



INTERCHANGE

OFFICIAL PROGRAMME GUIDE



international
building global friendship

ABOUT THIS DOCUMENT

This is one of seven Programme Guides. The Guides contain all the information needed to host or participate in CISV's international Programmes. Much of the content is the same in all seven of the Programme Guides and some is specific to the particular Programme.

UPDATES



It may be necessary to revise and update the Programme Guide. Therefore, any updated version of the Guide will be uploaded on Resources once a year in January. In future editions of the Guides any changes that have been made will be noted on this page and will be highlighted throughout the document by this button (left).

As all of the Programme Guides have just been revised and restructured, there are no 'Updated' buttons in this version.

STRUCTURE AND CONTENT

Content in this Guide that is specific to the Interchange Programme is indicated with a small icon (with an "I" for Interchange) and a dotted, coloured line, like this:



Lorem ipsum dolor sit amet, consectetur adipiscing elit. Curabitur arcu urna, lobortis vitae blandit ac, rhoncus eu ipsum. Aenean sollicitudin felis id felis porta porta. Morbi nisl sem, porttitor a pulvinar eu, accumsan quis odio. Sed sed tortor non leo imperdiet venenatis.

Sometimes, this Guide will refer to other CISV documents.



This button refers to linked, external resources such as documents and websites. All CISV internal resources are stored on CISV Resources (<http://resources.cisv.org>). In case the button refers to...

- An **InfoFile** document - you can find a list of all InfoFiles on [Resources](#) under "InfoFile".
- A **Guide** - you can find a list of all guides on [Resources](#) under "Guides".
- A **form** - you can find a list of all guides on [Resources](#) under "Forms".
- A **committee** - you can find a list of all international committees on [Resources](#) under "Committees".

There are three main sections for each Programme Guide: Role Profiles; Programme Practicals; and Education. In the Guides for the five camp-based Programmes and Interchange, the Practicals section is divided into 'Hosting a Programme', 'During a Programme' and 'Sending Participants to a Programme'.

CISV tries to ensure that all Programmes are of a consistent quality and approach, but each one is unique and certain things may be done differently from Programme to Programme. Some of the information in this Programme Guide provides advice and best practice and it is up to Chapters, staff or participants to follow this in the best way for their particular Programme. However, it is essential that certain things are done in a particular way, so this Guide also includes some 'rules', which must always be followed.

WHO SHOULD READ IT?

Anyone involved with hosting, sending or participating in a Programme should read the appropriate Programme Guide. Certain sections of the Programme Guide are specifically for people with certain roles:

RELEVANT SECTIONS

◆ -- Highly Relevant

❖ -- Be Familiar With

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	◆	◆	❖	
Parents	◆	◆	❖	
Chapter/ NA person with Programme Responsibility	◆	◆	◆	◆

COMMON ABBREVIATIONS

Throughout this document you will find a variety of abbreviations which are not explained every time they appear. Below you find an overview of abbreviations commonly occurring in this Guide:

NA = CISV National Association
PA = CISV Promotional Association
IO = CISV International Office

International Programme Committees

IIC = International Interchange Committee
IMC = International Mosaic Committee
IPP = International People's Project Committee
ISU = International Summer Camp Committee
IVC = International Village Committee
SCC = International Seminar Camp Committee
YMC = International Youth Meeting Committee

Roles

JC = Junior Counsellor
NIC = National Interchange Coordinator
LIC = Local Interchange Coordinator

Documents

PDPEF = Programme Director's Planning and Evaluation Form
InfoFile = CISV's collection of policies and procedures available on our website



Interchange Programme Roles and Documents

DC - Delegation Coordinator, for Chapters participating in more than one interchange
FIA - Friendly Intent/Agreement
ReCo - Regional Coach from the IIC, provides assistance to NICs in their region

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INTERCHANGE / INTRODUCTION

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	◆	◆	◆◆	
Parents	◆	◆	◆◆	
Chapter/ NA person with Programme Responsibility	◆	◆	◆	◆

ABOUT CISV

CISV has a vision of a more just and peaceful world. We believe that through the choices we make, through debate and action, we can all take responsibility for making this possible. In other words, that we all have roles as Active Global Citizens.

OUR PURPOSE

CISV educates and inspires action for a more just and peaceful world

This statement is supported by our four Educational Principles, which unite and inspire us as members of CISV.

OUR PRINCIPLES

- We appreciate the similarities between people and value their difference
- We support social justice and equality of opportunity for all
- We encourage the resolution of conflict through peaceful means
- We support the creation of sustainable solutions to problems relating to our impact upon each other and the natural environment

It is because we hold these beliefs and have a desire to learn more about them and act upon them, that we are part of this organization.

Peace Education is a way of learning about issues that are seen to be the cause of social injustice, conflict and war. In line with our principles, we have four areas of Peace Education content:

- Diversity
- Conflict and Resolution
- Human Rights
- Sustainable Development

The purpose behind our Peace Education is to provide us all with the attitudes, skills and knowledge we need to be agents of change, both locally and globally - to become Active Global Citizens.

CISV PROGRAMMES

Since 1951, CISV has been offering a range of local activities, international camps, family-hosted exchanges and community-based projects. All CISV Programmes have a Peace Education focus, which we use to inspire our participants to become Active Global Citizens. Over the years, these Programmes have provided opportunities for thousands of participants to meet and develop friendships with people from different countries, backgrounds and cultures.

OVERVIEW OF CISV PROGRAMMES

CISV has seven international Programmes, with something for everyone from age 11 onwards. Each of our Programmes is designed for a particular age-group and participants are offered increasing levels of personal responsibility within a Programme, in line with their maturity.

Each of the seven Programmes has four educational goals, or things we expect them to achieve. Each goal has up to four indicators of success, to enable CISV to evaluate or measure how well the Programme is doing. The goals and indicators also help CISV to see how best to develop the Programme. See the Education section in this Guide for details of CISV's educational approach and content.

VILLAGE

Early life experiences shape the way we see the world. CISV Villages are international camps that inspire children to imagine a more just and peaceful world. Children come together from many different countries to take part in a variety of educational, cultural and fun activities. A Village creates a safe setting in which children from around the world learn about each other's lives and how to communicate, cooperate and live together. The Village learning experiences, and the friendships made, last a lifetime.

AGE GROUP 11	DURATION 28 days	SIZE 12 delegations of participants, each with 2 girls, 2 boys
LEADER	<ul style="list-style-type: none"> • Each delegation has 1 adult leader • Have up to 6 junior counsellors (JCs) 	
STAFF	<ul style="list-style-type: none"> • Must have at least 4 adult staff • Can have 1 junior staff (from the host NA) in addition to the minimum 4 adult staff. • It is recommended that 1 staff member have prior experience as a Village leader and/or have attended Village training at a Regional Training Forum. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Adult staff must be at least 21 years old. • At least 1 member of staff must be 25+ years old. • Junior staff must be 19+ years old. • Leaders must be at least 21 years old. • JCs must be 16 - 17 years old. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can only take part in one Village as a participant or JC 	

INTERCHANGE

Our cultures begin in our homes. This exchange Programme for teens promotes aspects of Peace Education by placing participants with host families from a Chapter in another country. The exchange has two phases, one in each country, allowing each delegate to be both a visitor and a host. Not only is this a profound cultural experience for the young delegates, but it also engages the whole family, and potentially the broader community, in the learning experience.

AGE GROUP 12-13 13-14, or 14-15	DURATION 2 phases of 2 - 4 weeks	SIZE 2 delegations of participants, each with 6 - 12 youth
LEADER	<ul style="list-style-type: none"> • Each delegation has 1 adult leader. For delegations of 8 +, there must be 2 leaders or 1 adult leader and 1 junior leader. 	
STAFF	<ul style="list-style-type: none"> • There are no staff, as this is a family-based experience. • However, the Local Interchange Coordinator (LIC) serve a similar role. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Leaders must be at least 21 years old. • Junior leaders must be at least 18 years old and a minimum of 4 years older than participants. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can take part in more than one Interchange. 	

SUMMER CAMP

Young people learn when given the chance to lead. International Summer Camps encourage the youth to take a leading role in planning and organizing activities. The participants and adult leaders use CISV's Peace Education to provide a theme around which the activities are planned, for example, identity, democracy, and environmental protection. Summer Camps provide great opportunities for youth to learn about how these issues are thought about and dealt with in different countries and cultures and learn how they can make an impact once back home. Just as importantly, they make friends and gain a wider appreciation of how life is for people in different countries.

AGE GROUP 14 or 15	DURATION 23 days	SIZE 9 delegations of participant, each with 2 girls, 2 boys
LEADER	<ul style="list-style-type: none"> • Each delegation has 1 adult leader 	
STAFF	<ul style="list-style-type: none"> • Must have 3 - 6 staff. • Can have only 1 junior staff and the person must be from the host NA. • Can have 1 or more international adult staff. • 1 staff member must have prior experience as a Summer Camp leader or have attended Summer Camp training at a Regional Training Forum. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Adult staff must be at least 21 years old. • 1 staff member must be at least 25 years old. • Junior staff must be at least 19 years old. • Leaders must be at least 21 years old. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can take part in more than one Summer Camp. 	

SEMINAR CAMP

Exchanging ideas; a powerful tool for global learning. This personally challenging, intensive Programme is coordinated by the young people who are participating in it. They develop their own agenda and explore global issues based on their own backgrounds and interests, through activities and in-depth discussions. Seminar Camp's group-living environment encourages them to collaborate, and to take a creative approach to problem-solving and resolving differences that can arise from healthy discussion.

AGE GROUP 17-18	DURATION 21 days	SIZE 24 or 30 participants, with up to 4 from the same NA
LEADER	<ul style="list-style-type: none"> • None 	
STAFF	<ul style="list-style-type: none"> • Must have 4 - 6 adult staff or 1 staff for every 6 participants. • No junior staff are allowed at Seminar Camps. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Staff must be at least 21 years old. • The Programme director must be at least 23 years old. • There must be 2 home staff from the host NA, 1 Programme director and 1 or 2 more international staff. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can only take part in one Seminar Camp as a participant. 	

YOUTH MEETING

Small gatherings inspire big ideas. Youth Meetings bring small groups of participants together from different countries within the region. They explore aspects of Peace Education related to a specific theme and share their different perspectives. They also think about how they can apply what they have gained from their experience, such as knowledge of the theme along with planning and communication skills, within their own community.

AGE GROUP 12 - 13, 14 - 15, 16 - 18, or 19+	DURATION 8 or 15 days	SIZE For ages 12 - 15, 5 delegations of participants, each with 6 youth. For ages 16 and up, 25 individual participants, with up to 6 participants from each NA
LEADER	<ul style="list-style-type: none"> • Each delegation of participants aged 12 - 15 must have 1 adult leader. 	
STAFF	<ul style="list-style-type: none"> • Must have 3 - 5 adult staff. • Can have only 1 junior staff, and the person must be from the host NA. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Adult staff must be at least 21 years old. • At least 1 member of staff must be at least 25 years old. • Junior staff must be at least 21 years old. • Leaders must be at least 21 years old. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can take part in more than one Youth Meeting. 	

INTERNATIONAL PEOPLE'S PROJECT (IPP)

Go out, find out, help out. International People's Projects are innovative learning Programmes, which actively contribute toward identified needs within a community. In partnership with a local organization, a group of participants from different countries works together on community projects related to a specific theme, like environmental degradation or immigration. When they are not working on the project, participants bring knowledge of the chosen theme from their own cultural contexts and take turns leading educational activities.

AGE GROUP 19+	DURATION 14 - 23 days	SIZE 15 - 25 participants, with up to 5 participants from the same NA.
LEADER	<ul style="list-style-type: none"> • None. 	
STAFF	<ul style="list-style-type: none"> • Must have 3 - 6 adult staff. • Can have only 1 junior staff and the person must be from the host NA (provided there are already 3 staff). 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Staff must be at least 21 years old. • At least 1 member of staff must be at least 25 years old. • Junior staff must be at least 19 years old. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can take part in more than one IPP. 	

MOSAIC

Local communities are reflections of the wider world. Mosaic offers our Chapters a model for community-based Peace Education. Each project responds to local needs and interests in meaningful ways. Most of the projects are planned and delivered in cooperation with partner organizations and come in many shapes and sizes. Mosaic projects create an authentic learning experience for local participants of all ages and deliver a benefit to the wider community.

AGE GROUP All ages	DURATION No specific length	SIZE No specific size
LEADER	<ul style="list-style-type: none"> • None 	
STAFF	<ul style="list-style-type: none"> • Every Mosaic project must have a project coordinator and a group of staff. 	
STAFF/LEADER AGE	<ul style="list-style-type: none"> • Adult staff for Mosaic projects must be at least 18 years old, and must be the age of legal responsibility in that country. 	
PARTICIPATION	<ul style="list-style-type: none"> • You can take part in more than one Mosaic project. 	



THE INTERCHANGE PROGRAMME



The Interchange Programme is a family centred, two-phase, group exchange between two international CISV Chapters for youth who are aged 12-15 at the start of the Programme (see [Info File C-3 “Programmes and Activities - Basic Rules”](#)).

Each Interchange fits into one of three age categories (A = 12-13; B = 13-14; C = 14-15). An Interchange can be done with a minimum of 6 delegates and a maximum of 12. One adult leader and one junior or co- leader from each country are required for delegations of 8 or more. In case of 6 or 7 delegates, only one adult leader from each country is required, but a junior or co- leader could also be used by mutual agreement between the Chapters. Delegates of the same age with similar interests are reciprocally hosted for a period of two to four weeks during each phase of the Interchange.

A mini-camp complements a typical hosting agenda that consists of family life and group activities. Interchanges may take place over one or two successive years.

No two Interchanges will 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 groups and the contribution of the supporting CISV organization at the chapter level.

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

INTERCHANGE AND DELEGATION CHARACTERISTICS

Types of Interchange

1. Short Interchanges are normally arranged for two weeks in each phase with a break in between, if agreed. The Programme must be completed within three months. It is not unusual for Interchanges that involve great travel distances, by mutual consent, to increase the duration of each phase to two and a half or three weeks.
2. Long Interchanges usually run three to four weeks in each phase; they exceed three months and must be completed within two years. Long matches usually take place in July of two consecutive years, or on a July/December schedule.
3. All Interchanges can be arranged with two to four weeks per hosting phase.

Age Groups

- Interchanges are arranged for three age groups: A (12-13), B (13-14) or C (14-15). Age groups outside of those noted will not be accepted and partner chapters cannot make arrangements contrary to this basic rule.
- Junior leaders must be at least 18 years old and a minimum of 4 years older than the oldest Delegate age allowed for the assigned age group. Partner chapters cannot make arrangements contrary to this basic rule.
- Anyone over the age of 21 is considered a leader or co-leader.

Group Size

- An Interchange can be done with a minimum of 6 and a maximum of 12 delegates from each country.
- If the delegation from each country has 6 or 7 youths, a junior or co-leader is optional and must be agreed on by both chapters. In case of 8 or more delegates from each country, it is required to have either two leaders or one leader and one junior leader from each country.

HOW THE PROGRAMME DEVELOPED AND IS AN INTEGRAL PART OF CISV

The enthusiasm of returning delegates from the early Villages and the subsequent formation of local Chapters and Junior Branches produced a nucleus of young people, friends and relations, eager for their own international CISV experience. Thus, in 1962, the Interchange was born. This was a group exchange with individuals staying with carefully matched partners, within a family setting. The first group of young people, ranging in age from twelve to nineteen, travelled from Hamburg to Newcastle, to stay in families there. Some of them were meeting up with friends they had made at Villages, some were brothers or sisters and some were school friends. The whole group then travelled back to Hamburg for the second phase. The local Chapters undertook responsibility for the organization and realization of the overall activity, which must have been a great success, since the same Chapters conducted another only three years later. In 1981, Interchange was recognized as an official Programme.

HOW DOES INTERCHANGE DIFFER FROM OTHER CISV PROGRAMMES?

Interchange differs from the other CISV Programmes primarily in terms of its being a family centred Programme rather than camp based. Other CISV Programmes can involve multiple nationalities while Interchange is a bilateral Programme.

On another level, Interchange encourages a meaningful understanding of one particular culture by enabling delegates to live in that culture as a family member, as opposed to the multi-cultural environment within a camp. As a member of the family, the delegate forms a one-to-one relationship with his/her partner and family, as well as relationships with members of both delegations.

Finally, Interchange enjoys the greatest opportunity to share the lessons that CISV has to offer because the families are directly involved in all aspects of the Programme.

An integral part of CISV

Interchange is not an isolated part of CISV. By its nature, being both family and group oriented Interchange interfaces with all other CISV components and fosters delegates' and Families' involvement and retention after a first CISV experience.

- Delegates are/become members of Junior Branch (JB) and JB may be involved in the preparation of the mini-camp.
- Delegates easily become participants in other CISV Programmes.
- Families and leaders are/become members of the local Chapter.
- The family experience contributes toward a deeper commitment to the chapter and may provide a solid base for building new chapters or strengthening existing ones.

OUR GENERAL PROGRAMME RULES

Each CISV Programme is designed to play a distinct role in achieving CISV's educational purpose. As members of a global organization CISV NAs have a responsibility to promote, host and participate in all of the CISV Programmes.

As an organization working mainly with children and youth, CISV must always have the health, safety and well-being of its participants and volunteers as its highest priority. To support our goal of building inter-cultural understanding, we must try to provide an environment where participants, and their families, are free from worry about basic concerns of health, safety and legal issues.

Programme coordinators, host families, staff, parents and adult delegates all serve as guardians of the children and youth given into our care to participate in CISV's educational Programmes. CISV Programmes must further observe differing cultural, legal, moral and educational perspectives. If parents and participants do not have confidence in our integrity as an organization and in our ability to run high-quality, safe Programmes, then we will have no participants or Programmes.

BASIC CISV PROGRAMME RULES



(See [InfoFile C-03](#) for the complete set of basic rules for all Programmes.)



CISV's Guidelines on Behaviour and Cultural Sensitivity can be found in [InfoFile R-07](#).

The rules and procedures developed and adopted by CISV for all aspects of the organization are intended to maintain or improve our operations and Programmes. This is as true of rules about the age of leaders as it is of rules about educational and training standards and rules about what insurance we must have in place.

CISV's international Programmes **MUST** be developed in accordance with CISV rules and policies. It is important that persons in a position of responsibility within CISV, internationally, nationally or locally are familiar with all the CISV rules and procedures and adhere to them at all times.

All policy statements and Guides containing additional rules that are specific to each Programme must also be followed. Where there are any differences between InfoFile C-03 and the Guides, C-03 is the authority (please notify the International Office - IO - if you notice any differences between a Guide and C-03).

NAs are free to adopt stricter or additional standards for their own Chapters and members (as long as they do not contradict CISV rules). However, no NA may impose stricter or additional requirements upon any other NA.

COMPLYING WITH LEGAL REQUIREMENTS

As an international organization, CISV exists in over 60 countries. CISV's International Office (IO) is based in Great Britain and must observe the laws of Great Britain. National associations (NA) and their Chapters must observe the laws of their own country/province/state/city. It is, therefore important that NAs and Chapters find out about the relevant laws that govern how they can operate and deliver CISV Programmes.

It is the responsibility of each NA to ensure that all their Chapters comply with CISV basic rules and legal requirements. NA/Chapters are responsible for organizing the practical aspects of the Programme and ensuring that all health and safety and risk management issues are addressed.

RISK MANAGEMENT RESPONSIBILITIES OF CISVERS



CISV International has an international risk manager who works with the Secretary General and the International Executive Committee. Each NA and Chapter must also have a risk manager. Details of their responsibilities are found in [InfoFile U-14](#). However, risk managers are not the only ones responsible for risk management in the organization. Every CISVer has some level of responsibility for risk management and has further responsibility for notifying their risk manager of any concerns they may have or incidents they may have witnessed.

As an organization, CISV must take reasonable action to meet both legal and CISV International requirements in a timely and accurate way. We must understand that in many countries, both CISV and its volunteers can be held legally responsible for negligence or lack of care or attention. Individuals are personally liable for criminal violations in any country.

If we do not manage risk in a reasonable and responsible way, we increase the possibility of incidents and crises. We also expose the organization to claims of liability and, most importantly, we risk endangering the very people with whom we seek to work.

ORGANIZATIONAL STRUCTURE FOR PROGRAMME ADMINISTRATION AND SUPPORT

Our purpose, to educate and inspire action for a more just and peaceful world, is why CISV exists. Our Peace Education Programmes are the main way we achieve that purpose, so it is right that the Programmes are the focal point of our structure and operations.

WHO'S WHO INTERNATIONALLY?

At CISV International, the Programme Committees are those involved most closely in developing and promoting our Programmes and supporting NAs to host and participate in them. Most of the administrative work to enable NAs to host and participate in our Programmes is done by the International Office (IO). The Programme Committees and IO also work with other international committees, such as risk management and the education committees in order to ensure the quality of our Programmes.

INTERNATIONAL OFFICE (IO)

The IO communicates with NAs through the National Secretary. All mailings (paper or electronic) are sent to the Secretary, who then distributes the material to the appropriate people within that country.

The IO is responsible for centralising the administration (invitations, paperwork, reporting, etc.) for all CISV's international Programmes. This is handled by our Programme Administrators. For more information on the IO, please see [Resources](#) and the IO Terms of Reference in [InfoFile O-06](#).



Hours of Operation

The office is open Monday - Friday
FROM 08:00 TO 17:00 (EXCEPT FOR U.K. PUBLIC HOLIDAYS).

Contact Us

You can reach the IO at:

*CISV International Ltd.
MEA House, Ellison Place
Newcastle upon Tyne
NE1 8XS, England*

*Tel: +[44 191] 232 4998
Fax: +[44 191] 261 4710
E-mail: international@cisv.org*

INTERNATIONAL PROGRAMME COMMITTEES



Each CISV Programme has a specific international committee. Each committee will work with the other international committees on relevant issues. Please see the Terms of Reference for Programme Committees at [InfoFile O-20](#).

Programme committees work to ensure the high quality and sustainable growth of CISV's international Programmes. In order to achieve these goals, Programme committees:

- Network with NA and Chapter Programme coordinators
- Provide general advice on the management and content of Programmes to NAs and IO
- Monitor the quality of Programmes and ensure that they are conducted in line with the CISV Educational Principles and specific Programme goals
- Monitor and enforce Programme rules
- Ensure that Programmes are evaluated and that the data collected is used to review and improve the quality of the Programmes
- Review, report and take action based on the findings from evaluation data
- Serve as a 'trouble shooter' to Chapters or national associations that are having difficulties in beginning or maintaining a Programme consistent with CISV rules, standards or recommendations
- To cooperate with the other committees on areas of common interest and responsibility
- To keep the Programme specific section of the Guide up-to-date
- Consult with IO on administrative issues
- Be in contact with all Programme directors during the Programmes and provide readily available advice should any questions or problems arise.
- Maintain committee web pages to provide ongoing information on the committee and the Programme.
- Maintain and update Programme-specific training resources
- Deliver Programme-specific training at Regional Training Forums
- Cooperate to develop and implement long-range Programme hosting and participation plans



ROLE OF INTERNATIONAL INTERCHANGE COMMITTEE (IIC)

All international committees must comply with the CISV Terms of Reference, found in [Info File O-05](#). IIC's responsibilities include:

- Oversight of Interchanges and providing materials for the Programme's administration.
- Providing recommendations for changes in Programme and procedure to the International Board of Trustees; keeping the Interchange Guide updated.
- Serving as a facilitator to National Associations that are having difficulties in beginning or maintaining an Interchange consistent with CISV rules, standards or recommendations.
- Cooperating with Leadership Training Committee, Organizational Development Department, Mosaic, Junior Branch, Educational Content Committee, Evaluation and Research Committee and other international committees on projects and concerns of common interest.
- Overseeing Round 1, and conduct Round 2 of the matchbox procedure.
- After 1 November, overseeing re-matching of cancelled Interchange Matches.

PROGRAMME ORGANIZATION ON A NATIONAL OR LOCAL LEVEL

Every NA of CISV must have a National Programme coordinator/committee, ideally with members from all Chapters. The size of this committee depends on the NA's individual situation, as each is structured differently. Some NAs have one Chapter; others have several. So, in some NAs, the local and the national levels will be the same; in others, they will be separate. In multi-Chapter NAs, it has been shown to be more efficient to have a local Programme committee, working in close cooperation with the national Programme committee throughout the year, with some of its members taking part at the national level as well. It is up to the NA/Chapters to organize themselves to manage the work of hosting, including:

- Dealing with invitations to Programmes inside and outside of their NA, and involving participants from their NA
- Handling CISV correspondence relating to all Programmes
- Dealing with international fees
- Organizing and funding Programmes.

OBJECTIVES OF NATIONAL / LOCAL PROGRAMME COORDINATOR/COMMITTEE

The Programme is formally organized by the national association, but in most cases this is delegated to the Chapter and local Programme coordinator/committee. This committee must report to the Chapter/national board. As in every CISV Programme, decisions can only be taken within the framework of CISV's international guidelines for Programmes.



Please refer to the role profile of NA/Chapter Programme coordinator (usually the chair of the NA/Local Programme committee) at [InfoFile U-20](#). The objectives of the national /local Programme committees are to:

- Promote the specific Programme, nationally and locally
- Recruit and select participants
- Assist in staff recruitment
- Train home staff or arrange for them to attend Regional Training Forums (e.g. for Seminar Camp home staff)
- Help prepare and provide support for Programmes
- Evaluate Programmes held nationally
- Keep administrative contact with, and give feedback to, IO and the international committee
- Comply with administrative deadlines
- Encourage local participants to become actively involved in their local Chapter
- Keep records of previous Programmes (being careful to keep appropriate documents confidential and destroy them after the period of time, required by the law of the country)
- Ensure there are participants from the host NA at each Programme

INTERCHANGE / ROLE PROFILES

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	◆	◆	◆◆	
Parents	◆	◆	◆◆	
Chapter/ NA person with Programme Responsibility	◆	◆	◆	◆

ABOUT THIS SECTION

The responsibilities and tasks for each role have been divided into 4 different areas:

Administration

Educational Content and Training

Communication and Assistance

Practical Responsibilities



Additionally, you will find subheadings above most responsibilities to indicate the timeframe in which these should be fulfilled:

Ongoing

Before the Programme Begins

Before Hosting

During Hosting

After Hosting

Between Phases in a Long Interchange

Before Travelling

During Travel

After Travelling

After the Programme

SUPPORT FROM CISV INTERNATIONAL

Every year CISV has thousands of participants and over 200 Programmes taking place internationally. All of them are organized and run by local Chapters and staff. The overall global coordination is done by CISV International.

As an NA plans, hosts or participates in a Programme, there may be questions that arise. If the answer is not in the Guide, ask your Chapter or NA Programme coordinator/committee.

Additionally, the IO can help with questions relating to administration, forms, invitations, fees and procedures.

