to attend classes and maintain satisfactory grades. This can be defined as C or better in all subjects. If you hope to get credit for course work taken in your host school, you need to make the necessary arrangements early in the school year.
- 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.
- Do not ask to do things that you know you may not do. Accept the fact that rules do exist and you are to go by the rules.
- Plan travel well enough in advance so that you can arrange for travel documents, permission letters from you parents, host family, and Rotary counselor, plus itineraries, well before your planned departure. Remember that the student may not travel to other parts of the country without permission from the District Chairman, unless she/he goes with the host parents.

Rotary Youth Exchange Creed

This is my experience.

Many have been here before
and many will follow --
but this time is mine.

My journey will present
numerous doors to
unlimited opportunities.

Some of these doors will be open,
some will be closed.

But one thing I know for certain,
The key to all doors lies within.

-
- When arriving at a new host family, go over your First Night Questionnaire Form immediately.
 - If your host parents are doing a project around the house (washing the windows, cutting the grass, shoveling snow, etc.), offer to help.
 - Contact your Counselor regularly even if they don't contact you. Tell them you just wanted them to know that everything is going well. If you have a problem, discuss it with them.
 - Always make sure your host family knows the following:
 - Who are you with?
 - What are you doing?
 - Where are you going?
 - When are you coming back?
 - How are you going and returning?
 - If you are late, your family will worry. Call or text them if you cannot be home on time.
 - When traveling with your host family or with a group, send post cards to your other host families.
 - Be sure to write home to your own parents regularly. Try writing a real letter once in a while! You should also write to your friends at home and to your sponsoring Rotary club at home.
 - Cook an American meal for your host family at least once. (This goes for the boys, too). If you've never cooked before, ask your host mother (or other family member) to help you. Make sure items are not too expensive.
 - When you receive letters from home, share parts of them with your host family.
 - Contact your previous host families occasionally for a friendly conversation or visit.
 - Make your bed every morning and always keep your room neat.
 - Coordinate your laundry schedule with the rest of the family. Do not ask your host mother to wash and iron your clothes just before you need them.
 - Invite friends to your host home after getting permission from your host family.
 - Be creative with your spare time. If your family spends five (5) hours a day watching TV, then it's OK for you to do so, too, unless you have homework or some other project to do. Learn to read, write letters and cards! Keep a diary, draw or paint, work on a puzzle, play cards and games with the family, knit or do needlework! If all else fails, write your monthly reports.
 - You should dress appropriately for any occasion and that you are well groomed. Extreme appearances are not always appreciated and you may be treated differently as a result of your extreme appearance. Our students have, over the years, earned a very high reputation abroad. Hence, we are asking you to maintain or even enhance this image by your own behavior and conduct.
 - **In all things, remember the Be's!**

Discussing Differences, Current Issues, and Geography

What happens when bright, enthusiastic young people, like you, decide to participate in Rotary Youth Exchange? For starters, you will begin to look at the world from a different angle – one that is wider, more flexible, and that can accommodate a diverse array of viewpoints. You will learn that there is more than one way to solve a problem – that the world offers a rich variety of foods, customs, and philosophies to sample – and that, despite such diversities, people around the world share a wealth of similarities.

Rotary International Youth Exchange identifies “culture” as an integrated system of learned behavior patterns that are characteristic of members of any given society. Culture includes attitudes and feelings. In a new culture you must be aware of the differences in attitudes and feelings - you will need to be thoughtful while learning to participate. Try to understand and accept the differences with an open mind and without criticism. Remember the U.S. is not at the center of everybody’s map. More importantly, the host culture most likely will not adapt to you, you need to adapt to the host culture.

Pay attention to what’s going on in the United States and keep up on current events. If you are asked for an opinion on our government’s actions or agendas, either in a one-on-one scenario or in public, use your ambassadorial skills to build a bridge with your new country. Consider turning the conversation around to hear their viewpoint and try and be a conduit towards peace and understanding. Tolerance doesn’t mean giving up your culture; just respect the host culture and their opinions.

Know how your government works. You will be expected to voice opinions. Don’t put down your host country. Defend your country but do so with respect for the differences. Sometimes you will need to quietly get along. Express your opinion, and stress that it’s not necessarily fact.

The rest of the world spends more time studying the United States than we do studying the rest of the world or often even our own country. You are apt to find that people in your host country know more about America than you do, or than you know about their country. Our students have said in their reports that they wish they had prepared better before they left. Learn about your country! Learn about the country you are going to.

Some American Values, Attitudes and Beliefs

Compiled by Judith M. Blohm

Time Conscious - "time is money," must be on time for an appointment; may give the distance from one place to another in time rather than linear distance.

Personal Achievement is Basis of Identity - rarely achieve status by who family is; educational institutions, degrees, professions for which one prepares himself/herself and accomplishments determine status.

Problem Solvers - rarely take attitude that one must bear what life gives; have ability to change their life for good or ill by own action; interested in conquering the unknown, solving mysteries (such as causes and cures for disease).

Interest in Technology - bigger, faster, more efficient machinery to free one's time for other things.

Value Youth - desire to appear, act young; not particularly respectful of age (age and wisdom not necessarily equated).

Belief in Equality of Persons - refers to desire to give all people equality of opportunity, not that all people are equal in abilities; lack of emphasis on titles, informality in work and social settings; respect for achievement not mere titles.

Progress - look to the future, anxious to make a better future, don't dwell on the past.

Settlement of Disputes by Compromise - exact determination of right and wrong not always as important as settling in a way both parties are somewhat satisfied with.

Distrust of Authority - government systems of checks and balances to insure that power can't get out of hand; very strict moral standards for persons in public office.

Ignorant of Outside World - historical development has focused our interests to developing our own rich content with little concern for or interest in or need for the outside world.

Movement of People - frequent changes of homes for upward mobility in jobs; changing jobs for personal betterment.

Honesty - strong demands for honesty in children, public officials; "white lies" only permissible in certain situations; cheating in school strongly disliked.

Fluid Social Structure - people can move from one social class to another through their own achievements.

A Motto by an Exchange Student

I have a little motto I always have close by,
It comes in very handy on the days my sun won't shine.

Being here in this far away land,
I sometimes get this wish to have my family close at hand.

The first months were so hard for me.
I couldn't understand the language and there was so much to see.

The months have quickly gone and now it is routine.
I force myself each day to dig for new and exciting things.

I started on the right foot here -
Now so much is expected I sometimes am in fear.

People don't seem to realize I'm just a human being.
I have faults like everyone else - but they say seeing is believing.

I always keep a smile upon my face
And keep my schedule going at a real fast pace.

I get involved with all sorts of people
And find myself eating even if I'm not able.

"Carry your burdens with a smile," I say.
For me there is no other way.

A smile brightens up my day
As well as the people I pass along the way.

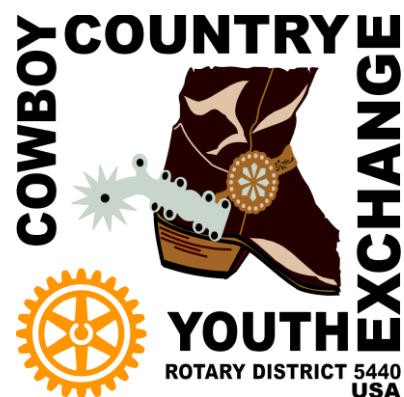
So when my stomach's tied in knots,
I smile a smile worth 10,000 watts.

The brightness beams to all around
And it gives me the strength to stand firmly on the ground.

So "carry your burdens with a smile" -
I have and it's made being an exchange student all the more worthwhile.

Outbound Student Rules and Expectations

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Outbound Student Rules and Expectations

As part of the application process each student and their parents submitted a document "RULES AND CONDITIONS OF EXCHANGE – OUTBOUND STUDENT". The following information summarizes a portion of that document. Other parts of the rules and conditions are covered in different parts of this handbook. Please review those rules and conditions again after the orientation.

Strict Rules and Conditions - Violations will result in student's immediate return to United States.

Obey Laws of the host country: If found guilty of violation of any law (shoplifting, drug or alcohol possession, theft, etc.), student will be returned home as soon as authorities release them. This applies regardless of whether criminal charges are filed.

No Drugs: Student is not allowed to possess or use illegal drugs. Medicine prescribed by a physician is allowed.

No Driving: You SHALL NOT under any circumstances operate a motorized vehicle of any kind (including, but not limited to, cars, trucks, all-terrain vehicles, snowmobiles, motorcycles, boats or other motorized watercraft, and airplanes) during the period of the exchange. You are also not permitted to engage in hang gliding, paragliding, or parachuting. You may not be a passenger in privately owned light aircraft (including hot-air balloons) without the prior specific written permission of your natural parents or guardians and approval by your host club and your host Rotary District. You are also not authorized to participate in a driver education program.

No Drinking: The laws regarding drinking of alcoholic beverages varies by country. If your host family offers you an alcoholic drink, it is permissible to accept it under their supervision in their home provided you do not leave the home after drinking and provided your parents approve. Excessive consumption and drunkenness is forbidden.

Delinquency: Your most important duty is to attend school regularly. You must make an honest attempt to succeed and must maintain a "C" average. All absences from school must be approved IN ADVANCE by your host family and the Rotary Club Counselor.

