**HOST FAMILY ORIENTATION**

**Host family orientations are BEST done in person, in a group setting, for engagement and lack of repetition for AR. However, when it’s not possible, one on one in person is still good, followed by phone conversation. It’s best to not rely on recorded video or written content sent to them so you can verbally confirm they understand the critical information being shared. You may also use the accompanying PowerPoint presentation in the tool kit if you would like to use a visual aid as well.**

1. **Introductions** 
   1. Introduce everyone. Ask any previous families to tell something about their good experiences.
   2. Families to introduce themselves and tell something about their student

Interests, Activities, Countries of Origin, Sports they plan to play

* 1. Introduce yourself as the Area Rep. In a group setting, some families may know you better than others. Most importantly, stress the importance of open and candid communication between yourself and the family. No issue is too small for them to bring to your attention! You can help them navigate any challenge that may arise, and you support their rules as host parents.
  2. I am responsible for checking on the student in both the school and home setting.
  3. I will keep you informed on our events and activities by e-mail.
  4. I will visit in person with your student at least every other month. Sometimes, a fun activity will be planned for my face -to -face meeting with your student. I will make monthly phone calls to you and your student to check in.
  5. Calendar of yearly events.
  6. Discuss the monthly tax deduction. Form will be sent to them for use in itemizing.

1. **Arrival Plans**
   1. Flight details.
   2. Discuss whether you are going to airport or if you’ll meeting the student in the home within 24 hours of arrival (what’s best for everyone)
   3. Get a list of cell #’s and other contact information in case of flight changes, emergencies, etc.
   4. Emphasize for any travel difficulties that the student’s best option is to arrange other flights with gate agent directly and communicate updated itinerary with host family and area rep.

***(It will all work out…and your student will get through the airports, the weather delays, etc…and will soon be here in person…and ready to join your family)***

1. **Your Student Is Here!** 
   1. Student will be tired and may sleep 24 hours
   2. Familiarize yourself with their home country, and maybe learn a phrase or two in their language.
   3. Don’t plan too much too soon. Going out to a restaurant to eat may be scary in the beginning.
   4. Talk to HF about their orientation (3 days of non-stop activity) if they attended
   5. Discuss House Rules & Expectations-electronics, time spent in room, cooking, etc.
   6. Find out if your student has a nickname which he/she may wish to be called.
   7. Talk about what to call you (Mom, Dad, etc.)
   8. Show student around home, unpack, etc.
   9. Discuss where to keep important documents (insurance, passport, travel documents). Recommend consent to treat form is kept in the glovebox of the car(s) in case of emergency.
   10. In a day or so, take for a walk to familiarize them with their neighborhood, etc.
   11. Make contact information card with host family’s name, contact numbers, etc.
   12. Communication - Idioms. (For example: “To throw the baby out with the bathwater”)
   13. Three meals a day, which means host families provide food for a school lunch. You just need to have sandwich, fruit, etc. at home so a student can pack a lunch for school. If, however, they want to purchase a school lunch, it is at their own expense. So, please explain to them the options.
2. **Insurance DO NOT SIGN FORMS FOR BILLING OR TO TREAT. You can help make the appointment, drive them there, stay with them as they’re examined or treated, but ONLY use the consent to treat form and student ID and insurance card.** 
   1. Students will receive this information at orientation and should have it upon arrival.
   2. Hosts will receive a copy of the student Insurance Card via email.
   3. Sports or School Physicals not covered. Sickness and Accident only.
   4. Hosts will receive an email referencing the in-network doctors in the area.
   5. Copays, physicals, and vaccinations are not covered by the student insurance policy. Students are prepared to pay for these services at the time they are needed. Host family should never sign documents indicating they are accepting any financial responsibility for medical treatment.
   6. Notify your Area Representative if your student suffers an injury, emergency room care, hospitalization, or visits a physician.
   7. Visits should always be to an Urgent Care facility or doctor’s office. Emergency visits are only for true emergencies and cost the student $350.
3. **Shortly after arrival-School Time** 
   1. Registration. Make appointment with counselor.
   2. School dress code must be explained.
   3. Graduation or No Graduation? Does the school offer this to Exchange Students?
   4. Requirements for playing sports. Some states require eligibility forms and fees to play sports. Sports Physical, if required, not covered by insurance.
   5. Year books, explain what these are, the costs and the benefits. Get your old one out and show it. Make sure student budgets for this if they want one.
   6. Explain no early release. In many countries, if a student is finished with their work they may leave their campus. Explain to them in the US this is often not allowed.
   7. Bus schedule.
   8. School Calendars.
   9. As a host family, you are required to provide your student with three meals a day. This includes providing food for the student to take to school for lunch. If the student chooses to buy lunch at school, it is at the student’s personal expense.
   10. Students are required to enroll in (1) English or Literature & (1) US History, Government or Soc. Studies +(2) Academic. World History does not count.
4. **Rules- The Basics** 
   1. No Drinking, No Driving, No Drugs. If you are EVER aware a student has broken any of these rules, you MUST notify me immediately. We understand you don’t want to get the student in trouble. But, it can only lead to more problems if you do not let me know this has occurred.
   2. Please report any and all behavior issues to Area Rep as soon as possible. Pan Atlantic has high expectations of behavior and enforces student rules, however it helps Pan Atlantic to have a detailed record of any issues prior to putting students on a disciplinary status.
   3. Driving school allowed for the purpose of a license ONLY. The student cannot drive the family car for their “supervised by parents” portion of the driving school. Know your state requirements.
   4. Grades – I need to know about the students grades from each reporting period.
   5. Discuss Travel issues; Independent and International Travel rules
   6. Visitor Policies- Alert me immediately should a visit be discussed. Only family may visit. No friends, boyfriend/girlfriend, etc.
5. **Share Your Family Rules…You have more than you know!**
   1. Talk about rules with former host families (if present). Curfew, dating, etc.
   2. Chores
   3. Laundry
   4. Meal time
   5. Attire allowed
   6. Closed doors (what this means)
   7. Bathroom. Most Europeans close them when they leave. What to do with waste paper?
   8. TV Rules (movie ratings, etc.)
   9. Dating
   10. Internet/Computer usage
   11. School Nights vs. Weekend Nights
   12. Transportation – You are not a taxi service. It would be helpful if you can assist your student explore transportation options such as carpool, rides from friends, etc.
   13. Bus Schedule for city bus
   14. Telephone, long distance charges
   15. Appropriate relationships/appropriate boundaries
   16. Phone plans/lines
   17. There are a lot of Rules for students to remember. Host Families, Pan Atlantic Foundation, School, etc. Students may need shown things more than once or reminded. Be patient with them.
   18. **Be open in communicating with your student**. If something bothers you, sit down and discuss it immediately. Remember these girls and boys are your children for 10 months. What rules and chores you have for your children should also apply to your host children.
6. **Money** 
   1. Remind family students should have $200-250/month to cover expenses other than meals. Discuss the importance of not borrowing or lending money.
   2. Talk about different ways kids handle it (cash, debit card, credit card).
   3. Have a safe place to keep money and personal items.
   4. Talk about stolen CC and the use of Pin #’s. For some students this is their first experience using a credit card and learning how to budget their funds. They may need some guidance.
   5. Remind the student to bring their own form of payment when going shopping and to have their own basket for items you may not want to purchase for them such as makeup, clothing, and other personal items. Be clear about what you expect the student to purchase for themselves.
7. **Religion** 
   1. Pan Atlantic Foundation encourages the student to attend and experience this cultural experience, religion is an aspect of the exchange that calls for special consideration and understanding and cannot be forced upon the student. If you attend church, encourage your student to attend the youth group as this is a great way to make friends and attend some very fun activities.

