

2017/2018

# STUDENT HANDBOOK



*Welcome to America!*  
WE ARE SO EXCITED YOU ARE HERE!





TWINN PALMS STUDENT HANDBOOK  
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## TWINN PALMS HOMESTAY SERVICES

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# Welcome to your new life in America!

## Dear Student

You are about to begin a great adventure — exploring life in an American community, studying in a U.S. high school and becoming a member of a new family.

It takes courage to leave home and study in another country. The experience of studying abroad is not always fun; learning a new language and fitting into a new culture can be difficult. But if you take the extra steps to participate fully in program activities, meet new people, get involved at school and speak English, we promise you will grow in knowledge and maturity.

The purpose of this handbook is to help you begin this adventure and give you an idea of what to expect from the U.S. culture and your international program. The handbook outlines important rules and guidelines that are your responsibility to follow while staying with your host family and attending school. Keep this handbook throughout your stay in the U.S.; you will find it a handy reference whenever you have a question. If you have a question that is not addressed in the handbook, please ask your Homestay Coordinator or your host family.

Remember... you are not alone. Twinn Palms is here to help you resolve problems and make the most of your experience in the U.S. By following the rules and participating in family, school and community activities, you will gain skills that will enrich your life and change you forever.

**Best wishes for a great year!**





# What is the Homestay Program?

TWINN PALMS OFFERS THE HOMESTAY PROGRAM FOR INTERNATIONAL STUDENTS ENROLLED AT MANY SCHOOLS THROUGHOUT THE USA

The homestay program is for students who want to experience daily life with an American family.

The families are interviewed and carefully chosen for their interest in other cultures and for their commitment to help international students adjust to a different culture.

Twinns Palms staff carefully inspects and selects homestay homes.

Twinns Palms staff members are committed to assisting homestay students and host families.





# What are the Benefits of the Homestay Program?



## Care and Support of a Family

Living far away from your family and friends can be difficult. With Homestay you can experience family life and make new friends.

- Belong to a family
- Have support and friendship of a family
- Meals are provided and shared
- Participate in family activities
- Have special help and guidance with difficult situations



## English Immersion and Language practice

Many students like to live in a Homestay because they can practice their English in everyday situations.

- Dinner conversations
- Every day / household vocabulary
- Slang and common expressions
- Students should only speak English in public

## An Introduction to life in America

Your Homestay family can help you learn about the city and neighborhood quickly.

- Where to shop
- Information about local recreation and entertainment
- Help with learning to live in a foreign culture and city
- A good first step before living independently

## Cultural exchange and American lifestyle

One of the most important reasons students choose Homestay is for cultural exchange.

- Learn about America and American customs and celebrations
- Share your culture with Americans
- Learn about ways that cultures can be different
- Know what American homes are like
- Experience American family lifestyle
- Eat American food



# Student Expectations

## House Rules

- Each family may have different house rules. Your family should explain these to you.
- You should talk about the house rules with your host family.
- Be sure to understand and respect their expectations.
- If you are not sure what to do, ask questions.

## Food / Meals

- Be on time for family meals.
- If you will be late or absent, phone your family in advance.
- If you have allergies or serious dislikes, tell your family.
- Offer to help with small tasks such as setting the table or clean up.

## Respect

- Respect the house rules.
- Respect cultural or religious differences.
- Be truthful. Express concerns or needs in a respectful way.

## Family Life

- You are expected to behave as a member of the family, not as a guest.
- Try to participate in family activities, both work and play.
- Talk to your family about problems or needs.





### Bedroom

- Students should keep their bedroom clean and wash bedding as needed.
- Your host parents are not expected to clean your bedroom.

### Household Chores

- As a member of the family, you should help with the general household work such as you can offer to clear or set the table
- If you are interested, you could help with meal preparation, taking out the garbage or sweeping the floor.
- You may help with the children by reading to them or playing with them; however, you should not be expected to babysit.

### Language Practice

- In order to improve your English, you must practice.
- Your homestay is an excellent place to practice English.
- Your host family can help you understand how English is spoken in everyday situations and can explain things you don't understand.

### Cultural Exchange

- Many host families choose to host international students as a way to exchange culture.
- They want to learn about your country and culture.
- When you experience real differences between American culture and your own, it may be interesting to share those differences with your American hosts.
- Sharing differences may also help them understand what you are experiencing in America.



# What to expect at your Homestay



## American Families

There are many different kinds of American families. There probably isn't a "typical" American family, and host families can be from a variety of backgrounds. Remember that America is a multicultural society, so although all hosts speak fluent English, their families may be from Europe, Asia, Latin America, Africa or another location. Some host families may have children, others do not. Some possible kinds of host family are:

- Mother, Father, and Children
- Young couples
- Single men or women
- Grandparents
- Retired individuals
- Single mothers and children
- Single fathers and children



## American Houses

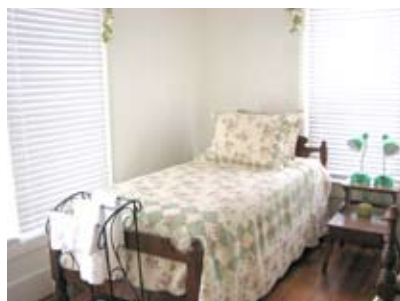
- Most American houses are made from wood.
- In America, most families live in a house with a private yard or a townhouse, and sometimes in an apartment.

- American houses normally have a kitchen with a cooking area and an eating area (many houses also have a separate dining room used for the evening meal).
- The living room usually has comfortable seats, a television, and stereo.
- There might be a fireplace in the living room.
- Many family houses will have an extra room in the basement for television or games.
- Bedrooms are usually on the top floor or in the lower floor
- In many American homes some bedrooms are in the basement.

## Your Bedroom

Your bedroom may be on the top floor or on the lower floor. You will have your own bed in a private room with basic furniture.

- Bed size: you may have a single bed, referred to as a "twin."



- Normally, there are 2 sheets and blankets on your bed.
- Sleep between the 2 sheets.
- When you make your bed, tuck the sheets under the mattress.
- Normally, you should wash your sheets once a week.
- Your room should also have a desk and chair for you to study.
- The lighting should be good for reading and writing.
- You may want to have personal things to make your room more comfortable.
- You are responsible to keep your bedroom clean.

## HINT: COMFORT

If something about your room is uncomfortable, you may talk about additional needs with your host family. For example: "The temperature in my room is colder than I am accustomed to. Could you give me an extra blanket?" Or: "The light in my room is not very good for reading. Is there another lamp I could use?"





## Meals

- Your host family will provide you with breakfast, a packed lunch to take to school (unless already provided by the school), dinner, and some snacks.
- Meals in America are often casual.
- Meals are usually one plate. There may be less variety than in your culture.
- Once you are settled in your new home, your host family may allow you to prepare your own breakfast and lunch. Dinner will be prepared for you.
- Occasionally, you may want to share your cultural foods with your family.



## Breakfast

- Breakfast times vary depending on schedules.
- Often students make their own breakfast.
- Breakfast is usually a simple meal of cereal with milk, toast or fruit.
- On weekends breakfast might be larger with eggs or pancakes.
- Coffee, tea, and juice are common morning drinks.
- In some families people have breakfast together, but in many situations everyone eats their breakfast separately because of work and school schedules.

## Lunch

- Lunch is usually around 12 pm, the time is sometimes referred to as "noon".
- Lunch is usually packed to take to school unless the school provides a lunch.
- The most common lunch is a sandwich, fruit, and a drink.
- Sandwiches come in many varieties. Thinly sliced meat, cheese, and vegetables are common fillings.
- Some Americans will pack extra food from their dinner the night before to reheat at school or work.



## Medical Insurance

All Twinn Palms international students have medical insurance.

- It is a good idea to provide your homestay parent(s) with a copy of

your insurance papers in case of an emergency.

- Twinn Palms currently uses United Healthcare Student Resources and their website is [www.uhcsr.com](http://www.uhcsr.com)

## Personal Items Insurance

You may want to consider having insurance on your personal items. For laptops and computers, you may have them insured by a purchase plan.

## Dinner

- The largest meal is usually dinner.
- Some Americans eat dinner earlier than in many countries, usually around 6 pm.
- Most American families try to eat dinner together and talk about their day.
- Pasta, meat, and fish are popular main dishes.
- Potatoes and rice are very common and are cooked in a variety of ways.
- Salads often accompany meals or are eaten before the meal.



## Food

- Americans eat many different kinds of fresh fruit and vegetables.
- Meat and potatoes are common items.
- You may find American food to be "heavy" or "greasy" at first.
- Try to balance cooked meals with fresh fruit and vegetables for snacks.
- If you have any food allergies, you should tell your homestay family.



## HINT: FOOD PREFERENCES

If there are foods you really dislike, or foods you really want, you should talk to your homestay family about your preferences. They will try to accommodate your preferences. For example: *"At home I eat rice for breakfast. Would it be possible for me to cook rice in the mornings?"* Or: *"I do not eat pork. Would it be possible for me to have something different?"*

## Transportation

Your homestay family will help you understand where to get a bus to and from the school if one is to be taken by the student. They can also help you understand the bus schedule.

- Your homestay family will not allow you to use their car because of insurance complications.
- Sometimes your homestay parents may drive you to a location; however this is a courtesy, not a responsibility. The homestay parent's responsibility in transportation is to the school for regular school work and activities that count toward your curriculum.
- Extracurricular activities, such as going to the mall or out with friends must be arranged with the host family in advance.
- No student is allowed to travel outside the city or state without an adult.



# When you arrive in America

- Meeting your host family for the first time may feel strange.
- Try to relax and get to know them.
- The first few days will be a time of adjustment for you and your family.
- Learn their names and ask some questions about their interests and lifestyle.
- You may also want to ask specific questions about the house and house rules.

## HOUSE RULES

In the first week at your new home you will have many questions. Each family may have different rules or schedules, so you will need to ask questions to understand what your host family expects. Below is a list of questions you may want to ask your host family as you learn about the home and their expectations.

