
Inbound Orientation is in two parts: It begins with the first contact that the DYEO makes with the Inbound student.

Upon Confirmation of the Student's Placement

The DYEO sends a Welcome email, together with the [S10A: Preparation Pack for Inbound STEP Students. \(download here\)](#). The pack may need to be customised beforehand to suit local conditions being sent out.

Documents to which this is likely to apply are printed in blue below.

Contents List

S11: Preparation & What to Bring – Advice for Inbound STEP Students

S12: Rules & Behaviour Guidelines for Inbound STEP Students**

CP9: Permission to Travel within RIBI**

CP8: Photography & Video Consent Form**

IF4(I): Insurance for Inbound Students*****

IF5: Travel Insurance for Students

** requires a response from the student, which may be either as a hard copy or electronic. The Counsellor ensures that this is done and uploads the signed documents into that student's Inbound Student's Folder.

***** The Counsellor checks the student's policy to ensure that it complies with IF5

Upon the Student's Arrival

The DYEO sends the student [S10B: Welcome Pack for Inbound STEP Students. \(download here\)](#). The contents are listed below and most need to be customised. The DYEO needs to arrange an event which includes the opportunity to reinforce and amplify some of the details and issues covered here.

Emergency Contact Details

Information about the District

RIBI information

S13. Advice for Inbound STEP Students

S14. Coping with Culture Shock – Advice for Inbound STEP Students

CP10E. Student Incident Report

[All documents are available individually as required – the index number is given where applicable.]

WELCOME TO ROTARY IN DISTRICT XXXX

Read the following carefully. If you have any questions be sure to ask.

Insurance

This is a very important subject and you need to purchase an insurance policy as soon as you have arranged the dates of your exchange. Read '*Advice on Insurance for Inbound Students.*' carefully.

Safeguarding Your Property

You are strongly discouraged from bringing anything valuable with you. Be aware that petty theft is everywhere and you will need to be vigilant at all times with mobile phones, cameras and money. You cannot avoid carrying some money or cards with you but think before you come about how you will carry them safely. Rotary will not be responsible for anything you lose or allow to be stolen through neglect.

Weather And Clothing

It doesn't rain in England nearly as much as some people think – some years we have a water shortage! Even so, it does rain and you will need to **PACK AN UMBRELLA.**

You will need to pack some casual clothes and something smarter for work and for any Rotary events which take place while you are in exchange. You will be advised about what to wear.

Safeguarding Your Documents

Your host families will look after your passport/identity card for you and any other documents, also anything else of value which you do not need to carry about with you. However, It is a good idea to scan the main page of your passport or Identity card, together with details of your insurance policy and save them on your computer. Photograph any items of value and record serial numbers or identification marks. Then send them as an attachment in an email to yourself, your parents and your Counsellor. The details are then readily available if you should lose anything or need to claim on insurance.

Money

Our currency is the Pound – the full name is the British Pound Sterling - £ -. We do not use the Euro at all. Our coins are pence. 100p = £1

Many parents arrange for students to have a credit card. It is safer to use a credit card and visit a machine now and again than to carry a lot of cash. Ensure that you have an agreed procedure to follow in the event of loss or theft of a credit card. This will normally be phoning home, or a card protection agency, as soon as any loss is discovered.

Club Banners and your National Flag.

You need to bring banners from your sponsoring Rotary club to exchange with those which you visit. Remember that you are supposed to be an ambassador for Rotary so be sure to remember the name of your sponsoring club and district number. Also find out what sort of projects your sponsoring Rotary club has been doing lately and be able to tell anyone who asks. Bring your nation's flag with you (Olympic size!). There will be occasions when it will be displayed.

USB Stick for Presentations

You will probably visit a Rotary Club and you may be asked to be the Speaker. You will need to prepare a 15 minute presentation on PowerPoint to include something about yourself, your home, country, family and friends and your interests, with pictures. It is best to put it on a memory stick but also print off your 'speech' and carry some pictures with you in case we have to manage without audio-visual equipment. Be prepared to answer questions!