The international Programme committee is there to support NAs on issues relating to the Programme itself; planning, the educational experience and outcomes.



See [InfoFile O-20](#) Terms of Reference: Programme Committees for more details, (available on <http://resources.cisv.org> under InfoFile.)

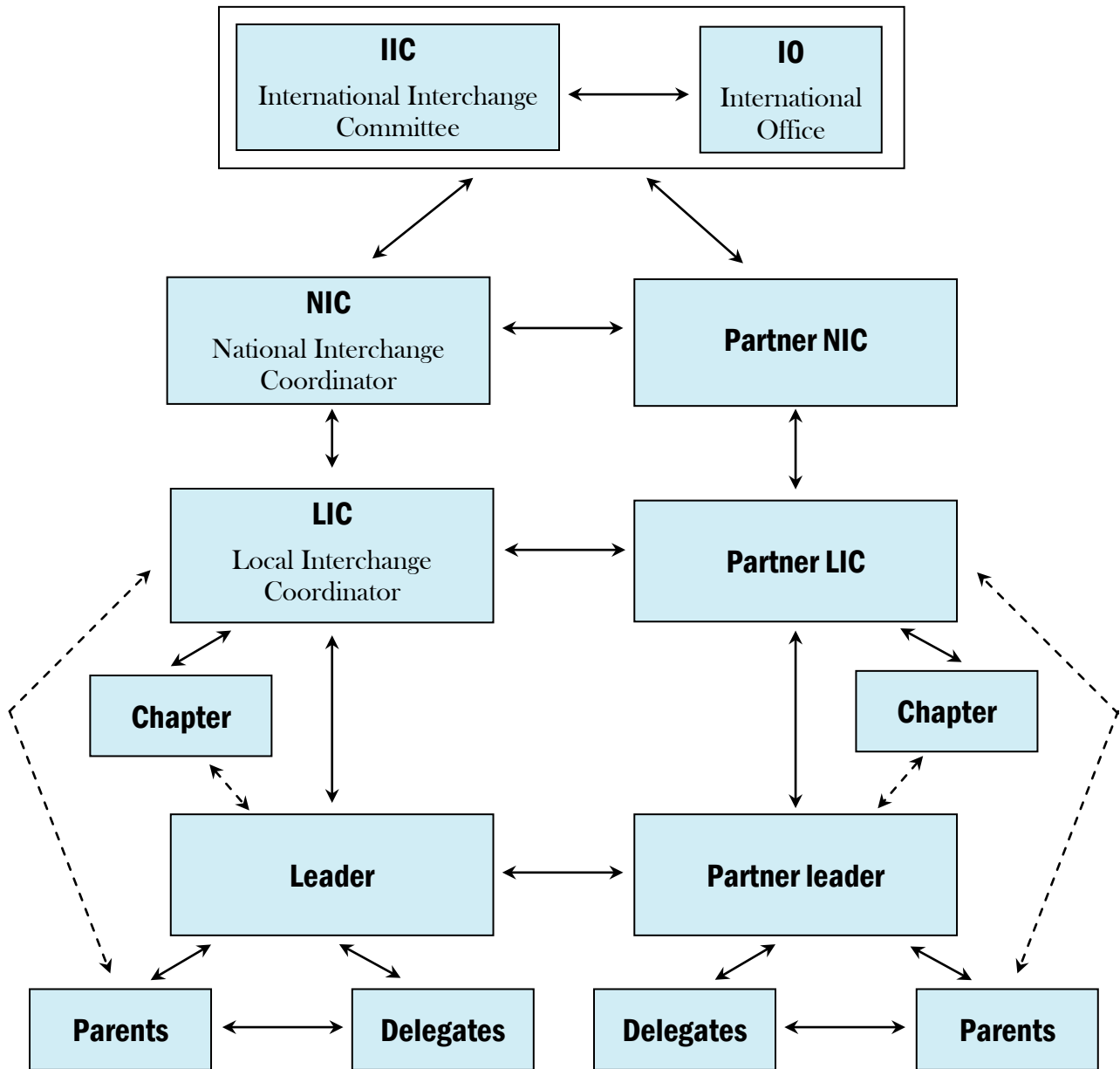


Support from the International Interchange Committee (IIC). Committee chair e-mail: interchange@cisv.org



INTERCHANGE COMMUNICATIONS

Solid arrows represent the usual chain of communications; dashed arrows show secondary connections.



NATIONAL AND CHAPTER COORDINATION

NAs and Chapters organize themselves in different ways. It is up to the NA and Chapter to find the best ways and structures to coordinate Programme activity within the NA and make sure that all the Chapters within the NA are connected with each other. As Chapters deliver Programmes, this Guide will focus on the role of Chapter volunteers and their interaction with Programme staff, who may or may not be from that Chapter, or with the local Interchange coordinator (who is from the Chapter).

The role of Programme coordinator (sometimes called organizer or planner) differs somewhat from Programme to Programme and from Chapter to Chapter. However, there are many elements and responsibilities that are the same.

The Programme coordinator has the following responsibilities:

Administration

- Ensure that Programme deadlines are kept for hosting and sending, Programme fees, penalty fees
- Keep up-to-date on sending opportunities and act on them as needed
- Ensure that invitations are assigned
- Ensure that appropriate selection of Programme participants take place
- Ensure that appropriate recruitment, selection of leaders and Programme staff takes place in line with CISV International guidelines
- Coordinate with the relevant parties in the NA to ensure that all Programme forms and reports and any other official documents are submitted to the IO and/or other NAs on time
- Ensure that Programme rules and guidelines are respected

Educational content and training

- Keep up to date with CISV Education Principles and content
- Be familiar with the specific Programme, its goals and structure

Communication and Assistance

- Work with the NA Board to develop a long-term hosting and sending plan for the Programme. This plan must be in line with the regional/international plan
- Liaise with the IO and the regional coordinator (from the Growth Promotion Sustainability Committee) should any changes to the hosting plan be needed
- Liaise with the treasurer to ensure that all Programme fees and penalties are understood and paid and any host fees are recovered
- Liaise with the training coordinator to ensure that participants, parents and leaders and staff receive appropriate training prior to participation in a Programme
- Work with risk manager to plan Programmes, assess sites and activities to ensure that CISV International rules are followed (including completion of health and legal forms, dealing with and reporting any incidents)

- When hosting, provide support to the staff team/Interchange leaders when needed before, during and after the Programme
- Work with the training coordinator to ensure that follow-up evaluation is conducted with participants, parents, leaders and staff after participation in an international Programme
- Liaise with the international Programme committee and IO as needed.

Practical responsibilities

- Promote the Programme to encourage growth in hosting and sending



See [InfoFile U-20](#) NA/Chapter Model Role Profile: NA/Chapter Programme coordinator for more details



RESPONSIBILITIES OF THE NATIONAL INTERCHANGE COORDINATOR (NIC)

It is recognised that not all National Associations or local Chapters may have the human resources to establish various selection or training committees. It is quite likely that in these National Associations / Chapters, the chair of the national or local Interchange committee may be one and the same person. This being the case, the words ‘committee’, ‘chair’, ‘coordinator’ and ‘contact’ are interchangeable.

The Interchange coordinator of the National Association (NIC) is responsible for the administration of all Interchanges within that nation according to CISV International rules, standards and recommendations. Matchbox results and the final distribution of Interchange invitations among local Chapters must be coordinated by the NIC. It is strongly recommended that an authorized member of the NICommittee attend the AIM to observe meetings and participate in Round 2 of the Matchbox process.

Administration

- Ensure that Programme deadlines are kept for hosting and sending, Programme fees, penalty fees.
- Ensure that the Programme rules & guidelines are respected.
- Provide proper documentation when appropriate (FIA, Address List, PDPEF, IRF...).
- Ensure that appropriate selection of Programme participants (leaders, junior leaders, families and delegates) takes place in line with CISV International guidelines.

Educational Content & Training

- Ensure that all people involved with the Programme (NIC/LIC, leader/junior leader, families, delegates) receive the appropriate CISV training.
- Ensure that follow up evaluation is conducted with participants after each phase of the Interchange Programme.

Communication & Assistance

- Facilitate international communications between partner NIC/LICs partner leaders, partner youth delegates and partner families.
 - International communications should be directed through the NIC, including the data required for matchbox.
 - In case of a single-chapter NA, the NIC will facilitate local communications with leader, youth delegates and families.
 - In case of multi-chapter NAs, the LIC will facilitate the local communications.

Practical Responsibilities

- Ensure the success of the Interchange Programme by being a responsible link between the parties involved.
- Ensure that logistics of carrying out the Programme are correctly understood and practiced.

In single chapter countries the duties of the NIC might also include the duties of the LIC. Those duties are specified in more detail under “Local Interchange Committee” (so please read that section too!).

IDEAS FOR HOW A LOCAL PROGRAMME COMMITTEE CAN BE STRUCTURED

The local Programme committee is made up of people who are not going to run the Programme, but who play a key role in planning it and supporting the Programme staff or Interchange leaders during the Programme.

In summary, these are some areas where the help of the Programme committee is required:

- Finance (budget)
- Kitchen (food and service for the Programme or mini-camp site)
- Tours and transportation
- Accommodation (Programme or mini-camp site, host homes)
- Communication, promotion and publicity
- Health and safety
- Materials (including special requirements)
- General supplies
- Laundry (if there are no facilities on site)
- Special events (i.e. special trips, Open Day)
- Research
- Programme policies (e.g. visits from Chapter)
- Site/home security

Hospitality of participants

A hosting Chapter may be asked to host participants (for no more than two days before and after the Programme dates) where travel arrangements cannot be made for the specific starting and ending dates. Alternatively, the Chapter is expected to help participants make hotel arrangements.

Designated arrival point for participants

The designated point of arrival stated in the Pre-Camp/Interchange information is where participants are expected to arrive. The host Chapter is responsible for transportation from the point of arrival to the Programme site/host family homes and back.

Points to consider

- Choose a committee structure that will work best for your NA.
- The committee structure should be documented so that everyone can see how things are expected to work.
- A role profile should be prepared for each of the committee tasks (note that one person may be responsible for two or more tasks) to avoid working at cross-purposes or duplicating functions.

- Clear division of work between the local Chapter and staff or between LIC and Interchange leaders should be made. This will help to prevent uncertainties and disagreements before, during and after the Programme. (over who is responsible for what). This is best agreed in a common meeting at the beginning of the preparations.



If the delegates, their families, the leaders and the CISV organization are to work together as a team to plan and carry out an Interchange, everyone involved must be aware of what needs to be done and who should do it. It is also extremely important that the deadlines in the interchange calendar be respected so that volunteers in both countries and IO staff have time to get their parts done.

LOCAL INTERCHANGE COORDINATOR (LIC)

The Local Interchange Coordinator (Chair/Committee) or LIC is a link between the delegates, families and leaders involved in the Interchange and the CISV organization at the local, national and international levels.

Where possible, it is recommended that the local Interchange committee have at least four permanent members plus a representative from the Junior Branch. The Interchange leaders and delegation coordinator (DC) could also be members of the committee.

At the local level, a LIC is required to ensure the success of the Interchange Programme. The LIC must be an integral part of the local CISV Chapter and have direct contact with the local Chapter board of directors, including the risk manager and JB.

LIC RESPONSIBILITIES THROUGHOUT THE INTERCHANGE YEAR

Administration

Ongoing

- Oversee the local aspects of the matchbox process: submit requests for new Interchange match(es); report cancellations to the NA when needed.
- Observe the international, national and local CISV Interchange goals, rules, standards, recommendations and deadlines.

Before the Programme Begins

- Exchange the Interchange Friendly Intent / Agreement Form (FIA) with your partner LIC to negotiate the terms of the Interchange match.
- Select participants where a local committee does not exist (ensuring that selection home visits take place prior to selection).
- Select the leader and the junior leader where a local leadership selection committee does not exist (ensuring that selection home visits take place prior to selection).
- Exchange Interchange Information Forms with partner LIC. After receipt of the travelling delegation's Interchange Information Forms, the hosting delegation's LIC pairs the delegates and notifies the partner chapter within two weeks.

NOTE: Although leaders and junior leaders are automatically paired with the person selected by the partner chapter, they should still submit the Interchange Information Form with the delegates' packet to give information about their home, interests or other information.

- The travelling delegation’s LIC should respond within one week to confirm the pairing (and perhaps suggest and give the reasons of some alternative pairing arrangements). The sooner the pairing is completed, the sooner the delegates and their families can start to communicate and develop a bond with each other before their first face to face meeting.
 - Pairing of partners is to be completed by 31 March in a June-August Interchange and by 31 October in a December-January Interchange.
 - First group meeting of parent, delegates and leaders should take place in March/September but no later than April/October.
- Ensure all delegates, leaders, and junior leaders are registered on CISV Friends web site and have claimed their participation. In addition, the LIC must also register and claim participation (by reference number) in order to have access to the online PDPEF.
- Meet deadlines for all procedures and Interchange related forms.
- Ensure that the hosting Programme / agenda is sent to the partner chapter at least one month before they travel, and make sure the home visits are on each hosting chapter’s calendar.
- At the same time, the leader should indicate a recommended amount of pocket money that each delegate should bring.

During Hosting

- The LIC or risk manager or board member from the local chapter should meet the visiting delegation within the first three days and review all health and legal forms of the visiting delegation.
- Work with local risk manager to ensure that the Risk Management Checklist Report is completed three days after the mini-camp, with a copy to those indicated on the forms.

Before Travelling

- Send final notification of travel arrangements on a Travel Information Form to the host LIC, by 1 May/1 November or two months before traveling.
 - [NOTE: Do not purchase airline tickets until confirming that the arrangements are okay with the partner!]

Educational content & Training

- Attend CISV training; the LIC is the “director” of Interchange, and should receive training comparable to that for directors of other CISV Programmes.
- Exchange pre-Interchange information (“Culturegrams”) and prepare the delegation for the experience—to include culturally appropriate behavior.
- Ensure the training of the leader and the junior leader where a local or national leadership training committee does not exist.
- Ensure the training and preparation of the families and delegates (see [Interchange Family Guide](#)).

Before Hosting

- Ensure that Interchange activities meet the educational objectives of the Programme.



During Hosting

- Ensure that the leaders arrange ongoing mini-evaluations with both delegations and the parents to identify any concerns and decide how to deal with them, and to keep the Group Evaluation Form updated regularly.

After Hosting

- The results of evaluations are to be included in the online PDPEF after the hosting phase. The Group Evaluation Form used by leaders is given to the LIC at the end of hosting to help with the completion of Section 2.

Communication & Assistance

Ongoing

- Be the local contact person for the partner chapter.
- Practice frequent communication with partner LIC.
- Be responsible to the NIC: communication for assistance or to report problems.

Before the Programme Begins

- Coordinate with the partner LIC to form evenly matched delegations: frequent communication during recruitment and selection is necessary.

Before Hosting

- Work closely with the adult leader to provide appropriate planning for the hosting Programme, using the Group Evaluation Form throughout the process.

Before Phases in a Long Interchange

- Encourage your delegates, their families, the leader and junior leader to meet frequently and to continue to communicate with their Interchange partners.
- Communicate with your partner LIC to clarify details, ask questions and collaborate on making the next phase successful.

Before Travelling

- Continue correspondence with partner chapter before travelling to ensure details are arranged.
- Make sure the home visits are on the hosting chapter's calendar and support your leader in his/her communications with partner leader.
- Communicate with partner LIC any particularly successful practices or issues of concern. Share both concerns and successes with NIC and IIC.

Practical Responsibilities

Before Hosting

- Assess activities and mini-camp site for risk management and safety issues.
- Ensure that the resources of the local Chapter such as the Junior Branch and the Mosaic committee are made available to the Interchange.

During Hosting

- If required, with consultation of the leaders, arrange changes in the pairing of Interchange partners. Changes may only occur with the knowledge and approval of both LICs.
- The LIC or named chapter representative must be available to the visiting leaders during the hosting phase of the Interchange.

After the Programme

- Encourage continued involvement in CISV by leaders, delegates and families.

DELEGATION COORDINATOR (DC)

It is strongly advised to appoint a delegation coordinator (DC) for each Interchange to coordinate communications, delegation preparation and be the LIC contact for the families and visiting leader during the hosting phase of the Interchange.

In smaller chapters where an Interchange committee does not exist, the delegation coordinator and the local Interchange coordinator (LIC) will be the same person. In that case the DC would be responsible for the duties noted above for the LIC. Additional responsibilities of the DC follow.

Administration

- Make sure the travel arrangements are made, including necessary travel documents such as visas.
- Oversee the planning of the hosting programme and travel arrangements (first group meeting is to be no later than April/October).

Communication & Assistance

- Strive to create a good, cooperative feeling for the planning of the Interchange, and communicate with the LIC of the partner Chapter to involve them in the planning.
- Confirm arrangements with the partner Chapter.

Practical Responsibilities

- Act as coordinator for the delegates, their families, the leader and junior leader to meet often.
- Ensure that the leader, junior leader, delegates and families carry out their responsibilities.

ROLE AND RESPONSIBILITIES OF LEADERS

Parents give permission for their children to travel accompanied by a named leader, who is expected to provide supervision and care for participants during travel and throughout the Programme.

Leaders must participate in training to prepare them for their role and must apply the principles taught in this training to the Programme.

Leaders have specific responsibilities for the travel arrangements and preparation of a delegation prior to leaving for a Programme.

Leaders are also expected to support the Programme staff/LIC and actively participate in Programme activities. Leaders also have some responsibility for planning and running educational activities during the Programme.



LEADER / JUNIOR LEADER RESPONSIBILITIES

It is the responsibility of the leaders to understand and actively promote the ideals and objectives of CISV in all aspects of the Interchange. The leaders must be able to devote the time and energy needed to undertake leader training and work with the delegates and their families to plan and carry out a successful Interchange. It would be preferable if leaders had previous CISV experience or other experience in leading children and young people. Although being an Interchange leader can be quite challenging, it also offers great opportunity for personal growth—a commitment to this task is a great investment with high return.

Administration

Before Hosting

- With the parents and delegates, establish a budget for group activities during the hosting phase of the IC Programme, and encourage families to limit their individual activities to inexpensive ones.
- Send the hosting calendar to partner leader / junior leader at least one month before their arrival.

During Hosting

- Hosting leader / junior leader is to pay expenses for the partner leader / junior leader, in the same way the delegation families host their visiting delegates.
 - This will include meals, transportation, sightseeing, and family week trips. Personal expenses should be paid by the visiting leader / junior leader from his/her own pocket money.
- Interchange must remain the focus for the leaders even during days with no planned group activities.
- Leaders must be available at all times during the hosting phase of the Interchange. During the family week / weekend you will host your partner leader in your own family week experience, but must remain within three hours' travel of the host chapter.
- Hosting leaders submit the Group Evaluation Form to the hosting LIC for the completion of section 2 'Education' of the PDPEF. This is done at the end of the hosting phase.

Between Phases in a Long Interchange

- Continue to meet regularly with your Interchange delegation (it is suggested once every month) to prepare for the second phase of the Interchange.

Before Travelling

- Be sure that your delegation has all necessary forms for travelling and passports and visas.
- Check if vaccinations are required.
- Confirm tickets for departure according to advice from your travel agent.

During Travel

- Take care of the delegates' documents.

- Carry all passports, extra passport photos, airline tickets, and a photocopy of each passport.
- The leader must carry an original and one photocopy of the Health and Legal / Insurance Forms for each delegate; photocopies which should be given to each family upon arrival.
- The Interchange adult leader has guardianship of the delegates during the travelling phase of the Interchange.
- Carry funds for emergencies and national night expenses (provided by the delegates' families). Unused money should be reimbursed to the families.
- Long Interchange: the leader/junior leader and delegates meet with the LIC for debriefing. Hosting leaders hand in the Group Evaluation Form that will be used by the hosting LIC to complete Section 2 of the PDPEF (see Education & Evaluation section "PDPEF").

After Travelling

- The leader should provide accurate accounts for delegation money and return the balance to the families after the travel phase.

Educational Content & Training

Before the Programme Begins

- Attend CISV local and/or national leadership training.
- Meet often with the delegates before the Interchange starts so they can become friends and begin to understand the ideals of CISV.

Before Hosting

- In consultation with delegates, parents and partner chapter develop the educational content / theme for the Interchange. Section 2 'Education' of the PDPEF will be used in the planning period.
- Encourage delegates and their families to learn the CISV song.

During Hosting

- Leaders and junior leaders from both countries must attend all planned group activities on the hosting calendar.
- Evaluation should be done on a regular basis, using the Group Evaluation Forms that go with the PDPEF. The resulting information will be given to the LIC so he/she can complete Section 2 Education of the PDPEF.

Before Travelling

- Make sure to include educational content during the preparation of the delegation.
- With the delegates prepare a national night. Some ideas:
 - Plan some sort of national performance (dance, song, games) typical of their own country.
 - Prepare a video, slides, etc., from your country and if possible cook a light national meal.
- Encourage the delegates to develop an open and tolerant attitude towards the new experiences they will have in another culture.

- The delegates should gather information about the culture they will be visiting such as its customs, family life, food, education system, religion, climate and language (delegates should learn some key phrases in the other language). Activities should be arranged to explore and discuss this information. For example:
 - Small groups of delegates could discuss the information they have gathered and then share their knowledge with the rest of the delegation.
 - A seminar could be arranged to discuss some of the above topics in more detail, as well as concerns or fears delegates may have (“What if I don’t like the food?” or “What if I can’t figure out how to flush the toilet?”)
- Encourage the delegates to explore their own culture and be prepared to explain it to their hosts. For example:
 - Prepare tapes with a variety of music to share with the host family.
 - Prepare to share a dance, song, game, favorite meal, etc., with the host families.
 - Prepare a scrapbook about your country, city, school, activities, etc.
 - The leader could ask the delegates questions about their own culture to determine whether they would be able to answer questions that their Interchange partners may ask them.
- Participate in all group activities during the Interchange.

After the Programme

- With the LIC, organize a meeting with the delegates and their parents to debrief and evaluate the Interchange.
 - Debriefing gives everyone the opportunity to consider (and express, if they wish) how the Programme has affected them personally, and how they might now do things differently because of the experience.
 - The evaluation should be done in a creative and friendly way. The purpose of the evaluation is to get feedback in order to avoid making mistakes in the future Interchanges.

Communication & Assistance

Ongoing

- If you face problems, see the Grievance/Complaint Procedure, under ‘Communications’ in ‘Interchange / Hosting and Sending.’

Before the Programme Begins

- Work with delegates and families to obtain information about the partner country and chapter.
- Develop a strong, positive relationship with the leader of your partner Chapter. Correspond frequently to inform, clarify and be in agreement about various aspects.
- Develop a personal relationship with each delegate to ensure that he/she can express any concerns during the Interchange.
- Encourage delegates and families to communicate with their partners as soon as the delegates are matched; help with the communication if needed.

Before Hosting

- Work with parents in the planning and running of Interchange activities.



- Work closely with the LIC in the preparation of the Mini-camp.

During Hosting

- Provide the visiting leader with the telephone number of the LIC and/or the delegation coordinator so that he/she may contact them on a confidential basis.
- If difficulties occur between the Interchange partners, the leaders should give all possible assistance to the participants and their families to solve the problem.
 - Contact the hosting LIC if the difficulty is not solved quickly. The partner LIC may be contacted if the problem cannot be resolved in the hosting chapter.

Before Travelling

- When you receive the hosting Programme from the partner Chapter, involve your delegates, their parents and the LIC in reviewing it.
 - Communicate suggested changes to the leader in the partner Chapter, within two weeks.
 - You may suggest changes related to the balance of the group / family activities and that concern safety or inappropriate activities that are not consistent with CISV Guide and CISV Rules and Procedures.
- Prepare contact information to have on hand at all times during travel.
 - The consulate or embassy address and telephone may be useful.
 - Make sure you have a contact phone number for the partner leader(s), hosting families, and hosting LIC.

During Travel

- When the delegation arrives at the travel destination, report by telephone or other pre-arranged manner to a contact family at home, who informs the others.
- The Legal / Insurance form allows the leader, host families and other CISV personnel to consent to health or other emergency care in the hosting country or during travel. Wherever possible and if not detrimental to the health and safety of the delegate, the delegate's parents should be contacted before the administration of emergency care. The leader should carry the originals of all health and legal forms at all times during the travel phase.
- If any difficulties occur between any of the partners, make sure that they are dealt with promptly by the leaders and families first.
 - Involve the hosting LIC if you cannot resolve the problem. Contact your own local Interchange committee to seek advice and assistance if the problem cannot be resolved in the hosting chapter.

After the Programme

- Encourage your delegates and their families to continue to communicate with their Interchange partners between phases or after the Programme is finished. They should not forget to send "thank you" letters to the host families.

Practical Responsibilities

Before the Programme Begins

- Hold planning meetings in family homes or in another suitable place, with facilitation of the meetings to be shared by parents, LICs and leaders.

- Involve the delegates and parents in planning all aspects of the Interchange experience.

Before Hosting

- Encourage some activities where the entire family participates.
- Advise the partner leader of useful practical details such as climate, clothing, typical daily schedules of the families, delegates' and families' characteristics, examples of what things cost to help decide the amount of pocket money, or any other information that the partner delegation will find useful.

During Hosting

- The adult leader will accompany the visiting adult leader to do hosting home visits as soon as possible after the visiting delegation's arrival.
- Ensure that each visiting delegate has on his/her person the name, telephone number(s) and address of the hosting family and leader when away from the host home.

Before Travel

- Encourage the delegates and families to use moderation in sending gifts and pocket money. The purpose of an Interchange is not to be a shopping or tourist trip.

During Hosting

- During the visit, make sure that all delegates can reach the leaders easily. Visit all the homes of the hosting families as soon as possible.



ROLE AND RESPONSIBILITIES OF DELEGATES AND FAMILIES

Administration

Before the Programme

- Parents and delegates must understand and agree to follow CISV's behaviour guidelines (see [Info File R-7](#)).
 - The LIC will obtain a signed acknowledgment that they are familiar with this document.
 - Parents should discuss with their own children their expectations regarding behaviour.

During Hosting

- The hosting families share the expenses of all leaders, junior leaders and junior branch members who are helping with group activities.
- The hosting family is to pay expenses for the visiting delegate in the same way as for their own child (e.g. transportation, group activities, family trips, meals and snacks).
 - Personal expenses should be paid by the visiting delegate from her/his own pocket money.
 - When necessary, parents must arrange for transportation for group activities.

