




# Au Pair Foundation

A CHILD OF FACE THE WORLD INTERNATIONAL

## Au Pair Handbook



1010 "B" Street · Suite 200,  
San Rafael, CA 94901, USA

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# Contact Information

Be sure to fill in this section with your **Community Representative**.

Name:

Telephone:

e-mail:

.....@aupairfoundation.org

## **Au Pair Foundation**

### **Mailing Address:**

1010 B Street, Suite 200  
San Rafael, CA 94901

**Telephone:** (415) 257-4783

**Toll Free within the U.S.:** 866-428-7247

### **24 hour Emergency Hotline**

(415) 257-4783 or 866-428-7247  
(866-4-AuPair)

Select "EMERGENCY" from menu options

**Fax:** (415)-257-2207

**URL:** <http://www.aupairfoundation.org>

**e-mail:** [Partner@aupairfoundation.org](mailto:Partner@aupairfoundation.org)

## **AVI Insurance Information**

**Telephone:** 1-800-277-8051

### **Send claims to:**

International SOS

AVI Claims

491 Baltimore Pike #664

Springfield, PA 19064-3810

e-mail: [aviclaims@internationalsos.com](mailto:aviclaims@internationalsos.com)

## **Internal Revenue Service Information**

**Telephone:** 1-800-829-1040

**URL:** [www.irs.gov](http://www.irs.gov)

## **Social Security**

**Toll free Telephone:** 1-800-772-1213

**URL:** [www.ssa.gov](http://www.ssa.gov)

## **United States Department of State Visitor Exchange Program**

**Telephone:** (202) 401-9810

**URL:**

<http://exchanges.state.gov/education/jexchanges/private/aupair.htm>



# Au Pair Foundation

A child of "Face the World Foundation"



Welcome to the Au Pair Foundation and the Face the World Family! We hope that the coming year will be full of adventure, learning and the foundation for your future understanding and success in the international community. Face the World has been fostering cultural exchange for over 12 years and this year marks the inauguration of Au Pair Foundation. Our mission to provide quality, lasting cultural exchange, education and childcare has led us to you. Congratulations on being selected! We have chosen only a few who have proven skills and commitment to our program objectives. We are honored to have you join our program and look forward to a close working relationship over the coming year.

The following handbook has been prepared to inform you about the program and assist you. Please read it thoroughly and note any questions you may have while reading. You will have ample opportunity to discuss this manual with your Community Representative and are encouraged to do so at any time. Do not be afraid to ask questions and remember there is no such thing as a silly question. It is likely you will feel a little intimidated with all the changes and new

experiences but rest assured we are not here to judge, only to help. Our staff is trained to assist and support you during the coming months.

We can not emphasize enough the importance of communication in this program. You may encounter many new situations and ideas, some of which you may not understand or feel comfortable with. We remind everyone, host families included, that cultural differences are not right or wrong. They are just different and that is what makes life so rich. You have chosen to participate in this program because you are interested in learning about a new culture. Your open mind and positive attitude will help you adapt and succeed making this year a rewarding experience for you, your host family and our staff.

Welcome again and congratulations on being accepted into the Au Pair Foundation Program!

Mary Kass  
President  
Face the World Foundation



# The Au Pair Foundation Mission and Overview

Au Pair Foundation's mission is to provide all of our program participants – host families, Au Pairs, and staff – with a quality cross-cultural experience that will enhance their understanding and acceptance of other cultures and foster life-long friendship in addition to providing quality child care to American families and educational opportunities to international young people.

Through the Au Pair Foundation Program, we hope to give American families the opportunity to learn more about world cultures by placing intelligent young people from other countries who display positive attitudes and a willingness to be ambassadors for their home countries. Au Pairs will be able to teach their host families about life in their countries and share the qualities of themselves and their culture throughout the program year. We feel that the host families, Au Pairs and the communities surrounding these families benefit from this exchange as the Au Pair integrates into daily American life.

Through this program, we also hope that the Au Pair will return to his/her home country and share with family, friends and countrymen a positive and realistic impression of life in America, the American people, and the uniquely blended and ever changing culture.

## Program Overview

The word "Au Pair" is French for "on par" or equal. The Au Pair Foundation program promotes this concept of equality in the relationship between the host family and Au Pair. The Au Pair lives with the host family as an equal member of the family; like an older sibling, and is included in family activities such as family meals, and holiday celebrations, unlike an "Employee" or "Servant" who might be excluded from such family gatherings.

## Au Pair Programs

Au Pairs can care for up to four children per family between the ages of three months and 12 years of age. All Au Pairs are required to complete an educational component according to the program. Childcare duties are distributed over a five and half day work week not to exceed 10 hours any given day. Au pairs are entitled to two paid weeks of vacation a year and one full weekend off a month. Below is a summary of the three programs offered:

### Infant Care Au Pairs:

Maximum of 45 hours a week of childcare for infants and children between 3 months and 12 years of age. Weekly stipend is \$139.05 and an educational subsidy of up to \$500 dollars a year toward the study of 6 semester units at a post secondary educational institution. Au Pairs must have at least 200 hours of documented infant care experience by non-family members.

### Standard Care Au Pair:

of child care per week for school aged children. Weekly stipend is \$139.05 and an the educational stipend is \$500 toward the study of 6 semester units at a post-secondary educational institution.

### Educare Au Pair:

Maximum of 30 hours a week of child care for school-aged children that require before and after school supervision. Au pairs participating in this program may not be placed with families with preschool aged children unless alternative, full-time arrangements are in place for their supervision. The weekly stipend is \$104.29 and the educational stipend is \$1000



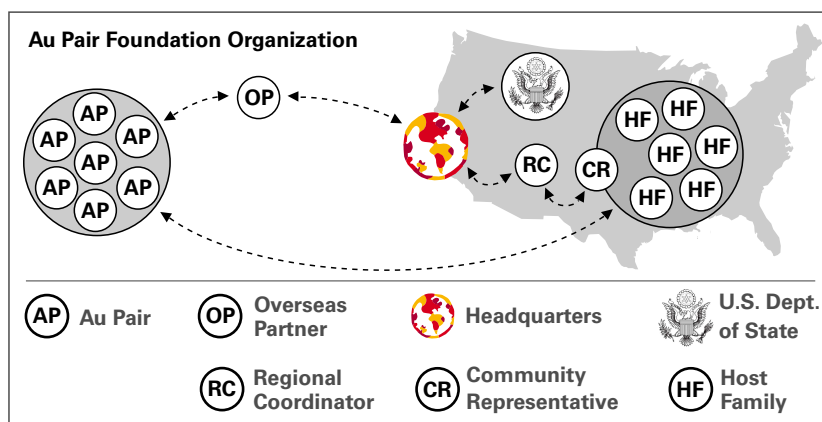
*Face the World Headquarters.  
1010 B Street, Suite 200,  
San Rafael, California, USA.*



toward the study of 12 semester units at a post-secondary educational institution.

At no time is an Au Pair expected to care for an infant less than three months of age without a parent or other responsible adult present.

## The Au Pair Foundation Staff



Aside from the administration and training provided by our staff, Au Pair Foundation maintains monthly contact with the host family and Au Pair. This support ensures that all program participants' questions are answered and any problems are resolved quickly. Au Pair Foundation will also ensure that the Au Pair has enrolled in a post-secondary educational institution for the required credit hours. Full compliance with this educational requirement is expected of all pair participant and an Au Pair's failure to satisfy this requirement will lead to termination from the Au Pair program.

The following is an outline of Au Pair Foundation's staff and responsibilities:

### Overseas Partners (OP)

The Au Pair's first contact is normally with our overseas partners. A complete network of trusted international partners has been established around the world. Our partner's role is to screen, select and provide orientation for applicants. They are instructed to choose only serious candidates able to commit fully to the program mission and objectives. They provide complete translations of contracts, references, and responsibilities to assure Au Pairs are completely aware of program expectations and duties. Selected Au Pairs will work closely with partners to obtain their visas.

### Community Representatives (CR)

Your Community Representative (CR) is the heart of the Au Pair Foundation's program staff. These valuable field representatives screen host families and support the Au Pair and host family during the program year. Community Representatives help the Au Pair make the transition to their new environment, home and community, as well as helping both the family and Au Pair work out details and solve any problems that might arise.

### Regional Coordinators (RC)

RCs are critical to the chain of communication within Au Pair Foundation. RCs train and support Community Representatives within a specific region and they are the supervisory link between the Community Representative, host family, Au Pair and headquarters. RCs ensure that qualified Au Pairs are placed with compatible host families and that they all receive supervision and support during their program year.

### The San Rafael Headquarters

Au Pair Foundation Program is guided by the Program Manager who works in the headquarter office located in San Rafael, California. The Program Manager is responsible for maintaining relations with overseas agency partners, supervising Regional Coordinators, and office personnel.



## Application: Only the best need apply

### Application Process & Screening

The emphasis of our programs is on finding a select group of highly qualified applicants to participate in the program. Department of State minimum requirements are as follows:

- Proof of completion of High School
- Be between 20 -26 years of age
- Have obtained a minimum score of 50 on the English SLEP test and have conversational fluency in English
- Have documented childcare experience
- Have completed a criminal background test
- Have excellent health
- Pass a Psychometric Exam

### Preferred Qualifications are:

- Have some university studies in child development, language studies or education
- Have a Driver's License
- Non-smoking

### Overseas Partners Duties are:

Interview and test applicants in English, verify references, medical history and

criminal background as well as administer a psychological profile test.

Au pair applicants selected by host families attend a training workshop designed by Au Pair Foundation and the American Red Cross. During this workshop, each Au Pair receives 34 hours of child development instruction, four of which are devoted to infant child development issues. The Au Pair also receives eight hours of child safety instruction, four of which are devoted to infant child safety issues.

Au Pairs are certified by the American Red Cross in Infant, Child and Adult CPR.

### Host Family Screening

Host Families are also required to undergo background and screening checks. Au Pair Foundation is dedicated to protecting the interests of our Au Pairs. Host families are therefore interviewed and references verified to ensure they are qualified to host an Au Pair for a year. Au Pair Foundation's goal is to ensure that a "Mutual exchange" takes place and that both parties are suitable for the program.

## How the Matching Process Works

Screened Au Pairs and host families move to the matching phase of the program. This important period should be taken very seriously. Host families review Au Pair profiles and receive contact information for the Au Pairs they are interested in. They must telephone interview the Au Pair at least two times before making a decision to invite the applicant to be their Au Pair. The telephone call could come at any time due to some families working schedules. Therefore you should practice some basic dialogues to be ready for the call. It is important to be COMPLETELY honest in this stage since you will be committing to living one year with a family. Changing host families is very difficult and Au Pair Foundation does not guarantee an Au Pair can be placed a second time.

If you smoke, for example, it is far better to say so in the beginning. Some Au Pairs have lied about their smoking thinking they would have a better chance of being placed as a non-smoker. When they arrive they start smoking and the family feels betrayed. Since the family believes the Au Pair has lied, the bond of trust is broken sometimes never to be re-established. The host family may begin to question everything the Au Pair said in the interview. A small lie like this can lead to numerous other problems and even dismissal. Americans can be very strict when their interpretation of trust is concerned. Honesty is always the best policy.

### Telephone Interviews

Host Families are required to have at least two telephone interviews with Au Pairs prior to selection. Host Families are encouraged to ask open ended questions to get a feel for the Au Pair's command of the language, interests, and compatibility with their needs. While Host Families are asked to call at the hour indicated on the Au Pair application, they may call unexpectedly. Use the "Au Pair Host Family Interview Helper" form located in this manual



to guide you during the host family calls. Make a copy and keep it handy at all times along with a pen. Ask the family about their children, their interests, and lifestyle. Be sure to take notes about the family member names, children's ages, and requirements. You should prepare a list of questions for a second interview immediately after the call while the conversation is fresh in your mind.

Speaking on the telephone is especially hard for non-native speakers but try to be yourself and let your natural charm help you find the right family. Even if you feel the family is great after the first interview, a second call is required before a match may be determined. At least 24 hours should pass between the first and second call to make sure that the both parties have adequate time to think and prepare for a second interview. Remember you will be living 12 months with this family. If you change your mind after confirming a selection you will lose your application and deposit fees.

A second telephone interview will follow if the host family feels the Au Pair is suitable. The Au Pair should have a list of prepared questions ready for the call. If after the second interview the Au Pair does not want to be placed with the host family, he/she should let their Country Representative know so Au Pair Foundation can contact the family with the reasons why. Remember, due to the size of our program, Au Pairs are not to turn down host family assignments because of geographical reasons. Doing so is grounds for release from the program.

#### **When the Match is made!**

If the second interview results in mutual interest by both parties, the Au Pair should contact the overseas partner immediately. The Au Pair Acceptance Packet will be processed and forwarded to you. It includes the following:

- Host family application and Community Profile
- DS-2019 form and immigration letter
- Insurance information

The local office will assist in obtaining the J-1 visa. It can take up to a month for the J-1 visa to be approved and will vary depending on the country and time of year.

Once the match is made, Au Pair Foundation

staff will begin making arrangements for your arrival. Airline tickets are reserved, training dates, and accommodations made and host family orientations conducted. Our trained staff will attend to every detail to ensure a smooth transition to your new home and a successful program year.

## Things to Remember before departure

### **1. Bring Money**

Although carrying large sums of cash is discouraged, we recommend that Au Pairs bring at least \$200.00 in spending money to cover expenses during travel and meals during the orientation. During the training most meals are provided. Therefore, expect to pay about \$20.00 a day to cover meals.

### **2. Give your family complete contact information**

Write down telephone contact numbers and email addresses:

- Remember to tell them that you will be in training for three days so if they want to call you at your new home, they should wait at least four days.
- Once you get to the United States, information on affordable calling cards will be given to you. Do not start your stay by asking your host family for permission to make an international call. Buy a card and begin using it from the start. It will make life much easier and the rates on many calling cards are more affordable than host family telephone plans.

### **3. Show your parents how to dial internationally and give them your host family phone number and address.**

The country code for the United States is (1) followed by the area code which is a three digit number (xxx) then the seven digit home number. For example, when calling the headquarter office in San Rafael you first dial (1) (415) 257-4783.

You will be assigned an email before arrival. Make sure to give this address to your family along with the Au Pair Foundation address for parents:

***parents@aupairfoundation.org***



#### 4. Set your financial affairs in order

Try to pay off any outstanding debts you have before leaving. International wire transfers are expensive and complicated.

If you need to send money home on a regular basis, talk to your bank and find the best way to do so before you leave.