### General

- > Where can I store my suitcase?
- > Should I always remove my shoes?
- > Are there any areas of the house that are private?
- > Are there any items in the house I should not use or touch?
- > Are there any rules about pets? (In or out, feeding times, etc.)

### Visitors

- > Can my friends visit me here?
- > Can I have a friend overnight?
- > Can I invite a friend for dinner?
- > Can I have friends in my room?

### Household routine

- > What time do you go to bed?
- > What time is quiet time?
- > What time do you wake up? On weekends?
- > Is there a curfew?
- > If I am going to be late, when should I call you?

### HINT: LATE NIGHT ACTIVITY

- It is normal for students to be awake when the family is asleep. You might want to study, email, or telephone your family late at night. Typically, an American student curfew is between 9:30pm and 10pm.
- Remember to be quiet and to ask your family if your late night activity disturbs their sleep.

### Meals and the Kitchen

- > What time do we have meals?
- > Should I help set or clear the table?
- > Can I help myself to food or drink or should I ask first?
- > Do I need to prepare my own breakfast or lunch?
- > Where are glasses / dishes / utensils kept?
- > How does the stove / microwave work?
- > What is the dish washing procedure?

### Bathroom

- > Can you show me how to operate the shower / bath / shower curtain / toilet?
- > When is a good time to shower / bathe?
- > How often may I shower / bathe?
- > How long can I stay in the shower/ bathe?
- > Where are cleaning supplies kept?
- > Where can I find a mop or rags?
- > Where should I put dirty towels?

### Bedroom

- > Should I make my bed every day?
- > How often should I clean my room?
- > Will anyone else in the family enter my room?
- > If I am too cold or too hot, what should I do?

### Washing Clothes

- > When is a good time/day to wash my clothes?
- > Where should I keep my dirty clothes?
- > How do I operate the clothes washer and dryer?

### Transportation / My Neighborhood

- > How do I get to school?
- > Where is the bus stop?
- > How long is the bus ride?
- > What is the bus schedule?
- > Where is the nearest store to purchase toiletries or personal items?
- > Where is the nearest park or place to walk?
- > Where is the nearest post office?
- > Where is the nearest police station?
- > Where is the nearest hospital/emergency room?

### Electronics

- > Can I use the computer?
- > When is a good time to use the computer?
- > Is there a time limit to my computer use?
- > Should I pay for the internet connection? Your host family has internet connection available that you can use.
- > Can I watch the T.V.?
- > Do I need special instructions?
- > Can I use the DVD?
- > Are there times when I should not use the TV or DVD?
- > Is there a stereo or radio to listen to music or practice my listening skills?
- > What time is appropriate to shut down all devices?

## Cigarettes and Alcohol

Twinn Palms does not allow their students to use tobacco or alcohol. Any student caught using these substances faces dismissal from the program. Being dismissed from the program may incur a liability with tuition on behalf of the student. There will no refunds to students or their families if the student is dismissed from the program based on this policy.

## Housework (Chores)

Your host family expects you to behave as a member of the family. American families usually share household work regardless of gender. Your host family will appreciate it if you offer to help with general chores such as:

- Set or clear the table
- Wash dishes or tidy the kitchen
- Tidy the bathroom after each use
- Pick up your personal items and keep them in your bedroom

**If you have time or interest, you could also offer to:**

- Help prepare meals
- Assist with recycling or other chores
- Play with children

**Your host family should not expect you to:**

- Babysit
- Do household cleaning
- Work in the yard or garden

***You should never agree to do extra work in exchange for money. This could be considered illegal work and cause problems with your study visa.***

## Celebrations

- Try to enjoy celebrations and learn about American lifestyle and values.
- Ask questions and learn if the traditions in your family are the same for all Americans or specific for your family and their background.
- Share the special celebrations from your culture.



## Religion

Your host family may or may not be religious. Many different religions are practiced in the USA. Americans are free to choose their own form of spiritual practice. Some American families go to church or worship services weekly, other families only attend during religious holidays, and others do not practice religion.

***It is important for both you and your host family to respect religious differences.***

- If you want to practice your religion, your host family should not interfere.
- If you practice religion at home, then you will need to talk to them about when and where it would be appropriate.
- If you use candles or incense in your practice, ask your family if this is OK. They might worry about a fire.
- If your host family invites you to attend their worship service, you may choose to accept or politely decline.
- If you chose to attend a worship service as part of your cultural education, you should not feel that it is necessary to continue to attend.
- You should never participate in any religious worship that makes you feel uncomfortable.

# Daily Life in the USA

## EVERYDAY SITUATIONS



### Greetings

- "Good morning" is said when you first see someone in the morning.
- "Good night" is said when you are going to bed.
- "Hi" or "Hello" are used at other times of the day.
- "How are you?" or "How are you doing?" is often used as part of a greeting; most people simply reply "Fine, thanks."
- Americans often ask, "How is it going?" (Which sounds like "Howzit goin?") This is also a greeting. You can reply, "Good, thanks." Or "Fine, thanks."

### Eating

- If your hosts offer you more food and you say "no thanks," they may not offer a second time.
- If you want more food, you should accept the first offer or ask "May I please have some more \_\_\_\_\_?"

**HINT:** If you are hungry it is polite to ask for more food, if you know there is more available. "If there is any more rice, I would love to have some more." Or, "Is there any more soup? I am really hungry today."

If you do not enjoy a particular dish, but would like more to eat, you can say, "Thank you for preparing this dish, but I don't really enjoy potatoes. Could I have more salad instead?"

### Table Manners

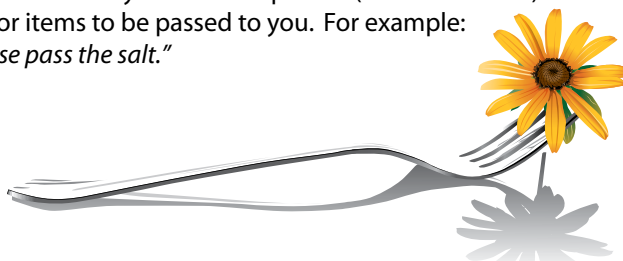
Most meals are eaten with a knife, fork, or spoon. It is acceptable to use your hands for certain items such as:

- Sandwiches
- Hot dogs or hamburgers
- Pizza
- Toast
- Tacos
- Chicken wings or drumsticks
- Corn on the cob
- Fruit
- Foods served with dips (chips, raw vegetable sticks, bread)

**\*Never dip a second time once the food has touched your mouth.**

### It is considered polite to...

- Chew with your mouth closed.
- Talk without food in your mouth.
- Not use your fingers to push food onto your spoon or fork
- Keep your knife away from your mouth
- Eat quietly without slurping
- Pick food out of your teeth in private (not at the table)
- Ask for items to be passed to you. For example: "Please pass the salt."



### Bathing

#### Bath or Shower

- You will probably share a bathroom with other members of your family.
- It is usual to leave the bathroom door open when it is not in use.
- Most American bathrooms have the toilet, sink, and shower or bath tub in one room.
- American bathrooms do not have drains in the floor. Water can only be drained from the sink or bath tub.
- Often the shower is inside the bath tub with a curtain or door to keep the water from spraying outside the bathtub area.
- After using the bath, shower, or sink it is polite to wipe up any water you have spilled.
- Dirty or wet towels may be hung to dry or put in a laundry basket (ask your family).
- If there is one tap, the temperature can be adjusted by turning the tap left or right. Turning left will usually make the water hot. Turning right will usually make the water cold.
- To adjust water temperature there may be two taps. The left tap is usually hot – it will have the letter H or a red colored marking. The right tap is usually cold – it will have the letter C or a blue colored marking.
- Most Americans shower in the morning and wash their hair in the shower.
- If you prefer to bathe in the evening, try to take your shower or bath before 9:30 p.m.
- The hot water systems in America use a boiler. If you take a very long shower, there may not be enough hot water for the next person.
- Try to limit your shower time to 20 minutes.



#### Shower

1. Step into the bathtub and pull the curtain or door closed. (It is important to close it completely to keep the water inside the bath area).
2. Be sure the curtain is inside the bathtub.
3. Turn the hot and cold taps in the bathtub until you have a good temperature.
4. Pull or turn the knob to make the water to flow from above.
5. When you turn the water off, remember to reverse the water flow back into the bathtub.

### Toilet

1. Used toilet paper should be put in the toilet.
2. Do not put any other garbage down the toilet.
3. As a courtesy, men should put the seat down after use.
4. If the toilet is dirty from your use, clean it with the toilet brush before leaving the bathroom.



### Kitchen

- Your host family may have appliances you do not know how to use. Ask for instructions if you do not know how to use them.
- Try to observe where things are stored in the kitchen and replace items where you found them.

### Garbage and Recycling

- Most American families recycle paper, glass, and metal products.
- Ask your hosts their procedure for recycling.
- Some families may also compost organic waste for their garden.
- Ask your family if they compost and how to proceed.



### Privacy

- Americans value privacy.
- Normally, if a person wishes to be alone they will go to their room and close the door. (However, if this is done too often, others may think the person is not interested in the family).
- If you want privacy or quiet, it is acceptable to close your door.
- If family members wish to enter your room, they should knock.
- If children want your attention, you can tell them you need to study and close the door.

### Pets

- Many Americans have pets that live inside the house.
- This may include dogs, cats, birds, or other animals.
- Americans treat pets as a part of the family and pets are free to enter all rooms.
- If you do not want animals in your room, it is acceptable to close your door and explain to your hosts that you are uncomfortable having the pet in your room.
- Ask your family about rules regarding pets. For example, some families do not like their cats to go outside or only let their dogs outside if a family member is present.

### Phone Calls

- If you are making a long distance call, please try to use your cell phone.
- If you do not have a cell phone, ask your host family to help you.
- Host families are encouraged not to engage in contracts for cell phones of International students.

**\* Skype or international calling cards are the recommended method for making long distance calls. The standard rate is \$21 for 1100 minutes.**

### Going Out with Your Family

You may be invited to join your family for an activity, outing, restaurant meal, or even a vacation. It is a good idea to discuss financial expenses with your family before accepting the invitation. Some families will have the ability to pay for you, but others may not be able to pay extra.

