



**CHILDREN'S INTERNATIONAL SUMMER VILLAGES**

**FAMILY GUIDE**  
for  
**INTERCHANGE**

**August 2001**



# DEDICATION

*On August 11<sup>th</sup>, in 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**".*

## **Dedication**

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

Thank you , Doris

August 2001 - International Interchange Committee



# TABLE OF CONTENTS

for



## Family Guide for Interchange

### **1:0 INTRODUCTION TO CISV & INTERCHANGE**

- 1:1 Welcome to CISV & Interchanges
  - Background to CISV
  - General Policy
  - CISV Status
- 1:2 Attributes of a CISV Interchanger
- 1:3 Aims of Interchange
  - Family Aspect
  - Individual & Group Aspect
- 1:4 What is an Interchange
  - A Learning Experience
  - A Travel Experience
  - A Family Experience

### **2:0 ROLES AND RESPONSIBILITIES**

- Introduction
  - Interchange Responsibilities
- 2:1 Behaviour Code & Conduct
  - Forbidden
  - Unacceptable
  - Inappropriate
- 2:2 Role and Responsibilities of Local Interchange Committee
- 2:3 Role & Responsibilities of Delegates and Their Families
  - Support Your Child In CISV
  - Parental Involvement in CISV
- 2:4 Role & Responsibilities of the Leader
  - For Traveling
  - For Hosting
  - After the Interchange



### **3:0 PREPARATION BEFORE FIRST PHASE**

- 3:1 Know Your Leader
- 3:2 Getting Started
- 3.3 Regular Meeting
  - Conflict Management and Decision Making Process
- 3:4 Know Your Child's Partner & Family
- 3:5 Know Your Partners country

### **4:0 TRAVEL PHASE OF PROGRAMME**

- 4:1 Policies of CISV
- 4:2 Financial Obligations
- 4:3 Important Documents / Paper / Etc.
  - Passports - Visa
  - Airline Tickets
  - Insurance
  - Travel Forms
  - Split Families
  - Immunization Records
  - Medication, Dietary Restriction and Allergies
  - Emergency Fund
- 4:4 National Night
- 4:5 Travel Outfit
- 4:6 What to Bring
- 4:7 When Your Child Arrives in Host Country
- 4:9 Coming Home

### **5:0 HOSTING PHASE OF PROGRAMME**

- 5:1 Planning for Hosting
- 5:2 Themes for Interchange
  - Why is it Important to have a Theme
- 5:2 Your Guest Has Arrived
  - Delegate & Parent Obligations
  - Making Your Guest Feel at Home
  - House Rules
  - Sleeping Arrangements
- 5:3 Group Activities
  - Mini Camp
  - Impromptu Activities
- 5:4 Family Activities
  - Family Week
  - Leaders Visit
  - Farewell, So-Long, Aufwiedersehen, Good-bye



## **6:0 AFTER EACH PHASE**

- Continue Communication
- Post Interchange Meeting
- Evaluations
- Obligations Continue to CISV

## **7:0 CONFLICT MANAGEMENT**

- 7:1 Common Problems
  - Communication
  - Homesickness
  - Personality Differences
  - Emergencies & Accidents
- 7:2 Decision Making & Conflict Management
  - Sources of Conflict
  - Minimizing Conflict
  - What if Conflict Occurs Anyway
  - Problem Resolution Flow Chart
- 7:3 Situation ‘What-Ifs’
- 7:4 Risk Management

## **8:0 FREQUENTLY ASKED QUESTIONS**

## **9:0 APPENDIX**



# INTRODUCTION TO CISV & INTERCHANGE

It's time to take a few minutes and celebrate!

Your child has been selected to participate in a Children's International Summer Village Interchange, an experience that will hopefully change how they view the world and how they fit into it. Remember, this Interchange is not just for your child, an Interchange is a family programme - so get involved. This experience is guaranteed to enrich everyone who participates, both children and parents. Your Interchange experience will depend upon your willingness to share your ideas, activities and feelings with everyone in the programme.

A CISV Interchange is much more than a travel experience. CISV is about promoting world peace & cross cultural understanding.

Peace and cultural understanding can mean many things and what the Interchange's role is in this depends on the group. Regardless, peace & understanding can be greatly achieved through the creation of international friendships, some of which can last a lifetime.

This guide was created to help Interchange families plan and prepare for a successful Interchange. It was developed by collecting the experiences and lessons of a number of families and leaders who have previously been through the process. We hope you find it useful.

## 1:1 Welcome to CISV & the Interchange Programme

Congratulations on being selected as a participant in a CISV Interchange. We are confident you will be an excellent representative for country and Chapter. Your Interchange experience will depend upon your willingness to share your ideas, activities and feelings with everyone in the group. You are now one member of a group that must learn to work together by being enthusiastic, respectful and considerate of the other members. The more you contribute to the Interchange, the more fun you will have.

### Background to CISV

Children's International Summer Villages ( CISV ) was founded in 1951 by Dr. Doris Twitchell Allen, a psychologist at the University of Cincinnati. 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 that the lessons learned from CISV could be used by the youth in their later lives to create a more peaceful world.

