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CIEE BridgeUSA Host Forum

BEST PRACTICES: PARTICIPANT IN- COUNTRY SUPPORT

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PARTICIPANT SERVICES TEAM

- ✓ Experienced Management Team
- ✓ 26 Associates
- ✓ 14 Languages
- ✓ 20,000+ calls (May-Aug)
- ✓ 35,000+ emails (May-Aug)



HOW TO REACH PARTICIPANT SERVICES



Call 1-888-268-6245

Current hours: 9:00AM – 8:00PM EST



Email CONTACT@CIEE.ORG

Emails distributed to Participant Services Staff for follow up



Monthly Survey

Participant Services reviews and follows up on negative responses

FLOW OF COMMUNICATION



COMMON SCENARIOS

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MEDICAL EMERGENCY

BEST PRACTICES: MEDICAL EMERGENCY

- ✓ Call CIEE
 - ✓ 24 hour emergency line available
- ✓ Provide Worker's Comp claim information if work related
- ✓ Provide us with hospital information, if admitted
- ✓ Timely Communication, may require follow-up
- ✓ Health and Safety tips shared in orientation

LEAVING JOB EARLY/ JOB ABANDONEMENT

BEST PRACTICES: LEAVING EARLY

- ✓ Update CIEE
- ✓ Allow for CIEE to mediate if participant is still onsite/local
- ✓ Ask for proof of school schedule
- ✓ Offer incentives: Bonuses, Security Deposit, etc.



CHANGE OF EMPLOYER



BEST PRACTICES: COE

- ☺ Allow CIEE time to mediate
- ☺ There may be more than they are willing to share. Encourage them to call CIEE if they are unhappy on program.
- ☺ If CIEE has approved a COE, participants are expected to honor a 2-week notice
- ☺ Make sure your Beacon profile is accurate (bonus, wage, housing, cultural activities, etc.)

PERFORMANCE



BEST PRACTICES: PERFORMANCE

- ✓ Contact CIEE
- ✓ Allow CIEE time to mediate
- ✓ Is there an alternative position better suited to the participant within your business?
- ✓ Pair them with a buddy
- ✓ Enforce Disciplinary Action: Verbal, Written, Final warning

QUESTIONS?