Once you arrive and get settled, you will be given instructions on how to set up a bank account at a local bank. Having a bank account will facilitate money transactions. Remember, never carry large amounts of cash. Have it deposited in visa accounts or buy travelers checks.

Your travel insurance takes effect when you arrive. Therefore any accidents that occur before arrival will not be covered by the policy. So, you might want to purchase travel insurance.

#### 5. Doctor and Dentist

Go to your doctor and dentist before you leave. Routine dental work is not covered by your policy and quite expensive in the United States. Make sure that you have a check up and have any required dental work done before you leave. If you have any medical conditions that need treating, do it before you leave. If you must carry any medication with you, make sure you have the prescription with you when boarding the plane. You might be asked to show proof of medications at United States Customs. If you have an special conditions, review your insurance policy carefully and consider purchasing additional health insurance if necessary.

If you wear glasses or contacts make sure you have a current prescription.

#### 6. Set aside important documents

- Passport
- Driver's License
- Birth Certificate – bring a copy
- Diplomas & Transcripts – you will need them when registering for classes in the United States

#### 7. Complete your Pre-Departure Project

In the annex of this document you will find instructions for a Pre-Departure Project.

Read and complete the report and have it ready BEFORE you depart. This will be one of the first activities you do with your

new host family and must be prepared ahead of time.

#### 8. Travel Tips

- Bring clothes for the season
- Ask you host family what the climate is like in their town and pack some basic items for the year. You will not need formal clothes but it is always a good idea to have one basic black dress or suit. Don't over pack and remember, you will be buying things over the course of the year and will have to carry everything back! Keep your packing simple and light.
- If you can, it is always nice to bring some typical items from your country to share with your family. Books with photos or children's games are an ideal way to introduce your culture to your family.

#### 9. Getting to the airport

- Give yourself ample time to get to the airport. New security measures have extended check in times considerably. Getting to the airport at the last minute is STRESSFUL and not a good start for your program year. If you miss the airplane, you will be responsible for any airline penalty fees.

#### 10. At the airport

- Security – New security measures prohibit any sharp objects in carry on luggage. Little items like fingernail files or knitting needles will be confiscated. Make sure to pack these type of items in your check in luggage.
- Make sure you know what the baggage limits are for your flight ahead of time. Do not exceed weight limits or you will be required to pay overweight fees.
- Lastly, eat light the night before you flight and drink plenty of water during the flight. It helps reduce the effects of jet lag.



## Arriving in the United States

### Training

Your first few days in the program will be busy and full of activity learning about child development and how to care for children safely in the "Au Pair Workshop". During the workshop you will have the opportunity to make friends and meet other Au Pairs with whom you may maintain a friendship throughout your program year.

Before long you will meet your Community Representative or CR, Host Parents, their children, friends, and neighbors. You will fly to a new city, your new home and begin a program year full of new experiences and challenges. Once settled, you will meet with your CR who will accompany you throughout the program year and assist you with your needs. She/he will provide guidelines, organize cultural activities, and assist you with any problems that may arise. If for any reason you do not hear from your CR within in 48 hours of your arrival please call the Headquarter office toll free at:

**1-866-428-7247** or **1-866-4 Au Pair**  
e-mail: [aupair@aupairfoundation.org](mailto:aupair@aupairfoundation.org)

### Driving in America

If your host family requires you to drive while working, you will have to obtain a driver's license from the state where you will be living. Generally your home country driver's license will work for the first month only. Therefore you will have to take the American written and practical exams to obtain a driver's license. Your host family will have to add you to their insurance policy. It is very important that you NOT drive until you are sure you are covered by their car insurance policy. Your travel insurance will not cover you if you have an accident and are not covered by the host family car insurance.

### Your New Family

After completing the training and orientation you should be ready for introduction to your new home! Keep in mind that every host family is different and do not fall into the trap of comparing your situation with the other Au Pairs you meet during the orientation. Every family has its plus and minus. No two are the same.

The first two months are crucial to the success of the program. Communication during this adjustment period is important!! Clarify anything you don't understand. Don't be

embarrassed to ask what things mean and above all, be honest and open. The Community Representative will establish contact with the Au Pair and host family within 48 hours of arrival. An orientation meeting will be agreed upon during which time the host family/Au Pair agreement will be reviewed and signed. This agreement will establish the rules to be respected throughout the year. Review it carefully before the meeting and make sure any additions or observations are written and signed by both the Au Pair and host family. See the annex section of this document for a copy of the agreement that is filled out together. Americans tend to be direct and prefer clarity from the outset. You must do the same and should try to do so from the beginning.

### Responsibilities

Your host family has invested a significant amount of money in the program and has high expectations for you to provide reliable and safe childcare for their children. Your duties may include being available to a sleeping child, driving children to sporting activities or helping with homework. Furthermore, your host family may ask you to help clean up after the children, wash dishes, or prepare a family meal. Your Host Family looks forward to the cultural exchange and expects you be a positive addition to their family.

### The following outlines Au Pair and Host Family Responsibilities:

#### Families accepted into the program are required to:

- 1.** Carefully interview and select their Au Pair from applications provided to the family by Au Pair Foundation. They must hold at least two telephone interviews with Au Pairs before making a decision.
- 2.** Spend the first three days with the Au Pair in their home to train and familiarize him/her with the environment
- 3.** Treat their Au Pair as a member of the family and include them in family activities whenever possible.
- 4.** Encourage their Au Pair to take advantage of educational opportunities in the area covering up to \$500 in tuition fees and transportation costs. EduCare Au Pairs may receive up to \$1000 in tuition



fees and transportation costs.

**5.** Speak English as the primary language in the home, allowing the Au Pair to perfect her/his English language skills.

**6.** Provide the Au Pair with one and a half days off each week, one full weekend off per month, and two weeks paid vacation time.

**7.** Not require the Au Pair to work in excess of 45 hours per week nor more than 10 hours per day. In the case of EduCare Au Pairs no more than 30 hours per week of child care can be provided.

**8.** Pay their Au Pair a weekly stipend of \$139.05 in accordance with the Fair Labor Standards Act or \$104.29 for EduCare Au Pairs.

**9.** Include the Au Pair on an automobile insurance policy if the Au Pair is expected or allowed to drive the family car(s).

**10.** Provide the Au Pair with a private room.

**11.** Adhere to the Program standards and procedure and all United States Department of State regulations.

**12.** Participate in at least one cultural outing with your Au Pair during the year to be organized by your Au Pair Foundation Community Representative.

### **Au Pair Responsibilities**

See the Annex section for Au Pair Pledge which details Au Pair participation in the program.

### **Au Pair Foundation Rules for Au Pairs**

**1.** While supervising your Host Families children you must be totally committed.

**2.** You must agree to enroll and complete a minimum of 6 or 12 academic hours of study at an accredited institution of high learning. Course work should be pre-approved by your CR.

**3.** You must attend a regularly scheduled monthly meeting and at least one social event/year sponsored by your CR.

**4.** The use of illegal drugs or alcohol will subject you to immediate repatriation.

**5.** You must obey all U.S. Federal State and local laws.

**6.** Your vacation must be previously planned and mutually agreed upon in advance with your host family.

**7.** Your free days and nights may not be spent in ways that may reflect poorly on your Host Family.

**8.** You may not take work outside your Au

Pair duties.

**9.** You must reimburse your Host Family for all additional expenses which they have incurred on your behalf such as personal phone calls, personal use of the family auto and any household damage.

**10.** You are not permitted hitch-hike, if driving do not pick up hitch-hikers

**11.** Program Termination: Au Pair Foundation reserves the right to terminate Program participation for the violation of any program rules and/or when a participant's mental and/or physical health, as determined solely by Au Pair Foundation, is in jeopardy.

### **Household Rules and Responsibilities**

All Au Pairs are expected to follow Au Pair Foundation rules and regulations. However, Host Family household rules are also important. Your host family should let you know exactly what the rules are at the beginning of the exchange program so that you have a chance to discuss them and make sure they are understood. Your Community Representative will assist you if needed.

### **Some typical rules a host family may expect are:**

- Clean your own room
- Do the children's laundry (and their personal laundry)
- Light housework, like dusting, or vacuuming of their room, the children's rooms, and occasionally of common areas
- Set the table
- Take out the trash
- Wash and Dry the dishes
- Clear the table

It is also reasonable to ask the Au Pair:

- To keep you informed of where they are going and when they will be home.
- To maintain a positive attitude and be an active member of the family
- To abide by a reasonable curfews.
- Not to monopolize the telephone or computer
- To let you know if they would like to have a friend come to the house.



## Educational Component

Au Pairs are required to take post secondary classes while living in the United States. This is a great opportunity to meet new friends, improve English skills, and become more integrated into the community.

Proof of completion of the Educational Component is required to meet United States Department of State guidelines. Be sure to fill out the "Fulfillment of Educational Component Form" in this manual and get signatures of your instructors to fulfill the program requirements.

### Classes:

Eligible classes include, foreign languages, social studies, math, career based courses, writing, and ESL – English as a Second Language. If you have a special area of interest and are unsure if it is application, discuss it with your CR. Classes such as art, gym, and certificate courses do not normally fulfill the requirement

Your Community Representative and Host Family will provide you with information on local classes. Please coordinate you selection with your CR to make sure that your chosen coursework is compatible with United States Department of Stated requirements.

Courses must be taken at accredited post secondary institutions or equivalent

- Standard Care Au Pairs and Infant Care Au Pairs must take 6 semester units. This is about 96 hours of classroom time. Host families will cover up to \$500 dollars in tuition and transportation as well the time to attend courses.
- EduCare Au Pairs are required to take 12 semester units, or about 192 hours of study over the program year. Host families cover up to \$1000 dollars in tuition and transportation.

### What Is a Unit?

A unit is the amount of credit you earn for a course. This varies from course to course. Post secondary work is measured in terms of the "Credit unit." In a one-unit lecture course a college unit is normally defined as one hour of lecture and two hours of homework per week for a semester-length course. In a laboratory course, three hours in the classroom per week for the semester with no outside work equals one unit of work.

### How Many Units Should You Take?

In deciding how many units to take each semester, it is important that you plan time for attending classes, reading, studying completing homework, and working,

- For every hour of classroom time, allow two hours of outside homework time.

#### What is a 3-unit class?

$$\begin{array}{l}
 \mathbf{3\text{-unit class}} = \left( \begin{array}{l} 3 \text{ hours classroom time for a semester (four months)} \\ + 6 \text{ hours homework/outside study/assignments (2 hours for every hour in class)} \end{array} \right) \\
 \hline
 \mathbf{9 \text{ hours/week total time for a 3-unit class}}
 \end{array}$$

Full-time load: 12 Semester Units = 36 total hours each week for a full semester (12 hours in class each week plus 24 hours study outside class each week).

### Calculate the units as follows:

3 credits = 3 hours/week for 15 weeks, or approximately 435 hours of classroom time.



# Adjustment Cycle

Within a few weeks, you may begin to feel home sick and lonely. Culture shock is a natural response among cultural exchange participants. It is the emotional and behavioral reaction to living and working in another culture. The culture shock can feel

like a roller coaster ride as the physical, emotional and mental highs and lows of relocation come in waves. Everyone will experience culture shock to varying degrees and for varying lengths of time. Most people follow the adjustment cycle below:

## Adjustment Cycle

- **The first stage:** Everything seems exciting, interesting and new.
- **Cultural fatigue:** The Au Pair starts to see differences and begins to feel uncomfortable. The Au Pair becomes tired, both physically and mentally.
- **Surface adjustment:** The Au Pair begins to understand the people and their ways. The Au Pair feels more comfortable
- **Hidden problems:** Although outwardly the Au Pair seems to be fitting in, the Au Pair begins to question certain aspects of the culture. The Au Pair is homesick and possibly has conflicts with family and friends. The Au Pair may feel dissatisfied and think, "Everything would be better if only..."
- **Fitting in:** The Au Pair accepts the host culture and feels comfortable with the way of living. The Au Pair may even feel like a native of the host country.
- **Going home:** The Au Pair will begin to have mixed feelings about going home.

Au pairs and host families will need to be patient and allow themselves the time to adjust to all the changes and differences. Brainstorming coping strategies for dealing with the inevitable culture shock can be a great and fun way to get to know you host family, while at the same time helping come up with ways of dealing with homesickness. No matter what happens, a positive frame of mind is a great help.

## Conflict Resolution

Communicating openly, having patience and understanding by both host family members and Au Pair can often curb conflict before it starts. However, all families have disagreements and this may occur with your host family. It is nothing to worry about and part of natural family interaction. If you have a conflict that you are unable to resolve easily, your Community Representative has been trained to assist in mediating disagreements and conflicts.

## Grievance Policy

Every Au Pair must adhere to the grievance policy established by Au Pair Foundation. The steps are simple and will help avoid serious problems.

**1.** If you are unhappy with any situation or event, the first step is to tell your host family.

**2.** If the problem persists, you should advise your Community Representative verbally or in writing.

**3.** If the problem continues, you should advise the headquarters office in writing.

You can send an e-mail:

**[grievance@aupairfoundation.org](mailto:grievance@aupairfoundation.org)**

or mail a letter to:

**Au Pair Foundation**, Program Manager,  
1010 B Street, Suite 200,  
San Rafael, CA 94901.

The toll free telephone number is :  
1-866-428-7247 or 1-866-4 Au Pair



**Relocation Guidelines**

If irreconcilable differences occur between Au Pairs and host family, Au Pair Foundation will make an attempt to re-locate the Au Pair and place a new Au Pair with the host family.

Au Pairs should be advised that it is extremely difficult to find a new family once a placement has been made and therefore should be very careful and selective during the telephone interview stage of selection. Re-location should not be expected and every attempt should be made to work out differences. No relocations are made during the first two months unless a host family has breached their contract.

**Housing Stipend**

A Housing stipend of \$15.00/ day applies for a maximum of two weeks during the transition period.

If the host family is willing to house the Au Pair during the transition but the Au Pair is not willing to stay with the family, the Au Pair will be charged a housing stipend of \$15.00 per day. The Au Pair will pay this to who ever houses the Au Pair.

If the family refuses to lodge the Au Pair during the transition period the Au Pair will be removed immediately and the host family will pay the housing stipend directly

to the Community Representative who normally houses the Au Pair during transition.

**Re-Matching**

While every attempt will be made to find a new host family, Au Pair Foundation can not guarantee a re-match will be made. No requests for specific geographic locations will be accepted.

