



STUDENT HANDBOOK

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


TWINN PALMS®
HOMESTAY SERVICES



TWINN PALMS STUDENT HANDBOOK
©Twin Palms, Inc. 2017 All rights reserved.

**TWINN PALMS
HOMESTAY SERVICES**

11900 W OLYMPIC BLVD, SUITE 650,
LOS ANGELES, CA 90064
WWW.TWINNPALMS.COM
424.239.6367

TABLE OF CONTENTS

WELCOME.	3	AMERICAN CULTURE—SOME POSSIBLE DIFFERENCES.	14
WHAT IS THE HOMESTAY PROGRAM?	4	Individualism, Equality Children and Seniors, Time	
WHAT ARE THE BENEFITS OF THE HOMESTAY PROGRAM?.	5	CULTURE SHOCK.	15
Care and Support of a Family		Culture Shock Cycle	
English Immersion and Language Practice		Culture Shock and Your Host Family Relationship	
An Introduction to Life in America		What You Can Do About Culture Shock	
Cultural Exchange and American Lifestyle		INTERCULTURAL COMMUNICATION	16
STUDENT EXPECTATIONS	6	Direct and Indirect Communication	
WHAT TO EXPECT AT YOUR HOMESTAY?.	8	Emotional and Neutral Expressions	
American Families		Communication Across Cultures	
American Houses		The Pause: Speech Patterns	
Your Bedroom		MISUNDERSTANDINGS AND PROBLEMS.	18
Meals ~ Breakfast, Lunch and Dinner		Types of Problems	Serious Problems
Food		Communication	Sexuality
Transportation		Homestay Coordinator Support	Other Harassment
Medical Insurance and Personal Items Insurance		To Change Your Accommodations	
WHEN YOU ARRIVE IN AMERICA	10	Moving to a Different Host Home	
House Rules	Washing Clothes	STUDENT SAFETY	19
General	Transportation / My Neighborhood	Behavior Guidelines	
Visitors	Electronics	TWINN PALMS PROGRAM RULES	21
Household Routine	Cigarettes and Alcohol	TWINN PALMS STUDENT CODE OF CONDUCT	23
Meals and the Kitchen	Housework (Chores)	Mission and Philosophy	Communication
Bathroom	Religion	General Behavioral Guidelines	Cooperation
Bedroom	Celebrations	Discipline Guidelines & Procedures	Curfew
DAILY LIFE IN THE USA / EVERYDAY SITUATIONS.	12	Violation Warnings	Disorderly Conduct
Greetings	Privacy	Dismissal	Destruction & Damage To Property
Eating	Pets	Circumstances That Warrant Dismissal	Driving
Table Manners	Phone Calls	Coordination With School Discipline Policy	Elastic Clause
Bath / Shower	Going Out with Your Family	Acknowledgement Of The Code	Internet Usage
Shower	Restaurants	Affirmation Duty To Report Violations	Firearms
Toilet	Activities / Outings	Alcohol, Drug & Tobacco Policy	Hate Incidents
Kitchen	Vacations	Transportation and Travel	
Garbage and Recycling		INJURY AND SICKNESS PLAN POLICY.	32

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!

HOMESTAY COORDINATOR (HC) NAME: _____

HC PHONE _____ EMAIL _____

WE.CHAT/WHATS APP _____ TWINN PALMS EMERGENCY NUMBER: 1-800-395-3304





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.



8 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.

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.

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

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.





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

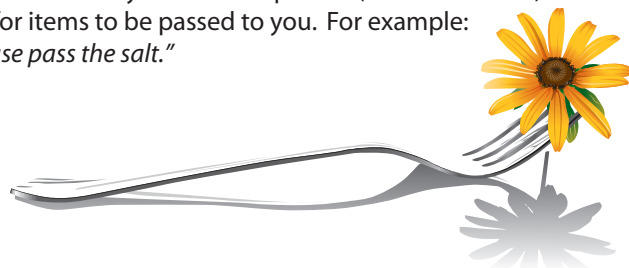
Most meals are eaten with a knife, fork, or spoon. It is acceptable to use your hands for certain items such as:

- 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.

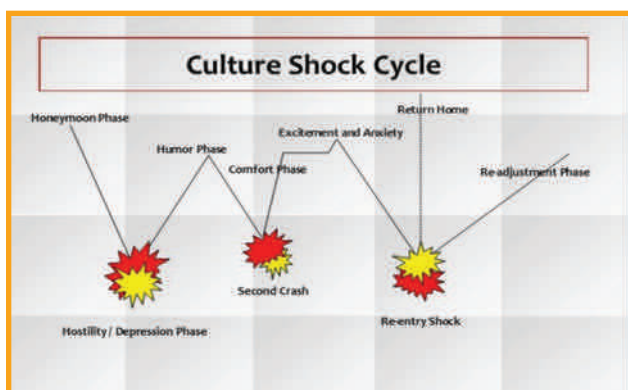
Time

- 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

19

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.