### General Policy

CISV educational programmes are non-political and non-religious. Indoctrination is carefully avoided and religious, political and cultural preferences are respected. CISV is strongly opposed to discrimination of any kind within its programmes.

### CISV Status

CISV is a charitable volunteer organization completely independent of any government, political party, religious body or other 'umbrella' organizations.



## 1:2 Attributes of a CISV Interchange Delegate

Your child has been selected to represent your country and chapter to the rest of the world. Your child has shown us many of the characteristics we hope will be developed and expanded during the course of the Interchange:

- willingness to make friends
- outgoingness
- responsibility
- helpfulness
- cooperation
- willingness to share
- generosity
- enthusiasm
- initiative
- willingness to express thought
- willingness to express feelings
- kindness
- sociability
- friendliness
- 
- humour
- honesty
- loyalty
- independence
- courage
- sociability
- kindness
- friendliness
- spontaneity
- humour
- honesty
- loyalty
- independence
- courage

## 1:3 Aims of Interchange

The aims of a CISV Interchange are:

- to encourage understanding of another culture by living in that culture as a family member
- to incorporate these experiences into the daily lives of the participants and their families
- to develop individual and group attitudes and actions consistent with the CISV philosophy through group activities

### Family Aspect

By living as a member of another family your child and partner 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 & Group Aspects

By being involved in an Interchange you, your child and leader will:

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



## **1:4 What is an Interchange**

The Interchange Programme is a family centered, two phase group exchange between international CISV chapters. It encourages understanding, cooperation and peace - the basic values of CISV.

The greatest opportunity for all participants of the Interchange ( delegates, parents and

leaders ) is to share and learn. To learn about another culture by living in it as a family member quite different from a tourist's experience. To learn about yourself . To learn to work with and as a group resolving organizational differences.

### **A Learning Experience**

The Interchange is a wonderful opportunity to learn about the world and its people. By developing friendships with a new group of people, participants will learn to appreciate the importance of individual differences and cooperation. By living within a new family your child will learn more about another culture, its language, beliefs and customs. In turn, you will be teaching others about your ideas and culture.

### **A Travel Experience**

It must be remembered that the main purpose of an Interchange is the exchange of ideas and not the tourist / sightseeing elements. Your child will enjoy the sights and sounds of the host country which make it unique in the world. However, your child should be encouraged to look at the tourist excursions from the view point of culture, similarities and differences.

### **A Family Experience**

Although only your child will travel, the CISV Interchange is a family experience. It requires a great deal of involvement, commitment and togetherness for the whole family. During all phases of the Interchange all families are involved in the planning and supervision of all activities. So, enjoy and learn - as individuals and as a family.



# ROLES AND RESPONSIBILITIES

## Introduction

No two Interchanges will ever be exactly the same, nor should they be. Each should be a unique expression of the make up of the two cultures involved, the personalities of the group and the contribution of the CISV organization at the chapter level.

An Interchange should never be viewed as a travel holiday- the meaning of an Interchange is to learn through living in a family and through functioning as a group.

## Interchange Responsibilities

If the delegates, their families, the leaders, the LIC - Local Interchange Coordinator and the CISV organization are to work together as a team to plan and carry out the Interchange. Everyone involved must be aware of what needs to be done and who should do it.

## 2:1 Behaviour Code & Conduct

As a member of the Interchange group you will be representing your local chapter, your region and country. Your actions will have a direct effect on how your country is viewed. We wish to put our best efforts forward and hence act, behave and conduct ourselves responsibly. In order to achieve this end, all CISV participants must agree or acknowledge the existence of group behavioural norms.

For most people appropriate behaviour is only common sense or good manners and often a sensitive issue. CISV International has issued a guidelines for behaviour; "Behaviour and Cultural Sensitivity in CISV" and "Statement on Discrimination" - See Appendix - which lists examples of behaviour which are forbidden, unacceptable and inappropriate. The behaviour norms outlined in these documents apply equally to delegates, leaders and also parents.

**Forbidden** behaviour which are grounds for expulsion at the Chapter level from the Interchange Programme are:

- illegal acts
- intimacy between participants
- sexual relations between participants
- discrimination
- violation of CISV regulations
- use of drugs

**Unacceptable** behaviour which may result in temporary removal from the Interchange at the Chapter level includes:

- abuse of alcohol
- nudity
- sexual intimacy
- the appearance of sexual intimacy



- 
- intolerance
- corporal punishment
- physical abuse
- physiological abuse

**Inappropriate** behaviour which will result in natural consequences by / from the Interchange group includes:

- failure to use CISV principles to resolve personal or group conflicts
- failure to show respect for others during discussions
- failure to show respect for others wellness and being
- failure to show respect

Respect for appropriate behaviour and respect for each other is considered such an important element of an Interchange Programme that the guidelines must be incorporated into every aspect of CISV including:

- local executive meetings
- parent planning meetings
- delegate planning meetings
- 
- hosting phase of Interchange
- traveling phase of Interchange

## **2:2 Role and Responsibilities of the Local Interchange Committee**

The LIC is the link between the delegates, the families and the leaders involved in the Interchange and the CISV organization. The LIC is the initial link between the two chapters involved until matching of delegates is done. The LIC is responsible to the National Interchange Committee to administer certain basic international rules that are not negotiable if an Interchange is to be run under the CISV name.