No extended travel will be permitted during the transition period. The Au Pair must be on call for an interview and new placements can occur at any moment.

Au Pair Foundation will use the Au Pair's original application and characteristics when seeking re-match. This means that if the Au Pair has indicated that he/she will care for infants and a new family with an infant is found, the Au Pair will have to accept the assignment or return to his/her country.

All outstanding financial obligations such as telephone bills and medical bills must be paid to the host family before departing.

**Program Termination**

If after two weeks, no suitable family has been found, the Au Pair will have to relinquish the visa and return to his/her home country.

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## Cultural Adaptation

**Child Rearing**

Every Culture has its own acceptable forms of child rearing and discipline. Americans generally encourage children to try new things and to be unafraid, within limits. Depending on the culture, parents raise their children differently. Discuss with your host family what your their child rearing goals are. Find out how your methods differ from those of the host family culture.

**An Au Pair should NEVER hit or shake a baby or child.** This can cause permanent brain damage or even death.

Carefully review the child rearing and discipline sections in this manual. There are guidelines and tips for child rearing.

**Cultural Activities**

The CR is required to organize at least one cultural activity for Au Pairs and host families during the year. The United States Department of State requires that this activity be attended by both the host family and Au Pair. Activities could include an excursion to a theater, museum, sporting event, etc. Make suggestions to your CR of cultural events that interest you.



### Stereotypes

It is easy to form stereotypes of people from different races, religions, neighborhoods, states, and countries. For instance, people might say, "The Japanese are quiet and hardworking, usually shorter than Americans, and wealthier than the average American."

It is easy to recognize these "Qualities" as stereotypes. What is a "Typical American"?

Someone who drives a big car and eats hamburgers? Not a very accurate definition, right? It is important not to let these stereotypes make you blind to the real characteristics of people you meet. Do not let a cultural difference interfere with building a warm relationship. We are all individuals who may partially fit into general stereotypes, but everyone has more to them than that.

Sit down and talk with your host family about issues like this. Understanding American culture will help you better understand your own culture by challenging you to view your native country's ways from a new perspective.

**Always keep in mind: It's not right, it's not wrong, - it's different!**

### Alcohol and Smoking

While in many Au Pairs home countries the drinking age is 18, it is usually not enforced.

Be forewarned, in the United States the legal drinking age for alcohol is 21 and it is strictly enforced. Entrance in bars and discos that serve alcohol is restricted to those over 21 years of age. Driving while under the influence of alcohol (DUI) is a serious crime and will result in immediate imprisonment of driver's and heavy fines. Au Pairs should NEVER drink and drive. It could result in immediate dismissal from the program!

Smoking has become a social stigma in the United States. It is generally looked down upon. If an Au Pair smokes, he/she should say so and get prior approval from the host family. Some families will permit smoking but only outside. If an Au Pair smokes, he/she may want to consider this the opportunity for quitting.

### Food

The food served in your house is part of the culture. American meals tend to be less formal. Any family members "Eat on the run" and have "Sit-down meals" only on the weekends. Although the food may seem strange, you are expected to try everything

at least once (unless allergic to it or the food is against your religion). In the first few days you will find out if there are any foods that you cannot eat. Offering to cook one of your favorite dishes from your country is a good way to "Break the ice."

### Privacy

Ask your host family about their privacy customs. It is sometimes hard for host families to understand that you may need to be alone behind closed doors as Americans are usually very social. If you need to spend time alone, explain to your family that you have had a full day and need time.

Remember, communication is important, especially in the early days.

### Religion

Talk with your host family about their religious beliefs and whether they attend services or practice religious rituals at home. You should also tell your host family about your religious beliefs. Remember attending religious services or groups may be an excellent opportunity for you to meet other young people. However, you should not be forced to attend services or practice any religion.

### Safety

- Au pairs should always try to do activities with friends. Avoid being by yourself.
- Au pairs should get to know their community, including any areas that might not be safe.
- Au Pairs should never, under any circumstances, enter a stranger's car.
- Au pairs should not give strangers their home address or phone number.
- Au pairs should always be aware of their surroundings.
- Au pairs should carry their Au Pair ID card at all times.

### Standards of Modesty

Many American's view the relations between the sexes differently from the people of other countries. It is easy to misinterpret what might be considered as immodest behavior. Differing standards are often a source of embarrassment. Host families may not impose their standards of behavior upon the Au Pair; however, the Au Pair has a responsibility not to cause embarrassment for the family. If the Au Pair dresses or conducts herself in a way that the family



finds inappropriate, or vice versa, your Community Representative may be asked to sit in on this type of discussion to make sure that neither the Au Pair or family will not be offended or feel insulted.

### **Thank you Expressing Gratitude**

Show your host parents how much you appreciate all they are doing for you. Everyone loves to be recognized and appreciated. Say thank you often!

### **Transportation**

Au Pairs may feel frustrated if dependent upon your host family for transportation needs. They should quickly become familiar with the public transportation available in the area; host families and CR should assist Au Pairs in finding schedules, stops and discount ride books.

Many areas where Au Pairs will be living have limited public transportation. Unless the host family lives in a major urban area, the Au Pair should not expect reliable public transportation.

Your host family may want you to transport their children and will give you permission to drive their car. Driving the family car is a privilege, not a right. Some host families permit the Au Pair to use their car, but not all. Find out if you will be permitted to drive and what happens if you have an accident. Car insurance is expensive and deductibles high. Find out how much you will have to pay in case you have an accident. Au Pair Foundation does not cover claims resulting from automobile accidents.

The host family must provide transportation to and from cultural or educational activities and classes.

### **Travel**

All Au Pairs are entitled to two weeks paid vacation a year. The dates and nature of travel should be discussed well in advance with the host family and communicated to the C.R. Some families will also include Au Pairs on family trips. If the Au Pair accompanies a host family on vacation, it is not the Au Pair's vacation!

### **Au Pair Travel Outside the United States**

There are many travel companies that offer

programs or package trips for exchange visitors to travel throughout the United States at a substantially discounted rate. Young people, about the same age as Au Pairs, usually participate in these trips, which last anywhere from one week to one month.

Au pair participants must have approval from their host parents before setting vacation plans during the one-year program term. If the Au Pair chooses to travel during her/his vacation time within the one-year program term, she/he must inform the Community Representative and Au Pair Foundation Headquarters.

If the Au Pair chooses to travel outside of the U.S. during the one-year program term, he/she must do the following:

- 1.** Contact the appropriate country's embassy to determine if a visa is required for their entry into that country

- 2.** Submit the DS-2019 form to the Au Pair Foundation Headquarter Office at least three weeks prior to departure. Include a self-addressed stamped envelope for prompt return of the documents. The form will be processed and mailed back to the Au Pair prior to departure. The mailing address is:

Au Pair Foundation  
Attn: Travel Department  
1010 B Street, Suite 200  
San Rafael, California, 94901

- 3.** Check the J-1 Visa and 1-94 Departure Card to assure that all the dates are correct.

**Important!** The J-1 visa type should say "Multi-Entry," meaning the Au Pair can enter and leave the USA on a number of occasions during the 12-month year. **Warning:** If the J-1 visa is stamped "Single Entry," the Au Pair can not leave the USA even during the twelve month program.

- 4.** Complete the travel abroad before end of the J-1 visa expiration date. The J-1 Visa is valid only for twelve months and re-entry will not be granted after the expiration date.

- 5.** DO NOT pay or confirm any travel dates or payments until completing all the above. Ask your CR if there are any questions.

### **The 13<sup>th</sup> Month**

Au pairs have the option of remaining in the United States at the end of the program year for one month: this is referred to as the



13<sup>th</sup> month grace period. The Au Pair can take advantage of this grace period to travel in the United States, and Au Pair Foundation will issue the return ticket up to 30 days after the date of expiration on the J-1 visa. Au Pair Foundation will not issue return tickets after the end of the Au Pair's 13<sup>th</sup> month. Host Families are not required to pay weekly stipends or housing for the 13<sup>th</sup> month. Purchase of additional insurance to cover this period is highly recommended and available.

### **Requesting a Return Flight**

Requesting a return flight at the end of the program year is a procedure that Au Pairs should be aware of in advance of their departure for the United States. Au Pair Foundation arranges the round-trip international airplane ticket for the Au Pair. The host family provides the one-way domestic ticket from the gateway city to the host family's home. Au pairs will be responsible for the cost of the domestic portion of the return transportation (this is referred to as a U.S. domestic flight charge) at the end of the Au Pairs stay.

### **Refund of Security Deposit**

Three months prior to departure, the Au Pair will receive a return flight form in the mail. The Au Pair will need to indicate if she/he will be staying the 13<sup>th</sup> month, if she needs insurance for that month and her proposed itinerary for travel and return to the international departure gateway. Once this form has been received, the processing of the program Security Deposit will begin and sent to the Au Pair's host family home during the 12<sup>th</sup> month.

### **Insurance**

Au Pair Foundation Au Pairs are covered by a comprehensive medical insurance – AVI International – which remains in effect throughout the program year. However, as with any insurance policy, it has specific coverage exclusions and limitations. Be sure to review your policy carefully and carry the insurance identification card at all times.

## **Financial Matters**

There is a toll free information number on it. A sample claim form is located in this

guide and can be photocopied needed. If you experience a medical emergency or are in need of emergency return travel home calls collect +33-155-633-166 to speak to an AVI international service representative.

### **Expenses**

Although our host family provides you with room, board and weekly pocket money, you must pay your own way. You are expected to pay for your own personal expenses such as clothes, long distance telephone calls, school related expenses and personal entertainment. Talk about your financial responsibilities with your host family when you arrive. Money is always a sensitive issue, especially for Americans who are raised to believe that money is hard earned.

If you fail to pay for those things which are your responsibility, your Host Family may start to resent you and may be less willing to do things for you. Be responsible about money and don't let your expenses go unpaid! Most importantly, an Au Pair should never borrow from or loan money to their Host Families.

It would be a good idea to purchase a calling card for your personal telephone use and it will avoid unnecessary complications. Ask your Au Pair Community Representative or Host Family for help in opening a bank account. Money from home may take some time to arrive. Try to avoid running short by keeping a record of what you are spending during the first few months.

### **Telephone**

Discuss with your Host family and Community Representative the amount of time you can spend on the telephone/internet. Limit your calls to your home country to about a half hour once every week or two. Calls to your home country should be made only using a prepaid phone card so as not to incur charges on your Host Family's telephone bill. English should be the language spoken with talking with anyone other than your natural family. Since you will be using your host family's phone, remember to pay special attention when taking messages for them.

Have respect for your host family's services and consider that their messages are as important to them as yours are to you. Ask your host family to explain their telephone services, such as how call waiting works.



**What is an Emergency?**

- Try not to call your CR at unreasonable hours unless there is really an emergency.

**An “emergency” is** when someone’s life or personal security is threatened:

- An accident resulting in physical injury and/or hospitalization
- A violation of state/federal law
- Any life-threatening situation

Call your Community Representative to notify her/him of any emergency situation. Your Representative is able to provide you with complete, ongoing support as needed. The 24-hour emergency answering service number is:  
**1-866-428-7247** or **1-866-4 Au Pair**  
 Press the appropriate name item for Emergency

**Open a Bank Account**

To make your life easier and facilitate financial transactions it is recommended that Au Pairs open a bank account. There are several options available ranging from checking, savings or pre-deposit visa accounts. Many banks offer free or low cost checking account with ATM (Automatic Teller Machine) access. This is an easy way to manage money and will come in handy if deposits or international transfers are needed. Talk to the CR about local banks and account options. Be sure to request information about fees such as secondary bank ATM charges if applicable.

**Taxes and Social Security**

Au Pairs should apply a Social Security card soon after arrival. A Social Security Number (SSN) may be required to open a bank account and necessary for host family’s tax purposes. Your Community Representative will provide you with an “Authorization for employment” letter on Au Pair Foundation letterhead needed to apply for a social security card.

**Internal Revenue Service**

Consult the website: <http://www.irs.gov/>

## Child Discipline Guidelines

**Child Discipline Techniques**

One of the greatest challenges for the Au Pair will be on how to establish respect and communication with the children they will be caring for. Host families come from diverse backgrounds and have widely differing philosophies about child rearing. It is very important to complete the child rearing differences exercise and discuss it thoroughly with your host family. Consistency is very important for children so it is important to have a clear idea on how to interact with the children and maintain it throughout your stay. The following are

a series of articles on child rearing and discipline that should be read with care. An Au Pair must never strike a child no matter what the host parents say. Read the following articles to help formulate a series of actions to discuss with the host family regarding child rearing.

**Child Discipline & Punishment:**

Although sometimes used interchangeably, punishment and discipline do not have the same meaning and do not serve the same purpose having most characteristics in direct contrast to one another.

<b>Discipline versus Punishment:</b>		
<b>Discipline</b>	<b>vs</b>	<b>Punishment</b>
Emphasizes what a child should do		Emphasizes what a child should <b>not</b> do
Is an ongoing process		Is a one time occurrence
Sets an example to follow		Insists on obedience
Leads to self control		Undermines independence
Helps children change		Is an adult release
Is positive		Is negative
Accepts child’s need to assert self		Makes children behave
Fosters child’s ability to think		Thinks for child
Bolsters self-esteem		Defeats self-esteem
Shapes behavior		Condemns misbehavior



It takes time and consistency, but through the following seven steps we can guide children's behavior and help them learn to resolve problems in ways that allow them to feel responsible and empowered bringing, strong, fair, and skilled problem solvers to our community.

**1. Stop the action- interrupt behavior.**

"Stop, that isn't safe. I know you are angry but you may not hit her."

**2. State what you see.**

"I see you both want the fire truck. We only have one fire truck and two children. Is that what's happening?"

**3. Listen to their explanation.**

Actively hear their issue and interpretation in a non judgmental way.

**4. Identify the problem and validate feelings.**

"You are sad when the fire truck is grabbed from you. You are sad he has the truck."

**5. Brainstorm solutions**

Allow children to come up with as many ideas as possible. "What can we do about this?" They will feel empowered when not afraid of consequences from adults.

**6. Listen to all suggestions (all valid ideas).**

"Bobby wants to take turns. He would like the first turn. Is this okay?" Continue until an outcome is agreed upon. When they are out of ideas, offer some options.

Toddlers need to be offered some realistic choices; they are not able to brainstorm yet. Sometimes a solution cannot be agreed upon and they get tired of negotiating. "I see you are really tired of talking about this but we need to solve this problem." Angrily: "He can have it!!!" "So you choose to do something else?" "So Bobby can have the fire truck while you----?"