Prepare and Bring - A Recipe of a Typical Dish from your Country.

Your host family will be delighted if you can share your culinary culture with them so come prepared to do some cooking! You will probably be able to find most of the ingredients that you need but having you make this dish will be special.

Mobile Phones

Of course you will bring your own mobile phone so that you can contact your parents. However, it is vital that you have a mobile phone with a local network. You can either **BRING AN OLD MOBILE PHONE, UNLOCKED**, so that you put a local SIM card into it and use it locally or buy a 'pay as you go' phone when you arrive. Your host family will help you to sort this out. It will not be acceptable to have one phone with two SIM cards.

Entertainment

If you are a musician or can entertain people in any way do think of bringing with you words/music etc. What could you offer? Well, some people sing, dance, say a piece of poetry, do magic tricks, tell jokes (it's very interesting to discover what makes different nationalities laugh!). Something from your culture would be excellent.

Some people can't travel anywhere without taking a guitar with them and playing it either by themselves or for community singing - could that be you?

This document should be read both by the student and by the parents and the DECLARATION at the end signed by all to indicate understanding and agreement to keep the Rules stated below. The Declaration should be returned electronically to the student's Counsellor.

RULES OF ROTARY YOUTH EXCHANGE

The rules and guidelines set out below to help you have a safe and enjoyable year. Some of these will be familiar to you as you have already signed to agree to keep them and I hope you were given a copy to remind you.

If you disobey these rules you will be sent home at your parents' expense.

LAWS

You must keep the laws of Great Britain & Ireland.

DRUGS

If you are found in possession of illegal drugs you may be arrested and subject to criminal proceedings. Any student found in possession of illegal drugs, or who is found to have knowingly taken illegal drugs, will be sent home immediately, or immediately following any legal proceedings, and parents will be informed of the reason for early return.

DRINKING

Social drinking and pub life is part of our culture. You will go into pubs, and possibly clubs, during your year in this country but remember that if you are under 18 it is illegal to purchase and consume alcohol in licensed premises. If you are over 18 it is illegal to purchase alcohol for anyone under the age of 18.

Many families have wine with their meals and even if you are under 18 you may be offered a glass of wine. Many students do have a drink of wine with their family at mealtimes but if you do not want to, then just say "No thank you". You will not offend anyone.

Drinking alcohol to excess will not be tolerated and will result in an early return home.

DRIVING

Even though you may have a licence to drive motor vehicle in your own country driving is not permitted by inbound students on the Year Long Exchange programme. In the UK and Ireland we are very fortunate to have good public transport systems and for journeys between towns the purchase of a student rail card can give you cheap off peak rail travel. Your Counsellor or your Club YEO will advise you if the need arises.

DATING

Many students come on their exchange leaving a boyfriend or girlfriend at home and in many cases receive daily telephone calls or daily emails. This will only make life difficult for you during your exchange year. The only way to learn a language quickly is to immerse yourself in that language. Writing or speaking in your own language on a daily basis only delays the day when you

say “I dreamed in English last night” and also daily contact with home will only encourage homesickness.

Whilst on your exchange avoid getting into a serious relationship. If you do you will only spend all your time thinking of that person and, by arranging things so that you are continually in their company, you will miss out on many opportunities to see and do other things. Remember this year is a once in a lifetime opportunity and will not be repeated. You will have many opportunities to fall in love.

PHOTOGRAPHY & SOCIAL MEDIA PROTOCOL

You and your parents will have been asked for permission for Rotarians to take photographs or videos of you while on exchange, and Rotary undertakes to use these images responsibly and for the benefit only of the Youth Exchange programme. Likewise, we expect any images which you record to be used responsibly. You must not post images on Facebook or on any other social media site of your host families or any other adults involved with your exchange, without their permission. This is particularly important if children are involved.

Most students are active on social networking sites. It is expected that posts, whether verbal or visual, shall be respectful of other people and shall do nothing to bring Rotary into disrepute.