- If your host family pays for your activities, you should thank them.
- You might also want to consider making a special meal for them.



### Restaurants

- If your family invites you to a restaurant as part of the normal meal schedule, they should pay for your meal.
- If you are expected to pay, and you chose not to join them, they should provide you with a meal to have at home.
- If you are unsure, it is OK to ask your family about who will pay.
- If traveling, you may want to have your own money for restaurants.

### Activities / Outings

- Your host family will probably want to take you out to experience American lifestyle.
- If you are invited to join an activity, be sure to ask your family what you should bring and if you will need money.
- If your host family says that you should pay, and you don't want to spend the money, it is ok to say, "No thank you" and stay home.
- If you are not interested or have different plans, tell your family. For example: "Thank you for the invitation, but I have to study for my exam."

### Vacations

- Your host family may go away on vacation during your stay.
- If your family will be away for more than a couple of days, you should tell your Homestay Coordinator.
- If your host family invites you to join the vacation, you should talk to them about how much it will cost (Ask about accommodation, transportation, meals, etc.)
- If you choose not to join the vacation, contact your Homestay Coordinator so accommodations can be made for you while your host family is away.
- You will not be allowed to stay in your host home alone while your host family is on vacation.



# American Culture

## SOME POSSIBLE DIFFERENCES

American culture will probably be different than your own culture. The differences may be large or small. Some differences may bother you, others will not. It is important to remember that the cultural differences you experience are all part of your learning adventure. Try to be patient, open-minded, and most of all to keep your sense of humor.

### Individualism

- Americans value individualism.
- Most Americans are independent and may not depend on their family in the same way as people in your culture do.
- Individuals are expected to make their own decisions.
- Individuals are responsible for themselves.
- American children are taught to think critically, make individual choices, and be independent.

### Equality

- Americans value equality.
- They consider all individuals in society as equal with equal rights and opportunities.
- Women and men are equal in American culture.
- Status is not determined by sex, age, race or social rank.
- Equal respect is shown to all individuals.

### Children and Seniors

Because Americans value independence and equality they may have different attitudes than your culture toward the treatment of children or seniors.

- Children often speak directly about their opinions or preferences.
- Even young children are permitted to express disagreement with their parents.
- Seniors often live alone and are independent.

### Time

- Americans value punctuality.
- It is considered disrespectful to be late.
- If you are going to be late for an appointment, it is a good idea to telephone and say you will be late.
- Because Americans like to be on time and value schedules, they may seem to be very busy.



# Culture Shock

Most people that live, study, or work in another culture experience culture shock. Culture shock is normal and will stop after some time. It is caused by experiencing many cultural differences which can make you tired. Some people become angry, but others become depressed. Some possible symptoms include:

- Stress
- Disorientation
- Anxiety
- Homesickness
- Weight gain or loss
- Difficulty sleeping
- Loss of energy
- Confusion
- Difficulty focusing on studies



## Culture Shock Cycle

**Honeymoon Phase:** When you first arrive you are curious and everything is exciting.

**Hostility/Depression Phase:** Confusion about the new culture can make you feel sad or angry, *"I hate this place. I want to go home."*

**Recovery/Humour Phase:** You feel better and can laugh at your mistakes, *"I did the silliest thing yesterday."*

**Second Crash:** Some people experience another "down" in the cycle because they were feeling confident in the new culture and suddenly feel uncomfortable again.

**Comfort Phase:** You begin to feel totally comfortable in the new culture. *"This place feels like home."*

**Excitement and Anxiety:** Before you return home, you may experience excitement and anxiety about the return, exams, and goodbyes.

**Re-Entry Shock:** Often when people return home, they experience discomfort because they have changed, *"Nobody understands"* is a common feeling.

**Re-adjustment Phase:** You begin to feel normal again.

## Culture Shock and your Host Family Relationships

- Your experience of culture shock may affect the way you feel about your host family or your new home.
- If culture shock affects your mood or behavior, it is important to talk to your host family so that they will understand how you feel.
- Your behavior during the low phases of culture shock may also confuse your family.
- Because the experience of culture shock can be emotional, often words or actions can be misunderstood.
- All new relationships take time and patience.
- Living with a new family and the experience of culture shock can be difficult, but it will pass.



## What You Can Do About Culture Shock

- Talk to your host family. Explain how you feel and what is difficult for you.
- Talk to your Homestay Coordinator.
- Talk to your friends or other international students about their experience.
- Practice speaking English as much as possible; language use is very important to understand culture.
- Try to use humor. Laugh at your mistakes.
- Remember there is no right or wrong in culture, only differences.
- Be curious. Remember, this is an adventure.
- Get involved. Join a club or a team. Try to stay busy and make friends.
- Remember to eat and sleep.
- Get some exercise.

### HINT: CULTURE SHOCK

- Remember that culture shock is normal and natural.
- Remember that it will not last.
- Talking to people will help.
- Take care of yourself.

# Intercultural Communication

Different cultures have different styles of communication and communication behaviors.

- Sometimes this can be confusing and cause misunderstandings.
- Do not assume that what is normal for you is normal for others.
- Others may understand your words or gestures differently than you want them to.

## Direct and Indirect Communication

### Indirect

1. Suggest / Imply
2. Avoid confrontation
3. Goal is to preserve the relationship
4. Non-verbal signals important

### Direct

1. Say what it means
2. Say the truth even if it is difficult
3. Goal is to exchange information
4. Spoken word carries meaning

- Americans often communicate directly.
- They will say what they mean and can be very direct.
- They will appreciate your directness.
- Americans don't use as many non-verbal signals as some cultures.



**EXAMPLE** A student is cold and tries to express this to her host family by rubbing her arms and wearing sweaters. Her host family does not understand that she is cold until she says directly, "I am cold."

**Keep in mind, physical behaviors that mean something in your culture, may not have the same meaning for Americans.**

## Emotional and Neutral Expressions

- In some cultures people are emotional when they communicate. They use a lot of facial expressions or arm and hand movements to express their ideas and feelings.
- In other cultures people do not show any emotion or move their bodies.
- It is important to remember that these behaviors are often cultural and not to understand them as aggressive, angry or disinterested.

**EXAMPLE** The host family always asks the student if he is OK, or if there is something wrong. He doesn't know why they think something is wrong, he is very happy. When he talks to them about it, they explain that they are worried because he does not smile as often as they do.

## Eye Contact

- Americans usually expect people to look at them when they are talking.
- If you do not look at someone when they are talking, they may think you are not listening or do not care about what they say.
- If you are interested, it is important to keep eye contact.

## EXAMPLE

At first, the host mother talked to the student often. After a few weeks she didn't talk as much. The student didn't understand until she heard her host mother telling a friend, "Maybe she isn't interested in what I say, or maybe she doesn't understand, but she never looks at me when I am talking."

## Communication across Cultures

Misunderstandings can occur when people from different cultures are communicating. This can happen because of:

- Cultural differences
- Language difficulties
- Different meanings for gestures
- Physical behaviors

It is important to ask questions to be certain you have understood.

It is OK to ask people to repeat their words, say them differently or more slowly.

**EXAMPLE** You can say,

*"Could you please repeat what you said a different way?"*

*"I understood \_\_\_\_\_. Is that correct?"*

*"I don't understand \_\_\_\_\_. Could you please explain?"*

## Honesty

Being honest is very important in American culture. Students do not need to find a "seemingly reasonable" excuse to cover the truth. It is more effective to tell the truth.

## The Pause: Speech Patterns

- Different cultures have different patterns of speaking.
- In some cultures there is a space or pause between speakers.
- In other cultures people speak almost at the same time.
- Americans sometimes feel uncomfortable when there is silence between speakers.
- Sometimes they may think you need help and will try to speak for you.

## HINT Conversation



■ If you feel that your American friends are not giving you enough time to think or seem to speak for you, it is OK to say, *"I am thinking."* Or *"One moment please."*

■ Then they will usually wait patiently for you to speak.



# MISUNDERSTANDINGS and Problems

Life with a family can have wonderful moments and difficult moments. All families have misunderstandings and problems. Most problems can be solved by talking about them with the family. TRU World is available to assist students and host families with problems that they are unable to solve. Your HOMESTAY COORDINATOR can give you advice and assistance.

## Types of problems

- Many problems are because of different expectations or needs.
- Often problems are because of communication problems.
- Misunderstanding behavior or words can lead to problems.
- The host family or the student may experience a change that causes changes to the household.

In all of these situations, if hosts and students talked about their needs and expectations, the situation would improve. It is important to talk about problems before they become bigger problems. American host families expect and want students to talk to them about problems.

## Communication

If you have a problem or a misunderstanding with your host family:

- Talk to them about how you feel.
- Tell them what you need.
- Don't be shy to talk to your family.
- Don't assume they will understand without words.
- If you cannot talk to your family, talk to your HOMESTAY COORDINATOR.
- Do not leave a problem for a long time. A small problem can become larger if it is not addressed quickly.

## Homestay Coordinator Support

- If you have a problem with your host family, you should first try to talk to the family.

Your HOMESTAY COORDINATOR can help you if:

- You have talked to your family and it did not change.
- You need help with translating.
- The problem is cultural.
- You are confused and uncomfortable.
- You want to talk to your host family, but you do not know how to express the way you feel.

## Serious Problems

Serious problems do not often occur. Twinn Palms host families are all carefully selected and evaluated. However, if you have a serious problem with your host family that you are unable to talk to them about, you should talk to your Homestay Coordinator.

## Sexuality

- No one in your host family should ever behave sexually toward you.

*If you have a problem or a misunderstanding with your host family, talk to them about how you feel.*



- If you feel a family member is behaving sexually toward you, speak to your Homestay Coordinator immediately.

## Other Harassment

If you feel that someone in your host family has been disrespectful of you, your culture or your religion, you can tell them that you feel uncomfortable.

- If you do not feel comfortable speaking to your family, ask your Homestay Coordinator for advice or assistance.
- If you talk to your family and nothing changes, speak to your Homestay Coordinator.