1-800-395-3304

Our toll free phone number is 1-800-395-3304. 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 1-800-395-3304; 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.

■ Students are expected to be in monthly contact with their Coordinator through whichever means the coordinator collects monthly updates, video calls, phone calls, written format, etc.



Twinn Palms Student Code of Conduct



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.

TWINN PALMS STUDENT CODE OF CONDUCT

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

TWINN PALMS STUDENT CODE OF CONDUCT

- 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 as any remaining balance for expenses covered under the policy.

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.

YEARLY MEDICAL PHYSICALS

All students are required to have a yearly physical within the first thirty days of their arrival in the US by a recognized medical professional. Host families and students can find a medical provider through the student's insurance company. The medical exam is required by Twinn Palms.



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.

TWINN PALMS STUDENT CODE OF CONDUCT

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. All students are required to have a yearly physical within the first thirty days of their arrival in the US by a recognized medical professional. Host families and students can find a medical provider through the student's insurance company. The medical exam is required by Twinn Palms.

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.

Student Handbook



©Twin Palms, Inc. 2017 All rights reserved.



2019 - 2020 Injury & Sickness Insurance Plan Policy #: EXL-SA10015-19

Twinn Palms Students attending Private Secondary Schools

Underwritten by:



Administered by:



Policy terms and conditions are briefly outlined in this Description of Coverage. Complete provisions pertaining to this insurance are contained in the policy on file with the policyholder. In the event of any conflict between this Description of Coverage and the policy, the policy will govern.

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

The policy is effective at 12:01 AM on July 1, 2019. A Covered Person's coverage effective date may be different than the policy effective date. Thereafter, the insurance is effective 24 hours a day, worldwide. Coverage will terminate on the earliest of the following dates: (1) the date the policy terminates; or (2) the premium due date for which the required premium has not been paid; or (3) the date on which the Covered Person ceases to meet the eligibility requirements. Coverage under the policy will end 12:01 AM on July 1, 2020 OR 48 hours from the date Covered Person graduates, transfers, withdraws from school or is otherwise removed from the program, whichever is earlier.

DESCRIPTION OF COVERAGE

If a Covered Person incurs expenses while insured under the policy due to an Injury or Sickness, the plan will pay the Usual, Customary and Reasonable Expenses for any Medically Necessary Covered Medical Expenses listed in the Medical Expense Benefit section. All Covered Medical Expenses incurred as a result of the same or related cause, including any complications, will be considered as resulting from one Injury or Sickness. Benefits are subject to applicable Coinsurance Percentages, specified benefits set forth under Covered Medical Expenses, the limitations appearing under Limitations on Covered Medical Expenses, the General Policy Exclusions, and to all other limitations and provisions of the policy.

The expenses must be incurred after the effective date of the Covered Person's insurance while coverage remains continuously in force under the policy.

DESCRIPTION OF BENEFITS

Benefit Percentages the policy pays:

100% of covered expenses incurred up to the \$300,000 per Accident or Sickness maximum benefit.

Outpatient physiotherapy services are limited to a maximum benefit of \$2,500 per policy year.

Outpatient generic and brand-name prescription drugs are limited to a combined maximum benefit of \$5,000 per policy year.

COVERED MEDICAL EXPENSES

- Hospital room and board expense.
- Hospital miscellaneous expenses (operating room, lab tests, X-ray examinations, anesthesia, drugs, therapeutic services and supplies).
- Inpatient and outpatient physiotherapy / occupational therapy / speech therapy.
- Inpatient and outpatient surgery (including oral surgery). Assistant surgeons are allowed at 30% of the surgery allowance.
- Inpatient and outpatient anesthesiologist services.

- Inpatient registered nurse's services and inpatient and outpatient physician's visits.
- Pre-admission testing.
- Inpatient and outpatient psychotherapy.
- Inpatient and outpatient consultant physician fees.
- Skilled Nursing Facility 60 days per admission.
- Outpatient surgery miscellaneous expenses (for example, operating room, anesthesia, drugs, therapeutic services and supplies).
- Outpatient medical emergency expenses.
- Outpatient diagnostic x-ray services and laboratory procedures.
- Outpatient radiation therapy.
- Outpatient physician tests and procedures.
- Outpatient injections and chemotherapy.
- Outpatient prescription drugs.
- Ambulance services.
- Outpatient braces, appliances, durable medical equipment, and Orthotic Devices.
- Dental treatment, subject to limitations discussed in the section of this brochure entitled, "Limitations On Covered Medical Expenses."
- Clinical trials.
- Colorectal cancer screenings, performed in accordance with the latest screening guidelines issued by the American Cancer Society.
- Diabetes treatment.
- Emergency Services.
- Rehabilitative services provided to a covered Dependent child less than age 21 (not including Rehabilitative Services actually delivered through early intervention or school services).
- One annual voluntary HIV screening test while receiving emergency medical services, whether or not the HIV screening test is necessary for the treatment of the medical emergency.
- Mammogram and Cytologic screening (Pap smear).
- Oral anti-cancer prescription drugs.
- Preventive and primary care provided to a covered child less than age 21.
- Prostate cancer screening in accordance with the latest screening guidelines issued by the American Cancer Society.
- Reconstructive breast surgery.
- Home health care (must follow a hospital confinement of at least 3 days).
- Substance abuse services for the treatment of clinically significant substance abuse disorders identified in the most recent edition of the International Classification of Diseases of the Diagnostic and Statistical Manual of the American Psychiatric Association. Benefits and benefit maximums are as follows:
 - a) the process whereby a person who is intoxicated by or dependent on drugs or alcohol or both is assisted through the period of time necessary to eliminate the intoxicating agent from the body, while keeping the physiological risk to the patient at a minimum, shall be covered for up to 12 days annually.
 - b) Inpatient or Outpatient Services or any combination of those certified as necessary by a physician, psychologist, advanced practice registered nurse, or social worker and provided by a hospital, a non-hospital residential facility, an outpatient treatment facility, or a physician, a psychologist, an advanced practice registered nurse or a social worker shall be covered as follows:

- 1) up to 28 days per year for inpatient or residential care, in a hospital or non-hospital residential facility; and
 - 2) up to 30 outpatient visits per year.
 - c) treatment regimens which include psychiatric, psychological, and other prescribed interventions shall be a covered benefit.
- Mental illness services for the treatment of clinically significant mental illness identified in the most recent edition of the International Classification of Diseases or of the Diagnostic and Statistical Manual of the American Psychiatric Association. Benefits and benefit maximums are as follows:
 - a) treatment for inpatient or residential care in a hospital or non-hospital residential facility, for up to 45 days per year;
 - b) outpatient benefits shall be 75% of covered expenses for the first 40 visits per year, and 60% of covered expenses for any outpatient visits thereafter for that year.
 - Preventive Care without copayments, coinsurance or deductible as described under Federal law and regulation regarding preventive services. This includes:
 - a) evidence-based items or services that have in effect a rating of "A" or "B" in the current recommendations of the United States Preventive Services Task Force;
 - b) immunizations that have in effect a recommendation from the Advisory Committee on Immunization Practices of the Centers for Disease Control and Prevention with respect to the Covered Person involved;
 - c) with respect to Covered Persons who are infants, children and adolescents, evidence-informed preventive care and screenings provided for in the comprehensive guidelines supported by the Health Resources and Services Administration;
 - d) with respect to Covered Persons who are women, such additional preventive care and screenings not described in paragraph (1) as provided for in comprehensive guidelines supported by the Health Resources and Services Administration.

LIMITATIONS ON COVERED MEDICAL EXPENSES

- Payment for Hospital room and board, which includes all general nursing charges, will be limited to the Hospital's normal charge for semi-private accommodation. Intensive Care Unit charges will be limited to two times the semi-private room and board rate per day.
- Dental Treatment: (a) when performed by a Physician and (b) made necessary by injury to sound, natural teeth. Routine dental care and treatment to the gums are not covered.
- Outpatient generic and brand-name prescription drugs are limited to a combined maximum benefit of \$5,000 per policy year.
- Outpatient physiotherapy services are limited to a maximum benefit of \$2,500 per policy year.
- When two or more surgical procedures are performed through the same incision or in immediate succession at the same operative session, the maximum amount paid will not exceed the benefit for the one of such procedures for which the largest benefit is payable.

OUTPATIENT PRESCRIPTION DRUGS BY EXPRESS SCRIPTS

The policy utilizes the Express Scripts Pharmacy network and provides a Prescription ID Card. Prescriptions filled at an Express Scripts Participating Pharmacy are payable at the benefit percentage, subject to the per policy year maximum for outpatient prescription drugs. Most pharmacies participate in the Express Scripts, Inc. network, but you should check with the pharmacy before you make your purchase. To find participating pharmacies in your area, call Express Scripts, Inc. at 1-866-282-1491 or visit their website at www.express-scripts.com. You will not have to file a claim on purchases made at participating pharmacies. The pharmacist will tell you exactly what to pay.

PREFERRED PROVIDER NETWORK

The policy utilizes the PHCS hospital and physician network for the purpose of delivering quality health care at a preferred fee. You are not required to use the PPO network, but to find a provider call 1-800-922-4362 or visit www.multiplan.com to find a PHCS provider, or if none are available, a MultiPlan provider.

REMAINS REPATRIATION BENEFIT

The plan will pay up to \$25,000, if the insured dies while outside his or her home country. The benefit will pay the actual charges for preparing and transporting such the insured's remains to his or her home country. This will be done in accord with all legal requirements in effect at the time the body remains are to be returned to his or her home.

Remains Repatriation must be arranged through On Call International. Retroactive claims will not be accepted.

MEDICAL EVACUATION BENEFIT

Upon the prior approval of the attending Physician and the Company, the Plan will pay up to \$50,000 of necessary expenses incurred for evacuation of the Insured to:

1. a specialized medical facility; or
2. his or her home country.

