

J-1 Visa Trainee and Internship Programs



ARRIVAL ORIENTATION GUIDE

*"Reaching out to encourage a lifelong journey
of global peace and understanding."* – Mission Statement

Rev 02-11-2015

Table of Contents

EXCHANGE VISITOR PROGRAM PURPOSE	3
PROGRAM PURPOSE.....	3
EXCHANGE VISITOR PROGRAM BROCHURE	3
WILBERFORCE PAMPHLET ON HUMAN RIGHTS AND PROTECTIONS FOR TEMPORARY WORKERS	3
THE WILBERFORCE PAMPHLET CAN PROVIDE YOU WITH USEFUL INFORMATION ABOUT YOUR RIGHTS AS A TEMPORARY WORKER IN THE USA: HTTP://TRAVEL.STATE.GOV/CONTENT/DAM/VISAS/LEGALRIGHTSANDPROTECTIONS/WILBERFORCE%20PAMPHLET%20ENGLISH%20DOUBLE%20SIDED%20PRINTING%2012-22-2014.PDF	3
PROGRAM ENTITIES	4
ARRIVAL – APPLYING FOR A SOCIAL SECURITY NUMBER.....	4
CULTURE SHOCK.....	5
ADDRESSING PEOPLE & PUNCTUALITY	6
PERSONAL SPACE.....	6
PRIVACY & BORROWING	6
DINING ETIQUETTE.....	7
RELIGION & POLITICS	7
MAINTAINING COMMUNICATION	8
MONTHLY CHECK-INS.....	8
MIDPOINT AND FINAL EVALUATIONS	8
LIVING ADDRESS OR SITE OF ACTIVITY CHANGES	8
COMMUNICATING WITH THE DEPARTMENT OF STATE	9
HEALTH INSURANCE.....	9
EXCHANGE VISITOR RULES & TERMS.....	10
CETUSA CONTACT INFORMATION	13

WELCOME

We hope you had a pleasant and safe journey to the United States and your final destination. This guide has been composed to help you understand your local area as well as to offer you an outlook on the American culture and lifestyle. If you have any questions or need further information, please do not hesitate to ask your CETUSA program administrator. After you have finished reading this, please sign the last page of this guidebook and email or fax it to your CETUSA program administrator. Welcome to the United States!

*Best Regards,
Your CETUSA Staff*

EXCHANGE VISITOR PROGRAM PURPOSE

Program Purpose

- * Increase mutual understanding between cultures
- * Create cultural and professional learning opportunities between citizens of the United States and citizens of other countries
- * Provide you with opportunities for professional development, insight into American know-how in the professional field of your choice and a greater understanding of American society and culture
- * Help American businesses and individuals learn about your expertise and the culture of your home country
- * Share the cross-cultural and professional knowledge you have gained from this experience upon your return home

Exchange Visitor Program Brochure

The Exchange Visitor Program brochure provides you useful information about exchange programs and related regulations that you should be aware of during your program:

<http://j1visa.state.gov/wp-content/uploads/2013/08/The-Exchange-Visitor-Program.pdf>

Wilberforce Pamphlet on Human Rights and Protections for Temporary Workers

The Wilberforce Pamphlet can provide you with useful information about your rights as a temporary worker in the USA:

<http://travel.state.gov/content/dam/visas/LegalRightsandProtections/Wilberforce%20Pamphlet%20English%20Double%20Sided%20Printing%2012-22-2014.pdf>

Program Entities

J-1 Trainee/Intern – A non-U.S. resident applicant who meets the J-1 Trainee/Intern qualifying criteria. This is you.

Host Company – A U.S. based business entity willing to cooperate under J-1 Trainee/Internship Program rules and regulations. This is where you will be training.

Sponsoring Organization – CETUSA is the designated J-1 Trainee/Internship Program sponsor. As your sponsor, we are responsible for supporting and monitoring you during your stay.

