



CAMP COUNSELORS USA

INTERNATIONAL STAFF HANDBOOK

[SUMMER 2014 PROGRAM]



CCUSA

Did you work in the US on a J-1 visa?

Then you paid taxes!

Need to file a return?

We can HELP!

Did you know, if you worked in the US you **MUST** file a US Tax Return? It's the **LAW!**

- ★ Did you work and earn a decent amount of money?
- ★ Then you're entitled to receive a Tax Refund from the government.
- ★ Don't throw away that money!

Need Help? Great! We are here to help!

There are just 2 easy steps:

1. Complete/sign our Contract and Power of Attorney.
2. Give your employer our address for your W2.

We'll do the rest, just sit back and relax.

What's the cost of our service?

You'll only pay 8% of your total refund amount with a minimum of \$65 and maximum of \$95 per tax year.

CONTACT US TODAY!

Tax Service: 901 E Street, Suite 300, San Rafael, CA 94901

☎ 1-800-277-8062 or (415) 339-2739 ✉ tax@ccusa.com

🌐 www.ccusatax.com



Welcome to CCUSA

Dear Participant,

When CCUSA's Camp Counselor USA Program was founded in 1986, our goal was to enable young people from around the world to experience other cultures in a meaningful way. Now, more than ever, we must learn about our global community by becoming world citizens and actively bridging cultural differences to create better understanding and awareness.

CCUSA is a worldwide organization that provides young people with the opportunity to travel, work, and volunteer while making valuable friendships that last a lifetime. Over the past 28 years, we have recruited and placed more than 200,000 participants from more than 60 countries in jobs across the United States. These young people have touched the hearts and minds of millions of Americans. These valuable interpersonal experiences have had a powerful, positive, and lasting effect on our global community.

By joining CCUSA as a counselor or support staff member, you too are helping to bring the world a little closer together. You will make a profound difference in the lives of children while gaining independence, maturity, a greater understanding of the world, and strong international friendships.

We know that you are looking forward to spending an exciting summer in the United States, and we're excited to assist you in making the most of your time there. Your summer is going to be incredibly fun, but it will also include hard work and challenges. In order to prepare you for what lies ahead, we have compiled this handbook with the assistance of former participants and staff. Bring it with you to camp, read it carefully, follow the guidelines, and refer to it throughout the summer. Keep in mind that we send international staff to many different types of camps, therefore certain information in this book may not apply to your country/camp.

We challenge you to step outside your comfort zone and to experience the world, not as a tourist, but as an ambassador for your culture while working, living, and traveling in the United States. We are passionately committed to your success and look forward to helping you experience "The Best Summer of Your Life!"

Have a great adventure,

The CCUSA Staff

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Important Contact Information

CAMP COUNSELORS USA [a CCUSA program]

Telephone	1 800 999 2267 [US toll free] or 1 415 339 2728
Fax	1 415 339 2744
Address	901 E Street, Suite 300, San Rafael, CA 94901
Email	camps@ccusa.com
Web	www.ccusa.com
Office Hours	8am to 3:30pm [US Pacific time]
Responsible Officer	Marielle den Hollander
CCUSA Info	http://footprints.ccusa.com

US DEPARTMENT OF STATE [responsible for the J1 programs]

Telephone	1 866 283 9090
Address	US Department of State Office of Designation Private Sector Programs Division ECA/EC/PS - SA-5, Floor 5 2200 C Street, NW Washington, DC 20522-0505
Email	jvisas@state.gov
Web	www.j1visa.state.gov

SOCIAL SECURITY ADMINISTRATION

Telephone	1 800 772 1213
Web	www.ssa.gov

CCUSA TAX SERVICE

Telephone 1 800 277 8062 or 1 415 339 2739

Email tax@ccusa.com

Web www.ccusatax.com

INTERNAL REVENUE SERVICE [IRS]

Telephone 1 800 829 1040

Web www.irs.gov

US Citizenship and Immigration Services [USCIS]

Telephone 1 800 375 5283

Web www.uscis.gov

U.S. Consulates and Embassies:

Website <http://travel.state.gov/>

Preparing for the CCUSA Program in Your Home Country

There's a lot to take care of and now is the time to start preparing! Don't wait until the last minute to organize everything!

Summer Camps

Today, there are more than 10,000 camps in the United States. Although heavily concentrated in the Northeast of the country, summer camps are found in all 50 states. Campers typically range from ages 6 to 16 and come from diverse backgrounds. A typical camp session lasts one to two weeks, although many children enjoy camp enough to stay for four to eight weeks.

Why do parents send their children to camp? Many consider it an important part of a child's social education. Children learn to live and play in harmony with others for an extended period of time. It provides opportunities for kids to get away from technology for a few weeks and to live in the "great outdoors", breathe fresh air, and get plenty of exercise. Children learn new crafts, games, sports, and important leadership and sportsmanship skills. Last, but not least, the children have fun.

Each camp is unique. Some are rustic, with basic facilities, while others have more modern amenities. The great majority of U.S. camps are located in remote, beautiful, outdoor settings flush with rolling hills, forests, lakes, rivers, and waterfronts. Other camps are situated in city parks, school playgrounds – even islands. Be prepared for anything!

Your Camp Placement

Once you have been accepted to the program, your application is forwarded to our U.S. office for final approval and placement at a summer camp. Finding the perfect placement can take time as our trained US staff work directly with hundreds of camps to make the perfect match for each applicant/camp.

Placement Coordinators initiate the process by reviewing your application to ascertain skill level, experience with children, and personality. These skills, along with additional information (ie-dates of availability, camp preference, age, gender, etc), help match you with a camp. Placement can occur at any time between now and June 30, 2014. If any information on your application changes (dates of availability, contact details), please inform your country office immediately.

Each camp CCUSA works with completes a camp profile indicating preferences for age, gender, skills, experience, certification, required accreditation, and availability. Your application will be forwarded to camps (one camp at a time), who will decide whether you are the right fit for their program – a decision based on the information in your application and in most cases a subsequent interview the camp may conduct with you. . Please check your email and voicemails often and respond to any Camp Directors who have reached out to you as soon as possible. Failure to respond promptly can result in you're application being passed on by a camp.

A camp making contact with you is simply a chance to get to know you better and it does not guarantee the job. The director will share details about the camp and ask specifically about your experience working with children, your employment history, and your feelings about traveling to the United States. Be enthusiastic, professional and give as many details as you can. Remember- this is a job interview! This is also a chance for you to ask questions. In some cases, a camp

director may offer you a job on the phone/skype. In other cases, the camp director may take some time after speaking with you to make their final decision.

It is common practice for Camp Directors to research social network sites such as Facebook, Instagram and YouTube. Please make sure that your profile only contains information that you would want a potential employer to see!

Your CCUSA Country Office will inform you when you have been placed either by letter, email, or a message in your Footprints account. Congratulations - you now have a place to call home while in the United States. Remember, Camp Directors make final decisions in the placement process – personal preferences for where you will be placed, or with whom, are never guaranteed.

Once you receive your placement, any camp specific questions should be directed to your Camp Director/Camp Contact. You should establish contact with them via email. Camp may send you a staff handbook, or there may be a staff webpage with information specific to working at camp that will answer questions about what to bring, time off policies, specific clothes you'll need and much more. If your camp does not address these topics, you should speak to your CCUSA office for more information.

Apply For a Passport Today (if you do not already have one)

A passport can take several weeks to process! If you are unsure how to obtain a passport, contact your CCUSA Country Office or local national passport office to find out the procedure. If you already have a passport, make sure it is valid for at least six months after your planned return date from the United States.

Confirm Your Biographical Information for your DS2019 Form

The DS2019 form is your sponsorship form for the J-1 visa. You need to go to your Footprints account to confirm the personal information that will be printed on this form. Please check this information carefully to make sure that your name is listed exactly as it appears on your passport and that your birth date is correct. Once you confirm this information and your DS2019 is printed, you will have to pay a fee to have the form reprinted to correct any mistakes you missed.

Criminal Background Check

CCUSA requires all participants to obtain the most thorough criminal background check available in your country before departing for the United States. Your CCUSA Country Office will provide information on which is the correct check to obtain and how to apply for it. Once it is processed, you must submit the certificate to your Country Office, who will add it to your application and send it onto your camp. It is also suggested you scan a copy of your background check and keep this with your important documents. If you fail to obtain a criminal background check you will be canceled from the program.

The J-1 Visa

You need a J-1 Exchange Visitor Visa in order to work at a U.S. summer camp. This visa must be obtained before leaving your home country – it cannot be obtained in the United States.

