



CISV USA
Jacksonville

Building global friendship

PARENT GUIDE

Updated February 2018

DEDICATION

On August 11, 1946, Doris Allen sat on a park bench in New York and read the *New York Times* magazine article by Dr. Alexander Meiklejohn, *To Teach the World How to Be Free*. The article discussed the formation of UNESCO and specifically Dr. Meiklejohn's proposal for the founding of an institute, allied to the UN, to unite the politicians and philosophers. He wrote " ... it is in this field of adult learning and adult teaching that the battle for peaceful world organization will be won or lost".

Dr. Meiklejohn's concept produced a strong reaction in Dr. Allen, who as a child psychologist, took a diametrically opposed view, "*We must start with the children.*"

Thus the idea of CISV was born. Later, writing in 1983, Dr. Allen reiterated her views: "*...As a psychologist who had specialized in growth and development, I knew we should invert our perspective and look at children as potential agents of social change. I know the extent to which they, when adults, would make decisions based upon attitudes and emotions learned in the pre-adolescent years... I knew that the ultimate source for peace...lay in the children.*"

Doris Allen's initial ideas retain their validity, even after 70 years. They remain central to CISV's educational work and Programmes. The awareness that she stimulated has been an inspiration to all the CISVers who followed her.

Thank you, Doris, for making your dream a reality!

Table of Contents

- 1. Introduction to CISV and the Interchange Programme 1**
- 2. Roles and Responsibilities 3**
- 3. Before 4**
- 4. Hosting 6**
- 5. Traveling 9**
- 6. After 11**
- 7. Conflict Management 11**
- 8. Frequently Asked Questions 14**
- 9. Appendix 16**

1. INTRODUCTION TO CISV AND INTERCHANGE

It's time to take a few minutes and celebrate! Your family has been selected to participate in a CISV Interchange...an experience that will change how you view the world and how you fit into it. Remember, Interchange is a family programme—so get involved. Your Interchange experience will depend upon your willingness to share your ideas, activities and feelings with everyone in the programme.

CISV promotes world peace and cross-cultural understanding. The hosting chapter plans activities so participants can learn about their partners' culture. The experience of living with host families and developing international friendships enhances the educational goals of Interchange.

This Guide was created to help families understand CISV's goals and philosophy, and to prepare for a successful Interchange.

Welcome to the Interchange Programme

Dr. Doris Twitchell Allen, a psychologist at the University of Cincinnati (Cincinnati, Ohio, USA) founded CISV in 1951. She was convinced that young people from different countries could be brought together to form personal bonds of understanding, friendship, and appreciation of cultural differences. She believed the lessons learned from CISV could be used in their later lives to create a more peaceful world.

CISV educational programs are **non-political and non-religious**. CISV is strongly opposed to discrimination of any kind within its programmes. CISV is a charitable volunteer organization completely independent of any government, political party, religious body or other “umbrella” organizations.

Goals for Interchange Delegates

- Increase **awareness of the cultures** in an Interchange
- Develop **self-reliance** while hosting or living with someone from another culture
- Learn how to **work cooperatively** and have a **positive attitude** towards others
- Learn to behave as a responsible **active global citizen**

Family Aspect

By living as a member of another family each delegate will:

- gain insight into another way of life
- discover the social structure within the family
- realize the family's position in its culture
- learn about the culture and thereby complete the picture of a different country

Individual and Group Aspects

By being involved in an Interchange, each family, delegate and leader will:

- gain insight into one's own behaviour and that of others

- appreciate the responsibilities involved in group interactions
- learn to recognize potential conflict and its resolution
- discover and formulate one's own opinion about international and intercultural differences.

What is an Interchange?

The Interchange Programme is a family centered, two phase exchange between two international CISV chapters. It encourages understanding, cooperation and peace.

This is an opportunity for delegates and leaders to learn about another culture by living in it as a family member, which is quite different from a tourist's experience. Participants learn about themselves and how to work within a group to resolve differences and achieve common goals.

A Learning Experience

Participants will develop new friendships and learn to appreciate the importance of individual differences and cooperation. By living within a new family, participants will learn more about another culture. In turn, the participant and his/her family will be teaching others about theirs.

A Cultural Family Experience

Although only the participant will travel, the Interchange is a family experience. It requires a great deal of involvement, commitment, and togetherness for the whole family. For the delegate who travels, living with a family in another country creates opportunities to experience first-hand many of the cultural aspects of that country: family structure, food, history, language, entertainment and more.

A Group Experience

Participants, as part of a delegation, will be involved in the planning and running of group activities for their hosting phase. The activities allow them to share their inter-cultural experiences and integrate into a bi-cultural group.

A Travel Experience

The main purpose of an Interchange is the exchange of ideas and not tourist/sightseeing elements. Participants should be encouraged to look at excursions from the viewpoint of culture, similarities and differences.