## To Change Your Accommodations

If you want to leave your homestay, it is a good idea to speak to your Homestay Coordinator. There are different reasons you may want to change your accommodation and there are different accommodation choices. Your Homestay Coordinator will give you advice and help you make the best choice.

## Moving to a different homestay

If you and your Homestay Coordinator decide that it is best for you to have a different homestay experience, the Homestay Coordinator will find a new host family for you.

- Before you can change your homestay, you must consult with your Homestay Coordinator.
- Sometimes people are not a good match and a different situation may be better.
- Your Homestay Coordinator will find a homestay where you will be happy.
- If the need arises to make a move to a different host home, please allow sufficient time for the change to take place. This may sometimes take several weeks.

# Student Safety

## Behavior Guidelines

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There will be times when you may be confused about behavior and what is and is not culturally acceptable. One of our main goals is to make sure that you are safe during your experience. This list will help you and your host family understand what types of actions and behaviors are socially acceptable and what type are not regarding personal safety.

### **Positive/Appropriate Displays of Affection could include:**

- Brief hugs
- Pats on the shoulder and back
- A handshake
- High-fives/slapping hands
- Verbal praise
- Brief touch on hands, face, shoulder, arms
- Arm around shoulder
- Holding hands during family prayer
- Brief kiss on the cheek

### **Negative/Inappropriate Displays of Affection could include:**

- Inappropriate/lengthy hugs and embraces
- Intentional brushing against a person's body, patting, or pinching
- Adult holding hands with student
- Kisses on the mouth
- Student sitting on adult's lap
- Touching bottoms, chest, or genital areas
- Showing affection in isolated areas like a bathroom or bedroom
- Lying on the same bed
- Touching of the knees or legs
- Wrestling and tickling
- Any type of massage
- Written or spoken compliments referring to body or body development
- Giving excessive or personal gifts or money
- Private meals in intimate places
- Any unwanted attention

### **Modesty Guidelines:**

- No nudity by student or host family
- No contact between student and adult in underwear

- Wear robes over your pajamas
- No suggestive or revealing clothing
- Wearing only a towel is not acceptable

### **Behavior Guidelines:**

- No requests for meeting with students privately
- No telephoned, mailed, or emailed messages of a sexual or intimate nature
- No flirting
- No jokes with sexual connotation
- No lewd remarks, whistles
- No sharing or display of photos or materials of a sexual nature

It is never appropriate, under any circumstances, for you to be approached or touched in a sexual or sexually suggestive manner by any member of the host family or any other adult. Such contact may constitute a criminal offense, and Twinn Palms will cooperate fully with the authorities in the investigation and prosecution of any such illegal activities. If anyone has attempted to inappropriately touch or speak with you, you must contact your Homestay Coordinator or the Twinn Palms office immediately.

Likewise, it is never appropriate for you to initiate any sexual contact with any member of your host family.

### **Safety Precautions**

Twinn Palms encourages you to be open-minded and meet new people you are in the U.S. However, in doing so we also encourage you to exercise caution and be aware of interactions that could make you feel uncomfortable or lead to a potentially dangerous situation. Be sure to report any activity that seems inappropriate to your Homestay Coordinator and the Twinn Palms national office right away.

Below we have identified a few "red flags" that should be closely monitored and/or reported. While they are not each, in themselves, always indicators of a potentially dangerous relationship or situation, they should serve as reminders to be aware of what may or may not be appropriate. While making new friends is an important part of the international

experience, we need to make sure that our students are forming relationships with peers that are healthy and positive.

■ Be aware of any adult or individual who seeks to spend a lot of one-on-one “alone” time with you outside of an appropriate context. For example, a neighbor who wants to take you student to the movies alone or an older “friend” you made at the gym who invites you to one-on-one activities without any other family or friends.



■ **Texting & Social Media** – You should always be reminded about the importance of knowing who you are texting and interacting with on social media websites. If you find that an adult or peer is contacting you excessively, or making comments that make you feel uncomfortable, contact your Homestay Coordinator or Twinn Palms right away.

■ Any adult who gives you lavish gifts, secret gifts, or gifts that are contingent upon an action from you (e.g. a neighbor or friend’s parent tells you that if you get good grades, you will receive a special gift).

■ Any adult who asks you to keep secrets or treats you like a confidant. It is not appropriate for adults to confide in teenagers as equals, nor is it appropriate for an adult to expect a teenager to keep a secret of any kind.

■ Flirtations and sexually explicit jokes are never acceptable between an adult and a minor.

■ Be aware of any adult who encourages you to break rules or engage in illegal or inappropriate behavior of any kind.

#### **Additional Safety Tips:**

■ Talk to your host family about your community before you go anywhere new or unfamiliar to ensure that it is a safe place/area.

■ Ask your host family to let you know if there are any parts of town to avoid when walking around during the day or night.

■ When going out, you should try to be with two or more people and avoid situations where you will be alone.

■ Make sure that if you go out, you are carrying or have access to a working cell phone. Always give your host family the names and numbers of your friends and friends’ parents before going out.

■ Always keep your host family’s phone number, Homestay Coordinator’s number, and Twinn Palms’s office and emergency numbers with you at all times.

■ Ask your host family to write down emergency service numbers if you are going to be staying home alone for any length of time.

■ If you are ever in a situation with friends or an adult that makes him/her feel uncomfortable for any reason, you should leave immediately and/or call you, your Homestay Coordinator, or a trusted adult right away.

■ Always trust your instincts—if something doesn’t feel right, let someone know!

#### **Emergency**

If you experience an emergency of any kind outside of business hours (9 a.m. – 5 p.m. EST), Twinn Palms has a 24-hour toll free emergency answering service available to assist you 7 days a week, year round. Our toll free phone number is 888-659-8299. Follow the prompts from the operator or stay on the line to be connected with the answering service.

You may also contact the service directly at 888-659-8299; an agent will take your message, and your call will be promptly returned by a Twinn Palms support staff member.

Our goal is to ensure that you and your host family enjoy a safe and rewarding year together; we encourage you to reach out if you have any concerns. We are here to help you!

# Twinn Palms Program Rules

It is the responsibility of each Twinn Palms student to know and abide by the program rules. Students are required to read and sign off on the Program Rules and Code of Conduct prior to their arrival in the U.S. The rules are discussed at length at their home country pre-departure orientation and reviewed again when they arrive in the U.S. at the national or local community orientation. Twinn Palms encourages all of our host families to become familiar with the rules and review them with their student, again, upon his/her arrival to the community.

Rules listed in bold are zero tolerance rules and will result in immediate disqualification from the program. All other program violations will be reviewed by the Twinn Palms disciplinary committee to determine an appropriate course of action. Twinn Palms' goal is to help as many students and host families as possible in order to complete a successful year.

- 1. Students must abide by all U.S. laws.**
- 2. It is against the law in the United States for high school students to buy or drink alcohol. This law applies to all Twinn Palms students as well. The legal age for buying and consuming alcohol in the United States is 21.**
- 3. The use of drugs for non-medical reasons by Twinn Palms students under any circumstances is strictly forbidden. Examples of nonmedical (illegal) drugs are cocaine, LSD, medications taken without a prescription or for recreational use, and marijuana.**
- 4. Twinn Palms students are not permitted to hitchhike.**
- 5. Twinn Palms students are not permitted to purchase, carry, or use firearms under any circumstances.**
- 6. Twinn Palms students are not permitted to hold part-time jobs; the F-1 visa does not allow it. A non-immigrant alien who accepts paid employment is subject to deportation.**
- 7. Students are not permitted to drive any motor vehicle (including motorcycles, mopeds, and cars) except during the course of an accredited driver education class. Students may enroll in a school-sponsored driver education class if their host and natural parents permit it and it is permissible in the host state.**
- 8. Students are not permitted to smoke or possess cigarettes while on the Twinn Palms program.**
- 9. The Twinn Palms program is an academic program. Students must carry a full course load and maintain a**

**minimum C average in all courses. If a student is expelled from school for any reason, it is grounds for immediate dismissal from the program.**

**10. Students must attend school daily unless sick and under a doctor's care or with special permission from host parents.**

**11. Students must complete all homework and assignments.**

**12. Students are not permitted to visit such places as pornographic shops, adult theaters, drinking establishments, gambling houses, or any websites related to pornography.**

**13. Students must respect and abide by all host family rules, act as a member of the family, and voluntarily help with household chores.**

**14. Except in cases where a student's safety is in question, students must follow the appropriate chain of communication and contact their Homestay Coordinator or a Twinn Palms support staff member if there is an issue or concern with their host family. Students may not discuss their host family's private affairs or family life with people outside of the home or the Twinn Palms program.**

**15. Students cannot change families and schools without mediation or due process. With the exception of emergencies, host family changes will not be considered during the first 30 days of arrival to the host family. Students cannot move from the host family home without permission from their Homestay Coordinator and approval from the Twinn Palms national office.**

**16. Students are allowed to travel only if accompanied by a responsible adult (25 years of age or older), if:**

- a) their Twinn Palms Regional Manager has received an Student Permission Travel Form signed by their natural parents;
- b) their host family approves;
- c) the trip does not involve missing any school.

The exception is a school-sponsored trip. Students must notify their Homestay Coordinator of all proposed travel plans at least four weeks prior to the trip. Students may return to their homeland for holidays as long as they do not miss any school days.

**17. Students must show respect for their Homestay Coordinators and follow all program guidelines.**

**18. Students must not engage in any sexual contact or sexual activity that is culturally inappropriate in the U.S., including (but not limited to) contact with minors or with any members of the Host Family household.**

**19. Sexual intercourse on-program is prohibited.**

**20. Athletic eligibility or participation is not guaranteed. It is dependent on local and national rules and school policies. Students will not be permitted to change schools or host families in order to play sports.**

**21. High school graduation diplomas are not guaranteed. They are dependent on local and national rules and individual school policies. Students will not be permitted**

**to change schools or host families in order to obtain a diploma.**

**22. All students must have insurance coverage through Twinn Palms. Students are responsible for paying any outstanding claims before they leave the U.S.**

**23. Parents and friends may visit the student during the academic year. Check with your Homestay Coordinator who can help arrange accommodation for your guest(s).**

**24. No student may enter into any contractual agreement, be it business, marital, or religious, while on the program.**

## Additional Twinn Palms Program Guidelines

In addition to following the above listed program rules, Twinn Palms students will be expected to adhere to the following guidelines at all times.

