

Local Coordinator Manual



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WELCOME!

WELCOME to Global Horizons USA!



Global Horizons USA is an international student program whose mission is to foster educational and cultural student exchange between the USA and other countries of the world. We are a small organization that offers personalized service to students, host families and schools both public and private. We believe that learning about other cultures, languages, and customs is the best way to eliminate international fears and prejudices.



Our motto is “quality not quantity!” We select young students to participate on our program based on their EQ (Emotional Intelligence) curiosity, maturity and kindness. Successful candidates are in good academic standing and possess a high level of “emotional intelligence”. They are great kids, who are curious, open minded, active, friendly, adaptable, have a positive attitude and an optimistic outlook towards the challenges of spending a school year abroad.

Your role as a Local Coordinator (LC) for Global Horizons US (GH USA) is vital for our students to have a happy and successful experience. As a Local Coordinator, you should develop a friendly, informal, yet professional relationship with your students and families as well as with the High School(s) in your area. Your goal should be to create a climate in which students and parents can speak freely about any questions or concerns they might have, and you will need to remain objective and accessible.

The purpose of this manual is to provide you with the most necessary information and supplements to the LC training related to your role as a Global Horizons USA Local Coordinator. Please consult the National Director if any of the information contained in this guide is unclear or if you have any questions. Thank you for joining the Global Horizons USA Team and helping our students to achieve their dreams!



LOCAL COORDINATOR RESPONSIBILITIES

A Local Coordinator (LC) is an independent contractor responsible for securing high schools for international students, finding appropriate volunteer host families for those students, completing required paperwork, and facilitating positive relationships among all parties throughout the school year. The LC provides these services under the direction and supervision of a National Director (ND).

The Local Coordinator is part of and acts as a member of a team and is expected to cooperate in the highest professional manner with the other Global Horizons USA members, including full time staff in the offices and colleagues in the field as well as students, host families and schools. The Local Coordinator will always act in the best interest of the Global Horizons USA program.

FINDING HOST FAMILIES (HF)

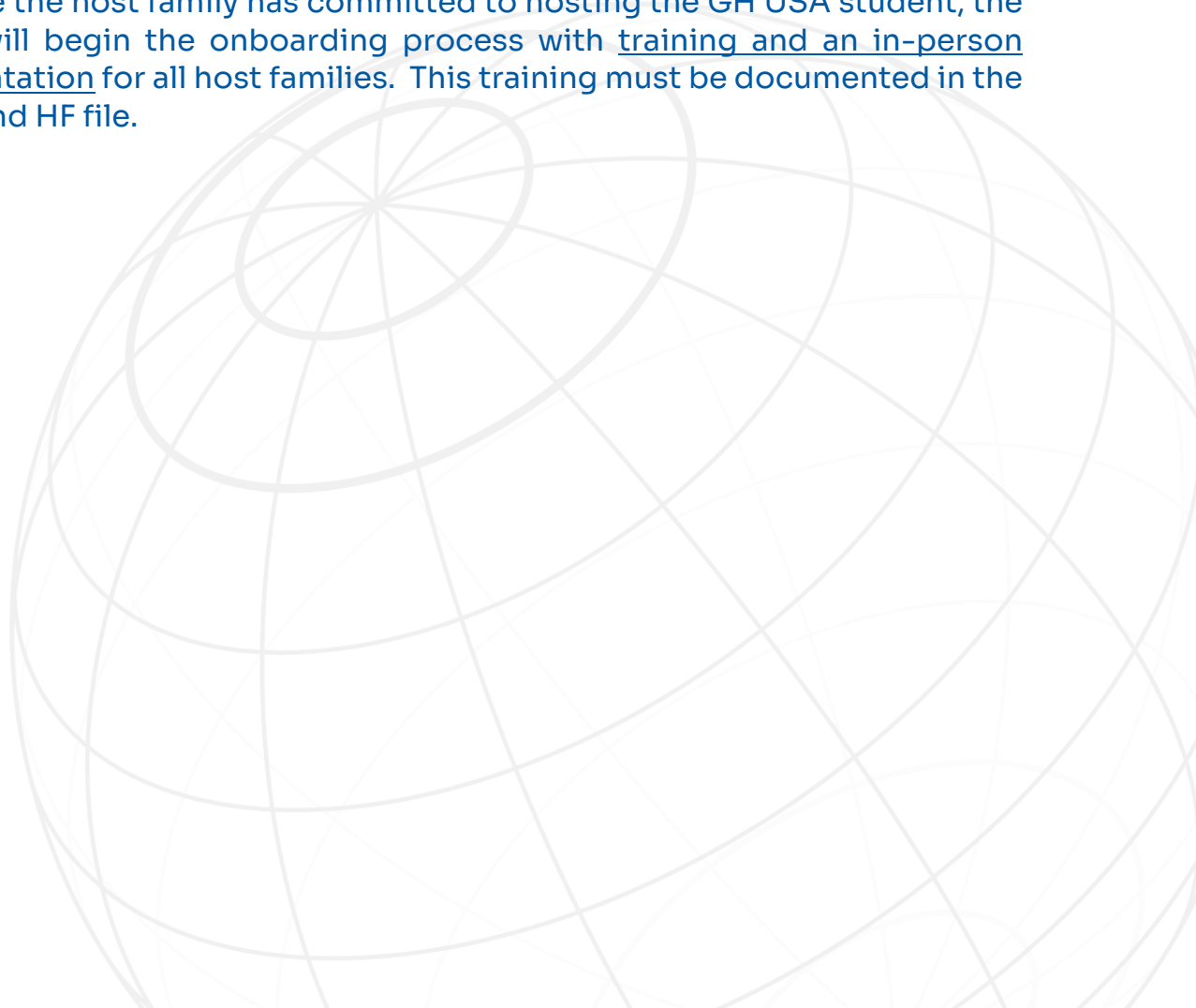
The most important and most time-consuming part of the local coordinator job is finding host families (HF) for our students. Together with help from the school or acting alone, the Local Coordinator will create as many host family leads as possible and follow up on all such leads in a reasonable period.