GENERAL BEHAVIOUR

SMOKING

Smoking is discouraged and is illegal for anyone to smoke inside a public building or on public transport. It is not regarded as pleasant to smoke in the street. There are now many more non-smokers in this country than there are smokers. If you have said on your application form that you are a non smoker then that is what you will be expected to be. It is possible that one or more of your host families have agreed for you stay with them because you do not smoke.

HOST FAMILY RELATIONSHIPS

Hosting or being hosted is usually regarded as being a rewarding experience so please do your part to make it so. Your parents have passed the responsibility for your care to them and you are expected to cooperate and obey them.

Students usually stay with three or four host families. Each family will have different ways and different rules. This will require a lot of adjustment on your part as you fit yourself into their way of life. There is no obligation on the part of your host family to adapt to your way of life but most host families will enjoy learning about your culture and you may offer to prepare a meal for them occasionally in the style of your country.

Be polite and show appreciation for what is done for you. In England it is thought polite to say ‘please may I have..?’ and ‘thank you’ (as appropriate). These are probably the most important words that you will say!

If you have any special dietary requirements or you have any allergies it is vital that host families are aware of this before you arrive at their homes.

Religious differences can often cause confusion and sometimes offence. Make sure you know if your hosts have any religious practices and also that your host is aware of any religious practices you may have which are important to you.

It is important that when you arrive at a new host home you get to know the house rules as soon as possible. This saves any embarrassment caused by misunderstandings. Your host parents have a set of First Night Questions to discuss with you when you arrive. This should give you all a clear idea of everyone’s expectations.

You are not at home but neither are you a guest to be waited on so any offers of help in the house will be appreciated.

Make your bed every morning and keeping your room tidy.

Don't use things without asking permission first.

Don't hide yourself away in your room all the time although there will be occasions when you need time to yourself. At such times just explain to your host family "I am going to my room to study, or to write up my diary, or to write home, or whatever"

If you have a problem or are worried about something and are not comfortable talking about it with your host parents always tell your Counsellor or your District YEO or some other person you feel you can talk to. Some students find that talking about problems to other Exchange students can help. Don't suffer in silence.

If you are the cause of damage to your host's home or property you must tell them and your Counsellor as soon as possible no matter how embarrassing this might be. Do not try to pretend that it did not happen.

TRAVELLING IN GREAT BRITAIN & IRELAND

There may be opportunities to travel in Great Britain & Ireland and these will be arranged in consultation with the student's host, the Counsellor and/or the Club YEO and the District YEO.

You must not make any arrangements yourself and expect your host club or district to accept them and you will not be allowed to travel only with other students.

Your parents are asked sign a separate form authorising travel within Great Britain & Ireland

TRAVELLING in MAINLAND EUROPE

In general you will not be allowed to travel to mainland Europe during your exchange. You are coming to UK to find out more about this country, not as an opportunity to visit countries and/or relatives now relatively close by. This includes the holidays. For any opportunities to travel within Europe - possibly as part of your school course - all arrangements must be agreed by your Counsellor in consultation with the Club YEO and the District YEO and your host parents. In addition you must have the written authority of your parents. You should also check that your insurance policy gives you cover within the countries of the EU.

You should note that your exchange ends when you leave the airport using your return ticket home, unless you are collected by an authorised person at the end.

FAMILY & FRIENDS

Visits from families and friends would not be expected to happen during a Short Term Exchange.

Declaration follows on the next page.

DECLARATION

Name of Student (capitals).....Host District.....

Dates of Exchange.....

We have read this document and agree thatwill keep the rules of the Exchange.

Signed (Student).....

(For students under 18)

Name of Father (capitals).....

Signed (Father).....

Name of Mother (capitals).....

Signed (Mother).....

Date.....

Now return this form electronically to your Counsellor.