No Devotion: Webster's definition of devote is as follows: "to give up or apply oneself or one's time, energy, etc. to some purpose, activity, or person". Devotion especially with regards to love interests or dating is not permitted. Students should avoid serious dating which would cause them to center all of his/her interest on one person to the exclusion of the Rotary Youth Exchange Program. Abstain from sexual activity and promiscuity. This can lead to serious problems including sexually transmitted disease or unwanted pregnancy.

No Downloading: Excessive or inappropriate use of the internet is not allowed. Accessing or downloading pornographic material is expressly forbidden.

Travel: Travel is permitted with host parents, on school-sponsored trips or on Rotary authorized functions with proper adult chaperones. Unauthorized travel may be reason for early termination of exchange. Travel is permitted with approval from your host Rotary District.

No Employment: You may not work for wages or salary while in this program.

NOTE that your Host District may have additional rules and conditions that you must adhere to. The Host District rules and policies take precedence over these if there are any contradictions.

Other Things to Know About Your Exchange:

Host Family: Hosting arrangements are entirely the responsibility of the host club. The usual arrangement is for the student to be hosted by two or three different families, but some clubs may vary from this. You should be assigned to at least two host families.

The host family is responsible for your well-being and you should respect their wishes and requests. You should strive to become an integral part of the host family, assuming traditional duties and responsibilities as a son or daughter in the family (making bed, cleaning room, washing dishes, etc.). You are not to consider yourself a guest of the host family and expect special privileges or treatment. You should respect the discipline in the family, obey host parents, keep host parents informed as to plans and activities (who, what, where, when and how), and follow the house rules set by the family.

You should respect the discipline in the family, obey host parents, keep host parents informed as to plans and activities (who, what, where, when and how), and follow the house rules set by the family.

If problems arise between you and your host family you should first work to resolve this problem yourself. Consult with your Host Club Youth Exchange Officer or Counselor if you cannot resolve the issue. You are encouraged not to complain to your parents, they are not able to solve those problems. Please see the section of this handbook on Student Safety, Chain of Command for additional details on working with your Rotary support network.

Authority: You are under the host Rotary District's authority while participating in the program. If you have relatives in the host country or nearby, they will have no authority over you while you are in the program. The host Rotary club is your legal guardian during the exchange year. Natural parents or guardians may not directly authorize any extra activities, including travel, by communicating only with you and without approval from host Rotary Club and host District as provided in their policies.

Discipline: Rotarians support student success in many ways and realize that young people sometimes make mistakes. CCRYE has high expectations for all youth exchange students and most students meet and exceed those expectations. However, there are some students whose attitudes and behaviors present challenges that must be addressed through disciplinary procedures. Most of our exchange partners use a Yellow card-Red card discipline system similar to soccer. Host Rotary Districts have their own disciplinary procedures and CCRYE will respect their decisions.

Rotary Priority: Student attendance will be required at some Rotary-sponsored events. These mandatory Rotary Youth Exchange events take priority over all other activities and are determined by your host District.

Church: If you wish to attend the church of your faith, you should discuss this with your host club counselor and host family. If possible, this should be arranged in advance. Host families should not attempt to “convert” you to any one religion and cannot require you to participate in religious studies or attend church.

No Disfigurement: New tattoos and body piercing are prohibited during your exchange.

Smoking or Vaping is discouraged: Smoking or vaping in your host family home is forbidden. Student acceptance by the host district and host family placement is based on the smoking statement on the signed application. If you state in your application that you do not smoke/vape you will be held to that position throughout your exchange. Purchase and possession of tobacco products by students under 18 years of age may be illegal in your host country.

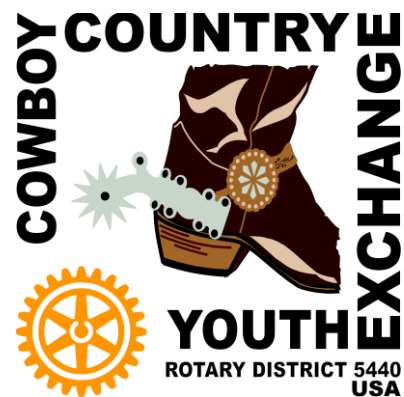
Travel: Travel is permitted with host parents, on school-sponsored trips or on Rotary authorized functions with proper adult chaperones. You may not travel alone or accompanied only by other students. If you are offered an opportunity to go on a trip or to an event with Rotarians or host family you should make sure you understand any costs you must pay and your responsibilities before going. You should not assume you are being invited at no cost and always offer to pay. The host club should arrange for your transportation to required events. Other travel must be approved in advance by your host district as described in their policies. Please remember to establish at the outset what the rules are governing travel in the host club.

This is a cultural exchange, not a travel exchange. You should not enter into the program with the expectation of traveling in your host country or the surrounding countries. Host district, club and parents are under no obligation to provide or permit travel. Some Rotary Districts sponsor student exchange tours, the cost of which is generally borne by the student. Ask your host club counselor about what opportunities might be available and what the cost might be.

Early Termination of Exchange: The final decision regarding early termination of an exchange lies solely with your host Rotary District. They may terminate an exchange early if you violate the rules and conditions of exchange or in a time of emergency or crisis. CCRYE has a separate agreement regarding early termination of exchange for inbound students. Your host district may have a similar document they will want you to agree to.

Student Safety and Protection

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Student Safety and Protection

Rotary Statement of Conduct for Working with Youth

Rotary International, District 5440 and Cowboy Country Rotary Youth Exchange are committed to creating and maintaining the safest possible environment for all participants in Rotary activities. To the best of their ability, Rotarians, Rotarians' partners, and other volunteers must safeguard the children and young people with whom they come in contact and protect them from physical, sexual, and psychological abuse.

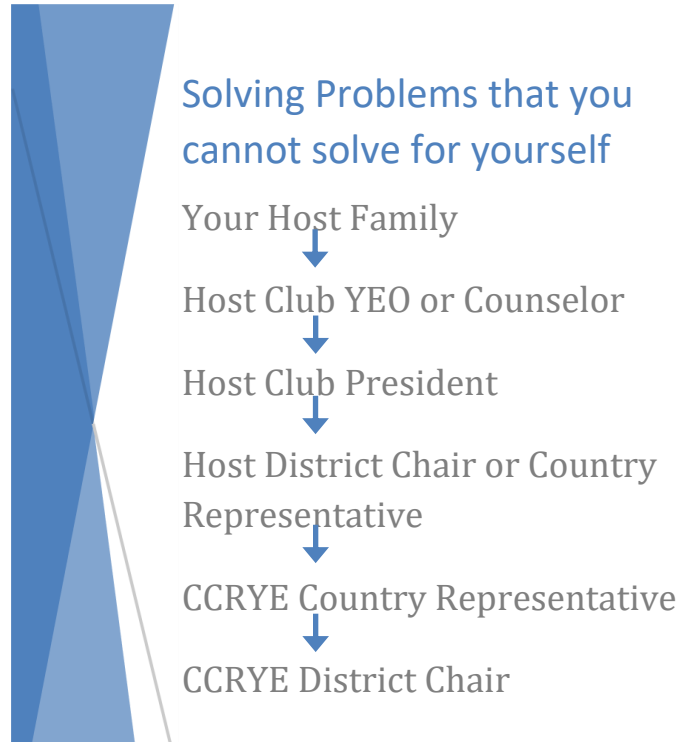
Commitment to Youth Protection

Youth protection is the highest priority for all Rotary youth programs. Rotary reinforces the Statement of Conduct for Working With Youth with policies that address the additional risks that this program carries. They require districts and clubs to adhere to local youth protection laws and procedures and to set expectations for responding to any concerns or allegations that arise. In order to participate in Rotary Youth Exchange, districts must demonstrate compliance with all of the certification requirements listed in the Rotary Code of Policies sections on Youth Protection and Rotary Youth Exchange. In addition to the policies of Rotary International, the U.S. Department of State (DOS) regulates youth exchange as a public diplomacy program. DOS has implemented an extensive set of regulations to implement federal laws regarding exchange visitors. None of the DOS requirements are in conflict with Rotary policies but provide additional requirements that must be met to conduct the program.

District 5440 has established policies and associated procedures to maintain RI certification and comply with DOS requirements. Copies of those policies are on our web site. Those policies almost entirely relate to the inbound students that we will host. Each of your host districts is required to have a similar policy that will provide direction and oversight for the program that you will participate in. Your host district will provide an orientation soon after your arrival. That orientation will include their policies and expectations for you as an inbound student in their district.

Chain of Command – Who Will Help?

- You may have problems during your year of exchange. If these problems cannot be solved by you and your host family, or if the problem is with the host family, then follow the Chain of Command starting with your Rotary host network.
- Contact your host Rotary Club Counselor or Youth Exchange Officer. If this person is unable to help, continue through the Chain of Command.
- Contact the host Rotary Club President; if problem still exists continue through the Chain of Command.
- Contact the host District Youth Exchange Country Representative. This is the person who arranges the exchanges with your host district; if problem still exists continue through the Chain of Command.
- Contact your CCRYE Country Representative. They will contact your CCRYE Chair if necessary.
- If you are unable to contact your CCRYE Country Representative you should contact the CCRYE Chair.
- Note that your own parents are not part of the official chain of command. You are discouraged from involving your natural parents to help solve problems before working with your Rotary host network. While we expect that you will contact your parents about a problem, please make sure you follow chain-of-command in handling the issue.
- It is critical that parents adhere to the protocols established in resolving problems. If parents are aware of a problem, they should communicate promptly to the CCRYE Country Representative or CCRYE Chair. Please do not assume we know what is going on, particularly for more serious issues.
- **You should use this chain-of-command unless the situation involves abuse or harassment in which case you may seek out any of the above-listed persons or other trusted adult.**



Crisis Management

The health, safety and security of our program participants and volunteers is our highest priority. Though emergency situations are rare, youth program participants may be especially vulnerable during natural and human-caused crises. The Cowboy Country Rotary Youth Exchange (CCRYE) Crisis Management Plan was developed to serve as an important procedural resource to assist District 5440 and CCRYE volunteers and participants respond effectively when a crisis occurs in order to minimize risk and help ensure the safety of all, to the greatest extent possible. Rotary International requires every certified District to develop a Crisis Management Plan. Host districts have primary responsibility for responding to crises within their district and your host district will have a crisis management plan to guide their operations.