**7. Summarize.**

Repeat when solution is agreed upon. "Okay I see you have decided to paint and you have decided to play with the fire truck." They give final approval. Support the child walking away so as not to feel beaten down or victimized by giving in. Empower that

child for the choice in helping to resolve the conflict.

Finally, use as few words as possible. We must not explain until their eyes glaze over. Keep it age appropriate and non-judgmental.

If a child is out of control he or she may need to be removed from the scene. Sometimes redirection or distraction ("Let's go read a story and we can try again later") may be the best solution. If the consequences are to find another place to play, see that they are successful in getting involved. Follow through so that there isn't a spiral of misbehavior. We must have expectations not demands. Be a role model, expressing anger appropriately. ("I am really angry with you when----") Hate is a very destructive word and often children mean something else. Give them vocabulary choices by defining their feelings. ("You are really angry with me. While we are angry we may not hurt each other.") If a child doesn't agree with your rewording of their feelings most often they will correct you. If we keep practicing these skills with the children they will start to make smart choices, be confident, and empowered in their own decisions.

## Guidelines for promoting discipline in children

**1. Crystal Clear Expectations**

Make sure that the child has a clear idea of WHAT he is expected to do. Misunderstandings arise when the child is confused over what is expected of him. The child is also confused when both scolding & approval are administered at the same time.

**2. Timed expectations**

Make sure he knows / has a clear idea of WHEN he is expected to do the things required of him. Young children do not have a clear idea of time, but they do learn early



the sequence of events.

### **3. The execution skill**

Make sure the child has a clear idea of HOW to do what he is expected to do. Teaching children how is very important. We may often tell the children to be polite but unless he is enlightened about what specifically being polite means he cannot be polite. Talk about what it means to be polite e.g. not shouting from one end of the room to the other, not throwing toys around, not snatching, etc. Its amazing how much a little effort can teach children efficiently 'How' but unless they are taught carefully completely & in detail, full cooperation will be impossible because they simply cannot do things which they do not understand fully.

### **4. Reasoning**

Make sure that the child has a clear idea of WHY he is expected to do certain things.

Giving a good honest reason for everything the adult expects the child to do will help discipline. Such knowledge will reduce rules & regulations which might make the child rebellious.

### **5. Automated habits**

Get habits established for automatic co-operation. In order to establish desirable habits, it is necessary to do the same thing over & over again in the same way & with the same sequence.

### **6. Mental digestion time**

Give the child enough time for mental digestion. The child needs time to digest & absorb new ideas & suggestions. A child may be quiet ready to cooperate after a time lapse while immediate conformation is difficult & may not even be possible. When the time comes for doing things a little time lapse always helps. During the time lapse counting to ten is a good technique for young children. Simply telling stop may not be as effective as allowing an extra minute or two. When there is a need to resort to punishment about a certain persistent wrong habit of behavior it will help him to cooperate if a warning is given.

### **7. Lavish Praise & Cooperation**

Praise lavishly repeatedly & sincerely whenever it can be done. Praise every improvement. The effects of praise are dramatic instead of nagging at the children who are perpetually messy; praise them every time they are neat.

### **8. Nobler motives**

Appeal to the child's nobler motives. Expect the children to do the right things. Some times warnings can give a child the notion that he is expected to do wrong. Do not start fighting now for heavens sake - this may give the child the idea he is expected to fight!

### **9. The nag tag**

Do not nag, argue threaten or verbally attack the child's personality. Nagging, threatening, arguing arouses resentment & negates cooperation in the long run. Children can be exasperating at times being slow, inefficient, forgetful, irritating & so on. Under such circumstances it is easy to fall into the habit of nagging, arguing & condemning. It will bring down their level of confidence in you. Have confidence in his/her abilities rather than demeaning him/her.

### **10. Substitute orders**

Ask questions rather than giving orders. Asking questions & setting limits help to bring in discipline. When children are involved in the discussion of working out rules together discipline is more effective.

### **11. Before after praise syndrome**

Praise the child before & after each correction. When the child is to be corrected after a mistake, start & end with praise. Sandwich corrections between praises.

### **12. The natural touch**

Make things natural & easy. Making things natural will facilitate learning & achievement. "Come on now it will not take you too long to finish this task."

### **13. Sympathy miracle**

Express sympathy for the child's actions. Expressing sympathy with the child's point of view will make him more willing to oblige & comply with the adult's point of view.



**14. Substitution vs denial.****Substitute rather than deny**

Children have to learn sometimes that there are some irrevocable & fundamental “No” signs in life. However, the blow of the no can be minimized by suggesting alternatives at the same time the child will be learning a habit that will help him throughout life. A person who can think of different ways of satisfying the same desire has an easier time in getting used to the disappointments of no’s in life. “I am sorry you cannot throw books”: “Here is a ball or a bean bag which can be thrown & played with.” Suggest two alternatives sometimes since choosing between two alternatives is a complex & absorbing problem & in that effort the young he often pushes away the original idea out of his mind.

**15. True confession**

Confess your mistake. Confessing your mistake will help get the child get over his bad feelings & smoothen the road for future discipline & cooperation. The ability to admit the wrong done is a sign of strength & not weakness. Not only will the child love & respect the adult but he will also learn to admit his own mistakes.

**16. Cooperation key**

Remember cooperation is a two way process. The technique of discipline will work only if the child does not get the feeling that it is a one way road. Cooperation is based on the “You help me & I’ll help you & we work together spirit”

**Understanding Child Behavior Problems and Ways to Give a Child Trust**

In order to understand why a child is misbehaving it is helpful to keep a diary:

Identify one behavior that you would like to change in your child. Be as specific as you can e.g. won’t do as she / he is told, hitting, demands things, whines, shouts. Write this behavior down. Discuss it with the host parents.

When the behavior occurs, write down what caused it (triggers) and what happened afterwards (the result).

After a week try to see if there is any pattern to the behavior involving when it occurs, who it occurs with, and the reasons and consequences?

Ask yourself what is this child learning from the way I respond to this behavior? Am I setting limits and boundaries consistently?

Once you have a clear picture, you are ready to change the pattern by changing the triggers and consequences after observing this behavior pattern. You may have to try and ignore certain behavior, try not to give in, remove certain privileges, or look and sound as if you mean it when asking you child to do something. Most importantly, concentrate on encouraging and rewarding good behavior all the time!

It is extremely important to discuss problem behaviors with your host parents. Many times these behaviors appear when they are working, so they will not recognize patterns. Discussing them openly with the parents and agreeing on consistent ways of dealing with them is the only way to effectively deal with the problem. If the parents are not involved in the process, it will surely fail due to lack of consistency, and the children will learn to manipulate the situation.

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## How to Cope Positively with Difficult Child Behavior

**1. Establish House Rules**

Make simple rules for the child. Start with a few “Things we do and don’t do.” Discuss them with your child.

**2. Prevention Is Better Than Cure**

If you feel that a child’s behavior is beginning



to get out of control, "Nip it in the bud" by distracting the child's attention onto a positive activity or game.

### 3. Understand the Child's Behavior

Define simply and clearly any difficult behavior. Keep a diary of what led up to the behavior and what immediately followed it. From this, see if there is a pattern. What are the triggers and consequences which might be keeping the behavior going? DON'T blame yourself, but work at changing your responses.

### 4. Discipline with Short Time-Outs

Try to view discipline in a different way e.g. if a rule is broken, discipline with a short time out, a quiet time alone, or without play. Alternatively, ignore minor behavior difficulties as your attention will often inadvertently encourage the very behavior you want to stop.

### 5. Take Five

When tensions and anger rise in you or your child, take five. Take five minutes to cool down and to ask yourself, "Why am I getting so angry?" Try to identify the real problem, and then find the solution. **Always control your temper.**

### 6. Never Strike In Anger

Research has shown that hitting a child does not help, it can only do damage. Never strike a child in anger. Smacking is not effective in reducing poor behavior, as it does not teach, in any way, the children good behavior!

### 7. Don't yell or shout at children

Avoid yelling at children in anger. Do not put down children. If they break a rule, tell them what they did wrong and why that makes you angry. Be angry at what they did, NOT at who they are.

### 8. Get Away

When you feel frustrated, angry, or uncontrollable, let your feelings out safely away from your children. Get out. Take a walk. Do not stay alone with the children when you are overwhelmed. Get help and support.

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## Ways to Give a Child Trust

### 1. Be There

Talk to your child. What was their day like? Be available. Encourage your child to express feelings creatively by keeping a diary, drawing, or painting.

### 2. Be Consistent

Establish a reliable routine. A clear and consistent routine helps a child to feel safe and secure.

### 3. Let Your "No" Mean No

If you say "No" to your child, make sure you both understand what that means and keep to the rule. Do not shout. Your child wants to know that your "No" means no.

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# Child Development Benchmarks

Child development occurs differently and at different rates, from child to child. If your child is a little ahead or a little behind at a certain age, this is also normal.

## Stages of development in children:

### 4 Years Old

#### Physical development

Can climb a ladder; walks up and down stairs with ease.

#### General Child behavior

Fully toilet trained; can almost dress and undress self; eats with fork and spoon; washes and dries hands.

#### Language

Engages in coherent conversation; gives name, age and address; understands time.

#### Typical personality

Uses imagination to try out new things; increasingly self sufficient; lively; can share not always successfully.

#### Common normal 'Problems'

Noisy and assertive; willful; makes up stories; explores, wanders; shows off, swears.

### 5 Years Old

#### Physical development

Runs quite well; right or left handedness now fairly clear.

#### General behavior

Dresses and undresses without aid; washes and dries face and hands; plays constructively; draws recognizable humans and houses; elaborate make believe group play.

#### Language

Speaks fluently; counts objects up to about 20.

#### Typical personality

Serious minded; practical; cooperative; learning to share; thrives on praise.

#### Common normal 'Problems'

Tells fanciful tales (using imagination); swears; may still suck thumb.

### 6 Years Old

#### Physical development

More skillful with hands; may be able to ride a bicycle; starts to lose first teeth and acquire permanent molars.

#### General behavior

Casual and careless in washing and dressing; draws pictures with some supporting detail; knows left hand from right hand.

#### Language

Begins to read and prints letters and simple words; reads and writes numbers; adds and subtracts single digit numbers.

#### Typical personality

Excitable, impulsive and changeable; may seem rude or aggressive.

#### Common normal 'Problems'

Mild sex play; exhibitionism in toilet; fearful—sounds, ghosts, being lost; slow to follow instructions; wants to be first and to have the most; boasts.

### 7 Years Old

#### Physical development

Shows some elementary skill in bat and ball games, skipping, hopscotch; can to learn to swim or to play musical instrument.

#### General behavior

Shows increased awareness and understanding of the world around; polite and anxious to impress.

#### Language

Reads simple words and sentences; prints large and small letters; adds within 20 and subtracts within 10.

#### Typical personality

Quiet and thoughtful; shows sense of responsibility.

#### Common normal 'Problems'

Forgets instructions; "Nobody loves me"; jealous of older siblings getting more privileges; sex play but occurring less often.

### 8 Years Old

#### Physical development

Physical play very lively; sporting skills develop markedly.

#### General behavior

Bathes, dresses, sleeps and eats well; talks



to strangers; takes part in team sports; drawings show some proportion and perspective.

**Language**

Reads with understanding; learns running writing; starts to add and subtract two or three digit numbers and multiply and divide single digit numbers.

**Typical personality**

Self reliant, sociable and outgoing; active; may be critical of others; popularity and success are very important outside the family; aware of own failures.

**Common normal 'Problems'**

Failure hard to cope with; tempted to cheat; does not finish tasks and may cry if failure is mentioned.

## 9 Years Old

**Physical development**

Adept with hands and fingers; special skills such as in sport and music become evident.

**General behavior**

Well behaved; perseveres in work or play; self sufficient and may enjoy being alone.

**Language**

Masters basic techniques of reading, writing, adding, subtracting, multiplying, and dividing; reads stories and writes brief letters to relatives.

**Typical personality**

Sensible; self motivated; may be shy in social situations; may talk about sex information with friends; interested in body organs and functions; less afraid of dark; not afraid of water.

**Common normal 'Problems'**

Worried and anxious; has physical complaints such as stomach aches and headaches when has to do disliked tasks; rebels against authority; sex swearing beginning; perseveres with tasks.

## 10 Years Old

**Physical development**

Has natural command of basic physical skills such as dressing, feeding, ball games and bike riding.

**General behavior**

Quite the little adult—able to shop alone, go to school camps; asks about social issues.

**Language**

Reads well; does long multiplication and long division by one digit numbers; writes stories up to about a page in length.

**Typical personality**

Cool, calm and collected; generally a peaceful age; accepts parent's word as law.

**Common normal 'Problems'**

Interest in smutty jokes; name calling and may physically fight with siblings.

## 11-12 Years Old

**Physical development**

Early adolescence; rapid physical change with the development of pubic hair, breasts in girls, pimples and gawkiness.

**General behavior**

Develops strong sexual feelings; concern with own identity and values; wants to be listened to and taken seriously; experiments and takes risks; questions parents' values.

**Language**

Continues developing language and numerical skills.

**Typical personality**

Impulsive; strong emotions; large mood swings; self conscious; relates strongly to age mates; less dependent on family; wants more privacy.

**Common normal 'Problems'**

Takes risks; rebellious; over sensitive about appearance; over optimistic; confident; unrealistic; preoccupation with sexual matters; doesn't want to join in family activities.



## Pre-Departure Project

Before you depart from your home country you should prepare the following report. This is part of the mandatory training and education component of the program. You should spend at least three hours on this activity. It will be reviewed during the host family/Au Pair orientation conducted by your Community Representative. Answer the questions honestly and candidly. Your host family will share with you their answers to these questions and the first step toward becoming culturally competent will have been taken!

A refresher regarding the terminology used in this exercise is important. Culture, race, and ethnicity are, at times, used interchangeably. They are, in fact, very different:

### Definitions

Race refers to an anthropological system of classification, based upon physical characteristics determined by heredity. People who share a genetic heritage and who, as a result, have very similar physical characteristics constitute a racial group. Most ethnologists now recognize only three primary divisions of race; Caucasian or white, Negroid or black, and Mongoloid or yellow, each with many subdivisions. Racial characteristics include color and texture of hair, color of skin and eyes, stature, bodily proportions, and bone structure. Many anthropologists and ethnologists are questioning the fundamental validity and utility of racial classification .