Before Travelling

- Obtain passport, visas or other required documents and get any necessary vaccinations.
 - Contact local/national authorities to determine the time frame for application of travel documents.
- Every Interchange delegate must purchase adequate health insurance and it is highly recommended that the delegate obtain luggage and flight cancellation insurance.
 - Delegations should check with their national association on any limitations that may exist in their national insurance policies.
- Give to the leader the original and two photocopies of the CISV Health and Legal / Insurance Forms at least one month before travel.
 - The leader will keep the originals with him/her at all times during the travelling phase.
- Give the leader copies of the passport photo and a photocopy of the passport at least one month before travel.
- The families give the leaders an amount of money suggested by the Chapter for an emergency fund, as well as money needed for any national night purchases.
- The parents are responsible for the travel expenses of their own child and their share of the Interchange leader's travel expenses and what is agreed for the junior leader's travel expenses.
- Individual delegates are not permitted to leave the group for private travel before, during or after visiting the host delegation. All delegates must come and leave as a group with their leader.



- Group travel before the Interchange is not permitted and after the Interchange it is discouraged.
- Delegations should check with their National Association on any limitations that may exist in their national insurance policies.

Educational Content & Training

Before Hosting

- Participate actively with the other delegates and families and your leaders to plan the Programme as a team according to the Interchange Guide.
- Try to balance your activities to provide for both family time and group activities.
 - Generally speaking this should work out as two days of family time for each day spent as a group.
 - At least two-thirds of the time should be used for family activities.
 - Weekends should be left free for family activities. Note: weekend is not necessarily on Saturday / Sunday everywhere in the world.

During Hosting

- Ensure that both your child and your guest delegate attend all group activities of the Interchange.
- Participate in ongoing mini-evaluations to help the leader complete the Group Evaluation Form.

Before Travelling

- Interchange delegates must be prepared by attending all meetings prior to travel, and at least one parent or guardian should attend all family meetings.
- Take the time to learn about the culture of the country of your Interchange partner.
 - This could be done by reading, watching TV or films, visiting people in your area who know the culture or even by taking some language lessons.

After the Programme

- Participate in post Interchange meetings to exchange experiences through discussions, showing photographs, films, etc.
 - All youth delegates and parents will also meet with the leader and LIC to debrief and evaluate the Programme.

Communication & Assistance

Ongoing

- Maintain an open and trusting relationship with your leader; inform your leader of any difficulty you experience.

Before the Programme

- Tell your leader when it is not possible to attend a preparation meeting because of illness or other reasons.
 - Communicate with Interchange partner and partner's family, as soon as possible, to let them know about you, your country and how you live. You might even call them on the telephone. Ask about typical family time/free time.

- Communicate with the Interchange partner and partner's family as soon as possible.
 - Let them know about you, your country and how you live.
 - Ask them about typical family time / free time in their household, or any other things you want to understand before the travel phase.

During Hosting

- Discuss with your guest the rules of your family and household, respecting his/her religious and cultural upbringing that may differ from yours. Discuss the differences.
- Contact your leader and the visiting leader should there be any problems.
 - Remember, the visiting leader is the official guardian of your guest during their stay in your country.
 - If necessary, contact your local Interchange committee or the delegation coordinator. Act soon, before the problem becomes too difficult to resolve.

Leader - Leader

Since the leaders know delegates from both countries, parents should turn to the leaders first.

Leaders - Hosting LIC

The leaders and hosting LIC will have more current information for handling problems than the parents and LIC of the travelling delegation.

LIC - LIC

If a problem is not resolved in the host country, then the host LIC should contact the travelling delegation's LIC. The parents of the travelling delegates should allow the LICs ample time to work on the problem. Communication with their own children at this point is not helpful and can even make the problem worse—parents should direct their communications to their Leader.

- Ensure that your guest knows that he/she can contact his/her leader at any time.

Before Travelling

- All parents are encouraged to ask their partner family what level of supervision will be provided for their child by the host family, should the parent(s) work during the day.
 - Parents must understand that constant parental supervision of the delegates while at home may not always be possible.

Before Phases in a Long Interchange

- Continue to correspond with your Interchange partner family.
- Parents and delegates should meet frequently with the leaders and the delegation coordinator to prepare for the second phase of the Interchange.

After the Programme

- Remember to correspond with your partner family after the Interchange is over.

Practical Responsibilities

Before the Programme

- The delegates and families have a responsibility to prepare themselves to enjoy, to learn from the Interchange and to act as good hosts to the visiting delegation and its leaders.

- Many problems and misunderstandings can be avoided in advance if preparations are adequate.

During Hosting

Peace through friendship is a wonderful goal, but friendship needs time to grow. Do not expect your guest to become a “friend for life” overnight. The first few days are a time to get to know each other. Your guest may be tired after a long journey.

Be considerate, act naturally, be relaxed and the friendship will have a good chance to develop in the following weeks.

- Delegates must be with their visiting partner during the entire hosting phase (jobs, camps, summer school, tournaments, etc., must be avoided by the delegate during the hosting phase if they exclude the partner from participating).
- Encourage your guest in a loving and kind way to try new foods.
 - Try to find a balance between keeping your habits and being flexible to your guest’s needs.
 - Don’t be alarmed if your guest shows a loss of appetite right after travel.
- Help your guest feel like a family member.
 - The main purpose of his/her visit is to learn and experience through living in a family and joining in the family activities.
 - Explain your typical day and duties of family members.
- Some ways to make your guest feel more at home might include:
 - Have the hosting delegate share a room with the Interchange partner where possible;
 - Provide a space in the room for your guest’s personal belongings;
 - Give your guest the opportunity to be alone sometimes;
 - Allow your guest to select favorite foods from the grocery store;
 - Show your guest how to do practical things (hot water, laundry, flushing the toilet...).
- Keep your guest’s valuables (passport, extra money, etc.) in a safe place.
- Your copies of the guest’s Health and Legal / Insurance forms should accompany him/her at all times. Originals are kept with the visiting leader.
- Each family must invite the visiting adult leader to their home as soon as possible after the arrival of the visiting delegation. The hosting leader will accompany the visiting leader.
- Be informed about your guest’s medications.
- An adult should be at home during the hosting. If both or the only parent works, an adult who is a CISV member should be available for supervision.

Families must understand that constant parental supervision of the delegates while at home may not be possible. The parents of the visiting delegate must be made aware of this before they agree to participate in the Programme. It is certainly preferable that a hosting adult always be present while the delegates are at home. The adult should be a CISV member and/or part of the immediate family selected for hosting.

It may be that the host delegate is accustomed to staying at home or going to local places (such as school or friends' homes or movies) without an adult. Host families are expected to exercise the level of care and supervision deemed reasonable in their country and circumstances.

While an adult family member may not always be present, they and the adult leader must know at all times where the youth participants in their care are and the youth must be able to contact the adults and Leader. During the "family week / weekend" of the hosting phase, the adult leader must always be within 3 hours of the host chapter.

- Help your guest to overcome any feelings of homesickness.
 - Do not feel offended if he/she looks unhappy.
 - Be supportive and remember that you have probably felt this way too at some time.
 - Advise the leaders immediately when homesickness is seen.
 - Sometimes it helps a homesick delegate if, with the partner, some time is spent with another visiting delegate and partner.

Contrary to what you might think, frequent communication with home can actually make homesickness worse. For this reason, your guest's access to making phone calls and computer use should be limited. One brief phone call after arrival, and another mid-way through the travel phase, is adequate. It would be better for both delegates and parents to post handwritten letters to each other.

It is recommended that the families of both delegations agree to a single policy limiting communication with delegates when they travel. Parents from both countries observe the policy. Parents must trust their leader to contact them with necessary concerns, and should allow the host chapter personnel to resolve problems.

Before Travelling

- Use moderation in sending gifts and pocket money. An Interchange is not a shopping or tourist trip.
- Don't expect your guest to become a "friend for life" overnight.
 - The first few days are a time to get to know each other.

During Travel

- The delegates may wear similar clothes while travelling, in order to be easily recognized by the leader.
 - All delegates must come and leave as a group with their leader.
- Delegates must respect the customs and rules of their host family.
- The delegate should represent not only their family and nation, but also the CISV organization.

After the Programme

- After your Interchange experience, you may wish to participate in both local and international CISV Programmes through your membership in CISV. Delegates may wish to participate in Junior Branch and activities and parents will want to continue their support of the local chapter with their volunteer efforts.

INTERCHANGE / HOSTING & SENDING

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	◆	◆	◆◆	
Parents	◆	◆	◆◆	
Chapter/ NA person with Programme Responsibility	◆	◆	◆	◆

ADMINISTRATION FOR HOSTING THIS PROGRAMME

ADMINISTRATIVE RULES



All CISV Programmes must be organized in accordance with the administrative rules set out below and in [InfoFile C-03](#) Programme Basic Rules.



CISV International rules, standards and recommendations that define the responsibilities of everyone involved in an Interchange must be respected if we are to have effective cooperation among all the participants in the Interchange Programme. Within this international framework, partner Chapters may develop their own specific goals, plans and operating methods.

CISV'S GLOBAL HOSTING PLAN

One of the most important strategic commitments CISV has made is to increase hosting and participation in a sustainable way. In this way CISV can gradually reach more and more people with its unique Peace Education Programmes.

CISV plans three years in advance and states the minimum target number of Programmes, globally and per region. The plan is reviewed and approved at the Annual International Meeting and can be found on the Organizational Development Department webpage. The plan is based on input from NAs, the Growth Promotion Sustainability Committee (GPS), Programme committees and the International Office (IO). GPS and its regional coordinators play a key role in ensuring that regions are planning effectively and able to deliver the Programmes that they have committed to hosting. If there are any changes, the statistical information is gathered by the IO (via the GPS Regional coordinators) and updated regularly, so that we keep track of actual hosting figures and maintain a realistic view three years ahead.

A NA should plan its hosting in consultation with GPS and be able to commit to hosting three years ahead. Each NA's hosting plan is included in the global hosting plan.

DETAILS OF HOSTING OFFERS

The global hosting plan only contains some basic information: what type of Programme, which year, which NA. We then need to confirm the information and get the full hosting details; such as the name of the Chapter, Programme dates, age group, airport code of the nearest international airport and the maximum number of invited participants.

NAs provide these details one year in advance by filling in and returning the Host and Participant Data Sheet (one for each of the seven Programmes) to the IO. This information is due on 1 June the year before the Programme hosting year.

At this point an NA should have:

- a suitable site, available for booking

- monitored the availability of people willing to work for their Programme (from the local Chapter)
- the finances for the Programme guaranteed
- identified potential home staff

PROGRAMME HOSTING OFFERS

Before an NA offers to host an international Programme, the NA/Chapter must consider whether it has the ability/space/volunteer commitment to enable it to host an international Programme. Once the NA has confirmed its Programme plans, CISV International relies on that information and everyone plans accordingly. So, if a host NA decides to change dates or cancel a Programme, this can cause significant difficulties for participants around the world and penalties are charged (see penalties for cancellations/changes). CISV International will consult with the NA if there are concerns regarding their ability to host.

Sometimes an offer may be accepted that is dependent upon certain requirements. Some concerns may arise after an offer has been made and approved. In these cases, it is up to the international committees to work with NAs and determine whether a Programme will go ahead. These decisions may relate to any aspect of the Programme, such as staffing, site availability or volunteer support. Assessments and decisions may also have to be made about the general security situation in the host NA.

The IO compiles a list of all the Programmes and sends them to the international Programme committees to confirm the details. At this point, the international Programme committees may contact host NAs to ask about moving dates slightly or changing age groups if they feel it might create a better spread of Programmes. The list is then finalised between the committees and the IO.

The IO coordinates the process of inviting NAs to participate. At the end of January of the hosting year, the IO will update host NAs regularly regarding which NAs will be sending participants to their Programmes.



Interchange Regions

CISV International National and Promotional Associations are listed in [Info File C-15](#). All Programmes with Promotional Associations are conducted under the supervision of the Growth Promotion Sustainability Committee (GPS) of the Organizational Development Department.

Rules of CISV Interchange

- Interchanges are planned, prepared and operated according to the schedule established in the “Interchange administrative calendar”
- Partner Chapters are matched following “Interchange matchbox procedures”
- Communication between partner Chapters must be established by 1 November for all Interchanges starting in the following year.
- Each National Association must pay the International Interchange fees when invoiced in the first year of the Interchange.
- Contacts with Promotional Associations are established via GPS / International Interchange Committee



- Interchange leaders must be at least 21 years old on the day of the departure for the travelling phase, or on the first day of hosting, whichever comes first.
- Junior leaders must be at least 18 years old and a minimum of 4 years older than the oldest delegate age allowed for the assigned age group. By definition (see basic rules, [Info File C-03](#), Section 2), a junior leader is considered a leader and therefore must be the correct age following the same guidelines as a leader (that is, on the day of departure for the travel phase, or on the first day of hosting, whichever comes first).. Anyone over the age of 21 is called a leader or co-leader.
- Any Interchange delegation with 8 or more delegates is required to have, in addition to the adult leader, either a junior leader or a co-leader.
- Interchanges are arranged for the age groups:
 - 12- 13 years old - group “A”
 - 13 -14 years old - group “B”
 - 14 -15 years old - group “C”
- According to the basic rules ([Info File C-3](#)), youth delegates must be the proper age some day between June 1 and August 31 of the first year for Programmes hosted during that period and between November 1 and January 31 for Programmes hosted that December and the following January.
- Every Interchange delegate, leader and junior leader must have adequate insurance.
- Leaders must carry the original of the CISV [Health Form](#) and the CISV [Legal/ Insurance Form](#) for all participants. One copy must be given to the host family and one copy left in the sending Chapter.
- Interchange delegates and their families must be instructed on CISV philosophy, goals, rules and regulations before the Interchange Programme begins, including CISV International Guidelines on Behaviour and Cultural Sensitivity in CISV ([Info File R-7](#)).
- Host families and leaders must be members of their local CISV Chapter or National Association.
- Interchange families, delegates, leaders and junior leaders must participate in all scheduled group activities during the Interchange Programme.



INTERCHANGE FORMS AND CALENDAR

Following is a list of the forms used in Interchange. All CISV forms can be found at <http://resources.cisv.org/>. An explanation of each form, including routing, follows.

FORM	DUE DATE	FILLED IN BY
Interchange Matching Data Sheet	1 June	NIC
Interchange Confirmation & Contact Form (ICCF)	31 October	NIC
Interchange Friendly Intent / Agreement Form (FIA)	First exchanged by Nov. 1; final agreement due 15 January	Partner LICs
Interchange Cancellation Form	As needed	NIC
Interchange Home Visit Form	During delegate selection process	Selection committee
Interchange Parents Interview Form	During delegate selection process	Selection committee
Staff-Leader Application Form	Prior to selection of leader or junior leader	Leader or junior leader applicant
Confidential Reference Form for CISV Leadership / Staff Position	Prior to selection of leader or junior leader	Referee for leader or junior leader applicant
Interchange Information Form	Mid-Mar. / Mid-Oct.	Delegates, families, leader(s) and junior leader
Programme Director's Planning & Evaluation Form (PDPEF)	2 weeks after short IC; or 2 weeks after hosting for long IC	LIC, with leader input for section 2
Health Form (HF2000)	First day of Programme	All delegates, including leader and junior leader
Adult Legal / Insurance Form (ALIF)	First day of Programme	Adult leader
Travel Without Adult Leader (TWAL)* *optional, in case of emergency travel without adult leader	First day of Programme	Junior leader
Youth Legal / Insurance Form (YLIF)	First day of Programme	All youth delegates and JL
Travel Information Form (TIF)	2 months before travel	LIC
Risk Management Checklist Report	3 days after mini-camp	LIC, with local risk manager
Incident Report Form (IRF)	As needed	LIC and/or leader



[Interchange Matching Data Sheet](#), due to IO by 1 June

On this form, each NA indicates to the International Office its requests for Interchange matches to begin the following year. Preferences for new matches include age, length (long or short) and region desired, but other comments can also be made (such as preferred dates, size of delegation, etc.).



[Interchange Confirmation & Contact Form \(ICCF\)](#), due to IO by 31 October

This form allows the NA to give final confirmation of its new Interchange matches after round 3, and informs IO of all necessary contact information for each match the NA has.



[Friendly Intent / Agreement Between Chapters \(FIA\)](#)

- Intent exchanged between LICs by 1 November
- Final agreement due to IO by 15 January

This form helps LICs negotiate all the terms of an Interchange match. It is exchanged back and forth between partner chapters as many times as needed to reach agreement before 15 January. Then, the “final agreement” sections are completed by each LIC, and the form is sent to IO.



[Interchange Cancellation Form](#), due to IO as needed

This form is completed by both partner NICs and contains the details about the cancellation.



[Interchange Home Visit Form](#), due to local chapter prior to selection of a youth delegate

This form is filled out by a member of the selection committee during the selection home visit. It provides a record of the committee’s impressions of the delegate, family and home, and insures that key topics are discussed during the home visit.



[Interchange Parents Interview Form](#), due to local chapter prior to selection of a youth delegate

This form is also filled out by a member of the selection committee during the selection home visit. It provides a structure for the interview with parents and ensures that important topics have been addressed.



[Staff-Leader Application Form](#), due to local Chapter prior to selection of adult leader, junior leader or co-leader

Applicants for CISV leadership positions should submit this form prior to consideration by the selection committee.



Confidential [Reference Form](#) for CISV Leadership / Staff Position, due to local chapter prior to selection of Adult Leader, Junior Leader or Co-Leader

Applicants for CISV leadership positions should ask at least two referees to submit this form to the selection committee. Each reference form is mailed in a sealed envelope, and is not to be seen by the applicant.



[Interchange Information Form](#), exchanged between Chapters in March for matches that begin in June/July, or in October for matches that begin in December or April

These forms are used by the hosting chapter to match partners from the two delegations. However, the hosting chapter must also send the forms to their partner chapter to give the partner LIC an opportunity to approve the matches. Once both chapters agree on the matches of delegates, the partners’ forms are distributed to the families in each country.

Leaders, junior leaders and/or co-leaders should also complete an Interchange Information Form, which is sent with the delegation's packet.



Programme Director's Planning and Evaluation Form (PDPEF), due to IO two weeks after the end of a short Programme, or two weeks after the end of the host phase in a long Programme

This form gives IO details concerning compliance with CISV rules by both delegations, along with descriptions of any violations or notable incidents. The Group Evaluation Form is used by LIC/DC/leader throughout the Programme to facilitate planning and evaluation of the Interchange.



Health Form, carried by Adult Leader from the first day of the travel phase

The Health Form documents the physical condition and medical history of all participants, whether delegate, leader or junior leader. While originals of the form are kept with the adult leader, copies are filed in the delegation's own national office and/or chapter, and given to host families upon arrival in the partner country.



Adult Legal / Insurance Form (ALIF), carried by Adult Leader from the first day of the travel phase

The ALIF gives host chapter members permission to seek medical assistance for the adult leader in case of an emergency, and provides information about the leader's insurance coverage. The original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or chapter, and given to host leader upon arrival in the partner country.



Travel Without Adult Leader (TWAL), optional for the Junior Leader, carried by Adult Leader from the first day of the travel phase

The TWAL gives host Chapter members permission to seek medical assistance for a junior leader in case of an emergency, and provides information about his/her insurance coverage. Additionally, the form allows the junior leader to travel without the adult leader, in case of an emergency. The form is not required and is not used often. When used, the original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or chapter, and given to host leader upon arrival in the partner country (or as needed for emergency use).



Youth Legal / Insurance Form (YLIF), carried by Adult Leader from the first day of the travel phase

The YLIF gives the adult leader permission to seek medical assistance for a youth delegate or junior leader in case of an emergency, and provides information about the insurance coverage. The original of the form is kept with the adult leader; copies are filed in the leader's own national office and/or chapter, and given to host leader upon arrival in the partner country.



Travel Information Form (TIF), due to partner chapter 2 months prior to travel

This form relates all the necessary information regarding travel to the partner chapter: names of delegates, mode of travel, arrival and departure times and locations.



Risk Management Checklist Report, due to National Risk Manager 3 days after mini-camp

The LIC, with the local risk manager submits this documentation of safety issues at the mini-camp site.



[Incident Report Form](#), due to IO (copies to national and international risk managers) as needed

On this form, the LIC gives the details of any incident of note (including medical, criminal or behavior that is in violation of [InfoFile R-7](#)).

INTERCHANGE ADMINISTRATIVE CALENDAR	DEADLINES: INTERCHANGES STARTING IN	
	JUN-AUG	DEC-JAN
Matchbox Data Sheet (IMDS) from LIC to NIC and National Secretary	25 May	May 25
Matchbox Data Sheet from National Secretary to IO	1 June	June 1
Matchbox results (Round 1) from IO to National Associations	30 June	June 30
Matchbox Round 1 acceptances/refusals from NIC to IO	25 July	July 25
Matchbox results (Round 1 acceptances/refusals) from IO to National Associations	1st day of AIM	1st day of AIM
Matchbox Round 2 conducted	August, at AIM	August, at AIM
NIC distributes matches to chapters	September 1	September 1
Begin selection process for leaders and delegates	September	September
NIC submits Interchange Confirmation & Contact Form (ICCF)	31 October	31 October
Exchange Friendly Intent / Agreement Form (FIA) between chapters to begin negotiation of terms (do <i>not</i> send to IO, but copy NIC)	1 November	1 November
Re-matching (matchbox round 3) -only for chapters whose partners cancelled by 28/29 February or 31 July	15 November to 31 March	15 November to 30 September
Final agreements between chapters (FIA) due to IO	15 January	15 January
Preliminary formation of delegation and family orientation	January	September
Last date for cancellation without penalty (refer to Info file C-11); partner NIC and IIC must be notified with reasons.	28/29 February	31 July
No <i>new</i> Matches after... (only re-matches for cancelled ICs)	28/29 February	31 July
Interchange Information Forms exchanged between LICs for pairing of delegates	15 March	15 September
Leader/junior leader attend local and national leadership training; parent and delegate training begin, first group meeting of delegates and leaders; pre-registration on Friends web site	March	September
No re-matches for cancelled ICs after...	31 March	30 September
Pairing of delegates complete	31 March	30 September
Final notification of travel details (TIF)	2 months prior	2 months prior
Notify travelling delegation of final hosting calendar	30 days before arrival	30 days before arrival
Risk Management Checklist Report from LIC to National Risk Manager	3 days after mini-camp	3 days after mini-camp
Address List to IO with copy to NIC	2 weeks after first phase	2 weeks after first phase
PDPEF due to IO: LIC completes online; leaders give Group Evaluation Form to LIC to help with Section 2. LIC must be registered on Friends web site and claim participation to have access to the online form.	2 weeks after host phase	2 weeks after host phase
In Long-term Interchanges: continued meetings and communication	monthly	monthly

MATCHBOX

Matchbox is a system by which all CISV National Associations (NAs) and Promotional Associations (PAs) participating in the Interchange Programme are matched according to the data provided by them to the International Office (IO). For a “category D” PA to participate requires approval of the IIC. A “category E” PA may also participate with special arrangements, and approval must be obtained from the International Interchange Committee (IIC) and the International Froth Promotion Sustainability Committee (GPS).

In multi-chapter associations the distribution of matches between chapters is done by the association. IO and International Interchange Committee (IIC) are advised of the distribution. Each NA submits an Interchange Contact & Confirmation Form (ICCF) to confirm its matches, along with contact information for each match. The ICCF is due to IO by 31 October.

Matchbox Procedure

Collection of data / requests:

The following data will be collected by the NIC from LICs for inclusion into the National Report Form which your NA will send to IO by 1 June.

- Age Group of delegation:
 - A - 12 & 13 years old
 - B - 13 & 14 years old
 - C - 14 & 15 years old

NOTE: Delegates must be the ages indicated between June 1 and August 31 in the year the IC starts, for matches that begin in June/July; delegates must be the ages indicated between 1 November and 31 January in the year the IC starts, for matches that begin in December/January.

- Short or long term
 - Short - completed in 3 months
 - Long - completed in a period between 6 months and 2 years
- Region(s) in order of preference - give 1st, 2nd and 3rd choices.
- Possible dates of Interchange - June-August or December-January...

With this data IO will complete round 1 matches and an open list. Round 1 matches will be forwarded by IO to the NAs before 30 June. In turn the NIC will get the matches from the NAs and then distribute them to the LICs. Alternately, Round 1 matches & open list may come from the IIC directly to the NIC.

Round 1 Matching Results and Open List

Round 1 Interchange matches and the open list should be checked for their accuracy by the NIC before being distributed to the LICs. The IO and IIC are advised **by the NIC before 30 July of the following:**

- Which round 1 matches are accepted
- Which round 1 matches are refused

Round 1 matches can be refused by the LICs for the following reasons:

- Failure of the matching country to observe national association or international rules or standards

- Travel too expensive
- Concern for personal safety of the delegates
- Other reasons, which must be specified

Round 1 refusals must be sent to IO with a copy sent to IIC

- Do you want to be on the open list as indicated?
 - If yes, great
 - If no, what changes do you want to the request on the open list?
 - delete the request
 - alter requested age
 - alter long/short term request
 - alter regions
- Do you want to have additional Interchange requests added to the open list? If the June 1 submission date for IC requests was missed, you may now give requests that will be added to the open list.

Final (Round 2 & 3) Interchange Matches

Round 1 results will be distributed to your NA by the IIC at the AIM. Round 2 matches will be conducted and distributed at the AIM by the IIC.

All subsequent acceptances / refusals / re-matches from the open list after the AIM will be conducted by IO. This period is round 3, and ends 28 February (or 31 March for Interchanges that are cancelled by 28 February).

Cancellation Policy

The host Chapter knows best about conditions in its locality. If there are concerns about the safety of the host Chapter locality it is the responsibility of the host Chapter to thoroughly investigate the concerns and advise the visiting Chapter.

While parents must make the final decision whether to send their children to a particular Interchange destination, it is important that no Interchange be cancelled without a thorough review of all information available.

Sometimes a cancellation becomes necessary, either because of an emergency, or because of financial difficulties.

Rules for Cancellation

- If families of a Chapter refuse to send their children to the partner Chapter because of political strife or other reasons, they nevertheless are obliged to host if the partner Chapter has purchased tickets. If this happens in a long Interchange it should be considered as a short Interchange without a return visit.
- If the hosting part of a long term Interchange has been completed, and for some reason the return visit has to be cancelled, the Interchange partner must be notified at least 3 months prior to the scheduled second phase of the Interchange. The national association and NIC must also be notified at once so they may notify the International Office with the reason why the cancellation was necessary.
- If an Interchange is cancelled after the deadline, upon the receipt of written reports from both Chapters and upon the recommendation of the IIC, any documented expenses relating to delegation transportation or pre-arranged Interchange group activities (including Interchange mini-camp arrangements) shall be reimbursed by the NA of the cancelling Chapter, in accordance with [Info File C-11](#) Programme Cancellation and Penalty Fees



- The IIC may approve, if time permits, to rematch the open Chapter with another Chapter if both delegations have had an orientation and if both Chapters agree.
- The cancelling chapter should notify their NIC to allow for a possible re-assignment of that match within their NA. If the NIC is unable to find a chapter to re-assign the match to, then the NIC will submit the official notification of the cancellation to IO and the partner NIC, using the Interchange Cancellation Form. The cancelling LIC should then send notice to the partner LIC.

