

Host Family Guide

for families hosting inbound students

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Introduction

Since 1975, Rotary International has operated an official Youth Exchange Program; though, the history of students exchanging school years because of Rotary dates back to ~1929. Rotary District 5060 is a Rotary International certified exchange district and through this certificate operates the program under the leadership of the Youth Exchange Committee. Member clubs, and dozens of volunteers help to facilitate our districts' exchange success.

The goal of Rotary Youth Exchange Program is to promote world peace by facilitating the exchange of language, culture, and customs through young people. Students are ambassadors to their communities and countries and it is important for host clubs and families to show a genuine interest in learning about each student's home. By doing so, hosts also become ambassadors for their own home, language and culture. This two-way exchange of ideas and information can be a very stimulating and rewarding adventure in international goodwill and understanding.

Families who choose to host a student provide far more than a bed and board. These families are taking an essential step toward world peace by helping to break down fears and prejudices and misunderstandings which are based on ignorance.

The impact of this program on future international relations is incalculable; however, the impact on the lives of those fortunate enough to participate is most evident. Students who participate in an exchange can often be found in leadership roles in their adult professional lives and communities. Participants return home with a broader view of the world and a deeper understanding of themselves. They gain a global perspective, self-confidence, language competence, college competitiveness, high level career opportunities, broad education, political insight, and new international friends.

Benefits of Youth Exchange

According to the [2022-2023 Rotary Youth Exchange Annual Report](#), Rotary exchanged 5,664 students from 52 countries in 8,738 host families (of which about half were non-Rotary families). Exchange students unlock their potential to develop lifelong leadership skills, learn language and culture, build lasting friendships with young people from around the world, and become good global citizens.

Through Youth Exchange, Rotarians seek to provide the best possible environment for the participant. The program enjoys the advantages of more than fifty years of experience and a network of more than 1.1 million Rotarians around the world. This experience and support system ensure the best possible exchange for youth in the program.

But why do we do it? It's all about **PEACE**.

The Youth Exchange program helps students around the world connect with each other and discover we all have the same wants and desires. We're really not that different from each other and when we're friends, it's hard to engage in conflict. Each student who travels to another country meets many other students, not just from the country they are hosted by, but they also meet exchange students from other countries. They become ambassadors to spread *Peace and Understanding*. When they return home, they continue through the rest of their lives to be ambassadors for Peace.

Objectives of the Youth Exchange Program

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

Acting as a host to an overseas student can be a tremendously rewarding experience for a family. However, it also entails some important obligations.

Communication

First Night Questions

Shortly after your student arrives in your home, you should sit down with your student to clarify any questions they may have. *First Night Questions* will help your family to get off on a good start with your new student. This process will preclude any future misunderstandings and will put the student at ease.

A copy of the *First Night Questions* is included in the Inbound Student Binder. Students will also be provided a copy at orientation in September.

Change of Host Families

The Rotary Youth Exchange Program recommends three host families per long-term exchange divided roughly into three month host periods.

Host families should keep in touch with the hosting Rotary Club regarding hosting arrangements, so that all parties concerned are aware of and know well in advance exactly when each change of home is to take place. It would not be out of place for the current host family to meet with the next host family to discuss some of the student's habits, likes and dislikes. It is also common for host families to share one or more experiences during the student's exchange year such as dinners, camping, sporting or gaming. It can help bring about smoother transitions from one family to the next and build inter-family support.

Vetted host families in wait or who have completed their hosting period could provide respite to the current host family. This type of support between families is healthy and promotes a stable experience for the student.

Resolution of Problems

When a problem does arise, timely communication is important. The first avenue of this communication should be between the host family and student. This action will usually resolve any issue. However, if this does not occur satisfactorily, do not hesitate in contacting the student's Counselor or Youth Exchange Officer. If after all this the issue is still not resolved, contact the District Youth Exchange Chairperson.

It is helpful to know that the student is trained to resolve problems using this same escalatory hierarchy of communication.