The CCUSA J-1 visa allows you to work at a summer camp in either a camp counselor or support

staff position. Your J-1 Exchange Visitor Visa is only for the purpose of working as a staff member in a U.S. camp under the CCUSA program. The U.S. government dictates that your J-1 visa period is set by your camp placement dates, and limited to a maximum of four months plus a 30-day grace period for travel after you have finished your camp placement. The J-1 visa cannot be extended beyond 4 months. If you are working as Support Staff, your visa must also fall within your School break dates and the break period specified by the US Department of State for each country. You may only work for the period that will be specified on your Footprints account after your placement has been confirmed.

When your visa has expired, you are no longer eligible to work in the United States. You may, however, stay in the country for an additional 30 days to travel after successful completion of your camp contract. This is called a grace period and during this time you are under the authority of the Department of Homeland Security (DHS). Once your grace period has ended you must leave the U.S. Do not jeopardize future trips to the United States or the CCUSA experience for others in your country by overstaying your visa.

If you happen to leave the US during your grace period, your visa is automatically ended and you cannot re-enter the US on your J-1 visa to complete the rest of your grace period. Participants should be especially careful of this if they plan to travel outside of the US during their grace period (ie- short break to Canada, Mexico, and Caribbean) and need to return to the US to get your return flight home as you will may not be granted entry.

Apply For Your J-1 Visa as Soon as You Receive Your DS2019 Form

You need to obtain your J-1 Exchange Visitor Visa in order to work in the United States. This visa must be obtained before leaving your home country and requires a face to face interview with the US Embassy or Consulate (some returning counselors may be eligible to apply for their visa by post). The US government charges a non-refundable visa-processing fee. Your CCUSA Country Office will give you information regarding the visa processing procedure, fees and documentation required for obtaining the visa in your country.

You will receive your DS2019 that will allow you to apply for your J-1 visa after you have received a confirmation placement at a camp. Even though you should have carefully checked your personal information before your DS2019 was issued, before applying for your J1 visa, check once again that the information printed on the form is correct. If any information is incorrect please notify your CCUSA office.

The US government has extensive security measures that make the visa process an extended one. DO NOT DELAY applying for your visa or you may not be able to obtain a visa in time to participate in the program.

When Your Visa is Granted

Inform CCUSA of the outcome of your visa application. If your visa was approved, indicate so through your Footprints account. If it was not approved, or will be delayed, contact your Country Office immediately.

The J-1 visa is a sticker that is placed on one page of your passport. Once you receive your passport & visa in the post, make sure to look at the visa sticker to ensure that all details appear correct (name, DOB, etc). Your visa will be a J-1 Exchange Visitor Visa, valid for a specific period of time.

Your DS2019 should be returned to you with your passport. ENSURE THIS STAYS WITH YOUR

PASSPORT AT ALL TIMES. We suggest you fold it and staple it into the back of your passport. If it is returned to you in an envelope, do not open the envelope - just staple that into your passport. Your J-1 visa is invalid without your DS2019 form.

You should make copies of all important documents. Scan them and keep a digital copy, and email a copy to your parents. Read the "Problem Solving" section of this handbook to learn what to do if you lose a form.

Health History Form and Immunizations

It is mandatory that you bring the CCUSA Health History Form – completed and signed by your physician – with you to the United States. Print the form from your Footprints account. If you fail to bring it with you, the camp will require that you get a physical examination upon arrival. You will be responsible for all costs incurred (insurance will not cover this).

If your camp sends you a Health History Form specific to your camp, please complete this form instead of the CCUSA version.

Some camps require immunizations. The United States may require different vaccinations than those in your home country. Even if you have received immunizations and tests accepted in your country, these may not be enough to attend camp.

Certain immunizations are REQUIRED due to increased health risks in the United States. Mandatory immunizations include MMR (Measles, Mumps, Rubella). We also strongly recommend that you ask your camp for their specific immunization requirements and complete these prior to your departure. Immunizations and x-rays are costly in the United States, and your travel insurance will not cover them.

Attend the CCUSA Pre-departure Orientation Session

To help prepare for your experience, you must attend a mandatory orientation meeting in your home country. You will meet other participants and learn vital information and useful tips that will help you make the most of your time in the USA. Failure to attend will mean your visa will be canceled.

Make Travel Arrangements

Depending on the country you are applying from, your travel responsibilities will vary. Contact your local CCUSA office for more details.

If you are responsible for booking your own travel, you must provide CCUSA and your camp with a full copy of your travel itinerary at least 3 weeks prior to departure. You are responsible for the cost of traveling from your home country to the U.S. and then onto the camp's domestic meeting point of choice. However, transportation costs from that point to your camp are the camp's responsibility.

If CCUSA is making your travel arrangements, then your round trip flights will be booked by CCUSA. You will be required to choose the day of your return flight, which may be changeable based on availability and an additional fee. All travel to camp within the United States will be taken arranged by your camp and CCUSA. This may require transport by plane, train, bus, and you may be required to initially purchase a bus or train ticket. If required to buy tickets, save your

receipts and your camp will reimburse you.

All participants are responsible for their transportation after camp back to the airport for their return flight home. Call CCUSA with any questions or needs concerning your travel plans. Please note - if you book your own international flights, CCUSA is unable to assist in making any changes to those flights.

If you intend to travel in the US after camp, we encourage you to research your options beforehand. If you plan to stay in the United States beyond your 30-day grace period, it is your responsibility to check with the U.S. Embassy or Consulate before you leave your home country regarding tourist visa requirements. It is almost impossible to obtain a tourist visa while in the United States.

Camp Contracts

As part of your placement, you have agreed to a contract with both CCUSA and your camp. You may be given a contract to sign from your camp. If this is the case, it is important that you are clear about your dates of employment, pocket money and time-off policy. All participants are still responsible for the rules and regulations in the CCUSA Program Agreement. Not all camps provide their participants with a camp contract; don't be alarmed if you do not receive one. If you have any trouble getting in touch with your camp, please contact your Country Office.

Save Your Money

To make the most of your adventure, make sure you bring some spending money. Budget at least USD\$350 per week for post camp travel. Budget your money carefully, as the U.S. can be expensive depending on where you want to travel. Only bring a small amount of cash for emergencies and use a prepaid debit or credit card (such as Visa, Mastercard, American Express, Payoneer*) to hold the remainder of your funds. These types of cards are often required for deposits when renting a car, making youth hostel and airline reservations, and handling emergencies; and are a much safer method to travel with than cash.

Keep your funds secure, as our insurance policy will not cover loss of cash. CCUSA holds no responsibility for staff entering the United States without adequate funds.

* Payoneer offers a pre-paid debit card for CCUSA participants. Some fees apply for activation and transactions. Payoneer offers excellent exchange rates and can be used world-wide. Furthermore, your camp can pay your summer wages onto this card for your easy access to funds. For more information, log into your Footprints account or speak to your CCUSA office.

Stop Drinking and Smoking

Camp is not a place for alcohol or smoking. Almost all camps have strict regulations banning drinking and possession of alcohol. Any counselor caught possessing or drinking alcohol at camp will be immediately dismissed from their duties and sent home. Even off camp property, strict laws regulate the possession and consumption of alcohol.

The minimum age for drinking or purchasing alcohol [including beer and wine] in the United States is 21 years of age. Buying alcohol for people under 21 is illegal; doing so may result in imprisonment and immediate dismissal from camp. Drinking and driving is a major violation in all 50 states. Drinking and driving may result in fines and imprisonment. The CCUSA insurance

policy does not cover any incidents related to alcohol or drugs.

Camps also have strict regulations either banning smoking completely or limiting smoking to certain hours and areas. You must adhere to these, or else you may be dismissed from camp.

Packing Tips

Pack as light as possible! Most airlines now charge additional fees for all baggage checked. Make sure all your luggage is clearly labeled with your name and both your home and camp address inside and out. Use CCUSA luggage tags to distinguish your baggage. Camps often send a list of "What to Bring" for the summer. If you have questions, contact your camp.

There are some very important items that all participants must bring. We suggest you pack these in your carry-on bag. Do not put them in your checked luggage as you will need to access some of these items at Immigration in the US.

- Passport with processed J1 Visa and DS2019 form.
- Flight ticket and any other travel passes/information
- Camp information and placement letter
- Camp pickup details, or Meet and Greet site directions if applicable
- Insurance Card and information
- Contact information for CCUSA in the U.S. and the name of the 'Responsible Officer' - (1-800-999-2267- Marielle den Hollander)
- Money and Credit Card
- Medications
- Basic Toiletries - deodorant, toothbrush, toothpaste
- Change of clothes (in case luggage is lost or delayed)

The Day of Departure

Double-check to make sure you have everything you need. You don't want to arrive at the airport without your passport, DS2019 form and your ticket! Make sure you arrive at the airport in plenty of time to check in and go through the security procedures. If scheduled on a CCUSA group flight, follow the instructions given to you by your local CCUSA office.

Give your loved ones a big goodbye hug. Explain that it will be difficult to reach them by phone while at camp. Give them your camp address and phone number and the number of CCUSA in the USA, in case of emergency. Please be sure to call or email your family once you arrive in the U.S. so they know you have arrived safely.