■ Students must always be aware of his/her responsibility as an international student and make a determined effort to be successful in his/her school, host family, and host community.

■ Students should make all necessary efforts to integrate with non-international students at their schools and with their host family and make American friends.

■ On special occasions (holidays, birthdays, etc.), the student's priority must be to spend this time with the host family.

■ Students are encouraged to limit daily international phone calls, emails and digital communication to parents or friends in their homeland and to respect their host families' rules regarding internet and phone usage. All students should be aware that if it is determined that excessive communication with friends back home is contributing to adjustment issues, a counseling plan may be implemented to support in the acculturation process.

■ Twinn Palms students are expected to return home in the same physical condition as they arrived; this means that students may not get pierced, tattooed, or drastically change their appearance in any way.



# Twinn Palms Student Code of Conduct

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Twinn Palms promotes the intellectual and physical development of its homestay and dormitory students and enriches the lives of its host families and dormitories by fostering a safe and comfortable environment in which students, schools, host families, and dormitory communities may live and learn productively together.

## PHILOSOPHY

Twinn Palms is committed to providing students a safe and comfortable learning and living environment. Each student's adherence to the Twinn Palms Student Code of Conduct (the "Code") is imperative to the homestay and dormitory services provided by Twinn Palms. By participating in the Twinn Palms homestay and/or dormitory program, a student and his or her parents agree to adhere to and strengthen the integrity of the Code and to abide by its policies and procedures.

## GENERAL BEHAVIORAL GUIDELINES

A Twinn Palms student must be above reproach. He or she must refrain from conducting himself or herself in any way that may be considered unbecoming by his or her peers, community, family, school, homestay or dormitory coordinator, or Twinn Palms staff or management. Twinn Palms students must strive for success by exhibiting honest effort and correct deportment at all times. In the course of a student's life as a participant of Twinn Palms, he or she must realize and accept that he or she remains bound by the Code every second of his or her tenure. He or she is responsible for his or her actions and must espouse and demonstrate the behavioral practices of the Code twenty-four hours a day, seven days a week, and throughout the duration that he or she is a student and/or participant of Twinn Palms. A Twinn Palms student must show respect for the faculty, administration, himself or herself, as well as members of the student body, the surrounding community, and his or her homestay family. He or she must avoid all acts of dishonesty in all aspects of life, including but not limited to, the academic, athletic, and personal arenas. A Twinn Palms student must be truthful and sincere in his or her character and actions. He or she must believe that participating in any immoral or illegal activities, including but not limited to, theft, cheating, plagiarism, deceit, neglect, lies, apathy, and inappropriate or vulgar actions and/or behavior cut at the heart of any society, and especially our Twinn Palms community. A Twinn Palms student must accept responsibility for being a positive example and role model for others. A Twinn Palms student must show respect for the rights and safety of others in his or her school, and homestay or dormitory community, and must refrain from actions that prevent others from having a safe and respectful living environment. Any activity or behavior deemed to be a threat to the health and safety of students is strictly prohibited.

In addition to abiding by the Code, a Twinn Palms student must follow all local, state, and federal laws, as well as the rules that govern the school he or she attends and his or her homestay or dormitory. A Twinn Palms student is responsible for educating himself or herself on the applicable local, state, and federal laws.



## DISCIPLINE GUIDELINES & PROCEDURES

The following guidelines of disciplinary procedures are designed to provide the good order necessary for the serious pursuit of academic excellence and good citizenship expected of students at Twinn Palms. These guidelines hold true at all times throughout a student's participation in a homestay or dormitory through Twinn Palms. A Twinn Palms student is expected to conduct himself or herself in an appropriate manner at all times. Any violation(s) of the Code or other applicable policies will result in swift and often severe disciplinary action(s) in accordance with the guidelines and procedures contained in this Code. The ultimate disciplinary action(s) to be taken will be decided upon by the Executive Vice President and the Legal Counsel of Twinn Palms, who will, if necessary, seek counsel from other faculty members, administrators, and/or witnesses to said offense or incident. Such decision will be final and without appeal or negotiation. Twinn Palms reserves the right to disclose information regarding a student's violation of this Code, as well as surrounding circumstances, to a third-party in accordance with the applicable local, state, and federal laws. Please note that any enumerated lists or specifications in this Code are non-exhaustive, meaning that they are merely a representative sample of the types of behaviors, actions, incidents, and overall circumstances that may constitute a violation under this Code.

## VIOLATION WARNINGS

Issuance of a student violation warning is necessary when the behavior or action(s) of a student is potentially disruptive or dangerous to the other members of the school and/or homestay or dormitory community, as deemed by Twinn Palms staff or management, or when a student otherwise commits a violation of any provision of this Code.

Once a student is issued a warning, the circumstances surrounding the behavior, action(s), and/or violation will be detailed in the student's Twinn Palms file, and his or her natural parents will be promptly notified of the incident and issued warning.

**CIRCUMSTANCES THAT WARRANT ISSUANCE OF A STUDENT WARNING:**

1. Act(s) or behavior that is potentially dangerous, or poses a threat of danger or injury, to himself or herself, other members of society, the school community, or the homestay or dormitory community.
2. Act(s) or behavior that may be deemed disrespectful by other members of society, the school community, or the homestay or dormitory community. A Twinn Palms student is under an affirmative duty to actively acquire an understanding of what constitutes disrespectful behavior in his or her homestay or dormitory community, and ensure that his or her action(s) and behavior is within the acceptable bounds of interacting with others.
3. Leaving the home or dormitory without prior permission from the host family or dormitory coordinator.
4. Disobeying the curfew established by the law, host family or dormitory coordinator.
5. Speaking with hostility towards anyone at any place at any time.
6. Displaying intolerance of the religion or culture of another individual at any place at any time.
7. Distribution or posting of unapproved materials on school campus, at home or dormitory quarters, on the Internet, or through other channels of electronic communication.
8. The use, sale, purchase, distribution, or possession of tobacco products, or electronic cigarettes at any place at any time.
9. The use of profanity or vulgarity in writing or verbally, including obscene gestures.
10. The taking, borrowing, or other form of possession of items belonging to the homestay or dormitory community without prior permission.
11. Defacing of school, host family, or dormitory property.
12. Willful disobedience of school officials, teachers, or administrations, members of the host family, or Twinn Palms staff or management.
13. Open and persistent defiance of the authority of the school, host family, or Twinn Palms staff or management.
14. Fighting, bullying, or engaging in aggressive behavior, which may or may not lead to a physical altercation at any place at any time. All active participants in a fight situation are subject to disciplinary action(s) regardless of who caused the firm.
15. Forgery, using forged notes or passes, and/or tampering with school-associated notes or materials.
16. Tampering with fire alarms, fire extinguishers, or other safety or security equipment or devices.
17. Failure to follow school attendance procedures and policies.
18. Repeated unexcused tardiness and/or absences from school or classes.
19. Cheating, plagiarism, and/or other forms of dishonest behavior on homework, classwork assignments, quizzes, tests, projects, or examinations.
20. Possession of any material that will help a student cheat on any schoolwork, or testing, including illicitly annotated textbooks, as determined by the classroom teacher.
21. Unacceptable behavior in class as determined by the

classroom teacher.

22. Throwing food or other objects on school campus, in the classroom, or in the home or dormitory.
23. Act(s) or behavior deemed by school officials, teachers, or administrations, members of the host family, or Twinn Palms staff or management, to constitute conduct that is unbecoming.

**DISMISSAL**

Dismissal consists of the permanent removal of a student from the Twinn Palms homestay or dormitory services. The ultimate decision to take disciplinary action(s) in the form of dismissal will be decided upon by the Executive Vice President and the Legal Counsel of Twinn Palms, who will, if necessary, seek counsel from other faculty members, administrators, and/or witnesses to said offense or incident. Such decision will be final and without appeal or negotiation.

Additionally, if the violation or the Code is deemed to be reprehensible or irrevocable in nature, or one that may cause discredit to Twinn Palms, the school, and/or the homestay or dormitory community, or if Twinn Palms believes that the incident in question may jeopardize the student's ability to function as a safe and productive member of Twinn Palms, Twinn Palms reserves the right to mandate an immediate dismissal from the home or dormitory without recourse or appeal from the student, his or her family, or legal representative.

Any student who is dismissed from Twinn Palms may forfeit his or her right and/or ability to: receive current academic grades; continue attending his or her school; receive reimbursement for tuition and/or fees; and maintain his or her I-20.

Once a student is dismissed from Twinn Palms, the circumstances surrounding his or her behavior, action(s), and/or violation(s) resulting in the dismissal will be detailed in the student's Twinn Palms file, and his or her natural parents will be promptly notified of the dismissal. The fastest possible timeline for the student's return to his or her home country will be arranged. If deemed necessary, the student may be immediately removed from the homestay or dormitory, and his or her belongings will be collected by the host family or Twinn Palms staff or management, and brought to the student. Upon dismissal from the homestay or dormitory, the student will be either immediately placed on a flight to his or her home country, or placed in alternative housing until flights are arranged. The student's natural parents must cover the cost of all such alternative housing, flights, as well as any additional costs incurred as a result of the dismissal.

**CIRCUMSTANCES THAT WARRANT DISMISSAL:**

1. Disobedience and/or continued willful disregard for the policies and procedures contained in the Code.
2. Act(s) or behavior that place the student and/or other individual(s) at risk of danger, injury, or otherwise create a disruptive, unsafe, unhealthy, or dangerous environment.
3. Exhibiting aggressive or threatening act(s) or behavior, including body language.
4. The use, sale, purchase, distribution, or possession of

firecrackers or any exploding device including smoke bombs, at any place at any time.