MEDICAL

There is a free National Health Service (NHS) in the United Kingdom but foreign nationals may be asked to pay for hospital treatment. However treatment is always given first and payment may, or may not, be requested later. Students from European Union countries should bring an EHIS card with them. If you need treatment you can register with a medical surgery as a temporary patient. Your host parents will sort this out for you.

LIVING AMONG OTHER CULTURES

The Youth Exchange Program of Rotary International is designed to promote international understanding, goodwill and peace. This is being accomplished by offering young people the opportunity to live in another country as a member of a Rotary-approved family, and to learn the customs and cultures of other peoples of the world. While students observe and experience the cultures of others, they share their own backgrounds and cultures with their hosts, and the exchange enriches the personal growth of both the students and the hosts. The intention of these exchanges is not necessarily to reach mutual agreement; it is to promote mutual understanding so that we all can live together more peacefully.

TELEPHONE AND EMAIL

Telephone calls to other countries from this country can be very expensive. If you have to use the telephone ask permission from whoever is paying the bill. It is far better to arrange for your parents to call you at a predetermined time each week. Sundays are usually cheaper days to call.

The cheapest way to communicate with family and friends at home is using Skype or Facebook. Most hosts will have a broadband connection for a laptop. When you have a mobile phone on the local network you must ensure that you have all important contact numbers such as host family, Counsellor, Club YEO, District YEO programmed in. Use text messages where possible as they are cheaper. It is very expensive to use mobile phones to make calls to other countries. Received calls are charged to both your phone as well as to the caller. If you have to make contact when abroad then use text messaging.

When you have a mobile phone on the local network you must ensure that you have all important contact numbers such as host family, Counsellor, Club YEO, District YEO programmed in. Use text messages where possible as they are cheaper. It is expensive to use mobile phones to make calls to other countries. Received calls are charged to both your phone as well as to the caller. If you have to make contact when abroad uses text messaging.

Email is a marvellous tool to keep in touch with your friends, fellow exchange students and Rotary contacts but it can be a problem with your English language development if you spend too much time reading and writing emails in your own language. Try and keep email contact with home to no more than once a week. If you see messages from friends or family at home then do not open them until the day you have chosen for dealing with them. Agree with your parents that if they send a message that they want you to read immediately then they put an agreed word in the subject line such as URGENT.

DRUG SAFETY

When out in a crowd be careful not to leave any drink unattended when you dance or go to the toilet. It is a good idea for one member of your group to stay with the drinks and make sure they are not interfered with.

If you take medicine prescribed by your doctor make sure that your Counsellor and host parents know about it. Never leave your medication in a place where someone else, particularly a child, could get it. Never use medication meant for someone else.

If you lose or run out of any medication tell your host parents quickly so that they can arrange replacements.

OUT AND ABOUT

THEFT

Make sure that you don't leave your valuables where they can be stolen. If you leave any valuable in a car make sure that it is out of sight. Do not walk around with your bag open or with wallets or purses sticking out of your pockets.

If you do have something stolen then you should report it immediately to your Counsellor or Club YEO. Crimes should be reported to the police as property may be recovered later.

If you take something which doesn't belong to you without the permission of the owner you may be committing a crime and be subject to arrest by the police. Students guilty of theft will be sent home immediately, or immediately following any legal proceedings, and parents will be informed of the reason for early return.

TRAVELLING ON TRAINS AND BUSES

It is courteous to give up your seat in a train or bus to someone who is old, infirm or carrying children. You might not see too many young people doing this but you will be an excellent ambassador for your country if you do.

TRAVELLING SAFELY

Trains and Buses

Trains and buses are convenient, generally cheap and a safe way to travel. However if you are travelling on your own on a train and find that you are the only one in the carriage then move to another carriage where there are other people. If you find yourself alone or there are just one or two others on a bus then move to a seat closer to the driver.

Taxis

All licensed taxis carry a license plate on the rear of the vehicle and will have either an illuminated taxi sign on the roof or will show the company name or telephone number clearly on the vehicle. All drivers have ID. Only licensed vehicles showing an illuminated taxi sign on the roof can be stopped in the street or can wait at a taxi rank. All other licensed taxis have to be pre booked.