2. ROLES AND RESPONSIBILITIES

Delegates, their families, the leaders, the chapter's Local Interchange Coordinator and the CISV organization all work together as a team to plan and carry out the Interchange. The parent's role is to provide logistical, emotional and financial support to the delegates, who take the lead in planning activities.

Behaviour Code and Conduct

As a member of the Interchange group your child represents your family, your local CISV chapter, your region and country. His/her actions will have a direct effect on how your country is viewed. All CISV participants must agree or acknowledge the existence of group behavioral norms.

For most people appropriate behaviour is common sense or good manners. CISV International has issued the Behaviour Policy (InfoFile R-07) and Guidelines on Discrimination, Selection & Behavior (InfoFile R-05). (see Appendix). These list examples of behaviour that are forbidden, unacceptable and inappropriate. The behaviour norms outlined in these documents apply to delegates, leaders, and parents.

Role and Responsibilities of the Local Interchange Coordinator/Committee (LIC)

The Local Interchange Coordinator is the link between delegates, families and leaders involved in Interchange and CISV and communicates with the two partner chapters throughout the programme. The Local Interchange Coordinator is responsible to the National Interchange Chair/Committee to administer certain basic national and international rules. The Local Interchange Coordinator can be used as a sounding board/facilitator for all unresolved decisions or problems within the group.

Role and Responsibilities of Delegates and Families

You have a responsibility to prepare yourself to enjoy and learn from the Interchange and to act as good hosts to the visiting delegates and leaders. Parents, delegates and leaders must form a cooperative group that will fully plan, implement and evaluate all delegate activities.

Please:

- Maintain an open and trusting relationship with your leader.
- Learn about the culture of the country your child will be hosting/visiting.
- Correspond with your partner family.
- Ensure that your child's commitment to the Interchange takes priority over other interests whenever choices must be made.
- Familiarize yourself with the goals, principles and objectives of CISV.

Supporting Your Child in CISV

Your child will need your help and support during all phases of the Interchange. During the first few meetings of the group your child may hear of Interchange experiences from

past CISVers. Relate to your child some of the encouraging “stories” you will hear from other parents in the group.

The greatest support and understanding your child will need is after he/she returns home. Your child may now see life differently than before; a child may be more confident and more mature. Listen to the many things your child has to tell you. Help your child see how these experiences can relate to everyday life.

Encourage your child to play an active part in the activities of your chapter’s Junior Branch. Help him/her realize the responsibility to share the experience and what was learned.

Parental Involvement in CISV

CISV owes its very existence to the involvement of parents at all levels. You are needed to ensure the future of CISV. Since CISV runs on volunteer power, we hope you will serve as an active volunteer.

Role and Responsibilities of Interchange Leaders

The role of the Interchange leader is multifaceted. The leader will develop a rapport with each delegate. At the same time the leader is responsible for making sure the Interchange is conducted within the rules and guidelines of CISV. During the travel portion, the leader will act as a legal guardian. To prepare for their responsibilities, leaders must receive training from their local and national training committees.

Interchange is a group effort. The parents, leader and delegates must share the task of organizing the Interchange. Work out your own formula for success.

For Travel, the Interchange leader will:

- Encourage delegates to develop an open and tolerant attitude towards others
- Encourage delegates to explore their own culture
- Encourage delegates to use moderation in giving gifts and spending money
- Review the partner chapter’s hosting programme with the group
- Report the safe arrival of the delegation in the host country
- Visit the homes of the hosting families as soon as possible

During the Hosting phase, the Interchange leader will:

- Work with the delegates and their families to prepare a hosting programme
- Ensure a balance between family and group activities, which usually happen every two to three days
- Send the hosting calendar to the partner leader one month before hosting begins
- Contact the Local Interchange Coordinator if difficulties are not resolved quickly

After the Hosting phase, the Interchange leader will:

- Complete an evaluation of each participant and the program

- Attend a debriefing reflecting on the experience of the program
- Submit a completed Section 2 of the PDPEF to the Local Interchange Coordinator

3. BEFORE

Know Your Leader(s)

Get to know your leader(s) and let them get to know you and your family. Invite the leader(s) for a meal or a family outing. Discuss your child's daily routines plus any personal concerns about your child such as special needs, medications, dietary concerns, allergies, hyperactivity, family concerns/issues, and shyness.

You are going to be spending much time with the delegation and the other parents in the Interchange. The Local Interchange Coordinator or leader will distribute a contact list.

Getting Started

The volunteer contributions of families and leaders are what make the Interchange successful. Consider what your resources are and how you can contribute to the programme.

The leader will discuss his or her responsibilities with the parent group. The leader may not always be able to attend the parent planning meetings since he/she must also spend time with the delegates. The Local Interchange Coordinator or a Delegation Coordinator may meet with parents to facilitate involvement and planning.