- a) After a potential host family is identified, the Local Coordinator will ask the host family to apply to the GH USA program online via the Host Family Application Form. Together with the pictures of the family, house, common areas, and the international student's bedroom.



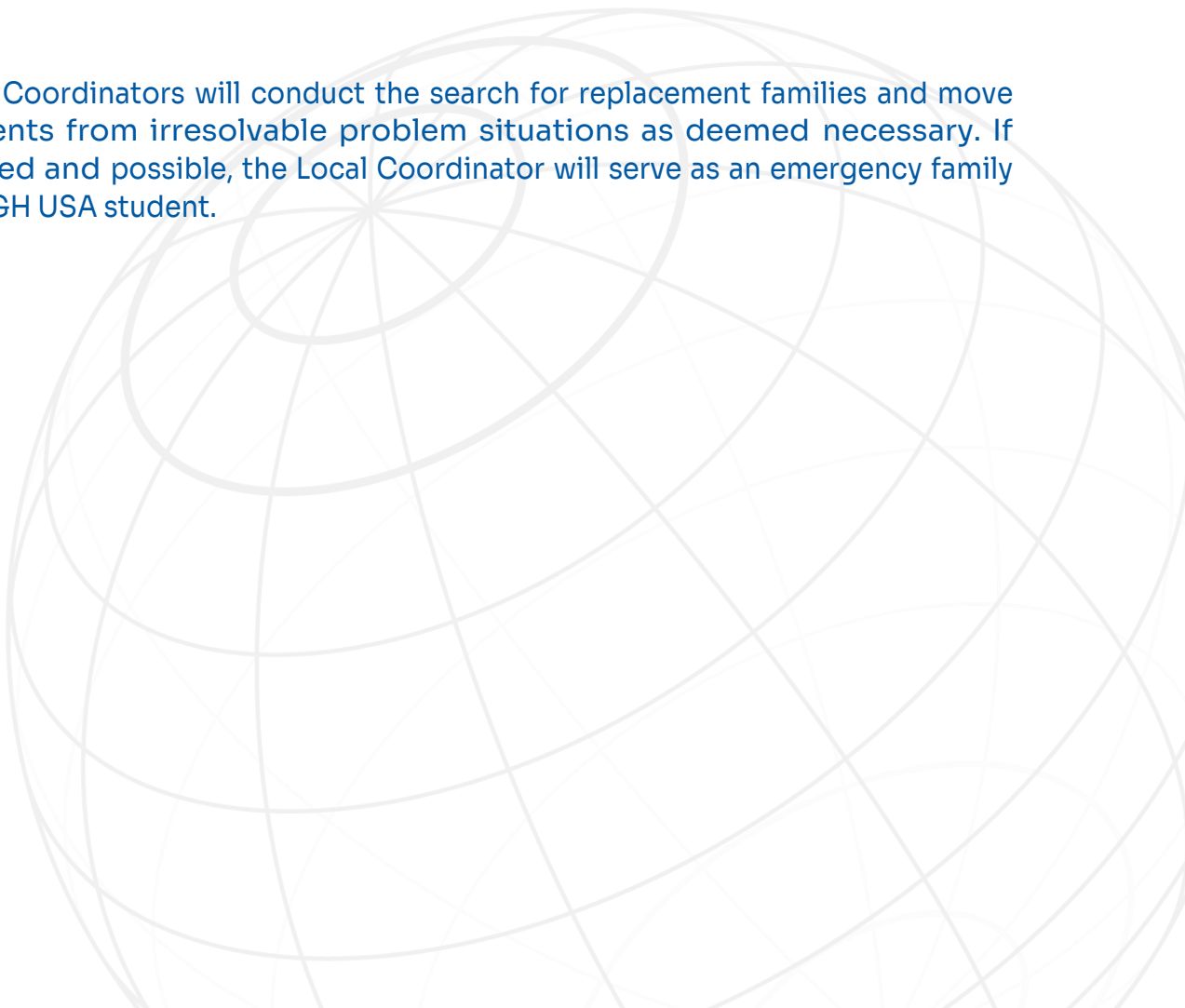
- b) Once the host family completes the online HF Application and submits the accompanying Criminal Background Check (CBC), the LC will conduct an in-home interview and submit the online LC In-Home Interview Form. See appendix for this form.