Medical Evacuation must be arranged through On Call International. Retroactive claims will not be accepted.

RIGHT OF SUBROGATION

(NOT applicable to students staying with California or Arizona residents)

If a Covered Person is injured or becomes ill through the act or commission of another person, and if benefits are paid under the policy due to that injury or sickness, then to the extent the Covered Person recovers for the same injury or sickness from a third party, the Covered Person's insurer, or the Covered Person's uninsured motorist insurance, Sirius America Insurance Company will be entitled to a refund of all benefits it has paid up to the amount of such recovery. Further, Sirius America Insurance Company has the right to offset subsequent benefits payable to the Covered Person under the policy against such recovery.

EXCLUSIONS FOR MEDICAL EXPENSES

Benefits are not payable under the Medical Coverage in the following circumstances:

1. Eye examinations; prescriptions or fitting of eyeglasses and contact lenses; eyeglasses, contact lenses or other Treatment for visual defects and problems, except as required as a result of a covered injury. "Visual defects" means any physical defect of the eye that does or can impair normal vision.
2. Hearing examinations or hearing aids; or other Treatment for hearing defects and problems, except as required as a result of a covered injury. "Hearing defects" means any physical defect of the ear that does or can impair normal hearing.
3. Dental care or Treatment other than care of sound, natural teeth and gums required due to an injury resulting from an Accident while the Covered Person is insured under the policy, and rendered within 12 months of the Accident.
4. War or any act of war, declared or undeclared; or while serving in the armed forces of any country (a pro-rata premium will be refunded for such period of service).
5. Participation in a riot or civil disorder; fighting or brawling, except in self-defense; commission of or attempt to commit a felony.
6. Operating any vehicle while under the influence of alcohol or without being properly licensed and insured to do so.
7. Participation in, practice for, or orthopedic equipment and appliances used for; semi-professional sports; or professional sports.
8. Skydiving, parachuting, hang gliding, glider flying, parasailing, sail planning, bungee jumping, or flight in any type of aircraft, except while riding as a fare-paying passenger on a regularly-scheduled airline.
9. Treatment, services or supplies provided by a Hospital or facility owned or run by the United States Government, unless a charge is made for such services in the absence of insurance; or in a Hospital which does not unconditionally require payment.
10. Cosmetic surgery, except cosmetic surgery which the Covered Person needs as the result of an Accident which happens while he is insured under the policy.
11. Elective Treatments and voluntary testing except as otherwise provided by the Policy.

12. Injury or Sickness covered by Worker's Compensation or Employer's Liability Laws, or by any coverage provided or required by law (including, but not limited to group, group type, and individual automobile "No-Fault" coverage).
13. Charges used to meet any deductible, or in excess of the coinsurance level, or in excess of those considered Usual, Customary, and Reasonable Charges.
14. Treatment or services provided by any member of the Covered Person's immediate family, or for which no charge is normally made.
15. Treatment, services or supplies provided or paid for by any governmental program or law, except Medicaid.
16. Nasal or Sinus Surgery, (unless required due to an injury resulting from an Accident while the Covered Person is insured under the policy).
17. Birth Control, including surgical procedures and devices except as otherwise provided under the policy.
18. Treatment of congenital anomalies and conditions arising or resulting directly therefrom.
19. The diagnosis and treatment of infertility.
20. Expenses incurred within the Covered Person's home country or country of regular domicile.
21. Injury sustained as a result of riding in or on a two or three-wheeled motor vehicle, or riding in or on a snowmobile.
22. Elective abortions.
23. Supplies, except as otherwise provided in the policy.
24. Circumcision.
25. Routine foot care, including the treatment of corns, calluses and bunions.
26. Gynecomastia.
27. Hirsutism.
28. Impotence, whether organic or otherwise.
29. Sleeping disorders, including testing thereof.

DEFINITIONS

Unless specifically defined elsewhere, wherever used in the policy:

Accident means a sudden, unexpected and unintended incident. "Covered Accident" means an Accident that results in injury or loss covered by the policy.

Covered Person means any Eligible Person for whom application is made and who is approved to participate in the benefit plans issued under the policy, provided the required premium for such person's insurance is paid when due.

Hospital means a legally constituted institution having organized facilities for the care and Treatment of sick or injured persons on a registered inpatient basis, including facilities for diagnosis and surgery under the supervision of a staff of one or more licensed Physicians and provides 24-hour nursing service by Registered Nurses on duty or call.

Injury means accidental bodily harm sustained by the Covered Person that resulted directly and independently of all other causes from an Accident and occurs while coverage under the policy is in force.

Inpatient means confinement for which the Covered Person is charged at least one full day's room and board.