Ethnicity generally refers to a classification of people based upon their national or regional origin, such as "Nigerian," "Serbo-Croatian", or "Chinese." The word "ethnic" is derived from a Greek word that means "national or foreign." People in an ethnic group as usually of the same race, and they may share a common cultural background. However, ethnicity and culture are not interchangeable.

Culture is more complex than either ethnicity or race. Culture refers to the total system of values, beliefs, attitudes, traditions, and standards of behavior that regulate life within a particular group of people. Culture includes components that organize people into social groups and that

regulate both individual and group behavior. Culture includes cognitive systems such as beliefs, attitudes, and values. It includes norms, which are rules regarding appropriate ways of behaving. It includes spiritual or religious systems and institutions. Culture may also include the art and artifacts produced by the group. While race is determined by one's biology and ethnicity, by one's national or regional origin, culture is made by people. Cultural components are created and incorporated into group life, to regulate social organization and to assure the survival and well being of group members.

We are now ready to begin the exercise. Prepare your answers and bring them with you.

### Project Questions

#### 1) Family Background

- Where were you born and raised?
- What was the ethnic background of your parents and grandparents?
- What Country did they or their ancestors emigrate from, and when?
- If so, why did they emigrate?
- Do you know anything about your family's early experiences in this country?
- What were they like?
- What characteristics, traditions, and values held by your parents and grandparents do you still maintain?
- Which have you changed?

#### 2) Family Child Rearing Practices

- What is the most important thing a family can provide for a child?
- What is your preferred form of discipline for misbehavior, and why?
- How do you view physical forms of discipline, and what do you call it?
- How do you know when a person has "gone too far?"
- Are there general beliefs about child discipline that many people from your culture share?
- Do you expect different things for boys and girls?
- What are they?
- Do you expect different things from older children and younger ones?
- What are they? At what age does a child become "Older?"



- What is your family tradition about meals?
- Who cooks, who eats when, do children feed each other, what kinds of foods do you prefer?
- Who cares for the children when the parents have to go out?
- At what age were you first left alone?
- At what age are children in your family given responsibility to care for other children?

### 3) Family Roles and Rules

- Who makes what kinds of decisions in your family?
- What decisions can you make by yourself without input from anyone?
- What decisions does your (wife, husband, mother, boyfriend) make?
- Would you call your family "Intergenerational?"
- That is, do extended family members play a large role in your life? (Parents, sisters and brother, aunts and uncles, grandparents, non-blood "Relatives" such as godparents, friends, etc.)
- What kinds of things do you think are "Personal" and shouldn't be talked about with people outside the family?

### 4) Family Support Networks

- To whom do you turn when you are in trouble or need help?
- Is your family involved with a church?

- How big a role does religion play in your lives?
- Did anyone other than your parents care for you for any extended period of time? Who?
- How did you feel about being cared for by people other than your parents?
- Who in your life has had an important influence on your development?

### 5) Intercultural Experiences

- Explain if, and how, discrimination has affected your life?
- How do you decide if you can trust people or not?
- Do you have trusting and friendly relationships with people from other cultures or ethnic backgrounds? What kinds of pre-judgments do you think other people make about you because of your race, ethnicity, or culture?
- What would you want a person of another, culture, like me, to know and understand about your culture?

### 6) Closure

- How have you felt about this assignment?
- Were there any questions that you found offensive or disrespectful?
- What can you tell to help someone better understand and work with other Au Pairs of your cultural or ethnic background?





## United States Department of State

### The Au Pair Exchange Program

#### What you should know

Thousands of American families and foreign nationals have participated in the Au Pair Program. Most have found it to be a rewarding experience, but it is important to fully understand the program before deciding to participate. This brochure explains the program and answers some frequently asked questions.

The Au Pair Program was established in 1986 as an educational and cultural exchange with a strong child care component. Program participants enter the United States for up to 12 months to care for the children of the American family in whose home they will live. At the same time, the Au Pairs are required to complete an educational component of six semester hours of academic credit or its equivalent. At the end of one year, Au Pairs return to their home country. "Au pair" is French for "on par," reminding host families that, although an employee, their international visitor is to be treated as a member of the family. The rules are clear: Au Pairs are provided a private bedroom, meals, remuneration tied to the minimum wage, one and one-half days off weekly plus a full weekend off each month, two weeks' paid vacation, and the first \$500 toward the costs of required course work to be completed at an accredited institution of higher education in order to satisfy the requirements of the educational component of the program. Au pairs are not to work more than 10 hours a day/45 hours a week. They are not to serve as general housekeepers or assume responsibility for household management. In August 2001 the regulations governing the Au Pair Program were amended to create a sub-category called . This component is specifically designed for families with school-aged children requiring limited childcare assistance. Au pairs participating in the EduCare component may not be placed with families having preschool aged children unless alternative arrangements are in place for these children.

EduCare participants are not to work more than 10 hours a day/30 hours a week. They must complete a minimum of 12 semester hours of academic credit, or its equivalent, during their program. Host families provide the first \$1000 to the Au Pair toward the cost of the educational component. All Au Pair participants are paid in accordance with the provisions of the Fair Labor Standards Act. As a matter of administrative convenience for both the Department-designated sponsors and participating host families, EduCare participants receive 75 percent of the predetermined weekly wage that is required for Au Pair participants.

If these rules cause you any concern, you may wish to reconsider participating in the Au Pair Program. There are other considerations as well. Are you willing to communicate your expectations at the beginning of your program? When occasional problems arise, one mistake that host families and Au Pairs make is to hope that conditions will improve and problems will correct themselves. As you consider whether the Au Pair Program is right for you, host families should think about how they will adjust to having an international visitor in their home. Au pairs should think about how they will adjust to living with a new family in a different country. For each, the values and cultural perspectives of the other may be vastly different. The following questions and answers might help you to make that decision.

### GENERAL QUESTIONS

#### What is the Au Pair Program?

The Au Pair Program is an educational and cultural exchange program with a child care component. Au pairs come to the United States for one year to provide up to 45 hours of child care per week for their host family while pursuing educational credits. The EduCare participant provides up to 30 hours of child care a week. Sponsoring organizations in the U.S. have the responsibility for administering the program, within the regulations set by the Department of State (DOS). Although DOS authorizes these sponsoring organizations to conduct Au Pair programs, the responsibility for choosing the right organization rests solely with the host family and the Au Pair.

#### What do the sponsoring organizations do?

Sponsoring organizations carry out the day-to-day operation of the Au Pair Program. They identify, screen, select, and match Au Pairs and host families. They ensure that background investigations, including criminal history checks, are performed on Au Pairs, and that host parents have adequate financial resources to participate in the program. The sponsoring organizations interview Au Pairs for spoken English proficiency and suitability to participate in the program. They also interview host parents to ensure spoken English fluency and suitability to deal with an international visitor.

The sponsoring organizations provide Au Pairs with a detailed profile of the host family and community into which they will be placed, as well as the educational institutions available in the community. They ensure that Au Pairs have all the training required by DOS and must monitor the Au Pair/host family relationship throughout the year. These organizations must maintain monthly contact, through local and regional counselors, with Au Pairs and host families to ensure compliance with the program.

#### What do local and regional counselors do?

Local and regional counselors maintain ongoing contact with, and support, Au Pairs and host families. They are required to report to the sponsoring organization any unusual or serious situations or incidents involving Au Pairs or host families. Any incidents involving or alleging a crime of moral turpitude or violence are immediately to be relayed by the sponsoring organization to DOS. Moral turpitude is defined to include, but is not limited to, acts of theft, sexual misconduct, and child abuse.

#### Are there any checks on the sponsoring organizations?

Yes. Sponsoring organizations must annually submit to DOS copies of their advertisement and recruitment materials. They must submit summaries of the annual survey they conduct of host families and Au Pairs, all complaints received and their resolutions, and all situations that result in the placement of an Au Pair with more than one host family. Sponsoring organizations are audited annually to ensure compliance with the procedures



and reporting requirements set forth in DOS's regulations.

### **What is the educational component of the Au Pair Program?**

Au pairs are required to enroll in an accredited post-secondary institution for not less than six semester hours of academic credit or its equivalent. Its equivalent would include the recognized trimester or quarter hours. The EduCare participant is required to enroll in an accredited post-secondary institution for not less than twelve semester hours of academic credit or its equivalent. Two-year community colleges are eligible institutions.

### **What are the responsibilities of the American host family in assisting the Au Pair with the "mandatory" educational component?**

As a condition for American families to host an exchange visitor under the Au Pair Program they must agree to (1) facilitate the enrollment and attendance in an American "post-secondary" educational institution (2) ensure that the Au Pair has adequate transportation to attend and (3) pay the first \$500 (\$1000 for EduCare participants) toward the costs of required academic course work. Any additional costs associated with acquiring the six academic credits (twelve for the EduCare participant) are to be absorbed by the Au Pair.

### **THE SELECTION AND SCREENING PROCESS**

#### **Where do Au Pairs come from?**

Because the Au Pair Program is worldwide, Au Pairs can be from any foreign country except those with which the US does not have diplomatic relations.

#### **What kind of training and experience is required to be an Au Pair?**

Au pairs must be proficient in spoken English and have a high school diploma or the equivalent. Host parents are to interview prospective Au Pairs by telephone, before they leave home, prior to accepting candidates as their Au Pairs.

Before being placed with a host family, Au Pairs must receive at least 8 hours of child safety and 24 hours of child development instruction. At least 4 hours of the child safety training will be infant related and at least 4 hours of the child development instruction

will be devoted to the care of children less than 2 years of age.

The child safety training, provided by qualified organizations, includes topics such as stress management, shaken baby syndrome, and CPR. Au pairs responsible for children under 2 years of age must have at least 200 hours of documented infant child care experience. Au pairs may not be placed with a family having a child less than three months of age unless a parent or other responsible adult is present in the home.

Au pairs will NOT have specialized training in nursing. They are NOT to provide child care services relating to the care and protection of infants and children performed by such trained personnel, as registered or practical nurses.

#### **What costs are involved?**

The average annual cost to an American host family is about \$13,000. This includes fees to the sponsoring organization, a weekly payment tied to the minimum wage (currently \$139.05), an educational allowance of \$500, and room/board. The weekly wage for the EduCare participant is \$104.29 with an educational allowance of \$1000.00.

### **ONCE THE AU PAIR IS WITH THE HOST FAMILY**

#### **What are Au Pairs entitled to?**

Au pairs are entitled to a private bedroom, meals, a weekly wage that will increase if the minimum wage increases, one and one-half days off each week, a full weekend off each month, two weeks of paid vacation, and the first \$500 (\$1000 for EduCare participants) toward the costs of required academic course work.

#### **What are host families entitled to?**

Host families are entitled to a maximum of 10 hours a day/45 hours a week (10 hours a day/30 hours a week for EduCare participants) of child care, and they have the benefit of someone from another culture living in their home.

#### **What responsibilities do both parties have?**

Either a parent or responsible adult must be present in the home for the first three days that the Au Pair is with the host family, which may include a weekend. The host family and

Au Pair must attend at least one of their sponsoring organization's family day events during the Au Pair's stay.

There must be a signed written agreement between the host family and the Au Pair outlining the obligations of both parties. In addition, the sponsoring organizations generally require the host family and the Au Pair to sign written agreements that outline the obligations of each party to the organization.

How long may an Au Pair stay with a family, and may the arrangement be extended?

Au pairs may stay with their host families in the US for one year. After that time they are required to return to their home country. The Au Pair arrangement cannot be extended.

### **QUESTIONS OR PROBLEMS**

#### **What if I have questions after the initial selection and match have been made, or what if a problem arises?**

The sponsoring organizations have local and regional representatives who are available to help and counsel one or both parties of an Au Pair Program match. You can contact them or the sponsoring organization through which you entered the program.

DOS's Exchange Visitor Program staff is available to answer questions at (202) 401-9810. In addition, a listing of designated sponsors and related information can be obtained from the Departments web site

#### **What are my options if I am not happy with the arrangement?**

Both the host family and the Au Pair have options if they are not happy with the Au Pair arrangement. Since the terms of these options may vary from one sponsoring organization to another, it is suggested that you check your contract with the sponsoring organization for specific information on cancellation conditions or talk with your sponsoring organization directly.

### **PLEASE READ YOUR CONTRACT FOR TIME LIMITS AND CONDITIONS**

**Please Note:** No guarantee of performance or competency is made by the designation of sponsor organizations.

#### **Department of State**

Annex 44

301 4th Street, SW, Washington, DC 20547

July 2002





**United States Department of State**

[Code of Federal Regulations]  
[Title 22, Volume 1]  
[Revised as of April 1, 2003]  
From the U.S. Government Printing Office  
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[CITE: 22CFR62] • [Page 286-308]

TITLE 22--FOREIGN RELATIONS  
CHAPTER I--DEPARTMENT OF STATE  
PART 62--EXCHANGE VISITOR PROGRAM--  
-Table of Contents

Sec. 62.31 Au pairs.

(a) Introduction. This section governs Department of State-designated exchange visitor programs under which foreign nationals are afforded the opportunity to live with an American host family and participate directly in the home life of the host family. All Au Pair participants provide child care services to the host family and attend a U.S. post-secondary educational institution. Au pair participants provide up to forty-five hours of child care services per week and pursue not less than six semester hours of academic credit or its equivalent during their year of program participation. Au pairs participating in the EduCare program provide up to thirty hours of child care services per week and pursue not less than twelve semester hours of academic credit or its equivalent during their year of program participation.

(b) Program designation. The Department of State may, in its sole discretion, designate bona fide programs satisfying the objectives set forth in paragraph (a) of this section. Such designation shall be for a period of two years and may be revoked by the Department of State for good cause.

(c) Program eligibility. Sponsors designated by the Department of State to conduct an Au Pair exchange program shall;

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- (1) Limit the participation of foreign

nationals in such programs to not more than one year;

(2) Limit the number of hours an EduCare Au Pair participant is obligated to provide child care services to not more than 10 hours per day or more than 30 hours per week and limit the number of hours all the Au Pair participants are obligated to provide child care services to not more than 10 hours per day or more than 45 hours per week;

(3) Require that EduCare Au Pair participants register and attend classes offered by an accredited U.S. post-secondary institution for not less than twelve semester hours of academic credit or its equivalent and that all other Au Pair participants register and attend classes offered by an accredited U.S. post-secondary institution for not less than six semester hours of academic credit or its equivalent;

(4) Require that all officers, employees, agents, and volunteers acting on their behalf are adequately trained and supervised;

(5) Require that the Au Pair participant is placed with a host family within one hour's driving time of the home of the local organizational representative authorized to act on the sponsor's behalf in both routine and emergency matters arising from the Au Pair's participation in their exchange program;

(6) Require that each local organizational representative maintain a record of all personal monthly contacts (or more frequently as required) with each Au Pair and host family for which he or she is responsible and issues or problems discussed;

(7) Require that all local organizational representatives contact Au Pair participants and host families twice monthly for the first two months following a placement other than the initial placement for which the Au Pair entered the United States.