- c) When applying to the GH USA Program, each host family will undergo an online Criminal Background Check. Please share the below link with the family:
https://www.screenmenow.com/v2/home?c=SLRT_02867
- d) Although it may not always be possible nor easy, Local Coordinator will use his/her judgment to match students to host families based on host families' and students' common interests and declared wishes for a positive study abroad experience.
- e) Each Local Coordinator will make sure that each host family receives their student's application. Students and their families put a lot of time and effort into writing letters to host families and working on their photo albums.
- f) The host family will sign the GH USA Host Family Agreement along with submitting a Form W-9 if they are receiving a stipend from GH USA. For families that will receive a stipend from the student's school, GH USA will not receive a Form W-9 from the host family nor issue a Form 1099-Misc in the new year. Each GH USA host family paid by GH USA will receive this 1099-Misc as the stipend is considered a part of income for the family. All LCs are trained on this process.
- g) Once the host family has committed to hosting the GH USA student, the LC will begin the onboarding process with training and an in-person orientation for all host families. This training must be documented in the LC and HF file.



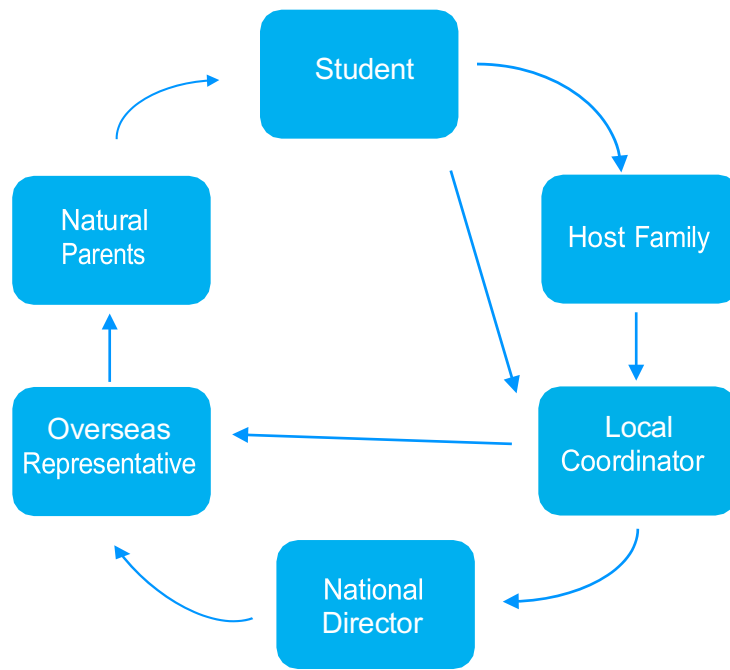
OTHER RESPONSIBILITIES

1. Each Local Coordinator will assist, in cooperation with host family, to pick up students at the airport upon their arrival if needed.
2. The Local Coordinator will contact each student/host family once a month, checking on the student and host family and making sure, they know they have support if needed. Local Coordinators must see the student in person at the beginning and the end of each semester. The Local Coordinator will attempt to develop a trusting, candid and professional relationship with each student and family so that all parties feel free to discuss concerns or problems.
3. Local Coordinator will write bi-monthly reports on the student and the host family interaction, but these reports are based on monthly contact with the student and host family. GH USA will share the reports with Natural Parents at home and maintain in all Local Coordinator files. Please see Appendix for the Bi-Monthly Reporting form.
4. Local Coordinators will conduct the search for replacement families and move students from irresolvable problem situations as deemed necessary. If needed and possible, the Local Coordinator will serve as an emergency family for a GH USA student.



CHAIN OF COMMUNICATION

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To avoid misunderstanding and make sure problem resolution is as quick and smooth as possible students, natural parents, host parents and local coordinators should follow this pattern when communicating problems. Students and their Natural Parents receive training on this during our pre-departure orientation. Please cover “Chain of Communication” when interviewing potential host families and make sure to remind our students about that upon their arrival.