Rematch Procedure

After the final round of Interchange Matches, IIC keeps an open list of Interchange requests, so when a NA later decides to take additional Interchanges they inform IO and are added to the open list. Also, in case of cancellation and upon request a country is placed on this open list of Interchange requests. IO sends the Open list to NICs of the countries on the open list. It is the responsibility of the NICs to find rematch partners from the open list. IIC and IO are not responsible for finding a rematch partner.

If a country which is placed on the open list wishes to get a rematch with another country from the open list, it contacts the partner NIC. After agreeing on that new Interchange, both countries contact IO to announce this new Interchange. When IO gives the permission, IO assigns a new Interchange number to this rematch. New matches for countries on the open list will generally be accepted until 28 February / 31 August. In case of late cancellations (after 28 February / 31 July), rematches for countries that have been cancelled on can be made shortly after this deadline only with permission of IO and IIC. It is generally required that both countries have the same number of delegates and have already started the process of preparing the delegations.

INTERCHANGE PROGRAMME AND DELEGATION CHARACTERISTICS

Types of Interchange

- Short Interchanges are normally arranged for two weeks in each phase with a break in between, if agreed. The Programme must be completed within three months. It is not unusual for Interchanges that involve great travel distances, by mutual consent, to increase the duration of each phase to two and a half or three weeks.
- Long Interchanges usually run three to four weeks in each phase; they exceed three months and must be completed within two years. Long matches usually take place in July of two consecutive years, or on a July/December schedule.
- All Interchanges can be arranged with two to four weeks per hosting phase.

Age Groups

- Interchanges are arranged for three age groups: A (12-13), B (13-14) or C (14-15). Age groups outside of those noted will not be accepted and partner chapters cannot make arrangements contrary to this basic rule.
- Junior leaders must be at least 18 years old and a minimum of 4 years older than the oldest delegate age allowed for the assigned age group. Partner chapters cannot make arrangements contrary to this basic rule.
- Anyone over the age of 21 is considered a leader or co-leader.

Group Size

- An Interchange can be done with a minimum of 6 and a maximum of 12 delegates from each country.
- If the delegation from each country has 6 or 7 youths, a junior or co-leader is optional and must be agreed on by both chapters. In case of 8 or more delegates from each country, it is required to have either two leaders or one leader and one junior leader from each country.

AGREEMENTS BETWEEN CHAPTERS

Agreements are to be made between the two Chapters that have been matched. Frequent correspondence before the Interchange is most important and must start no later than 1 October and be well established by November 1. The Interchange Friendly Intent / Agreement form (FIA) is the tool used by partner LICs to negotiate the terms of the Interchange match (see “Interchange Forms”). Following is a description of topics to be decided on using this form, and in correspondence between the LICs.

By 1 November

Agreements between the two chapters (using the FIA) should be well underway by November 1 and should include the following:

- **Age group** - the age group agreed to through the matchbox must be confirmed
- **Dates and travelling terms** - for both phases of the Interchange Programme.
- **Hosting order** - which delegation will host first - It is recommended to arrange the travel time so the travel does not interfere too much with school days, but it is acceptable for the travelling delegation to visit when the hosting delegation still has a few school days left before vacation.
- **Delegations** - the two chapters must agree on the makeup of their delegations, including:
 - the sex of the adult leaders, and if it is okay for the leaders to be different sexes;
 - the size of the delegation (how many boys, how many girls) ;
 - whether or not to use a junior or co-leader.

Regarding junior or co-leader, this role is optional if each delegation has 6 or 7 delegates. However, a junior or co-leader is required for delegations of 8 or more delegates. In cases where the junior or co-leader is optional, the two partner chapters should agree that both chapters will use a junior or co-leader, or neither will; it is not recommended for only one of the chapters to use an optional junior or co-leader, as this creates difficulties with hospitality for the “extra” person.

- **LIC contact information** - it is advisable also to list an alternate to the LIC.
- **Date for selection and preliminary group formation** - Although this is not included on the FIA, the partner LICs should communicate often about the recruitment and selection processes and work together to form evenly matched delegations, keeping in mind that the final agreement is due to IO by 15 January.

By 15 January

All the terms of the FIA should be finalized by 15 January. Both LICs indicate their approval by filling in their relevant portions of the “final agreement” part of the form, and the FIA is submitted to IO.

By 28 February (or 15 August, for matches beginning in December)

This is the last date that an Interchange can be cancelled without financial penalty by IO. Cancellation penalties are set yearly at the Annual International Meeting and are noted in [Info File C-11](#) Programme Cancellation and Penalty Fees.” Keep in mind that a Chapter cancelling an Interchange less than 90 days before the scheduled date of departure will be responsible for lost expenses of the other Chapter.

After 28 February/15 August

The following items should be finalized and communicated to the partner chapter:

- **Preparations** – for the group and their families – Thorough training is given in CISV goals and about the culture of the partner chapter.
- **Pairing of delegates** – see “Pairing Process and Criteria” for full explanation. Exchange Interchange Information Forms with partner LIC immediately after delegate and leader selection to get this process underway.
- **Information** – partners exchange “Culturegrams” by downloading them from the Interchange web site (<http://resources.cisv.org/iic>). Culturegrams give general information about the country, including type of government, population, geographical features, history and cultural details. There is also a map of the country. Details that are specific to the city and local region where the Interchange will take place should be included.
- **Hosting home visits** – adult leaders from both countries are required to visit each family’s home. The visits should be included on the hosting calendar, to take place as soon as possible after the arrival of the travelling delegation.
- **Accommodations** – leaders and junior leaders should exchange information about the living situations in each country, and include details about distances between host families, transportation that will be used, what public places are located nearby (library, drug store, post office, etc.).
- **Programme** – Family and/or group centred Programme. Activities planned by hosting delegation, in accordance with educational goals of Interchange. Regarding mini-camps, each chapter is reminded that two adults (age 21 or over), in addition to the delegation leaders, are required to be at the mini-camp site the entire time the delegations are present.
- **Travel arrangements** – LICs/DCs and leaders exchange information about travel details. The [Travel Information Form](#) informs the partner chapter about each delegation’s plans, and each chapter offers advice about best connections, train schedules, etc.
- **Spending (pocket) money** – partner Chapters should agree on recommended amount and explain what different things like soft drinks, ice cream, telephone calls, souvenirs, stamps, etc., cost in the hosting country.
- **Correspondence** – Although the leaders will communicate directly with each other about the above topics, the LICs should continue to monitor the planning of the

Programme. In addition, the families and delegates will correspond with their partners to clarify expectations about the experience (supervision, eating habits, typical daily life in the family, cultural considerations, dealing with homesickness, etc.).

FIRST TIME INTERCHANGES

Interchanges with promotional associations (PAs) are arranged with the approval of the International Interchange Committee (IIC) and the Growth Promotion Sustainability Committee (GPS). An experienced country will be appointed as Interchange partner and to act as a mentor.

NAs or Chapters that are participating in their first Interchange must travel first, thus experiencing the partner Chapter's hosting before hosting the second phase.

Guidelines for First Time Interchanges

This section applies to chapters or NAs that are participating in their first Interchange Programme (called "new chapter"). Some special points for promotional countries will be mentioned. The experienced Chapter must take the initiative to contact the new chapter well in advance of the November 1 deadline to exchange the Interchange Friendly Intent / Agreement Form (FIA). This contact should:

- Ensure that the new chapter has a copy of the Interchange Guide as well as ideas for training or activities. Send a relevant information package about your country.
- Be a friendly introduction of yourself and your chapter and culture; be brief and avoid complex language.
- Send the Interchange Friendly Intent / Agreement (FIA) with the Chapter 1 portions filled in; ask the LIC from the "new chapter" to fill in the parts for Chapter 2, and offer assistance as needed

Further contact should allow partner LICs to:

- Discuss the proposed terms of the FIA, including proposed dates, delegation size, and number of leaders.

NOTE: Although in a typical Interchange the number of leaders is the same for both countries, it may be acceptable—and provide a sense of security—for the "new chapter" to send a junior or co-leader, even when the experienced chapter does not select that role. Such an arrangement should be mutually agreed on, however, and the experienced chapter will provide suitable accommodations and cover hosting expenses (not to include spending money) for the "extra" leader from the new chapter.

- Share evaluation and follow-up throughout the Programme

Additional guidelines and suggestions:

- Communicate using different means, finding the most efficient way for that particular combination of chapters.
- Establish contact with more than one person in the new chapter to diminish the risk of losing communication. Send a copy of all the communication to the alternate contact, as well as the GPS Promoter.

Promotional Associations

- Interchanges with promotional associations, category E, can only be matched with permission of the Growth Promotion Sustainability Committee (GPS) and the IIC.
- Interchanges with promotional associations, category D, can only be matched with permission of IIC.
- The experienced Chapter must keep continuous communication with the liaison assigned by the GPS for that country.
- If there is no contact between the GPS and the promotional country, GPS will inform the IIC and the Interchange should be declared void by the IIC. This should be done no later than 1 January.

New Chapters in an Experienced NA

If an experienced Interchange nation assigns an Interchange to a chapter that hasn't participated in the Interchange Programme before, the NIC should inform the NIC of the partner NA about this, so that he/she can select an experienced chapter for the IC. The NIC of the new chapter should closely monitor and assist the new chapter throughout the Interchange.

NAs starting the Interchange Programme

- The NA assigns a National Interchange Coordinator (NIC), who can concentrate on the Interchange Programme.
- The NIC should go to the AIM and if possible take part in a regional Interchange training.

The NA / NIC should contact a neighboring country with experience in the Interchange Programme, or their GPS promoter, for help (take part in the leadership training, conduct leadership training, etc.)

FINANCES FOR HOSTING

Each Programme should have a treasurer. This person may be the Chapter treasurer and should have the ability to deal with financial/banking needs of the Programme.

The Programme budget is vital and should be carefully discussed in the Chapter and with Programme staff or LIC. It is helpful for Chapters that have hosted previously to use figures from past Programmes to help forecast costs.

Fundraising and seeking contributions in kind are essential parts of hosting most Programmes. With Interchange the participating host families pay for the Programme, which they organize under the supervision of the LIC and leader(s).

In Programmes with host fees, these contributions will assist in covering the costs of the Programme. They may not, however, be sufficient to cover all the costs. Chapters may wish to consider seeking free accommodation/food/excursions, donations or grants from government or funding organizations. Before a Chapter agrees to host a Programme, they must have financing and fundraising plans in place.

During the Programme, the treasurer should check regularly that costs are being kept within budget. It is a good idea for the treasurer to check on the budget once a week with Chapter and staff representatives.

INTERNATIONAL FEES

The bulk of funding for the work of CISV International (including the IO) comes from membership fees contributed by NAs and from participation fees paid by participants in CISV international Programmes. These fees help to pay for the overall supervision, administration and management of all Programmes by the international committees and the IO. Each year, at the Annual International Meeting, the Board reviews the budget and participation forecasts and determines the fees for the following year's Programmes.

WHEN HOSTING A PROGRAMME

The NA / Chapter must raise funds to cover the costs of hosting the Programme. With Interchange, the participating families bear the cost of the Programme, although in some cases the NA / Chapter provides assistance.

For all international Programmes except Interchange, the international fees paid by participants include a host fee. This host fee is a contribution to the hosting costs. It is collected by CISV International and credited to the host NA. This credit will appear on the NA's quarterly statement that is issued by the IO.



For current participation and host fee information see [InfoFile C-10](#) CISV International Fee Structure. Fees are billed to the participants' NAs. Note that fees that apply to staff will be invoiced to the host NA. Fees are collected by the IO on behalf of CISV International. This will cover part of your hosting cost.



For help and ideas on fundraising, refer to the [CISV Fundraising Guide](#).

PENALTIES FOR CANCELLATIONS / CHANGES



Once the NA has confirmed its Programme plans, CISV International relies on that information and everyone plans accordingly. So, when an NA decides to change dates or cancel the Programme, this can cause significant difficulties for participants around the world. As a result, penalties are charged to host NAs for things such as late Programme cancellations and late date changes. For full information see [Info File C-11](#) Programme Cancellation and Penalty Fees

BASIC BUDGET RULES/ITEMS

All expenses for staff, leaders and participants (except personal spending money) are to be covered by the Programme budget. Any staff pre- and post-Programme administrative expenses, as well as pre and post meeting costs, are to be included in the budget.

Lodging and meals connected to special events planned by the hosting Chapter for staff, leaders and JCs during the leaders' orientation, leaders' night out, leaders' weekend or at any time during the Programme must be covered within the Programme budget. Under no circumstances are these expenses to be charged to staff, leaders or JCs. Alcohol or other extras are not included and are considered personal expenses.

Transportation to and from the designated arrival point (stated in Pre-Camp 1) must be paid by the hosting Chapter.

All excursion costs (except personal spending money) must be included in the budget. Participants must not be asked to pay extra money to go on excursions. Note that with Interchange, it is usually the hosting families (not the NA / Chapter) who provide the funds in the budget.

SAMPLE OF BUDGET COMPONENTS

Income (possible sources)

- Host fees (where applicable)
- Donations/grants
- Contributions in kind (sites, materials, food, etc.)
- Financial contribution from NA
- Financial contribution from Chapter

Expenses

- Pre-and post-Programme staff meeting expenses
- Staff training
- Travel and expenses for trainers and home staff
- Accommodation for participants and staff
- Site rental
- Site insurance, if not included in lease
- Food/drinks (3 meals per day, plus at least 1 snack per day)
- Materials
- Arts and crafts
- Sports equipment
- Flip charts, paper, markers, pens, pencils
- Hygiene and health and safety supplies
- Cleaning and maintenance of the site, including equipment and materials
- Laundry facilities and supplies
- First aid supplies
- Security
- Administration(photocopying, phone, e-mail, postage prior to, during and after the Programme)
- Excursions
- Transportation (including insurance)
- Entry fees (to any places of interest visited during excursions)
- Miscellaneous
- Unexpected expenses



Hosting Costs for Interchange

Host Families share the expenses of all leaders, junior or co- leaders and junior branch members who are helping with group activities. Each family also pays for their visiting delegate's expenses in the same way as for their own child (e.g. transportation, sightseeing, trips and meals that are not part of the group's hosting calendar). Personal expenses should be paid by the visiting delegate from her/his own pocket money. When necessary, parents must arrange for transportation for group activities. Other costs that host families should expect to pay include:

- CISV membership (annual dues)
- International, national and/or local fees
- Leader training (usually billed by NA/Chapter)

Travelling Costs for Interchange

Different NAs or Chapters have different practices in billing families for Interchange. Some of the expenses may be covered by the NA or Chapter, and families interested in participating in Interchange are advised to become fully informed before committing to the Programme. The national or chapter treasurer should be able to answer questions on this topic, but following is a list of items that must be covered during the Travel Phase of an Interchange:

- Passport, visa (when applicable)
- Travel expenses for their own child
- Their share of the travel expenses for the leader and junior / co-leader (some chapters pay some or all of the travel expenses for leaders and/or junior / co-leaders)
- A physical examination and any required vaccinations
- Emergency fund (refundable if not used)
- National Night costumes, booklets, groceries, decorations, etc.
- Small gifts for the partner host family members
- Their own child's personal spending money

SELECTION OF LEADERS / JUNIOR LEADERS

In CISV, people in a position of responsibility are the guardians of other people's children. We have a responsibility to participants, their parents, the law and to ourselves, to be very careful in choosing the people who take on Programme responsibility and assume a guardianship role. We must also be conscious of, and careful about, anyone who comes into contact with participants.

With the exception of international Seminar Camp staff (who are selected by the International Seminar Camp Committee), this responsibility lies entirely with the NA/Chapter. Each NA/Chapter must appoint a representative or committee responsible for selecting and screening all of the people who will be in contact with participants.



CISV has established some guidelines and some specific procedures to make our selection process as fair and as safe as we reasonably can: [InfoFile R-06 Selection Guidelines for Persons with Programme Responsibility](#), and [R-05 Guidelines on Discrimination, Selection & Behaviour](#). They set out, in general terms, who may be considered an appropriate candidate and what kinds of factors should/can be considered when reviewing applications.

In addition to these selection guidelines, CISV International has also established specific procedures appropriate to the different responsibilities and which help us to keep a record of the decisions made and candidates selected. These procedures are set out below for each type of Programme responsibility and must be applied consistently throughout the organization. Unless otherwise indicated, they apply to all CISV's international Programmes and it is recommended that similar procedures be adopted by NAs for national and local Programmes and activities.

WHEN TO APPOINT LEADERS (AND INTERCHANGE JUNIOR LEADERS)

Leaders should be sought and appointed as soon as possible once an invitation is accepted, so that they have time to receive training and to prepare with the delegation.

NUMBER OF LEADERS (AND INTERCHANGE JUNIOR LEADERS)

There is one adult leader per delegation in Village, Summer Camp and in Youth Meetings for under 16 year olds. For Interchanges of eight delegates or more, it is mandatory to have either two adult co-leaders or one adult leader and one junior leader from each country.

QUALIFICATIONS

The general responsibilities of these positions are set out in the Role Profiles section of the Programme Guide. Any applicant selected must have appropriate skills and background.

GENDER



Interchange leaders and junior leaders must be of the sex stated on the [Friendly Intent/Agreement Form](#). For other Programmes, NAs are asked to make best efforts to find leaders

who are of the sex recommended on the Programme invitation (if such a recommendation is made).

AGE REQUIREMENTS



The following rules must be observed and can be found in [InfoFile C-03 Programme Basic Rules](#). Leaders must be the proper age on the day they leave for the Programme, or on the first day of hosting (in case of an Interchange where the host phase comes first). Specifically:

- All Adult leaders must be at least 21 years old.
- All Interchange junior leaders must be at least 18 years old, and a minimum of 4 years older than the oldest participant age allowed for the assigned Interchange age group.

CISV MEMBERSHIP

All leaders must be members of their local CISV Chapter or national association or join once they are selected and prior to the Programme.

APPLYING FOR A LEADERSHIP POSITION IN A CISV PROGRAMME



Anyone applying for a position of Programme responsibility (including staff, leaders, JCs, junior staff/leaders) must submit a [Staff/Leader Application Form](#) to the CISV member at the local or national level, who is responsible for staff selection. At the top of page 1 of the [Staff/Leader Application Form](#), there is a box with the name and address of the appropriate person. That is the person to whom the [Staff/Leader Application Form](#) should be returned. The form must be signed by the applicant.

REFERENCES



Anyone applying for a position of Programme responsibility (including staff, leaders, JCs, junior staff/leaders) must arrange for 2 references to be submitted on their behalf. The NA should refer the applicant to the [Reference Form](#). The applicant should fill in the 'Section 1 Applicant Information' on page 1 of the form and then send it to their two referees, along with the name and address of the CISV member, who is responsible for staff selection (the person listed at the top of page 1 of the [Staff/Leader Application Form](#)). The referees should send the completed reference forms directly to that person. The form can be filled in electronically, but must be printed out and signed.

Even if the person has served as staff member or leader before, they must provide references each year that they apply for a staff/leader position. Previous references can be used if the referee confirms that the information is still valid. There is a space at the end of the [Reference Form](#) for a referee to sign to confirm that they have given a previous reference, which is unchanged.

POLICE RECORDS CHECK

Police checks are required for all (junior) staff / leaders (aged 18+) at all CISV International Programmes and activities. This means that each NA will have to investigate and apply the procedures in its country.

What is meant by police check?

The terms used and the procedures will vary from country to country. For example, in some countries, with the individual's consent, the organization can obtain the information directly from the police. In other countries, the individual has to make the request personally. In some countries the police or other authorities may only give information about situations where the individual has been convicted (found guilty) of an offence. In other countries, they might also give information about arrests or where an investigation is underway.

CISV has to work with the best information we can obtain according to national laws and procedures. What is essential to find out is whether an applicant has a criminal record of convictions or arrests, which would make them unsuitable to take on a role of trust with children and youth in a CISV Programme.

What if it is not possible to do police checks in some countries?

It may not be possible to obtain this type of information in all countries. It is essential that all NAs investigate and see what information can be obtained. CISV has to work with the best information we can obtain, according to national laws and procedures. If the law in your NA does not permit police checks, then please send a statement to the IO and International Risk Management Committee (IRMC) to explain the situation and wait for their guidance.

Will the applicant agree?

All applicants are required to fill in and sign the Staff/Leader Application Form. The form includes a Certification that:

I have no criminal convictions or history of mental illness, emotional counselling, violent behaviour, child abuse, drug/alcohol abuse, prejudice etc. that would disqualify me from participation in CISV's international, cross-cultural and peace education Programmes. I agree to a police record check if required by CISV. I consent to the personal data in this Application Form being used by CISV to process this application and agree that it may be shared with other people involved in organizing the Programmes, wherever they may be hosted.

The applicants, therefore, are aware that such a check will be required and have agreed to it in advance. If they then decide that they do not want a check carried out, their application will be withdrawn.

Will any criminal record mean that the person cannot be selected?



[InfoFile R-06: Selection Guidelines for Persons with Programme Responsibility](#) outlines selection guidelines for persons with Programme responsibility. Among other things, it states:

Persons with a history of arrest/conviction/treatment of the following behaviours, except in cases of unusual circumstances, are considered inappropriate for a position of leadership / trust in CISV:

- Serious criminal activity;
- Alcohol / drug abuse;
- Dishonesty;
- Emotional or behavioural disturbance;
- Sexual or physical abuse;
- Prejudice or intolerance;
- Violence or lack of self control;
- Unable to handle stress appropriately.

Having a record, in itself, does not necessarily mean that the person cannot participate. It really depends on the contents of the record and whether it relates to serious criminal activity – things that would make the person unsuitable for a position of trust with children and youth and in a setting dedicated to peace and mutual understanding.

CISV has NAs in over 60 countries and there are a vast range of criminal acts, some of which are not considered criminal everywhere. Some criminal convictions can be removed from a record after a certain time. Some may have happened long ago and no longer be relevant. Not all "crimes" are relevant to a person's capacity to serve in a position of trust today. These are all factors that mean there is a judgment to be made in each case. Some examples of convictions that would clearly be a bar to participation are: crimes involving violence and/or sexual assault or the trafficking of illegal drugs. The word "serious" in the InfoFile document means, however, that convictions such as minor traffic code violations (even if criminal) or juvenile/youthful indiscretions would not necessarily prevent CISV participation later in life. In addition, it is possible that while a person has no conviction, a series of arrests or charges for violent behaviour, abuse or distribution of illegal drugs, is relevant and would disqualify them.

The national law in some countries may have additional requirements for leaders and staff (e.g. regarding age, police checks or registration with authorities) that also pertain to anyone from abroad who will come in contact with children and youth in the host NA. In this case, it is the responsibility of the host NA to communicate these requirements to the participating NAs and any invited leaders/staff as soon as possible so that the requirements can be taken into consideration in the selection and preparation of leaders/staff.



The CISV member at the local or national level who is responsible for staff selection must review the [Staff/Leader Application Form](#) and the two [Reference Forms](#) and, in countries where this is possible, obtain and review a Police Record check on the applicant. Please see the sub-section immediately below for the procedures relating to international staff.

An interview must be held and references must be checked. No selection can be made until all of the necessary documents have been received, reviewed and found to be satisfactory. The CISV member responsible for staff selection then signs the [Staff/Leader Application Form](#), under the applicant's signature, to certify that the correct procedures have been followed. For Seminar Camp, the [Staff/Leader Application Form](#) and two [Reference Forms](#) are then forwarded to the appointed Seminar Camp Committee (SCC) representative, who makes/confirms the selection and assignments.

THE SELECTION PROCESS

The CISV member at the local or national level who is responsible for staff/leader selection must review the staff/leader Application Form and the two Reference Forms and, in countries where this is possible obtain and review a police record check on the applicant.

An interview must be held and references must be checked. No selection can be made until all of the necessary documents have been received, reviewed and found to be satisfactory. The CISV member responsible for staff selection then signs the Staff/Leader Application Form, under the applicant's signature, to certify that the correct procedures have been followed.



In addition to compliance with the process outlined above, the Interchange leader or junior leader applicant should have sufficient communication skills in English, the official language of CISV Programmes. The candidates should be involved in any selection activities planned for the Interchange delegate applicants so the committee can observe how the leadership candidates work with the children and deal with the parents.

To ensure a fair and equitable selection process, the process must include:

- Information from the application and reference forms.
- A home visit, interview with leader / junior leader applicant, and assessment of his/her interest in Interchange. Home visits are critical to the selection process for risk management concerns. The selection committee must ensure that the leader / junior leader is appropriate for this particular CISV Programme and understands the commitment level required. The candidate must also agree to attend local and/or national leadership training.

Other Information about Selecting Adult Leaders

Once the list of candidates has been prepared, the following priorities should be used, in the order listed, for selection of the leader:

1. Leaders with proven capabilities in CISV, particularly with children of the same age as the Interchangers, would be ideal.
2. Leaders with other experiences with youth might also be good candidates.
3. It is not recommended to select a parent as a leader. However, if this is the best option, the parent should be made aware of the different roles for parents, leader and junior leader.

Other Information about Selecting Junior Leaders

It is recommended to have a junior leader as a part of every IC, but when the delegation size is 6 or 7, it can only be done when both chapters agree on it. A junior or co-leader is **required** for delegations of 8 or more delegates. The idea of a junior leader in an Interchange should be to promote juniors to be well-qualified future leaders. The purpose of having a junior leader in an IC is so he/she can give the leader assistance in all tasks in each phase of the IC.

Should the adult leader become unable to fulfill his/her duties (i.e. become ill), a co-leader who is 21 years old or above may assume the complete responsibility of the delegation. A junior leader (age 18-21) may **not**, under any circumstances, take the responsibility of the delegation. In such an event, a new person (age 21 or older) will be appointed to have the responsibility for the delegation.

Once the list of candidates has been prepared, the following priorities should be used, in the order listed, for selection of the junior leader:

1. Candidates with previous CISV experience.
2. Candidates with other experiences with youth might also be good.
3. It is not recommended to select a junior leader whose family member is in the delegation.

Expenses of the Junior Leader

When a junior leader is required (due to delegation size of 8-12), his/her travel expenses should be covered in the same manner as for the adult leader. If the role of junior leader is optional, then the travel expenses are covered in accordance with the home Chapter's policies.

During the hosting phase, the Programme costs of the two partner junior leaders are paid for by the hosting families except for out of pocket expenses such as souvenirs, occasional snacks, items of a personal nature and telephone calls to home.

KITCHEN STAFF FOR MINI-CAMPS

The kitchen and food preparation must comply with all local health and safety provisions. Anyone who is selected to be kitchen staff must be certified or able to do that work in accordance with local laws.