Student Participation

Interaction with Host Family

It cannot be stressed too much that the student should not be treated as a special "honoured guest" by the family. The whole value of this program centres on the acceptance by both students and hosts that the student will be "one of the family", not receiving any special favours or treatment and undertaking all the normal family chores. For this reason, it is desirable that the student address the host parents as "Mom" and "Dad" or some other informal title (first names). They should never call a host parent "Mr." or "Mrs."

The student should most certainly make their own bed, keep their room tidy - very difficult for some - and assist with general household chores, such as setting the table or doing dishes. Some complaints have been received from students that they are being used as unpaid help or as constant babysitters. Others again have found that they are not allowed to join in with the normal household chores. The problem is to strike the right balance and a guiding principle in these cases is to ask what would be expected from the host families' own children.

Religion

Somewhat surprisingly religion seldom poses serious problems. Most students are very flexible on attitudes and usually accompany the host family to their church even where religions differ. Host families should not force an issue and if the student wishes to follow his or her own religion, every effort should be made to assist them in this respect. However, if the host family goes to church on Sunday morning, the student should not remain home in bed.

Schooling

The Youth Exchange Program and student visa rules require attendance at a high school. Usually, the Counselor will take care of the enrollment details and will arrange, together with the student, the optimum subject package and educational materials. The host family's role is to supervise the day-to-day attendance of the student at school and encourage them to participate fully in both the academic and extra-curricular activities of the school. Exchange students are not exempt from homework assignments and projects and are expected to make an honest effort to

succeed in schoolwork. Failure in this effort may result in early termination of the exchange. It is important to the success of the exchange that any problems which might arise from language difficulties be dealt with promptly. The host parents should always ensure that the student is provided with a note for the principal/teacher to excuse them from any classes which they need to miss for any reason. It is very important that the school is kept fully informed regarding the student's program of activities.

Students should not attempt to enroll in college or university. The Youth Exchange Program is a high school program and high school attendance is a prerequisite to selection. All public school fees should be paid by the hosting Club. Enrollment in a private school is not a financial responsibility of the club.

Mandatory District Events

Students are required to attend:

- Inbound Orientation (September)
- Winter Retreat (December)
- New Year Retreat (February)
- Outbound Orientation (April)
- District Conference (Spring)

Students will be provided a calendar in September at their Inbound Orientation weekend where they will be told that attendance at the above district events is mandatory and a condition of their exchange. Host family, natural family, and school events/activities are not reasons for students to miss the mandatory events. It is the Host Club (and particularly the YEO) who is responsible for ensuring the students are safely transported to and from each event.

Depending on the students, there may be optional district supported fee-paid travel. This is usually determined by December of each year.

Student Mental Health

Homesickness

Every student experiences homesickness to some degree and the extent of this problem will depend largely on the student's own background and personality. Host families should be appreciative of this fact and should expect the student to have some adjustment problems. Many students say that they feel there are times when they want privacy to cope with feelings of homesickness. If your student spends some time alone in his or her room, do not be alarmed - this is fairly normal. But if the student spends a lot of time alone, this could be a danger signal that all is not well. The student who is actively involved in the community will be less likely to suffer from adjustment problems and homesickness than the non-participant; therefore, do all you can to encourage your student to accept the opportunities available to become involved in the community.

Anxiety & Low Mood

Exchange students can be especially susceptible to anxiety and mood swings. Refer to [Navigating Anxiety & Low Mood](#) for insight to this phenomenon.

In extreme cases the student's counselor should be alerted and is prepared to offer support and counsel.

Culture Shock

Rotary Youth Exchange Students, living and studying in a different culture, living in the homes of host families, often experience significant culture shock, sometimes on a continuous basis, throughout their stay abroad. For more information on this subject, refer to [Culture Shock](#).

Also understanding the [Phases of a Typical Exchange Experience](#) will be very useful.

Student Counselor

Duties of a Counselor

The host Rotary Club will appoint a counselor who will act as a confidante to the student during their stay. The student is expected to consult the Counselor on any problems that may arise at home or at school.