Each family should share in the work and volunteer for one of the following delegation tasks:

- Treasurer: handle the money required by the delegation.
- Secretary: take the minutes of each meeting and distributes them as reminders of the tasks to be completed by each family and provide documentation in case questions arise. Provide the Local Interchange Coordinator with a copy of the minutes.
- Parent Liaison: the contact between the parents and the Local Interchange Coordinator
- Mini-camp Coordinator: assist the leader and Local Interchange Coordinator with securing a site for the mini-camp; also planning the meals and transportation, providing materials for activities, etc.
- Travel coordinator: coordinate with the chapter's travel chair or be responsible for organizing the transportation needs for the delegation's travelling phase.

Regular Meetings

Regular parent meetings should be scheduled at the first meeting and can be hosted on a rotating basis. These meetings could coincide with the delegates' meetings.

Conflict Management and Decision Making Process

Acknowledge that each family might have different opinions. It is important to learn how people feel about issues and to develop a strategy to deal with conflict in order to save time and make the Interchange run smoothly.

Know Your Child's Partner and Family

Parents will obtain information from the partner's Interchange Information Form. Start communicating with your partner family as soon as possible. It is important that any questions you might have are addressed with the partner family before the programme begins. Think of what you would like to know about the care of your child in the partner's family and send that information to them; include:

- a typical day for your family and your child
- how delegates will get to activities
- who will be providing adult supervision for the delegates when they are not with the delegation
- photos of your family, pets, house, neighborhood, etc.
- sleeping arrangements

Skype calls or Face Time with your partner family are great during the preparation months, but should be limited during the hosting phase and the traveling phase since contact with home can increase homesickness for the delegates or even interfere with the programme.

Know Your Partner's Country

Learn something about the other country, its culture and the city or town where your child will stay; become familiar with some aspects of the geography, culture, customs, food, education, religion, weather and language. Learn greetings and courtesy phrases in the language of the partner delegation. If time and resources permit, delegates could even attend language classes with a volunteer or paid tutor.

4. HOSTING

The main purpose for your guest's visit is to learn and experience your culture through living with a family and joining in the group activities. **Tourist/sightseeing elements of the Interchange are secondary!**

Planning for Hosting

Careful planning is a must to ensure a positive experience. Decide on events based on CISV philosophies and keeping the proper **balance between family and group activities**.

Plan the Hosting programme as a team. **Let the delegates have as much input as possible.** Exercise your adult judgment if their ideas are unreasonable or too expensive. Each family must take responsibility for researching, making arrangements and, where appropriate, hosting an event.

Resist the temptation to over-schedule. Don't hesitate to set limits for the delegates with regards to cost of events and their constant desire to get together.

Families are required to participate in the Welcome and Farewell Parties, National Night and Family Week. Delegates must participate in all planned group activities.

Each hosting family pays all the expenses for the visiting delegate in the same way as for their own child. The visiting delegate should pay for personal expenses and souvenirs from his/her own pocket money. Hosting families also share the expenses of the local and visiting leaders.

Make sure each visiting delegate carries a phone number and address of the host family in case he/she gets lost.

Themes for Interchange

It is recommended that each Interchange focus on a specific theme or topic. This can lead to a better understanding of the two cultures involved, as well as ensure that activities are appropriate for CISV. Some of the group activities and the mini-camp should relate to the chosen theme. As part of the educational content of the Interchange programme, the theme can be used as a common thread over the two phases of the Interchange.

Your Guest's Arrival

Parents will receive copies of CISV health and legal forms, medication schedules or instructions, information about dietary restrictions or allergies, etc. These items should be in a packet distributed by the visiting leader at the airport upon arrival.

When you arrive at your home with your new "family member," remember he/she may be very tired. Also shyness or initial awkwardness may be present for a while. Try to make your guest feel welcome and at home. Give the visiting delegate a tour of your home, showing them around the kitchen and showing them how to use the bathroom.

Communicate carefully and clearly. Sometimes it is helpful to give important information in writing, as it may be easier to understand than the spoken language. If you have difficulty communicating with your guest, seek help from his/her leader.

Delegate and Parent Obligations

Your child must be available for all group and family activities. Jobs, camps, summer school or tournaments are to be avoided. During the time when delegates are at home, it is desirable that an adult is at home to provide supervision.

Making Your Guest Feel at Home

- Provide a space for your guest's personal belongings.
- Give your guest the opportunity to be alone sometimes.
- Allow your guest to select foods from your kitchen and the grocery store.

- Show your guest how to do practical things (laundry, flushing the toilet, etc.)
- Ensure that your guest has access to his/her leader at all times.

Contact your leader and the visiting leader should there be any problems. If necessary, contact your Local Interchange Committee.