If You Have to Cancel From the Program

If you can no longer participate on the program, please inform us immediately. Phone your Country Office with this information, and they will give you further instructions including the fact you will need to put your decision in writing. If you cancel after you have been placed, you must also write to the camp explaining why you have chosen to cancel.

What Do My Fees Pay For?

Your Program Agreement details the costs of the CCUSA program and states that camps also pay fees to CCUSA. The following explains how funds are spent in your country and the United States.

In Your Country

Advertising: We advertise worldwide to promote our program and find the best applicants.

Materials: Producing brochures, handbooks and materials for participants and potential applicants.

Interviews: We employ 100+ full-time CCUSA staff members worldwide, along with hundreds of part-time representatives. CCUSA interviewers are qualified to screen for the best counselors and support staff around the globe.

Meetings: Before you apply, and after your placement, you will attend meetings in your country to prepare you for the summer.

Fairs: Each year, we send Camp Directors overseas to our International Camp Staff Recruitment Fairs. This is an excellent opportunity for Camp Directors to meet applicants and teach them about different camps in the United States. These fairs are an enormous undertaking with priceless benefits.

Flights: For those traveling on a CCUSA group flight, we purchase more than 3,500 international flight tickets. For those not on a CCUSA group flight, CCUSA can assist with travel arrangements and possibly negotiate affordable rates.

Visa Assistance: We assist you in the visa application process by providing the DS2019 form, helping you with required documentation and your appointment at the local U.S. Consulate.

CCUSA International Offices: To facilitate your journey to camp, we operate more than 40 CCUSA offices worldwide. Your home office will provide support prior to your departure – they will assist in the visa process, update you on your placement status, and answer your questions throughout the hiring season.

In the United States

CCUSA American Office: Our U.S. headquarters employs full-time staff to support you during your summer experience. This office also sends applications, placement information, newsletters, and evaluations to Camp Directors and participants nationwide.

Placement at U.S. Summer Camp: Our U.S. Placement Staff works daily with many summer camps to find you a quality placement.

Travel Insurance: CCUSA provides you with comprehensive travel insurance coverage for three months.

Support in the United States: During your summer stay, the U.S. office provides 24-hour support via our toll-free number [1-800-999-2267].

Camp Visits: Each summer CCUSA may dispatch our International and U.S. staff across the United States to visit you and your camp in person. Feedback from these visits enables us to make the highest-quality placements each summer.

U.S. Meet & Greet: If you fly into New York to attend the Meet & Greet, please refer to the travel instructions given to you by your country office for information on where to meet a CCUSA representative. At the Meet & Greet site, you will receive instructions and materials about traveling to camp.

The J1 Program - Arrival in U.S. and Your Time at Camp

Arriving in the United States

Your first step at the airport is to pass through immigration. Be prepared to show your customs declaration, passport, original DS2019 form and return airline ticket, and to answer questions about your plans. Make sure you are entered on your J-1 visa. As you go through immigration, the officer will give you back the DS2019 form. When you've passed through immigration, make sure you put this in your passport and keep it there at all times.

Next, collect your luggage and proceed to the Customs counter for inspection. You will need to show the customs officer your Customs Declaration Form (that you will have filled in on the plane). Once you are through Customs, look for the exit.

Travel to Camp

What happens after your clear Immigration and Customs will be based on your travel to camp instructions. You may have to make your way to another flight; you may be going to the Meet and Greet site in NY; you may be met by your camp at this airport; or you may have to make your way to a designated camp pick up point by bus or train.

Please refer to your Placement Letter for further travel to camp instructions, and if you are unsure of your responsibilities, contact your local CCUSA office before departure for more details.

The SEVIS Tracking System and Validating Your Visa

As part of the J-1 exchange visitor program, the US Department of Homeland Security [DHS] requires that your sponsor, CCUSA, always have up to date information you. This system also gives us the ability to immediately change the status of a participant if that participant violates program regulations or rules in any way.

When you arrive at camp - and no later than 3 days after the start date of your visa - you must validate your visa. 'Validating' means you must confirm the details of your living address and your employer (camp) information. You will need the camp's phone number and physical address (not a PO Box) and will need to include the name of the cabin you are living in. It is not possible for you to validate your visa before the start date on your DS2109 form.

To validate, you must have access to the internet. Go to <http://footprints.ccusa.com>. You must have the User Name and the Password that you created when you first applied to the program. Once you have logged in to your account, follow the links and instructions to validate your visa. Camp knows you have to do this as part of your visa process, so they will likely have some time set aside for you to do this during orientation.

It is YOUR responsibility to contact CCUSA with this information. While we will contact you or your camp via email or phone if you have not provided this information, it is ultimately your responsibility to contact us once you have arrived at your employer (camp) in the USA.

30 Day Check-Ins and Communicating with CCUSA

As the sponsor of your J-1 visa, Camp Counselors USA is required by the U.S. State Department to know your whereabouts while on our program. It is your responsibility to ALWAYS keep us informed of where you are working and living.

CCUSA will send you emails during the program to remind you about:

1. Validating your visa
2. Completing your 30 day check-ins. Program regulations require that you check-in with CCUSA to confirm where you are living and working and answer a series of questions about your activities. If you do not check-in as required, we will try to reach you through your camp or any US phone you have provided. Failure to successfully complete the check-in process every 30 days can result in a terminated status in SEVIS.
4. Completing the required Cultural Activities and document these through your 30 day check in. You must do at least one activity per week to remain active on the program. CCUSA will be contacting you if you do not. Your program can be jeopardized if you are not participating in the cultural activity portion of your visa. See section below titled 'Cultural Activities and your J-1 Visa) for more information.
5. Updating us on your situation in the US. Program rules require that you keep us fully informed of any difficulties you might encounter during your program. You can contact us at any time through email (camps@ccusa.com) or by toll-free telephone (1-800-999-2267).

You are REQUIRED to have a working email while in the US in order to maintain your communication with CCUSA. If you fail to respond to CCUSA's emails, either by providing the information required or calling the CCUSA office in the USA to keep us informed, CCUSA may withdraw our sponsorship of your visa. This would mean that you are no longer legal to work in the USA.

You should also call CCUSA if you are experiencing any problems. Our staff have handled many situations and will try their best to help you. Please call the United States office at 1-800-999-2267 for assistance before calling your home country CCUSA representative or your family. The CCUSA US office can begin to help you immediately if you contact us first.

CCUSA's Footprints Support Website

The support section of our website called "Footprints" contains the information in this handbook as well as more detailed information and downloadable forms. You can access this website at any time by using your CCUSA User ID and password. It is available 24 hours a day, 7 days a week and can be a valuable resource at all times but especially when the CCUSA office is closed.

Contacting CCUSA and Emergencies

You may need assistance during the summer. Whether you have specific questions or simply need someone to talk to, we are here to help you during your stay. Please have your ID number ready and contact the CCUSA staff at the following toll-free number: 1-800-999-2267

Our U.S. office is open Monday to Friday 7 am – 3:30 pm PST.

Please note: Pacific Time is 3 hours behind East Coast US time. Take this into consideration when you call.

We also provide a 24-hour emergency support during the entire length of your J-1 visa (but not during your 30-day grace period). If an emergency occurs when the office is closed our answering service will contact a CCUSA staff member to assist you. Please stay by the phone until the staff member returns your call. If you call during an odd hour of the night, please be patient, someone WILL call you back. If you have important questions that aren't urgent, please call during office hours.

What is classified as an emergency?

Arrest, serious accident or illness, job termination or legal issues

National Emergency Number

If there is an emergency that requires help from the police department, fire department, or an emergency medical person, dial 911 on your telephone. When talking to a 911 representative, make certain you speak clearly, and stay on the phone. Do not hang up until the operator has a chance to assist you. 911 is the number for emergencies across the entire USA.

Insurance

US Department of State regulations require that you have insurance coverage for the entire time you are working at camp. You will be able to view specific insurance information and a claim form on your Footprints account. Print the insurance policy card and claim form and bring them with you to camp, and use it if you need to make a claim. Your insurance policy covers you for three months, active immediately upon your departure from your home country. If arranging your own flight, you must provide CCUSA with specific flight information before your departure, in order to activate your insurance.

If you plan to remain in the United States for more than three months, we recommend that you extend your insurance. Treatment for illness or other medical reasons in the USA is very costly without insurance. CCUSA recommends that you extend your coverage until the end of your trip before you leave home, as the insurance company reserves the right to deny your extension once the policy has begun. Contact your local CCUSA office for details of costs and how to extend. If you do not plan ahead and extend your insurance to cover your full stay, then you may contact our U.S. office to attempt to extend it once you are in the US. You must request an extension before your coverage expiry date.