CCRYE conducts youth exchange with partner districts that we trust. We have long-term relationships with many of our exchange partners and know most of the Rotarians. Hosting exchange students takes a team and in times of crisis it is particularly important to rely on team members for help. Timely, accurate and concise information is critical to effectively manage the situation. We keep this in mind when responding to a crisis. The scope of the response will vary depending on the specific crisis. We ask students and parents to remember to communicate regularly and we will do the same.

A crisis involving Youth Exchange may involve an individual student, a group of students, the student's host family or an entire community. Crises can take many forms, we consider a crisis to be any event or period that will lead, or may lead, to an unstable and dangerous situation affecting an individual or group involved with youth exchange. This includes youth or volunteers including host families. A crisis may be widespread or may directly affect just one person. People may even be affected by a crisis that occurs far away. What is common to all crises is that they cause stress, disruption, and pain. Underlying all crises is a need for action to protect the student(s) and or volunteer(s) and rapid, open communication among Rotary volunteers to share information and act in the best interests of the student and Rotary volunteers.

It is important to distinguish between problems and crises. Common problems include a student losing their passport, failing a class in school, experiencing homesickness or a minor illness such as a cold or the flu. Problems should be dealt with by the host family with help from the Host Club Counselor and Youth Exchange Officer as described in the Chain of Command section above. The CCRYE Country Representative for the student can assist in resolving problems and may consult the CCRYE Committee Chair to determine if a situation should be treated as a crisis. It is important that we address problems and not them to escalate into a crisis due to inattention or inaction to address the problem.

Cowboy Country Rotary Youth Exchange Crisis Management Team

24-Hour Emergency Contact Numbers:

Dirk Miller – CCRYE Committee Chair – 307-274-2812, dirkdmiller@gmail.com

Beth VanDeWege – Outbound Chair – 307-630-2441, bethvandewege@gmail.com

Terry Collins – Inbound Chair – 307-254-3914, rotarymama@gmail.com

Dave Bostrom – Responsible Immigration Officer – 307-431-5909,
dbostrom45@gmail.com

John Daily – District Protection Officer – 307-690-4559, jhscientific@gmail.com

Unless otherwise noted, the CCRYE Committee Chair will be the point person for contact during a crisis. All inquiries shall be directed to them. Crisis Management Team Members are expected to respond immediately upon notification. If the Chair will not be accessible via the listed contact information, they will provide temporary contact information to the CCRYE Committee. In the event the Chair will be inaccessible, another member of the Crisis Management Team will become the contact person and leader of the Crisis Management Team. Crisis Management Team Members will endeavor to remain accessible in the event of an emergency. If members will be away and not accessible (checking phone messages and e-mail), they will notify the Chair of their absence.

Depending on the nature of the crisis, other individuals may be named to assist.

Sexual abuse and sexual harassment

Sexual abuse refers to forcing or encouraging a student to engage in sexual acts with another person of any age, of the same sex or the opposite sex as defined in applicable state law.

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

- Non-touching offenses
- Indecent exposure
- Exposing a child to sexual or pornographic material.

Sexual harassment is deliberate or repeated behavior of a sexual nature that is unwelcome, unasked for or rebuked. It refers to sexual advances, requests for favors or verbal or physical conduct of a sexual nature. The definition of sexual harassment includes conduct directed by men towards women, men toward men, women towards men, and women towards women.

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

- Sexual advances;

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

Sexual abuse and sexual harassment are considered to be a crisis. Students are assured that we will believe you and will do everything to get you out of the situation and prevent further abuse. The following reporting and communications procedures apply to all crises.

Crisis Reporting Procedures

The response to each incident will require judgement based on the level of risk a given crisis is posing (or may pose) to individuals' health, safety, and security. Some things like fires or earthquakes will require you and your host family to respond quickly and get to safety. In all cases you will need to use your judgement to get to safety and then let people know.

Students

If you are involved in some sort of crisis you must communicate with your Rotary network as described in the Chain of Command section above.

- If the situation involves sexual abuse or sexual harassment and you cannot report the situation to either your local RYE officer or the host District Chairperson, report the situation to your CCRYE Country Representative or any member of the host District Rotary Committee who you feel comfortable reporting it to.

Parents

If your student notifies you that they have been involved in some sort of crisis please follow these procedures:

- As soon as possible report the situation to the D5440 RYE Committee member who is responsible for your student's country (Country Representative).
- If you are not able to contact the CCRYE Country Representative then contact the CCRYE Chair.
- Do not wait and do not assume we know what is going on. Timely, accurate and concise information is critical to effectively manage the crisis.

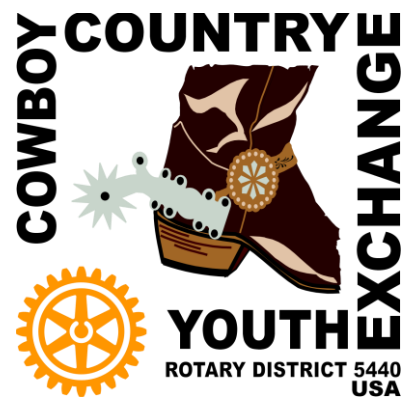
Crisis Communication and Response

The procedure that CCRYE will follow upon report of a crisis of any kind including abuse or harassment:

- The CCRYE Chair will be notified **IMMEDIATELY**. They are responsible for ensuring that such complaints are dealt with according to applicable law and the interests of the affected person are protected to the extent possible.
- The CCRYE Chair or Country Representative will immediately initiate communications with the host District RYE Chairperson, and/or with the host Rotary club.
- The CCRYE Chair will take action to assure the safety of the student. If the allegations involve a member of the host family, steps will be taken to immediately remove the student from that home.
- The CCRYE Chair will notify the Crisis Management Team and District Governor.
- The CCRYE Chair will communicate any new information that becomes available to the natural parents, Host District RYE Chair, Crisis Management Team and District Governor.
- The CCRYE Chair will report all criminal allegations and serious incidents to Rotary International within 72 hours.
- If the situation involves sexual abuse or sexual harassment, the confidentiality of the student and any person against whom allegations are made will be respected in accordance with applicable law.

Language, Homesickness and Culture Shock

rotary
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exchange



Language, Homesickness and Culture Shock

Language Barriers

Students who are sent to countries where a language other than their native tongue is spoken will be expected to learn the language of the host country as soon as possible.

Countries where readily accessible languages are spoken, such as Spanish, French and German, require a certain level of proficiency prior to arrival. You should aim to become proficient in your new language no later than 3-4 months after your arrival in the country. Start learning the language as soon as you are notified of your host country.

Some countries, including the Scandinavian ones, have special language camps or “crash courses” which help students get a basic knowledge of the language and culture at the start of their exchange year. There is usually an extra charge for these camps, which must be borne by the student or his/her parents. Ask your country representative for details.

If you have studied the language in school, don't be surprised if you find everyday usage in the area where you are going doesn't match exactly what you have learned. American English is fairly homogeneous, but just stop to think how many different regional accents and idioms we have.

And even if you are going to an “English speaking” country, you may encounter words or phrases which are in common usage with entirely different meanings than those to which you are accustomed. Some may even be offensive or have double meanings to you. Or you may find an innocent phrase you utter may cause embarrassed laughter among your listeners. Try to become familiar with local usage and meanings as soon as you can; in the meantime, be careful of slang.

Failure to learn the language is the number one reason why students fail to assimilate into the host culture and often leads to early return.

Culture Shock and/or Home Sickness

“Culture shock is not a one-time event, but rather a process of increasingly subtle immersion into a culture”

This statement was made by Dennis K White, Ph.D. of Sturgeon Bay, WI. He is Rotarian, a parent of a former exchange student, a clinical and consulting psychologist, and involved in the Central States Rotary Youth Exchange Program. He is a valuable resource for us a committee, you as a student and your parents. Most of the information provided below is from published articles that are available on the CCRYE website. Some definitions that are central to Dr. White's work:

- Culture is an integrated system of learned behavior patterns that are characteristic of any given society. It refers to the total way of life, including how people think, feel and behave.

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- Culture shock is the profound sense of disorientation and discomfort that comes with extended travel or living in a foreign culture markedly different from one's own.
 - Ethnocentrism means to apply one's own culture or ethnicity as a frame of reference to judge other cultures, practices, behaviors, beliefs, and people, instead of using the standards of the particular culture involved. All cultures are ethnocentric and must be to impart their values to their members.