Intensive Care Unit means a section, ward, or wing within a Hospital which is separated from other Hospital facilities and (1) is operated exclusively for the purpose of providing professional Treatment for critically ill patients; (2) has special supplies and equipment necessary for such Treatment which are available on a standby basis for immediate use; (3) provides room and board, and constant observation by registered graduate nurses or other specially trained Hospital personnel; and (4) is not maintained for the purpose of providing normal post-operative recovery Treatment or service.

Medical Emergency means bona fide emergency services provided after the sudden onset of a medical condition manifesting itself by symptoms of sufficient severity, including severe pain, such that the absence of immediate medical attention could be reasonably expected by a prudent layperson, who possesses an average knowledge of health and medicine to result in: (a) placing the patient's health in serious

jeopardy; or (b) serious impairment to bodily functions; or (c) serious dysfunction of any bodily organ or part.

Medically Necessary or Medical Necessity means the services or supplies provided by a Hospital, Physician, or other provider that are required to identify or treat an Injury or Sickness and which, as determined by Sirius America Insurance Company, are: (1) consistent with the symptom or diagnosis and Treatment of the Injury or Sickness; (2) appropriate with regard to standards of good medical practice; (3) not solely for the convenience of the Covered Person; (4) the most appropriate supply or level of service which can be safely provided. When applied to the care of an inpatient, it further means that the Covered Person's medical symptoms or condition requires that the services cannot be safely provided as an outpatient. The fact that a Physician may prescribe, authorize, or direct a service does not of itself make it Medically Necessary or covered by the Policy.

Nurse means a person who has been registered or licensed to practice by the State Board of Nurse Examiners or other state authority in the state where he works, and who is practicing within the scope and limitation of that license. The term Nurse will not include the Covered Person or his spouse, children, brothers, sisters, or parents, or any person residing in his household.

Orthotic Devices means rigid or semi-rigid devices supporting a weak or deformed leg, foot, arm, hand, back or neck or restricting or eliminating motion in a diseased or injured leg, foot, arm, hand, back or neck. Benefits for Orthotic Devices include orthopedic appliances or apparatus used to support, align, prevent, or correct deformities or to improve the function of movable parts of the body. An Orthotic Device differs from a prosthetic in that, rather than replacing a body part, it supports and/or rehabilitates existing body parts. Orthotic Devices are usually customized for a Covered Person's use and are not appropriate for anyone else. Examples of Orthotic Devices include but are not limited to Ankle Foot Orthosis (AFO), Knee Ankle Foot Orthosis (KAFO), Lumbosacral Orthosis (LSO).

Outpatient Surgical Facility means a surgical or medical center, which has (1) permanent facilities for surgery; (2) organized medical staff of Physicians and registered graduate nurses; and (3) is authorized by law in the jurisdiction in which it is located to perform surgical services and is licensed (if no license is required, officially approved) under that law.

Physician means a practitioner of the healing arts who is duly licensed in the state where he is practicing and who is treating within the scope and limitation of that license. The term Physician will not include the Covered Person or their spouse, children, brothers, sisters, or parents, or any person residing in their household.

Prosthetic Devices (excluding dental) means artificial limb devices or appliances designed to replace in whole or in part an arm or a leg. Benefits for Prosthetic Devices include coverage of devices that replace all or part of a permanently inoperative or malfunctioning internal or external organ, and are furnished on a Physician's order. Examples of Prosthetic Devices include but are not limited to artificial limbs, cardiac pacemakers, prosthetic lenses, breast prosthesis (including mastectomy bras), hair prosthesis and maxillofacial devices.

Registered Nurse means a person who has received the designation of "Registered Nurse (R.N.)" and is registered and licensed to practice by the State Board of Nurse Examiners or other state authority in the state where they work, and who is practicing within the scope and limitation of that license. The term Registered Nurse will not include the Covered Person or their spouse, children, brothers, sisters, or parents, or any person residing in their household.

Sickness means illness or disease contracted and causing loss as to the Covered Person whose Sickness is the basis of claim. Any complications or any condition arising out of a Sickness for which the Covered Person is being treated or has received Treatment will be considered as part of the original Sickness.

Skilled Nursing Facility means a facility which is licensed pursuant to state and local laws; is operated primarily for the purpose of providing skilled nursing care and Treatment for individuals convalescing from Injury or Sickness including room and board and provides 24 hour a day skilled nursing services under the full time supervision of a Physician or

Registered Nurse and if full time supervision by a Physician is not provided, it has the services of a Physician available under a fixed agreement; it keeps adequate medical records and has organized facilities for medical Treatment. Skilled Nursing Facility does not include an institution or part of one that is used mainly as a place for rest or the aged.

Treatment means a specific in-office or Hospital physical examination of, or care rendered to, the Covered Person.

Usual, Customary, and Reasonable Charges - "Usual" means those charges made by a provider for services and supplies rendered to all patients for the same or similar Injury or Sickness; "Customary" means those charges made by the majority of providers in the area for the same or similar services or supplies. "Reasonable" means those charges that do not exceed the majority of prevailing fees in the area for the same or similar services or supplies. Area means a county or larger geographically significant area as determined by the Company.