(8) Require that local organizational representatives not devoting their full time and attention to their program obligations are responsible for no more than fifteen Au Pairs and host families; and

(9) Require that each local organizational representative is provided adequate support services by a regional organizational representative.

- (d) Au pair selection. In addition to

satisfying the requirements of

Sec. 62.10(a), sponsors shall ensure that all participants in a designated Au Pair exchange program:

- (1) Are between the ages of 18 and 26;
- (2) Are a secondary school graduate, or equivalent;
- (3) Are proficient in spoken English;
- (4) Are capable of fully participating in the program as evidenced by the satisfactory completion of a physical;
- (5) Have been personally interviewed, in English, by an organizational representative who shall prepare a report of the interview which shall be provided to the host family; and

(6) Have successfully passed a background investigation that includes verification of school, three, non-family related personal and employment references, a criminal background check or its recognized equivalent and a personality profile. Such personality profile will be based upon a psychometric test designed to measure differences in characteristics among applicants against those characteristics considered most important to successfully participate in the Au Pair program.

(e) Au pair placement. Sponsors shall secure, prior to the Au Pair's departure from the home country, a host family placement for each participant. Sponsors shall not:

- (1) Place an Au Pair with a family unless the family has specifically agreed that a parent or other responsible adult will remain in the home for the first three days following the Au Pair's arrival;
- (2) Place an Au Pair with a family having a child aged less than three months unless a parent or other responsible adult is present in the home;

(3) Place an Au Pair with a host family having children under the age of two, unless the Au Pair has at least 200 hours of documented infant child care experience. An Au Pair participating in the EduCare program shall not be placed with a family having pre-school children in the home unless alternative full-time arrangements for the supervision of such pre-school children are in place;

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- (4) Place an Au Pair with a host family



having a special needs child, as so identified by the host family, unless the Au Pair has specifically identified his or her prior experience, skills, or training in the care of special needs children and the host family has reviewed and acknowledged in writing the Au Pair's prior experience, skills, or training so identified;

(5) Place an Au Pair with a host family unless a written agreement between the Au Pair and the host family detailing the Au Pair's obligation to provide child care has been signed by both the Au Pair and the host family prior to the Au Pair's departure from his or her home country. Such agreement shall clearly state whether the Au Pair is an EduCare program participant or not. Such agreement shall limit the obligation to provide child care services to not more than 10 hours per day or more than 45 hours per week unless the Au Pair is an EduCare participant. Such agreement shall limit the obligation of an EduCare participant to provide child care service to not more than 10 hours per day or more than 30 hours per week.

(6) Place the Au Pair with a family who cannot provide the Au Pair with a suitable private bedroom; and

(7) Place an Au Pair with a host family unless the host family has interviewed the Au Pair by telephone prior to the Au Pair's departure from his or her home country.

(f) Au pair orientation. In addition to the orientation requirements set forth at Sec. 62.10, all sponsors shall provide Au Pairs, prior to their departure from the home country, with the following information:

(1) A copy of all operating procedures, rules, and regulations, including a grievance process, which govern the Au Pair's participation in the exchange program;

(2) A detailed profile of the family and community in which the Au Pair will be placed;

(3) A detailed profile of the educational institutions in the community where the Au Pair will be placed, including the financial cost of attendance at these institutions;

(4) A detailed summary of travel arrangements; and

(5) A copy of the Department of State's written statement and brochure regarding the Au Pair program.

(g) Au pair training. Sponsors shall provide the Au Pair participant with child

development and child safety instruction, as follows:

(1) Prior to placement with the host family, the Au Pair participant shall receive not less than eight hours of child safety instruction no less than 4 of which shall be infant-related; and

(2) Prior to placement with the American host family, the Au Pair participant shall receive not less than twenty-four hours of child development instruction of which no less than 4 shall be devoted to specific training for children under the age of two.

(h) Host family selection. Sponsors shall adequately screen all potential host families and at a minimum shall:

(1) Require that the host parents are U.S. citizens or legal permanent residents;

(2) Require that host parents are fluent in spoken English;

(3) Require that all adult family members resident in the home have been personally interviewed by an organizational representative;

(4) Require that host parents and other adults living full-time in the household have successfully passed a background investigation including employment and personal character references;

(5) Require that the host family have adequate financial resources to undertake all hosting obligations;

(6) Provide a written detailed summary of the exchange program and the parameters of their and the Au Pair's duties, participation, and obligations; and

(7) Provide the host family with the prospective Au Pair participant's complete application, including all references.

(i) Host family orientation. In addition to the requirements set forth at Sec. 62.10 sponsors shall:

(1) Inform all host families of the philosophy, rules, and regulations governing the sponsor's exchange program and provide all families with a copy of the Department of State's written statement and brochure regarding the Au Pair program;

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(2) Provide all selected host families with a complete copy of Department of State-promulgated Exchange Visitor Program regulations, including the supplemental information thereto;

(3) Advise all selected host families of

their obligation to attend at least one family day conference to be sponsored by the Au Pair organization during the course of the placement year. Host family attendance at such a gathering is a condition of program participation and failure to attend will be grounds for possible termination of their continued or future program participation; and

(4) Require that the organization's local counselor responsible for the Au Pair placement contacts the host family and Au Pair within forth-eight hours of the Au Pair's arrival and meets, in person, with the host family and Au Pair within two weeks of the Au Pair's arrival at the host family home.

(j) Wages and hours. Sponsors shall require that Au Pair participants:

(1) Are compensated at a weekly rate based upon 45 hours of child care services per week and paid in conformance with the requirements of the Fair Labor Standards Act as interpreted and implemented by the United States Department of Labor. EduCare participants shall be compensated at a weekly rate that is 75% of the weekly rate paid to non-EduCare participants;

(2) Do not provide more than 10 hours of child care per day, or more than 45 hours of child care in any one week. EduCare participants may not provide more than 10 hours of child care per day or more than 30

hours of child care in any one week;

(3) Receive a minimum of one and one half days off per week in addition to one complete weekend off each month; and

(4) Receive two weeks of paid vacation.

(k) Educational component. Sponsors shall require that during their period of program participation, all EduCare Au Pair participants be enrolled in an accredited U.S. post-secondary institution for not less than twelve semester hours of academic credit or its equivalent and that all other Au Pair participants be enrolled in an accredited U.S. post-secondary institution for not less than six semester hours of academic credit or its equivalent. As a condition of program participation, host family participants must agree to facilitate the enrollment and attendance of the Au Pair in an accredited U.S. post-secondary institution and to pay the cost of such academic course work in an amount not to exceed \$1,000 for



EduCare Au Pair participants and in an amount not to exceed \$500 for all other Au Pair participants.

(l) Monitoring. Sponsors shall fully monitor all Au Pair exchanges, and at a minimum shall:

(1) Require monthly personal contact by the local counselor with each Au Pair and host family for which the counselor is responsible.

Counselors shall maintain a record of this contact;

(2) Require quarterly contact by the regional counselor with each Au Pair and host family for which the counselor is responsible. Counselors shall maintain a record of this contact;

(3) Require that all local and regional counselors are appraised of their obligation to report unusual or serious situations or incidents involving either the Au Pair or host family; and

(4) Promptly report to the Department of State any incidents involving or alleging a crime of moral turpitude or violence.

(m) Reporting requirements. Along with the annual report required by regulations

set forth at Sec. 62.17, sponsors shall file with the Department of State the following information:

(1) A summation of the results of an annual survey of all host family and Au Pair participants regarding satisfaction with the program, its strengths and weaknesses;

(2) A summation of all complaints regarding host family or Au Pair participation in the program, specifying the nature of the complaint, its resolution, and whether any unresolved complaints are outstanding;

(3) A summation of all situations which resulted in the placement of Au Pair participant with more than one host family;

(4) A report by a certified public accountant, conducted pursuant to a format designated by the Department of

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State, attesting to the sponsor's compliance with the procedures and reporting requirements set forth in this subpart;

(5) A report detailing the name of the Au Pair, his or her host family placement, location, and the names of the local and

regional organizational representatives; and

(6) A complete set of all promotional materials, brochures, or pamphlets distributed to either host family or Au Pair participants.

(n) Sanctions. In addition to the sanctions provisions set forth at Sec. 62.50, the Department of State may undertake immediate program revocation procedures upon documented evidence that a sponsor has failed to:

(1) Comply with the Au Pair placement requirements set forth in paragraph (e) of this section;

(2) Satisfy the selection requirements for each individual Au Pair as set forth in paragraph (d) of this section; and

(3) Enforce and monitor host family's compliance with the stipend and hours requirements set forth in paragraph (j) of this section.

[60 FR 8552, Feb. 15, 1995, as amended at 62 FR 34633, June 27, 1997; 64 FR 53930, Oct. 5, 1999. Redesignated at 64 FR 54539, Oct. 7, 1999; 66 FR 43087, Aug. 17, 2001]



I, \_\_\_\_\_, as a participant of the Au Pair Foundation Exchange Visitor Program, as a(n) \_\_\_\_\_ Au Pair, agree to perform all of my duties under the terms and conditions set out in this Au Pair Pledge.

**A. Basic Principles. I promise to:**

1. Carry out my responsibilities in child care for my host family's child(ren) in a conscientious and alert manner with respect, courtesy, safety, and commitment.
2. Act with a level of maturity which is respectful of my host family's values.
3. Avoid behavior which may reflect negatively on my host family or Au Pair Foundation.
4. Obey all U.S. Federal, State, and Local laws.
5. Actively participate in and contribute to the life of my host family with a positive attitude, as if I were a member of the family, and join in family meals, holidays, and other cultural and social activities.
6. Enroll in and attend at least six semester hours, or the equivalent, at an accredited post-secondary educational institution.
7. Abide by all regulations and instruction of the U.S. Department of State concerning the Au Pair Foundation Exchange Visitor Program.
8. Cooperate fully with all representatives of the Au Pair Foundation Program and comply with any instructions they may give me.

**B. Forbidden Activities. During my one-year Au Pair Foundation Program stay in the U.S., I will not under any circumstances:**

1. Accept any form of paid employment other than for my duties as an Au Pair with my host family from whom I will receive a weekly stipend according to current U.S. Government regulations.
2. Ask to borrow money from my host family or accept any offer from them to lend money to me.
3. Use illegal drugs or engage in the excessive use of alcohol during my stay.
4. Consume alcoholic beverages if I am under the U.S. legal drinking age of 21 years.
5. Smoke in the home of my host family without permission.
6. Violate the terms jointly established in the Host Family Au Pair Agreement.

**C. Basic Duties.**

As an Au Pair Foundation participant, I accept the terms of my Au Pair responsibilities to provide up to \_\_\_\_\_ hours per week (contained within 5 and half days of a given week of child care and light housekeeping in accordance with arrangements I will determine with my host family and an Au Pair Foundation representative.

I understand that my host family reserves the right to include in my child-care duties and I agree to perform:

1. Supervision of my host family's child(ren), including, but not limited to: watching them for safety purposes, playing with them, and reading to them for pleasure and in assistance of schoolwork.
2. Remaining in the home with the child(ren) during any times of illness that would prevent them from attending school or during school holidays and closures.
3. Remaining in the home with the child(ren) should the parents be away during the evening hours or overnight.

**D. Additional Responsibilities.**

In addition to the terms of my Au Pair responsibilities, I understand that I have certain responsibilities toward my host family as a whole, and I agree to:

1. Maintain my bedroom in a clean and orderly fashion.
2. Contribute to the cleanliness of the shared areas of my host family's home, including but not limited to areas such as bathrooms, living rooms, kitchen etc.

Educare Au Pairs provide a maximum of 30 hours/week.  
Infant Care & Standard Care Au Pairs provide a maximum of 45 hours/week.

3. Openly communicate in advance with my host family regarding the scheduling of my free hours and two weeks (10 days) vacation.
4. Promptly reimburse my host family for any and all expenses they may incur on behalf of my personal needs such as telephone bills, etc.
5. Transport the child(ren) to and from school, lessons, playgroups, medical appointments, and errands, if required.
6. Prepare some meals for the children and clean up afterwards.
7. Assist in the upkeep of the child(ren)'s rooms, toys and other belongings, bed, and laundry.
8. Respect the curfew and house rules regarding my guests.
9. If given access to the family car, consider its use a privilege, and respect my host family's guidelines for appropriate use of their car(s). I understand that I will not be covered under my host family's auto insurance should I use a car that is not owned and insured by my host family. I also understand that I am liable for up to a \$250 deductible of my host family insurance for any injury to the care that occurs when it is under my control. .

#### **E. Enrichment Expectations.**

I attest that I have chosen to enter into the Au Pair Foundation Program of my own free will, and I have done so with the intent of personal, educational, and cultural enrichment, and I agree to:

1. Complete 6 semester units in a pre-approved post secondary educational institution and maintain records of completion of these units for home country officials upon return to my country.
2. Pay for my educational expenses that exceed the \$500 financial assistance provided by my host family.
3. Return to my home country at the end of my stay on or before the termination date of my visa, and will not attempt to return subsequently to the United States without a valid and current U.S. visa.

#### **F. Pledge of Commitment and Cooperation.**

In exchange for Au Pair Foundation accepting me for the Au Pair Program, I solemnly pledge to:

1. Present myself honestly in all correspondence and documentation with Au Pair Foundation and all representatives for Au Pair Foundation as well as my host family.
2. Accept whatever host family location Au Pair Foundation may arrange for me in any area in the U.S.
3. Attend all required orientations, training, and supervision meetings as well as complete periodic program evaluations and training materials.
4. Complete all visa requirements as instructed, and be responsible for obtaining a valid passport.
5. Comply with all vaccination and immunization requirements, undergo a thorough medical examination, and provide all information requested on the Au Pair Foundation Application medical form.
6. Pay a refundable deposit fee of \$400.00 and a non-refundable \$100 application fee prior to my arrival in the U.S.
7. Forfeit my deposit and application fee, totaling \$500 if I choose not to participate in the program after I have accepted a host family placement.
8. Be present in sufficient time for transportation provided or arranged by Au Pair Foundation. I understand that Au Pair Foundation is no under obligation to provide alternative transportation, except in the case of illness or accident in accordance with their group insurance policy.
9. Make arrangements and pay for my transportation to and from my home country airport prior to my departure to the U.S. and upon my return to my home country.
10. Make arrangements and pay for my transportation from my host family's home to the U.S. international airport at the end of my program year.