Talk to your host family or Counsellor and obtain the telephone number of a local licensed taxi company and then programme it into your mobile phone.

Whatever you do

DO NOT get into a taxi on your own.

DO NOT get into an unmarked saloon car or multi-purpose vehicle.

DO NOT flag down a vehicle without an illuminated 'TAXI' sign on the roof.

DO NOT get into a vehicle without first checking that it carries a license plate on the back.

DO NOT sit in the front with the driver.

DO NOT get into a vehicle if you have any doubts.

Walking

In daylight it is safe to walk in most areas but stick to routes where there are other people or there is a regular flow of road traffic. Always walk facing the oncoming traffic so if a car stops you can see the driver and occupants and NEVER accept a lift in a car from a stranger.

Avoid walking anywhere on your own at night but even with someone else ensure that the footpaths you choose are well lit. Avoid walking through parks or other dark areas unless there are plenty of other people around and avoid city centres unless you are in a group.

If you do not know a district well you may get lost. You should carry a street map of the area with you at all times. However, try not to refer to it too often as you will look vulnerable. Ask your host family for advice and if they, or your friends, tell you that you should not walk in a certain area then do as they say.

RESPONSIBILITIES

Remember you are an ambassador for your country, for your family and for Rotary. The manner in which you behave will often determine the willingness of your host Club, host families and your school to accept another student in the future.

If you have a serious problem or concern or have experienced something you are not happy with then you must tell someone you trust. This could be another Youth Exchange student, your teacher, a member of your host Rotary Club, your Counsellor, a host parent, your District YEO or a member of the RIBI team.

You can also contact ChildLine on Telephone number 0800 11 11 for confidential help and guidance.

When you first arrived everything was very exciting. During the first week or so you probably felt good about your progress in English. You have found your new friends to be fun and interesting. You like your host family. In all you have been enjoying being an exchange student. But recently you have been feeling rather uncomfortable. Several days in a row you have woken feeling depressed for no particular reason. Sometimes you feel like bursting into tears and sometimes you have difficulties eating properly.

You probably consider yourself to be reasonably self-assured, competent, interested in other cultures, sociable, adaptable and friendly but recently you have had some doubts about this.

This is culture shock. It happens to most exchange students once they have settled in after their arrival. You have become mentally exhausted coping constantly with behaviours that are different and ideas that are difficult to understand, trying to absorb all the new information you have been getting, responding in new and different ways to the people around you and to how things are done in this foreign society. This takes a lot of effort and you are doing everything in a foreign language. Put simply your brain has decided that you have been working it too hard recently and it is telling you it doesn't like this game and doesn't want to play.

Culture shock is not a constant depression but it can take a while to work through it.

So what can you do?

Avoid Blaming Yourself or Others for the Way you Feel.

It is simply a natural result of trying to live in an unfamiliar culture.

Don't Expect Too Much of Yourself.

Instead, find ways to reward yourself for small achievements. Try not to take on any additional commitments that would burden your life at this point.

Try to Get More Rest.

This is not always easy when your time is being managed by someone else but it is remarkable how helpful it is to take a brief nap of an hour or so, or to go to bed a little earlier each night while you are feeling the effects of culture shock. With adequate rest, your chances of succeeding in what you do are greater.

Eat Well

Eat nourishing foods in reasonable quantities even when you do not feel like it. Avoid the temptation to eat a lot of junk food, sweets, soft drinks, and salty snack foods.

Don't be afraid to seek advice – it always helps!

Start with your Counsellor or Club YEO Officer. They can provide you with guidance and professional help should you need it. Usually, the sooner you get help the easier it is to deal with the difficulties you are having.

Overcoming culture shock is not always easy. Your mind and emotions will work hard to make sense of the strange place in which you now find yourself. The success you have in eventually dealing with a difficult situation will help you be more confident and to eventually come through the whole experience a stronger person.