ARRIVAL – APPLYING FOR A SOCIAL SECURITY NUMBER

When you arrive in the United States, we suggest you go over your training plan and confirm the training and stipend everyone has agreed upon. Please let CETUSA know if there are discrepancies or confusion regarding this. If you will receive a stipend or paycheck from your host company it is necessary for you to obtain a Social Security Number (SSN). If you have questions about your stipend, or questions about any deductions that may be taken from your stipend, please talk with your host company. Before you apply for your SSN your program must be activated by CETUSA staff in the Student & Exchange Visitor Information System (SEVIS). CETUSA does this with your living address. You will not be able to apply for a SSN until your program is activated.

Social Security Administration recommends that J-1 visa applicants wait 7-10 days after U.S. arrival before applying for your SSN.

For more information about applying and retrieving your SSN, please refer to the 'Arrival/Employment Documents' section of your 'CETUSA Participant Handbook' on pages 12-14.

LIFE & CUSTOMS IN THE UNITED STATES

Because American culture is diverse in its geography, history, ethnic backgrounds, and traditions, it is hard to write a guide that holds true notions of culture and etiquette throughout the country.

It is important to note that some people will be more accepting than others when it comes to customs and traditions that are foreign to them. Many people will be interested in your home country though, so be prepared to be asked numerous questions about your home country's language, society, history, religion, and traditions.

Culture Shock

You might experience culture shock when first arriving in the United States. Culture shock is a feeling of confusion, doubt, or uncertainty that may affect people exposed to an alien culture or environment. As you become more involved with new friends and your community, you will begin to feel more settled in the new environment. Below is a visual of the stages of culture shock.

Main Stages of Culture Shock

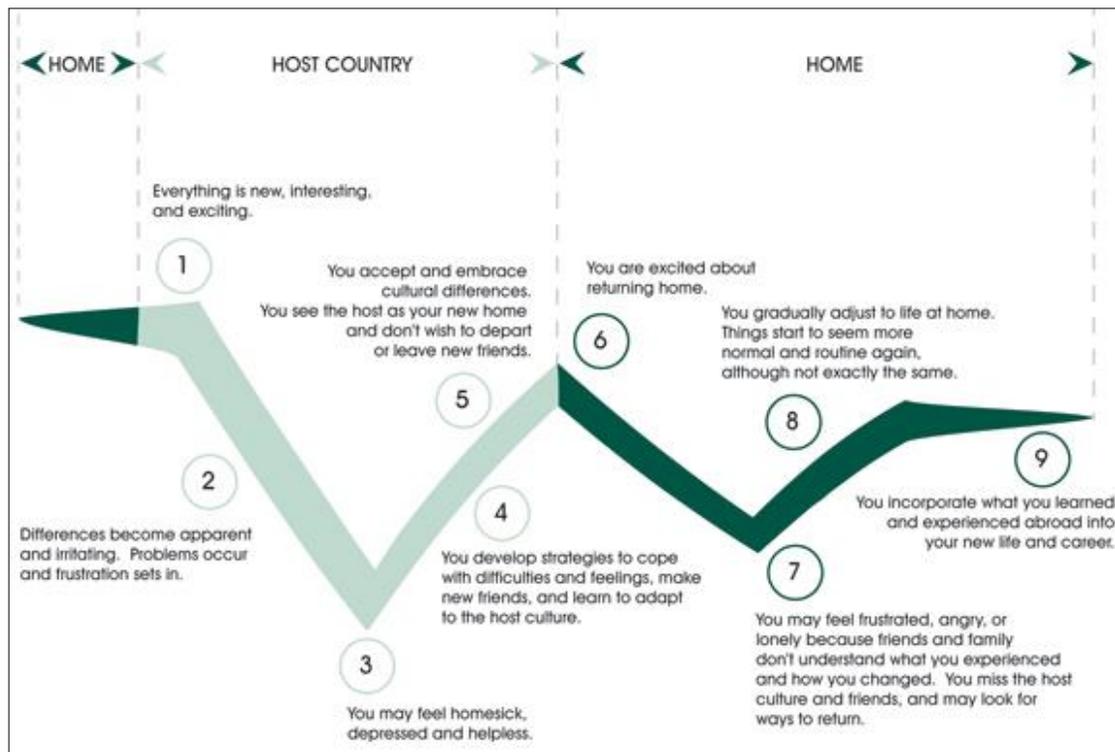


Diagram 1; Global Experiences – (<http://www.globalexperiences.com/blog/2013/09/20/culture-shock/>)

Becoming aware of culture shock symptoms will help you adjust more quickly. When you become frustrated or anxious about differences in culture and surroundings, step back

and remind yourself that these feelings are a part of one stage and you will soon fall into a healthy routine. Don't hesitate to ask for help when you feel out of place and anxious. Discussing issues instead of letting them get 'under your skin' will help people around you understand what you are feeling and why. It may be difficult at first, but stepping out of your comfort zone will greatly decrease culture shock issues.