This insurance coverage is a "travelers" insurance policy and is neither intended to nor does it cover all medical costs. It only insures you against "new" things, mostly accidents, which might happen while you are on the program. It will NOT cover pre-existing conditions from which you have suffered before the beginning of your CCUSA program. We do NOT recommend that you

let your normal health coverage lapse while on the CCUSA program. The insurance may not cover all costs and will always reserve the right to return you to your home country for serious medical needs.

If you are in need of treatment you must contact the insurance company before receiving medical care to ensure that you will be covered. CCUSA is not your insurance provider and though we wish to be notified about any emergencies, coverage inquiries can only be answered by the insurance company directly. Insurance information contained herein is correct at the time of print but not guaranteed and is subject to change.

Social Security

A Social Security number is a 9-digit, tax identification number. Camps use this number for tax purposes on your paycheck. Your camp is responsible for transporting you to their local Social Security office and assisting you with this process.

Before you can apply for a Social Security card, you must validate your arrival at camp at least 3 days prior and have a printout of your I-94 card. You must apply for a Social Security card in person, and with all required documentation in hand. The application form must be filled out correctly, or your card may be delayed for several months.

You must apply in person and only when you are in the United States.

You will need:

- A completed Social Security Application form (found on Footprints)
- Your passport
- Your DS2019 form
- A print out of your I-94 card (from www.CBP.gov/I94).
- CCUSA letter describing your employment status (found on your Footprints account)
- Photocopies of all of the above

Once your application is accepted, you will get a receipt letter that you can show to an employer as proof of your Social Security application. Keep this letter as it is proof that you have applied for the card. It can take up to 8 weeks to receive your Social Security card in the post.

Social Security is a government office. CCUSA cannot provide you with any information on the status of your application. You can visit their website at www.ssa.gov/ or reach them with other questions at 1-800-722-1213.

Taxes

Working at a camp in the US, you are classified as a non-resident alien with a J-1 visa. Therefore, according to the Internal Revenue Service [IRS], you are subject to U.S. tax laws and responsible for filing tax returns for wages earned in the United States. Below is a brief explanation of the U.S. tax system. CCUSA cannot legally provide tax advice but can refer you to the appropriate resources for additional information. Your camp will also be able to answer more questions regarding the payment of taxes.

CCUSA has its own Tax Service that can help you file for your tax return. CCUSA Tax Service

specializes in filing tax returns for foreign students who work in the USA. We will provide specific information regarding our service at your arrival orientation. Visit www.ccusatax.com for more information or check your Footprints account.

According to the U.S. Tax Guide for Aliens, Publication 519, at the start of your employment period you are to complete a W-4 Form [Employee Withholding Allowance Certificate]. This is what the IRS uses to calculate the amount of tax to be deducted from each paycheck. Please refer to Publication 519 or the Footprints website.

By the end of January in the year following your camp experience, you should receive a tax statement from your Camp Director. This is your W-2 Form. Be sure your Camp Director has your correct mailing address before camp ends.

Generally, as a worker in the United States, you will have federal and state income tax taken out of the wages you earn [check the CCUSA website for information on state income tax, which varies from state to state]. Based on the salary of a camp counselor or support staff, deductions should be minimal. As a nonresident alien, Federal Social Security [FICA] and Medicare taxes should not be deducted from your pay [according to the U.S. Tax Guide for Aliens, Publication 519, page 39]. Even though you will have a Social Security number, you do not qualify and are therefore exempt from the Social Security program and unemployment benefits. If you notice that your camp is withholding FICA or Medicare, speak with your Camp Director or the camp's payroll department immediately and refer them to the "Camp Directors': Taxation" section on CCUSA's website.

If you require detailed tax information, you should contact a qualified US tax professional in your home country or the CCUSA Tax Service.

Cultural Activities and Your J-1 Visa

As a J-1 visa participant, you are required to expand your knowledge and understanding about American life and culture by participating in at least one cultural activity per week. CCUSA will be monitoring your participation in these activities through your answers in the 30-day check-ins.

Through your Footprints account, our Facebook page or <http://ccusacamp.wix.com/ccusaculture> you will find our suggestions for cultural activities in your area. You are not limited to these activities. Your camp may provide a variety of activities throughout the summer.

Social Media Awareness While at Camp

Please ask your Camp Director about camp specific rules in accordance with posting about your camp experience, or uploading pictures from camp.

You need to be aware of the rules of your camp and State Laws, and use correct judgment when posting any pictures with minors to social media and online. Your camp will spend time reviewing this sensitive matter during orientation. Be aware you can be dismissed for inappropriate actions on your social media/online that can be viewed by others. You are a representative of your camp and expected to be a high quality role model. Inappropriate language or comments about camp, fellow staff members or campers can be grounds for dismissal.

Early Dismissal or Departure from Camp

Remember you are working in a child-centered environment. Drinking/smoking on camp, inappropriate language/behavior, returning to camp intoxicated, violation of rules, poor work ethic or performance, and shoplifting are just some of the reasons participants have been fired.

As outlined in your signed Program Agreement, if you are fired or leave camp early, the following early departure penalties will occur:

1. You become responsible for fees that would have been paid to CCUSA by your camp if you had fulfilled your contract.
2. The pro-rated amount of pocket money earned up to the day of departure will go to CCUSA to cover any outstanding fees as outlined in #1.
3. Financial liability for all transportation costs, including international and domestic airfare and ground transportation (if applicable).
4. Immediate cancellation of CCUSA insurance.
5. Immediate notification to the U.S. federal government's SEVIS tracking system and immediate cancellation of your J-1 Visa.

Note: All fees mentioned in items 1-3 must be paid to CCUSA before you leave the United States.

Please also remember that a second placement at another camp is not an option.

If your contract is terminated, or you choose to leave prior to the end of camp, CCUSA must be notified immediately. If you leave camp and do not notify CCUSA, your visa will be terminated. You are responsible for all costs incurred from the date you leave camp, including transportation, lodging, and meals.

Medical proof will be required for early return home due to death or life-threatening illness of immediate family member (Mother, Father, Sister or Brother).

Jet Lag

An initial adjustment for most overseas travelers is "jet lag." Typical symptoms might include fatigue, disorientation, and irritability. After a few days, maybe even a week, you will function normally in your new setting. To minimize jet lag, drink plenty of water, walk around during the flight, and avoid caffeine and alcohol. Additionally, set your watch to the new time zone as you board the plane.

Expectations

Traveling abroad is very exciting. You will have certain expectations regarding camp, your job, your new friends, traveling, and American culture. The best way to prepare for your experience is to keep an open mind. If you are enthusiastic and willing to experience all that the journey has to offer, you will get the most out of your adventure.

Culture Shock

Culture shock is the feeling of discomfort or confusion that occurs when a person moves to an unfamiliar place. It requires a great deal of effort to adjust to new surroundings and a culture different from your own. Climate, food, language, landscapes, and people will seem strange to you. Your English may not serve you as well as you expected. You may feel the pressures of adjusting to your cabin group, activity area, performance expectations of supervisors, and the twenty-four hour community camp life. Culture shock is a normal reaction.

Some symptoms of culture shock include: excessive homesickness, isolation, frustration, having doubts, and forming dependencies. To cope with culture shock we suggest you: maintain your perspective, evaluate your expectations, avoid withdrawal and isolation and keep an open mind. Be patient and give yourself time to adjust. Soon you will feel "normal" again.

As part of your adjustment process, it is important to become familiar with certain characteristics of U.S. culture. Upon meeting each other for the first time, people in the United States shake hands and say "Hello", "Hi", "Good Morning", "Good Afternoon", "Good Evening", or "Nice to meet you". The use of first names is more common in the United States than in other countries. It is acceptable automatically to use the first name of someone, approximately your age or younger. A man or woman older than you is often addressed as Mr., Mrs., Miss, or Ms. (followed by their family name) unless the individual requests that you use a first name. This is the polite form and should always be used initially. If you have any doubts about what to call someone, simply ask him or her.

The use of "nicknames" is fairly common in the United States. A nickname is not the person's real name, but a name given to the person by family or friends. A nickname can be a shortened version of a person's first or family name, or it can refer to a physical attribute of the person or a funny event in the person's life. Nicknames are often a sign of affection and acceptance. Children will often develop nicknames for others in their cabin group. This behavior can be healthy, if the names are positive in nature. Children can [and will] be cruel to each other at times. Negative nicknames should not be allowed to develop among the children you work with.

CCUSA Staff and U.S. State Department Visits

Each year CCUSA staff visit as many camps as possible. Camp visits give CCUSA the chance to see how your summer is progressing, talk to your Director about the program, and learn more about your camp. Look for us during the summer – we'd like to talk with you and answer your questions.

U.S. State Department representatives also conduct site visits to J-1 visa employers, and may come to speak to you about your experience both at camp and with your visa sponsor (CCUSA), and also about your participation in cultural activities.

