

The Counsellor acts for all students on the Camp to ensure that they all enjoy the Camp/Tour and that, in the event of any problem a student and the host family (if applicable) have a contact who will act swiftly. Counsellors should be familiar with the RIBI Safeguarding Policy and the action to be taken in the event of discovery of abuse or harassment of the student.

Some important points to help Counsellors in their task:

### Before the students arrive:

- Before the arrival of the student the Counsellor should establish early contact by e-mail or letter with both the student and his or her parents. Explain to them the role of the Counsellor and that if the student has any problems or concerns the Counsellor will take whatever action necessary to swiftly deal with any problem.
- In particular contact the student and family shortly before the student leaves home to check that there are no medical issues which have arisen recently or which have not been disclosed. Report any changes to the CYEO, the DYEO and the host family.
- Check that the student has adequate insurance. If there is any doubt then contact Club, District or RIBI YEO. (See *IF5: Travel Insurance for Students*)

### When the students arrive:

- The Counsellor should contact the students within a day of their arrival and introduce him or herself in person as soon as possible thereafter.
- He/she should ensure that students have his/her contact details and access to telephone or email.
- The Counsellor should explain to the student/students that they should not be afraid to make contact if they have any concerns.

### During the students' time in this country the Counsellor should:

- Contact host parents at least once to make sure that the visit is proceeding well and that there are no problems.
- Contact the students at least once to make sure that the visit is proceeding well and that there are no problems.
- If the Counsellor has any concerns about the student s/he should complete *CP10D: Record of Concerns form* which is downloadable from *CP10: Dealing with Incidents* and return it quickly to the DYEO.

### Problems may arise in a number of ways:

– It sometimes happens that the Counsellor and the student cannot get along. If this happens then the counsellor should step aside in favour of another where there can be a happier relationship. The Counsellor should not take this as an indication of inefficiency as there can be times when personalities clash for no apparent reason.

There may also be a problem between a student and a host family. If this occurs then the Counsellor should have another host family on standby or take on the hosting responsibility until the cause of the problem is established and the difficulty resolved.

If a student breaks the rules of the programme then the Club should be prepared to apply the sanction of sending the student home. Before taking the final decision for such action a full explanation of the circumstances should be discussed with the Host Club President, the District Youth Exchange Officer and the District Governor. Early returns should be managed delicately and always with the full knowledge of the sponsoring District and/or Club.