Overall students are expected to focus their attention on nurturing a positive relationship with their host family. They need to show genuine interest in their host family, initiate conversations, and communicate openly and respectfully about what is on their mind, both when they are happy and when they are unhappy about something. They must view their host family as their primary communication partner. The following is unacceptable, can lead to major misunderstandings and problems, indicates to GH USA a lack of motivation to participate in the program, and can ultimately lead to the termination of the student’s program:

- a) Students contacting friends and natural family members from their home country to discuss or solve problems before or without communicating these problems clearly to their host family and GH USA
- b) Student's friends and natural family members contacting directly the host family, school personnel or local coordinators to discuss or solve problems before or without communicating and discussing these problems clearly with GH USA's in-country partner and/or the GH USA office.
- c) Students and their friends and natural family members from their home country communicating too frequently and/or at the expense of the success of the exchange.

GLOBAL HORIZONS USA PROGRAM RULES

1. Adapting to the New Home:

Students must realize that their host family and school are used to doing things differently from their family and school at home. Therefore, it is essential that students delay judgment, commit themselves to open communication and to understanding and accepting a different way of life, and attempt to successfully integrate themselves into their host family, school, and community. Tolerance and a willingness to learn are required of all students.

2. Participating in Family, School, and Community Activities:

Students are expected to participate actively in host family, school, and community activities, choose a full load of challenging school classes, and do their best in all their classes. This includes taking part in family events, doing chores at home, offering help, completing all school assignments, and participating in after-school activities (clubs and teams).



3. Standard of Conduct:

All students are expected to follow all GH USA and individual host family rules, to obey the law, and to maintain a high standard of conduct and respectful behavior during their exchange. Participants should understand and accept their immediate program termination if they exhibit unreasonable or disrespectful behavior and/or attitudes.

IMPORTANT: Students who break a rule or the law endanger themselves and others and jeopardize their and other students' participation in the program. Following all rules and the law reflects respect for the host culture and helps ensure a safe and enjoyable exchange experience for everyone. Violation of any law or regulation of the host country and/or GH USA, host family or school rule constitutes sufficient grounds for immediate termination of the program. In such a case, the student will be sent home immediately at the expense of his/her family.

1. Student Travel:

No travel is allowed during the program without prior written and/or verbal agreement with GH-USA, the host family, the natural family AND the GH USA Local Coordinator. Students may travel only with proper adult supervision (by participating in a trip with their host parents or school sanctioned trip).