House Rules

Rules of your family and house should be discussed privately with your guest as soon as is practical. Respect your guest's religious and cultural beliefs that may be different from yours, and offer to arrange for them to attend their religious services. Explain family routines about meal times and use of the shower and tub, laundry facilities, computer and phone. Make sure any expectations and rules are explained regarding curfews, chores, etc.

Sleeping Arrangements

Separate beds are required, though an air mattress on the floor will suffice.

Group Activities

Over the course of the Interchange, coordinate with the delegates and leader to plan a balance of activities. Generally speaking the Interchange calendar should have two days of family activities for each day spent as a group. Weekends should be left free for family time. Activities should be spaced out and scheduled to provide variety and breaks.

Activities for delegates must fit the educational goals of CISV and may include:

- Joint Cultural/Programme Orientation
- Getting to know each other
- Excursion to show the history or traditions of the area
- Mini-camp

Parents may be needed as chaperones or **to provide transportation** at group activities.

Family Time

Most of the time during the Interchange should be reserved for family time. **Typical family routines should be followed.** It is not necessary or desirable to have activities planned every day. Play games, tour the neighborhood, go shopping, meet friends—**keep it simple!**

Leaders' Home Visit

During the Interchange, the leaders must conduct home visits. This may or may not include a meal. It is important for the visiting leader to know that all is well with the visiting delegate. It provides the delegate the opportunity to speak in his/her own language.

Family Week

Every Interchange includes a special family time, referred to as Family Week or Family Weekend. This is not to exceed three days in a two-week stay, four days if the stay is between 16 and 21 days, and six days in a four-week stay.

The group determines the dates for Family Week/Weekend. Visit places that are typical of your family holiday; visit relatives or points of cultural interest; enjoy activities that would not be suitable for the whole delegation. Families must notify the leaders of their travel plans and be available by phone at all times.

If you are planning travel outside your country for Family Week, be sure to investigate any possible Visa requirements for visiting delegates. You should check with your guest's parents regarding this travel. Some CISV chapters or National Associations do not permit travel out of the country during an Interchange.

So Long, Farewell, Auf Wiedersehen, Good-bye

As the hosting phase of the Interchange draws to an end, help your departing delegate be prepared for the return home: do laundry, assist with gift purchases, packing, etc. You may want to prepare a scrapbook or photo album as a memory of the visit and write a message to the partner's family.

5. TRAVELING

Financial Obligations

Each family is responsible for their share of the leader's flight, as well as health and travel insurance, unless paid by the chapter. The leader's other expenses related to Interchange such as photocopying and costs related to National Night must also be covered. In addition, each family is responsible for delegate travel expenses and spending money.

Important Documents/Forms

Passport, Visa

Be sure your child has a valid passport for travel to the destination country and find out about possible Visa requirements. Passports can take months to receive, so advance planning is desirable. The passport needs to be valid for six months beyond the expected return of the delegation. We encourage that one parent or guardian of each delegate also has a valid passport.

Airline tickets

Start inquiries about flights early in order to get good prices and availability. Consider cost, routing, transit stops and baggage handling when selecting travel arrangements. Ensure that your Local Interchange Coordinator or leader has confirmed arrival and departure dates with the hosting chapter before booking any flights.

CISV Health and Legal/Insurance Forms

Complete the CISV Health and Legal Forms **promptly by the required deadline** to ensure that your chapter is not penalized. Your chapter Insurance Chair will advise you about insurance matters for the delegation.

The Health Form provides a medical and immunization history of your child in case of emergency. The Legal Form gives permission for your child to travel out of the country with the leader. It also gives the leader guardianship of your child and gives permission for the leader or other CISV personnel to arrange medical care for your child if necessary.

Medication, Dietary Restrictions, Allergies

Any special needs for your child must be discussed with the leader and host family before travelling. Medication schedules and instructions, dietary restrictions, and information about allergies must be given to the leader and host family in writing.

Split Families

For children from split families, notarized custody forms may be required when the delegate travels.

Emergency Fund

It is recommended that the leader be given an agreed upon amount of money to be used in case of an emergency. The fund should be accounted for and any unused portion is returned upon completion of the travelling phase.

National Night

The delegates and leader will plan and prepare a National Night presentation in the host country. This is an opportunity to share information about their culture and customs. Thought should be put into food, music, games, skits, handouts, outfits, videos, posters, decorations, dances, flags, etc., that reflect your culture and identity. Arrange for your delegation do a “practice” National Night presentation before departure.

Travel Outfit

It may be appropriate or desirable for the travelling delegation to wear matching shirts. This would make it easier for the leader to spot everyone. Considerations should include cost and climate of the host country.