If these volunteers are to have any Programme responsibility and are ever to be left alone with participants, then they must go through the same application procedures (outlined above) as all other staff / leaders. If they are Chapter volunteers then they must go through the same screening as other Chapter volunteers (see below)

CHAPTER VOLUNTEERS AND OUTSIDE PERSONNEL

(This section refers to anyone who is not a staff/leader but comes into direct contact with Programme participants).

If these volunteers are to have any Programme responsibility and are ever to have sole responsibility for or be left alone with participants, then they must go through the same application procedures as staff / leaders (see above).

When bringing outside parties in to Programmes to assist with specific activities, it is important that they are screened carefully and that their participation is approved by the Chapter/NA board. When outside parties are brought into a camp setting, they must never be left alone with child or youth participants. At all times, a member of staff or leader must be present.

If any volunteer is coming into contact with participants, the NA/Chapter should know their abilities/manner and enquire into their background in order to determine whether or not they can take any part in the Programme. If a speaker or performer is invited to the Programme, the NA/Chapter should also be aware of that person's background and obtain a C.V. in order to determine whether or not they can contribute positively to the Programme.

On-site as well as off-site, a child or youth participant should never be left alone with an outside party or even a Chapter volunteer who has not gone through the whole application/reference procedure.

STORING AND KEEPING PERSONAL DATA

All information received in the Staff/Leader Application Form, Reference Forms and through police checks is personal and sensitive and must be treated confidentially. Only those designated to be responsible for selection (and the person designated to assist them) should see such information. The applicant signs to consent to the data being used by CISV only to process the application and agrees that the information on the Staff/Leader Application Form may *only* be shared with Programme organizers.

All of this information must be kept confidentially and securely. We recommend that the Chapter keep a staff/leader selection checklist and send the Application/Reference/police check forms to a person designated by the NA to keep them in a secure location. That person will also be responsible for ensuring that the documents are ultimately destroyed according to local or national laws. Based on legal advice on English laws and practice, CISV can suggest the following as guidelines, but local laws may differ and should be checked:

All police checks should be destroyed within 6 months,

- If a person applies and is not selected, all the information should be destroyed within 6 months; and,
- If an applicant is selected, then the information (other than police checks) should be kept for 12 years, then destroyed.

Note that particular care should be taken when destroying and disposing of people's personal information. This must be done in a secure way that means that none of the information can be read or the person identified.

PRE-REGISTRATION ON FRIENDS WEBSITE

When staff/Interchange leaders are selected, they need to register on Friends and claim participation in their upcoming Programme. It is then the responsibility of the host NA to confirm the names of the staff / Interchange leaders to the IO, who will then give them activity manager status on Friends.

Why it is important to register on Friends



In order to maintain CISV International's membership database and to keep accurate participation numbers, everyone who participates in an international CISV Programme should register on [Friends](#) and claim participation in their upcoming Programme. Every international CISV Programme needs at least one activity manager on Friends. The activity managers should ideally be the host staff / Programme director (for Village, Seminar Camp, Youth Meeting, Summer Camp, IPP and Mosaic) and the Interchange leader (for Interchange).

The function of the activity manager is to approve/deny the pre-registration claims made to the Programme before it goes ahead. During the first three days of the Programme, the

staff/Interchange leaders need to check that everyone who has arrived at the Programme site is also registered for the Programme on Friends.

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Interchange NIC/LICs must also register on Friends as it is only via this registration that they will be able to access the [Programme Director's Planning and Evaluation Form](#).

SELECTION OF PARTICIPANTS

It is up to the NA/Chapter to select participants to take up the invitations accepted by the NA.



Participants must be chosen without reference to race, religion or economic status. They must be of the age designated by the Programme they will be attending (see [InfoFile C-03 Programme Basic Rules](#) and Programme-specific sections of this guide. Those responsible for selection should be familiar with [InfoFile R-05 Guidelines on Discrimination, Selection & Behaviour](#) and [R-06 Selection Guidelines for Persons with Programme Responsibility](#).

Participants should be selected early enough to allow them to be adequately prepared and, when part of a delegation, time to get to know their fellow participants and leader.

Applicants who are not selected may be disappointed. Their feelings should be spared as much as possible and, where possible, they should be encouraged to take part in other CISV Programmes.

REPEAT PARTICIPATION

Unless specified otherwise, as long as they are qualified, individuals may be participants in more than one of the same Programme. See [C-03 Programme Basic Rules](#).



You can be a participant in more than one Interchange.

AGE REQUIREMENTS

The following rules must be observed and can be found in [InfoFile C-03 Programme Basic Rules](#).

Participants must be the age specified by the Programme (see below) and the invitation. Participants must be the proper age in the general Programme period, in the year in which the Programme is hosted, specifically:

- a. Some day between 1 June and 31 August for Programmes hosted during that period; and
- b. Some day between 1 November and 31 January for Programmes hosted during that period.
- c. Some day between 1 March and 31 May for Programmes hosted during that period.

Sub-sections (a), (b) and (c) apply to all Programmes, except Mosaic.

HOST FAMILIES

Some CISV Programmes include “home-stays” – staying with a local host family. These host families are required at various points before, during and after the Programmes.

Interchanges take place almost entirely within a host family.

A proper process for selecting and supporting these families will ensure:

Accountability

By knowing that these families are trustworthy and in tune with the purpose and principles of CISV, the Chapter can feel more at ease at those times when a Programme is occurring outside the jurisdiction or control of the staff.

Training and support

By training and supporting these families the host Chapter can feel that participants are as safe and secure as possible. The families will also feel more secure, knowing what is expected of them if something were to go wrong due to accident or illness.

By ensuring access to staff/leaders and/or Programme committee members through established procedures, participants can trust that host families are working together with leaders and staff to keep them secure.

Selection Process for Host Families

The following minimum criteria are necessary when considering a host family:

- A sympathy with and willingness to learn about CISV, its purpose and principles and Programmes;
- A love of children and experience working with them;
- No known history of abusive behaviours or inappropriate language in the home;
- Time to spend with the participants;
- A desire to actively learn about the participants’ culture and to share their own;
- Able to provide necessities for health and safety;
- Comfortable being a substitute parent for the participants and accepting all responsibilities that might arise;
- For an Interchange, all hosting families must be within 1½ hours driving distance from each other and the adult leader;
- For an Interchange, the host family **MUST** be prepared to participate in the planning and implementation of the hosting agenda; and
- For all Programmes, the family or a family member must be known to the Chapter.

The following criteria are helpful and advisable:

- A family or family member has been involved in a CISV Programme;
- Direct prior experience with the Programme; and
- Intercultural experience.

CISV wishes to promote a safe, healthy and positive environment for participants and the hosts. A home visit to the family must be conducted by the Chapter before the family is accepted to host. The Chapter must also meet and be comfortable with all family members (or others) who will be living in or regularly visiting the home during the home-stay.

When the Chapter is deciding which participants to place where, they should be sensitive to cultural needs and take into consideration any special requirements. It is generally preferable that there be more than one adult in the home and that one adult is of the same sex as the participants. For the protection of child, youth and adult participants, it is recommended that any one adult not spend time alone or unobserved with any one child, youth or group of children or youths. To the extent possible in a home setting, they should try to spend time together in areas where they are clearly visible to others.

Orientation

There must be an orientation session for families that are considering hosting participants during a CISV Programme.

CISV Membership

Host families must be members of their local CISV Chapter or national association or join once they are selected and before the Programme starts.



SELECTION OF FAMILIES AND DELEGATES FOR INTERCHANGE

Recruiting

Opportunities to become an Interchange delegate or leader should be publicized in the local CISV Chapter and the community. A CISV Chapter newsletter and/or web site could be used and information might also be provided to schools, community centres, and local media.

Application and Selection Process

Those who are interested in taking part in the Interchange Programme must complete a Delegate Application Form or NA equivalent and an Interchange Information Form (see “Interchange Forms”). In Interchange, selection of the family is as important as leader selection, because families will provide the majority of supervision during each hosting phase. The selection process must include:

- Information from the application.
- Police check and driving records—Police checks of adults in the host family are highly recommended. Chapters in some NAs can obtain a record of a person’s driving history. In any case, care should be taken to ensure that the adults who will drive CISV delegates do not have a history of driving under the influence of alcohol or drugs, excessive speeding or other reckless driving.
- A home visit, interview with all members of the family, and assessment of their interest in Interchange. Home visits are critical to the selection process for risk management concerns. The selection committee must ensure that the family is appropriate for this particular CISV Programme and understands the commitment level required. Two forms are completed during the home visit: Interchange Home Visit Form and Interchange Parents Interview Form.

It is also recommended that references for the delegate applicant and the family be reviewed by the selection committee. Some NAs have standard reference forms available, and the IIC can provide copies to anyone whose NA does not have them.

Some chapters may also include participation in group activities as part of the selection process.

To ensure a fair and equitable selection process, it is recommended that applicants be rated according to a clear set of criteria and then a list prepared with the candidates' names in order of their acceptability according to the criteria. The following priorities should be used, in the order listed, for formation of the Interchange delegation:

1. Commitment of the delegate and their family in CISV local activities
2. Select children who were not able to attend a Village
3. Select newcomers before those who have had an Interchange experience
4. Select children who have been in a Village, but not in an Interchange
5. Select children with previous Interchange experience

It is important, where possible, to create a balanced Interchange delegation. For example, delegates and families that have CISV experience need to be balanced with those who are new to CISV.

Attributes of an Interchange Delegate

Suitable delegates may show many of the following characteristics, which will be developed and expanded during the course of the Interchange:

- willingness to make friends
- tolerance
- sense of responsibility
- cooperation
- willingness to share
- generosity
- enthusiasm
- willingness to express themselves
- initiative
- sociability
- friendliness
- humour
- honesty
- respect
- independence
- courage
- spontaneity
- kindness

Delegates with Special Needs

Delegates with special needs participate in Interchanges as long as they can substantially participate in all activities of the Programme.

Inclusion and accommodation of special needs delegates into the Interchange Programme must be agreed to among the partner Chapters, the hosting family and the leaders.

Please also see the CISV International Guidelines on Discrimination ([Info File R-5](#)).



Risk Management through Careful Selection

The supervision of delegates is shared by the families with 2-4 leaders. Families have more responsibility in Interchange than in other CISV Programmes since the delegates live in individual homes. Therefore the selection of appropriate families must be done with utmost care.

One problem faced in Interchange is that some parents don't give information that is complete or detailed enough when submitting the application materials, Interchange Information Form, or Health Form, or when speaking directly with the selection committee, LIC or leader(s). As a result, delegates with behaviour problems are sometimes selected without CISV personnel being aware of the issues. Sometimes a delegate whose problems are controlled by medication may not be taking the medicine properly, and parents must be trained about the importance of full disclosure. Reference forms may help alert the selection committee to areas of concern.

After selection, the LIC is responsible for ensuring that the families are thoroughly trained about their roles and responsibilities during the Interchange.

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The benefit of pre-registration on Friends is further to allow participants to contact staff before the Programme and to facilitate the administrative tasks of the staff group.



PAIRING PROCESS AND CRITERIA

PAIRING PROCESS

Each chapter requires delegates, families, leaders and junior leaders to fill out Interchange Information Forms and then the partner LICs exchange them. CISV International guidelines on communication must be adhered to when transmitting personal delegate information (see “Risk Management”).

NOTE: Although leaders and junior leaders are automatically paired with the person selected by the partner chapter, they should still submit the Interchange Information Form with the delegates’ to give information about their home, interests or other information to exchange.

This exchange of forms should happen in the first week of March for Programmes that begin in June/July, since the final pairing of delegates will be completed by March 31. For Programmes beginning in December, the forms should be exchanged in the first week of October, with final pairings completed by 31 October.

The hosting Chapter makes the first suggestion for pairing. The LIC, the delegation coordinator, the leader and junior leader should do the pairing. If some delegates come from a local JB, the JB could help with pairing, giving suggestions and recommendations. The travelling Chapter should answer as soon as possible and perhaps make other suggestions.

Final pairing of the delegates must be completed by 31 March and 31 October, respectively. The children and families should start corresponding as soon as possible, after pairing.

PAIRING CRITERIA

The following should be considered when matching the delegates into pairs:

- Use information sources:
 - Information Form
 - Reference letters
 - Confidentially exchanged impressions from the leader or delegation Coordinator about the child
- Allergies to food, animals, fabrics, cigarette smoke, environment etc.
- Maturity
- Languages spoken by family members
- Eating habits
- Interests and/or hobbies
- Age
- Personality

Pairing Delegates with Special Needs

Any delegate with special needs must be brought to the attention of both chapters. Leaders must be made aware of medical, dietary or religious requirements, etc., of a delegate so that, if required, the delegate can be placed in the appropriate hosting family.

PROGRAMME INFORMATION

SENDING OUT INFORMATION TO HELP PARTICIPANTS PREPARE FOR THE PROGRAMME

Prior to the Programme, the host Chapter must make sure that Pre-Camp documents, or culture-grams for Interchange, are completed and sent to all the relevant parties.

Individual Programmes have different guidelines on the number and content of Pre-Camps, and also the deadlines by which they should be sent (see the relevant Programme Guides for more information). As a standard minimum, hosts of all international Programmes (except Interchange) should send out at least two Pre-Camps as outlined below. Pre-Camps can also be uploaded in the relevant activity area on Friends so that participants who have claimed participation and been approved can access them directly.



Culturegrams and Other Pre-Interchange Information

After confirming new matches for the following year, NICs/LICs should go to <http://resources.cisv.org/iic> and download the 'Culturegram' of their partner chapter. This will be useful in preparing the leader, junior / co-leader and Delegates to host their partners and to be appropriate guests when they travel. Culturegrams give general information about the country, including type of government, population, geographical features, history and cultural details. There is also a map of the country. Details that are specific to the city and local region where the Interchange will take place should be included.

Other information should be exchanged between partner chapters before the Programme begins (see below):

The following is the sort of information CISV recommends is included in Pre-Pamps. This is simply an outline; pre-camps or pre-Interchange correspondence can be much more colourful and creative.

✓ Welcome/Introduction

This is an opportunity for the staff team or Interchange LIC to introduce themselves. Describe what the staff roles will be, and who will be the Programme director, kitchen staff, liaison, etc. Let the participants know some personal information about the team. Staff may also wish to include their hopes and wishes for the upcoming Programme. Allow the participants to feel the enthusiasm of the staff about meeting them and having an excellent experience. Enthusiasm is contagious!

✓ Arrival and Departure

It is important for participants and their leaders to know exactly when and where to arrive and depart. Let the participants know which airport is the closest and the arrangements in place once they get there. Let them know if families will be at the airport to pick them up or if there is a common meeting point, and how it can be reached.

✓ Site / Location

Describe where the Programme will be taking place. Include some information about the location of the Chapter that is hosting; population, interesting facts, history, etc. Invite participants to do some research of their own about where they will be spending their summer by including some addresses for interesting internet sites on the host town/city and

country. Describe the site that the participants will be calling home. Be sure to include all important details such as laundry facilities, audio/visual equipment, kitchen, outdoor environment (state whether there a swimming pool, soccer field, basketball court etc).

✓ **What to Bring**

This part lets the participants know exactly what they need to pack. Describe the weather at the time of the Programme and suggest the type of clothing that would be appropriate. Include things they might need for special activities; hiking, swimming, beach etc. Ask participants to make sure their personal items are clearly marked. This will make it much easier on laundry days and when things get left lying around. Of course, remind them to bring their enthusiasm and good ideas!

✓ **Things You Should Know - Laws and Rules**



This is an area for general rules and laws. Let participants know about the legal age it is permissible to drink and smoke in your country. It is essential that participants understand the laws of your country and of CISV International, like the [InfoFile R-07 Behaviour and Cultural Sensitivity](#) (this should also be part of national youth training). Be very clear which rules and points are non-negotiable.

✓ **Contacts**

Give the address of the Programme contact for your Chapter. This person must be easily contacted, as they will collect information, such as travel and allergies and also answer any questions that arise. This person can be the Programme planner, a staff member, or a coordinator selected for this. Include their e-mail address, phone number, and/or fax. If you know the address of your site by this time, you can include that as well. Also include an emergency contact number for the Programme, as well as an e-mail address or fax number if you have them.

✓ **Travel Information Form**



Give participants the link where they can find the [Travel Information Form](#):
Remind them of the deadline to return it, so that you can organize transportation or families to pick them up.

✓ **Dietary restrictions**

It's important that information about dietary restrictions that leaders or participants may have is received and acted upon. Ask for details of any allergies or restrictions so that the kitchen/food service can be informed and other adjustments made if needed. It can be useful to create a form so that participants do not forget to give this important information. Remember to make provisions for vegetarians or any other specific requests.

✓ **Hello from the staff or Interchange Partner NIC/LIC!**

Let participants and leaders know what you have been up to over the past few weeks. Let them know what is new, what developments have been made, any fun activities or 'get - togethers' the staff may have had over the past few weeks. Again, enthusiasm about the upcoming Programme experience is key.

✓ **Goals**

What are the goals of the staff team or NIC/LIC for this Programme? What are the goals of the Programme? What are the purpose and principles of CISV? Ask participants to be

thinking about what their goals are for their upcoming experience and how they think they can best achieve them.

✓ **Reminders About Preparation**

Remind participants that preparation for the Programme is essential. Give them strategies for this planning.

✓ **Activities**

Ask participants to be thinking of topics and activities. There will probably be a brainstorming session at the beginning of the Programme and their ideas will be needed. Remember to keep with the educational theme of the Programme.

✓ **Money**

The economic status of many participants varies. It is important then to decide upon a modest amount of money that is reasonable for a participant to bring for the duration of the Programme. Stress the importance of sticking to the set amount. It is important for all of the participants to feel comfortable. If everyone has the same amount of money, nobody will feel excluded. Participants might need money for a camp shop and for shopping day (if this is chosen as an excursion). Give examples of prices (e.g. cola, stamps, post-cards) so that they can come prepared. Inform them about banking access: will there be a bank nearby; will they have access to the bank daily or weekly; do they need to bring cash; travellers cheques or debit/credit cards?

✓ **Camp Shop**

For those planning a camp-based Programme, list some of the items that will be available at the camp shop, with their approximate prices. Again, this will help participants to budget before they leave.

✓ **Forms**

All participants must arrive with their health and appropriate legal forms. Remind leaders to duplicate the forms for host families as well as for themselves.

✓ **Insurance**

Remind participants that according to CISV rules, everybody must have medical insurance. The insurance should provide a minimum level of cover of £15,000.

✓ **Visa Requirements**

Advise everyone to check visa requirements and whether they need a special invitation letter to attend the Programme. If needed, provide an invitation letter.

✓ **Airport Tax**

If the host country has any airport taxes, specify how much they are and whether they are paid upon arrival or departure.

✓ **Special Things To Bring**

You may want to suggest that participants bring certain things revolving around your theme. You may also suggest such ideas as bringing a newspaper from their country from a specific

date or articles from magazines from their culture or any other item you feel is important to the theme you choose.

✓ **What Not To Bring**

Computer games, MP3-players, mobile/cell phones, expensive things, things that hold considerable personal value, more money than specified.

✓ **Equipment**

List the computer and audiovisual equipment that will be available for use by leaders and participants.

✓ **Programme Address and Contact Details**

Address of the Programme site or host homes, e-mail, and emergency contact number for the parents.

✓ **Friends Website (<http://friends.cisv.org>)**

All staff, leaders, LICs, participants and ‘others’ (e.g. kitchen staff) must register on CISV Friends prior to the Programme. It is the responsibility of staff/LICs to stress the importance of pre-registration on the Friends website. Besides the practical importance for administrative reasons, it is a great tool to start communication among participants. Also, (provided everyone has claimed participation in the Programme and been approved) it will provide staff with an instant address list.



Check out the simple [Guide on how to register to the Friends website.](#)

SECURITY CONCERNS IN THE HOST NA

CISV Programmes are hosted in countries around the world, some of which may be perceived as having security concerns. The CISV International Executive Committee, has the authority to determine whether or not a Programme will be cancelled due to safety risks.

In making its decisions, the International Executive Committee seeks input from such sources as the national and international risk managers, Secretary General, the relevant Programme committee, CISVers in the host NAs and government travel advisories. Generally speaking, CISV recognises that the people on the spot are usually best suited to give a realistic assessment of the situation and can provide information on precautions to be taken. CISV relies on and trusts its local organizers to take all reasonable steps to create as safe a Programme environment as possible.

Participating NAs are encouraged to obtain information from their governments as well as from the host NA. Host NAs should be aware that participant families and NAs may have concerns and be sensitive to this reality; be ready to answer their questions. Host NAs may want to be proactive and send out general information about what life is like in their country and what people can expect.

Will CISV International cancel Programmes?

No one can guarantee absolute safety anywhere. The IEC monitors security situations in hosting NAs and will cancel a Programme or cut it short if they feel that the risk is too high. However, whether or not a Programme goes ahead, it is the decision of parents/participants whether to travel to or stay in these Programmes.

Parental / Adult Participant Decision about Travel to CISV Programmes in 'Risk Areas'

Every year parents and adult participants contact CISV regarding procedures in place to safeguard participants who have been selected to attend Programmes in areas of the world that have been receiving global press coverage. The following procedures outline CISV's efforts to assist parents to make the decision about participation:

- CISV Programme hosts are usually parents themselves and they all take the responsibility of hosting children/youth very seriously. They will be the first to cancel a CISV activity if it is not safe.
- Hosting / travelling CISV Chapters observe selection procedures and are required to have a training Programme for adult delegations / staff.
- Site facilities used by CISV participants must meet local public health standards, and
- CISV International officials visit the proposed site before NAs host
- Their first CISV Programme; otherwise, national association/Chapter officials make inspection visits if requested.
- If there are concerns about the physical safety of visitors, CISV consults appropriate embassy or foreign ministry officials.
- On request, the CISV IO contacts host associations for details or reassurances;
- CISV parents / adult participants take the final decision regarding their child's / their own travel.

GETTING INFORMATION FROM THE PARTICIPANTS

PARTICIPANT NAMES

Just as staff must register on the Friends website, all Programme participants and leaders should also register. That way, staff will have an easy way to collect names and communicate with participants. During the first three days of the Programme, staff/Interchange leaders need to check that everyone who has arrived at the Programme is also registered for the Programme on Friends.

PARTICIPANT SPECIAL NEEDS

Some participants may have special needs regarding medical conditions, dietary requirements and access to facilities. Ask for this information early. Preparations must be made to respond to these needs, so that they are fully respected. Also, check for any other information contained in the Health Forms once people arrive.

PARTICIPANT TRAVEL DETAILS



Participants / leaders must send their [Travel Information Form](#) to the host NA at least two months in advance of the Programme. If this information is not received, ask the sending NA for it, as it will be needed in order to arrange to meet people on arrival.

PROGRAMME WEBSITES

In the interests of the safety of CISV participants, information regarding the host site, dates and nationalities of participants should be distributed only to those to who need it. It should not be published on websites prior to or during Programmes. No 'personal data' including name, address, e-mail address, fax and phone numbers, may be published/distributed without the consent of the individual (or the parent of individuals under the age of 16).

Before the Programme

When sending public e-mails or publishing information on a website before a Programme, this must not include any list of participating countries, site address, location, or information identifying the site location. (For example, a picture with landmarks, street signs, or other recognisable features revealing the location must not be shown.)

Website during a Programme

If a Programme has a website, it is strongly recommended that before and during the Programme that such websites be password protected. Passwords should be provided only to the IO, the relevant international Programme committee, Programme host staff, local hosting/planning committee, leaders, JCs, and participants and their families.

Special care and cultural sensitivity must be taken in the choice of photos and information used on a website, so that all participating cultures and CISV are shown in a positive and respectful way.

If it is decided to have a Programme website, it is extremely important that it is updated on a regular basis and well managed. People at home will consult it frequently and will be worried

or disappointed if they don't find up to date information. Miscommunication with home must be avoided. Unless there is prior and unanimous written authorisation from all parents of children and youth at the Programme, children and youth must not be identified by name on the website. Adults can be identified if they give their written consent.

HOSTING PHASE OF AN INTERCHANGE



This chapter is about two steps of the Interchange Programme:

- Hosting phase - this phase may occur first or may follow the travel phase
- Between the two phases for a long Interchange

The delegates and host families have a responsibility to prepare themselves to enjoy, to learn from the Interchange and to act as good hosts to the visiting delegation and its leaders.

LIC / DC / Leader(s)

Share primary responsibility for the Interchange.

Host Family

Responsible for the delegates during family activities and while living with the family

ACCOMMODATION / CAMPSITE AND OTHER PRACTICAL ARRANGEMENTS



The NA/Chapter must choose an appropriate site. The Programme environment and the site must be conducive to a safe and healthy Programme. The national or local risk manager must also assess the site and report on its suitability to the national risk manager, using the [Risk Management Checklist Report Form](#). The standards required of a Programme site are set out below.

The site must be clean, safe, meet local health and safety requirements and must be adequately insured. Staff, Chapter and site representatives should conduct an inspection of the site together before the Programme so that any pre-existing damage can be noted and will not be considered the responsibility of the Programme or the Chapter. Together they should form a clear agreement on how to deal with any claims of damages, both before and after the Programme.

The site must be near to the supporting Chapter and within reasonable distance of medical assistance, shopping, banking and other necessary services. It should have defined boundaries and not be shared with other groups or travelling individuals, if at all possible (this includes both CISV and non-CISV groups). It is of great importance that participants are free from outside interference. If, for any reason, the site has to be shared with another group, ensure that facilities and meal-times are scheduled separately.

If a site is not easily accessible, the Chapter will need to arrange for group transport from a common meeting point to the site.

Site Insurance

All Programme sites must be insured. Whenever a Chapter leases or borrows a site for a Programme, it is essential to check that it is insured. If the landlord does not provide insurance, the Chapter must purchase appropriate insurance. The Chapter should ask for the assistance of the national or local risk manager when arranging insurance.

CHAPTER PREPAREDNESS

There is some information and details of certain safety procedures, which every Programme office and host Chapter MUST have in order to be prepared to run a Programme.

CONTACTS AND INFORMATION

The following information should be accessible at the Programme and by the Chapter risk manager. In addition to these contacts and information, there must be a clearly outlined procedure for emergencies (i.e. fire, earthquake, bomb threat, etc.), which must be displayed prominently at the Programme site.

- The numbers and locations of local emergency services/professionals - **police, fire department, ambulance, hospital, doctor, counsellor**
- List of local ‘on-call’ contacts in the host Chapter, including the risk manager;
- List and contact details for host NA committee chairs and the national risk manager;
- CISV International directory with the names and contact details of every NA and all international officials. These directories are regularly updated by the IO and made available to NA secretaries, who must then make sure that they are distributed internally.
- The emergency numbers for parents/guardians of participants (available from their completed legal health forms);
- Contact details for participants’ travel insurance emergency centres, including the company, which processes claims under the Aon CISV Basic travel insurance policy (taken out by NAs or individuals upon request) and the excess medical policy (every international Programme participant is covered from £15,000 to £1 million). This information can be found on <http://resources.cisv.org> under [InfoFile in section N](#).
- The phone numbers of the embassies and local consulates of each of the countries represented at the camp. In the case of a serious problem (e.g. natural disaster, hostilities) embassies can provide assistance;
- Copies of relevant policies and procedures, including the [Guide to Communicating in a Crisis](#).
- The relevant [CISV Programme Guide](#); and access to the [InfoFile](#).