CONFORMITY WITH STATE LAWS

Any provision that is in conflict with the requirements of state or federal law that applies to the Policy are automatically changed to satisfy the minimum requirements of such laws.

For questions please contact:

ASRM, LLC

505 South Lenola Road, Suite 231

Moorestown, NJ 08057

TOLL FREE: 1-800-359-7475 (within USA)

PHONE: (856) 380-1213 (collect, from overseas)

FAX: (856) 231-7995

WEB: www.helpwithmyplan.com

EMAIL: admin@asrmllc.com

TWINN PALMS 学生手册



©Twin Palms, Inc. 2017 All rights reserved.

11900 W Olympic Blvd | Suite 650 | Los Angeles, CA 90064 | www.twinpalms.com | 424.239.6367

- 1. 学生须提前四周与其寄宿家庭或住宿协调员咨询有意图在美国境内旅行，且已有一名25岁以上人士陪同，或即将拜访一名25岁以上人士。
- 2. 住家或住宿协调员会帮助确保所需的准备流程，以方便旅行。
- 3. 如果学生需要，其住家或宿舍协调员会帮助安排航班事宜；任何情况下，必须要咨询住家或住宿协调员航班时间信息，以便提前安排前往机场的交通；
- 4. 学生的亲生父母需要完成并签署经公正的同意书，同意学生在无25岁以上人士的陪同下在美国境内旅游，且需在学生旅行前两周通过特快专递发回至学生住家或宿舍协调员。重点注意：
- a. 同意书需在学生母国经过认证和公证；
- b. 同意书上需扫描亲生父母的身份证复印件；
- c. 需提供学生拜访人（们）的身份证复印件；

无25岁以上人士的陪同下的美国境内旅游

- 1. 学生须提前四周与其寄宿家庭或住宿协调员咨询有意图在美国境内旅行事宜，且无25岁以上人士陪同，或即将拜访一名25岁以下人士。
- 2. 住家或住宿协调员会帮助确保所需的准备流程，以方便旅行。
- 3. 如果学生需要，其住家或宿舍协调员会帮助安排航班事宜；任何情况下，必须要咨询住家或住宿协调员航班时间信息，以便提前安排前往机场的交通；
- 4. 学生的亲生父母需要完成并签署同意书，同意学生在有一名25岁以上人士的陪同下在美国境内旅游，且需在学生旅行前两周寄回至学生住家或宿舍协调员。重点注意：
- a. 同意书须经证实并在学生亲生父母居所所在地见证完成；
- b. 需在同意书上扫描亲生父母的身份证；
- c. 需在同意书上扫描见证人的身份证；
- d. 需提供学生拜访者的身份证明；
- e. 需向寄宿家庭或住宿协调员提供旅行期间可联系到学生的有效电话号码；
- f. 同意书有效免除Twinn Palms在学生旅行期间的任何法律责任。

无冲突

- d. 需向寄宿家庭或住宿协调员提供旅行期间可联系到学生的有效电话号码；
 - e. 同意书有效免除Twinn Palms在学生旅行期间的任何法律责任。
- 如英语版本的准则与其他语言版本的准则有任何冲突，以英文版为准。

过敏/身体状况

加入Twinn Palms的学生须向Twinn Palms、其住家或宿舍协调员说明任何可能因环境或药物可引起过敏，及身体状况，包括但不限于身体极限、慢性疾病和精神健康状况。

年度体检

要求所有学生在抵达美国的30天内进行一次年度体检，由经过认可的医疗专业人员进行。寄宿家庭和学可通过学生的保险公司寻找一家医疗服务提供者。此体检由Twinn Palms要求进行的。



情侣关系和约会

Twinn Palms的学生允许谈恋爱，但就此事学生应避免做出不健康或不适当行为。Twinn Palms的学生不得有过度亲密、不恰当触摸行为，着装不可有挑逗性，且不得有使同伴、住家或宿舍同学感到不安或不舒服的行为。学生情侣只能在公共场合见面；任何其他地方需提前得到住家或宿舍协调员的允许。违反该条规定将不被允许，学生会受到纪律处罚，包括从Twinn Palms项目中开除。



交通

如之前驾驶部分所述，任何年龄的Twinn Palms学生均不得在任何情况下驾驶机动车或摩托车。住家或宿舍协调员可以搭载学生出行，学生亦可乘坐校车或住家安排的拼车。

搭便车

Twinn Palms的学生不得已任何原因搭便车。违反此规章将不被容忍，学生会受到纪律处罚，包括从Twinn Palms项目中开除。

公共交通

Twinn Palms学生在住家或住宿协调员允许的前提下可搭乘公共交通，如公交车、计程车、地铁或火车。

旅行

Twinn Palms有关旅行制度的制定旨在确保学生的

计划旅行和活动

想要旅行或参加校外活动的Twinn Palms学生在做任何安排前须与住家或宿舍管理员进行商量。住家和宿舍协调员会帮助学生计划出行并协调日程安排，把学生安置好。如果Twinn Palms学生没有与其住家或住宿团队商议出行计划，我们将不允许学生旅行或参加期望活动。Twinn Palms学生有义务遵守如下关于旅行或参加校外活动的规章制度。