What to Take

Careful planning is essential to ensure all necessary items are taken by your child. Your partner delegation should provide suggestions regarding appropriate clothing to pack.

When Your Child Arrives in the Host Country

The leader will contact a predetermined person once the delegation has arrived safely at their destination.

Delegates are expected to follow the rules of their host families' households.

You may wish to send a letter along with the leader that can be given to your child in case of homesickness. You may also want to include a “surprise” letter for your child to discover while unpacking. If your son or daughter does not email or make other contact with you, it is

likely an indication that he/she is having a great time. If your child becomes homesick, the leaders and host family will work together with your child. **Please do not call or contact your child directly.**

Coming Home

Be prepared to welcome home a child who has experienced and learned many new things. He/she may have changed during the Interchange.

Thank you letters or emails should be sent to the host family and leaders. Delegates and families will also be expected to fill out an evaluation form, attend a debriefing, and share their experience with the local chapter.

6. AFTER

Post-Interchange Meeting

Have a meeting after the Interchange to provide closure. Share photos, relive memories and maybe recreate a meal from the partner country. Have your delegates teach their parents and families a song, dance or game that they learned.

Evaluations and Debriefings

Parents and delegates will complete forms evaluating the Interchange and CISV following the programme. For a two-year Interchange, the forms will be completed after each phase. A debrief meeting should be held with the additional purpose of reflection on the experience.

Obligations to CISV

Following the Interchange, continue your support of the local chapter by serving on a committee, helping with tasks related to a programme your chapter is hosting, or making financial contributions. Delegates should continue involvement in Junior Branch.

7. CONFLICT MANAGEMENT

Common Problems

Many problems that arise in an Interchange can be prevented by common sense, open communication, a positive attitude and early intervention. The following are some problems that you may experience and ideas for how to manage them effectively.

Communication

Please realize that it may be difficult for participants and families from the partner country to read or listen to another language; they may not understand everything you write or say. When face-to-face with your child's partner, speak slowly and simply. Your child's partner will probably wish to spend some time on the phone with his leader and

other members of his/her delegation to chat in his/her own language. This is perfectly normal.

Homesickness

Help your child's partner overcome any feelings of homesickness. Be friendly, tolerant, flexible and supportive and remember that everyone feels this way at some time.

Encourage some telephone contact with the visiting delegate's friends or arrange an activity with another Interchange family to ease adjustment. Let the leaders know if homesickness persists for more than a day or two.

Personality Differences

Matching children is done as carefully as possible. However, no one can predict how different personalities will actually get along with each other. Include your child's partner in family activities. Play cards or board games or take a family walk. If the partner wants time alone, suggest a specific time (i.e. one hour), then engage him/her again. Avoid continuously watching TV.

Emergencies and Accidents

Parents must use common sense, act responsibly, document events and ask for assistance in the event of an incident. If such a situation arises:

- Inform the leaders of ANY health or safety incident, no matter how trivial.
- If you need to seek medical assistance, have the leaders accompany you if possible.
- If medical expenses are incurred, obtain a detailed, itemized list of services and charges and ensure all health insurance documents and receipts are obtained.
- Assist the leader in completing a CISV Incident Report Form.
- Carry copies of your visiting delegate's Health and Legal/Insurance Forms with you on all outings.

Minimizing Conflict

Much potential conflict can be minimized by:

- Agreeing on ground rules before any decisions are made
- Defining a decision-making process for your group
- Discussing parents' expectations of the leader early in the Interchange
- Discussing leader's expectations of parents and delegates early in the Interchange
- Accepting that conflict is a given and does not indicate a flaw in the Interchange programme
- Realize that you are all on the "same chapter" but not necessarily on the "same page"

The following is a process that can be used in an early meeting to set up some of these parameters for avoiding or managing conflict. It is suggested that an external facilitator be used. All parents, delegates, and leader(s) should be present.

1. Decide on who should make what decisions. In general, **delegates should be empowered to make decisions that affect them, when possible**. As a guideline, consider defining a set of boundaries for each decision and let the delegates make the decision within that framework, with assistance from the leader (e.g. the children choose their National Night outfit within a certain budgetary limitation).

Using the list of decisions and potential areas for conflict outlined above, decide as a group which decisions are:

- Parents only
- Parents and leader
- Leader and delegates
- Leader and delegates with boundaries defined by parents
- Everyone

2. Decide on a decision-making process for the group:

- Consensus or majority rule or others
- What if a family is not present at a meeting where a key decision is made?
- Should there be different processes for different types of decisions?