2. Hitchhiking:

Students are strictly prohibited from hitchhiking during the program.

3. Driving Policy:

Global Horizons USA students are NOT permitted to take driver-education classes, behind-the-wheel driver training, or obtain a U.S. driver's license during the first year on our program. **Exceptions to this rule will be handled by the National Director.** If a host parent supports their student in obtaining a license and insurance coverage for a teenage driver, he/she may be held liable in the event of an accident. By imposing this program rule, Global Horizons USA is attempting to protect the host family and student and prevent unnecessary anxiety and conflict.

4. Visitor's Policy:

Students may not receive visits from natural parents, family members and friends from home during the exchange. Visits from friends and family can hinder the ability to adjust to a new home and environment and hasten the onset of homesickness or family communication problems. The natural family may visit the student only in case of an emergency before or after the program.

5. Student Work:

Students are not allowed to work in a regular job during their stay in the U.S.



6. Cooperation and Following Rules:

Host and natural parents should always adhere to GH USA rules and expectations. They shall at no time inform, misinform, encourage, or allow their child to perform actions contrary to GH USA rules and expectations. This includes short-cutting GH USA established lines of communication. Students whose parents interfere with the program shall immediately be subject to program dismissal and termination.

7. Place of Residence:

Students must reside only at the GH USA designated host family during their exchange, as described in the documentation received from GH USA.

8. Changing Host Families:

Students may not for any reason change or plan to change their host family or school without first seeking prior written approval from GH USA. GH USA must have ample time to determine whether a change is necessary, permissible, and conforms to regulations governing students on the F-1 Visa. Changing or leaving a host family or planning to do so without GH USA approval will be grounds for the student to be considered “out of status” by the U.S. Citizenship and Immigration Services (USCIS), as well as GH USA, and may result in such actions as immediate termination of the F-1 student visa status and deportation from the U.S. at the student’s expense. USCIS also requires a notification of US address change in SEVIS within 10 days of a move. Students will affect this data change in SEVIS with their Designated School Official (DSO) at their school. Local Coordinators should contact the National Director when a host family change or change of address (due to a move) is eminent.

9. Drugs and Alcohol*:

Using, possessing and/or dealing with illegal drugs, controlled substances, alcohol, drug paraphernalia as well as association with anyone illegally involved with these is strictly prohibited on the GH USA program.

10. Smoking*:

Smoking is strictly prohibited for all students on the GH USA program.

11. Obtaining Permission from Host Family:

Students must ask for and receive approval for all extracurricular activities from the host family prior to participation and must always tell the host family where they are, who they are with, and when they will return home.

12. Limiting Communication with Home Country:

Students must limit the communication with their family and friends from their home country to a maximum of one hour per week. This includes emailing, sending and receiving text messages, chatting on the internet, writing letters or postcards, etc. Additionally, students may not talk to their family and friends from their home country (on the phone or through the internet) more than one time per week. Sundays are recommended for this communication to home.

13. Computer/Internet/Cell Phone Policy:

The student and host family should discuss and agree upon a time limit regarding the use of the computer, including use of the internet and e-mail. Students are prohibited from installing any programs or making any other changes to their host family's computer without express permission from the host family. Students are prohibited from visiting any pornographic or other inappropriate websites or chat rooms. Cell phones are to be used appropriately with attention to apps and photos that would be offensive in the host country.

14. School and Academic Participation:

Students are required to attend school full-time on every school day, take a full load of challenging classes, and maintain a "C" or better grade in each class. Because school participation is central to the program, students who show an attitude that school is not important to them may be subject to termination from their exchange at their expense. Only students participating full-time in an academic program are eligible for the F-1 Visa and continued program participation. Students skipping school, maintaining unacceptable academic standards or grades, or requiring excessive disciplinary measures will be subject to immediate termination of their program and return to their home at their and their family's expense. If the host school, in conjunction with GH USA, determines that – contrary to GH USA's prior careful evaluation of the student's academic and language skills – the student requires individual tutoring to be able to succeed academically on the program, the student and his parents must agree to cover the cost of the tutoring or be subject to program termination. Amendments to GH USA rules, expectations, and procedures. GH USA may at any time and at its sole discretion amend its rules, expectations, and procedures. All students, host families and natural families accept and understand that they shall abide by the amended rules and procedures as well those rules and procedures that remain in force.