In addition to responding to calls from the student, the counselor will initiate communication with the student at least once a month by phone or in-person and is responsible for completing a monthly assessment report.

The counselor, or YEO, should visit the student in the host family's home to make sure living arrangements are consistent with what was agreed upon during the screening process.

The counselor is also available to help the host families with any problems that they may encounter in hosting the student. Do not hesitate to consult the counselor if problems of any kind arise.

The counselor's task is to guide and assist their young people, rather than boss or dictate each move they make.

The counselor may act as an alternate signatory to the Youth Exchange officer (YEO) when the YEO is unavailable, this could include signing travel forms.

Discipline

Expectations of Student

The student is expected to adapt to the supervision and discipline of the host family. Remember the host family does not have to adapt to the student; rather the student must learn to adapt to the family. Any sign of reluctance or unwillingness on the student's part to accept this point of view should be brought to the attention of the Counselor,

who should then clarify this point with the student. It would be better that such a ruling come from a third party, such as the Counselor, rather than the host parents. Problems can arise unless the student clearly understands the fact that they are expected to conform to host country conditions. At the same time, host families should be aware of the problems of adaptation and should be prepared to be flexible.

Standards of Behavior

So that there is no mistake about how Rotary feels about certain conduct, District 5060 has clear standards for the type of behaviors that can end a student's exchange. This [Standards of Behavior](#) document is signed by the student at their district orientation.

Poor behaviour will be reviewed on a case by case basis and may result in a warning, a behavior plan or immediate termination of the exchange. The response will depend on the circumstances of the incident and discussion between the hosting club and District Chairperson.

The *Standards of Behavior* are to protect the exchange student, host family, host Rotary Club, and District 5060 who have responsibility to the sponsor club and parents.

In addition the student, in completing the exchange application, pledged to adhere to the [Rules and Conditions of Exchange](#).

Cannabis, Tobacco, Alcohol and Related Products

District 5060 recognizes that the use of cannabis, tobacco, alcohol and other related products (edibles and inhaled) are now legal for adults throughout the District.

The District policy for selection of host parents for our inbounds is that host users of these products be requested to not consume the products in a way that a student would be subject to primary or secondary consumption. Under no circumstances may our inbounds be permitted to consume cannabis products.

Inbound students are aware that they are not permitted to consume cannabis, or alcohol while on exchange. If their exchange application indicated the student was a non-user of tobacco, they may not smoke while on exchange.

Youth Protection

Components

A youth exchange student will spend a year, or perhaps just an extended period of time, living with a host family in a country other than their own. Rotarians, their families, and non-Rotarian volunteers are expected to use their best efforts to safeguard the welfare of and prevent the physical, sexual or emotional abuse or harassment of every student with whom they come into contact. To this end a District 5060 [Youth Exchange Youth Protection Policy](#) is in place. Incorporated in this policy is the requirement that all parties with extensive contact with students be vetted according to the requirements of Rotary International and, in the case of U.S. Clubs, the overlapping U.S. Department of State regulations.

Rotary International and Rotary District 5060 are committed to protecting the safety and well-being of exchange students and will not tolerate abuse or harassment directed at the youth. All allegations of abuse or harassment will be taken seriously and must be handled within the District 5060 Youth Exchange [Sexual Abuse and Harassment Allegation Reporting Guidelines](#). If you become aware of any abuse of your student, please refer to that document.

Prevention is always a priority to having to deal with a case of abuse. Alerting all parties involved with our inbounds to the fact that we are sensitive and vigilant is extremely important. This includes discussions with our inbound students themselves that include a [Sexual Abuse Response](#): A Quick guide for Inbound Exchange Students.

The Rotary Youth Exchange program is regulated in the United States by its Department of State. Most of those regulations mirror those of Rotary International. The complete text is found in [USA DoS Exchange Regulations](#). The DoS welcomes Host Families and expresses its support in a [US DoS Letter to Host Family](#).