#### **G. Miscellaneous Obligations.**

1. If I choose to travel during my vacation time within the one-year program term, I will inform my Community Representative and Au Pair Foundation Headquarters. If I choose to travel outside of the U.S. during the one-year program term, it is my responsibility to contact the appropriate country's embassy to determine if a visa is required for my entry into that country and I will submit my DS-2019 form to the Au Pair Foundation Headquarter Office at least three weeks prior to my travel in order for the Au Pair Foundation office to return the DS-2019 form prior my travel date.
2. I understand that I must return to my home country no later than 30 days after the last day of their one-year program term (date indicated on DS-2019 form). The J-1 visa allows for this 30-day grace period for exchange visitors to return to their home country. During this 30-day grace period the host family is not required to host the Au Pair, nor are they required to pay a weekly stipend.
3. I understand that I must confirm my return travel arrangements in writing with the Au Pair Foundation Headquarters office three months prior to my departure and pay any applicable airline charges in advance.
4. I understand that medical insurance provided by Au Pair Foundation is valid for 365 days from my arrival in the U.S.
5. I understand that I am responsible for financing my own medical insurance coverage for the thirteenth month if I choose to remain in the United States for the one month grace period.
6. I understand that I am responsible for any applicable airline surcharges or fees resulting from changing my travel itinerary.
7. I understand that should I choose to terminate my participation in the Au Pair Foundation Program prior to the end of my on-year program, term, I am bound to surrender my visa to Au Pair Foundation and must give at least two weeks notice to my host family and Au Pair Foundation.
8. If I should choose not to be placed with another family, I will forfeit my deposit fee.
9. I understand that if I commit any violation of this pledge and agreement, I may be financially responsible for any monetary penalties incurred as a result of my conduct.

#### **H. Grievance Procedure**

I understand the Au Pair Foundation Grievance Policy is that if I am unhappy with any situation or event, the first step is to tell my host family.

If the problem persists, I will advise my Community Representative verbally or in writing.

If the problem continues, I will advise the headquarters office in writing.

#### **I. Miscellaneous Representations**

1. I promise that the information I have given in the Au Pair Foundation application form, which was completed by me, is truthful and accurate.
2. I understand that Au Pair Foundation, its affiliates, agency, and employees will act on my behalf in arranging certain transportation and other services for me during my participation in the Au Pair program. I understand that none of them will be under any liability to me for any loss, damage, personal injury, delay or expense suffered or incurred by me resulting from any act or omission of any carrier, any member of the host family or any other corporate or non-corporate entity in relation to transportation to and from and within the U.S.
3. I realize there is a possibility that my first placement may end prior to my one-year term. Whether the early termination of a placement is due to the failure of the host family or me, I agree to cooperate fully with Au Pair Foundation in moving to a new family. In the event that a new family cannot be secured after a reasonable period of time, I realize I may be sent home, which may result in a forfeit of a portion of my deposit.
4. I am fully aware that my failure to abide by any of the guidelines and rules stated in this agreement or the guideline set out in the Au Pair Foundation orientation rules and regulation



regarding the conduct of Au Pairs will be grounds for my dismissal from the program, and I will be subject to immediate return to my home country and will be responsible for reimbursing Au Pair Foundation for the international airfare fee of \$700.00 and other applicable surcharges as well as the forfeiture of my application, deposit fees and visa.

5. I further agree that Au Pair Foundation or its affiliates or agents may, without liability or expense to themselves, take whatever action they deem appropriate with regard to my health and safety and may place me in a hospital for medical services and treatment or, if no hospital is readily available, may place me in the hands of a local medical doctor for treatment.

6. I authorize Au Pair Foundation to post my photograph and profile on the internet for the purposes matching me with qualified host families as an Au Pair.

7. I certify that I have never before obtained a J-1 Exchange Visitor visa for the purpose of participating in an Au Pair cultural exchange program.

8. It is agreed that U.S. Law shall apply to this agreement, and I agree to submit to the jurisdiction of the State of California courts. I have read this entire agreement carefully, and I have had the opportunity to ask questions, obtain advice as to its meaning, and I understand it. I am capable of reading and understanding this agreement in English.

**J. Program Termination.**

1. I understand that if I stay in the United States beyond the 30 days grace period from the date issued on my DS-2019 form (i.e.: deliberately miss my plane connection or choose to stay in country without taking the proper steps), I will suffer the following consequences:

(a) Au Foundation will file for a termination of the DS-2019, which means that the Au Pair is officially an illegal alien.

(b) All visa violations are reported to the Homeland Security Department and are entered into their systems. Local jurisdictions and states access these systems; thus, if a person applies for a driver's license or credit card or is checked by customs/immigration at an airport, by a police department, or other places, they will be reported as being in violation of the visa regime.

(c) Once apprehended, the non-returnees will be placed in a detention center until they can be returned to their home country. If they do not have the funds to pay the ticket, they will remain in detention until a family member or sponsor can provide the funds for the return airfare. They are also reported back to the US Embassy in their home country. Once back in their native country, non-returnees are denied the opportunity to receive a visa to the United States ever again. The same may reflect their family members as well.

2. Au Pair Foundation reserves the right to terminate my participation in this program if I should violate any program rules and /or if my mental and/or physical health, as determined solely by Au Pair Foundation, is in jeopardy. All of the preceding violations constitute a breach of this agreement and pledge with Au Pair Foundation, and may subject me to forfeiture of any deposits, application fees or a requirement that I reimburse host families for international airfare costs incurred.

I have read and signed a translation of this document in my native language.

Dated: ..... Signature: .....

Witness: .....



This document will serve as an agreement between an au pair and her/his host parents. This agreement will help to establish a reasonable outline of responsibilities for the au pair and host family to adhere to throughout the program year. This agreement should be established within the first two weeks of the au pair's arrival and should be signed during the Au Pair/Host Family Orientation conducted by the Community Representative. A copy of the signed agreement should be made for the au pair, the host family, and the Community Representative, so that each party may refer to it throughout the year. Should the au pair and/or host family deem it necessary to revise any part of this document, the Community Representative should be notified.

The au pair and host parents should discuss each of the items listed in this document to determine the most appropriate action. The Community Representative can give guidance as necessary. If there are points that you would like included that are not listed in this document, please add them in the space provided at the end. By completing this document, everyone—au pair, host parents, and Community Representative—will fully understand what is to be expected. The Community Representative will mail a copy of this signed agreement to the Au Pair Foundation Headquarter Office.

**Au Pair Name** (please print)

.....

**Host Parents Names** (please print)

.....

**General, Daily Au Pair Responsibilities**

We, \_\_\_\_\_, as the host parents require that our au pair perform the following tasks on a daily basis:

- Looking after, feeding, bathing, and playing with the children.
- Being home while the children sleep if a parent is not home.
- Being home as necessary while children are absent from school due to illness, weather, or holidays.
- Transporting children to and from school, appointments, lessons, outings, or errands.
- Assisting with light housework in shared areas of the house.
- Preparing some meals for the children as stated in this agreement.
- Putting away the children's belongings (for example, toys, books, etc.)
- Making the children's beds each day.
- Doing some of the children's laundry as stated in this document.
- Tidying the children's rooms as stated in this agreement
- Cleaning up after children's meals and snacks.
- Keeping her/his own room tidy and doing her/his own laundry.

.....

.....

We, the host parents, understand that within the guidelines of this au pair exchange visitor program, we can **not** require that our au pair's duties include:

- Heavy housework, gardening, lawn mowing, caring for pets, nor caring for elderly or handicapped adults.
- Running our entire household when we are regularly absent for business or personal travel.
- Caring for a child under the age of three months unless one of us or another responsible adult is present.



Au Pair's Weekly Schedule (subject to change if necessary). The following shall outline a typical week of au pair duties.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

**Please indicate which of the below applies:**

- We, as the host parents will not ask our au pair to adhere to a set curfew, but we would like her/him to discuss what time she will be home when she goes out in the evening during her free time.
- We, as the host parents, require our au pair to maintain an evening curfew (set time for the au pair to be home from personal time off). We expect this curfew to be respected by the au pair unless a different time is agreed above ahead of time. The following days and times outline our curfew policy:

Curfew:

We, as the host parents, understand that within the guidelines of this au pair exchange visitor program the au pair is entitled to at least one full day and one half day off per week; the au pair's duties will not exceed a schedule of 45 hours per week, contained within 5 1/2 days and no more than ten hours per day; and the au pair must be given at least one complete weekend (Friday evening to Monday morning) off per month. In addition, the au pair is entitled to two weeks of paid vacation during her/his stay with our family.



**Au Pair's Vacation Schedule**

At the time of the signing of this document, the following agreement has been made concerning the au pair's vacation time and schedule for full weekends off per month. (If the agreement is to make these decisions at a later time, please state this below.)

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-----  
-----

Au Pair Initials \_\_\_\_\_ Host Parent's Initials \_\_\_\_\_

**Financial Issues**

**Host Family**

We, as the host parents, understand that within the guidelines of this au pair exchange visitor program, our au pair is entitled to receive the government-mandated weekly stipend.

- We agree to make payment of this stipend on (day of week) \_\_\_\_\_ of each week.
- The au pair will be paid: \$ \_\_\_\_\_  in cash  by check.
- We agree to pay our au pair the mandatory weekly stipend even if he/she is unable to work on any given day due to illness.
- We, as the host parents, agree to pay up to (check one)  \$500 or  \$1000 during the program year in school tuition and fees.

Please check **one** of the following statements concerning transportation for the au pair to attend school courses.

- Our au pair will be given use of a car to attend school courses  yes  no
- We will provide transportation for our au pair to attend school courses  yes  no
- We will cover the cost of public transportation for our au pair to attend school courses  yes  no

**Au Pair**

I, \_\_\_\_\_, as the au pair for the family named in this agreement (choose one):

- Authorize my host parents to deduct any long distance phone and/or Internet usage charges made by me from my weekly stipend after I am shown the specific bill itemizing my charges.
- Prefer to pay any long distance phone and/or Internet usage charges made by me at the time my host parents receive the bill(s).

I, as the au pair, understand that under the laws governing au pair exchange visitor programs in the United States, that should I be permitted to use my host families car and I am involved in a car accident of my fault, I am responsible for up to \$250 for repair of car damages. In addition, I understand that it is my responsibility to pay for all gas costs incurred during my personal use of my host family's car, however, my host parents are responsible for all gas, oil, and routine maintenance of their car(s) used by me for transporting the children or running family errands.

I, as the au pair, understand that it is my responsibility to purchase my own personal toiletries and unique food items.

Au Pair Initials \_\_\_\_\_ Host Parent's Initials \_\_\_\_\_



If you need additional space, attach a separate sheet of paper or write on the back of this form.

### **Child Care Issues**

**The host parents must clearly explain to the au pair:**

- The forms of discipline they allow to be implemented with their children.
- What should be done if a child does not respond to the allowed forms of discipline.
- Medical issues that the au pair needs to be mindful of concerning the children.

The host parents must clearly outline for the au pair the guidelines they would like her/him to adhere to concerning the following child-care items:

**Meals** (What types of foods are allowable for snacks and meals; what time snacks and meals can be given; specific foods that children should not eat for medical issues; etc.)

.....

.....

**Chores** (What chores should the children be asked to do themselves; what chores the au pair should perform for the children; how much laundry and common cleaning is required and what types of cleaning materials are to be used, etc.)

.....

.....

**Naps, Bedtimes, Quiet Hours** (When should children be asked to nap, go to bed, spend quiet hours; what activities are acceptable during quiet hours; what times should children be told to do their homework; what activities need to be performed at bedtime, etc.)

.....

.....

**Playtime** (What periods of the day are considered playtime for the children; what activities may they engage in on their own; what activities should the au pair always be present for; where are the children allowed to play on their own; where is the au pair allowed to take the children for playtime; are other children allowed to come over to play and at what time; are the children allowed to go to the house of another child, what children, and at what time, etc.)

.....

.....

**Television, Computer, Video Games** (What TV shows are the children allowed to watch and at what times; what are the children allowed to do with the computer and at what time; what video games may the children play with and at what time, etc.)

.....

.....

**Additional Guidelines** (Other "do"s and "don't"s, "can"s and "can't"s, "should"s and shouldn't"s, etc.)

.....

.....

If the au pair is too ill to care for the children on any given day, what arrangements will be made?

.....

.....

I, as the au pair, have discussed with my host parents, and understand, all of the items listed above.

Au Pair Signature

Host Parents' Signatures

### Host Family House Rules

The following shall serve to outline the daily living arrangements acceptable to both au pair and host parents.

#### Guests of the Au Pair (check mark appropriate items)

The au pair will be allowed to have guests in the home under the following guidelines:

- Never during work hours
- During work hours only if discussed between the au pair and a host parent ahead of time
- Any time during the au pair's free hours
- During the au pair's free hours when approved by a host parent
- Other agreed upon limitations:

.....  
.....

- The au pair (and any guests of the au pair) may NOT smoke in the house.
- The au pair (and any guests of the au pair) may smoke in the house in a designated area:

.....  
.....

- The au pair (and any guests of the au pair) may NOT drink alcohol in the house.
- The au pair (and any guests of the au pair) may drink alcohol in the house within the following guidelines (if 21 years or older):

.....  
.....

Au Pair Initials .....

#### Guest of the Host Family

We, as the host parents, agree to notify our au pair when we are expecting guests:

- Whenever possible
- During the au pair's free hours
- During the au pair's work hours

#### The Au Pair's Private Room

The au pair's room has the following items:

- television
- stereo/CD player
- cable service
- phone extension
- private phone
- individual heating/cooling unit
- computer
- radio

- 1) The au pair will be responsible for the proper use of and any additional costs involved with the above (e.g., 900 phone calls, Internet charges, Pay-Per-View movies, etc.)
- 2) The host parents agree to provide all costs incurred (other than long distance phone charges) for the above listed items.
- 3) The host parents agree only to provide costs incurred for the following items:

**Please discuss the following items and list any agreements you would like to make concerning these issues:**

- 1) The au pair's private room
- 2) Displaying personal items
- 3) Rearranging furniture
- 4) Lock on au pair's door



**Telephone Use**

The host parents and au pair should discuss telephone usage and explained the agreement bellow:

.....  
.....  
.....