***Involvement in any way with illegal drugs, alcohol, smoking or any criminal activity will be dealt with swiftly and firmly by GH USA, and if necessary, by the local law enforcement authorities. Violation of any law of the host country or GH USA rules constitutes grounds for immediate termination of the program and students will be sent home at their own expense.**

HEALTH INSURANCE

All GH USA students must have a health insurance to be eligible for participation on the program. We recommend a GH USA-approved insurance provider to our students, but in some circumstances, natural parents may wish to choose another provider, but this also must be approved by GH USA.



It is the students' responsibility to know how to obtain their insurance benefits and to follow all necessary steps to claim their insurance benefits. We discuss this with students and their natural parents during our pre-departure orientations. Host families should never pay for students' medical expenses or bills. Nor should they list themselves as the "payee" or have bills sent to their name. Doctor and hospital bills should go directly to the student, and the claim is to be filed to their insurance. You may need to assist in the process.

As a Local Coordinator you must make sure that you have the copies of your students' insurance policies; host families should have a copy of their students' insurance policy too.



!!GENERAL RULE!!

IF IT IS NOT AN EMERGENCY SITUATION, PLEASE MAKE SURE STUDENTS AND THEIR HOST FAMILIES CALL THEIR INSURANCE PROVIDER AND SEEK HELP AND GUIDANCE BEFORE VISITING A DOCTOR.

APPENDIX

1. **Host Family Evaluation Form**
2. **Bi-Monthly Reporting Form**
3. **Travel Permission Form**
4. **Natural Parent Permission Form**

HOST FAMILY IN-HOME INTERVIEW FORM

Directions: Please use this form to interview the potential Host Family in their home. All family members must be present. You will use the GH USA online submission form for this interview: [Host Family In-Home Interview Form \(jotform.com\)](http://jotform.com)

Student

Last Name

First

Middle

Host Family Name

Host Family Address

Host Family Tel

Date of Home Visit

1. Do the family members agree that they generally get along well with each other and respect each other? Yes No
2. Does the family agree that the parents manage their household fairly well and have reasonable expectations of their children? Yes No
3. Is the family committed to providing an exchange student with a supportive family environment in which he/she will feel at home, comfortable and a member of the family rather than a guest? Yes No
4. Does the family feel they are economically stable and able to incur the cost of hosting an exchange student? Yes No
5. Is at least one member of the household employed full-time? Yes No
6. What would the family say is their socio-economic level?
Low Medium High Very High
7. Is this family currently on any form of public assistance? Yes No
No
If yes: Welfare Medicaid Food Stamps Unemployment
How long they have been receiving this assistance?
8. Does anyone in the family have psychological or psychiatric problems? Yes No
9. Does anyone in the family have any physical health conditions? Yes No
10. Does anyone in the family smoke? Yes No
If so, do they smoke in the house? Yes No
11. Is there any history of alcohol and/or drug problems in the immediate family?
Yes No

12. Is there anyone in the immediate family with a criminal record, arrests, history and/or tendency of child abuse? Yes No

13. Does the family have any pets? Is there anyone in the immediate family with a criminal record, arrests, history and/or tendency of child abuse? Yes No

Please describe them:

14. Is the prospective host family's home reasonably clean and neat? Yes No

15. Will the exchange student be sharing a bedroom? Yes No

If yes, with whom?

(Pls enter name, age and country)

16. Please describe the furniture and items in the bedroom where the student will be sleeping. (For example, will the student have his/her own chest of drawers, closet space, what size is the bed, is there a desk for study, etc.?)

17. Were all family members present for the interview? Yes No

If not, who was missing?

18. What is your general impression of the parents and the children?

19. Why does this family wish to host an exchange student?

20. What is your assessment of the children's (if any) ability to accept an exchange student?

21. What personal characteristics is this family looking for in an exchange student?

22. What kinds of interests and activities do they wish to share with the student?

23. How would you rate the family in terms of strictness?

very moderate casual

24. Are there strict rules about curfews, comings & goings, going out without notice, going out alone, etc.? Yes No

If yes, pls list:

25. Is the family insistent about the exchange student participating in specific family activities, such as church or sports? And what is the role of religion in the family?