The LIC can be used as a 'sounding board' / facilitator for all unresolved decisions or problems within the group.

## **2:3 Role and Responsibilities of Delegates and Their 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 its leaders.

Parents, delegates and leaders, must form a co-operative group which will fully plan, implement, supervise and evaluate all delegate activities.

As you begin your Interchange experience you should follow these suggestions:

- maintain an open and trusting relationship with your leader
- learn about the culture of the country you will be hosting/visiting
- correspond with your Interchange partner
- read the 'Aunt Letter' - see Appendix



- 
- your child's CISV commitment should take priority over other interests whenever choices must be made
- familiarize yourself with the goals / principles and objectives of CISV

### **Supporting Your Child in CISV**

As a parent your main concern will be to see to the needs of your child as he/she prepares for the Interchange experience. Between yourselves and the leader you will see to all the special needs your child requires to make this an outstanding international experience possible.

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. Be patient and listen intently as they relate to the experiences of others. Relate to your child some of the 'stories' you will hear from other parents in the group. The enthusiasm from both of you will be contagious.

The greatest support and understanding your child will need is after he/she comes home from the traveling portion of the Programme. You will need to appreciate that on his/her return your child may now see life differently than before; a child that may be more confident and more mature. Listen patiently to the many new experiences your child has to tell you. Help your child to see how these experiences can relate to your everyday life. Your child will want to keep in touch with his/her many new friends. At first no encouragement will be needed. As time goes by your child may be less inclined to write and respond to letters received. Gentle encouragement may help to spark a renewed interest.

Encourage your child to play an active part in the activities of the Junior Branch ( JB ).

Help your child to realize his/her responsibility to giving back to an organization more than one has taken from it. Encourage your child to share their experience and what they learned from it with others.

### **Parental Involvement in CISV**

CISV owes its very existence to the involvement of parents at all levels. CISV will cease to exist unless new parents accept their responsibility of returning efforts to an organization from which they have benefited.

You are needed to ensure the future of CISV. You may involve yourself as fully as you want, but CISV needs you however much or however little you can or want to contribute.

You can help your local chapter in lots of small ways by:

- becoming involved in the chapter administration as a member of a committee
- becoming the chair person of a committee
- serving on the organizing executive board
- spreading the word of CISV through Local Work programmes
- finance
- offering your hospitality to visiting Village, Seminar or Summer camp delegates during their Open Day.



- 

Once you have developed a comfort level with your local CISV, you may wish to explore the challenges of helping the National and International organization. The possibilities are endless - your time and effort is what is really needed.

## **2:4 Role and Responsibility of Interchange Leaders**

The role of the Interchange leader is multifaceted. The leader will become a friend of 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 the selected leaders for their responsibilities, they must receive training from your National and / or Local Leadership Training Committees.

The task of organizing the Interchange must be shared amongst the parents & leader. At times the roles of 'chief' organizer may alternate. Remember that the leader also has a life outside of CISV and should not be overburdened with the sole responsibility of organizing the Interchange. Work out your own formula for success. The Interchange is a group effort - it needs every ones' equal efforts of understanding, patience and thorough work-.

### ***For Travel***

- encourage the delegates to develop an open and tolerant attitude towards others
- encourage delegates to explore their own culture
- arrange activities for the delegation to deal with the 'practical' of travel
- encourage the delegates to use moderation in giving gifts and spending money
- review hosting Programme with the group
- when arriving at the travel destination, the leader will report by telephone to a parent on status of travel
- meet all of the hosting families as soon as possible and visit their homes

### ***For Hosting***

- work with the delegates and their families to prepare a hosting Programme
- ensure a balance between family and group activities
- send outline of hosting Programme to the visiting nation one month ahead of time
- contact LIC if difficulties are not resolved quickly

### ***After the Interchange***

- organize a meeting with the delegates and their parents and the LIC to discuss and evaluate the Interchange.
- prepare a confidential Leader's Report
- ensure Parent Evaluations are completed
- ensure Delegate Evaluations are completed



# PREPARATION BEFORE FIRST PHASE

## 3:1 Know Your Leader(s)

Get to know your leader(s) and let your leader(s) get to know you and your family. A good way is to invite the leader(s) for dinner or for a family outing. At this time discuss any personnel concerns of your child such as:

- special needs
- medications
- dietary concerns
- allergies
- 
- hyperactivity
- family concerns / issues
- shyness

You are going to be spending a lot of time with the delegation and the other parents of the Interchange. Initially booking some purely social time is a good way of getting to know each other. As soon as is possible, distribute contact list ( leaders, delegates and partners' names, address, phone, fax, email) to each family. Copies can be made for the visiting delegates and leaders. Birthdays could be included for future reference

## 3:2 Getting Started

It is the volunteer contributions of family and leaders that make the Interchange happen. Consider what your resources are and how you can contribute to the Programme. It is this contribution that makes each Interchange unique, ensures your family's concerns are addressed and enables your family to enjoy the excitement that an Interchange provides.