1. 学生必须与住家或住宿协调员共同商议出行计划，包括日程安排、乘坐交通、和相关事宜；
2. 旅行需乘坐飞机时，学生必须提前三周与住宿家庭或住宿协调员进行商议；
3. 如想参加当地活动，学生需提前两天与寄宿家庭或宿舍协调员进行商议。

回国探亲

我们鼓励Twinn Palms的学生回国探亲，此类行程需安排在学校放假或假期中，学生不得在平日请假回国探亲。Twinn Palms的学生有义务遵守如下回国探亲规章制度。

1. 学生需提前三周向寄宿家庭或宿舍协调员说明放假时想回国探亲；
2. 住家和住宿协调员会帮助学生确认探亲所需流程，包括I-20签证流程，从而使探亲更便捷。
3. 如果学生需要，其住家或宿舍协调员会帮助安排航班事宜；任何情况下，必须要咨询住家或住宿协调员航班时间信息，以便提前安排去往机场的交通；
4. 学生的亲父母需要完成并签署同意学生回国探亲文件，且需在学生回国前一周发送给学生住家或宿舍协调员。

欺凌行为包括直接或间接的长期骚扰、恐吓、折磨、羞辱、胁迫、压迫和/或威胁个人。本《行为

欺凌行为

动。

欺辱行为包括伤害、贬低或侮辱他人的行为或举

欺辱行为

骚扰行为包括置某人于充满故意或恐吓的环境中，以敌对或恐吓方式对待某人或干扰他/她的教育活
动。本《行为准则》所禁止的骚扰行为包括但不限于
于语言、书面、肢体、视觉及性骚扰。

骚扰行为

所有Twinn Palms的成员有权利反抗歧视和骚扰，
无论其种族、民族背景、性别、宗教、阶级、年
龄、性取向或残疾。为了给学生、学校、住家及宿
舍创造一个安全舒适的环境，Twinn Palms致力于
防止并积极应对憎恨性事件。

仇恨事件

Twinn Palms的基本目标之一就是创建一个安全舒
适的环境，让学生、学校、住家及宿舍能够和睦相
处。因此，任何憎恨性行为、骚扰、欺辱、欺凌、
网络欺凌或歧视行为，包括但不限于基于种族、民
族背景、性别、宗教、阶级、年龄、性取向或残疾
的歧视行为，都是无法接受并严格禁止的行为。
Twinn Palms将会严肃对待任何此类行为的指控，
并通过迅速、保密而全面的流程进行调查。违反这
一政策的行为不能被容忍，闹将导致学生受到纪律
处分，包括从Twinn Palms项目中被除名。

仇恨事件、骚扰、欺辱、欺凌问题



Twinn Palms学生不允许在任何时候销售、购买、
分配、持有或使用火器或其他武器。违反武器
政策的行为不能被容忍，并将导致学生受到纪律处
分，包括立刻从Twinn Palms项目中被除名。

武器问题

4. 违反此政策的行为不能被容忍，可能会导致
学生受到纪律处分，包括从Twinn Palms项目中被
除名。

Twinn Palms为学生提供医疗保险，以涵盖由于疾
病、意外或伤害造成的医疗开支。学校或住家/宿
舍协调员会收到学生的医疗保险ID卡及政策手册，
并在学生抵达时将这此材料发给学生及其住家（如
有）。Twinn Palms学生必须妥善保管这些材料，
并应在任何时间随身携带医疗保险ID卡，以防万
一。Twinn Palms学生本人的父母应支付医疗保险
不涵盖的费用，以及任何在本政策下的余额费用

医疗保险

Twinn Palms学生必须将食物过敏或其他饮食要求
告知Twinn Palms以及住家、住家/宿舍协调员。

食物过敏/饮食规定



Twinn Palms学生应当对美式要保持开放心
态，并与住家或宿舍协调员沟通个人口味偏好。住
家或宿舍有责任提供营养均衡的三餐和零食，学生
必须尝试不熟悉的美式食物，但可以自由表达好
恶。作为住家或宿舍的意愿，Twinn Palms学生不
应擅自不吃住家或宿舍提供的餐食、随意叫外卖或
将食物带到自己房间里吃。

三餐

《准则》禁止的欺凌行为包括但不限于网络欺凌，这
种欺凌行为适用于电子设备和/或互联网。网络欺凌
可以包括但不限于发送内容不当的短信、电子邮件
或即时信息，以及在网络或其他电子论坛上发布内
容不当或有冒犯性的图片或信息。



Twin Palms 学生必须遵守住家或宿舍，或法律规定的最晚回家时间。如果学生某次回家时间将要晚于通常的时间，他/她必须提前通知其住家或宿舍协调员。

不当行为

不当行为，如过度喧哗、粗暴行为，或其他有破坏性的行为，是不会被容忍的，并且会导致对学生进行纪律处分。如果此类不当行为导致财产破坏或损毁，学生及其本人父母必须赔偿住家或宿舍。