5. Scandalous and/or immoral act(s) or behavior at any place at any time, including via use of the Internet or through other channels of electronic communication.
6. The use, sale, purchase, distribution, or possession of harmful weapons and materials or objects that can be used as weapons, at any place at any time.
7. The use, sale, purchase, distribution, or possession, or being under the influence of any alcoholic beverage, at any place at any time.
8. The use, sale, purchase, distribution, or possession, or being under the influence of any illegal drug, at any place at any time.
9. The use, sale, purchase, distribution, or possession of drug paraphernalia, at any place at any time.
10. Theft of the property belonging to the school, host family, dormitory, or another individual. The student's natural parents must cover the cost of replacement.
11. Willful cutting, defacing, or otherwise damaging school, host family, or dormitory property. The student's natural parents must cover the cost of repair or replacement.
12. Reselling lost or stolen books or other items.
13. Deliberate harassment of a fellow student or other member of the homestay or dormitory communities.
14. Membership or involvement in a group or gang that is responsible for coercive, violent, or illegal activity.
15. Any violation of the use of computers or other electronic devices that is determined to be serious in nature including, but not limited to, posting or distributing unacceptable or questionable material on the Internet or through other channels of electronic communication.
16. The making of threats, whether verbal, written, electronic, or graphic.
17. Committing assault, battery, or any threat of force or violence directed towards anyone or any group of individuals, at any place at any time.
18. Being the means by which violence or other disruptive, unsafe, unhealthy, or dangerous act(s) or behavior comes to the school campus, or homestay or dormitory communities.
19. Expulsion from the student's school.
20. Possession of any instrument or weapon as described under applicable local, state, and federal laws.
21. Any violation of local, state, or federal law.
22. Act(s) or behavior deemed by school officials, teachers, or administrations, members of the host family, or Twinn Palms staff or management, to constitute conduct that is unbecoming.

## COORDINATION WITH SCHOOL DISCIPLINE POLICY

Twinn Palms works in conjunction with each school and its disciplinary policies and procedures. Thus, Twinn Palms and a student's school will jointly deal together for purposes of disciplinary action(s) to be taken. Twinn Palms may take disciplinary action(s) as a result of disciplinary action(s) taken by the school, and vice-versa. To the extent of any conflict between the terms of this Code and the school's disciplinary policies and procedures, the terms of this Code shall control.

The expulsion of a Twinn Palms student from his or her school constitutes automatic grounds for that student's dismissal from Twinn Palms. When a student is expelled from his or her school, he or she must immediately notify a member of Twinn Palms staff (i.e. Homestay or Dormitory Coordinator), and must vacate the homestay or dormitory within forty-eight (48) hours of the last day of attendance at the school. Additionally, if a student is expelled from his or her school, his or her I-20 may be revoked.



## ACKNOWLEDGEMENT OF THE CODE

All Twinn Palms students and their natural parents are required to review the Code and sign the accompanying Acknowledgement. By signing the Acknowledgement, the student and his or her natural parents signify that they understand the Code and agree to abide by its contents.

## AFFIRMATION DUTY TO REPORT VIOLATIONS

It is the duty of each Twinn Palms student to not only champion himself or herself to the morally high levels outlined in the Code, but to come forward and bear witness against his or her peers who may be in violation of the Code or who otherwise risk damaging the name, reputation, and values of the Twinn Palms organization, or the homestay or dormitory community. There is no higher or more difficult obligation to resolutely defend than coming forward to challenge, report, and address the inappropriate behavior or actions of another.



## ALCOHOL, DRUG & TOBACCO POLICY

A Twinn Palms student may not sell, purchase, distribute, possess, consume, use, or be under the influence of alcohol, drugs, or tobacco.

### ALCOHOL

It is unlawful to sell, purchase, distribute, possess, consume, use, or be under the influence of alcohol if under 21 years of age.

### DRUG & DRUG PARAPHERNALIA

Drugs are defined as any chemical substance that affects or impairs physical and/or mental control. In addition, a Twinn Palms student may not sell, purchase, distribute, possess, or use drug paraphernalia.

### PRESCRIPTION DRUGS & MEDICATIONS

For prescription drugs or medications, a Twinn Palms student must have a copy of the written prescription signed by a licensed medical doctor, and must present the prescription to the host family, or homestay or dormitory coordinator upon request.

**TOBACCO**

It is unlawful to sell, purchase, distribute, possess, consume, use or be under the influence of tobacco products if under 18 years of age. Tobacco products include cigarettes, chewing tobacco, electronic cigarettes, and vaporizers.

A Twinn Palms student 18 years of age and older is not permitted to sell, purchase, distribute, possess, consume, use or be under the influence of tobacco products without obtaining prior permission from his or her host family. A Twinn Palms student residing in the dormitory is prohibited from using tobacco anywhere, regardless of age. In addition, school policies prohibit the use of tobacco, so even if a student's host family permits him or her to smoke in/near the home, the student must follow the school policy regarding tobacco use. In no way does Twinn Palms encourage students to smoke.

**DRUG & ALCOHOL TESTING POLICY**

A Twinn Palms student is subject to screening for drug and/or alcohol usage on a randomly selected basis. Twinn Palms also reserves the right to conduct drug and/or alcohol screening based on reasonable suspicion. Reasonable suspicion arises if there is sufficient reason to reasonably believe that a Twinn Palms student is under the influence of a chemical substance or alcohol. Reasonable suspicion includes, but is not limited to the following circumstances:

1. Behavioral conduct that would lead a reasonable person to believe that a Twinn Palms student is under the influence of drugs and/or alcohol, based upon physical observations concerning the student's behavior, speech, and/or body odors; and
2. Other circumstances which would indicate that a Twinn Palms student is functioning in any manner other than a sober and reliable state of mind and body, free from the influence of drugs and/or alcohol.

2. It is the student's responsibility to ensure that he or she understands the rules, and he or she must ask the homestay or dormitory coordinator questions about any rule that he or she does not understand;
3. A Twinn Palms student must follow the house or dormitory rules of his or her host family or dormitory, as well as the policies and guidelines contained in this Code, at all times, without exception;
4. If the student finds a house or dormitory rule to be unreasonable, he or she must still follow that rule and may discuss any concerns with his or her host family and/or homestay or dormitory coordinator;
5. A Twinn Palms student must communicate any concerns or issues to his or her host family and/or homestay or dormitory coordinator as soon as possible, and see his or her host family and/or homestay or dormitory coordinator as the first point of contact for immediate issues since the student's communication with his or her natural family may cause delay and difficulty in properly addressing any such issues;
6. A Twinn Palms student must immediately inform his or her host family or dormitory coordinator in the event that he or she causes something to break or malfunction in the home or dormitory, such as a leaky faucet, clogged toilet, or other damage to the home, and in the event he or she finds something to be broken or malfunctioning in the home or dormitory;
7. A Twinn Palms student must communicate his or her desire to go out of the home or dormitory with his or her host family or dormitory coordinator; students may not leave the home or dormitory without obtaining the prior permission of the host family or dormitory coordinator; and
8. While the student is away from the home or dormitory, he or she must communicate and check in with his or her host family or dormitory coordinator as directed and must honor curfew times.

**COMMUNICATION****STUDENT'S COMMUNICATION WITH NATURAL FAMILY**

A Twinn Palms student is encouraged to speak with his or her natural family on a regular basis. However, such communication may not interfere with the student's academic schedule.

**STUDENT'S COMMUNICATION WITH HOST FAMILY/DORMITORY COMMUNITY**

A Twinn Palms student is required to openly communicate with his or her host family and homestay or dormitory coordinator. A Twinn Palms student has a duty to follow the guidelines below to ensure that he or she has a clear understanding of all of the rules that he or she is required to follow.

1. A Twinn Palms student and his or her host family and homestay or dormitory coordinator will discuss the house or dormitory rules shortly after the student arrives and the student will receive a written list of the house or dormitory rules;

**ACTIVE PARTICIPATION & COOPERATION**

A Twinn Palms student must be an active member of his or her host family or dormitory community. It is not expected that the student will participate in every family or community activity, however, he or she must make every effort to adapt to his or her new lifestyle and to participate in the daily family or dormitory routines. A Twinn Palms student must follow the rules set forth by his or her host family or dormitory coordinators and help with basic, everyday household chores. A Twinn Palms student must keep his or her bedroom, bathroom, and living space neat and clean, and must clean up after himself or herself by washing dishes, putting clothes away, turning off lights and electrical appliances, etc.

**LACK OF COOPERATION**

A Twinn Palms student's lack of cooperation with his or her host family or dormitory coordinator, Twinn Palms staff or administration, or the policies and procedures of this Code, may be regarded by Twinn Palms as a lack of genuine desire on the part of the student to participate in the Twinn Palms program.

This may result in Twinn Palms recommending withdrawal of the student or otherwise ending its relationship with the student.



## **CURFEW**

A Twinn Palms student must adhere to the curfew established by his or her host family or dormitory and any curfews imposed by the law. In the event that the student will arrive home later than usual due to the circumstances, he or she must notify his or her host family or dormitory coordinator.

## **DISORDERLY CONDUCT**

Disorderly conduct such as excessive noise, rowdiness, or other disruptive action or behavior will not be tolerated and may subject the student to disciplinary action. In the event that such disorderly conduct results in property damage or destruction, the student and his or her natural parents will be required to reimburse the host family or dormitory community.

## **DESTRUCTION & DAMAGE TO PROPERTY**

A Twinn Palms student is expected to respect property that belongs to his or her host family, dormitory community and fellow students, and must use such property with due care and only when authorized to do so. In the event that a Twinn Palms student negligently or intentionally causes destruction or damage to the property of another, the student and his or her natural parents will be held responsible for reimbursing the owner of the property for the cost of repair or replacement. A Twinn Palms student has a duty to follow the guidelines below regarding destruction or damage to another's property.