The four typical stages of Culture shock and/or homesickness is as follows (and most typically a student will repeatedly cycle through these stages):

Euphoria and Enthusiasm: Almost non-stop enthusiasm (and talking/writing) about your experiences and awareness that you have become a "citizen of the world". Everything is exciting, new and interesting. Sometimes this is considered the honeymoon phase where people do not expect you to be fluent in a new language. Your host family still treats you a little like a guest. There is a lot of attention towards you.

Disillusionment and Negativism Phase: Everything is better in the US! The food here stinks! The people are arrogant! My host family thinks I should do the dishes and empty the garbage! The house isn't clean enough! Why won't my host family and school friends speak a little English with me? They are all fluent in English! Everyone here is a problem! EXCEPT me! At this point in your exchange you are becoming painfully aware of the differences in the cultures. This could be described as the "Disease Phase". You have been infected with the negative virus. Is it possible that some of the problems could be caused by your attitude?

Gradual Adaptation Phase: Your viral infection is improving. You're becoming tolerant and in fact thinking you may enjoy this year after all. Things are falling into place – you can understand most everyone – if they don't speak too rapidly. You are feeling more at home with your host family. School is actually getting a little easier. Friends are beginning to include you in outside school activities. You may realize that you have begun to think and dream in a foreign language.

Bicultural Competence: Your host country looks more and more like home. Actually the food is great! Your host mom is one of the best cooks you know! Your friends count on you now as "one of the group". The only sad thought you have now is that your exchange year is nearing an end! Congratulations you made it!

These phases are a necessary component of successfully developing intercultural sensitivity and bicultural competence. They cannot and should not be avoided. In other words expect some homesickness.

There are going to be times during your exchange year that you will feel boredom and homesickness and the thought of returning to the U.S. early will cross your mind. At these times take a moment to reflect and remember that you were chosen to participate in this program. It is a competitive program and there were other candidates who didn't get this opportunity. Try your best to work through boredom and homesickness by finding new activities and friends. Remember, you are all creative, capable and intelligent people and with some extra effort you will be able to work through these problems. You have the rest

of your life to work, get married or speak English – you have just one year to experience Rotary Youth Exchange! When the going gets tough - stick it out!

Did your host country and its' people really change so very much during this year that it turned out to be a great experience? No – you did!

“It is not possible (or even desirable) to avoid culture shock, but at least anticipating it made it somewhat easier -and kept you from thinking it was all your fault, or all the new culture's fault.”

Re-adjustment Period: When the student returns home after becoming a more independent and mature adult, a very trying time of re-adjustment often occurs. Each student will have experienced several years of normal growing up all condensed into one year, while the parents still think of them in the same way as when he/she left home. Tremendous horizons have opened up for the student during the year abroad and students do find it difficult to adjust when they “return to earth.” A lot of patience and understanding is required of parents in this difficult adjustment period, but the ultimate rewards for all concerned are great! **The more successful the exchange the more difficult the re-entry.** Some recommendations to make this time easier are as follows:

Treat student as an exchange student once they return. This gives you both a chance to get to know each other again.

The Exchange Cycle



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1. Initial enthusiasm and excitement
 2. Disillusionment and Negativism
 3. Gradual adjustment and adaptation

4. Integration and bi-culturalism
5. Shock/Reintegration

- All exchange students experience phases of elation, anxiety, and depression. One or more of these phases will be experienced near the time of application processing.

Various phases will then continue even after the student returns home. It is important that this be anticipated, and calmly accepted and dealt with.

- The best method to resolve each occurrence is to keep busy and remember that all the exchange students before you, with you, and who follow you, will experience similar circumstances.
- Parents and host families need to know that exchange students will experience these phases and should not be alarmed. They should be ready to help the student work their way out of the down cycles.
- The time necessary to work through each phase is not predictable and will depend on the student and the circumstances.

Some Thoughts for Exchange Students Returning "Home"

Initial Culture Shock

Remember what it was like those first few weeks and months going abroad? It was new, exciting, often confusing, and always changing. And while your whole year may have been exciting, it wasn't always pleasant. You probably became irritated with, and even hostile to, your host culture when the deeper differences between your culture and their culture became apparent. As you began to develop real language skills, and you better understood fundamentally different cultural values, you began the slow process of adapting. Eventually, maybe only at the end of your stay, you began to realize how you could really fit in - adapting fairly well to your adopted culture, while maintaining your own native cultural identity. You became bicultural. And then, just when it was getting good, the year was over and you had to go "home".

If your experience was anything like this, you learned that culture shock is not just adjusting to jet lag and different food. It is an on-going process of developing increased cultural competence, by being "shocked" by differences, adjusting to them, learning new skills and eventually adapting. And when you prepared for going abroad, you had some expectation that you would experience culture shock. It is not possible (or even desirable) to avoid culture shock, but at least anticipating it made it somewhat easier -and kept you from thinking it was all your fault, or all the new culture's fault.

Reverse Culture Shock

As you return home, you are likely to experience some very similar, but possibly surprising reactions that are part of what is known as reverse culture shock, or re-entry shock. In the first few weeks back, many people feel the effects of jet lag, general exhaustion from lots of changes, fatigue from an overdose of "welcome home" parties and trying to do and see everything and everyone at once. This flurry of activity can cause a significant degree of disorientation, making it difficult to tell exactly what thoughts and feelings you are having.

Mixed in with all of this are two distinct and often conflicting reactions. One is the same excitement stage as in initial culture shock. It may be very exciting to be back, to see family and friends, to tell about your adventures and to do things you have missed for a year. If this reaction occurs, it fairly quickly wears off, and is replaced by the second stage of

culture shock - irritability and hostility. This stage often comes much more quickly than in initial culture shock, and can be much more severe and disturbing. It also may be the first reaction you have to coming home, with no excitement stage at all.

There are several reasons that you may not feel excitement at all, or for very long. Remember, when you went abroad initially:

- You wanted to go.
- You expected and looked forward to learning about different things.
- You were warned to expect culture shock.
- Though you may have been sad to leave family and friends, you knew it would not be forever - you knew you were coming back.
- Now that you are returning at the end of your exchange year:
- You may not want to come home.
- You may expect things to be just like they were when you left (or at least that things will be very familiar)
- You may not have been sufficiently warned about reverse culture shock (or you didn't think it would happen to you).
- You may be very sad to leave friends and "family" in your host culture because you know there is a possibility that you may never see them again.

If reverse culture shock is so unpleasant, why not try to avoid it? Because Reverse Culture Shock is impossible if your exchange year was successful. In fact, the extent to which you immersed yourself in your host culture, and truly adapted, is probably the best indicator of how much reverse culture shock you will experience. People who don't have much trouble re-adapting to their native culture probably didn't get very involved in their host culture. They didn't change much, so they don't have to readjust much.

The Extent of Change

If your exchange year was a success, you have changed in ways that you probably cannot describe, or completely understand yet. You have become a skilled world traveler. You are a skilled bicultural person. You can actually get along quite well, not just be a tourist, in another culture. You have learned to think of things differently by looking at the world from someone else's point of view long enough to really understand it. In a sense, you have become a citizen of the world, so it may be more than a little confusing to think of where "home" is. Some of these things will probably happen to you. You will find yourself thinking or dreaming in your new language. You will try to explain something to someone back home and not be able to give a precise translation of what you are talking about. You will talk to your parents about one of your host parents, calling the host parent "mom" or "dad". You will think your hometown is very small, or that your friends think in "small" ways.

So don't be too surprised if your family and friends seem a bit uncomfortable with you. They probably are, because you aren't the same person who left them a year ago. Don't underestimate how much you have changed and how strange you may seem to those who knew you before. You may be very proud of your independence, self-confidence and internationalism. But they may see you as self-absorbed, critical of everything and not interested in fitting in.

Remember that those around you may have changed as well, if not in the same ways you have. If you are expecting things to be the same, you will have more of a shock than if you are looking for changes. Your friends have had a year of growing and maturing, and your family situation may have changed (deaths, divorces, moves, job changes). You missed some important events in their lives, just as they missed some important ones in yours. Even those things that haven't really changed may seem quite different, because you see them differently. Though you may love your native country more than ever, you are also much more likely to be critical of it, and question common cultural practices that you took for granted before you left.

Ways to Deal with Reverse Culture Shock

The single best thing you can do is to anticipate and accept that you will experience some degree of reverse culture shock. The worst thing you can do is to deny it, or try to avoid it. People often try to deny it because they think there might be something wrong with them if they admit it. It is, in fact, very normal, and you will have more problems than necessary if you try to deny it. More than anticipating and accepting reverse culture shock, you can actually view it as a positive, if sometimes painful, growth experience. It is, and can be, the completion of the circle of change in an intercultural experience. I like to think of it as the third year of your exchange. The first was the year preparing to go abroad. The second was the actual exchange. The third is the year when you can more completely appreciate the changes you have made, the readjustment to your native culture, and the fact that you will be bicultural for the rest of your life. In subsequent years you will have times when you re-experience reverse culture shock, and when you feel like you just got home again; but it will never be as shocking an experience as that first year back.

You can also help yourself by talking about your feelings as often as you can. You may wear out lots of initially sympathetic ears doing this. You may notice that you seem to have an almost incessant need to talk about your experiences. Your friends, especially, may get impatient with you, so you may need to learn to be selective with whom you share your experiences. There is often a conflicting urge to keep it all to yourself, because you think people won't understand or don't care, or because you think that talking about it in the past tense confirms that it is over - and you don't want to accept that. (Many students don't completely unpack for months, for the same reason - they don't want to admit that it is over.) Of course, that's the issue - it's over and it isn't. The experience is over, but not the memories and the impact on your life.