The leader will discuss his or her responsibilities with the parent group. Keep in mind that the leader may not always be able to attend the parent meetings as the leader must also spend time with the delegation. As an ice breaker the parents can introduce themselves, indicate who their child is and describe their experience with CISV. Name tags are a good idea for the first few meetings.



Each family should share in the work required for a successful Interchange and volunteer for one of the following delegation tasks.

- Treasurer- The treasurer will open a bank account to handle the money required by the Interchange. Parents could contribute money up front or at each meeting to a general fund before expenses are incurred. Periodically an accounting of expenses / revenues will be given to the delegation and LIC.
- Secretary - it is suggested that minutes of meetings be kept and distributed. They act as reminders of the tasks that need to be completed by each family and provides a 'red thread' for possible disputes. The LIC should be provided with a copy of the minutes
- Parent Liaison - This person is the contact person between the parents and the Local CISV Executive Board and the LIC
- Family Week Coordinator
- Financing.
- Mini-camp coordinator
- Other country education
- Travel / Insurance coordinator

### **3:3 Regular Meetings**

Regular parent meetings held on a rotating basis should be scheduled at the first meeting. These meetings could coincide with the delegates' meeting if space and time are convenient. The chapter's Interchange coordinator ( LIC ) is available for consultation and advice at any time.

### **Conflict Management and Decision Making Process**

Acknowledge that each family might have slightly different opinions. We all experience conflict. Your group needs to discuss this in the beginning. You need to develop techniques for dealing with inevitable conflicts. We suggest spending an evening on this subject. CISV may be able to provide a facilitator to help with this discussion. It is important to learn how people feel about issues and develop a strategy to deal with conflict in order to save time and make the Interchange run smoothly. Agree on how you might come to a joint decision (i.e. majority rule or unanimous)

Some of the most common points of conflict seem to be:

- some do not want to follow CISV Guidelines in planning the hosting agenda
- some really want to 'show off' their country with lots of excursions
- some are not sharing the work load
- spending money - You will decide as a group on an amount of spending. Please realize it is not fair to other children and puts the leader at a disadvantage when one delegate is given extra



### **3:4 Know Your Child's Partner & Family**

Parents will obtain a lot of information about the partner from the matching forms and accompanying letters.

Start communicating with the other family as soon as possible. It is important that any questions you might have are addressed to the partner's family before they arrive. It is also desirable that you write to the partner family about your family and your participation in the Interchange;

- describe a typical family day;
- explain how delegates will get to activities;
- who is available for supervision;
- send photos of your family, pets, house, neighbourhood, maybe even the room that the guest will be staying in

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. Discuss sleeping arrangements options . Phone calls to your partner family are great if they are financially feasible.

### **3:5 Know Your Partners Country**

Learn something about the other country, its culture and their city or town before you meet, whether hosting or traveling first. Contact the Tourist Bureau or Consulate for the country of destination -- they will send free materials. Watch a travel video, read travel brochures, and borrow tourist guidebooks to become familiar with some aspects of geography, culture, customs, food, education, religion, weather and language. If they speak a language other than English, learn greetings and courtesy phrases in that language. If time and resources permit, the delegates could attend language classes with a volunteer or paid tutor. Everything that is learned will give the delegates something in common to talk about and show that you are interested in the lives of their partners.



# TRAVEL PHASE OF PROGRAMME

## 4:1 Policies of CISV

When planning activities and events, it is important to keep CISV policies and goals in mind. Remember, the purpose of the experience is not to sight see. Also, try to learn as much as possible about the country and culture you are traveling to before you go.

## 4:2 Financial Obligations

Each family is responsible for their share of the leader's flight and health & travel insurance unless paid by the chapter. In addition, other leadership related expenses, such as photocopying, must be covered by the families. Delegate travel expenses, spending money and group activity costs will also need to be covered.

## 4:3 Important Documents, Papers, Etc.

It is important to plan well in advance in order to have all required documents in time for departure

### Passports - Visa

Be sure each delegate has a valid passport for travel to the destination country. Also, find out about possible Visa requirements. Check with the partner country as to how long passports need to be valid beyond the

expected return of the delegation. Delegates will need to carry their passports in order to provide valid identification, as well as for cashing travelers cheques

### Airline Tickets

Start flight inquiries early in order to get good prices and availability. Leaders carry and hold tickets during the Interchange in order to avoid problems with delegates losing tickets. Consider cost, routing, transit stops and baggage handling when selecting the travel arrangements.