Some Youth Protection Guidelines

1. Always treat students with respect and request that others do the same.
2. Touch and hug students only in ways that are appropriate for teenage children in your family.
3. However, be aware that the appropriateness of hugging and other forms of touching vary considerably from one culture to another (it's a good practice to ask).
4. Respect the right of the student to privacy.
5. Never engage in or allow physical force or emotional abuse or harassment.
6. Never make sexually suggestive comments, even as a joke.
7. Spending excessive time alone with a student is never a good idea.
8. Communicate immediately with Rotary if there are allegations or suspicions of abuse or harassment.

Host Family Vetting

Upon locating a committed host family, the Club Youth Exchange Officers (YEO) forwards the parent's name and email address to the District Protection Coordinator who will initiate an online Host Family Application sent to the family. Upon completion of online application, the family's vetting begins.

Host Family members over the age of majority are vetted separately as volunteers within a family. Criminal background checks, including law enforcement public record checks and reference checks, must be done for all adult members of the host family. In addition, both scheduled and unannounced or short-notice home visits should be made before and during the exchange.

Crisis Management

The health, safety, and security of our volunteers and program participants is our highest priority. For that purpose, a [Management Procedures for Crises](#) has been developed to serve as an important procedural resource to assist District 5060 volunteers and participants in responding effectively when a crisis occurs. This minimizes risk, and to the greatest extent possible, ensures the safety of all.

A crisis involving Youth Exchange may involve international students hosted in D5060, or D5060 students hosted in international partner Districts. The crisis may involve an individual student or a group of students within a region. District 5060 provides training related to crisis management for its Youth Exchange students and volunteers at the annual Inbound Orientation and/or once per year through in person or webinar delivery. Certain circumstances may arise that lead to additional training.

Orientations

Host Family

For all Host Families in the United States, the last step in vetting will be an in-person orientation supervised by the Club YEO. All family members over the age of 18 will be required to be present. A careful review of this Host Family Guideline will prepare the family for this in person orientation. Shortly after the orientation, the host family will be notified of their approval.

Host families in Canada will be registered for an NAYEN online orientation as the last step in their vetting process. At the appropriate time, you will receive a notice from NAYEN Training containing a link for the course.

Host Club

Soon after your student arrives there will be an orientation regarding the Host Clubs student rules and expectations. The [Student Club Orientation Outline](#) lists some of those.

Host District

In early September all the inbound students will gather for an orientation. Most of the topics will be a repeat of what they learned from their outbound orientation before they departed from their home country. Added to those topics will be rules and expectations that may be specific to District 5060, most of which are covered somewhere in this Host Family Guideline.

Responsibilities of Each Party to an Exchange

Exchange Student

- Adapt positively to the host family.
- Work at developing good friendships.
- Agrees in writing to accept all the rules and conditions of the program (*Standards of Behaviour*).
- Accepts the supervision of the receiving host District, Club, and Family.
- The student will be expected to attend host Rotary club meetings and events as requested by the host Rotary club.
- The student will be expected to make continuous language improvement, leading to practical fluency in the language of the host club.

- The student will limit their total electronic communications (text, voice calling, video calling and similar services) to Canada and the US to not more than 30 minutes per day (preferably less).
- The student will become engaged with the local environment and community so as to be an exceptional ambassador for Rotary International.
- Agrees to accept the placement in the country to which he or she is assigned.
- Arranges to speak at Rotary and other community functions both during and after the period of the Exchange.
- Corresponds regularly with both the sending District and sponsor Club.
- Limit communications with natural parents and friends back home and agree to live in the present in their host community.
- Adhere to Rotary district policy regarding:
 - Overnight stays
 - Visits by natural parents, family or friends
 - Travel
 - The Five D's
- Avoid employment - Rotary & visa rules.
 - Students may occasionally do yard work or babysit for extra money but may not hold a regular job.
- Returns home at a time and by a route specified by the sending District.
- Attends secondary school regularly and takes school work seriously.