3. Decide how the labor should be divided, considering the roles described in this guide.

What if Conflict Occurs Anyway

Problem Resolution

<i>Productive</i>	<i>Non-Productive</i>
Discuss the conflict with the person directly involved as quickly as possible. Waiting often causes conflicts to escalate and become more difficult to resolve.	Discuss conflict with others. Wait until the conflict is so big you have no choice but to deal with it.
Bring conflicts into the open to be discussed as a group.	Discuss leader concerns in front of your children—if the leader’s authority is undermined it may become impossible for him/her to do the job effectively.
Consider including the children in resolving the conflict if this is an issue that affects them.	Live with concerns without addressing them with the leader.
Consider using your leader either as a facilitator or a resource if the conflict is between sets of parents.	Talk with other parents and developing two separate ‘camps.’

<i>Productive</i>	<i>Non-Productive</i>
Refer to the expectations, ground rules and decision-making process that were agreed to in your first meeting.	Act on impulse without considering the best long range plan.
Call the Local Interchange Coordinator or Delegation Coordinator as an independent facilitator, if the concerns cannot be resolved within the group.	Give up and considering the Interchange a failure.

Situation “What Ifs”

The following are situations that may occur during the Interchange. Consider them carefully and discuss what responses would be the most appropriate:

- Two delegates are mismatched
- Parents lack confidence in the leader
- One parent is not pulling his/her weight
- One family in the group has less money than others and objects to the activities being planned
- The visiting leader is not looking after his/her delegation
- Your child’s partner is taking your things without asking and usually forgets to return them
- A visiting delegate wants to spend time at home in front of the TV or computer
- One family is constantly late and has inconvenienced the others on numerous occasions
- Your child’s partner always wants to be with the other delegates and seems bored with your efforts or family time

Risk Management

In simplest terms, Risk Management is the process of identifying potential risk/accidental loss and deciding what can be done in terms of minimizing or eliminating that risk. Risk Management is for everyone. Contact the Risk Manager within your chapter for advice. Make sure all incidents are thoroughly documented.

8. FREQUENTLY ASKED QUESTIONS

Your Local Interchange Coordinator should be able to address these.

- What is our family’s commitment in terms of time? Before? During? Between phases? After the Interchange?
 Before – You need to attend delegation meetings and chapter and Junior Branch events. At the delegation meetings, you will be asked to volunteer logistical and

financial support for the Interchange. Delegates take the lead planning hosting activities.

- What is our family's commitment in terms of dollars?
In addition to the program fee, which varies by chapter, you are responsible for your delegate's travel expenses, your share of the leaders' travel and other expenses, all living expenses of the delegate your hosting, and your share of other hosting expenses to be determined by the Interchange group.
- How much control do we parents have over the hosting plans in our country? In the other country?
The chapter that's hosting is in charge of activities during that phase of the Interchange. The calendar and activities must comply with CISV guidelines. When your chapter is hosting, parents' main responsibilities are to provide emotional, logistical and financial support as delegates plan their hosting activities around a theme. **Parents may be needed** as chaperones or **to provide transportation** to group activities.
- Is political instability a concern? Could an Interchange be cancelled mid-stream?
CISV chapters keep close watch and open communication about political instability. The safety of the delegates is of utmost concern and every measure to ensure their safety will be considered at national and international levels of CISV.
- How is it decided which delegation travels first?
The Local Interchange Coordinators from both chapters negotiate this.
- Our family does not speak English—will this pose a problem?
English is the common language of CISV. However, you may be able to communicate in other ways and could consider learning some key phrases. It would be helpful if someone could be available to translate.
- What assurance do we have that the leader is suitable and well trained?
All CISV leaders are carefully chosen and trained at the local and national level.
- We have strong moral/personal values (re: behaviours, smoking, drinking, unsupervised night activity). Will the delegate staying in our home be willing to abide by these?
Yes.
- How do we learn about important cultural values of the visiting delegate's family and country?
You can learn about these things through research and through personal communication with the delegate and his/her family after matches have been made.
- Will the other country's leader support us in the event of difference in cultural values?
Leaders from the partner country also have been trained at the local and national level to follow CISV rules.
- Will the parents of the partner delegate respect our values in relation to our child?
Yes, through communication with the partner family before travel you can share your values.
- Besides rules, our family shares responsibilities. Will the visiting delegate be prepared to assist in household chores?
Yes.

- What if my child doesn't like the delegate he/she is matched with?
Share these concerns with the leaders, who will work to help the delegates respect each other and their differences.
- What if the visiting delegate is uncomfortable with us?
Contact the leader of the visiting delegation to learn more about your guest's concern and get suggestion on how to address them.
- Will our child's leader personally check out his/her living situation within a reasonable time after arrival in the other country?
Yes.

9. APPENDIX

Other information about CISV, including Guides, forms, documents, etc., can be found on the international web site: www.cisv.org.

CISV SONG

Here in this village you may see
Children living happily.
Different race and different land,
Here we come to understand
One another's point of view,
Learning through the things we do,
How alike am I to you.