Sometimes it's best to find other recently returned students, or even people who have been back for years. You can tell how this feeling lingers when exchange students, Peace Corps Volunteers or missionaries start talking about their experiences, even if many years ago. They get excited, they can't stop talking, and they get a glassy, far-off look on their faces. And don't underestimate your parents as listeners. Sometimes they are the only ones who will politely listen as you tell a story for the hundredth time. But however you do it, talk. It is in this way that you can help others understand you, and more importantly, learn to clarify your thoughts and feelings and better understand yourself.

You can also make things easier for yourself by trying not to make too many big decisions, unless you absolutely have to. Don't be impatient with yourself if you have trouble making

decisions. Your goals in life may have changed. Because you have a new perspective, some of the plans you made a year or more ago may not seem as relevant now. Remind yourself, your family and friends that you are going through a period of adjustment; and it may take time for you to sort things out.

Finally, don't be too concerned if the course of your reverse culture shock doesn't seem to follow the pattern described here. Each of your experiences abroad was unique, and so will be your re-entry. While your year abroad was probably of great value to you, you may not have had the same emotional attachment to people that other students describe. So you may not have as much trouble letting go of those attachments and getting on in life with new and renewed friends. Going on to college or university is also quite different than returning to high school, and some of the issues are different for these two situations.

Feeling "At Home"

Reverse culture shock subsides, though it never disappears. Eventually you will come to terms with yourself and your "new" native culture, incorporating the fact that you are now a member of another culture as well. You can learn to be at peace with true biculturalism. This is the ability to move from cultural practice to cultural practice, with skill, as the situation calls for it. And while you may somewhat sadly come to accept that you can never truly come "home" again, you can learn to feel "at home" in the world at large.

Dennis White is a clinical and consulting psychologist, educator and a member of the Rotary Club of Sturgeon Bay, Wisconsin, in District 6220. He is a former U.S. Peace Corps Volunteer and serves as a member of the Executive Committee of the District 6220 Rotary Youth Exchange Program. He is a Program Consultant to District 6220 RYE as well as to the Central States Rotary Youth Exchange Program.

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Farewell - Your Bridge to the Future

An excerpt from an article written in "The Rotarian" by Nathan Mather, a former Rotary Youth Exchange Student from Muscatine, Iowa to Germany in 1996:

"For the last six months, I have been residing in the city of Cologne, Germany, on the picturesque Rhine River. I feel honor bound to express not only my thanks, but also the thanks of all those who have benefited from your selflessness. The efforts of Rotary have allowed me to do many things and see many places during my stay here.

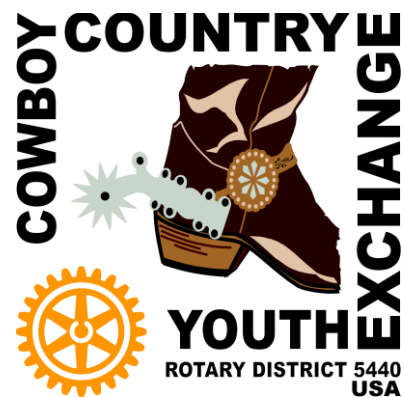
I prefer to think of myself as a tool in the hands of humanity. We may not notice a change on the global scale right away, but we cannot fail to influence the world in some way.

Engineers assigned to build the first bridge across Niagara Falls were at a loss as to how to begin. There were no helicopters to fly cables across the rapids. They nearly wrote off the project as impossible. Impossible that is, until they noticed a young boy flying a kite across the river. Then the problem was solved. The engineers used a kite string as the first cable, slowly but surely attaching larger and larger ones across the river until a bridge could be built. Today the results are undeniable. People now cross the bridge without a second thought.

What an honor and responsibility to be that kite string. The world that we live in already has a few connections, but the more we forge, the easier it will be to bridge the gaps between us. I just want to thank the Rotary Club of Muscatine, Iowa, for allowing me the privilege of serving as a kite string to the world."

Communication While on Exchange

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Communication While on Exchange

Communicating with people back home

The most important point about communicating with family and friends at home is not to overdo it. You are going on exchange to have new experiences, meet new people, learn a new language and immerse yourself in something new. Your family and friends are naturally interested to learn about your experiences and to know that you are safe and secure. They can learn those things without hearing from you every day. In fact, we recommend a schedule where you talk no more than once every 2 weeks. Talking more frequently increases homesickness and prevents students from fully embracing all the experiences that are available. Students who stay engaged in the social drama back home (at school and/or home) have a much harder time acclimating to their new surroundings and have a higher rate of early returns. If you are going to spend your entire exchange in your room communicating with people back home you should not go on exchange. Failure to engage with host families and make new friends is one of the leading reasons for failed exchanges and early return.

Parents need to do their part not to make this more difficult.

Some other communications points:

- Do not expect your U.S. cell phone to work in your host country and do not expect your host family or Rotary Club to provide a phone for you. They might, but don't plan on it.
- Permission to use the host family computer, internet connection, and telephone must be obtained in advance.
- Excessive use of cell phones and internet is discouraged (more than 1 hour per day is excessive).
- CCRYE will communicate with you using email, text messages and phone calls. You must check your email routinely and respond in a timely manner to communications from CCRYE.
- You must update your CCRYE Country Representative if your email address or cell phone number changes. Including your cell number while on exchange.

Communicating with CCRYE

You are required to submit monthly reports to CCRYE. We need input from you on the success of your exchange. Monthly reports are a very important connection to us. We read them and want to know what's going on with you.

- Please be honest with us - tell it like it is - we may be able to help. If you are having difficulty with your Host Family, Club Counselor or others, we will attempt to resolve the problem without violating your confidence. If a problem is serious, don't wait until "report time" to alert us – pick up the phone and call or email your CCRYE

Country Representative. We can't help you if we don't know something is bothering you!

- The report is completed online and the link will be emailed to you on the first of the month.
- These reports are required by Rotary International so please don't make us beg you to submit them.
- E-mail is also an easy way to communicate any concerns or questions throughout the year with your Country Representative. If you have a serious problem, don't wait to tell about it in a monthly report. Call or e-mail immediately.

Contact with Your Host Rotary Club

- Ask your Club Counselor about attending Rotary meetings; expectations may vary, but you should attend meetings at least monthly.
- Your Club Counselor should have you excused from school or for being late if your Rotary club meets for breakfast or lunch.
- When you attend Rotary meetings, try to meet each Rotarian and let them get to know you. Sit at different tables so you get to know more of the members.
- Actively participate in your Rotary club's activities.
- You will be expected to provide a program about your country or your exchange experiences for your club. Discuss this with your Club Counselor soon after you arrive so that you understand their expectations and can prepare a good presentation.
- Remember that you are an ambassador. It costs the club money to host you. Show your appreciation.

First Night Questions for Discussion with Your Host Family

These questions are designed to help you learn about your host family and what they expect of you. When you are in a new place with not much language skill, it is best not to assume anything, but rather, to ask. The simplest questions may be the most important, such as "where is the bathroom"? The best way to learn about your new culture is to ask your Host Family. Rotarians have developed a list of questions that can help start the conversation. In general, ask the questions that you feel are the most important the first night and then ask the other questions over the next few days if they seem relevant. Remember, when in doubt ask, and always try to be open and honest with your host family and your Rotary counselor. Good communication is essential for a successful exchange.

An interactive First Night Questionnaire is available that will provide side-by-side English and another language at the following website:

<http://fnq.yeoresources.org/>

A paper copy with English and your new language would be very beneficial to take with you so you have it available. Your host parents can read a question if you are having trouble communicating.

- What do I call you?
- What am I expected to do daily other than make my bed, always keep my room tidy, and clean the bathroom every time I use it?
- What is the procedure for dirty clothes?
- Where do I keep clothes until wash day?
- Should I wash my own clothes and underclothes?
- Should I iron my own clothes?
- May I use the iron, washing machine, and sewing machine at any time?
- When is a convenient time for me to use the shower/bath (a.m. or p.m.)?
- Where may I keep my toiletries?
- May I use the family's bathroom toiletries (toothpaste, soap, etc.), or am I responsible for purchasing my own?
- What time will meals be served?
- What can I do to assist at mealtimes (help prepare meals, set the table, wash dishes, empty garbage)?
- May I help myself to food and drink any time or should I ask first?
- What areas of the house are strictly private (parents' bedroom, study/office)?
- May I put pictures or poster in my room?
- May I rearrange my bedroom?
- Where can I store my suitcase?
- What time must I get up (on weekdays, on weekends)?
- What time must I go to bed (on school nights, on weekends)?
- What are the rules for going out at night and at what time must I be home? Can exceptions be made if I ask in advance?
- May I have friends spend the night or visit during the day?
- What are the rules about me using the telephone? Must I ask first?
- What is the procedure for mailing letters? What address do I use for my incoming mail?
- Do you have any dislikes, such as chewing gum, wearing a hat or curlers at the table, loud rock music, or smoking?
- Do my host brothers or sisters have any dislikes?
- What are the dates of your birthdays?
- What are the transportation arrangements (car, bus, bike, walking, etc.)?
- May I use the stereo, TV, computer, etc., at any time? Are there any restriction on the computer and Internet use?
- What are the rules about attending religious services?
- Would you like me to call you if I will be more than 30 minutes late? Is it okay if I sent a text message?
- When we go out as a family, should I pay for my own entrance fee, meals, etc.?