Ensure that communication with your hosts confirm the arrival and departure dates prior to booking any flights



### **Insurance**

Insurance with adequate coverage for health, lost or damaged luggage and flight cancellation is required for all delegates and leaders. Insurance policy numbers must be included on all CISV travel documents and copies given to the leader. From the

leaders' perspective, it would be easier to have the same insurance policy for each delegate. This and liability insurance can be purchased from the International Office

### **Travel Forms**

Complete the CISV Health Form ,the Legal/Insurance Form and the Guardian Form within one month of your departure. The original copies should travel with the delegates and be turned over to host families upon arrival. Copies of the documents must also be carried by the leader, as well as left with the home chapter and host chapter. Additional information on

legal and health forms are available in the Appendices.

The legal / insurance form gives permission for CISV personnel to arrange medical care for their child if necessary. The Guardian Form gives permission for the child to travel with the CISV leader and gives the leader guardianship of your child .

### **Split Families**

For children from split families, notarized custody forms may be required when traveling by the delegate, with copies for the leader, host and home chapters.

### **Immunization Records**

World Health Organization ( WHO ) immunization records for delegates may be required on the Interchange. Inquire about any possible additional immunizations required for travel to foreign countries. Vaccination needs can be determined by contacting your regional health unit / department.

### **Medication, Dietary Restrictions and Allergies**

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

### **Emergency Fund**

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

## **4:4 National Night**

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



#### **4:5 Travel Outfit**

When traveling, it may be appropriate to wear a travel outfit. The outfit will help identify the group as a CISV delegation while traveling. A travel outfit may be as simple as the same T-shirt for all delegates. Consideration of cost of the outfit and climate of the host country should be taken when purchasing travel outfits.

#### **4:6 What to Bring**

Careful planning is essential to ensure all necessary items are taken on the Interchange. Start a detailed packing list well in advance of departure. Your hosting partner should be able to provide some suggestions as to the appropriate clothing to bring. Things to remember:

- Personnel Stuff - toiletries, clothing appropriate for climate
- Diary
- Camera
- Pictures / Scrap book
- Gifts - for host family members. It is recommended that a common gift be given to each hosting family. Do not forget smaller gifts for siblings.
- Spending Money, travelers cheques .Encourage moderation and try to agree on an amount that each delegate has for spending money.

#### **4:7 When Your Child Arrives in Host Country**

The leader will phone a predetermined person after the group has arrived safely.

Delegates should be expected to follow the rules of their host families household, and where unsure, should ask what is expected. Delegates should be expected to follow family routines with respect to such items as meal time, phone use, showers and chores.

Communicate with your child during the Interchange in moderation. You may wish to send a "homesick" letter along with the leader, should your child experience any homesickness. You may also want to include a "surprise" letter for your child to find while unpacking. Avoid frequent phone calls. If your son or daughter does not call, do not worry. It is likely an indication that they are having a great time. If your child becomes homesick, the leaders and host family will work together with your child to help him/her overcome this temporary state.

When communicating with your child try to avoid phrases such as :

- life is not the same without you
- come home soon
- we miss you dearly

#### **4:8 Coming Home**

Be prepared to welcome home a child who has experienced and learned many new things. They may very well have matured and changed during the Interchange.

Thank you letters should be sent to the host family and leaders.

Delegates will also be expected to fill out an evaluation form and share their experience with the local chapter.

In addition, it is extremely important to maintain communication with partners and host families between phases of the Interchange.



# HOSTING PHASE OF PROGRAMME

**The main purpose of your guests visit is to learn and experience through living with a family and joining in the group activities.**

**Tourist / sightseeing elements of the Interchange are secondary.**

## **5:1 Planning for Hosting**

This is a big task and it takes a while. Careful planning is a must to ensure a positive experience for delegates and families. Decide on events based on CISV philosophies, cost, and a balance of family and community based activities.

Plan the Programme as a team so that everyone will have an opportunity to say what they would like to do. Try to let the children have as much input as possible, and even get them to fully plan some events,

Each family must take responsibility for researching, making arrangements, and where appropriate, hosting an event.

Make an "Interchange booklet" to detail the month with schedules, times and phone numbers. Make sure each delegate has a phone number and address of where they are staying in case they get lost.

Resist the temptation to over schedule. The month will be very busy and hectic with day to day events and daily life - you will appreciate free time and quiet days. Don't hesitate to set limits for the delegates with regards to cost of events and the constant desire to get together.

All families are required to participate in all activities planned for the whole family. These events may include such things as the Welcome and Farewell Parties, National Night and Family Week.

Delegates must participate in all activities.

Hosting families pay all the expenses for the visiting delegate in the same way as for their own child. Personal expenses and souvenirs should be paid by the visiting delegate from his/her own pocket money. Hosting families also share the expenses of the local and visiting leaders helping in group activities.



## 5:2 Themes for Interchange

It is recommended that each Interchange focus on a specific theme or topic. Incorporating a theme into the Interchange can lead to a better understanding of the two cultures involved in the programme.

Some of the group activities and the mini-camp in an Interchange should relate to a chosen theme. A theme is part of the educational content of the Interchange programme and can be used as a common thread over the two phases of the Interchange.