TRANSPORT

Any driver and vehicle must be licensed and hold the necessary insurance. At least one car should be available for the entire duration of the Programme. At least one staff member must hold a full (eligible) driving licence and be appropriately insured, so that banks, hospitals etc. can be reached easily at all times. Participants are not allowed to drive during the Programme.

Where buses are used for arrival, departure or trips, experience has shown that it is better to use one larger bus instead of several smaller ones.

If there are bicycles at the site, it should be made clear that they are to be used only for practical purposes, such as shopping or group activities. The group atmosphere can be disturbed if individuals are able to reach distant locations independently. In all cases, the insurance situation for cycling in the country should be checked and be familiar to all staff members.

MEDICAL NEEDS

At least one staff member must have first aid and cardiopulmonary resuscitation (CPR) training, and first aid supplies must be available at the site. If there is access to water (pool, lake, etc.) at the site, there must be a lifeguard present if required by local/national law. The services of a hospital, doctor, dentist, nurse, psychologist, pharmacy must be available nearby. Ambulance services must be on call. It is also recommended that counsellors be available, should anything happen that would require their assistance.

If a participant is unwell, or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be prescribed and provided by a medically competent person.



If a serious medical incident does occur, a CISV [Incident Report Form](#) must be completed and the accompanying instructions followed.

Consult the World Health Organization (WHO) website regularly to determine whether there are any travel warnings or advice in place. CISVers should avoid travel to (or itineraries with transfers in) locations where there is a WHO advisory against travel for any health reason.

Just prior to a Programme, it is important that the hosting Chapter consults the WHO website and local authorities to determine whether any procedures or precautions are needed upon arrival of participants. The hosting Chapter must discuss these guidelines and responsibilities with Programme staff and ensure that agreed procedures are followed.

SPECIAL NEEDS OF PARTICIPANTS

Some participants may have special needs regarding medical conditions, dietary requirements and access to facilities. Try to find out about these early. Preparations must be made to respond to these needs so that they are fully respected. Also, check for any other information contained in the Health Forms.

RELIGIOUS SERVICES

Where possible, the host Chapter should arrange for participants, staff/leaders/JCs to attend services of worship for their religion. Find out what houses of worship are in the area and their contact details, so that participants and staff can attend services if they wish.

MEETING PARTICIPANTS WHEN THEY ARRIVE



Where possible, the host Chapter should have people at the airport/train or bus station to meet arriving participants and take them to the site or host family. The participants' travel details should be available from the [Travel Information Form](#). Remind participants to send the [Travel Information Form](#) if it has not been received by a month prior to the Programme.



PREPARATION OF THE HOSTING PHASE

To reach the goals of CISV through an Interchange depends on the way the hosting delegation plans the time that their guests will spend in the hosts' culture. Make sure that the activities you plan are not simply a travel holiday. Both aspects of the Interchange (family and educational content) must be well balanced in order to reach the CISV goals.

COMPONENTS OF THE HOSTING PROGRAMME

Educational Content / Theme

It is important that every Interchange have educational content in keeping with the Programme goals. This may include a theme, perhaps for group activities or during the mini-camp.

Welcome Party

- A welcome party for the delegates, leaders, and parents should be held after the visiting delegation has an opportunity to rest from their travels.
- Name tags should be provided so that everyone can meet and an introducing game or song might help to put everyone at ease.
- It is important that the visiting leaders meet the parents and the LIC / delegation coordinator. This is also a good time for the LIC or DC to review all health and legal forms of the visiting delegation.
- This is a good opportunity to make any practical announcements about the next steps in the Programme, such as where and when the next meeting will be.
- The leaders may want to have a delegation time.
- Plan the party to allow for flexibility. Have some suggestions to offer for other activities if necessary.

Family Time

Excursions should belong to the family, but most of the family time should be spent experiencing normal family life. Emphasize the importance of visiting places nearby and/or typical of your culture. Experiences should be as equal as possible; there may be some jealousy if one or two families plan long expensive trips.

- To avoid "tourism" in family activities, there is a need for:

- good preparation of families, children and leaders
- good Programme ideas
- a list of recommended places for families to visit
- “learning by doing” as the principle for activities

Families should keep in mind that their child and partner will also need some “down” time to relax and enjoy sharing unstructured time with the family. Avoid scheduling too much activity.

Group activities

Group activities should fit the educational goals of CISV. Every effort should be made to organize activities that are not expensive, and families should be encouraged to participate. Time should be set aside at the beginning of each group activity for delegation time. This allows delegates to speak in their own language and gives the leaders a chance to address any concerns or questions. There should also be time when the delegations are together for evaluation. Parents will have to provide transportation in many cases. Following are some suggested types of group activities; several of these could be combined for a particular day’s group activity time.

- Joint cultural / Programme orientation
 - Provides an opportunity for both delegations, families and leaders to be comfortable and well informed at the beginning of the Programme
 - May also be a chance to answer more general questions about the host chapter and city, and to exchange useful words and phrases in one another’s languages.
- Getting to know each other
 - Name games
 - Ice-breaker activities and energizers
 - Use local JB as resource
- Getting to know the area
 - JB members can help plan and run activities to help the visiting delegation get to know the area.
 - Information about the area to give guest delegates: pamphlet, video, post card, etc.
 - Orientation of public transportation
 - Ensure that each visiting delegate has on their person the name, telephone number(s) and address of the hosting family and leader.
- Other group activities
 - A visit to a museum, park, memorial site, etc., to show the history or traditions of the area. Remember that expensive activities are not necessary. Plan activities with a theme in mind.
 - Social meetings with games and discussions about Interchange goals, family life in both countries, traditions, folk dances, etc.
 - Community service project: The IIC strongly recommends that the host delegation organize a project in their community in which all participants can

be involved (families could even be invited to join). Ideally, the project would include collaboration with a Like Minded Organization (LMO).

Mini-Camp

- The mini camp will last for a maximum of three days and may include two overnights stays. For a hosting phase of only 2 weeks, the mini-camp should last only 1 or 2 days and may include one overnight. Remember, the focus of Interchange is living with a host family, not doing camp-based activities.
- The LIC and the Chapter risk manager, in cooperation with the leaders and the parents, organize a suitable camp site.
- Typically, only delegates, leaders and junior / co-Leaders attend, but parents or other local CISVers may assist by being staff (e.g. kitchen staff) and do all the logistic work. However, some chapters have had great success organizing Mini-camps to include the host families. Care should be taken that all the families are included if that is the case, and extra “staffing” support may be required.
- In addition to the 2 adult leaders, 2 other adults are required to be present at all times during the mini-camp.
- Leaders and LIC/DC are responsible for the CISV educational content and Junior Branch members may be asked to assist with planning and leading activities.
- Costs are covered by the host families or a common fund. Documented incurred expenses of the mini-camp are reimbursable by the cancelling Chapter or its national association for Interchanges cancelled after the cancellation deadline, in accordance with [Info File C-11](#) Programme Cancellation and Penalty Fees.
- An evaluation of the mini-camp should be done at the end of the camp.
- The LIC works with the local risk manager to ensure that the [Risk Management Checklist Report](#) is completed three days after the mini-camp, with copies to those indicated on the forms.
- The Programme of the mini-camp should include:
 - A theme that helps in planning activities
 - Getting to know you games
 - Singing
 - Drama
 - Games
 - Arts and crafts
 - Sports (surely the delegates have ideas)
 - Role games
 - Seminars: ask former Seminar Camp participants for ideas. Seminars must be well prepared and appropriate for the age group. Introduction can be done by drama, slides, pictures, data, information, etc. Discuss in small groups or in a big group, depending on how well everyone knows each other and/or the topic. Finish in a big group with discussion and evaluation. Possible seminar topics include customs, family life, religion, school system, food, weather, language, transportation, communications systems.



- A multi-national mini-camp with more than 2 delegations is possible if the delegations are the same age group and the hosting phase of the delegations has started at approximately the same time.
- In a long Interchange, it is possible to have two short mini-camps: a short “get to know you better” camp followed later in the month with an educational, theme-oriented one.
- In short ICs the delegations might consider a ‘get to know you better’ mini camp in one country followed by the Educational camp in the partner country.

Risk Management for the Mini-Camp

Each hosting chapter must have a local risk manager and that person must be involved in the planning, preparation and running of the Programme.

To help the national / local risk manager check that the necessary steps have been taken to provide for a Programme, he/she must use the Risk Management Checklist Report Form (available at <http://resources.cisv.org> under ‘Forms’). This official international form must be used when a Chapter is hosting an international Programme. By day 3 of the Programme or Interchange mini-camp, the risk manager must have visited the site and completed the form. Most of the questions are ones, which must be addressed during the preparation of the Programme. This report form serves as a final check by the risk manager. If completed by the local risk manager, the report must be signed and sent directly by fax/post/e-mail to the national risk manager. The national risk manager must review and sign the form and include reference to it in his/her report to the NA board.



For the role of the risk manager and all other risk-related considerations, please see InfoFile section N and the risk manager role profile at [Info File U-14 Model Role Profile](#) - NA or Chapter risk manager.

Site Insurance

All Programme or Interchange mini-camp sites must be insured.

Whenever Chapters lease or borrow a site for a Programme, remember to check that it is insured. If insurance is not provided by the landlord, the Chapter must purchase appropriate insurance. Involve the national or local risk manager to arrange this.

BASIC STANDARDS FOR SITES AND HOST HOMES

The preferred location for a site is in the countryside or a sparsely populated area, not too far from the supporting Chapter. Within a reasonable distance there should be medical assistance, shopping, banking facilities, and other necessary services.

Dormitory / Sleeping Facilities / Bathrooms

Minimum standards/requirements:

- Separate areas/rooms for boys, girls and adults
- Space between beds/mattresses
- Mattresses, bed linen and pillows
- Lighting
- Ventilation / climate control appropriate to the climate/site
- Separate showers for boys and girls
- Separate toilets for boys and girls
- Space for luggage
- Clean and sanitary conditions

Dining and Eating Facilities

- Separate dining area
- Sufficient tables and chairs
- Cutlery and dishes
- Adequate hygiene
- Meet health and legal standards

Food

- Three meals and at least one snack a day
- Sufficient quality and quantity of food, with a varied and healthy international diet
- Drinking water available at all times
- Provision for special diet requirements

Kitchen

- Sufficient cooking equipment and facilities
- Refrigeration facilities
- Adequate hygiene

Laundry

- A place to wash and dry clothes, preferably a washing machine. Where this is not possible, external washing facilities must be arranged.

Activity room

- One room large enough for all participants
- Smaller areas for smaller group activities

Outdoor facilities

- Free from health hazards
- Adequate space for activities

Office space

- Telephone, fax or e-mail facilities
- Safe for valuables
- Room for staff to meet

Communications and internet

- There should be at least two means of communications to reach the Chapter and long distance. While it is not necessary for every site to have e-mail or fax, one or the other is needed in addition to a telephone. It is also recommended that at least one of the staff team have a mobile/cell phone, which could be used in emergencies if the regular telephone lines are unavailable.
- It is recommended that a computer with internet access be available in all Programmes. Where this is not possible, there must be an arrangement with the hosting Chapter, through which participants can access their emails on a regular basis.

It is suggested that where internet is available, and where it is deemed not to interfere with the Programme, that staff, leaders and JCs may have access to the computer to check and send e-mails on a limited schedule.



FAMILY WEEK/WEEKEND

Every Interchange includes a special family time – usually referred to as the family week / weekend – not to exceed three days in a two week stay, four days if the stay is between 16 and 21 days, and six days in a four week stay. The dates for family week are determined by the host families, but family week should not be scheduled before the second week of the Programme.

Avoid long, expensive trips; it can create a bad feeling within the group if one or two families are more extravagant during family week. However, delegates should not expect their experiences to be the same for everyone; there will naturally be differences for each individual, and all delegates must accept those differences. Families should visit places that are typical of their 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.

During the family week the adult leader must always be within 3 hours of the host chapter. It is suggested that families limit their family week travels to be within 3 hours of the host chapter. 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 the host family's 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.

National Night

Plan a time when the visiting delegation can tell you about their country, show films or slides and maybe serve a light national meal. Communicate with your partner concerning their needs and provide the appropriate facilities. Inform them about the number of participants and give them other information that might be useful for preparation. Any costs associated with the national meal are to be paid by the visiting delegation. This would include groceries that are purchased in the hosting country.

FAREWELL PARTY

A farewell party for the delegates, leaders, and families should be planned approximately 2 days before the end of each Interchange phase. This would be the time to share memories and finalize departure plans. Families should return any valuable items and/or documents (i.e. passport) to the leader(s).

Remember:

Several important points should not be forgotten while preparing the host Programme:

- The delegates, their parents, the leader and junior leader are all involved in the planning and preparation. They all can contribute to a good Programme.
- Balance the calendar to provide for family time and group activities. Generally speaking, this should work out as two days of family time for each day spent as a group. Weekends should be left free for family activities. A third of the schedule should be group activities. The family week / weekend should not be scheduled before the second week of the Programme.
- Ensure that the activities at the beginning of the Interchange allow each individual to get to know the hosts but also allow substantial contact with the rest of their own delegation and their leader.
- Throughout the Programme appropriate adult supervision must be provided. For Interchange mini-camps: in addition to the 2 adult leaders, 2 other adults are required to be present.
- It is easier and more fun to plan group activities that have clear goals.
- Be aware of time and distances that people must travel.
- Be flexible to making changes.
- Always prepare an alternative to open air activities in case of bad weather conditions or practical difficulties.

- Plan time for the delegations to meet at the beginning of group activities, as well evaluation time.
- Hosting does not need to be expensive. Be creative!

SAMPLE CALENDARS AND ACTIVITIES

Samples of calendars for both a short Interchange (two-week phase) and a long Interchange (four-week phase) are shown below. Interchanges could begin at any time during the week, not just on the days indicated in the sample Programmes. For Interchanges with 2.5 to 3 week phases, the calendar must be modified, keeping in mind that there should be two family days for every group day. Note that mini-camp is shorter in a short interchange.

Short Term Interchange

DAY	MORNING	AFTERNOON/EVENING
SAT	Arrival	Family time
SUN	Family time / leader home visits	Welcome party
MON	Family time / leader home visits	Family time / leader home visits
TUE	Group activity	Leader home visits
WED	Family time	Family time
THU	Group activity	Group activity
FRI	Family weekend	Family weekend
SAT	Family weekend	Family weekend
SUN	Family weekend	Family weekend
MON	Mini-camp	Mini-camp
TUE	Mini-camp	National night
WED	Family time	Family time
THU	Group activity / evaluation	Farewell party
FRI	Departure	

Long Term Interchange

DAY	MORNING	AFTERNOON/EVENING
SAT	Arrival	Family Time
SUN	Family time / leader home visits	Welcome Party
MON	Family time / leader home visits	Family time / leader home visits
TUE	Group activity	Family time / leader home visits
WED	Family time / leader home visits	Family time / leader home visits
THU	Group activity	Group activity
FRI	Family time	Family time
SAT	Family time	Family time
SUN	Family time	Family time
MON	Mini-camp	Mini-camp
TUE	Mini-camp	Mini-camp
WED	Mini-camp	Family time
THU	Family time	Family time
FRI	Group activity	Group activity
SAT	Family week	Family week
SUN	Family week	Family week
MON	Family week	Family week
TUE	Family week	Family week
WED	Family week	Family week
THU	Family week	Family week
FRI	Group activity	Group activity
SAT	Family time	Family time
SUN	Group activity	National night
MON	Family time	Family time
TUE	Group activity	Family time
WED	Family time	Family time
THU	Family time	Farewell party
FRI	Departure	

ARRIVAL



In Interchange the leader, junior / co-leader and host families meet the arriving delegation at the airport or train station. After introductions and baggage collection, but before the delegates are taken home by their hosts, the visiting leader distributes a packet to each host family. The packets should have copies of Health and Legal Forms, passports, any information about medications, etc. The visiting leader should keep travel documents such as airline or train tickets.

CHECKING PARTICIPANTS' HEALTH AND OFFICIAL FORMS



It is recommended that when you meet participants at the airport/train station, you bring them to a central location to be welcomed by Chapter members and/or Programme staff. Upon arrival, immediately check that every participant has completed the [Health Form](#) and the relevant [Legal/Insurance Form](#), and also check that the Health Forms have been dated within the last three months. It is helpful if, at a central meeting place or soon after arrival, an appropriate medical professional (nurse or doctor) is present to conduct a general 'well-being check' on everyone. This check is intended to guard against the spread of communicable pests and diseases, including such things as lice and influenza. This has been an effective risk management practice for some NAs and it considered good practice for all NAs.



The LIC or risk manager or board member from the local chapter should meet the visiting delegation within the first three days and review all Health and Legal Forms of the visiting delegation; the LIC or named chapter representative must be available to the visiting leaders during the hosting phase of the Interchange. If any leader, junior / co-leader or delegate arrives with incomplete forms or without proof of insurance, the International Office should be informed and corrective measures should be taken immediately. Refer to the following topics in the Chapter "Health, Legal and Insurance Documents:"

- "What if Someone Arrives Without the Signed Health Form"
- "What if Someone Arrives Without Insurance?"
- "What if Someone Arrives Without the Signed Legal Form"
- "Checking Participants' Health and Legal/Insurance Form"

GENERAL CARE DURING THE PROGRAMME / HOSTING PHASE

Setting Expectations



At the beginning of the Programme, the contents of [InfoFile R-07 CISV Guidelines of Behaviour and Cultural Sensitivity](#) should be discussed, understood and agreed to by all adults and participants. They should know and feel comfortable with what is expected of them, what they can expect and the consequences of misconduct.

The review of R-07 and any other relevant policies should be done at the welcome party for Interchange leaders, junior / co-leaders, delegates and host families.

GENERAL HEALTH

Staff and leaders should monitor all participants and each other. Any person displaying any more than minor cold symptoms should be quarantined from the other Programme participants and examined by a physician.

At least one staff member must have first aid training and first aid supplies must be available at the site. If first aid is administered, a second adult should be present and the door to the room kept open, where possible.

- The services of a hospital, doctor, dentist, nurse, psychologist, pharmacy must be available. Ambulance services must be on call. It is recommended that counsellors be available as well should there be any occurrence requiring their assistance.
- If a participant is unwell or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be medically prescribed and provided by a person competent in the relevant field.
- Make sure the participants and adults get enough sleep so that they are rested and fit.
- Emphasise the importance of frequent hand washing, covering the mouth when coughing or sneezing and regular good hygiene practices for everyone. Make hand sanitisers available.

GENERAL CLEANING AND HYGIENE

With so many people living close together, it is important that sites be kept clean and that individuals observe good hygiene practices.

On some sites, the site provides cleaning as part of the conditions of use. CISV, however, should always expect to treat a site with care and to be considerate.

In most cases, the Programme is responsible for daily cleaning of kitchen, common areas, bathrooms and eating, sleeping and play areas, along with outdoor facilities. The Chapter must provide cleaning supplies. It is common practice that participants, staff and leaders form cleaning groups and set up a rotation of duties.

Where laundry facilities are not available on the site, the Chapter is expected to provide laundry services on a weekly basis.

CONTACT INFORMATION FOR EXCURSIONS

Before a group leaves the site (or host home) for an excursion, every adult and participant should be given the site address (or host family's address) and an emergency phone number, in case someone becomes separated from the group.

NUTRITION

Programme hosts must make every effort to provide a varied and healthy diet that meets officially recognized standards for nutrition and respects the specific dietary requirements of

all cultures and individuals present. Three meals and appropriate snacks must be provided and covered by the hosting budget.

PROVIDING ADULT SUPERVISION

Throughout the Programme appropriate adult supervision must be provided. In camp settings, there should never be more than six children/youth for each adult (age 21+) at any given time. Interchange mini-camps require the presence of the two adult leaders and two other adults (age 21+).

Note Regarding Adult - Youth Time

For the protection of youth and adult participants, it is recommended that staff/leaders not spend time alone with any one youth or group of youths. Any meetings should take place in an area that is visible to others and/or a room with the door open. In circumstances where a member of staff or leader needs to spend a short period of time alone with a child/youth, they must inform another member of staff.

If first aid is administered, an adult should be present and/or the door to the room kept open.



Note about Adult Supervision in Interchange

The nature of supervision will be different for Interchange, as that Programme involves an extended stay with a family in a community setting. Families must understand that constant parental supervision of the delegates while at home may not be possible. The parents of the visiting delegate must be made aware of this before they agree to participate in the Programme. It is certainly preferable that a hosting adult always be present while the delegates are at home. The adult should be a CISV member and/or part of the immediate family selected for hosting. It may be that the host delegate is accustomed to staying at home or going to local places (such as school or friends' homes or movies) without an adult. Host families are expected to exercise the level of care and supervision deemed reasonable in their country and circumstances. While an adult family member may not always be present, they and the adult leader must know at all times where the youth participants in their care are and the youth must be able to contact the adults and leader. During the "family week / weekend" of the hosting phase, the adult leader must always be within 3 hours of the host chapter.

RISK MANAGEMENT DURING HOSTING

During the hosting phase of the Interchange, the visiting and hosting leaders will be invited by the families to the home for a brief visit. This may include a meal, but that is not required. This visit gives the visiting leader the opportunity to meet with his/her own delegate in the host home situation, to ensure that the delegate is in an appropriate environment. However, the visit is also a gesture of hospitality by the host family and gives them the opportunity to exchange cultural information with the adult leader from the other country. Leader home visits should be enjoyable for everyone! Parents should be reassured in the knowledge that when their own child travels, their leader(s) will be making these same home visits.

Another way to manage risk during hosting is to make sure all visiting delegates have a copy of the name, address and telephone number of the hosting family to carry with them at all

times. Host parents should make sure their copies of the health and legal forms are with the visiting delegate when the youth is outside the home.

Other potential areas of risk that should be considered:

- **Transportation (in private car or by public transport):** the visiting delegation should be given an orientation about use of seat belts, boarding and de-boarding buses, what to do in case of emergency or other pertinent information.
- **External people (outside CISV):** visiting delegates should always be accompanied by their partners and/or families, or CISV personnel. A careful discussion about where to go and where not to go should take place.
- **Group behaviour:** when more than one or two youths are together, the behaviour of the individuals can take a drastic change. Delegates need to be educated about appropriate behaviour. The leader(s) must ensure that they don't act too noisy, fool around or show disrespect to cultural standards.



BETWEEN PHASES FOR A LONG INTERCHANGE

All participants from both chapters should meet for debriefing and evaluation soon after the end of the first phase. The hosting leader and junior / co-leader will submit completed Group Evaluation Forms to the LIC, who will complete the online Programme Director's Planning and Evaluation Form. If any issues arose that need to be resolved before the second phase, partner LICs should address those as soon as possible and work together toward a solution. Ideas about successful practices or for improving the next phase should also be exchanged.

It is important for good communication to continue between the two chapters after the first phase of the Interchange. Not only should the partner LICs continue to oversee the administrative details of the Programme, but partner leaders, junior / co-leaders, delegates and families should keep in touch to foster the friendships and teamwork that have begun.



SENDING PHASE OF AN INTERCHANGE

SENDING PARTICIPANT INFORMATION TO THE HOSTING CHAPTER

Participant Names

Just as all leaders are asked to register on the Friends website, all Programme participants should also register. That way, staff will have an easy way to collect names and communicate with participants. During the first three days of the Programme, the staff / Interchange leaders will check that everyone who has arrived to the activity is also registered for the Programme on Friends.

PARTICIPANT SPECIAL NEEDS

General and dietary

If a participant has any special needs, such as food or allergies, or medical conditions the host Chapter, host families and staff must be notified in advance so that they can prepare. For example, if a participant is vegetarian, the Chapter/staff must be advised before the Programme starts so that they can plan menus or provide a suitable alternative. Participants should contact the host NA/staff as early as possible and provide this information. If the host Chapter or staff are not given the time to prepare, then the participant's welfare may be put at risk.

Physical accessibility

If a participant has a particular condition that requires that certain things be in place on the site (e.g. ramps for wheelchair access), the sending Chapter must communicate early with the host Chapter to ensure that the site is accessible. As laws differ from one country to another, not every campsite will be fully accessible. If the host site cannot accommodate the needs of the participant, the sending Chapter should check with the hosts of other invitations they have for the same Programme in other locations to see whether their sites are accessible. Under these circumstances, it may be possible to arrange with the IO to switch invitations.

It is also essential that staff be consulted where a participant has physical limitations in case there is anything they need to be aware of in terms of activity planning.

Companions

If a participant has a condition that means they require a companion, the sending Chapter must communicate early with the host Chapter to ensure that they can accommodate another adult. If they cannot, then the sending Chapter should check with the hosts of other invitations they have for the same Programme, and with the IO, to see if it is possible to switch invitations to one that can accommodate the companion.

It is also essential that staff be consulted where a companion will be attending, in case there is anything they need to be aware of in terms of activity planning. If a companion does attend, they must have CISV training and be police checked. They must also participate actively in the Programme.

PARTICIPANT TRAVEL DETAILS



Participants/ leaders must send their [Travel Information Form](#) to the host NA two months in advance of the Programme. If this information is not provided, the hosting NA will not be able to make arrangements to meet participants on arrival. If relevant, check with the host NA when and where participants will be met on arrival.



Preparing for the Travel Phase

Each leader, junior / co-leader and delegate has a responsibility to prepare to enjoy and learn from the Interchange. When participating in an Interchange, delegates and families have the several responsibilities, including:

- Purchasing tickets for travel (see travel tips, below) and making sure all the necessary travel documents (passport, visa, etc.) are in order
- Completion and submission of Health and Legal Forms (see the next chapter)
- Getting a complete physical and any necessary immunizations
- Preparation of the national night presentation
- Purchasing or making small gifts for the host families
- Communication with the partners to ensure everyone has realistic expectations
- Establishing the emergency fund (reimbursable if not used)
- Establishing chain of communication among families (phone tree)

National Night Guidelines

This is a time when you, the visiting delegation, can tell your hosts about your country, show a film or slides, do a presentation of song and/or dance, and perhaps serve a light national meal or snack. Communicate with your partners about your needs, including facilities, audio-visual equipment, and cooking capabilities. Ask about the number of family and chapter members who will attend and give your partners any other information that will be helpful for making your national night a successful and fun experience. You will probably ask to be taken in the afternoon to the site where your national night will take place. Your hosts will leave you there to decorate, cook, practice your dance, organize costumes in a dressing area, set up slides, etc. Then, the hosts will return in the evening for the presentation. If your serving of national food is a small snack or taste rather than a complete meal, you'll need to let your partners know in advance so the host families can make arrangements for dinner. It's common for them to bring pot-luck dishes, with your presentation to follow the meal.