Addressing People & Punctuality

Americans are typically very friendly people. Due to this, they are quick to address people by their first name, making those who are used to a more formal social environment uncomfortable. Keep in mind that being addressed by your first name is normal in American culture, and is a sign of friendship. You should use formal titles (Sir, Ma'am, Mister, Missus) when speaking with the elderly or someone in a position of authority. In these cases, you should ask to use their first name.

Punctuality is important and highly valued in American work places and social life. It is polite to inform the host or group you are meeting if you will be late by more than 10 minutes.

Personal Space

While Americans can be very friendly, they like to keep a certain amount of space (about 18 in or 46 cm) between each other while in conversation. Without it, they may get uncomfortable and choose to leave the conversation.

Typically, Americans exchange handshakes or nods when greeting each instead of hugging or kissing. Brief touches on the arm or shoulder can be used to indicate sympathy or concern, but any further physical contact may be taken as an intrusion of personal space. People refer to this personal space as a 'bubble.'

Privacy & Borrowing

Americans work so that they can provide support for themselves and their family. Personal items are possessions that they worked for, and feel connected to. Before borrowing something, it is important that you ask how someone feels about sharing their space and belongings.

If you are sharing housing with other people, it's a good idea to set boundaries in regards to private spaces and common areas. In general, Americans don't appreciate if you come unannounced, without knocking, into their private space. It is also inadvisable to enter other people's private spaces while they are not around. To many, this is considered suspicious activity, and make it difficult to gain trust.

If you want more information on living with roommates refer to the 'Housing' section in your 'CETUSA Participant Handbook' on pages 17-22.

Dining Etiquette

The level of formality while dining in the United States greatly varies. The safest thing to do is to ask the host of the event or gathering what the dress code is. Listed below are some general etiquette guidelines:

- * Wait until everybody is seated at the table before you start eating
- * It is not polite to pick up your plate or bowl while you are eating
- * Food is generally eaten in small bites
- * Do not 'slurp' soup or beverages
- * Chew food with your mouth closed

Religion & Politics

The United States was founded on the idea of tolerance and mutual respect between groups; you should not feel insecure about seeking out opportunities to practice your religious beliefs. All types of organized religious groups can be found across the country.

Americans are passionate about their opinions. Religious and political arguments can be uncomfortable topics, so many people avoid them. On the other hand, some people may openly discuss their religion and beliefs with you, which may make you feel uncomfortable. If you feel like someone is trying to influence you with their opinions or beliefs, it is acceptable to politely, yet firmly, explain that you are not interested in the conversation and wish to change the conversation.

MAINTAINING COMMUNICATION

After registering, CETUSA Trainee/Intern Program participants are to maintain contact with their assigned program administrator.

CETUSA Program participants are welcome to contact their program administrator regarding any issue or to ask questions. CETUSA is dedicated to supporting program participants in understanding the program, having a good and valuable experience, and completing the program successfully.

Monthly Check-Ins – Required Email Communication

Once per month (typically on the 10th) you will receive an email with a monthly check-in survey from CETUSA. Please respond meaningfully and by the due date. We care about you and your well-being and want to know about your program experience. Your feedback is important to us. Your program administrator may follow up with you based on the answers you give in your check-in survey.

Midpoint and Final Evaluations – Required Email/Fax Communication

At the mid-point and end of your program you will receive a Mid-Point and Final Evaluation questionnaire. To maintain good standing on program it is required that you complete and return your Mid-Point/Final Evaluation to CETUSA in a timely manner. The evaluation must be meaningfully completed and signed by both your host company supervisor and yourself.