### Why is it Important to have a Theme?

Working on a specific topic gives young people an opportunity to focus on issues that concern them; dealing with it during an Interchange, when two different countries come together, helps each other to get to know each other's views and culture.

A theme:

- gives the group activities an educational content
- makes it easier to use the CISV Educational Circle
- makes it easier to fulfil the goals of CISV
- makes it easier to plan activities that are appropriate to the Interchange age group

## 5:3 Your Guest Has Arrived

Parents need to get delegate legal, health documents, medication schedules or dietary restrictions upon arrival, from either the delegate or the leader

Upon arriving home from the airport, remember your guest may be very tired. Also, they may be shy and uncomfortable for a while. Try to make them feel welcomed and at home.

Explain family routines about meal time, bathroom use and telephone use. Also, make sure any expectations and rules are

explained concerning curfews, chores, smoking, drinking etc.

Communicate clearly at all times.

Keep your heart open and try to be understanding of any cultural differences and language difficulties. Watch out for signs of homesickness. Contact the leader should any problems arise.

Allow for personal and alone time. Delegates may want to simply read, write postcards or watch television

### Delegate & Parent Obligations

Your child must be available for all group and family activities. Extensive jobs, camps, summer school or tournaments will severely limit participation and are to be avoided.

During the time that the delegates are at home, it is desirable that a responsible adult be at home to provide safe supervision.

### Making Your Guest Feel at Home

Some ways to make your guest feel more at home might include:

- arrange informal activities/barbecues with a few or all Interchange delegates



- 
- introduce your partner to your friends
- ensure that your guest has access to his/her leader at all times
- everyone needs to be alone sometimes. Give your guest this opportunity.
- encourage your guest to write to his/her parents
- discourage your guest from phoning home

Contact your leader and the visiting leader should there be any problems. If necessary contact your Local Interchange Committee. **Act soon**, before the problem becomes difficult to solve. **Do not** let it eat away at you. **All concerns can be solved**

### **House Rules**

Rules of your family and house should be discussed privately with your guest as soon as practical. Respect your guests religious and cultural upbringing that may be different from yours. Discuss the differences with your entire family.

### **Sleeping arrangements**

Try to determine before your guests arrival ,as diplomatically and politely as you can, your guests preference for sleeping arrangements. If possible, a separate room should be offered to your guest, if not, make this clear to your guest before arrival. If a room is to be shared, separate beds are required.

## **5:4 Group Activities**

Over the course of the Interchange, you want to plan a balance of activities. Generally speaking plan 2 days of family activities for each day spent as a group. This will make for a balanced program. Weekends should be left free for family activities. Activities should be spaced and scheduled to provide variety and breaks.

Activities for delegates may include:

- scavenger hunt
- pool party
- games/Olympics
- seminar on topical issues

Activities for all families and delegates may include:

- Welcome Party
- plan a meal, with get acquainted games/ice breakers
- Farewell Party
- provides closure to the experience; can be very emotional
- provide for lots of time for quiet sharing and saying good-byes
- National Night
- picnic day
- day at a summer house / beach



### **Mini-Camp**

A Mini Camp for delegates should be planned. Where possible try to plan a mini camp with another visiting delegation of a different culture but same age group. This is planned to provide delegates with a CISV camp experience similar to the Village or Summer Camps. They should include at least one overnight with delegates and leaders only. CISV activities and games should be the focus for the Mini Camp experience.

### **Impromptu Activities**

Impromptu activities between some delegates and partners often occur and are recommended. These impromptu events, along with scheduled events can provide support for difficult matches and help delegates who may be homesick. Leaders should be aware of the activities but may or may not participate in the activities.

## **5:5 Family Activities**

By far the largest amount of time during the Interchange will be family time. Typical family routines should be followed. It is not necessary to have constant activities planned. Play games, tour the neighbourhood, go shopping or, meet friends.

### **Family Week**

Every Interchange includes a special family time - usually referred to the Family Week/Weekend- not to exceed 3 days for a short Interchange and five days in a two year Interchange.

The dates for Family Week are determined by the group. Avoid long, expensive trips; it can create a bad feeling within the group if one or two families take a long expensive trip during family week. Visit places that are typical of your family holiday; visit relatives, points of cultural interest or enjoy activities that would not be suitable for the whole delegation. Families must notify leaders of their travel plans and leave a telephone number where possible.

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 if this travel is okay. Let your guests parents and leaders know of your exact travel plans.

A child may feel isolated and lonely if they are with their host family for a whole week, since generally they may have to communicate in your language. Consider having individual families meet up with other families in the delegation during the Family Week. This will allow visiting delegates the opportunity to speak their own language and increase the bonds of friendship.

### **Leaders' Visit**

During the Interchange, each family should have the leaders over to their house. This may or may not include a meal. It is important for the visiting leader to know that all is going well. It also provides visiting delegates an opportunity to speak their own language. It also provides families with a good opportunity to get to know the visiting leader.

### **Farewell, Aufwiedersehen, Good-bye**

As the Interchange draws to an end, there are many things you may wish to consider. Plan for the departing delegate to be prepared: do laundry, help with gift buying, packing etc. You may wish to prepare a surprise scrapbook as a memory of the visit and write a message to the partner's parents.