Here we live and eat and sleep,
Talk and laugh and sometimes weep.
Here we share our hopes and fears,
Build a bridge across the years.
Sow a seed and plant a tree
Beneath whose branches there may be
All the nations gathered free.

That our children so may grow
In a world we did not know.
Sharing all they have to give,
Learning how to love and live.
In our hands the future lies.
Seize the moment 'ere it flies.
Stamp the present with an act.
Dare to make our dream a fact!

BEHAVIOUR POLICY

Appropriate behaviour is required of all CISV members in every part of CISV to support and accomplish:

- CISV’s mission to educate and inspire action for a more just and peaceful world
- CISV’s educational goals and methods
- the expectations of participants and volunteers

Appropriate behaviour is defined as peaceful conduct that follows local laws and good manners; it is in line with what can be expected from a good host, guest, friend or role model. The standards for appropriate behaviour may be subjective and may vary widely depending on cultural norms.

There are three categories of behaviour that are not tolerated in any part of CISV, unless otherwise stated: Forbidden, Unacceptable and Inappropriate. Violations will invoke appropriate consequences. An Incident Report Form (IRF) must be submitted if violations occur.

FORBIDDEN BEHAVIOUR includes:
<ul style="list-style-type: none"> • illegal acts • violence • sexual relations involving children, participants or Junior Counsellors in any CISV programme • possession or use of psychoactive drugs by adults (<u>excluding</u> nicotine replacement therapies) without a medical prescription • possession or use of psychoactive drugs by children (<u>including</u> nicotine replacement therapies) without a medical prescription • possession or use of tobacco products by participants as well as Junior Counsellors, in all CISV programmes. Exception: Programmes where all participants are 19+ years old • failure to take action if legally required • possession or use of weapons • discrimination • physical abuse, psychological abuse, and corporal punishment • excessive consumption and abuse of alcohol • drinking of alcohol by all participants, as well as Junior Counsellors, in all programmes. Exception: Programmes where all participants are 19 + years old • drinking of alcohol by Seminar Camp Staff during the programme • planning or participating in activities that are inappropriate for CISV’s mission and v
CONSEQUENCES
This type of behaviour or a reasonable suspicion of it, may invoke the most severe consequences, including exclusion from a programme or activity, early return home from a programme or activity, or suspension or loss of membership.
UNACCEPTABLE BEHAVIOUR includes:
<ul style="list-style-type: none"> • unnecessary nudity • overt displays of intimacy • failure to adequately disclose existing health conditions
CONSEQUENCES
This type of behaviour or a reasonable suspicion of it, may invoke serious consequences including temporary exclusion from a programme or activity, early return home from a programme or activity, or suspension of membership.

INAPPROPRIATE BEHAVIOUR includes:

- failure to respect privacy except in cases of suspected illegal activity, violation of policies, or when the person's behaviour is a threat to health or safety
- failure to respect rules of host families or host sites

CONSEQUENCES

This type of behaviour or a reasonable suspicion of it, may invoke a reprimand, including restricted participation in a programme or activity.

DEFINITIONS

Child: Anyone under the age of 18.

CISV programme: The seven official educational programmes of CISV International (see also Info File C-03 Programme Basic Rules).

Leaders: Leaders includes all adult leaders in all programmes. Interchange junior leaders and Village Junior Counsellors are considered leaders (see also Info File C-03 Programme Basic Rules).

Participant: Every invited person invited to attend any CISV programme who is not a leader or staff (see also Info File C-03 Programme Basic Rules).

Staff: Adult staff members and junior staff members of all programmes (see also Info File C-03 Programme Basic Rules).

Tobacco products: Cigars, cigarettes, smokeless tobacco (e.g. e-cigarettes, snuff or chewing tobacco), pipe tobacco or roll-your-own.

Nicotine replacement therapy: A medically-approved way to take nicotine by means other than tobacco.

Behaviour Policy FAQ: Questions and answers that help all CISVers understand how to implement the behaviour policy; available at www.cisv.org, search for Behaviour Policy FAQ.

MEMORANDUM

To: National Associations / Chapter Officials, CISV International's Official Family

From: Joe Banks, Secretary General, for the International Board

Date: 14 September 1990

REF: IMPLEMENTING NEW GUIDELINES ON DISCRIMINATION, SELECTION & BEHAVIOUR

Enclosed are official statements regarding:

- (1) CISV International Guidelines on Discrimination;
- (2) Selection Guidelines For Persons With Programme Responsibility; and,
- (3) Behaviour And Cultural Sensitivity In CISV.

The language (and examples) used in the three guidelines are based somewhat upon past CISV experiences (confidential), concerns repeatedly expressed via programme evaluations and NA statements (alone or via regional motions), and legal requirements. In some cases the language is technical and can not easily be changed - for legal reasons. Examples of behaviour or qualities are provided instead of fixed standards and definitive lists since they will always leave out something critical. Where possible, language / examples from previously approved documents were used.