Living Address or Site of Activity Changes – Required Email/Phone Communication

By U.S. federal law, if at any time after registration a participant changes their U.S. living address, they must notify CETUSA within 10 days. Failure to do so violates U.S. federal law and is cause for program termination.

Communicating with the Department of State

The Exchange Visitor Program is administered by Bureau of Educational and Cultural Affairs (ECA), under the Department of State. If you would like to contact them, please see the Exchange Visitor Brochure for more contact information.

Email: jvisas@state.gov

Phone: 202-632-2805

Website: <http://j1visa.state.gov/wp-content/uploads/2013/08/The-Exchange-Visitor-Program.pdf>

HEALTH INSURANCE

You are required to have medical insurance coverage with the following minimum benefits:

- * Medical benefits of at least \$100,000 per accident or illness.
- * Repatriation of remains in the amount of \$25,000.
- * Expenses associated with the medical evacuation to your home country in the amount of \$50,000.
- * A maximum deductible of \$500 per accident or illness.

As part of your program, CETUSA offers accident and health insurance coverage through United Healthcare from your start date to end date. The mandatory insurance coverage offered through CETUSA for your program starts and expires on the dates on your Form DS-2019, unless you requested the additional months of pre- or post-program insurance coverage.

For your own protection you must reveal in your medical form any health disorders and medication that you are currently taking. You should also always carry a copy of the medical form with you in case of emergencies. While the policy that is offered by CETUSA through United Healthcare includes adequate health and accident insurance, it does not cover pre-existing conditions. It is up to United Healthcare what is considered a pre-existing condition.

For more information on your healthcare insurance practices, policies, and frequently asked questions please refer to the 'Health & Safety' section in your 'CETUSA Participant Handbook' on pages 28-31.

If you need to retrieve your healthcare insurance ID number and print out a card, please refer to the attachment 'Retrieving Your GlobalSecutive ID' from your original Arrival Orientation email. If you cannot find this attachment, request one from your CETUSA program administrator.

EXCHANGE VISITOR RULES & TERMS

You have chosen to participate in a CETUSA-sponsored career advancement program. You agreed to abide by the following program rules:

- * That it is a J-1 visa requirement that you fulfill all arrival orientation obligations, as asked by CETUSA.
- * That you are responsible for reading your program regulations thoroughly and asking your agent or CETUSA Program Administrator for clarifications on any or all of the following: lodging, work, transportation arrangements, program fee payment and refund(s).
- * To seek counsel, if needed, from your agent or CETUSA Program Administrator before your arrival, and during your time in the United States.
- * To agree to follow all host company, CETUSA, and U.S. Department of State rules and regulations governing the J-1 Exchange Visitor Program for Trainee/Interns. Note: Noncompliance will place you "out of status" and is grounds for termination from your program.
- * To assume all costs and travel-related expenses in obtaining the J-1 visa.
- * That you are required by law to inform CETUSA of your United States address, even if temporary, upon arrival in the United States within 72 hours.
- * To appear at the host company and begin your training at the agreed-upon start date of the Trainee/Intern program.
- * To receive training only at your Host Company, in the position designated in your training plan, then to return to your home country upon completion of the J-1 Trainee/Internship Program.
- * To inform your Host Company Supervisor if you will be absent, whether for illness or vacation. Vacation time must be pre-approved by your supervisor, and your presence outside the US may not exceed 30 days throughout the duration of the program.
- * To not change the Host Company or training activities without seeking prior written approval from CETUSA. Note: Changing or leaving a position without CETUSA's approval can be grounds for you to be considered "out of status" and termination from your program.
- * If you are dismissed from your program, you must take full financial responsibility, with no reimbursement, to facilitate your prompt departure from the United States.
- * To report any unsafe or unsatisfying situations immediately to CETUSA by phone, fax or email.

