

December 2, 2024

CIEE WORK & TRAVEL USA WINTER 2024/ 2025 Tips and Tricks



PRE-ARRIVAL TIPS

- ✓ Send Welcome Emails! Establish rapport with your hires now!
- ✓ Ask Participants for Travel Details - Participants will have the info first!
- ✓ Set Expectations of what you need from a participant prior to them traveling
- ✓ Transportation from Airport – remind them of your arrival information
- ✓ Communicate with Local Social Security office to understand their process
- ✓ Prepare your Team for the arrival of participants!

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HOUSING POLICY

- ☺ Participants should not travel without housing arranged
- ☺ Not having housing arranged is a risk to the participant and the Work and Travel program
- ☺ Housing should have the following:
 - ☺ Sufficient space for all residents so as to not feel overcrowded
 - ☺ Adequate space for personal belongings
 - ☺ Clean & livable conditions
 - ☺ Beds raised off the floor, no shared beds
 - ☺ Functional bathrooms
 - ☺ General sense of safety including working locks, smoke alarms, and two exits in case of emergency



SEVIS REGISTRATION VIA CIEE BEACON

- SEVIS Registration should be completed in CIEE Beacon through participant portal!
- Mobile First Technology
- Participants will still be able to register in SEVIS by calling CIEE
 - Call: **1.888.COUNCIL (1.888.268.6245)**
 - Need to have DS Number, host address, housing address

SEVIS REGISTRATION

Search for an address:
** If you do not see your address in Google, contact CIEE at 1-888-268-6245

What is your unit, apartment, or room number?
 Unit / Room / Apartment #
 I don't have one

Does your building have a name?
** Examples: "Summer Hotel," "Main Street Apartments," "West Dormitory," "Cedar Cabin," etc.

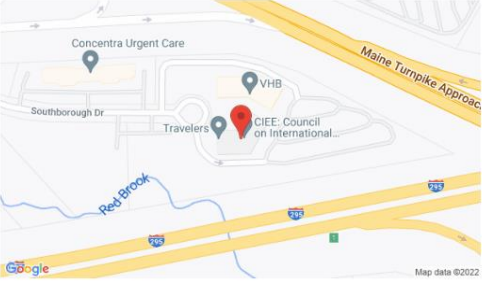
U.S. Phone Number
** Please provide only a U.S. number in the following format +1 (XXX-XXX-XXXX). Do not provide your international phone number. If you do not have a US Phone number yet, you may leave this field blank.

+1

CONFIRM YOUR ADDRESS DETAILS

600 Southborough Dr
South Portland, ME 04106
U.S. Phone: +1 (207) 553-4000

[Confirm Address](#)



600 Southborough Dr
South Portland, ME 04106

SOCIAL SECURITY


- ☺ Contact your local Social Security Office
- ☺ Online form for applicants
<https://www.ssa.gov/ssnumber/>
- ☺ Allow time between SEVIS registration and SSN Application
- ☺ Applicants need to visit the SSA office in person
- ☺ Transportation to the SSA Office
- ☺ Applicants must provide a good address:
 - ☺ May use employer's physical address
 - ☺ If the exchange visitor's name is not on the mailbox or if c/o is not included for a PO Box, the post office will not deliver the SS card.
- ☺ Have a plan with participants for delayed cards



PARTICIPANT INSURANCE

- Uses Aetna® network of more than 600,000 providers
- Direct case management – insurance@cjee.org
- Insurance information - <https://www.cjee.org/in-the-usa/insurance>
- Coverage includes mental health and ski/snowboard accidents
- If a participant is injured while they are working, they are covered by your Workman’s Comp Insurance
- Copays:
 - \$20 Urgent Care Facility
 - \$20 per medication
 - \$50 Doctor or Specialist
 - \$100 ER and inpatient hospitalization

*Confirmation Of Insurance (COI)
located in their Beacon Account*

aetna Open Choice PPO	First Name	
Group No CIEE-697401	Last Name	Member ID
To precertify, prenotify, verify eligibility and/or benefits, please contact CIEE at: 1-888-268-6245 insurance@cjee.org www.cjee.org/insurance EDI Payor ID: 60054-0315	Mail all claims to: Aetna Student Health P.O. Box 981106 EL Paso, TX 79998 \$20 Urgent Care Copay \$50 Doctor/Specialist Copay \$100 ER/Hospital Copay	