## AFTER EACH PHASE

### **Continue Communication**

It is important to continue with your partner, partner family and leader. Keep in touch by way of birthday cards, holiday greetings and postcard when you travel.

Between hosting & traveling in a two year Interchange; parents, leaders and delegates meet to keep up contact with each other and to plan for the next phase

### **Post Interchange Meeting**

Have a post Interchange meeting to provide closure to the experience. Share photos, relive memories and maybe recreate national night food. It is important to provide a final closure activity to the program.

### **Evaluations**

Complete evaluations of the Interchange and CISV following the programme. For a two year Interchange complete the evaluations after each phase. Careful reflection makes further growth possible and helps the organization build on strengths and improve weaknesses.

### **Obligations Continue to CISV Chapter**

Following the Interchange, you may wish to continue to serve the local chapter in some manner. This may include volunteering for committees, helping with finances or attending CISV social functions.

Delegates should continue involvement in Junior Branch activities and attendance at various mini camps.



# Conflict Management

## 7:1 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 which you may experience and ideas for how to effectively manage them.

### Communication

Please realize that it may be difficult for your partner to listen to another language. Be aware that they may not understand everything you say and very loud or harsh voices, even if directed at someone else, can be frightening. Speak slowly and simply if he/she is not fluent in English or your language. Repeat your words, but avoid the

temptation to talk louder. Your partner will probably wish to spend some time on the phone with his/her leader and other members of the delegation. Make sure they have the telephone numbers of the other visiting delegates and leader so that telephone chatting is possible

### Homesickness

Help your partner overcome any feelings of homesickness which can occur at any time. Do not feel offended if he/she looks unhappy. Be friendly, tolerant, flexible and supportive and remember that everyone feels this way at some time. Encourage

telephone contact with your partner's delegate friends or arrange an activity with another family to ease adjustment. Let your leaders know if homesickness persists for more than a day.

### 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 partner in family orientated activities. Play cards or family board games or take a family walk. If the partner wants time alone, suggest a

specific time (e.g. one hour) then engage them in another activity. Avoid continuously watching TV. Usually by taking a positive approach and providing encouragement and support, everyone can emerge from the experience with positive lessons.



## **Emergencies and Accidents**

As responsible adults, 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 your 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/receipts are obtained.
- Complete the CISV Incident Report Form found in the Appendices
- It is recommended that drivers to any CISV event have sufficient insurance
- Carry Health & legal insurance forms with you on all outings

## **7:2 Decision Making and Conflict Management**

Every interchange group will deal with conflict at some point during their interchange. A single family does not go through a year without some conflict. The potential exists within the group for conflict with up to 10 families plus leaders working together for up to two years, on issues which will affect their children. This section is designed to help Interchange groups:

- Develop healthy relationships between the leader and the parents and the leader and the children
- Provide a set of ground rules and a positive atmosphere for parents to make decisions
- Minimize conflict within your group
- Model a positive way of dealing with conflict when it does occur

### **Sources of Conflict**

The following are a few of the potential sources of conflict in an Interchange

- Decisions made regarding:
  - Travel dates/prices
  - Travel outfits
  - Spending money
  - National night
  - Host gifts
  - Activities and related costs
  - Partner selection
  - Fundraising
  - etc.
- Division of labour (who does what, who is doing too much, who isn't doing enough)
- Money
  - How much money is appropriate for any one thing
  - How much money is appropriate overall



- Time/money tradeoff (Do we spend more time to try and save dollars, or do we save the time)
- Attendance/Involvement in meetings
- Inadequate attendance
- Domination of meetings
- Concerns regarding leader competence
- Who makes decisions (Parents?, Leader?, Children?)
- Limits leader should impose on kids

### **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
- Agreeing on parent expectations of the leader 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 'chapter' but not necessarily on the same 'page'

The following is a process which can be used in an early meeting to set up some of these parameters for avoiding conflict. It is suggested that an external facilitator should be used to ensure this meeting is productive. CISV can provide this facilitator. **All Parents, Children and Leader(s) should be present for this meeting.**

1. Decide on who should make what decisions. In general, children should be empowered to make decisions which affect them. As a guideline, consider defining a set of boundaries for each decision and let the children with assistance from their leader make the decisions within that framework. (e.g. Children choose travel 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 children
  - Everyone
  - Leader and children with boundaries defined by parents
  -



1. Decide on a decision-making process for the group.
  - Consensus or majority rule
  - What if one family is not represented at a meeting where a key decision is made
  - Should there be different processes for different types of decisions
  
1. Decide how the labour should be divided - Review section on jobs to be done
  
2. Define leader expectations(The leader must be involved in this step and all parents should be involved in this activity):
  - a) Brainstorm all the situations which you have an opinion as to how the leader might act. Consider travel situations, activities (both here and abroad), sleeping arrangements(i.e. co-ed or not), boy/girl relations, nudity(this may not be uncommon in some cultures but is not permitted in CISV programmes), behavioural problems (what requires discipline and what are appropriate disciplinary actions), safety devices (bike helmets, seat belts ). etc.
    - Don't define the leader actions yet - just identify the situations
    - Don't comment on each others suggestions
    - Don't worry about duplicates
    - Try to be as complete as possible
  
  - b) Review the list and remove any duplicates and identify the themes which occurred.
  - c) One at a time, review the list. Using the agreed decision-making framework, decide as a group, the appropriate leader response to each situation.
  - d) Document the list and distribute to both adults and children in the delegation.
  - e) Consider revisiting this activity after the activity schedule is finalized and after you receive the activity schedule from your hosting country.