- * To achieve the goals of the Trainee/Intern Program's cultural exchange by involving yourself in the daily work environment and American customs, culture, and life.
- * To accept responsibility in locating another suitable Host Company, within a timely manner, if CETUSA discovers that your current Host Company violates any program rules and/or regulations, or is no longer fit to continue hosting CETUSA-sponsored programs. If no alternative training is secured, you agree to leave the United States at your own expense, with no reimbursement.
- * To accept that in the event of this training being terminated for any reason, that there is no guarantee of an alternate training opportunity at another host company. Note: Reasons for termination may include, but are not limited to, you being fired or released from the host company, the host company becoming insolvent/bankrupt, or a disaster of any nature.
- * To train, with no exceptions, only during the dates specified on the DS-2019 form.
- * To leave the United States upon completion of your program, by the end date on your DS-2019. If no earlier departure date is indicated on your I-94, as judged by the United States Immigration and Naturalization Service, you may remain in the United States up to an additional 30 days; which is commonly referred to as the "Grace Period."
- * That extensions beyond 12 months for Interns and 18 months for Trainees are not permitted (training in the fields of *agriculture, tourism, and hospitality* are not permitted to exceed 12 months).
- * That you are responsible for any additional fees associated with CETUSA approved program extensions or transferring of Host Companies.
- * That you will inform CETUSA of any address change within 10 days of your relocation. This is a strict requirement of the Department of Homeland Security.
- * To accept that neither the Host Company nor you may change the type of training without seeking prior approval from CETUSA. CETUSA must determine whether a change aligns with J-1 Visa regulations.
- * To be fully covered by health insurance during your program duration. Note: CETUSA secures health insurance for your program duration, but it may be necessary to secure additional coverage if you have any pre-existing health conditions.
 - To carry your health insurance card and information with you at all times.
 - To carry a written statement (in English) of any health disorders and medication presently being taken. This statement should be given to doctors in case of an emergency.
- * That you can sustain yourself financially for the duration of your program:

- Arrive in the U.S. with a minimum of US \$2,000 in order to be able to pay for your start-up living expenses.
 - Be responsible for your own travel and personal expenses incurred while on the CETUSA Trainee/Intern Program.
 - Accept costs and responsibilities regarding signed renter's agreements for lodging and transportation. Note: Do not violate tenant laws or program rules regarding noisy, unruly or illegal behavior. Disregard of the laws and rules may cause eviction and problems with the law and/or CETUSA.
- * That CETUSA housing assistance prior to arrival may require pre-payment of a housing deposit, or signing a residential leasing agreement.

CETUSA CONTACT INFORMATION

You are welcome to contact the CETUSA program office regarding any issues or questions you may have. We are happy to help you. Please remember you must contact us within 72 hours after you arrival and provide us with your local U.S living address and contact telephone number.

OFFICE HOURS & WEBSITE:

Monday through Friday

Hours: 8 am - 5 pm (PST/PDT)

Toll Free: 1(888) 423-8872 -or- 1(949) 940-1147

www.cetusa.org

PROGRAM STAFF:

Program Director - Kevin Watson – kevin@cetusa.org

Program Manager - Olivia Grigorjeva – olivia@cetusa.org

Program Administrator - Ploy Nuveman – ploy@cetusa.org

Program Administrator - Lynsey Pennington – lynsey@cetusa.org

Program Administrator - Kristin Sanders - k.sanders@cetusa.org

MAILING ADDRESS:

CETUSA (Council for Educational Travel, USA)

110 Grand Avenue

Bellingham, Washington 98225

United States of America

EMERGENCIES

An emergency is defined as:

- * A life or death crisis such as critical injury or illness requiring hospitalization,
- * You are a victim of a violent crime.

If you are in an emergency situation and need immediate help dial **911**.

You must notify a CETUSA program administrator of any emergency situation. We have a 24-hr emergency answering service for calls requiring assistance:

1(877) 261-6576

Make sure you answer all questions clearly and carefully to avoid delays in receiving help.

CETUSA J-1 Program February 11, 2015

ACKNOWLEDGMENT AND RECEIPT OF ARRIVAL ORIENTATION GUIDE

I acknowledge that I have received the J-1 Visa Trainee/Internship Program Arrival Orientation Guide from CETUSA. I also acknowledge that I have had a full opportunity to read, understand and ask a CETUSA Program Administrator questions prior to signing this form. I further acknowledge and understand that I am obligated to know and comply with all applicable obligations contained within this Arrival Orientation Guide.

Participant Signature

Print Name

Date