Camp Sponsored Visits to Canada/Mexico

Your J-1 visa regulations state the visa is meant for work and travel within the USA. You are not permitted to visit Canada or Mexico for tourist purposes while on the J-1 visa, so please do not attempt this during your visa or you will be denied re-entry to the U.S.

Rarely, a camp may request for a CCUSA participant to attend a camp related event/trip in Canada or Mexico during the summer. You are responsible for knowing if your home country requires you to obtain a visa to enter any country other than the US. You will need to carry your passport, DS2019 and a letter from camp stating your job with you at all times on any such trips.

If you have a need to travel outside of the U.S. during your visa period (ie - you need to return home for an emergency situation but intend to come back and complete your camp contract), you need to contact CCUSA on 1-800-999-2267 to discuss your situation and the procedures that will need to be followed.

Problem Solving While on the Program

If you are lucky, you will not experience any serious problems while on the program but if you do, you should contact CCUSA in the US immediately. We may not always be able to fix the problem for you, but we do our best to give you the assistance and guidance you need.

Some common problems situations are:

Not bringing your DS-2109 form with you when you enter the US

Your DS2019 form you used to apply for your visa at the US Embassy MUST be presented to US immigrations when you arrive in the US. However, because of the SEVIS online system most US immigration officers will allow you to enter the US for 30 days even if you do not have your DS2019 form with you. You will be issued an I-515A form which will require you to submit your original DS2019 form and your I-94 card print out to the address on the form within 30 days of your arrival. If you fail to do so, you will no longer be legal to remain in the US. Your first step in completing this requirement will be to have your DS2019 sent to you from your home country. Once you have it, you can submit the form. The Department of Homeland Security will process your documents and return them to CCUSA. Once we receive them, CCUSA will contact you for confirmation on where to send them and how. We will send them via the US Postal System for no cost. If you would prefer they be sent by courier, you will need to pay \$20 for this service.

AVOID this problem by making sure you bring your DS2019 to the US with all your other important documents.

Losing Your Passport, DS2019 form and I-94 Printout

The most important thing you can do to safeguard your documents is to make copies of all of them. This will make the replacement process much easier.

1. Your passport: you will need to contact your country's Embassy in Washington, D.C. for a replacement passport.
2. Your DS2019 form: if you lose or fail to bring your DS2019 form to the US with you, please contact CCUSA at 1-800-999-2267 and we can send you a reprinted form with an original signature. There is a \$50 fee for the new DS2019 which includes shipping. This form however will not have the U.S. Embassy stamp or the U.S. Immigration stamp if you lose it after entry. Social Security should accept this reprinted form but some offices may be reluctant to do so. If this happens, contact CCUSA for assistance.
3. Your I-94 printout: you only need this printout to apply for your Social Security card and to show your employer. If you do lose this printout, just return to the website (www.CBP.gov/I94) and print another one.

Being Arrested

The best way to handle an arrest is to AVOID the behavior that will result in an arrest in the first place! Do NOT drink if you are underage; do not drink in a public space if you are not old enough to drink; do not shoplift or engage in any types of theft; do not engage in any illegal or irresponsible behaviour.

If you are arrested, you should call CCUSA immediately. We are NOT able to post bail for you or locate a lawyer but we can give advice and act as a contact person for the US authorities.

Being Dismissed from Camp

Please contact CCUSA before you leave camp premises to let us know if you are fired or dismissed from your job. If you are dismissed you may be asked to depart camp immediately, and it will be your responsibility to organize your onward travel and lodging.

Out of Money

If you run out of money, and don't have a credit card, you may need to have money wired to you. For more specific information and branch locations, go to the Western Union website at www.westernunion.com or call 1-800-325-6000. Parents, family or friends can also send money to you through a Payoneer card.

Any situation on which you need advice

Do NOT hesitate to contact CCUSA for advice, no matter what the problem. You can reach us during business hours: Monday through Friday (unless a holiday) from 7am to 3:30pm Pacific Standard Time.

Please note: Pacific Standard Time is 3 hours behind Eastern Standard Time. Take this into consideration when you call.

You can also contact us by email at camps@ccusa.com

General Information - Living and Safety in the USA

Quick Contacts/Links

Time Zones: www.timeanddate.com/time/map/

U.S. Postal Service: www.usps.com

Currency Converter: www.xe.com

US Currency - coin information: www.usmint.gov/mint_programs/circulatingcoins/

US Currency - note information: www.moneyfactory.gov/uscurrency/small denominations.html

Climate/average Temperature Information: www.usclimatedata.com/

Conversions (temperature, weight, measurements): www.metric-conversions.org/

U.S. State Abbreviations: www.usps.com/send/official-abbreviations.htm

Making Telephone Calls in the U.S.

Calling cards are the most economical and efficient way to make calls in the United States. They allow you to call out from any U.S. phone, simply charging your personal account. Calling cards offer cheaper rates than collect or international payphone calls. They are available in many stores.

If you do wish to bring your cell/mobile phone to the U.S. you will need to contact your local phone provider prior to leaving your home country to find out about coverage within the United States. Be warned that international calling rates are often very expensive from an international phone. You may wish to look into a prepaid phone or SIM to purchase upon arrival.

All U.S. telephone numbers consist of a 3-digit area code and a 7-digit local number.

Typically, to call within an area code, dial the 7-digit local number [i.e.: 555-1234].

To call a U.S. location or cell phone outside your area code, you dial 1 + area code + local number [i.e.: 1-408-555-1234].

To call outside the United States, dial 011 + country code + area code + local number

[i.e.: a call from the United States to Australia is 011-61-2-9262-2802].

U.S. Emergency Number

Dial 911 for emergencies where the police, fire brigade or ambulance service is required.

Sales Tax

A sales tax is added to the retail price of most items in the US including shops, restaurants and hotel accommodations. The tax is added to the marked price. Taxes vary from state to state, and range from 0% to 12%. Please remember that this is a sales tax not a service charge and payment of this tax is not optional.

Tipping

Tipping for service is a common practice in the United States. American wages in the service industries are based on a calculation of wages combined with tips. Unlike other countries, waiters and waitresses in the US make a very low hourly wage (less than minimum wage). It is considered very rude not to tip your server, and by not tipping you are depriving the wait staff of their major source of income.

The most common scenario where you will have to tip is in restaurants. Gratuities (tips) are not usually added to the bill (though you should always check the bill to be sure), and an acceptable tip is 15 - 20%. It is unnecessary to tip in fast food or self service establishments. Taxi drivers expect tips of 10% to 15% of the fare that shows on the meter. Drivers may add a fee for handling luggage. Airport and hotel porters expect a tip of \$1.00 for each bag carried. Hairdressers/barbers should be tipped 10% to 15% of the bill.

Never offer tips to public officials, police officers or government employees. This is against the law in the USA because it is considered bribery. Hotel desk clerks, bus drivers, theater ushers, sales people, flight attendants, and gas station attendants are also not tipped.

Laundry Facilities

Most camps provide access to laundry, but the facility may be offsite. In this case, camp will provide transportation, but without knowing how often this will occur, be sure to bring enough clothing to get you through about two weeks. Please be aware that you may need to pay for laundry facilities.

Electrical Appliances

Voltage in the United States is 110 volts/AC-60 cycles. If you use an electric hair dryer or shaver, you may need an adapter and a voltage transformer. It is best to leave everything at home and go to camp without your appliances. It will save you room in your backpack and time at camp. Besides, camp is usually rustic and informal – it is not a beauty contest. Computers have no place at camp. Do not bring them, as they are both expensive when lost or damaged and unnecessary in a camp setting.

Obeying U.S. Laws

While in the United States, you are expected to obey all U.S. laws (i.e. no shoplifting, stealing, abuse, sexual harassment, rape, underage drinking etc.). Should you break any local, state or federal laws, you will suffer the consequences as prescribed by U.S. law. CCUSA shares no responsibility and is unable to help you. Should you experience legal problems, you may call CCUSA, but you will need to contact your country's Embassy for advice and/or representation. Lawyer fees are not covered by your travel insurance.

Arrest

Legal Rights and Responsibilities

If you find yourself with legal problems, we suggest you contact your country's Embassy in the United States. You should also keep CCUSA informed of the situation.

Your Rights if Arrested

- You have the right to remain silent and refuse to answer any questions.
- You have the right to be represented by a lawyer. If you cannot afford a lawyer, the court should appoint one.
- You cannot be forced to confess or provide evidence against yourself.
- Once you post a bail bond, you should be released from jail [barring a judge's decision to hold you without bail]. Bail bonds are not covered by your insurance.

Potential Police Procedures

Until a bail bond is posted, you could be held in jail. You may be charged, fingerprinted, and required to complete the necessary paperwork. At a preliminary hearing, a judge may drop the charges or set a court date within 30 days. You may be required to stay in the area until your court appearance.

Results of Being Found Guilty

Penalties will vary depending on the type of crime and where it was committed. Possible penalties may be a fine, deportation, community service or jail time.