### What If Conflict Occurs Anyway

<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	Discussing conflict with others. Waiting 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.	Discussing leader concerns in front of your children - if the leader authority is undermined it may become impossible for them to do their job effectively.
Consider including the children in resolving the conflict if this is an issue which affects them.	Living 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.	Talking with other parents and developing two separate 'camps'.
Refer to the expectations, ground rules and decision-making process which were agreed to in your first meeting.	Acting on impulse without considering the best long range plan
Call the program coordinator as an independent facilitator, if the concerns cannot be resolved within the group.	Giving up and considering the Interchange a failure.



### **7:3 Situation ‘What-ifs’**

The following are situations which may occur during the Interchange. Consider them carefully and discuss with your Interchange group as to what responses would be the most appropriate:

- two delegates are mismatched
- parents lack confidence in their leader
- one parent is not pulling their weight
- one family in the group has less money than the others and objects to many of the activities being planned
- the visiting leader is not looking after its delegation
- your partner takes your things without asking and usually forgets to return them
- a visiting delegate wants to spend its time at home in front of the TV
- one family is constantly late and has inconvenienced the others on numerous occasions
- your partner always wants to be with the other delegates and seems bored with your efforts for family time
- a parent with a particularly dominant personality occasionally overrides the decision of the group and or leader

### **7:4 Risk Management**

In simplistic terms, Risk Management is the process of identifying potential risk / accidental loss and deciding what can be done about them in terms of controlling , minimizing, reducing or eliminating that risk.

Risk Management is for everyone involved in the Interchange. Risk Management offers practical solutions to the liability insurance and legal situations we can all find ourselves in today. Risk management is the self-help part of the solution.

Should you come across a potential liability risk to your delegation, contact the Risk Manager within your chapter for advise. Make sure that all incidences are thoroughly documented.



# FREQUENTLY ASKED QUESTIONS ABOUT CISV INTERCHANGES

- - what is our family's commitment in terms of time? Before? During? Between phases? And after Interchange
- - what is our family's commitment in terms of dollars?
- - how much control do we parents have over the hosting plans
  - at this end?
  - at the other end?
- - is political instability a concern? Could an Interchange be canceled midstream?
- - how is it decided who travels first?
- - our family does not speak English - will this pose a problem?
- - what assurance do we have that the leader is suitable and well-trained?
- - we have strong moral/personal values (re: behaviour, smoking, drinking, unsupervised night activity). Will the delegate staying in our home be willing to abide by these?
- - how we learn about important cultural values of the visiting delegate's family and country?
- - will their leader support us in the event of a difference of cultural values
- - will our values be respected by the parents of the other delegate in relation to our child
- - besides rules, our family shares responsibilities. Will the delegate be prepared to assist in household chores?
- - what if my child doesn't like the delegate paired with him/her?
- - what if the delegate is uncomfortable with us?
- - are each delegate's placement personally checked out by their leader within a reasonable time after arrival?
- what preparation is undertaken to allow delegates to get to know each other, to experience international travel and to learn about their paired country prior to traveling?



# APPENDIX

*Most of the forms, letters, information etc. that would normally be contained in this Appendix are now available on the Internet at <http://resources.cisv.org> or <http://www.cisv.org> .*

History of CISV & Status

Goals, Objectives & Philosophy of CISV

Doris Allen's 12 CISV Principles

Description of Other CISV Programmes & Activities

Sample Calendar for Hosting On a Two Year Interchange

Sample Calendar for Hosting on a One Year Interchange

Who's Who In CISV

Local Chapter

National & International

CISV Song - Words & chords

National & International Dues & Fees

- International Policies
- CISV International Guidelines On Discrimination Info File R-5
  - Selection Guidelines For Persons With Programme Responsibilities  
Info File R-6
  - Behaviour and Cultural Sensitivity in CISV Info File R-7
  - Health, Legal & Safety Issues Within CISV Info File N-4
  - CISV Education Circle

List Of Participating Countries

CISV Acronyms



- Forms - CISV Health Form Form HF.87
- CISV Legal / Insurance Form - Authorization For Youth To Travel With an Adult Leader
    - Appointment of Temporary Guardian For CISV Youth
    - Insurance Certification Form YLIF.87
  - Leader / Delegate Confidential Interchange Evaluation Form Form IIC4.8.1.A.,1984
  - Parents Confidential Interchange Evaluation Form Form IIC4.8.2.A.,1984