1. A Twinn Palms student must immediately report to his or her host family and homestay or dormitory coordinator any damage he or she has caused to the home or dormitory, whether negligently or intentionally caused;
2. If a student is unsure whether damage has occurred to the home or dormitory as a result of his or her actions or omissions, he or she must immediately report the damage to his or her host family and homestay or dormitory coordinator;
3. In the event of property damage:
  - a. The host family and homestay or dormitory coordinator will obtain a professional estimate for the cost of repair and ensure that the repair is completed at a reasonable cost;
  - b. The student's natural parents will be required to reimburse the host family or dormitory for the cost of repair;
  - c. If the cost of repair equals or exceeds \$100.00, and repairs are not immediately necessary, Twinn Palms will contact the student's natural parents to obtain their written agreement to pay for the cost of repair; and
4. A Twinn Palms student's intentional or unintentional failure to report property damage in accordance with this Code within twenty-four (24) hours of the occurrence constitutes grounds for the issuance of a warning or dismissal.

## **DRIVING**

A Twinn Palms student is not permitted to drive any automobile

or motorized vehicle under any circumstance and regardless of his or her age. Thus, a Twinn Palms student is subject to the driving policy even if he or she is 18 years of age or older. Violation of this driving policy will not be tolerated and subjects the student to disciplinary action including dismissal from the Twinn Palms program.

## **ELASTIC CLAUSE**

Twinn Palms staff and management retain the right and privilege to issue disciplinary measures for acts not specifically stated herein and to alter any disciplinary measures as deemed necessary.



## **ELECTRONICS & INTERNET USAGE**

A Twinn Palms student is permitted to use electronic devices for educational and limited entertainment purposes, however, any such use must not interfere with the student's cultural or academic experience. A Twinn Palms student has a duty to follow the guidelines below regarding the use of electronics and the Internet.

1. A Twinn Palms student is responsible for any and all costs incurred by his or her long-distance or international telephone calls; the student must purchase and use a calling card to make calls from the host family or dormitory landline telephone;
2. A Twinn Palms student must follow the host family or dormitory rules with regard to Internet usage, computer and video games, and television viewing;
3. A Twinn Palms may not engage in prohibited Internet activities, including, but not limited to:
  - a. Searching, viewing, and/or distributing profane, violent, or sexually explicit material on any electronic device or platform;
  - b. Copying, saving, or distributing the intellectual property of another (i.e. copyright, trademark), including the unauthorized download of music, video, or other electronic content;
  - c. Intentionally circumventing system protection hardware or software or engaging in activities that may be construed as such;
  - d. Knowingly causing system failure, degraded performance

and/or proliferating computer viruses;  
 e. Using electronic devices or resources for the duplication, installation, alteration, and/or destruction of data, programs, software, or other electronic content; and  
 f. Using electronic devices or resources in any manner that violates or results in a violation of local, state, or federal law, or the rules that govern the student's school or his or her homestay or dormitory; and  
 4. Conduct in violation of this policy will not be tolerated and may subject the student to disciplinary action including dismissal from the Twinn Palms program.

## FIREARMS

A Twinn Palms student is not permitted to sell, purchase, distribute, possess, or use firearms or other weapons at any time. Violation of this firearms policy will not be tolerated and subjects the student to disciplinary action including immediate dismissal from the Twinn Palms program.



## HATE INCIDENTS, HARASSMENT, HAZING, BULLYING

A fundamental goal of Twinn Palms is to foster a safe and comfortable environment in which students, schools, host families, and dormitory communities may live and learn productively together. Therefore, any form of hate-motivated behavior or action, harassment, hazing, bullying, cyber bullying or discrimination, including but not limited to that based on race, ethnic background, gender, religion, class, age, sexual orientation, or disability, constitutes unacceptable and prohibited behavior. Twinn Palms will treat allegations of any such conduct seriously and will review and investigate such allegations in a prompt, confidential and thorough process. Conduct in violation of this policy will not be tolerated and subjects the student to disciplinary action including dismissal from the Twinn Palms program.

### HATE INCIDENTS

All members of the Twinn Palms community have a right to be free from discrimination and harassment, regardless of their race, ethnic background, gender, religion, class, age, sexual orientation, or disability. In an effort to foster a safe and comfortable environment for students, schools, host families and dormitory communities, Twinn Palms is committed to preventing and responding to hate-motivated incidents.

### HARASSMENT

Harassment involves subjecting an individual to an environment or treatment that is hostile or intimidating, or otherwise interferes with his or her educational experience. The forms of harassment prohibited by the Code include, but are not limited to verbal, written, physical, visual, and sexual harassment.

### HAZING

Hazing involves acts or behaviors that injure, degrade, or disgrace an individual.



## BULLYING

Bullying involves the direct or indirect habitual harassing, intimidating, tormenting, humiliating, terrorizing, oppressing and/or threatening of an individual. The form of bullying prohibited by the Code includes, but is not limited to cyber bullying, which involves the use of electronic devices and/or the Internet. Cyber bullying may include, but is not limited to, sending inappropriate text, email, or instant messages, and posting inappropriate or offensive pictures or messages on websites or on other electronic-based forums.

## MEALS

A Twinn Palms student is expected to keep an open mind about American cuisine and to make every effort to communicate with his or her host family or dormitory coordinator about personal taste and preferences. It is the responsibility of the host family or dormitory to provide a variety of nutritious, well-balanced meals and snacks. Students must willingly try American food and meals that may be unfamiliar to them, but are free to express their likes and dislikes. As a member of the family or dormitory community, a Twinn Palms student may not skip family or community meals, call out for food delivery, or take food to his or her room to eat when a meal has been prepared.

## FOOD ALLERGIES/DIETARY REQUIREMENTS

A Twinn Palms student must notify Twinn Palms as well as his or her host family and homestay or dormitory coordinator of any food allergies or other dietary requirements.



## MEDICAL INSURANCE

A Twinn Palms student is provided with medical insurance to help cover medical expenses incurred due to an illness, accident, or injury. The school, or homestay or dormitory coordinator will receive the student's medical insurance ID card and policy brochure and distribute these materials to the student and his or her host family, if applicable, upon the student's arrival. A Twinn Palms student must safeguard these materials and carry his or her medical insurance ID card at all times in the case of emergency. A Twinn Palms student's natural family is responsible for medical expenses that are not covered under the policy, as well any remaining balance for expenses covered under the policy.

# 2017 - 2018

## Injury and Sickness Insurance Plan for Students attending Private Secondary Schools

Available through Global Travelers Organization, Limited. (GTO-3W)

### Eligibility

All international students attending a private secondary school registered for credit courses are eligible and must be enrolled in the plan on a hard waiver basis. U.S. citizens are not eligible for coverage.

### Effective and Termination Dates

Each participating private secondary school may have a different effective and termination date. Please check with 3W for your specific date of coverage.

Highlights of the Coverage and Services offered by Student Resources (SPC) Ltd.		
	Preferred Providers	Out-of-Network Providers
<b>Overall Plan Maximum</b>	\$500,000 Maximum Benefit (For each Injury or Sickness)	
<b>Plan Deductible</b>	\$0	\$0
<b>Coinsurance</b> <i>All benefits are subject to specific benefit limitations, maximums and Copays as described in the plan brochure.</i>	100% of Preferred Allowance for Covered Medical Expenses	80% of Usual and Customary Charges for Covered Medical Expenses (Usual and Customary Charges are based on data provided by Fair Health, Inc. using the 90 <sup>th</sup> percentile based on location of provider.)
<b>Prescription Drugs</b> \$2,000 maximum (Per Policy Year)	\$0 Copay for Tier 1 \$0 Copay for Tier 2 \$0 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)	100% of Usual and Customary Charges \$0 Deductible per prescription Up to a 31-day supply per prescription
<b>Outpatient Physiotherapy</b> (\$2,500 maximum)	100% of Preferred Allowance	80% of Usual and Customary Charges
<b>Surgeon's Fees</b> <i>If two or more procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed 50% of the second procedure and 50% of all subsequent procedures.</i>	100% of Preferred Allowance	80% of Usual and Customary Charges
<b>Assistant Surgeon</b>	30% of Surgery Allowance	30% of Surgery Allowance
<b>Preventive Care Services</b> <i>Preventive Care Services which include, but are not limited to, annual physicals, GYN exams, routine screenings and immunizations. Preventive care limitations apply based on age and risk group factors.</i>	100% of Preferred Allowance (No Deductible, Copays or Coinsurance will be applied when the services are received from a Preferred Provider.)	80% of Usual and Customary Charges
<b>The following services are also included</b> <i>This list is not all inclusive. Please read the plan brochure for complete listing of benefits and any individual benefit maximums or limitations.</i>	<div> <div> ⇒ Physician's Visits ⇒ Acne Treatment ⇒ Diabetes Services ⇒ Allergy Treatment ⇒ Medical Emergency ⇒ In-Patient and Out-Patient Mental Illness Treatment ⇒ Dental Treatment – Injury to Sound, Natural Teeth only </div> <div> ⇒ Interscholastic Sports Injuries ⇒ Hospital Room and Board ⇒ Out-Patient Lab and X-rays ⇒ Urgent Care Fees ⇒ Durable Medical Equipment </div> </div>	
<b>FrontierMEDEX Repatriation/Medical Evacuation</b>	International Students are covered worldwide except in their home country.	

This Plan is underwritten by Student Resources (SPC) Ltd. (A UnitedHealth Group Company) and is based on policy number 2015-202940-41.

The Policy is a Non-Renewable One Year Term Policy.

## **Where can I get more information about the benefits available?**

The plan brochure provides more detail of the coverage including benefits, exclusions, any reductions or limitations and the terms under which the coverage may be continued in force. Please contact the school for copies of the plan brochure.

## **Who can answer questions I have about the plan?**

If you have questions please contact Customer Service at 1-888-455-9402 or customerservice@uhcsr.com.