A good presentation lasts around 25-30 minutes and includes:

- **A traditional element** - a folk dance, song or game
- **A visual element** - slides or video of your delegation (it's nice to include photos of your partners if you already hosted them before)
- **A modern element** - a dance or song that is currently popular in your country
- **Another visual element** - this time, slides or video to inform your hosts about your own culture
- **A taste of food** - a typical dish, candy, and/or drink from your country
- Be creative and make it festive. It's a great way to show your gratitude to your hosts.

TRAVEL CONSIDERATIONS

SUPERVISION – TRAVELLING ALONE OR WITH A LEADER

CISV participants under the age of 16 must not travel without an adult. The only exceptions are in very unusual circumstances, such as where the participant must return home immediately. In these circumstances, the parents must give their consent and arrangements must be made with the transport company to provide assistance to the participant on their journey.

An individual youth participant (not part of a delegation) of 16 years of age or over may only travel alone with parental consent.

In line with global regulations, CISV rules consider 21 as the age of adulthood. Parental consent is, therefore, required for any participant (including junior staff) under the age of 21. In cases where obtaining parental consent is not possible due to family circumstances, consent from the person's legal guardian must be obtained (and their status made clear on the form).

Where a delegation is travelling with a leader, that leader is the temporary guardian of the participants. The leader must exercise due care and should never leave a child or youth alone during travel. If the leader has to be absent for a few moments, the participants should be left in a group.

PRE AND POST-PROGRAMME TRAVEL

Generally, this is discouraged in CISV as it can detract from the educational impact of the Programme. Delegates are asked to arrive and depart on the appointed Programme dates. Where reasonable travel arrangements make it impossible to observe these dates, hosting Chapters may be asked to provide free hospitality for early arriving/late departing staff, participants and leaders for up to a maximum of two nights. The host Chapter is requested to assist anyone in finding hotel accommodation where home hospitality is not possible. Staff, participants and leaders arriving earlier or departing later will be responsible for their own accommodation expenses.

Where child/youth participants arrange to travel after the Programme under the care of a CISV leader, it is important that everyone involved understands that this trip is outside the scope of the CISV Programme and that CISV does not bear responsibility for arrangements or occurrences related to that trip. Parents and leaders are asked to sign a form stating that they understand these circumstances and have also made certain that they have insurance for the additional trip. These forms are called [Additional Travel Responsibility Form \(leader\)](#) and [Additional Travel Responsibility Form \(parents\)](#). Ensure that the sending Chapter/NA has a copy of the signed forms on file prior to departure.



Note that it is also the responsibility of parents to purchase any additional travel/medical insurance needed for the extra days.

VISA REQUIREMENTS

For some countries visas are required. The visa application process varies in length from country to country. Do not wait until it is too late; start the application as soon as possible.

It is the responsibility of the sending NA to check whether visas are required and to apply for visas in good time before the Programme. If a formal invitation is required from the hosting NA and/or the IO it is also the responsibility of the sending NA to request this as early as possible. It is further recommended that the host NA be asked to contact the office that issues visas in that country giving some information about CISV, explaining the nature of the international Programme that will be taking place and advising them of the home countries of participants/staff/leaders. This approach has been shown to be very effective in speeding up visa applications.

Cancelling participation in a Programme due to a **late** visa-application does not constitute *force majeure*; therefore all penalties will be incurred.

CONTACT DETAILS OF THE PROGRAMME

In case of an emergency at home, in the host NA or en route to/from the Programme, the leader, any participants travelling on their own, the sending Chapter and parents should have:

- Phone/fax/e-mail addresses of Programme and Interchange host families
- leader's mobile/cell phone number if there is one;
- Contact details for host Chapter and NA; and
- Contact details for their country's embassy/consulates in the host country.

It is important that sending Chapters and parents recognise that these contact details should only be used in case of emergency and are not to be used for general communication.

REGISTERING WITH EMBASSIES

CISV recommends that a sending Chapter communicate with its country's embassy or consulate in the host NA and advise them of the names of the participants and the location/contact details of the Programme. While this practice should always be followed when the Programme takes place in a "risk" region or an area in conflict, it is advisable at all times. Should there be an emergency, be it military or a natural disaster, embassies will assist their citizens in the host country. In the event of such a terrible situation, parents and the sending Chapter can also be in contact with the embassy for any news in that country.

TIPS FOR TRAVELLING

The following are some considerations and actions, to help make a journey easier and safer.

Purchase of tickets

- To the extent possible, choose a reputable, safe airline and a direct route of travel
- When using a discount air ticket, check the dates when cancellation is possible without incurring charges. Consider air tickets that allow for changes or cancellation right up to the time of departure.
- In the case of transit flights, choose flights that allow ample time for transfers.

Insurance



Participants, staff and leaders have the option to request travel/medical insurance from CISV International (see [InfoFile N-03 AON Policies - Health, Accident and Baggage](#) on Resources for information about the coverage available via CISV International). Another provider may be selected, following these guidelines:

- Choose a travel insurance company that can respond to enquiries in English, 24 hours a day. In some countries, hospitalisation is not possible without confirmation from the insurance company.
- Confirm the overseas contact address of the insurance company. This will be needed in the case of making claims abroad.
- Understand beforehand, how and when to file reports when making an insurance claim.
- Choose an insurance that covers travel accident-related costs such as payment for travel expenses of family or staff.
- The leader must carry copies of the insurance policies of each participant in their delegation.
- Carry [Health Forms](#) and [Legal/Insurance Forms](#) in hand luggage.
- Consider the possibility of participants also carrying a copy of their insurance policy.



Being prepared for difficulties that may arise during travel

Be prepared for difficulties and always remember that the safety of participants is the highest priority. Difficulties may include:

- Cancelled flights
- Inability to make a transfer due to delays or unexpected closing of airports
- No one to meet the participants at the airport or station
- Lost children
- Missing baggage
- Injured or ill children
- A serious incident in the final destination or transit point and airports are closed
- If, for whatever reasons, the planned itinerary is changed, the leader/participants travelling on their own must contact both the sending Chapter / parents and the host Chapter to advise them of the situation.

Items to bring on the Journey

Overall:

- The leader/participants travelling on their own must be sure to take reserve funds and credit cards that can be used to cover emergency expenses like medical expenses, hotel charges, etc.
- For delegations, consider having each participant travel with emergency pocket money in a widely accepted currency. It is important that participants recognise that this money is to be used for emergencies only and is not extra spending money for use at their Programme. A discussion with parents of the participants should determine a suitable amount.
- Consider whether the leader should rent an international mobile/cell phone or take a pre-paid telephone card to maintain contact during the journey. With an Interchange, it is particularly recommended that the leader has a mobile phone for use during the hosting phase, which will work in that area.
- Take a basic first-aid kit. However, if a participant is unwell or injured to the extent that medical advice is required (beyond basic first aid training), any treatment given must be prescribed and provided by a medical professional competent in the relevant field.
- Be prepared to explain ordinary medicines in English. Everyone travelling should take a copy of prescriptions for any medications or eye glasses in case luggage is lost or glasses are broken.
- Phone numbers of the sending and host Chapter/NA and of sending parents.

For travel:

- Check hand-luggage rules in advance and pack accordingly to avoid problem and delays.
- For delegations, anticipate long waits in the airport. Take amusement items such as books and games to help pass the time and possibly snacks.
- Anticipate chilly airplane cabins, even in summer. Take sweaters or other warm clothing.

Consider carrying a change of clothes and toiletries in hand luggage in case checked-in luggage is delayed.



FURTHER CONSIDERATIONS FOR INTERCHANGE

Since leaders, junior / co-leaders and delegates will not be staying all together throughout most of the Interchange, a few tips merit mention that might not apply to the camp-based Programmes.

Leaders should:

- Maintain occasional contact with the delegation members during the home-stays and be available to the delegates at all times.
- Be aware of the types of activities the delegates are participating in outside the planned CISV group activities.
- Arrange for the delegations to meet separately from their partners to discuss things freely in their own language.

Delegates should:

- Remember that they are representing CISV, their country and family while visiting the partner country and maintain appropriate behaviour.
- Make leaders aware of any concerns.
- Follow the directions of leaders and host families.
- Carry local contact information in case of separation from the partner or group.

HEALTH, LEGAL AND INSURANCE FORMS

HEALTH FORMS



It is essential that every participant (including leaders, JCs, and staff) have a [Health Form](#) completed no more than three months before the beginning of the Programme. The original signed forms must be taken to the Programme and the original should be given to staff or LIC. Two copies should be made; one copy should stay at home with the sending family or Chapter, and one copy should stay with the leader (if applicable). Interchange host families should also be given a copy. People will be travelling away from home and, if something should occur, local doctors must have historical and current medical information on the person to ensure proper treatment. CISV representatives (staff and host families) must also know of any medication which they may have to help administer and medical conditions which they might have to monitor and which might affect a person's participation in certain activities.

[Health Forms](#) must be signed by a doctor and taken to the Programme. If the doctor has a stamp, it is recommended that you ask for it to be put on the form along with the doctor's signature. In certain countries, this is important and helpful.

If the participants are children or youth travelling with a leader, then the leader should carry the [Health Forms](#) of all participants under their responsibility. At the Programme, these forms should be stored safely and confidentially in the staff office (or with the LIC and host families) and consulted in the event of a medical emergency. On an excursion, the forms should be carried securely by staff or leaders. For home-stays during camp-based Programmes, the original copy should be given to the host family to be returned at the end of the stay. Leaders must also give host families instructions on any medications, which they may have to administer. If an incident occurs, a copy of the [Health Form](#) should be attached to an [Incident Report Form](#). If an insurance claim is made, this information may also be required. If no incident occurs, the [Health Form](#) should be returned to the participant at the end of the Programme to be carried on the trip home.



What if Someone Arrives Without the Signed Health Form?

If a participant arrives without a properly completed [Health Form](#), their doctor can be asked to fill it in and send it only where the doctor has seen and examined them within the last three months. If this is not possible, the participant must be taken to a local doctor for an examination. That doctor should fill in the form as far as it is possible under the circumstances. The participant must pay for the visit to the local doctor.

INSURANCE

Every participant must have travel/medical insurance. It is up to the sending Chapter and the leader/participant to make sure that insurance is in place. Copies of the policy should be carried at all times on the way to and from the Programme and should be kept safely during the Programme.

What if Someone Arrives Without Insurance?

If participants arrive without proof of insurance cover, Programme staff must contact the IO immediately to arrange for insurance cover. The sending NA will then be invoiced for the cost.

LEGAL / INSURANCE FORMS



There are three types of official CISV Legal/Insurance Forms; [Youth Legal Information Form \(YLIF\)](#), [Youth Travelling Alone Legal Information Form \(TWAJ\)](#) and [Adult Legal Information Form \(ALIF\)](#). They are all available on [Resources](#).

It is essential that every participant (including leaders, JCs, and staff) have the appropriate CISV Legal / Insurance form fully completed. The original, signed forms must be taken to the Programme and we recommend that the original is given to a member of staff. One copy should stay at home with the sending family or Chapter, with two copies to stay with the leader (if applicable).

For children and youth, these forms are signed by their parents and give consent for the child or youth to travel with a named leader or alone (for youth 16+).

For all participants, these forms appoint CISV representatives as legal guardian should an emergency occur and should medical decisions have to be made on behalf of the person and their parent/guardian cannot be reached. These forms are precautions, but without them children/youth may have difficulty travelling and doctors may not be able to proceed with some treatments without consent.

These forms also certify that the participant has valid health insurance, which may also be required by local doctors. They also make it clear that if someone behaves in a manner contrary to CISV rules then they may be sent home at their own/family's expense.

If the participants are children or youth travelling with a leader, then the leader should carry the participants' legal and insurance forms. At the Programme, the forms should be stored safely and confidentially in the camp office (or with the LIC and host families) and consulted in the event of a medical emergency. On an excursion, the forms should be carried securely by the staff or leaders. For home-stays during camp-based activities, the original should be given to the host family to be returned at the end of the stay. If an incident occurs, a copy of the form should be attached to a completed [Incident Report Form](#). If an insurance claim is made, this information may also be required. If no incident occurs, the form should be returned to the participant at the end of the Programme to be carried on the trip home.

What if Someone Arrives Without the Signed Legal Form?

If a participant under age 21 arrives without these forms (or with the wrong form), the sending Chapter must be contacted. They must arrange to have the parents of the participant sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the Programme. If the participant is aged 21+, the form must be signed upon arrival if not done previously.

SUMMARY OF HEALTH, LEGAL / INSURANCE FORMS

FORM	WHO IS IT FOR?	WHICH PROGRAMMES?	WHO SIGNS?	COMMENTS
Health Form	All participants and JCs, All staff and leaders	All Programmes except Mosaic (unless the Mosaic project involves travel and overnight accommodation)	Signed by participant's doctor. Also signed by parent/guardian for child/youth participants or by adult (age 21+) participant for him/herself. If the doctor has a stamp, you should ask that it be put on the form along with the signature. In certain countries, this is important and helpful.	Must be dated within the 3 months before the Programme. If a participant arrives without a properly completed Health Form, the person's doctor can be asked to fill it in and send it only if the doctor has seen and examined the person within the last 3 months. If this is not possible, the person must be taken to a local doctor for an examination. That doctor can fill in the form as well as possible in the circumstances. The participant must pay for the visit to the local doctor.
YLIF Youth Legal Information Form	All child / youth participants travelling with an adult leader	Village, Interchange, Summer Camp and Delegation Youth Meetings	Signed by parent/guardian of the participant	If a participant arrives without these forms, the sending Chapter must be contacted. They must arrange to have the parents sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the Programme.
TWAL Youth Traveling Alone Legal Information Form	All youth participants aged 16-20, travelling without an adult leader (e.g. all JCs and Seminar Camp delegates).	Village JCs, Seminar Camp participants, Youth Meeting participants aged 16-20, IPP participants aged 19-20, Village, Interchange, Summer Camp and Youth Meeting Junior staff/leaders aged 19-20.	Signed by parent/guardian of the delegate	If a participant arrives without these forms, the sending Chapter must be contacted. They must arrange to have the parents sign and fax/scan and e-mail the legal forms immediately to the host NA or directly to the Programme.
ALIF Adult Legal Information Form	All adult leaders and staff members, IPP and Youth Meeting participants, aged 21+	All Programmes for staff/leaders, IPP and Youth Meeting for participants, aged 21+	Signed by adult delegate on his/her own behalf	Must be signed upon arrival if not done previously.

COMMUNICATIONS

COMMUNICATING WITH THE PROGRAMME OR PARTICIPANTS

Should the sending Chapter or a parent need to reach the Programme urgently, the contact information is in the Pre-Camp. However, it is important that sending Chapters and parents (as well as the participants) recognise that the contact details should only be used in case of emergency and are not to be used for general communication.

In general, communication with the outside world during a Programme is discouraged as it may be a distracting effect for the participant and make it difficult for them to make the most of the Programme experience.

In some Programmes, depending on the site facilities, leaders and adult participants may have limited access to e-mail to communicate news to family and the parents/guardians of participants.

WHOM TO CONTACT IF A QUESTION COMES UP

During the Programme, usually the first people to speak to about queries are other adults with Programme responsibility within the Programme – the staff/LIC and, if appropriate, the leaders.

The next step would be to get in touch with your local Chapter contact person. If your question is about administration, forms, insurance or procedures, then you or your Chapter contact can contact the NA and / or the International Office.

If your question is about elements of the Programme, such as activities, you or your Chapter contact can get in touch with the member of the international Programme committee that is assigned as your liaison. Your Chapter should know who they are and they usually try to phone or contact you during the first week of the Programme, just to see how things are going and offer support.

WHAT IF A PROBLEM ARISES?

Each situation is different and may require different actions and on-the-spot decision making. Most problems that are encountered during Programmes are minor and can be addressed appropriately by the staff/LIC, leaders and participants. The local risk manager and local/national Programme coordinator can also be consulted. Staff and leaders can also contact the relevant international Programme committee or the IO if they have questions.



For situations when someone has to leave Programme prematurely, see [InfoFile R-15 Sending Someone Home Procedure](#) for further details. It is very important to remember to keep full notes on any occurrence and request formal reports from any local authorities involved or professionals consulted (these reports should eventually be attached to the [Incident Report Form](#)).



MANAGING PROBLEMS IN INTERCHANGE

Host families should contact the hosting leader should there be any problems, and the visiting leader will be informed as necessary. Remember, the visiting leader is the official guardian of guest delegates during their stay in your country. If necessary contact your local Interchange committee or the delegation coordinator. Act soon, before the problem becomes too difficult to resolve.

Leader - Leader

Since the leaders know delegates from both countries, parents should turn to the leaders first.

Leaders - Hosting LIC

The leaders and hosting LIC will have more current information for handling problems than the parents and LIC of the travelling delegation.

LIC-LIC

If a problem is not resolved in the host country, then the host LIC should contact the travelling LIC. The parents of the travelling delegates should allow the LICs ample time to work on the problem. Communication with their own children at this point is not helpful and can even make the problem worse—parents should direct their communications to their leader.

Grievance/Complaint Procedure

Wherever possible, complaints or grievances should be dealt with on the local level and be resolved, by the leaders with assistance from the local Interchange committee. If this does not resolve the conflict the LIC from the visiting country should be contacted for input. It is also recommended to contact the NIC or the IIC for advice in any doubtful situation before making a final decision, even though the problem is dealt with at the Chapter level. If still unresolved the grievance will be dealt with by either the national Interchange committees, International Interchange Committee, International Office, International Executive Committee or the International Board in accordance with [Info File R-11: “Complaint Procedure”](#) which is summarized as follows:



- Resolve at personal or Chapter level - **leaders / host LIC**
- Involve partner LIC if needed. - **leaders / both LICs**
- Local officials inform their own and the partner Chapter’s national Interchange committee of the problem. - **NIC**
- If the problem is not solved locally or at the national level, contact the International Office (IO) if further help is needed. - **IO**
- If necessary, the IO will present the problem to the International Interchange Committee (IIC) through the chairperson, for further investigation and consideration. - **IIC**
- The IIC will make a determination that is binding on all persons / Chapters involved unless or until modified or reversed by the International Executive Committee (IEC) or the International Board.
- Appeal / review of IIC decision shall be by the International Executive Committee (IEC) or the International Board (depending upon timing) upon the specific request of the International Board trustee of either party of the dispute, the IEC or the IIC.

Countries that consistently disregard the basic rules and procedures of CISV may be subject to sanctions in accordance with Info File R-13, “Guidelines for Sanctions.”

MEDICAL / SAFETY SITUATION

At least one staff member must have first aid training and first aid supplies must be available at the site. If first aid is administered, a second adult should be present and/or the door to the room kept open where possible.

If a participant is unwell or injured to the extent that medical advice is required (beyond the basic first aid training of staff), any treatment given must be prescribed and provided by a medically competent professional in the relevant field.



Please see InfoFile [R-15 Sending Someone Home](#) for the detailed steps to follow when a participant has to leave the Programme because of illness or an accident.

GENERAL BEHAVIOUR / PROGRAMME RELATED SITUATION

Most 'behaviour' or Programme-related problems can be dealt with at the Programme/Chapter level where people can see what the situation is and can consult with each other. Sometimes, however, the behaviour is serious enough to mean that removing the person from the Programme must be considered.



Please see [InfoFile R-15 Sending Someone Home Procedure](#) for detailed steps to follow when a participant has to leave a Programme.

Unacceptable Behaviour in Interchange

All Interchange delegates, their parents, the leaders and junior leader must:

- In family situations – follow family rules.
- In group situations - obey the local jurisdiction where CISV activities take place and follow the CISV guidelines (see [“CISV Guidelines on Behaviour and Cultural Sensitivity” Info File R-7](#)). It is recommended that each delegate and his/her parents sign an acknowledgement that they have read, discussed and understand the content of R-7.

If problems occur, the Grievance/Complaint Procedure should be used. CISV always tries to solve problems by discussion first.

Significant problems may result in exclusion from an Interchange if warnings are not heeded. This could result in a travelling delegate or leader being sent home in accordance with CISV policies ([Info File R-15](#)).

WHAT IF THE SITUATION IS A CRISIS AND PUBLIC?

When you are preparing to host a Programme, there are many things to consider. Among them is what to do if something goes wrong, even seriously wrong – a crisis. Each crisis is unique, but as a group of people planning a Programme, you should be prepared so that a crisis can be quickly recognised and addressed.



It is also very important to consider and prepare for communications before and during a crisis. For more information, see the [Crisis Communications Guide](#).

REPORTING INCIDENTS OR ISSUES



When an incident or issue occurs at a CISV Programme the Programme director/LIC, should be in contact with the local/national risk manager to discuss the situation. The Programme director/LIC (or other person with Programme responsibility) must complete and follow the sending instructions on the [Incident Report Form](#).

It is not always the Programme director/LIC who identifies or acts on a particular matter. **Any participant or person with Programme responsibility should report an issue or incident if they feel it is appropriate to do so.** For examples of incidents and issues that should be reported, see [Incident Report Form](#) later in this section of the Guide. Follow the instructions on the form regarding transmission. This information is sensitive and should only be shared with those listed on the form.

The risk manager or Chapter representative should keep sensitive documents in a secure location, in a locked container, where other people will not have access to it. Extra, unneeded copies should be destroyed according to local law. NAs should keep incident reports for at least 10 years. If they relate to an international Programme, they must also be sent to the IO, where they will be kept in the secure archives indefinitely.

PRACTICAL EVALUATION AND REPORTING ABOUT THE PROGRAMME

There are several types of reports and forms that are used to let CISV International know how different aspects of the Programme/Interchange hosting phase went, who participated, what worked well and whether there were any problems. This information also provides data for billing and statistical purposes. It is also essential information to help CISV as a Peace Education organization to keep improving. Without this information CISV International will not be able to measure its success or provide the needed support/training for future Programmes. Paperwork is not usually what people like to do best, but this information is very important for the overall quality of CISV's Programmes and staff/leaders are the people best suited to provide it.



Completion and submission of the CISV International official reports and forms are due no later than two weeks after the end of the Programme/ Interchange hosting phase. These include [Programme Director's Planning and Evaluation Form \(PDPEF\)](#), [Address List](#) and any [Incident Report Forms \(IRF\)](#). It is generally advised that these are completed and returned immediately after the end of the Programme.

This Chapter will focus on practical evaluation. For information on Educational Evaluation and how to use the PDPEF as both a planning and evaluation tool for educational activities, see the Education section of this Guide.

PROGRAMME DIRECTOR'S PLANNING AND EVALUATION FORM (PDPEF)



Every Programme must complete and submit the [on-line Programme Director's Planning and Evaluation Form \(PDPEF\)](#). Though staff can complete and submit the form as well, it is the responsibility of the Programme director and (for Interchange) the local/national Interchange coordinator (LIC or NIC). The form should be completed and submitted no later than two weeks after the end of the Programme/ Interchange hosting phase.

How to access and complete the PDPEF

To be able to access the specific [PDPEF](#) for the Programme, staff must be registered on the Friends website (<http://friends.cisv.org/>), have claimed participation and been approved as either Programme director or staff (or LIC/NIC for Interchange). When that is done, staff can access the specific [PDPEF](#) by logging into the [PDPEF](#) storage intranet site:



[PDPEF Storage Intranet Site](#)

Log in using your Friends Registration ID and your Friends password.

The [PDPEF](#) can be revisited, completed and saved numerous times. It is also possible for more than one person to access it (e.g. staff and Programme director). Remember to 'save' the form the first time it is opened and only click on 'submit' when you have completed the entire form.



For general, technical and support information, please visit the [PDPEF Questions & Answers](#) page on Resources.

PDPEF Structure

The [PDPEF](#) is made of five sections: 1. Administration, 2 Education, 3 Practical Arrangements, 4 Recommendations, and 5. Additional Comments

When to fill in each section

Below are four of the five sections of the [PDPEF](#), with tips on how to complete each of them. Section 2 is addressed in the Education section of this Guide. The yellow bars give suggestions for when these sections should be completed.

SECTION 1: Administration

Please answer all the questions in this section. This information will be collated by the IO and subsequently shared with the relevant NA.

Before participants arrive

1.1) This section will be pre-filled for you, based on data from the Friends website.

When participants arrive

1.4) Attendance information.

1.5) Issues (late arrivals, early departures, absences, age or gender discrepancies, insurance, health, legal and insurance forms).

SECTION 2: Education

Please see the Education section of this Guide.

SECTION 3: Practical Arrangements

Please answer all questions in this section. This information will be used by the international Programme committees and the hosting NA. You can monitor the practical arrangements throughout the Programme in an informal way through staff and participant meetings.

At the end of the Programme

3.1) Comments on the quality of the site

3.2) Comments on food, facilities, and arrangements

3.3) Best practices: Give examples of things that were done well by the hosting Chapter that other Chapters or NAs could do.

SECTION 4: Recommendations and Risk Management

Please answer all of the questions in this section. This information will be used by the IO, international Programme committees, NAs and the International Risk Management Committee.

At the end of the Programme

If any incidents occur during the Programme, please make sure that you complete an Incident Report Form (IRF) and send it to the IO. You can do this at the time of the incident or submit it with the PDPEF, depending on the severity of the incident.

ADDRESS LIST

Every Programme must complete and submit a complete Address List of everyone who participated in the Programme to the IO no later than two weeks after the end of the Programme. Note: Address Lists from both NAs are due within two weeks after the end of a short Interchange, or two weeks after the end of the first phase of a long Interchange.

The Address List must include the address and date of birth of everyone in the Programme (and Chapter support, home-stay and kitchen staff if listed). There is not a pre-set format for the Address List. Programme staff and Interchange leaders who are registered as activity managers for their Programme on the Friends website can easily export an Address List of everyone who has claimed participation (and been approved) on Friends. The exported document is in Microsoft Excel format.

If anyone has not claimed participation in the Programme on Friends, the exported Address List will have to be completed manually by staff/Interchange leader *before* it is submitted. The submitted Address List must contain the details of everyone who has participated.

INCIDENT REPORT FORM (IRF)



The [Incident Report Form](#) (IRF) must be filled in if there is an ‘incident’ in a Programme. However, not every incident will require full reporting.

Examples of situations or incidents to report are those requiring medical (including psychological) attention, those involving criminal behaviour, and violations of CISV guidelines on Behaviour and Cultural Sensitivity, where consequences have been imposed. The information should be sent to the host NA / Chapter risk manager with a copy to the IO. The completed [Incident Report Form](#) must be signed and can be submitted electronically.