-
- What arrangements should I make for school lunch?
 - What else can I do around the house (yard work, help clean, baby-sit)?

- Please tell me how to interact with the house servants (where applicable).
- Are there any other house rules that I should know?
- Is there anything else you would like me to know?

Second Day Questions for Discussion with Your Rotary Hosts

These questions are designed to help you learn about your host Rotary Club and what they expect of you. They are suggestions only. You and your Youth Exchange Officer/Counselor should discuss anything that you think is important. The simplest questions may be the most important, such as "when does Rotary meet?" We suggest you discuss the items most important to you as soon as possible. You can discuss the other questions as they seem necessary.

An interactive second day questionnaire is available that will provide side-by-side English and another language at the following website:

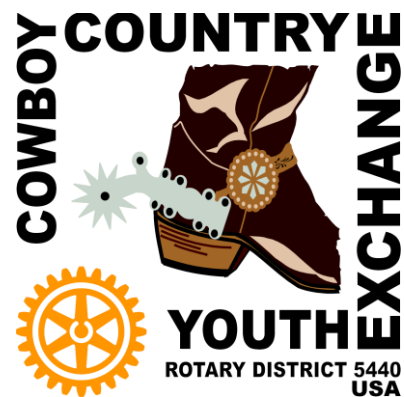
<http://sdq.yeoresources.org/>

There are a range of questions covering these issues: about the YEO, emergency, club policy, money / allowance, school, host families, and getting around.

Similar to the first night questions we recommend you bring a paper copy with English and your new language. Your host club YEO can read a question if you are having trouble communicating.

Nuts and Bolts of the Exchange

rotary
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exchange



Nuts and Bolts of the Exchange

Passport

You should apply for a passport as soon as you hear that you have been selected as a Rotary Youth Exchange Student. The application is available through the Post Office. You will need to have two passport photos taken to send in with the passport application. You will need a certified copy of your birth certificate, your social security number and a driver's license. You may need additional photos for your visa application. It can take up to six weeks for your passport to arrive once application is made. **IT IS MOST IMPORTANT THAT YOU APPLY IMMEDIATELY.**

When you submit your papers to the Consulate for your visa you need to send them your passport. **YOU SHOULD NOT PLAN A SUMMER TRIP THAT REQUIRES YOUR PASSPORT AS IT WILL NOT BE AVAILABLE DURING THE VISA APPLICATION PROCESS.** Consult with the Chair of the Youth Exchange committee if you are considering such a trip.

Visa Applications

You cannot apply for your student visa (the official permission from your host country government allowing you to enter that country for a specified period of time) until the completed **Rotary Guarantee Form** has been returned (usually via your Country Representative). This form will be signed by an official of your host Rotary club, by an official of the school you will attend and will have information about your first host family and host Rotary Club.

Your flat fee includes the services of It's Your World - Travel! (IYWT). They will assist you navigate the complicated visa application process and the strict time frames that often occur when these forms are delayed. Be sure to maintain an on-going conversation with your coach at IYWT and your country representative, rather than waiting until the last minute. Failure to work ahead could cause otherwise-avoidable delays and conceivably even the cancellation of your exchange.

Flight Information

Most students will leave between the end of July and mid-August. IYWT tries to arrange your departure so that you will be traveling with other Rotary Exchange Students to your host country when possible.

You will travel on a ticket with a designated return date, which can be changed to your actual return date. The flat fee you paid includes the cost of one date change. Additional changes will be at your expense. You must notify IYWT of your intended return date no later than February 15.

Budget and Finances

You must have sufficient financial support to assure your well-being during the exchange. You should not borrow money and are expected to pay any bills incurred promptly. Any costs related to your early return or any other unusual costs (medical expenses, language tutoring, tours, etc.), shall be the responsibility of you and your parents. CCRYE will assist with understanding financial obligations and assist you and your parents in communicating with appropriate entities. However, CCRYE does not have financial authority over tour companies, doctors or other entities and will not assume responsibility for debts you owe or refunds owed to you.

Some other financial points:

- We recommend that each student arrive with a credit card or some other way of quickly getting emergency funding from your natural parents if needed. Use of credit and debit cards is a very easy method to manage your finances while abroad.
 - You should know what to do if your card is lost or stolen. Be sure you and your parents have that information.
- Wiring money from home takes both time and extra bank fees to process.
- You should NOT carry a large amount of cash when you travel.
- The host club will provide you with a monthly allowance of \$75-\$100 U.S. (that is highly variable). This must cover personal needs for spending money. It is necessary to budget carefully.
- The monthly allowance will not cover all of your expenses.
- If you fail to receive an allowance, you should bring the matter up as tactfully as possible with your counselor.
- The host club will pay for school fees and uniforms if they are required. You may be required to pay for any sporting equipment that may be necessary.
- Students may be required to have an emergency contingency fund when they arrive (around \$400, may vary by host district). This fund should be turned over to the club counselor upon the student's arrival and is not meant to cover day-to-day expenses. The student's parents must replenish this fund if it is depleted. Unused funds are returned to the student at the end of the exchange.
- Most districts have an end of year tour or trip of some sort. You will have to pay for that and should start saving money now as that is always a fun experience.

Insurance

Part of the agreement each Rotary District has with the countries it exchanges with concerns health, liability and travel insurance. Our District (5440) guarantees each exchange student sent outbound will have a basic health insurance policy either with a provider that is based in North America or with the country that is hosting the student. The agent selected by the committee for District 5440 is CISI-Cultural Insurance Services International-Bolduc and the underwriter is American International Group, Inc. (AIG). You

must have either the AIG policy or provide verification of enrollment in the plan of your hosting country. We will tell you whether you should purchase CISI insurance or the insurance from your host country. Please do not purchase insurance until we have instructed you which policy. The cost of this insurance is included in the fee you paid.

CISI/Bolduc
River Plaza
9 West Broad Street
Stamford, CT 06902-3788
<http://www.culturalinsurance.com/rotary/cisibolduc.asp>

Commonly Asked Insurance Questions with Answers:

Why must we have special insurance? The District recognizes that most students are covered by their parents' health and accident insurance policies. We are also aware of the claim by many providers that their policies are "good anywhere in the world." It has been our unfortunate experience to find that this statement can be misleading. Our policy is written by the American International Group, Inc. (AIG) that has offices in every country with which we exchange students. While your claim will be processed in the Delaware office, there should be a local office in your exchange country where you can get answers/assistance if you need it. It is our intent to never have one of our students become a financial burden on their host club or family.

Does this policy cover everything? Not everything, but accident and illness outside of the country is covered at 100% with no deductible under Plan B. Also included, Emergency Evacuation, Security Evacuation, Repatriation, Trip delay, interruption or cancellation and Personal Liability. The costs of any co-pay or uncovered claims are not included in the flat fee that families pay the district.

Should I discontinue my child's current insurance while he/she is on exchange? NO, definitely not! In fact, if your child becomes ill or injured, parents should make claim to both AIG and their present policy – what AIG does not cover the other policy may.

What if my child wants to play sports? The Rotary policy with AIG covers sports accidents, District 5440 pays for the Plan B option.

What if the host country requires insurance? Some countries require that their own policy be purchased by all inbound students. Unfortunately, we have no control over this. We are meeting Rotary International requirements, as well as complying with the exchange country's system of providing health care to its citizens. If you are required to purchase insurance or another policy in your host country, you may just need to get gap coverage from CISI. Please coordinate with the CCRYE Chair if you are told to purchase insurance by your host district or club.

How should I pay for insurance? If you are told to purchase CISI we will pay them directly. If you purchase insurance in your host district you should purchase that insurance and then send our treasurer a statement showing what you paid in U.S. dollars. Most often, it works best to use a credit card statement that shows the purchase price and conversion to U.S. dollars.

When is the **AIG Policy Activated?** The Rotary policy is activated on the day the exchange student leaves home to travel to their host country. The policy remains active as long as the student is part of the Rotary Exchange Program and until the exchange student returns home (not to exceed one year). CISI/Bolduc (Agent for AIG) is provided approximate dates of departure by District 5440 and works closely with the travel agency It's Your World - Travel! for each student's exact date. Upon enrollment, the exchange student will receive via email an insurance card (will need to be folded to fit into a wallet), a claim form and a brochure explaining coverage, deductibles, etc. Students, please carry the insurance card with you at all times! Parents, you may wish to keep the claim form and brochure at home with you in case you need them for reference.

Parental Visits

Visits by student parents or legal guardians, siblings, or family while you are on exchange can be distracting. Visits may not be allowed by your host district and you should check with them prior to planning a trip. Visits during the first three quarters of the exchange are not allowed. Parental visits may only take place with the host club and host Rotary District's consent and only within the last quarter of the exchange (March or later). You are encouraged to plan well in advance and obtain host district and host club permission before making travel plans and purchasing plane tickets. The following visits are not allowed:

- Friend visits, including boyfriend or girlfriend.
- During mandatory Rotary events such as district conference.
- At the end of the exchange year. You need to say goodbye without your parents or family.

Any decision to visit the student must be given careful thought. The student's host counselor, club and host parents must grant permission before even contemplating the trip. Host parents and Rotary clubs are under no obligation to provide the parents with accommodations. The student may not necessarily be permitted to miss school in order to accompany the parents on a tour or other travel.

our own and then expect the host club or district to go along with these arrangements.