### **Exclusions and Limitations:**

No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Allergy testing;
2. Addiction, such as: nicotine addiction, except as specifically provided in the policy; and caffeine addiction; non-chemical addiction, such as: gambling, sexual, spending, shopping, working and religious; codependency;
3. Biofeedback;
4. Circumcision;
5. Cosmetic procedures, except cosmetic surgery required to correct an Injury for which benefits are otherwise payable under this policy or for newborn children;
6. Dental treatment, except for accidental Injury to Sound, Natural Teeth;
7. Elective Surgery or Elective Treatment;
8. Elective abortion;
9. Eye examinations, eye refractions, eyeglasses, contact lenses, prescriptions or fitting of eyeglasses or contact lenses, vision correction surgery, or other treatment for visual defects and problems; except when due to a covered Injury or disease process;
10. Routine foot care including the care, cutting and removal of corns, calluses, and bunions (except capsular or bone surgery);
11. Hearing examinations; hearing aids; or cochlear implants; or other treatment for hearing defects and problems, except as a result of an infection or trauma. "Hearing defects" means any physical defect of the ear which does or can impair normal hearing, apart from the disease process;
12. Hirsutism; alopecia;
13. Immunizations, except as specifically provided in the policy; preventive medicines or vaccines, except where required for treatment of a covered Injury or as specifically provided in the policy;
14. Injury caused by, contributed to, or resulting from the addiction to or use of alcohol, intoxicants, hallucinogenics, illegal drugs, or any drugs or medicines that are not taken in the recommended dosage or for the purpose prescribed by the Insured Person's Physician;
15. Injury or Sickness for which benefits are paid or payable under any Workers' Compensation or Occupational Disease Law or Act, or similar legislation;
16. Injury or Sickness inside the Insured's home country;
17. Injury or Sickness when claims payment and/or coverage is prohibited by applicable law;
18. Lipectomy;
19. Organ transplants;
20. Participation in a riot or civil disorder; commission of or attempt to commit a felony; or fighting;
21. Prescription Drugs, services or supplies as follows:
  - a. Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-medical substances, regardless of intended use, except as specifically provided in the policy;
  - b. Immunization agents, except as specifically provided in the policy, biological sera, blood or blood products administered on an outpatient basis;
  - c. Drugs labeled, "Caution - limited by federal law to investigational use" or experimental drugs;
  - d. Products used for cosmetic purposes;
  - e. Drugs used to treat or cure baldness; anabolic steroids used for body building;
  - f. Anorectics - drugs used for the purpose of weight control;
  - g. Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra;
  - h. Growth hormones;
  - i. Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.
22. Reproductive/Infertility services including but not limited to: family planning; fertility tests; infertility (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception; premarital examinations; impotence, organic or otherwise; female sterilization procedures; vasectomy; sexual reassignment surgery; reversal of sterilization procedures;
23. Routine Newborn Infant Care, well-baby nursery and related Physician charges; in excess of 48 hours for vaginal delivery or 96 hours for cesarean delivery;
24. Preventive care services; routine physical examinations and routine testing; preventive testing or treatment; screening exams or testing in the absence of Injury or Sickness; except as specifically provided in the policy;
25. Services provided normally without charge by the Health Service of the institution attended by the Insured; or services covered or provided by a student health fee;
26. Skeletal irregularities of one or both jaws, including orthognathia and mandibular retrognathia; temporomandibular joint dysfunction;
27. Skydiving, parachuting, hang gliding, glider flying, parasailing, sail planing, bungee jumping, or flight in any kind of aircraft, except while riding as a passenger on a regularly scheduled flight of a commercial airline;
28. Sleep disorders;
29. Supplies, except as specifically provided in the policy;
30. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia; except as specifically provided in the policy;
31. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment; and
32. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).

## ALLERGIES/MEDICAL CONDITIONS

A Twinn Palms student must notify Twinn Palms as well as his or her host family and homestay or dormitory coordinator of any environmental allergies, allergies to medications, and medical conditions, including but not limited to, physical limitations, chronic illnesses, and mental health conditions.



## RELATIONSHIPS & DATING

While a Twinn Palms student is free to date, he or she must refrain from engaging in unhealthy or inappropriate activities in this regard. A Twinn Palms student must refrain from obsessive togetherness, inappropriate touching, provocative dressing, and conduct or behavior that causes uneasiness or uncomfortableness to his or her peers, host family, or dormitory community. Couples may be together only in public areas; all other locations require that the student obtain prior permission from his or her host family or dormitory coordinator. Violation of this relationship policy will not be tolerated and subjects the student to disciplinary action including dismissal from the Twinn Palms program.



## TRANSPORTATION

As stated in the Driving section above, a Twinn Palms is prohibited from driving any automobile or motorized vehicle at any time regardless of his or her age. The student may be a passenger in a car driven by his or her host family or dormitory coordinators. A Twinn Palms student may also be a passenger in a school bus or carpool arranged by the host family.

## HITCHHIKING

A Twinn Palms student may not hitchhike for any reason. Violation of this hitchhiking policy will not be tolerated and subjects the student to disciplinary action including dismissal from the Twinn Palms program.

## PUBLIC TRANSPORTATION

A Twinn Palms student may use public transportation, such as a bus, taxicab, subway, or train, only with prior permission to do so from his or her host family or dormitory coordinator.

## TRAVEL

The Twinn Palms policies regarding travel are designed and necessary to ensure the safety of Twinn Palms students. Violation of this travel policy will not be tolerated and subjects the student to disciplinary action including dismissal from the Twinn Palms program.

## PLANNING FOR TRAVEL AND ACTIVITIES

A Twinn Palms student who intends to travel or participate in an activity outside of school must consult with his or her host family or dormitory coordinator before making any arrangements. Host families and dormitory coordinators plan activities and coordinate schedules so that students may be accommodated. A Twinn Palms student's failure to plan in conjunction with his or her host family or dormitory community may result in instances in which the student is not permitted to travel or participate in the desired activity. A Twinn Palms student has a duty to follow the procedures and guidelines below regarding travel or participation in an activity outside of school.

1. A student must plan for travel and activities in conjunction with his or her host family or dormitory coordinator and must consult with the host family or dormitory coordinator for scheduling, transportation, and related arrangements;
2. For travel requiring transportation by air, the student must consult with his or her host family and homestay or dormitory coordinator at least three (3) weeks prior to the desired date of travel; and
3. For a local activity, the student must consult with his or her host family and homestay or dormitory coordinator at least (2) days prior to the desired date of activity.

## TRAVEL TO STUDENT'S HOME COUNTRY

A Twinn Palms student is encouraged to travel to his or her home country to visit family. Any such travel must take place during the timeframe of the school vacation and breaks. A Twinn Palms student may not take days off from school to travel. A Twinn Palms student has a duty to follow the procedures and guidelines below regarding travel to his or her home country.

1. At least three (3) weeks prior to the desired date of travel, the student must consult with his or her host family and homestay or dormitory coordinator about the intention to travel to his or her home country for a vacation;
2. The host family or dormitory coordinator will help to ensure that all necessary procedures, including I-20 procedures, are followed to facilitate the travel;
3. If the student desires, his or her host family or dormitory coordinator may assist with arranging the air travel; in any event, the host family or dormitory coordinator must be consulted regarding the student's flight times so that airport transportation may be arranged in advance; and
4. The student's natural parents must complete and sign a permission form for travel to the student's home country, and must return the form to the student's homestay or dormitory coordinator via email at least one (1) week prior to the date of travel.

**TRAVEL WITHIN THE U.S. *WITH* AN INDIVIDUAL OVER THE AGE OF 25**

A Twinn Palms student has a duty to follow the procedures and guidelines below regarding travel within the U.S. with an individual over the age of 25.

1. At least four (4) weeks prior to the desired date of travel, the student must consult with his or her host family and homestay or dormitory coordinator about the intention to travel within the U.S. with an individual over the age of 25, or to visit an individual who is over the age of 25;
2. The host family or dormitory coordinator will help to ensure that all necessary procedures are followed to facilitate the travel;
3. If the student desires, his or her host family or dormitory coordinator may assist with arranging the air travel; in any event, the host family or dormitory coordinator must be consulted regarding the student's flight times so that airport transportation may be arranged in advance;
4. The student's natural parents must complete and sign a permission form for travel within the U.S. with an individual over the age of 25, and must return the form to the student's homestay or dormitory coordinator via email at least two (2) weeks prior to the date of travel. It is important to note:
  - a. The form must be verified and witnessed where the student's natural parents reside;
  - b. A copy of the natural parents' ID cards must be scanned onto the form;
  - c. A copy of the witness's ID card must be scanned onto the form;
  - d. A copy of the ID of the person(s) whom the student is visiting must be provided;
  - e. A working phone number where the student may be reached during travel must be provided to the host family or dormitory coordinator; and
  - f. The permission form effectively releases Twinn Palms from any and all liability while the student is traveling.

**TRAVEL WITHIN THE U.S. *WITHOUT* AN INDIVIDUAL OVER THE AGE OF 25**

A Twinn Palms student has a duty to follow the procedures and guidelines below regarding travel within the U.S. without an individual over the age of 25.

1. At least four (4) weeks prior to the desired date of travel, the student must consult with his or her host family and homestay or dormitory coordinator about the intention to travel within the U.S. without an individual over the age of 25, or to visit an individual who is not over the age of 25;
2. The host family or dormitory coordinator will help to ensure that all necessary procedures are followed to facilitate the travel;
3. If the student desires, his or her host family or dormitory coordinator may assist with arranging the air travel; in any event, the host family or dormitory coordinator must be consulted regarding the student's flight times so that airport transportation may be arranged in advance;
4. The student's natural parents must complete and sign a notarized permission form for travel within the U.S. without an individual over the age of 25, and must return the form to the student's homestay or dormitory coordinator via Express Mail at least two (2) weeks prior to the date of travel. It is important to note:
  - a. The form must be verified and notarized in the student's home country;
  - b. A copy of the natural parents' ID cards must be scanned onto the form;
  - c. A copy of the ID of the person(s) whom the student is visiting must be provided; and
  - d. A working phone number where the student may be reached during travel must be provided to the host family or dormitory coordinator; and
  - e. The permission form effectively releases Twinn Palms from any and all liability while the student is traveling.

**NO CONFLICT**

To the extent of any conflict between the terms of the English version and any other language version of this Code, the terms of the English version shall control.

## NOTES

# Student Handbook

**2017-2018**



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