IMPORTANT SAFETY TIPS

Remind Participants about safety considerations including:

- ✓ Tree Well/Deep Snow Safety Tips
- ✓ Understanding Snow Immersion Suffocation Hazards
- ✓ The Responsibility Code
- ✓ Severe weather precautions
- ✓ Drug and alcohol use
- ✓ Sexual and general harassment in the workplace
- ✓ Your resources and policies to report safety concerns
- ✓ 9-1-1 and emergency services

Visit our CIEE Host Resource Center for additional safety resources



SAFETY

PARTICIPANT SAFETY

CULTURE SHOCK

SEXUAL HARASSMENT

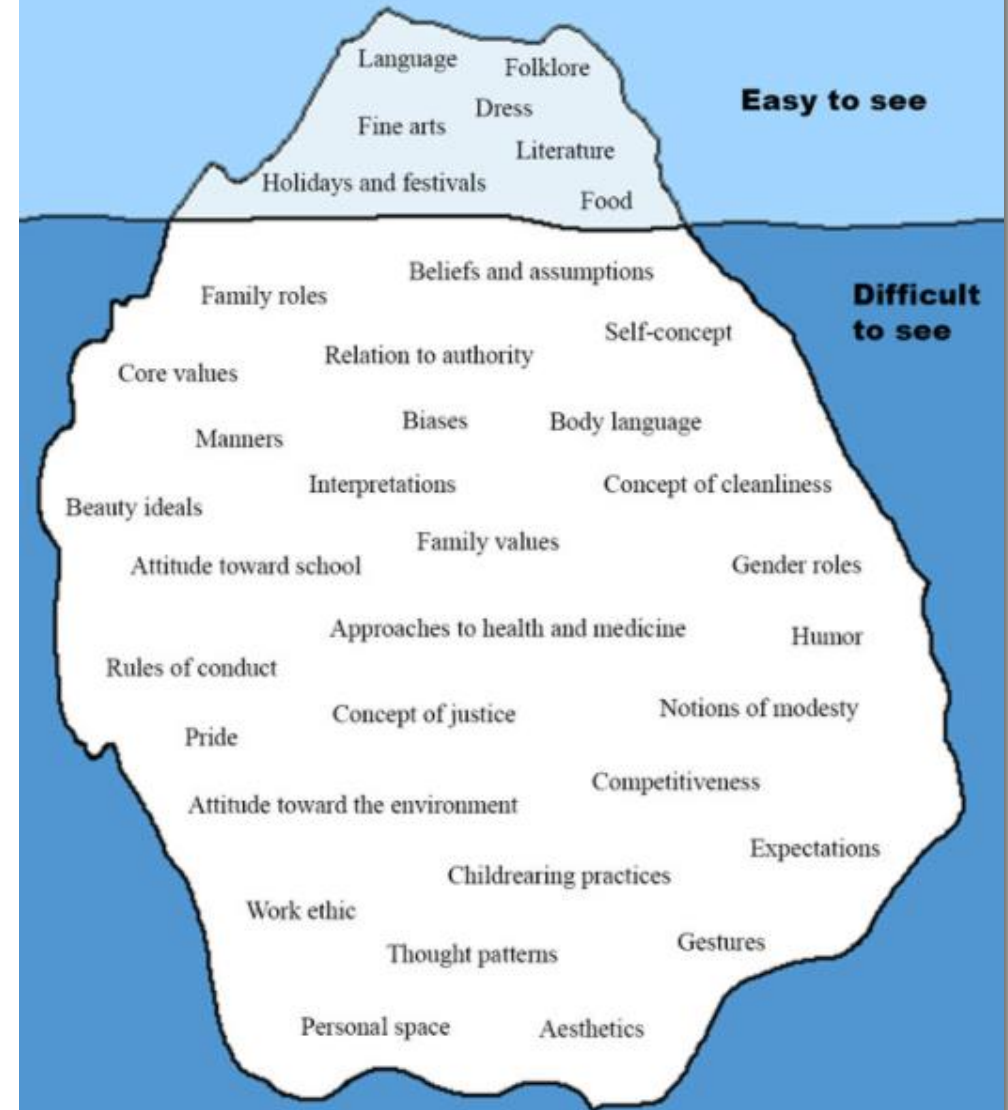
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CIEE can be contacted at any time to help is needed: 1-888-268-6245