How to Pack/What to Pack

Luggage should be light, sturdy, durable, easy to handle, and easy to close. Suitcases with wheels are helpful. Consider buying bags in a color other than black so they will be easier to identify. Keep the airline weight limits in mind when you are packing.

Pack less than you think you'll need. You must be able to carry your luggage yourself – you will need to walk a long way in airports and through customs without assistance.

Pack coordinating clothes and don't pack clothes that you think you might wear ---Only bring what you DO actually wear.

Bring your baggiest pants/jeans instead of the pair that fit snugly now – a year is a long time to suck in your stomach. You will gain weight!

Girls – don't bring 5 pair of dress shoes- you won't wear them. If you need shoes, buy them there and be right in style.

Electrical appliances – you will need to take adapters for the electrical current. Be sure you don't bring anything that operates only on 110v.

Leave some room in your suitcase. You will buy things there and you will still have to come home with the same two suitcases and one carry-on bag.

If you wear contact lenses, pack extra solution – your brand might not exist overseas, or it might be very expensive.

Make your carry-on as light as possible. In your carry-on you should have your “cannot live without items”. Be sure to have a toothbrush and a change of clothes in case your checked luggage is lost or delayed. Have your host family's and chairman's telephone number, your passport, ticket, money and medication with you. **YOU ARE ALLOWED ONE CARRY-ON.**

Do not pack any prescription medication in your checked bags in the event that your luggage gets lost. Carry it with you and be sure each prescription is in the original container that has your name, doctor's name and pharmacy on the container.

Make a list of everything that you put in your suitcase. Keep this in your carry-on bag. This will help you if your bag is lost or stolen.

Take a picture of your luggage and carry the picture with you.

Put unique identification marks or tags on all your luggage. Many bags look alike.

Carry a “safe pouch” inside your clothes with your passport, money, tickets and other important papers protected from pickpockets or accidental loss.

Take \$75-\$100 worth of U.S. currency of the country you are going to. Wait until you get in country to exchange large amounts of money – you will get a better exchange rate. If you withdraw cash from an ATM you don't have to go to a money exchanger.

Make two copies of your signed passport, of your plane tickets, and insurance cards. Take one copy with you (keep it separate from the originals) and leave the other copy at home with your parents. If either document is lost or stolen, the photocopy will assist you in replacing the item. You may wish to store scanned copies of all your important documents “in the cloud” using Google Drive or another similar service.

Wear your Rotary Blazer on the trip – it helps you make connections.

Examples of gifts are: regional books, items that represent the history of your hometown or state, unique manufactured food items from your hometown or state (remember these things will need to go through customs once you arrive in your host country), handmade

crafts that you might have made, etc. Because of high glycerin content, soaps are not recommended due to airport security measures that may flag such items as possible bomb materials.

Banners, Pins and Contact Cards

The Cowboy Country Youth Exchange Committee provides you with a distinctive Rotary Youth Exchange blazer (the cost of this is included in your application fee), a name badge, contact (business) cards and lapel pin. Pins representative of your State or community, which you can present and/or exchange should be purchased or made well in advance of your exchange.

Cowboy Country Youth Exchange has purchased pins showing the three represented states and District 5440 Youth Exchange Program. We are giving you 50 of them. You can buy more if you wish.

Some alternate sources of pins may be your local Chamber of Commerce, a local print supply shop, or you can make pins. Some ideas for pins are pins showing your home State, the flag of the USA made out of safety pins and beads, a pin showing a particular place or event that represents your hometown, etc.

CCRYE will help you order your cards. Your cards will contain essential information such as a photo of you, an email address, home address (USA) and a place to write in your host family address (this most likely will change while on the exchange).

Your sponsoring Rotary club should provide you with one or two of their club banners to present to your host club and any other Rotary club you may visit or address during your year abroad. Be sure to ask your sponsoring club well in advance of your departure, in case they need to order extra banners for you. Banners received in exchange should be presented to your sponsoring club upon your return.

Gifts

You should carry with you, or arrange to have sent at a later date, a gift for each of your host families. These do not have to be expensive, but something typical of your state or the West is suggested. In addition, smaller tokens of appreciation should be brought for others who may assist you during the year. Again, these should be things that will remind the receiver of where you come from...rather than being something he/she would be readily able to buy for themselves in your host country.

Your Arrival

Your host family and Rotarians will be at the airport to greet you when you arrive. Be sure to communicate your flight information to them as far in advance as possible. It is helpful to establish a communications connection on your phone while you are at home. WhatsApp, Facetime, Facebook Messenger, Skype and many other tools are available. The most important thing is that you have something that will work over wi-fi and doesn't require a phone plan. This will allow you to reach them if you are delayed in an airport where your phone plan doesn't work. It will also help if by some chance you are not met as planned, or an emergency arises and you will need to contact someone.

Before you leave you should also get the phone number of one or two people in your host club, your host family and others who may be able to help. Carry these with you as you travel (not in your checked luggage). If you are unable to contact people you should contact an airline representative for assistance. If that fails go to your chain of command. And remember to wear your Rotary blazer.

Recording Your Year

You should take digital photographs or videos to share with your host families, Rotary meetings and other groups. These should include pictures of your family, home, pets, school, town and the local countryside, plus an assortment showing a cross section of your state, its flora and fauna and some of the major tourist attractions. While it is fun to take a million "selfies" you should be sure to get other photos and videos also.

Many students start a blog about their experiences. You may wish to talk to returned exchange students about their experience. We find that most blog entries are made in the first few weeks or months of the exchange and that few students stick with the blog throughout the exchange year.

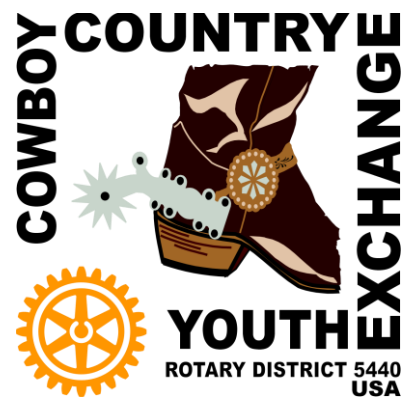
Use a journal to record your thoughts, feelings and impressions of your year. Even with all the new technology and different tools we still hear from students who kept a journal that they were grateful they had.

Souvenir Collections

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 ship some of them home by surface mail (ask your host family or counselor for advice on the best way to do this). Failure to do this may result in some very expensive excess baggage charges on your trip home.

Suggestions for the Exchange Student

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Suggestions for the Exchange Student

These suggestions were collected from various sources. They didn't quite fit elsewhere or are a repeat of something found elsewhere in this handbook. We will not review this section during the orientation but left them here for you to review later.

Prior to Departure

- Work hard on learning your new host language. Don't wait until later, don't be too busy, and don't think you won't need it. Be disciplined and spend a little time every day. You will not regret it.
- Learn as much as possible about your host country before you go (customs, currency, climate, voltage requirements, geography, government, history, language, etc.).
- Obtain banners from your sponsor Rotary club. Attend a club meeting of your sponsor Rotary club. That is a great time to get banners.
- Prepare a PowerPoint presentation of your home, school, family and friends to take with you on your exchange.
- Write to your host family, counselor, and club before you go.
- Review political situations, industries and populations in your home country and community before you depart (for example, take a tour of a local industrial plant, business, newspaper, radio station, law-enforcement agency, etc.).
- Make a list of goals or things you want to accomplish during your exchange experience.
- Bring thank-you notes with a picture of the scenery, of your home state, or a national monument. Rotarians who take you places will appreciate your thank-you notes, and they are a nice souvenir to remind them of you and your country.
- Bring a few native gifts for your host families. Make sure that you choose items that are non-breakable and can pack easily (perhaps tea towels, pins, or a calendar).
- Write to companies and local, state, and federal government agencies for pins, flags, maps, etc., of your home country.
- Get in touch with former Youth Exchange students or community members who have lived in your host country. Discuss with them what you need to bring, things you may wish to see, and other relevant issues.
- If you wear glasses, bring an extra pair. If you wear contacts, bring glasses and your prescription.
- Send articles to your school and local newspapers to tell them about your upcoming trip.
- Bring a camera and some extra data cards. Make sure your name is on your camera and camera case in a way that it cannot be removed.

Are you really ready to go?

- Do you have your passport and visa?
- Have you made your travel arrangements? Are you connected with your host family and Club Counselor on WhatsApp, Facetime, Skype, etc.? Get that working before you leave.
- Have you corresponded with your host club and host family?
- Have you made any language preparations? Can you introduce yourself in your new language?
- Have you prepared your PowerPoint and/or photos for presentation? Take 20 or 30 good pictures of yourself, your family, school, local sights, etc. Have you rehearsed your presentation?
- How are your parents going to send you money? Do you know the exchange rate?
- How will you handle initial homesickness and loneliness?
- What gifts will you take for your host families and people who become special to you?
- Do you have your “business” cards and thank-you notes?
- What questions are you going to ask of your host family upon arrival? Do you have your “First Night Questions to Ask your Host Family”?
- Do you have your sponsoring club banners?
- Have you done your homework on your new country – its’ history, geography, politics, neighbors?