If any incidents occur during the Programme, please make sure that a completed [Incident Report Form](#) (IRF) it is sent to the IO. This can be done at the time of the incident or submitted with the PDPEF, depending on the severity of the incident. Anyone participating in a Programme can fill in and submit and [Incident Report Form](#) and has a responsibility to ensure that all incidents are recorded and reported.

STAFF AND LEADER EVALUATION

An evaluation tool or leader/staff performance is currently under development. It is intended that this will provide the sending NA (via the national secretary and national risk manager) with feedback to be used in a ‘follow-up’ briefing and possible further training.

Any performance-related feedback on adults in roles of responsibility that is submitted through the leader performance survey (currently in development) will be shared automatically with the person to whom the feedback applies.

INFORMATION YOUR NA WILL RECEIVE

ISSUES

Your national secretary will also receive an issues report. Any issues (medical, behaviour, rule violations etc.), recommendations or further training suggestions, reported from the Programme that relates to participants or adult will be shared with their sending NA (via the national secretary and national risk manager) for follow-up.



AFTER THE INTERCHANGE

All participants from both chapters should meet for debriefing and evaluation soon after the end of the second phase. The hosting leader and junior / co-leader will submit completed Group Evaluation Forms to the LIC, who will complete the online Programme Director's Planning and Evaluation Form. If any issues arose that need to be resolved, partner LICs should address those as soon as possible and work together toward a solution. Ideas about successful practices or for improving future Interchanges should also be exchanged. It is hoped that all leaders, junior / co-leaders, delegates and families will continue their involvement with CISV. They should consider participating in local, national and/or international Programmes. Delegates may wish to participate in Junior Branch and parents will want to continue their support of the local chapter with their volunteer efforts. Another desirable outcome is for participants to stay connected and continue their friendships after the Interchange is finished. **Keep in touch!**

INTERCHANGE / EDUCATION & EVALUATION

	Introduction	Role Profiles	Hosting and Sending	Education & Evaluation
Leader / Junior Leader	◆	◆	◆	◆
Participant	◆	◆	◆◆	
Parents	◆	◆	◆◆	
Chapter/ NA person with Programme Responsibility	◆	◆	◆	◆

ABOUT CISV

CISV educates and inspires action for a more just and peaceful world.

Since 1951, CISV has been offering a range of local activities, international camps, family-hosted exchanges and community-based projects. These are known as our ‘Programmes’ and every year our volunteers organize them for young people and adults from over 60 countries.

Over the years these Programmes have provided opportunities for thousands of participants to meet and develop friendships with people from different countries, backgrounds and cultures. All CISV Programmes have a Peace Education focus, which we use to inspire our participants to become Active Global Citizens. As CISV continues to grow around the world we remain united as an organization by our educational principles. These reflect the way we think and behave:

OUR EDUCATIONAL PRINCIPLES

We appreciate the similarities between people and value their differences.

We support social justice and equality of opportunity for all.

We encourage the resolution of conflict through peaceful means.

We support the creation of sustainable solutions to problems relating to our impact upon each other and the natural environment.

Our Educational Principles form a bridge between our Statement of Purpose and our focus on Peace Education. So, when you look at them alongside the main strands of our Peace Education content in the Chapter “Peace Education in CISV”, you will be able to see how closely they are linked.

Programmes combine our Educational Principles with Peace Education to promote inclusion, social justice, non-violent resolution of conflict and sustainable development. They also help to develop an awareness of how each of us can take action towards a more just and peaceful world.

In addition to our Programmes we also contribute to research and work with organizations worldwide whose goals are similar to ours.



USE OF THE CISV STATEMENT OF PURPOSE AND EDUCATIONAL PRINCIPLES IN PROGRAMME PLANNING

The Statement of Purpose and the Educational Principles are the foundation of all themes and activities taking place in an Interchange. When the partner countries make agreements during the planning phase, both sides need to make plans in accordance with the Educational Principles.

Interchange participants put to the test concepts of cultural difference, justice and equality, honest and effective resolution of conflict, and our impact upon the world. Interchange participants develop strengths and skills to realise how they can learn from engaging with those around them. Interchange provides an opportunity to build on one's life experiences and create incredible memories and friendships.

BUILDING THE STATEMENT OF PURPOSE AND EDUCATIONAL PRINCIPLES INTO THE INTERCHANGE STRUCTURE

Leaders, families and participants are trained to pay regard to the role played by the Statement and the Principles in everyday Interchange life. Through daily life in another culture, Interchange participants learn to appreciate and understand similarities and differences between the way life is conducted at home and in their host environment. They can engage in democratic decision making and learn to work cooperatively both in informal and in planned activities. They learn how to resolve conflicts both between their expectations and the reality of life in a different culture as well as between family members or members of the Interchange group.

PEACE EDUCATION AND ACTIVE GLOBAL CITIZENSHIP

CISV'S APPROACH TO PEACE EDUCATION



This is a practical guide to what we do and why we do it, and can be used as a handbook for CISV training. We hope you enjoy reading it and find it useful. You can find more details on all the information contained in this Guide in the [CISV Passport](#), in our [Big Education Guide](#) (“BigEd”).

Peace Education provides us with the attitudes, skills and knowledge we need to become agents of change, both locally and globally; in other words, to become Active Global Citizens.

It looks at local and global issues that are relevant to all countries, recognizing that peace can mean much more than the absence of war. In fact, Peace Education encourages us to look at a wide range of issues and helps us gain a better understanding of:

- our own identity within the local and global community
- basic human rights as well as forms of exploitation and injustice
- conflicts and how they can be caused, prevented and resolved
- sustainable solutions for environmental and development issues

Having the opportunity to make friends with people from different backgrounds and life experience can also play an important role within Peace Education. This is because it encourages us to examine our own attitudes and values, which in turn helps to broaden our perspective of the world. It also helps to raise our self-awareness and our awareness of others.



Many of the issues within Peace Education are also found in what is often called development education, intercultural education and global citizenship. You can find more information on the similarities and differences between these in our [Big Education Guide](#) (Big Ed), which is available on [Resources](#).



“PEACE”, “PEACE EDUCATION” AND ACTIVE GLOBAL CITIZENSHIP

In CISV “peace” means more than the absence of war. For CISVers, “Peace Education” helps us to develop our personal and interpersonal knowledge about the communities in which we live, the culture and communities of fellow participants and how these inter-relate. It helps us to develop effective skills of communication with members of different cultures, and cooperation towards shared goals, alongside attitudes of friendship and openness to people of other nations and cultures.

Peace

Learning through living as family member in a different culture and taking part in group activities in an intercultural setting enables participants to become aware of issues within CISV’s four areas of educational content. Raising awareness of these issues through CISV Programme participation can open the eyes of participants to opportunities for action in their home community and the wider world, thus helping them to become Active Global Citizens.

Peace Education

In both daily life and the intercultural activities in Interchanges, participants are involved in intercultural understanding and adaptation, which plays an important role within Peace Education in CISV Programmes.

Active Global Citizenship

The activities planned by or for participants will raise awareness of global and local issues in conflict and resolution, diversity, human rights and sustainability (CISV’s four content areas). The participants learn to use CISV’s experiential learning model as a basic structure for designing and learning from activities. Acquiring an in-depth knowledge about another culture should stimulate participants to think about the way that their home society is organized, to think about ways in which their home, host, or other societies could be improved and how they could take action to effect such improvements; that is, how they can become Active Global Citizens.

Topics which may be relevant to Interchange Participants

- Living in a differing environment
- How to present one’s own culture
- Comparing oneself with others
- Working for the benefit of the group

ASK FOR ACTIVE GLOBAL CITIZENS

Active Global Citizens need a combination of attitudes, skills and knowledge (ASK). In CISV we ensure that these attitudes, skills and knowledge are at the heart of our educational goals and our approach to learning.

EXAMPLES OF ASK

Attitudes - How we think and behave:

- Being open minded
- Behaving flexibly
- Willingness to include people
- Taking responsibility for our own actions and decisions

Skills - Our ability to/for:

- Communicate
- leadership
- Self-reflection
- Creative problem solving

Knowledge - Information we gain about:

- Population dynamics
- Community concerns
- Geographical facts
- Environmental issues



ATTITUDES, SKILLS AND KNOWLEDGE (ASK), WHICH ARE DEVELOPED IN CISV INTERCHANGES

The aims of the Interchange Programme are to encourage an in-depth understanding of another culture, to develop individual and group attitudes and actions consistent with the CISV philosophy through group activities and to incorporate these experiences into the daily lives of the participants and their families. Programme goals are the same for all Interchanges: develop / increase self and intercultural awareness, develop leadership skills; be an agent of change in your Programme context, learn how to work cooperatively and have a positive attitude towards others, and, empower participants for active global citizenship. Each of these goals has accompanying indicators which more clearly state specific attitudes, skills and knowledge (ASK) to be developed by participation in the Programme.

INTERCHANGE PROGRAMME GOALS AND INDICATORS

<p>Develop/increase self and intercultural awareness</p>	<ul style="list-style-type: none"> a) Compare one's own daily routines and responsibilities with those of the partner b) Compare oneself with other participants (both delegations) c) Share and learn aspects of culture and customs with the Interchange partner and/ or host family d) Interact appropriately with the partner independently (outside group activities)
<p>Develop leadership skills; be an agent of change in your Programme context</p>	<ul style="list-style-type: none"> a) Contribute to planning and organizing hosting activities or national night b) Actively participate in group discussions and activities c) Interact with the partner through conversation and activities d) Take an active role to provide a quality Programme and create a positive experience for all participants
<p>Learn how to work cooperatively and have a positive attitude towards others</p>	<ul style="list-style-type: none"> a) Behave respectfully and appropriately towards others b) Be inclusive when making group decisions c) Understand and respect differences of the partner Chapter d) Understand and respect other's points of view
<p>Become empowered for active global citizenship</p>	<ul style="list-style-type: none"> a) Understand how the hosting activities and national night relate to at least one of CISV's peace education content areas (diversity, human rights, conflict and resolution, and/or sustainable development) b) Take personal responsibility to help make the Interchange a learning experience c) Understand the peace education can have a positive impact in one's community d) Consider how the Interchange participants can actively work for peace after the Programme

Using these Attitudes, Skills and Knowledge after the Programme

No two Interchanges are the same. Factors such as the families, the themes, the participants / leaders and the cultural backgrounds are just too diverse. For this reason we offer a potpourri of attitudes, skills and knowledge which those involved and use to help in becoming an active global citizen. However, it is anticipated that, after the Interchange, participants will have a deeper understanding of ways in which members of different cultural groups act and interact in family and social settings. This should provide a valuable foundation for understanding and development which they can use when they return home in their home CISV Chapter / JB or in participation in LMOs.

PEACE EDUCATION IN CISV

The four main content areas of Peace Education in CISV Programmes are:

Diversity

Explores the identity of the individual and then asks us to consider ourselves within our own and the wider community.

Human Rights

Considers how human rights affect every aspect of our lives and how violations can lie at the root of problems such as poverty, violence and lawlessness.

Conflict and Resolution

Helps us to understand how conflicts can arise deliberately or otherwise and what can be done to help bring a peaceful resolution.

Sustainable Development

Looks for integrated ways to promote economic and social well-being, while protecting the environment through the responsible use of natural resources.

Activities and discussions in CISV Programmes can either relate to one of these areas or a combination of two, three or all four of them. This allows our Programme planners the flexibility to make sure that the issues are interesting and relevant to the whole group and meet the educational goals.

We help our participants to use Peace Education within the context of a Programme to develop their attitudes, skills and knowledge, so they can become Active Global Citizens.



USE OF THE 4 CONTENT AREAS IN INTERCHANGE PROGRAMME PLANNING

Using the experience the participants have of sharing the life of a host family, living in a differing environment, the areas ‘human rights’, ‘conflict and resolution’ and ‘sustainable development’ are put into practice in real life situations. Educational activities can also be planned for the whole group – and sometimes involving other family members, too – to address specific aspects of educational content which may be pertinent to participants. This might be done through activities during a residential weekend or in cooperation with local members in Mosaic project.

EDUCATIONAL CONTENT OF THE INTERCHANGE PROGRAMME

Educational content in the Interchange Programme is organized into indicators, connected to each of the four Programme goals (which are the same for every project). Indicators represent the specific attitudes, skills and knowledge that participants will develop through the project, as shown in section 3, above. The basis of Interchange is the family living experience. However, group activities should be organised to develop aspects of CISV educational content which are not addressed in that context. The educational content should be developed so that the people involved gain an appropriate toolkit to become an Active Global Citizen.

RESOURCES USED TO SUPPORT PEACE EDUCATION IN INTERCHANGES

Various resources can be used. It depends on the setting of the Interchange. Sometimes the delegations might work together with another organization; sometimes the parents link the delegates with a Peace Education activity. Some leaders use literature, movies or music for Peace Education. Last but not least, the excursions and activities can have an almost never-ending potential.

BUILDING PEACE EDUCATION INTO PROGRAMMES

We use 'Themes' to provide a unique flavour to each of our Programmes. These are developed from our four Peace Education content areas. Each Theme can concentrate on one particular content area or provide a link between two, three or all of them.

Themes are helpful as they connect the educational content directly to the goals of each Programme. When you are planning your theme, you may wish to take into account a number of factors, including:

Location

- Age of participants
- Duration of Programme
- International/national campaigns

Local Issues

- World events
- Size of group
- Partner organizations
- Resource availability
- Cost
- Group dynamics
- Relevance to participant group
- Complexity of issue

Everyone who has been on a CISV Programme remembers the friends they made and the fun they had. They also remember many of the 'activities' they took part in. Most of these 'activities' are connected to at least one of our four content areas of Peace Education. Activities are chosen to support the Theme and to provide opportunities for our participants to learn more about themselves and how they can develop the ASK to become Active global Citizens.

CISV has a database of activities, which you can find on [Resources](#).



BUILDING PEACE EDUCATION INTO INTERCHANGES

Having a specific theme is a useful tool for leaders when planning activities related to CISV educational goals and content. The CISV rotation of content areas can be used as a suggestion for themes, but their use is not obligatory due to the individual situation of each Interchange.

Each Interchange group is different. When planning an activity it is best to focus on the specific needs and characteristics of group members, such as language ability, interests, attitudes, and group feeling. These factors should be taken into account as participants prepare and plan for the educational activities in their Programme.

A theme could be used for deciding what sort of activities and what kind of excursions will take place during the Interchange. The preparation of participants by the leaders can be related to the theme and it may be that some educational activities can be related to some of the excursions.

LEARNING BY DOING

‘Learning by doing’ is simply a way of saying learning from direct experience, rather than from reading books or listening to lectures. It is characteristic of all CISV Programmes and you may hear this process referred to as ‘experiential learning’.

Because we think that experiential learning is effective and fun, it is at the core of all our activities. We find it helpful to think of it as a four step process:

Step 1: Do a Peace Education activity

Step 2: Reflect on what ASK you have learned from this activity

Step 3: Generalize how this new learning can be applied to a new context

Step 4: Apply put your new ASK into action

Sometimes the ‘Apply’ part of the process will take place within a CISV Programme, which is great to see. However, sometimes the process takes longer or the right opportunity does not present itself until after the Programme. This is how experiential learning helps participants to become Active Global Citizens.



USING EXPERIENTIAL LEARNING IN THE INTERCHANGE PROGRAMME

The experience of living in a family in a different culture can be a profound learning situation. Participants learn about the way in which their host family organizes daily life and have the opportunity to compare this with the experiences of their fellow Interchangers. This can result in reflection on the way life is organized in their own family and a deeper understanding of the variety of ways in which people live in different situations.

Sharing the daily life of another family while also being a member of the Interchange group and taking part in group activities encourages attitudes of responsibility for others, cooperation between members and the effective resolution of conflict (when different members of the group would like to do different activities).

Adult and junior leaders act as mentors and facilitators throughout this direct ‘learn-as-you-live’ experience but also have the responsibility for coordination of specifically organized experiential learning activities.

EXPERIENTIAL LEARNING ACTIVITIES IN CISV INTERCHANGES

Experiential learning activities may be linked to the excursions or other parts of the Interchange Programme. Sometimes a specific activity is set up in cooperation with the local Mosaic coordinator so that participants can address a specific issue, perhaps including guest speakers and related action. There should be a sufficient number of educational activities to achieve the goals of the Programme.

HOW DO WE KNOW WE ARE GOOD AT WHAT WE ARE DOING?

As an educational organization it is important that we have ways to:

- monitor the quality of our Programmes for all our participants
- improve what we do year by year
- share with each other what we do well
- show how well we are achieving our organizational purpose

Educational evaluation helps us to do all of these.

This process starts at the beginning of a Programme and is used all the way through until the end. It helps us to plan activities which support the theme, and also allows us to see how well each of our participants is developing their ASK.

At the end of the Programme we collect information from each CISV Programme to build up a picture of how successful they are. The process also helps us to collect information on which themes have been used, so we can see the balance of educational content across all of our Programmes.

We use the process to show us how well we are educating and inspiring for action towards a more just and peaceful world.

QUALITY STANDARDS

There are four educational quality standards, which apply to all our Programmes.

1. Goals

All Programmes have four educational goals, which are developed from our Statement of Purpose.

2. Principles

All Programmes use our Statement of Purpose, educational principles and approach to achieve their goals.

3. Peace Education

All Programmes use Peace Education to achieve their educational goals.

4. Evaluation

All Programmes follow the CISV evaluation framework to plan, monitor and evaluate success.

WHAT IS EDUCATIONAL EVALUATION?

This is a process which you start at the beginning of a Programme and use all the way through until the end. It helps you to plan activities that support the theme (see [Passport](#)) and the achievement of your Programme goals. Educational evaluation involves everyone in the Programme.

Why we evaluate our education?

- **Educational Success:** So that CISV can assess the achievement of Programme goals:
 - For each participant
 - For each camp/project
 - For each international Programme
- **Programme planning and monitoring:** All of our Programmes use the PDPEF to guide the process of educational evaluation. This process provides you with a way to plan activities that will help your participants to achieve the Programme goals. It also helps you to make sure that your Programme meets the needs of all your participants.
- **Recruitment and Retention:** CISV's past, present and future is related directly to the experiences that our participants share with their friends, neighbours and community. These "success stories" are a result of the educational experience our Programmes provide. Educational evaluation provides our NAs and Chapters with a more valid and reliable record of our achievements, which can help us to recruit new members and retain existing members.
- **External Support and increased visibility:** CISV is an educational charity or not-for-profit organization, so profile-raising and fund development are ongoing activities for all of our NAs and Chapters. The systematic evaluation of our Programmes can be used for marketing and fundraising purposes. For instance, many funders require us to provide evidence of past successes when we make funding applications. We are also often required to provide evidence of effective evaluation when we are reporting to funders. We can also use the results of our educational evaluation to celebrate our successes in our publications, websites and educational forums to raise the profile of CISV. Increased visibility and educational credibility help to support CISV's capacity-building and fundraising efforts.

Who uses this information?

- The Evaluation and Research Committee: To measure the success of each Programme in achieving its goals. This assessment will allow CISV to have a better understanding of **what we do well** and **where we can improve**.
- International Programme committees: To develop activities to assist each Programme to achieve its goals more effectively and determine the training and support needs of NAs and local Chapters. They also use the information to share best practice and inform Programme development.
- National associations: to evaluate the Programmes that they have hosted and to know if their participants achieved the educational goals.
- Leadership training Committee: to see if there are any specific issues that Programmes and NAs can address with additional training support.

THE PDPEF (PROGRAMME DIRECTOR'S PLANNING AND EVALUATION FORM)



The [PDPEF](#) is a planning and evaluation tool to use throughout the Programme. You should use it:

- In the planning stages to develop educational activities
- When the camp/project begins, to record important information about participants, staff and leaders
- During the Programme to plan activities and record your participants' educational progress
- At the end to provide a final evaluation of the Programme

Goals/Indicators/Evidence

Goals are what we want participants to learn or develop. Our goals are written as broad areas of learning and development. Some examples of Programme goals are: to develop leadership skills; to empower participants to take initiative in their community; and to increase inter-cultural awareness.

Indicators are how participants will demonstrate what they are learning. We have indicators to help us see whether goals have been achieved. Each indicator is an attitude, skill or knowledge.

Evidence is what we ask you to collect to show that your participants have acquired the attitudes, skills and knowledge in your Programme goals.

Collecting evidence throughout the Programme enables you to monitor your participants' progress at regular intervals. It also provides you with the information you need to assist your activity planning, in line with the goals yet to be achieved.

In the PDPEF, you should identify exactly what evidence you have used to demonstrate the success of the goals. Those of you who are planning activities need to decide what evidence should be collected from each activity. When you are planning activities, you need to consider which goal/indicator you want to achieve. Remember that you can collect evidence at any time, not just during activities. Each type of evidence can be used more than once.

The chart below gives you some ideas of types of evidence. You can use any, all or none of the items. You can also use each item more than once or decide on a different type of evidence.

observation	self-evaluation	photograph
discussion	peer evaluation	presentation
diary	portfolio	performance
interview	something made	story
survey	checklist	picture
video	questionnaire	testimonial / letter
participation		

You may find the following questions helpful when choosing evidence for an activity:

- How easy will it be to collect?
- How much time will it take?
- How much will it cost?
- Will everyone be able to do it?
- How often will we need to do this?
- What resources will we need?
- How practical is it?

Two Forms are available to help you (and in some cases your participants) monitor the progress of achievement of educational goals. The Group Evaluation Form (GEF) and the Individual Evaluation Form (IEF).

The Group Evaluation Form is only for staff, leader and adult participants use. You should use this form to record each participant's progress with the educational goals throughout your Programme. You should transfer the data you have collected in the Group Evaluation Form into the online PDPEF.

The Group Evaluation Form can be made available for all adults to see and update throughout the Programme, using information from staff or delegation meetings and the Individual Evaluation Form (see below). You do not need to record the names of your participants on the Group Evaluation Form, only their country and gender. Place a tick in the appropriate box when a participant has achieved a goal.

Individual Evaluation Form

You can use Individual Evaluation Forms to monitor individual participant's progress. They can be filled in by leaders, staff, or participants. For younger participants, (or example, in a Village) leaders are responsible for filling in the Individual Evaluation Form. However, older participants (for example in a Youth Meeting, Seminar Camp, Mosaic, or IPP) may wish to use the Individual Evaluation Form as a self- evaluation tool. Please refer to your Programme Guide for advice on this. You can use the information from the Individual Evaluation Forms throughout the Programme to update the Group Evaluation Form.

Note: Individual Evaluation Forms are for your use within the Programme only and should not be sent to the International Office.

Online PDPEF Guidance for Programme Directors

As Programme director, you are responsible for filling in the final chart online at the end of the Programme. Place a tick in the appropriate box if the indicators have been achieved to a level with which you are satisfied. An empty box means 'not achieved'. If you are unsure if the indicator has been achieved, leave the box empty and this will be counted as 'not achieved'.

Activity Planning Template

There is an Activity Planning Template in Resources for each of CISV's international Programmes (see below), which contains the Programme goals and indicators. When planning activities, this template should be used to identify what evidence will be collected during the activity, to show what attitudes, skills and knowledge participants will learn and develop.

It is hoped that all participants will achieve all of the Programme goals. However, if they do not, it is important to know where the gaps are. This allows Programme committees to see how future Programmes can be best supported. The information you provide will help with training development, activity planning, Programme structure and goal review. We thank you for your honesty when making these judgements.

IDEAS FOR INTEGRATING EVALUATION INTO THE PROGRAMME

The Big PDPEF

Draw a large version of the Group Evaluation Form for the wall in the staff room, and fill it in throughout the Programme. Your staff/leader meetings are regular opportunities to share information and to update the Group Evaluation Form. You can use this to monitor the progress of the group as a whole and to discuss and plan the type of activities needed to achieve the remaining Programme goals.

Delegation Time

The Individual Evaluation Form can be used during delegation time to allow participants to discuss and share their learning experiences. It can also be used by older participants (16 years plus) for self-evaluation and reflection. Participants can provide staff/leaders with feedback about the quality of the activities and evaluate their own learning, participation and contributions.

Idea-sharing

When participants are designing and leading activities (Youth Meetings, Seminar Camp, IPPs, Interchange and Summer Camp) the goals and indicators provide valuable guidance for the design of activities. They should be used as a framework to create activities that are not only fun, but educational. Have an idea-sharing session early in the Programme to familiarise your participants with the goals and indicators and to explore which activities they could facilitate that will achieve the goals.

To access the PDPEF visit <http://forms.cisv.org/pdpef/>.



Technical notes for using the [on-line PDPEF](#) -- See E-Notes on Resources under Forms



BUILDING EDUCATIONAL EVALUATION INTO THE INTERCHANGE PROGRAMME

Leaders and junior leaders have the responsibility to collect evidence of participants' learning so that this can be recorded on the PDPEF. They can do this by direct observation of their participants during group activities, in interaction in their families or with other participants or by informal discussion with parents.

In addition to the PDPEF and evaluations that the leaders from both countries will conduct with their delegates during the hosting and travelling phases, the evaluation of the Interchange Programme also includes the evaluation of the Interchange by leader/junior leader, delegates and families, done after each hosting and travelling phase.

Using the results of educational evaluation

Data noted on the PDPEF can be used to demonstrate achievement of Programme goals. This may reveal areas that need further special attention in order for participants to reach certain Programme goals.

Results from the data entered on the PDPEF are used for global Programme evaluation purposes through the Evaluation and Research Committee and International Office. Data collected is also used by the International Interchange Committee to discuss particular educational issues and to develop training for leaders, parents and participants.

Tracking actions inspired by CISV Interchange participation

Interchange participants may take a more active role within their Junior Branch in order to stay involved in the organization and share their new gained ASK. Their enthusiasm for their experience may help to recruit future participants. They may also show evidence of what they have learned in CISV by making changes in their daily living practices or through participation in LMOs

FITTING IT ALL TOGETHER



MEETING CISV'S EDUCATIONAL AND TRAINING QUALITY STANDARDS IN THE INTERCHANGE PROGRAMME

Meeting CISV educational and training quality standards in Interchange

The International Interchange Committee works around the year and liaises with national Interchange coordinators (NICs) to:

- Offer advice to hosting Chapters / NAs if questions arise
- Review Programme PDPEFs, incident reports, and the issues database to monitor the educational quality standards
- Recommend regions for RTF training.
- Hold clinics for particular issues of importance
- Develop further educational resources for use in the Programme.

RESOURCES PROVIDED FOR STAFF / LEADERS AND PARTICIPANTS



- [CISV Passport](#) and [Big Ed](#)
- [Interchange Activity Writing Template](#) (for uploading activities to the Library)
- [CISV Library](#)
- [Interchange Programme Guide](#)
- [Interchange training at selected RTFs](#)
- [Interchange PDPEF Package](#)
- [PDPEF Q & A](#)
- Support and advice to NAs / Chapters
- Activity books, chapter- or NA- based resources