Alcohol

The minimum age for drinking or purchasing alcohol [including beer and wine] in the United States is 21 years of age. Buying alcohol for people under 21 is illegal; doing so may result in imprisonment. Drinking and driving is a major violation for all ages in all 50 states. Drinking and driving may result in fines and imprisonment.

Illegal Drug Use

US laws have a long list of controlled substances which are deemed illegal and whose use will result in severe fines and jail sentences. The website of the US Department of Justice is a good resource for a list of these controlled substances (www.deadiversion.usdoj.gov).

Please note: under U.S. federal law the consumption and possession of marijuana is still a federal offense - even though a couple of individual states have legalized its use. State Department advisories say: Exchange visitors should not consider that they are safe from law enforcement, just because they are in a state that has legalized marijuana - nor are they exempt from work

place drug testing - which could cost them their job.

As an exchange visitor sponsored by CCUSA, you should know that illegal use of alcohol and controlled substances can result in your termination from the program.

Personal Safety

While in the USA, you should feel reasonably secure while you are traveling. When in large cities, take the same precautions you would normally take in your own country. Keep your personal belongings in your possession at all times. If you have questions regarding instructions or directions, seek help from an employee nearby, a police officer, or a nearby store owner. When using public transportation, do not enter an empty subway car and always try to ride in the car closest to the driver. Never hitchhike or accept a ride from a stranger. Don't be afraid – just be careful. Most people will be nice and want to help you, but it's better to be safe than sorry!

Travel

Travel after camp is great opportunity and we hope you take advantage of this part of your visa. You are allowed 30 days to travel after you successfully finish your job - you **MUST** leave the U.S. within 30 days of your visa end date. If you choose to travel in the U.S. after camp keep your plans flexible - you may make new friends to travel and stay with along the way. Summer is a popular travel time, so it is best to make firm plans sooner rather than later. Some arrangements can and must be made from your home country prior to departure. For instance, discount transportation tickets for international students must be purchased before you leave home.

If you wish to travel to Canada or Mexico after camp please be aware that if you depart the U.S. during your grace period your visa will end and therefore you will not be permitted to re-enter the U.S.

Your budget will ultimately determine where you stay. CCUSA recommends youth hostels, YMCA's, bed & breakfasts, motels, hotels, camping, and friends! CCUSA does not recommend sleeping in cars, public places, beaches, or shelters as it is illegal and can be dangerous.

Your budget too will determine how you travel. Shop around and find the solution best suited to your plans. For air travel, try and book early to get cheaper prices. See below for a link to all the U.S. airline websites. The internet is a great resource for finding affordable flights and comparing options with different carriers and destinations. Some websites you may wish to consider are www.travelocity.com, www.cheaptickets.com, www.orbitz.com, www.expedia.com, and www.hotwire.com.

Although much slower (a coast-to-coast bus trip will take almost 4 days), the bus is the ideal solution for those who wish to see more of the countryside and/or for those who have flexible travel plans. Greyhound is the main bus carrier in the USA although there are many other companies in every state offering low cost bus transportation. 7, 14 or 21-day advance ticket purchase may save you money.

Amtrak is the national railway system in the USA. They offer comfortable service to most major US cities and coast-to-coast service. Train travel in the USA is scenic but very slow. A coast-to-coast trip will take approximately 2 - 3 days. Make sure you book your ticket as far in advance as possible to get the best fares and to ensure there is availability on the route you wish to travel. Amtrak also offers unlimited travel passes. For more information call 1-800-USA-RAIL.

By far the easiest option for travel is to sign up with a tour company and sit back and enjoy the

ride. The tour cost often includes accommodation, transfers, meals and park entry fees, but specifics will depend on the tour operator. Make sure you check before signing up! Intrepid Travel is the official tour operator for CCUSA and all participants receive 10% off all tours. There are other tour companies available such as Adventure Bus, Contiki Tours and Green Tortoise. All offer unique experiences. Do plenty of research and find the option that suits you the best.

Please use your common sense when travelling. Hitchhiking is not allowed by CCUSA. It is unsafe and illegal in many states. Do not hitchhike or pick up hitchhikers when you are traveling.

Travel Contacts and Links

U.S. Hostels: www.hostelhandbook.com or www.hostels.com

Hostelling International: www.hiusa.org or 1-301-495-1240

U.S. Airlines Listing and Web Links: www.nationsonline.org/oneworld/Airlines/airlines_north_america.htm

Bus Travel: www.greyhound.com or 1-800-231-2222

Train Travel: www.amtrak.com or 1-800-872-7245

Best Western Hotels: www.bestwestern.com or 1-800-780-7234

Days Inn Hotels: www.daysinn.com or 1-800-225-3297

Quality Inn and Comfort Inn: www.choicehotels.com or 1-877-424-6423

Lonely Planet Travel Tips: www.lonelyplanet.com/usa

Let's Go USA Travel Tips: www.letsgo.com/north-america/united-states

Trip Advisor USA: www.tripadvisor.com/Tourism-g191-United_States-Vacations.html

Automobiles

If you are required to drive a camp vehicle or decide to purchase or rent/hire a car in the United States, know the rules of the road ahead of time, and be aware of camp and state speed limits. You will need a driver's license and there is usually an age requirement of 25 (and up) to hire a car in the USA. Camps will also have an age minimum for using a camp vehicle. Your CCUSA insurance does not cover you for driving motor vehicles. If you do buy or hire a car, please make sure to have sufficient insurance coverage in place to cover both yourself and the vehicle. It is illegal to own and operate a vehicle in the US without insurance.

Be familiar with the following traffic laws:

Pedestrian Right-of-Way

All states require that cars, motorcycles, and bicycles give the right-of-way to pedestrians. If you approach a pedestrian crossing the street, it is your responsibility to stop and avoid an accident.

Speed Zones

In the United States, speed limits are clearly marked by signs indicating the maximum speed allowed in miles-per-hour (MPH). Observe and follow these limits. A speeding ticket may run well above USD \$150 in some cases.

No Drink Driving

Never drink and drive! The penalty for driving under the influence may include a jail sentence and large monetary fines. Be aware that in the U.S. it is illegal to have open alcohol containers in the vehicle, even if the driver is not drinking.

Seat Belts

Drivers and passengers are required to wear seat belts in every state. Those caught without one will receive a fine, so buckle up!

Parking Laws

Most communities enforce parking laws. Red, white, and yellow curb markings designate “No Parking” areas. If you park in one of these areas, you risk a ticket and a fine. Your car may be towed to a garage, which will result in a towing fine, costing up to USD \$300. Busy areas often use parking meters. If you park in a metered space, you need to put money in the meter to avoid a ticket. Meters run on timers and accept nickels, dimes, and quarter dollars. Meter time limits range anywhere from 15 minutes to three hours.

Safety and Transportation

Whatever mode of transportation you use to get around, it is very important that you are aware of “best practices” for using that transportation. There will be many new things for you to adjust to while living in the US and learning how to get around safely is one of the most important.

Your Footprints account has a document with tips for staying safe as a pedestrian and a cyclist - under the Living in the US section of My Support.

Pedestrian Safety

Be Safe and Be Seen: Make yourself visible to drivers by wearing bright/light colored clothing and reflective materials; carrying a flashlight when walking at night; crossing the street in a well-lit area at night; standing clear of buses, hedges, parked cars, or other obstacles before crossing so drivers can see you.

Be Smart and Alert: Avoid dangerous behaviors by always walking on the sidewalk. If there is no sidewalk, walk facing traffic. Stay sober; walking while impaired increases your chance of being struck. Don’t assume vehicles will stop. Make eye contact with drivers - don’t just look at the vehicle. If a driver is on a cell phone, he or she may not be paying enough attention to drive safely. Don’t rely solely on pedestrian signals. Look before you cross the road. Be alert to engine noise or backup lights on cars when in parking lots and near on-street parking spaces

Be Careful at Crossings: Look before you step. Cross streets at marked crosswalks or intersections, if possible. Obey traffic signals such as WALK/DON'T WALK signs. Look left, right, and left again before crossing a street. Watch for turning vehicles. Make sure the driver sees you and will stop for you. Look across ALL lanes you must cross and visually clear each lane before proceeding. Even if one motorist stops, do not presume drivers in other lanes can see you and will stop for you. Don't wear headphones or talk on a cell phone while crossing.

Cycling Safety

Always Ride with Traffic and Follow the Rules of the Road: You are better off riding with the flow of traffic, not against it. You are more predictable and visible to motorists, especially at intersections and driveways. Ride in a straight line, not in and out of cars, and use hand signals when turning and stopping. Obey traffic signs, signals, and lane markings and yield to traffic when appropriate, including pedestrians.