26. Will the student's academic success be very important? Yes No Somewhat

27. Is there a strong family emphasis on achievement? Yes No Somewhat

28. In your opinion, does this family have a realistic attitude toward hosting a foreign teenage student? Does the family understand the courage it takes for this student to come and live in another home and culture? Please explain:

29. Do you see any "red flags" that may cause future problems? Please explain:

30. Were the following items discussed?

- | | | |
|---------------------------|------------------------------|-----------------------------|
| a) Rules and Regulations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) HF Orientations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Behavioral Probation | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Student Insurance | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Realistic Expectations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f) Financial Matters | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| g) Academic Probation | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| h) Emergency Procedures | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

31. Local Coordinator toured the home and saw the student's bedroom? Yes No

Are there any other comments you would like to make about this family's commitment to the exchange, potential areas of concern, or their ability to support the student, both financially and emotionally? What is your recommendation?

Student Bi-Monthly Report

Name of Student:

Date of Report:

Month/Day/Year

Host Family:

Host School:

Date of Contact:

Evaluation Rating:	poor	fair	good	super
Student understands and follows rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Student participation in school/community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Student's academic performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Student's overall conversational language abilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Relationship between host family and student	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Host family's interest in student's personal welfare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Host family's interest in student's education and extracurricular activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Student's level of comfort and ease with host family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				
Student's interaction with host family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments				

Student BI-Monthly Report

Remarks

LR

Name:

Date:



Request for Permission to Travel

According to the terms of the international student program agreement with Global Horizons USA, students must have signed permission from their natural parents, Global Horizons USA, the school coordinator, and the host family if they are traveling for a period longer than a weekend. Regardless of the duration of travel, if traveling by bus, train or plane, this permission form must be signed. Permission from the school is required if they will be missing any classes. Global Horizons USA must also have a signed "hold harmless agreement" from the natural parents for the duration of the absence if travel is outside of the USA. This form is found in the GH USA website:

[Traveling request form - Global Horizons USA \(globalhorizons-usa.org\)](http://globalhorizons-usa.org)

Student Name:

Dates of Travel:

Destination or Itinerary:

Accommodations/ address where you will stay:

Mode of Travel:

(if traveling by plane, flight info will be required upon permission to travel)

Responsible adult and relationship (must be 25 years of age):

Contact info during travel:

Will you be absent from school? Yes No

How many days will you be away?

Host Parent Signature

Academic Coordinator Signature

Natural Parent Signature

Global Horizons USA
Representative Signature

If you are in the USA on an F-1 visa and your trip is OUTSIDE the USA, be sure that your F-1 is a Multiple Entry Visa. If you have any questions, please call: 541 - 760 - 8621

Permission Granted?

Hold Harmless Agreement on file? Yes



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Natural Parent Permission

I/We

(Parent/s name)

parents of

(Student name)

do hereby grant custodial responsibility of

(Student name)

to

(Custodial/Host Family name)

Contact Information of Custodial Family / Responsible Family

Name: _____

Address: _____

Phone: _____

Email: _____

Statement of Consent

I/We

(Parent/s name)

herby grant custodial responsibility of the above child, of whom I/We have legal custody, to

(Custodial/Host Family name)

beginning on _____
(Date)

ending on _____
(Date)

Mailing Address:
Global Horizons USA LLC
3011 Town Center Dr.
Ste 130 Unit #135
Fayetteville, NC 28306
USA



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www.globalhorizons-usa.org

#CustomizedEducation

I hereby grant permission for any and all medical and/or dental attention to be administered to my child, in the event of an accident, injury, or illness. This permission includes, but is not limited to, the administration of first-aid, use of an ambulance, the administration of anesthesia, and/or surgery, under the recommendation of qualified medical personnel. I also grant permission for the custodial host family named above to make educational decisions for my child except for advancing to a higher degree in University.

Name: _____

Address: _____

Phone: _____

Email: _____

Signature: _____ Date: _____

Witnessed by: **Global Horizons USA, LLC.**
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