CULTURAL ADJUSTMENT

- ☺ Be very specific and clear when setting expectations
- ☺ Ask open ended questions when checking for understanding
- ☺ Encourage domestic staff to engage
- ☺ Mentorship/Partner opportunities
- ☺ Try to put yourself in their shoes

The Cultural Iceberg



HOW WOULD YOU FEEL IF...



You flew half-way across the world after never leaving your home country before?



You had to translate from your native language to one you have only studied in school?

You don't know a single soul within thousands of miles?



You met multiple strangers and began immediately living with them?



Now you will begin working a new/first job.

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Try to put yourself in their shoes

If participants are having a hard time adjusting, please let us know so we can help!

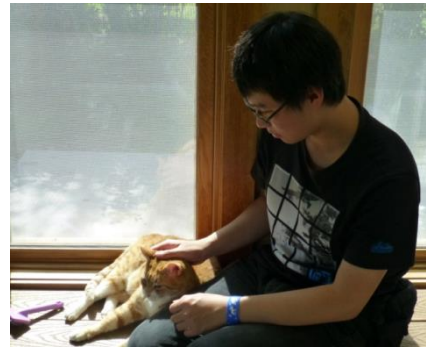
CULTURAL ACTIVITY IDEAS - creativity counts!

- ☺ International Food Nights – have potluck dinners or “showcase your cultural cuisine!”
- ☺ Provide Transportation to local attractions – Bus trips to close-by, popular sites like amusement parks, the theater, a historical site...
- ☺ Talent Show – organize a night where students and locals can showcase their talents
- ☺ Trivia Night
- ☺ Snowman // Snow Sculpture building contest
- ☺ Bucket List – ask the students what they want to do and have them put their ideas in a bucket
- ☺ Employee Winter Sports – Organize a sports game for all employees
- ☺ Volunteer activities // partnering with local charities – food drives, soup kitchen, pet shelters (students miss their pets from home SO MUCH!)
- ☺ Thanksgiving in January // Holiday Party
- ☺ S’mores under the stars- gathering around a firepit with s’mores and hot cocoa or other seasonal treats
- ☺ Post a monthly calendar of activities and events in the area

THE IMPORTANCE OF CULTURAL ACTIVITIES

CULTURAL EVENTS and VOLUNTEER OPPORTUNITIES:

- These events go a long way, since the little things we take for granted might be new and wildly exciting to your students.



FACT: Students are happier in their job, and are more inclined to work through their agreed-upon end date when they:

- ✓ Are more involved//included in their workplace family
- ✓ Have fun social-activity opportunities
- ✓ Participate in employer provided activities
- ✓ Have access to explore their working area and the landmarks

BEST PRACTICES

- ☺ Educate your domestic staff on the program and where participants are coming from
- ☺ Employment issues – mediate first
- ☺ Hold participants accountable
- ☺ COE Policy – Required to give 2-week notice
- ☺ Second Job Process
 - ☺ Participant calls CIEE
 - ☺ Information entered in CIEE Beacon by participant
 - ☺ DocuSign to second job host once approved



IMPACT OF A POSITIVE STUDENT EXPERIENCE



PARTICIPANT SERVICES TEAM

- Focus on participant support and mediation
- 27 Associates, spread across the United States
- Over 10 languages spoken
- Diversity and experience
- Staff are Youth Mental Health and First Aid certified
- Change of Host:
 - Goal: mediate and keep participant at job



WHEN TO CONTACT CIEE

FOR PARTICIPANTS:

Contact Participant Services Team

[1.888.268.6245](tel:1.888.268.6245)

contact@ciee.org

- ☺ 24/7 for emergencies
- ☺ Injury
- ☺ Job or travel related questions

FOR WORK & TRAVEL USA HOST:

Contact Host Operations Team:

[1.866.609.2433](tel:1.866.609.2433)

hire@ciee.org

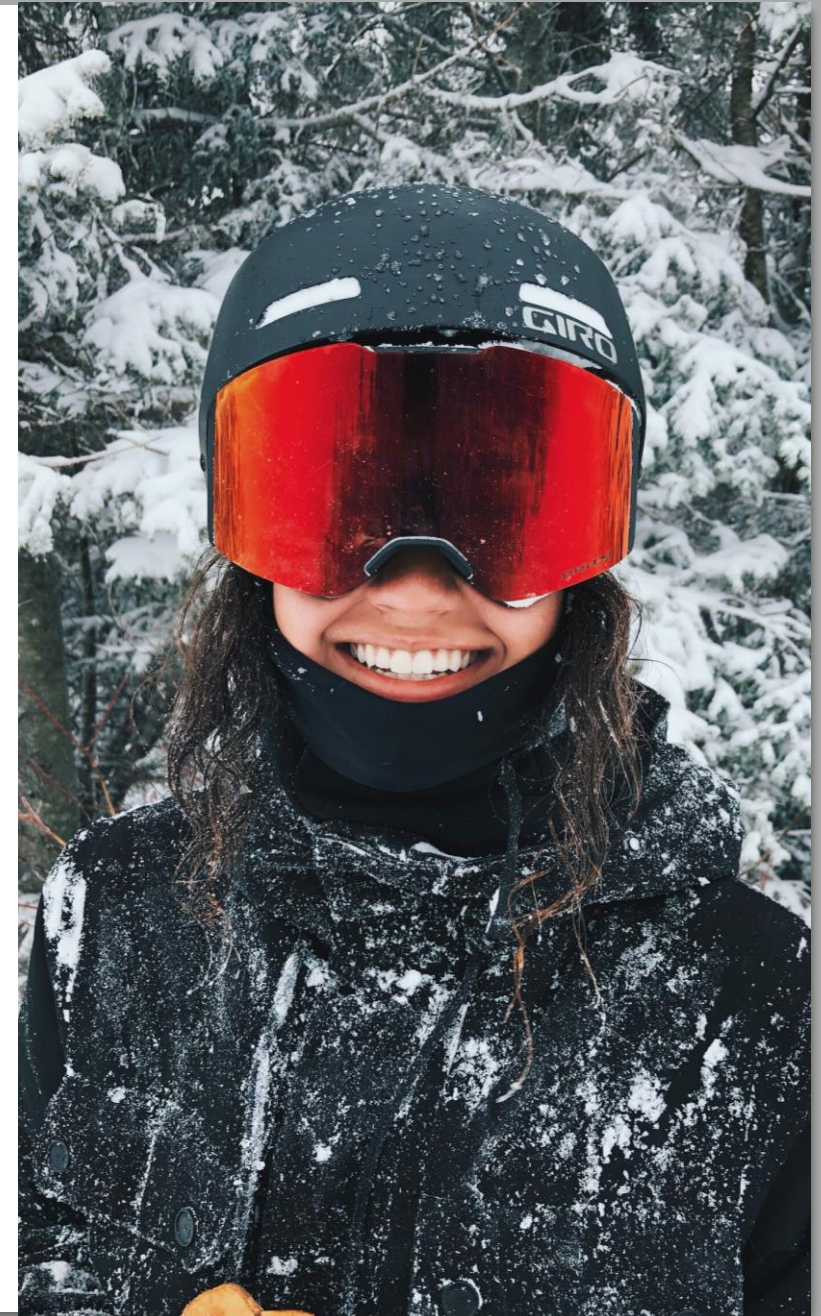
- ☺ If a participant asks to leave early
- ☺ Work performance issues
- ☺ General housing concerns
- ☺ Copy your CIEE Specialist

EMERGENCY AFTER BUSINESS HOURS PHONE NUMBER

1.888.268.6245

NEXT STEPS

- ✓ Communicate with participants
- ✓ Monitor which participants do/do not have housing secured
- ✓ Watch your email for the following:
 - ✓ Program Updates
 - ✓ Visa Approval Emails
 - ✓ Program cancellations
- ✓ Host Employer Resource Center
 - ✓ (host.ciee.org; password: ciee)
- ✓ OPA Monitoring this winter
- ✓ Contact CIEE with concerns – hire@ciee.org



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