Don't Ride on the Sidewalk: Although you might think it's a safer option, motorists are simply not looking for bicyclists on the sidewalk, especially those riding against the direction of traffic. At every driveway and intersection, you are at greater risk of being hit by a motorist than if you were riding on the road with traffic. Pedestrians will thank you for riding on the road as well. Ride on the trail, paved shoulder, bike lane, or bike route. You still need to follow the rules of the road and watch out for your fellow travelers. Ride to the right, signal your turns, obey traffic signs and signals.

Be Predictable and Visible: Try not to be hesitant or do things that motorists and other travelers may not be expecting. Make sure everyone can see you and knows where you are and where you are going. If riding in the dark, use headlights, taillights, and reflectors and wear reflective materials and brightly colored clothing. Do not wear headphones or talk on a cell phone while bicycling.

Watch for Stuff on the Road or Trail that Might Make you Fall or Swerve: Rocks, trash, storm grates, wet leaves, potholes, gravel, railroad tracks, and even wet pavement markings can all send you flying. Also watch for parked cars, doors opening, and cars pulling in and out of driveways.

Watch for Turning Traffic: Most car/bike collisions happen at intersections and driveways when motorists or bicyclists are turning. At every intersection and driveway, keep a careful eye out for motorists turning right in front of you—you may be going faster than they think. Also, look for motorists turning left across your path - drivers are looking for gaps in traffic and may not be paying attention to anything other than other motor vehicles

Being a Staff Member at a Camp

What is a Counselor?

A counselor is a role model who leads and interacts with campers in recreational activities and oversees their safety and well-being at all times.

What is Expected?

Living with campers, a counselor is on the job and on call every minute of the day and night. As a counselor, you are:

1. Working, playing, eating, and living with campers 24 hours a day.
2. Responsible for “your” campers, ensuring they keep their cabins or tents clean, get along, and write letters home.
3. A friend to your campers. You lead, help, and comfort them; you see they get the most out of their camping experience.
4. Responsible for keeping your campers safe, clean, and healthy. You make sure they eat and sleep properly, and report any health or medical problems to the director immediately.
5. Expected to plan activities for your group, and with the other groups, including plays, skits, cookouts, hikes, campouts, campfire sing-a-longs, and games. You may help “specialist” staff lead various activities by supervising campers.
6. An instructor in your skill area helping the campers enjoy activities and improve their skills.
7. Assisting with housekeeping, maintenance of supplies, and general upkeep of camp.
8. An active member of the camp staff, counted on to pitch in to help camp run smoothly.

What Personality Traits Are Needed?

1. A genuine love for working with children
2. Capability to be patient and kind, yet firm, fair, responsible, and genuinely concerned for your campers.
3. Ability to feel comfortable and work as a team with others.
4. A strong sense of responsibility.
5. The ability to persevere.
6. The ability to stimulate and encourage people to grow physically and mentally in all phases of life.

7. A capacity to work hard and maintain good health.
8. The ability to make quick decisions in an emergency.
9. Flexibility, initiative, resourcefulness, imagination, adaptability, and a great sense of humor.

What is a Support Staff Member?

A support staff member is someone who performs tasks at camp to keep it safe, clean, and running smoothly. Your job is crucial to the camp community. Without you, camp would not function properly.

What is Expected?

Camp employs their support staff in a wide variety of critical projects. You may find yourself working in administration, food service, housekeeping or maintenance. As a support staff member, you are expected to:

1. Follow instructions and perform daily tasks. Orders and assignments may change daily based on what needs to be accomplished or repaired, or the job may stay the same.
2. Maintain general safety while performing your duty.
3. Serve as a source of help, reason, good judgment, and clear thinking.
4. Be friendly to all staff and campers.
5. Pitch in at all times to help camp run smoothly.

What Personality Traits Are Needed?

1. The capability to work hard and willingness to work long hours.
2. A strong sense of responsibility.
3. The ability to follow instructions and orders.
4. The ability to work on a team and independently.
5. The initiative to take charge when necessary.
6. Flexibility, resourcefulness, imagination, adaptability, sense of humor and a pleasant attitude.
7. Perseverance! Know how to pace yourself, monitor your energy level, and hang in there!

A Typical Day for a Camp Counselor

A day at camp can be long and strenuous but filled with fun and new experiences from morning to night. You will usually have free time after the campers go to bed, but each camp has different time-off policies.

Sample Day Schedule (this will vary from week to week and camp to camp):

- 07:00 Wake-up call
- 07:30 Flag raising
- 07:45 Breakfast
- 08:30 Cabin clean up, followed by inspection
- 09:00 Activity Period – Instruction (eg- archery, arts and crafts, swimming, etc.)
- 10:30 Activity Period – Instruction (eg-horseback riding, canoeing, etc.)
- 12:00 Lunch
- 13:30 Rest Hour (write letters, quiet activities in the cabin as the counselor supervises)
Try to get some rest!
- 14:30 Activity Period – Instruction (eg- dance, art, music, sailing, etc.)
- 16:00 Activity Period – Instruction (eg- soccer, volleyball, baseball, etc.)
- 17:00 Free Period – Counselor supervises
- 18:00 Dinner (announcements of evening activities)
- 19:00 Evening Activity (eg- talent show, camp fire, all-camp game, sing along, movie night)
- 20:30 Campers get ready for bed
- 21:00 Lights out for campers (It is a good idea for the counselors to get a good night sleep as well.)
- 21:30 Some camps have a second “lights out” for older campers

After hours: Free time for counselors in staff lounge.

Note: Many camps have counselor curfew. Some camps offer rotating nights off for staff.

A Typical Day for Support Staff (Kitchen only)

Sample Day Schedule (this may vary from week to week and camp to camp):

06:00	Set-up breakfast
07:00	Set tables
08:00	Serve breakfast
09:00	Clean-up after breakfast
10:00	Break
11:00	Set-up Lunch
12:00	Serve Lunch
13:00	Clean-up after lunch
14:00	BREAK
15:00	Help prep cook for dinner
16:00	BREAK
18:00	Serve dinner
19:00	Clean-up dinner
20:00	Evening Off

Typical Camp Rules

This is a sample list of camp rules. Your camp will have its own tailored rulebook.

1. All orders of the Camp Director must be followed.
2. No drinking of alcoholic beverages is permitted on campgrounds. No smoking on or near camp
3. Staff may not return to camp intoxicated or bring alcoholic beverages to camp.
4. Possession or use of illegal drugs is prohibited. In addition, prescription drugs, over the counter drugs, and vitamins must be held and administered by the camp nurse.
5. Staff may never use physical force to discipline a camper.
6. You may not post pictures of campers on Social Media sites.
7. You cannot 'friend' a camper on Social Media during or after the summer.
8. Public display of affection with other staff is not permitted.
9. Any type of romantic relationship or inappropriate behavior with campers or counselors-in-training (CITs) is illegal.
10. Staff must behave in a respectable manner, in keeping with their position as a responsible role model for the campers.
11. Accidents must be reported to the appropriate staff member immediately.

12. All staff must be in their cabins by curfew.
13. Appropriate swimwear must be worn while swimming.
14. Appropriate safety gear must be worn for certain activities.
15. Appropriate language is to be used at all times. No cussing or swearing. Never tell a camper to shut up!

What to Expect at Camp This Summer

- To have fun
- To make some of the best friends you've ever had – with campers and staff
- To be exhausted
- To feel good about your work
- To learn a lot about others and about yourself
- To find out just how strong your sense of humor really is
- To be proven wrong when you thought you knew everything
- To have your sensitivity tested
- To laugh harder than ever before
- To be outdoors - a lot!
- To find alternative activities for rainy days that you never knew existed.
- To miss home
- To feel needed
- To follow rules – even when you don't always agree with them
- To do things you never thought you could do
- To love getting mail
- To cry when it's time to say goodbye
- To want to come back next year

What Not to Expect at Camp This Summer

- To be on vacation
- To have a "Summer Romance" at your campers' expense
- To be bored
- To be instant friends with everyone
- To be able to use your mobile phone whenever you like
- To check your emails at your convenience

- To live in hotel accommodations and eat gourmet food
- To have a lot of privacy
- To have everything go the way you plan
- To get as much thanks as you deserve
- To be told what to do and how to do it all the time
- To have a lot of contact with the outside world
- To be asked to do a lot of things you aren't able to do
- To ever forget your camp experience

Tips for Making the Best of Your Camp Experience

1. Realize that the job of a camp staff member involves long hours and constant responsibility, and enjoy the challenge this represents.
2. Make sure that you fully understand your responsibilities and duties.
3. Understand the reasons behind the camp rules, and obey them at all times.
4. Always support the administration and other staff members – you are all on the same team and need to work together.
5. Take good care of your health – you will need your sleep and strength. Take advantage of time off for rest.
6. Remember that you are NOT the Camp Director and you do not make the rules. You must follow the rules as set by the Camp Director.
7. Always remember why you are at camp – to help, guide and instruct, and to ensure that camp is a fun, safe, and rewarding experience for the children.