The language in the discrimination and selection guidelines present some challenges, including:

- (1) Protection of privacy rights of members / applicants / participants - especially regarding past behaviour and / or sexual orientation;
- (2) Realization of CISV goals / rules in countries where "universal" human rights are not observed;
- (3) Distinguishing between custom and law in the local CISV culture;
- (4) Doing everything "reasonable" to protect CISV participants and the organization from persons who "predictably" may harm individuals / CISV / members of the public; and,
- (5) Determining "common sense" application of rules, fears and goals.

The language in the behaviour guidelines present additional challenges, including:

- (1) Being "sensitive" to cultural / moral expectations without destroying the essence of CISV;
- (2) Being "specific" enough to provide assurance to parents / officials and guidance to participants;
- (3) Being "general" enough to protect CISV legally;
- (4) Being "flexible" enough to be universally accepted.

CISV National and Promotional Associations may supplement these guidelines, but they may not contradict the wording or effect of official International Board policy. These guidelines take effect immediately and must be implemented / observed at every level of CISV's operation, both in programmes and administration.

Thank you for your cooperation.

CISV INTERNATIONAL GUIDELINES ON DISCRIMINATION

As an organization committed to the value of each individual, CISV does not practice or tolerate discrimination within its programmes or administration at any level.

In interpreting CISV's guidelines against discrimination vis-à-vis "handicapped" applicants / participants, a "common sense" application of the guideline is expected. This means that local laws / requirements must be observed as well as CISV's expectation that everyone participates fully within all programme activities.

Guidelines to assist in selection / placement of participants for CISV's programmes;

- * The candidate has the intellectual ability appropriate for CISV's programmes;
- * The candidate has the emotional stability to be successfully integrated into CISV group / family activities and to appropriately cope / manage with the "stress" of international travel / living;
- * Housing / programme / transportation facilities can successfully accommodate the individual without excessive difficulties (consultation with hosts is required);
- * Appropriately trained CISV Staff / Adult Delegates are available and willing to accept the extra responsibility involved.

In interpreting CISV's policy against discrimination vis-à-vis the "status" of an applicant / member in situations not included in the guidelines noted above, the following guidelines will be observed:

- * If local "customs" limit CISV in a manner contrary to the objects / practice of the organization (e.g. discrimination based on age, gender, race, religion, ethnic background, language, etc.), protection extended in the UN's International Declaration of Human Rights, the Declaration of the Rights of the Child and other appropriate regional human rights "charters" (including the right to privacy) will be observed in CISV operations irrespective of local custom.
- * In balancing between the rights of the individual to participate fully within CISV's programmes or administration and CISV's obligation to protect the health / safety of youth placed in CISV's care, the "balance" tips in favour of protecting the health / safety of the participants;
- * CISV's observance of an applicant's or member's right to privacy is secondary to the obligation of such applicant / member to truthfully provide information that is "relevant" by law and / or CISV International guidelines when completing the CISV Health Form and applying either for a position of responsibility / trust in a CISV programme or as a CISV youth participant.
- * CISV National and Promotional Associations may supplement these guidelines, but they may not contradict the wording or effect of official International Board policy.

INTERCHANGE PROGRAMME GOALS AND INDICATORS

<p>Increase awareness of the cultures in an Interchange</p>	<ul style="list-style-type: none"> a) Compare daily routines and responsibilities with those of the partner (A) b) Compare oneself with other participants (both delegations) (A) c) Share own culture and customs with the partner and/or host family (A, K) d) Learn aspects of the partner's culture and customs (K)
<p>Develop self-reliance while hosting or living with someone from another culture</p>	<ul style="list-style-type: none"> a) Interact appropriately with the partner and/or host family during family time as well as during group activities (S) b) Take an active role to create a positive experience for all participants (A) c) Learn to adapt to different situations; show flexibility when facing unfamiliar or difficult conditions (S) d) Accept that conflicts will happen and actively work to resolve them (S)
<p>Learn how to work cooperatively and have a positive attitude towards others</p>	<ul style="list-style-type: none"> a) Contribute to planning and organizing hosting activities or National Night (A, S) b) Behave respectfully and appropriately towards others (S) c) Be inclusive when making group decisions; actively involve everyone in the process (A, S) d) Understand and respect diverse customs and points of view (A, K)
<p>Learn to behave as a responsible active global citizen</p>	<ul style="list-style-type: none"> a) Actively participate in group discussions and activities (S) b) Understand how CISV peace education is the basis of the group activities (K) c) Become aware that planning and/or delivery of a community service project can have a positive impact on the world (K) d) Identify, with the group or individually, how new attitudes, skills and knowledge can be applied to everyday life (S)