Host Family

- Provide room and board for three or four months.
 - Board includes three meals per day. The student may utilize the lunch supplied by the school or pack a lunch from home. Either way the Host family must provide or pay for this.
- Maintain communication with the local Rotary Club.
- It is desirable for the student to have his or her own room or, alternatively, to share with someone of their own age group
- Should include the student in all family activities accepting the student as one of the family in all respects.
- Is not obliged to provide the student with spending money nor to finance clothing, travel or other expenses (including telephone calls).
- The host family must undertake to supervise the school and leisure hour activities of the student as if he or she were their own child.
- Exercises parental responsibilities and supervision, as would the student's own parents.
- Help with typical challenges such as language acquisition, friendships, culture shock, local customs, etc.
- Advise the student regarding options for local transportation.
- Advises the student about matters such as the family, school and community functions during the period of the exchange.
- Notifies the Rotary counselor if the student is encountering any problems (such as illness, difficulty in adapting to the host family or school, or serious homesickness).
- Notification Host Club of material changes in status (address, work, arrests)
- At the end of the stay with your family, you will be requested to help the Program improve by completing a brief survey about your hosting experience.

Natural Parents or Guardians

- The parents of an inbound student are required to undertake the following financial obligations:
 - Rotary International approved medical, travel and liability insurance.
 - All medical expenses incurred (including upfront payments and uninsured costs)
 - Toiletries and medications.
 - Clothing and school uniforms (if applicable) and appropriate outdoor/winter clothes.
 - Telecommunications (mobile phone, long distance charges, etc).
 - Optional trips not included in the mandatory district events list. Students are asked to pay a fee for a ski/snowboard/tubing experience during the mandatory December retreat.
- The parents are required to provide the student with a revolving emergency fund of \$400 (CAD or USD) which can be drawn upon with the consent of the Rotary Counselor in emergency circumstances only.
 - Emergency circumstances might include medical costs that must be paid “up front”, unexpected phone bills incurred by inbound students, and other unexpected costs. Parents must top-off the balance of the emergency fund within seven (7) calendar days of being notified by the host YEO.
- Extra-curricular school activity fees (sports, band, travel, etc).
- Provide any additional spending money.

Receiving District (Host)

- Assigns the student to a specific Rotary club.
- Arranges a suitable orientation for the newly arrived students.
- Maintains contact with the student and the sending District during the Exchange period.
- Ensures that students are at all times in possession of valid visas and other necessary documents during the exchange period.
- Ensures that the student purchases the Rotary approved insurance policy locally if they arrived with no insurance.
- Tracks the progress of all inbound students and intercedes when necessary.
- Provides support to Host clubs as needed.
- Makes critical decisions regarding discipline (warnings and carding).

Receiving Club (Host)

- Checks student's entry documents. Return airline tickets will have a date indicating return well before the actual return date. The Club will see to it that tickets will be rebooked at a later time.
- Ensures students are scheduled to leave the host District on or before 7 July.
- Meets with the student for the purpose of a student orientation to review club and district expectations.
- Arranges for 3 to 4 host families for each student. Host family orientation and maintain monthly contact with the current host family.
- Arranges secondary schooling. All educational expenses, including tuition, transportation to and from school, materials fees and the like are the responsibility of the hosting Rotary club.
- Appoints a counselor for each student.
- Meets the Exchange student upon arrival.
- Provide a monthly allowance (as set by the District) to the student for personal spending (eating out, entertainment, activities, etc).
- Keep in a secure place the:

- Emergency fund per district policy
- Return airline ticket confirmation
- Passport and other government papers, if requested by student
- Provide the Host Family with an *Inbound Student Binder*.
 - Track the binder location.
 - Ensure document destruction and confirm destruction by submitting a copy of the *Document Management* form within seven (7) days of the student leaving the care of the District.
- Ensures the attendance and provides transportation of the student to all mandatory District functions such as orientation weekend or District Conference.
- Bears the cost of supporting the student.
- Develops a suitable program of contact and activities for the student.
- Ensures regular attendance of the student at club meetings and functions.
 - Allows the student ample opportunities to speak with club members and share their experiences.
- Meet with student & school officials to discuss credits, graduation options, and participation in school activities, such as extracurricular activities.
- Tracks the progress of students and reports the same to the District monthly.
- Maintains records consistent with the District's [Youth Protection Policy](#).
- Familiarize host families with strategies to deal with cultural differences and practices. (See [Culture Shock](#) for more information)
- Provide support to Host Families
 - Discipline.
 - Plan for suitable respite.
 - Travel approval.

Organization Overview of Rotary

Rotary Club

A Rotary Club is a local chapter of Rotary International and is a member of an Area within a District. Clubs often have multiple service committees who lead projects within their community, nation or globally.

A Club Youth Exchange committee is one example of a service committee within a club who is responsible for recruiting outbound students, and hosting inbound students.

Rotary Districts

Rotary Districts within a geographic area contain up to 60 clubs. District 5060 covers Central Washington and Central British Columbia. See [District Map](#) for Club locations. The District Youth Exchange committee arranges inbound and outbound exchanges of youth with partner districts around the world, then coordinates these exchanges with the clubs within its area. The 5060 [District Committee](#) (no contact information) or [District Committee Contact Information](#) (requires DACdb login credentials) has been active since 1970 in Youth Exchange.

It consists of individuals with many years of experience, lending important support to Clubs and their students.

Rotary International

Rotary International is made up of many Zones worldwide, each one containing many districts. It provides support for the many activities of its Zones, Districts, and Clubs.

Travel

Students may travel and are encouraged to participate in family, school, sport and social trips. An Inbound Travel Policy is provided to each student during their inbound orientation and a copy has been included in the *Inbound Student Binder*. The full policy can be found on the District 5060 website: <https://rotary5060.org/for-youth/>

It is important for students to understand **travel is a privilege, not a right**. Students are required to be engaged in the exchange program and to have demonstrated good behaviour. Students are responsible for knowing the travel policy and completing travel approval forms (available in electronic form also on the District website).

Travel with a Host Family

There is an expectation that a student becomes an active part of a host family. The student may be asked to travel with the family. Travel within the geographic boundaries of District 5060 does not require chairperson approval but does require that the student complete and submit a *Travel Request Form* prior to the trip. The YEO (or counsellor) must be aware at all times if a student is travelling and with whom.

If the host family is traveling beyond the borders of the District, the student must obtain additional permission and a signature from the chairperson at least seven (7) days prior to the travel date.

The District suggests that students who do travel with host families contribute financially to their travels. Travel which affects school attendance is considered "personal travel" and will count toward the student's ten (10) day allowance.

Travel & Visitation with Natural Parents

The District 5060 Youth Exchange program **strongly discourages** parents visiting exchange students. However, with prior written approval at least thirty (30) days in advance, immediate families may be welcomed by the Host Club. Written approval is required from the Host Club (both the YEO or Counsellor and the Club President) and the District Chairperson.

Family visits and in-country family travel are only permitted between 1 April 2026 and 25 June 2026 and cannot interfere with mandatory school or Rotary activities and events. All rules of this travel policy apply to family visits.

Visitation from friends, extended family or students traveling to visit extended family is not permitted.

Returning Home

All students must depart for their home country on or before 7 July and must take the most direct route reasonably possible.

Students are not permitted to travel home with natural parents and should leave from the same port of entry. There should be no expectation of a host bringing a student to a departure airport different from the one the student arrived at. No diverted or additional travel is allowed enroute home.

Insurance

It is mandatory that all students coming into District 5060 purchase a Rotary approved insurance policy before they leave their country or within thirty days of departure from your home country. All students are covered from the time they leave their host country until they return home, providing they make no interruptions in their return travel itinerary.