**Au Pair's Health Issues**

The au pair must clearly explain to the host parents:

- (a) Any personal health concerns. (b) Any medication usage.

**Other House Issues**

Please discuss the following items and list any agreements you would like to make concerning these issues:

The au pair's scheduling of her/his:

- Showering .....
- Personal laundry .....

The following arrangements regarding the host family's home occur on the following basis:

- Cleaning service .....
- Yard maintenance .....
- Pool service .....
- Others: .....

**Alarm System**

- The host family's home does not have any special alarm system or service.
- The host family's home is protected by an alarm service, and the au pair has been thoroughly trained in the usage of the system.
- The host family's home is protected by a guard service, and the au pair has been thoroughly trained in the procedures of the guard service.

**Other issues:**

.....  
.....  
.....  
.....  
.....

Au Pair Signature .....

Host Parents' Signatures .....



**Emergency Issues**

The host family should fill out the emergency phone & information annex and post it near a central telephone in the home. Also please be sure to sign the parental consent annex and have it readily available to the au pair in case of an emergency.

**Emergency Home Escape Plan**

The following procedure should be followed by the au pair in the event of a fire, earthquake, gas, leak, or other disaster (the host parent's must thoroughly explain and show the information to the au pair).

.....  
.....  
.....  
.....

**Medical Emergency Plan**

The following procedure should be followed by the au pair in the event of a medical emergency for the children and her/himself, if she/he is able to:

.....  
.....  
.....  
.....

The host parents must:

- Show the au pair the location of first aid supplies.
- Show the au pair where emergency supplies, such as candles and a battery operated radio are kept.
- Show the au pair the location of smoke detectors and fire extinguishers and how they work.
- Explain to the au pair what she/he should do if they are locked out of the house.
- Explain to the au pair how to release locked bedroom/bathroom doors should she/he need to get in to assist a child.
- Show the au pair where all emergency switches (fuel oil, fuse box, water valve, gas valve, etc.) are located and how they work.
- Explain to the au pair how any special child safety devices work.

Please list any additional items discussed:

.....  
.....  
.....  
.....

We, the host parents, au pair, and Community Representative, have thoroughly discussed all items listed in this document, and by signing bellow, we acknowledge acceptance of the agreements laid out above.

Au Pair Signature .....

Host Mother Signature .....

Host Father Signature .....

Community Representative Signature .....



**Emergency Contact Information (Post Near a Telephone)**

Child' Name: ..... Child' Name: .....

Age (Birthday): ..... Age (Birthday): .....

Weight: ..... Weight: .....

Blood Type: ..... Blood Type: .....

Child' Name: ..... Child' Name: .....

Age (Birthday): ..... Age (Birthday): .....

Weight: ..... Weight: .....

Blood Type: ..... Blood Type: .....

Address: .....

Nearest Cross Street: .....

Home Phone Number: .....

Phone Numbers where Parent or Guardian will be: .....

Mother's Work Phone: ..... Cel Phone: .....

Father's Work Phone: ..... Cel Phone: .....

Neighbor's Name: .....

Neighbor's Phone Number: .....

Evacuation Location: .....

Emergency Contact: .....

Page Phone Number: .....

Insurance Plan: .....

Ambulance: .....

<b>Poison Control Center:</b> 1-800-222-1222	<b>Family Physician Name:</b> .....
<b>Emergency Number:</b> 911	<b>Physician Telephone:</b> .....
<b>Hospital:</b> .....	<b>Physician Address:</b> .....
<b>Community Representative Number:</b> .....	
<b>Community Representative:</b> .....	

**Au Pair Foundation 24 Hours Emergency Hotline: 1-866-4-aupair (1-866-428-7247)**

**Parent Consent and Contact Form**

This form is to be completed and signed by the child's parent or legal guardian. The signature of the parent or legal guardian indicates permission for the au pair to follow in accordance with these instructions:

Name of Child: .....

Date of Birth: .....

Medical Condition(s) of Concern: .....

Signs or Symptoms to Watch for: .....

**List the Child's Medications, Prescription and Over the Counter:**

**Medication:** ..... **Dose:** .....

**How Given:** ..... **When Given:** .....

**Special Instructions (to be taken with, etc.)** .....

**Possible Side Effects:** .....

**Medication:** ..... **Dose:** .....

**How Given:** ..... **When Given:** .....

**Special Instructions (to be taken with, etc.)** .....

**Possible Side Effects:** .....

**Medication:** ..... **Dose:** .....

**How Given:** ..... **When Given:** .....

**Special Instructions (to be taken with, etc.)** .....

**Possible Side Effects:** .....

**I give permission for (Au Pair)** .....

To administer medicine(s) to the child named above in the manner described above.

Further, I give my permission to the Au Pair to provide basic first aid for the child named above and to take the appropriate measures including contacting the emergency medical services (EMS) system and arranging for transportation to ..... or the nearest medical facility to receive the appropriate level of care as determined by qualified medical professionals.

In the event the child names above is injured or ill, I understand that the Au Pair will attempt to contact me, the other parent or legal guardian at the contact numbers listed below.

**Parent/Legal Guardian's Name:**

Contact Numbers: ..... on ..... (hours/days)

..... on ..... (hours/days)

..... on ..... (hours/days)



**Au Pair Consent and Contact Form**

This form is to be completed and signed by the au pair. The signature of the au pair indicates permission for the host family to follow in accordance with these instructions:

Name of Au Pair: .....

Date of Birth: .....

Medical Condition(s) of Concern: .....

.....

Signs or Symptoms to Watch for: .....

**List the Au Pair's Medications, Prescription and Over the Counter:**

**Medication:** ..... **Dose:** .....

**How Given:** ..... **When Given:** .....

Special Instructions (to be taken with, etc.) .....

Possible Side Effects: .....

**I give permission for (Host Family)**

To administer medicine(s) to the child named above in the manner described above.

Further, I give my permission to the Host Family to provide basic first aid for the child named above and to take the appropriate measures including contacting the emergency medical services (EMS) system and arranging for transportation to ..... or the nearest medical facility to receive the appropriate level of care as determined by qualified medical professionals.

**Other Pertinent Instructions:** .....

.....

.....

In the event the au pair is injured or ill, I understand that the Host Family will attempt to contact Community Representative and/or the other persons at the contact numbers listed below.

Au Pair's Name: .....

**Contact Numbers**

Community Representative Name: .....

Community Representative Phone: .....

(Name&Relationship) ..... Phone: .....

(Name&Relationship) ..... Phone: .....

(Name&Relationship) ..... Phone: .....

Au Pair Legal Signature ..... Date .....



**CLAIM FORM**  
**MEDICAL / DENTAL**  
**DAMAGED / STOLEN PROPERTY (Back)**

**SECTION 1. PLEASE PRINT OR TYPE CLEARLY.** This section must be filled out completely for all claims.

First and last name of Insured (list all names you are known by)		<input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth	
Home Country Address			Phone #	
Host Family Name & Address			Phone #	
Email address				
Home Country Departure Date		Home Country Return Date		Has previous form been submitted for this claim ? <input type="checkbox"/> Yes -Date <input type="checkbox"/> No
Date of sickness/accident		Were you in a motor vehicle accident ? <input type="checkbox"/> No <input type="checkbox"/> Yes, Name of driver and address		Have you had any previous treatment for this condition ? <input type="checkbox"/> No <input type="checkbox"/> Yes, if so when ? month Year
Date first saw physician				
Are you cured ? <input type="checkbox"/> Yes <input type="checkbox"/> No		Is there any pending medical invoice we should receive ? <input type="checkbox"/> Yes <input type="checkbox"/> No		Benefits should be paid to : <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital <input type="checkbox"/> Camp <input type="checkbox"/> Student <input type="checkbox"/> Host family <input type="checkbox"/> Other (specify)
Are you eligible for a National Medical System in your Home country ? <input type="checkbox"/> Yes <input type="checkbox"/> No		Does any other Insurance company cover this illness or injury ? <input type="checkbox"/> No <input type="checkbox"/> Yes, Compagny Name, address and policy #		
Describe your illness or injury. If injury, how did it happen ? .....				
.....				
.....				
.....				

**SECTION 2 : TO BE COMPLETED BY CLAIMANT (Participant). CLAIM CANNOT BE PROCESSED WITHOUT INSURED SIGNATURE**

I HEREBY CERTIFY that the above statements are true and correct to the best of my knowledge, and further I AUTHORIZE THE INSURANCE COMPANY or any party the Company authorizes to obtain, or release any information acquired in the course of my examination or treatment.  
 I CERTIFY that I will make no claims on lost or damaged property after reimbursement has been paid, should the property later be recovered, and that I will notify the Company immediately should I take possession of said property.

Sign here .....  
*Participant*
*Date and Place*

**SECTION 3 : TO BE COMPLETED BY ATTENDING PHYSICIAN**

Diagnosis : .....
Has patient ever had same or similar symptoms ? <input type="checkbox"/> No <input type="checkbox"/> Yes, if so when & where .....
Is it a congenital condition ? <input type="checkbox"/> No <input type="checkbox"/> Yes.....
<i>Signature of Physician or Supplier</i>

**SECTION 4 : TO BE FILLED OUT BY THE PARTICIPANT.** Please itemize all the medical charges & expenses.  
**Attach all ORIGINAL (not photocopies) bill and receipts.**

DATE OF SERVICE	NAME OF MEDICAL SERVICE PROVIDER/PHARMACIES	CHARGES
.....	.....	.....
.....	.....	.....
.....	.....	.....
TOTAL MEDICAL AND/OR MEDICATION BILL CLAIM AMOUNT .....		.....

**PROPERTY CLAIM ONLY**  
PLEASE FILL OUT SECTION # 1, 2, 5, & 6

**SECTION 5 : COMPLETE FOR PERSONAL PROPERTY (DAMAGED/STOLEN ARTICLES)**

What kind of damage/loss ?	When & where did the damage/loss occur ?(yr/mo/day)   Become noticed (yr/mo/day)
Where were you when damage/loss was noticed ?	Has the damage/loss been reported (attach report) <input type="checkbox"/> Police <input type="checkbox"/> Transport Co. <input type="checkbox"/> Area Rep. <input type="checkbox"/> School/Hotel
Where were articles kept when damage/loss occurred ?	Was the room locked ? <input type="checkbox"/> No <input type="checkbox"/> Yes; Where was the key
Was the storage place (suitcase, locker, drawer, etc...) locked ? <input type="checkbox"/> No <input type="checkbox"/> Yes; Where was the key ?	What other step was taken to protect items ?
Describe in detail the circumstances of damage/loss (list damaged/stolen property below, section 6) :	
.....	
.....	
.....	
(Attach separate sheet if necessary)	
<b>Does any other insurance cover this damage/loss ?</b>	
<input type="checkbox"/> No <input type="checkbox"/> Yes; Company Name, Address & Policy no.	

**SECTION 6 : COMPLETE FOR ALL CLAIMS**

• Property damage/loss : List below all stolen/damaged property. Include original purchase price or repair cost. Attach original bills and receipt  
**Replacement invoices will NOT be considered proof of property or proof of value.**

Describe property in detail	To be paid to : (attach list if needed)	For Property Claim Only		Amount of Claim
		Purchase Amount or Repair Cost	Date of Purchase	
.....				
.....				
.....				
.....				
.....				
.....				
.....				
(Attach separate sheet if necessary)				

Compensation to be paid to <input type="checkbox"/> Insured	<input type="checkbox"/> Host Family
<input type="checkbox"/> Someone Else (Full name, Address and reason)	<input type="checkbox"/> Camp (Full name, Address and reason)

**Fulfillment of  
Educational  
Component  
Form**



1010 "B" Street - Suite 200,  
San Rafael, CA 94901  
Tel: 1-866-4-AuPair  
415-257-4783  
Fax: 415-257-2207  
www.aupairfoundation.org

Please print everything clearly in pen. To fulfill the United States Department of State Regulations for the Au Pair Visitor Exchange Program, an au pair must complete either 6 or 12 semester units at a post secondary educational institution depending on the program which they are assigned.

Complete this form and have your instructor sign it or obtain copies of your official transcripts. Return this form and/or transcripts to Au Pair Foundation with your "Return Travel Itinerary Form."

Au Pair Name: \_\_\_\_\_ U.S. Arrival Date \_\_\_\_\_

Host Family Name: \_\_\_\_\_

Street Address and Number: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Name of Educational Institution \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Area code and phone number \_\_\_\_\_

Instructor's name \_\_\_\_\_

Courses Studied \_\_\_\_\_

Start Date \_\_\_\_\_ End Date \_\_\_\_\_

Total number of course units or number of hours of instruction per week \_\_\_\_\_

Total hours completed or to be completed \_\_\_\_\_

Instructor Signature Date \_\_\_\_\_

Official instructor's signature is required and certifies the above is true and accurate.

Au Pair Signature \_\_\_\_\_ Date \_\_\_\_\_

Your signature certifies the above information is true and accurate.

**Return  
Travel  
Itinerary  
Form**



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During the ninth month of your program year you will be requested to fill out this form. Please print or type the information clearly. If the au pair is planning on staying for the 13th month grace period, purchasing insurance to cover this month is highly recommended.

Please include a copy of the Proof of Completion of Educational Component with this form.

Au Pair Name ..... Date of Arrival in US .....

Date of Visa Termination ..... Date of Contract Termination .....

Host Family Address .....

Phone Number .....

Airport of entry to the United States .....

Preferred date and departure Airport .....

Will you be traveling during the 13th month?  Yes  No

**Complete the following only if you plan to stay during the 13th month.**

Do you wish to purchase a one month extension of health insurance coverage?  Yes  No

If you indicate yes, \$50.00 will be deducted from your \$400.00 security deposit refund to cover the cost of one month of health insurance.

What is your planned travel itinerary during the 13th month? (Indicate dates and places)

.....  
.....  
.....  
.....

If you will be staying with friends, please indicate where you will be staying and contact numbers.

.....  
.....  
.....  
.....  
.....

I understand that Au Pair Foundation nor my host family is responsible for housing or paying a stipend beyond the 12 month commitment. I also understand that if I do not return before the termination of my visa, I will be in violation of United States immigration laws and subject to deportation at my own expense. I also understand that I am responsible for paying the cost of transportation from my host family city to the international gateway city.

Au Pair Signature .....

Date .....

Witness .....



[www.AuPairFoundation.org](http://www.AuPairFoundation.org)



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