On the flight

- Bring your blazer on the airplane with you and wear it in the airport when you arrive and when being picked up by your host family. It will allow you to be easily identified.
- Do not let strangers carry your bags. Keep your carry-on luggage with you at all times.
- Bring a book to read and a variety of activities.
- Drink plenty of liquids (juice or water rather than caffeinated beverages) on the plane so you do not become dehydrated.
- Get up and walk around to keep your circulation going. Do not disturb those passengers around you.
- Bring a small amount of money with you so that you can exchange currencies in any airport where you have a connection. You may want to buy something to eat or drink in the airport. It’s also a good idea to have credit cards instead of a lot of cash.

During your exchange

- When you arrive, give your passport and airline ticket to your counselor or host family to keep in a safe place. Make sure that they put it somewhere where it can be accessed 24 hours a day in case of an emergency.
- Keep a copy of your health insurance policy with you at all times in case a medical emergency should arise unexpectedly.

-
- Learn the language of your host country to the best of your ability. This will help with your transition and impress your hosts. If the hosts want to learn your native language, set aside some time to help them but speak your native language as little as possible otherwise.
 - Work hard to be a good student.
 - Get involved in local and school activities. Continue with activities you participate in at home and try new ones!
 - Smile.
 - Try new things. This is your chance to experience the culture of another country.
 - Learn to listen and observe. Do your best to adapt to life with your host family.
 - Help with household chores as needed.
 - If you are not sure about something, ask – and listen to the answer.
 - Be flexible and adapt to your new environment.
 - Remember to be thankful!
 - Keep a travel diary and include souvenirs so that you will be able to share your time abroad with family and friends at home.
 - Try all foods offered to you.
 - Get involved with your host Rotary club. Think of ways to meet all of the Rotarians in the club.
 - Participate in Rotary club projects.
 - Write to your sponsor Rotary club or send them a short “tiktok” style video that can be shown at a club meeting. Rotarians gave you this opportunity and they would love to hear how much you are enjoying the experience.

After your exchange

- Keep in touch with the friends you met abroad.
- Be patient and realize that it will take time for you to readjust to returning home.
- Share your experiences with your family and friends. Don’t expect all your friends to be as interested in what you did as you are.
- If possible, contact people in your community who were born or lived in your host country. This will enable you to maintain your newly acquired linguistic skill and reflect on your adventure.
- Give a presentation to the Rotary club that sponsored you, sharing all the highlights of your exchange.
- Stay active with your district’s Youth Exchange program. Help with the interviewing, selection, and recruitment of students.
- Join an exchange student alumni group or ROTEX group if available.
- Join an Interact club or a Rotaract club or attend a RYLA camp.
- Continue to promote international understanding and goodwill.
- Write to your host families, counselor, and host Rotary club to thank them for their support during your year.
- Keep in touch with your sponsor club. They will be interested to hear from you even years from now.

Love in Any Language

The sounds are all as different
As the lands from which they came
And though our works are all unique
Our hearts are still the same

Chorus

*Love in any language, straight from the heart
Pulls us all together, never apart
And once we learn to speak i
All the world will hear
Love in any language
Fluently spoken here.*

We teach the young our differences
Yet look how we're the same
We love to laugh, to dream our dreams
We know the sting of pain

From Leningrad to Lexington
The farmer loves his land
And daddies all get misty eyed
To give their daughter's hand

Oh maybe when we realize
How much there is to share
We'll find too much in common
to pretend it isn't there

Chorus

Though the rhetoric of governments may keep us worlds apart,
There's no misinterpreting the language of the heart

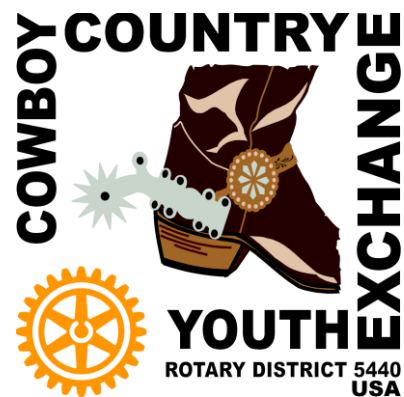
Chorus, three times

(Music and Lyrics by Sandi Patty)

You can hear it at <https://www.youtube.com/watch?v=Md0dTgNpGq0>

Helpful Web Sites

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Helpful Web Sites

U.S. Government sources

https://www.cdc.gov/	U.S. State Department
https://travel.state.gov/content/travel.html	U.S. State Department Crisis
https://www.cdc.gov/	U.S. Center for Disease Control
https://www.uscis.gov/	U.S. Immigration and Naturalization
https://www.tsa.gov/travel/travel-tips	Transportation Security Admin

Rotary Sources

https://rotary.org/en	Rotary International Home Page
https://my.rotary.org/en/learning-reference/learn-topic/youth-protection	Rotary Youth Protection
https://ri.i-sight.com/portal	Rotary, submit a youth protection report
https://rotary5440.org/SitePage/year-long-youth-exchange	District 5440 Youth Exchange

Support Services

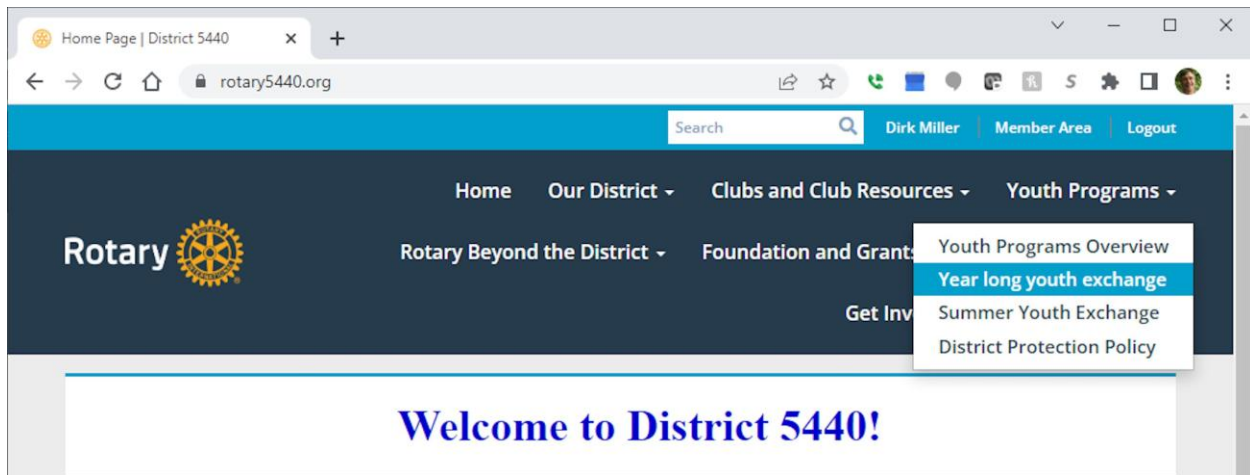
https://www.iywt.com/	It's Your World, Travel!
https://www.culturalinsurance.com/rotary/cisibolduc.asp	CISI/Bolduc Insurance

Cowboy Country Rotary Youth Exchange Web Site

This web site has all of the information presented at outbound orientation, including this handbook. There are several other additional resources available on the web site. It is a good idea to book mark the page for the youth exchange program.

Go to the Rotary District 5440 web site <http://rotary5440.org/>

Click on “Youth Programs” and choose “Year-long Youth Exchange Program”



This page is organized around the various users. For example, everything for Outbound students and their families is on the main page or the Outbound Program page. Under the Outbound Program there is another page on “Outbound Orientation” that includes the material presented at the orientation and some additional resources

The screenshot shows a web browser window with the URL rotary5440.org/sitepage/year-long-youth-exchange. The page features a blue header with the Rotary logo and a navigation menu with items: Home, Our District, Clubs and Club Resources, Youth Programs, Rotary Beyond the District, Foundation and Grants, Events and Training, Get Involved, and Archived Menu. Below the header is a search bar and user information for Dirk Miller, including Member Area and Logout links.

Cowboy Country Youth Exchange Related Pages

Year Long Youth Exchange

Related Pages

- [Long Term Youth Exchange Overview Page](#)
- [Inbound Program](#)
- [Outbound Program](#)
- [Club Youth Exchange Officers](#)
- [Host Families](#)
- [Youth Protection Policy](#)
- [Resources](#)

Links

- [Volunteer Application \(YEAH online\)](#)
- [Host Family Application \(YEAH online\)](#)
- [Video -Youth Exchange, the best thing ever](#)
- [Video -Youth Exchange, in their own words](#)
- [Video - Maya Frost to RYE Parents](#)

ROTARY DISTRICT 5440 COWBOY COUNTRY YOUTH EXCHANGE PROGRAM Long-term Exchange Overview Page

Welcome to the District 5440 long-term youth exchange website. This site is organized around the various users with related pages on the left for inbound Students (those coming from other countries), Outbound Students (those going from our district to other countries), Club Youth Exchange Officers (those who administer the program) and Host Families. There are also pages with information on the Youth Protection Policy and other resources that may be helpful to users of this website.

The download files provide general information. The first file provides more details on how this website is organized. There are several documents with general information on youth exchange. There is also a list of the members of our committee and the schedule of youth exchange events in our district.

The videos provide some information about youth exchange, mostly from the perspective of the students. The Maya Frost videos speak to parents and Rotary youth exchange volunteers.

If you have any questions or concerns please contact our District chair.

Dirk Miller
District Chairman Cowboy Country Rotary Youth Exchange,
District 5440
300 Comanche Drive
Cheyenne, WY 82009
dirkdmiller@gmail.com
307-274-2812
