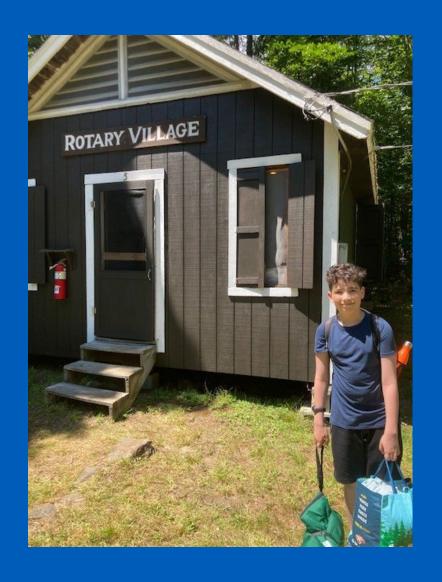


BEST PRACTICES: PARTICIPANT INCOUNTRY SUPPORT

Aaron Schuit, Director of Support Services Cady Koenigs, Host Relations











PARTICIPANT SERVICES TEAM

- ExperiencedManagement 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

Host



Host Relations Team



Participant Services Team



Participant

Participant



Participant Services Team



Host Relations Team



Host



COMMON SCENARIOS



MEDICAL EMERGENCY



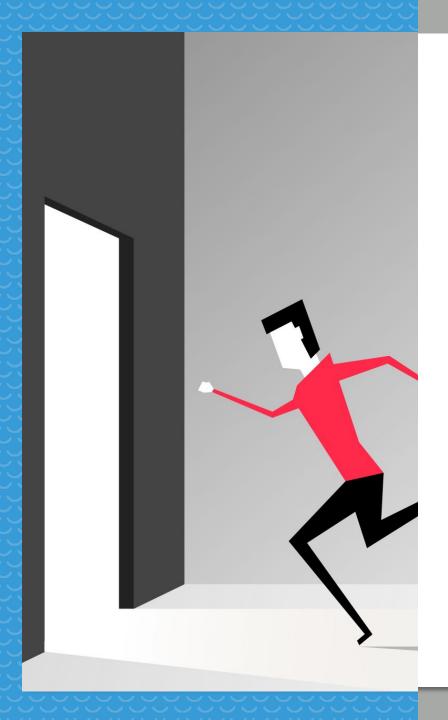


BEST PRACTICES: MEDICAL EMERGENCY

- 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?