Guidelines for Being a Leader

Be Aware of:

- Injuries
- Illness [note lack of appetite, fatigue, bruises, etc.].
- Emotional feelings – bad news from home, relationships among campers.
- Campers who need support – making projects, during sports and games. Encourage them and participate with them in all activities.
- Hygiene [for young campers] – Make sure they shower on a regular basis.
- Nutrition – make sure your campers eat correctly. This can contribute to fatigue and behavior problems.

Attitude Toward Campers

- This is their vacation; make sure their needs are met. Make it fun.
- Positive statements – allow them to grow at their own pace.
- You are a role model – set a good example.
- Be Patient with campers.
- At camp in general – things are not always smooth, supplies may run out, be creative and flexible.

Treat All Campers Equally

- No favorites; quiet kids need your attention too.
- Don't let one camper consume all your time.
- If campers are arguing, don't take sides. Listen to all parties involved.

Follow Through and Be Considerate

- People count on you.
- Do not make promises you cannot keep.

No Abusive Activities

- Be aware of problems that may ensue from “raids,” scary stories, teenage sex talk, derogatory nicknames, etc.
- Use good judgment and ask your Camp Director for guidance.

Keep Your Personal Life Private

- Prevent relationships from interfering with your work. Be professional.
- Use discretion in presenting your personal viewpoints on sensitive issues – politics, religion, etc.

Personal Habits

- Stay healthy!
- Get plenty of rest.
- Keep your living quarters organized.
- Be aware of indulgences – smoking, drinking, eating, and late nights.

Focus on Your Work

Concentrate and relate as a professional.

Communication with Others

Be clear, calm, polite, and use your sense of humor.

Be Yourself

You were hired because of the skills, talents, and unique personality that you bring to camp. Camp needs you!

No Sexual Activity with Campers

You are there to be a role model to campers and counselors in training [CITs], not a boyfriend or girlfriend. Having a relationship with someone under the age of 18 is illegal.

Guidelines for Working with a “Problem Camper”

You may find this odd, but there is no such thing as a problem camper. This is not to suggest that all campers are little angels! It's important to remember that when a camper causes a problem, it is their behavior that is at fault, not the person. Campers must understand that you are disappointed with the behavior, not the person. If you separate the behavior from the person, perhaps the camper can do the same – behavior is easier to change than people.

Be sure to inform your co-counselor and area director when dealing with problem behavior. Giving children reasonable choices, having them help out, making them “experts” about their talents or experience, keeping them involved in their favorite activities, and giving them credit for success, will help you meet the challenges of their behavior.

Reacting to Various Situations

Determine the seriousness of the situation. For serious situations contact your supervisor immediately.

Remember to consider what a camper might be feeling. Is the behavior a result of being tired, hungry, having hurt feelings or being homesick? Knowing why a child is acting a certain way will help you determine the response.

Be sure to be consistent with your expectations and responses to behavior. Children are fast learners, and they will understand that certain behaviors result in consistent responses. A confused child feels unsafe and will act out.

Kneel down to eye-level with the camper. This will make it easier to communicate.

Offer campers choices if they are not willing to cooperate. Giving children a sense of control can keep them from acting out. For example: “Would you like to clean the cabin at the beginning or the end of cabin time?”

Reassure the camper that he/she has reason to be upset. This will show the camper that you

understand and make it easier to communicate with them.

Don't forget about your co-workers and supervisors. Camp is a community, and you can rely on others for help and advice!

Guidelines for Dealing with "Homesickness"

This may be the first time many of your campers have been away from home. They may have spent a night or two at a friend's house or with their grandparents, but that's not quite the same as being at a completely new place with strangers for a week, or two, or eight! Do not ignore homesickness as it rarely goes away. As with all problems, prevention is the best cure. Know as much about your campers before you meet them (this isn't always possible, but it helps). Knowing your campers' names (or at least learning them quickly) will make them feel welcome when they arrive. If your camper feels there is emotional support for them at camp, hopefully what they are leaving at home won't be so painful.

There are several parts of the day when homesickness is prone to strike: at the start of the day, at meals, and at bedtimes. Be aware of these times, have things for your campers to do and talk about to keep their minds off home.

Receiving (and not receiving) mail from home can be traumatic! Don't make a big deal about getting mail, give it out quietly, and if a camper doesn't get mail, be sympathetic: "Neither did I, maybe tomorrow!" Reassure campers that their parents still love them.

If homesickness continues, continue to show sympathy for the camper. Always keep your co-counselor and your area director informed of the situation. Often the most important and helpful things we can do are listen and reassure:

- In the beginning, acknowledge their feelings. Let them know that homesickness is something many people experience from time to time.
- Remind the camper of all the fun things they have been doing.
- Get to know what they were looking forward to before they came to camp.
- Let them know what is planned for the rest of the session.
- Keep them as busy as possible, but make sure they do not get too tired.
- Pair them up with a friend, so they are included and not alone.
- Pay attention to them, but don't spoil them.
- Share some of your own experiences with them. Let them know it's OK to miss people.
- Let them know that you have confidence in their ability to persevere.
- Avoid talking about things at home. The camper will probably keep talking about home. You must keep steering the conversation away from home (what he/she is missing) and back to camp (where he/she is).
- Camper use of phones is normally forbidden. Check with your Camp Director before allowing this.
- Most important – don't make promises that you can't keep.

These are just some hints for you to use at camp. Once you arrive at camp, you will go through staff training. Your camp will have additional ideas on dealing with homesickness.

How to Have A Miserable Cabin

Look as though you'd rather be someplace else. Be bored. Concentrate your enthusiasm and effort on your time off. Don't join in singing. Don't join in any activities at all. Let somebody else worry about it [whatever "it" is]. Never ask for help or advice. Be selfish. Expect your campers to act like adults. Lose your temper. Be disorganized. Be touchy. Be unsociable.

How to Have A Happy Cabin

Be cheerful. Be enthusiastic. Be prepared. Ask for help. Use your time off sensibly. Have fun. Keep in touch with the outside world. Get enough sleep. Listen to your campers. Listen to advice. Don't take life too seriously. Keep your cabin clean and tidy. Keep your campers clean and tidy. Be flexible. Take nothing for granted. Maintain control. Learn from your mistakes. Be careful and safe. Take it easy when you need to. Always remember the reason you are at camp.

Tips on Dealing with Campers with Physical and Mental Disabilities

1. Offer help when it looks like it might be needed, but don't insist on it if the person refuses your assistance.
2. Don't hover or cling. People with disabilities don't want to be treated like babies.
3. If a person with a disability falls, don't panic. Wait for them to give you a sign about whether they want help or not. They may prefer to try to get up by themselves.
4. Crutches and wheelchairs are necessary accessories for those using them. Don't take them away unless the person shows you they want them out of the way. It is irritating to have your crutches grabbed away as soon as you sit down, leaving you stranded.
5. People with disabilities often need help with stairs. Let them tell you how. Those who can make it themselves usually have their own way of doing it. Don't pull on an arm or push from behind unless they ask you to do it. Otherwise, you could make them lose their balance.
6. Keep disabilities in perspective. "An arm is an arm" and nothing more. The disability is not the whole person.
7. Relax. No matter what you do, if you are friendly and kind, your campers will like you.
8. Have fun and be yourself. Talk about the same things you would talk about with your other friends. Disabilities don't necessarily limit other interests or prevent a great sense of humor.
9. Let common sense and consideration guide you and you will never make a serious mistake. Disabled people are like you and me – their physical or mental conditions don't mean that they feel differently from other people.

When in doubt, ask: "May I help you?" and "How can I help?"

Let people with disabilities, including children, be "experts" about their needs, their braces, their routines. They can teach you, which will allow for the development of a great relationship. They will make you feel their equal!

Expectations for Staff Working at Special Needs Camps

- To work with people who are as old as your grandparents or young enough to be your children.
- To be unsure of your abilities to care adequately for some individuals.
- To do a lot of lifting.
- To gain a new sense of understanding about what it means to be disabled.
- To take care of personal needs – and encounter some messy situations.
- To be proud of your work and know that most people couldn't do what you've done.
- To laugh at things other people would find sad – and to laugh at yourself.
- To be a friend to others who need friendship more than you might ever realize.

ALL OF US AT CCUSA WISH YOU THE VERY BEST IN THIS TRULY UNIQUE AMERICAN CULTURAL EXCHANGE EXPERIENCE. WE HOPE YOU WILL HAVE THE SUMMER OF YOUR LIFE, MAKE MANY MEMORIES TO LAST A LIFETIME.

World Headquarters

901 E Street, Suite 300

San Rafael, CA 94901

Tel: +1 415 339 2728

Toll Free: 1 800 999 2267

Fax: +1 415 339 2744

E-mail: camps@ccusa.com

www.ccusa.com



CCUSA