***(As you can see, your student will have a lot to which they will have to adjust and understand. This is, of course, quite an undertaking and can be very stressful, even to the most outgoing student who is excited for the experience…so, let’s talk a little bit about Culture Shock and helping them deal with Homesickness, which will happen to one degree or another)***

1. **Community Service** 
   1. Students receive a certificate of completion of program at the end of year upon completion.
   2. I do not keep up with their community service hours or reports. I only help schedule events and give ideas to the students. Please make sure your student keeps up with their hours.
   3. Copays, physicals, and vaccinations are not covered by the student insurance policy. Students are prepared to pay for these services at the time they are needed. Host family should never sign documents indicating they are accepting any financial responsibility for medical treatment.
   4. Notify your Area Representative if your student suffers an injury, emergency room care, hospitalization, or visits a physician.
2. **It Will Happen: Culture Shock and Homesickness** 
   1. Feelings of anxiety & frustration are normal.
   2. Some may experience sadness.
   3. Back home influences, family & boyfriends/girlfriends. Talk about the concept of having “one foot back home with too much communication and one foot here in their Host Family” It is like there not entirely in either place.
   4. Encourage your student to be involved in school activities (sports, clubs, etc.). Set a goal for them to be involved in 1-2 activities.
   5. Limit Computer time and communication with NF and friends from their home country.
   6. Encourage student to join Host Family activities and “hang out” with family in a common area, not spend extended time in their room each day. Just as you would ask your own child to put their phone away during family time, it is perfectly fine for you to have your student put their phone away so they can truly engage.
   7. Call me, your AR, if you need help. Don’t let it get out of hand. Usually it is just a misunderstanding (It’s not right, it’s not wrong, it’s just different!)
3. **Additional Support for you**

Support staff in Portland can be reached at any time you are in need of emergency assistance and you are not able to contact me. Contact information: 866-227-5335- This is a toll-free number and is answered 24 hours a day.

1. **Open Discussion - Fears Expectations**

Start this off with questions, or a story of how you or other HF felt before their student arrived.