In any event that a medical insurance claim is activated, the broad details of the claim must be reported to the district chairperson(s). The details shall include the nature of the illness or injury, the treating clinic or hospital, the treating doctor, if any medications were prescribed, if the medications prescribed are special use medications (refrigeration or special storage required, injectables, cognition altering, etc), the prognosis, and any planned followup care.

In the report, do NOT include details of the illness or injury or medication which would be considered private. For example, reporting a student with a private matter issue should be reported in the following way:


Student X was experiencing pain and discomfort in the abdominal region of his/her body and was brought to Clinic Y. Under the advice of Doctor B, the clinic was able to diagnose the pain and discomfort and prescribed a simple tablet style medication. The student is expected to take the medication for a period of seven days, morning and evening, after which if the pain and discomfort continues, the student must return to the clinic for further assessment and treatment. If the pain and discomfort is resolved, the medication is considered curative.

Depending on the content of the broad report, the district chairperson(s) may follow up with the host family and the student to determine if treatment in Canada or the United States is appropriate or if the nature of the illness/injury requires the student to return home. The youth exchange program is not designed to support certain prolonged medical or complex medical needs of students, whether physical health or mental health.

In the case of any upfront cost associated with medical treatment, these are to be paid out of the revolving fund maintained by the natural parents and controlled by the Club YEO.

Students should be carrying an Insurance ID Card similar to the one pictured below at all times. Use the information on the student's card when you contact the medical service provider.

Note: the medical service provider **MUST** include the student's name on the invoice(s) as it appears on the insurance card. Under no circumstance will the insurer reimburse the cost of insurance if the name is incorrect.

	Insurance Identification Card		
Carry your ID at all times. Always present it to your medical service provider. Medical providers can call (855) 327-1411 in the USA or call collect +001 (312) 935-1703 outside the USA for verification. Your participant ID is: 2159583			
Participant Name:	SERVINO, JOSEPH		
Coverage Dates:	01-Aug-2018	through:	01-Aug-2019
Policy:	18 N0106096A (INBOUND)	PLAN B	

Submitting Claims

Two types of claims:

1. Personal liability (loss / damage / theft); and
2. Medical.

For students with C/IS/ insurance policies, instructions are provided on the [Medical Claim Form](#) or the [Liability Claim Form](#) depending on the type of claim. In the case of medical claims, reimbursements will be paid to the provider of the service unless otherwise indicated.

If you need help or have questions contact the District Insurance Coordinator.

Medical Health Issues

In the event of illness/accident:

1. Know that medical care is pre-authorized by natural parents in the student's application.
2. Get medical attention for the student as needed. The Inbound Student Binder contains the student's medical history and may be valuable to medical providers.
3. Contact the Youth Exchange Officer.
 - a. The YEO will report to the counselor and District Chairperson(s).
 - b. In the event complex urgent care is required, contact the District Chairperson immediately after the YEO by telephone or SMS. The contact must be followed up with an email to the YEO and the Chairperson(s) in the form of a carbon copy (cc). This email should provide a very broad indication that a complex care situation is developing and that support of the District is required.
4. Only the District Chairperson is to contact the natural parents once details are known and if contact is deemed necessary and/or appropriate. The host family, YEO and Counselor must wait for guidance and direction from the Chairperson.
5. Host families should not sign financial liability forms.

Note: Every student must have health insurance.

Nonetheless, medical costs are the responsibility of the student and the natural parents.

Mental Health Issues

Just like anyone else, from time to time students may experience mental health issues. Just being an exchange student can sometimes be stressful, precipitating mental health issues.

If you suspect the student has a mental health issue:

- Refer to the *Handbook for Mental Health Issues in Rotary Youth Exchange*.
- Contact the Youth Exchange Officer.
 - The YEO will report to the counselor and District Chairperson(s). Any telephone call must be followed up by an email reviewing the content of the call.
- Do not confront the student. Allow the District and/or a professional to confront the student. District 5060 RYE has two onhand mental health clinicians who can provide early intervention, direction, and care.
- Only the District Chairperson is to contact the natural parents and will be supported by our clinical professionals.