财产毁坏&破坏

Twin Palms 学生应当尊重属于其住家、宿舍和同学的财产，使用这些财产时需要谨慎，并且只能在获得许可时才能使用。如果Twin Palms 学生对他人财产造成毁坏或破坏，无论故意与否，学生及其本人父母必须支付财产修理或置换费用。Twin Palms 学生有义务遵守下列关于毁坏或破坏他人财产的规定。

- 1. 在对住家或宿舍造成破坏后，无论故意与否，Twin Palms 学生必须即刻告知住家及住家/宿舍协调员。
- 2. 如果学生不确定自己的行为是否对寄宿舍家庭造成损失，也必须立即告知住家及住家/宿舍协调员。
- 3. 如果财产受到损坏：

a. 住家及住家/宿舍协调员会对维修费用进行专业估算，确保维修费用合理。

b. 学生本人的父母必须负责支付维修费用。

c. 如果维修费用大于等于100美元，且并不急需维修，那么Twin Palms 将会联系学生本人的父母以取得其支付维修费用的书面同意。

4. 如果Twin Palms 学生未能在24小时内按照本《行为准则》要求上报财产损失情况，无论故意与否，都将导致学生被处以警告或开除处分。

驾驶车辆

Twin Palms 学生不允许在任何情况下驾驶任何机动车辆，无论学生年龄多大。因此，即使Twin Palms 学生年龄达到或超过18岁，学生也受驾驶政策的约束，不能够驾驶机动车。违反驾驶政策的行为是不可接受的，并会导致学生收到纪律处分，包括被Twin Palms项目除名。

电子设备&互联网使用

Twin Palms 学生允许以教育目的和一定的娱乐目的使用电子设备，然而，电子设备的使用不能够干涉学生的文化体验或学习任务。Twin Palms 学生有义务遵守以下关于电子设备及互联网使用的规定。

- 1. Twin Palms 学生需要支付所有个人长途或国际电话的通话费用，学生必须购买并使用电话卡以从住家或宿舍打电话。
- 2. Twin Palms 学生必须遵守住家或宿舍对于互联网使用、计算机、电子游戏和看电视的规定。
- 3. Twin Palms 学生不应参与受禁止的网络活动，包括但不限于：

- a. 在任何电子设备或平台上查找、观看和/或传播亵渎神明、暴力性或有明确性指示的内容。
- b. 复制、保存或传播他人的知识产权（例如版权、商标），包括未经授权下载音乐、视频或其他电子内容。
- c. 故意绕开系统保护硬件或软件，或参与类似活动。
- d. 故意造成系统崩溃、性能降低和/或复制计算机病毒。
- e. 使用电子设备或资源复制、安装、改变和/或破坏数据、程序、软件或其他电子内容。
- f. 使用电子设备或资源以任何方式违反或造成违反地方、所在州份或联邦法律，或者违反学校、住家或宿舍规定。

弹性条款

Twin Palms 工作人员及管理方保留对未在此特别说明的行为进行纪律处分的权力，并有权根据需要纪律处分进行修改。



烟草

18岁以下青少年销售、购买、分配、持有、消费或使用烟草制品，或收到烟草制品影响，都是违法的。烟草制品包括香烟、嚼烟、电子烟和雾化器。

年龄达到或超过18岁的Twinn Palms学生在没有获得住家允许的情况下，也不能够销售、购买、分配、持有、消费或使用烟草制品，或受到烟草制品影响。入住宿舍的Twinn Palms学生，无论年龄，都不允许在任何地点使用烟草。此外，学校政策中明确禁止使用烟草，因此即使住家允许学生在家里或家附近吸烟，学生也必须遵守学校方面关于烟草的使用规定。Twinn Palms绝不会鼓励学生吸烟。

药物&酒精测试政策

学生可能会被随机抽查是否使用药物，Twinn Palms有权利在合理怀疑的情况下要求学生进行药物测试。当有充分理由确信Twinn Palms学生受到化学物质或酒精影响时，Twinn Palms方面会产生合理怀疑。合理怀疑可能但不仅限于为以下情况：

1. 学生行为异常，根据对其行为、言语和/或身体气味的观察，令人有理由相信学生受到药物和/或酒精的影响。

2. 其他表明TWINN PALMS学生的行为并不清醒、可靠且受到药物和/或酒精影响的情况。



学生与住家/宿舍沟通

Twinn Palms学生必须与其住家及住家/宿舍协调员进行公开交流。Twinn Palms学生有义务遵守下列规定，以确保他/她完全理解需要遵守的规则。

1. Twinn Palms学生及其住家，以及住家/宿舍协调员，会在学生抵达后立刻针对住家或宿舍规定进行讨论，学生会收到一份住家或宿舍的书面规定。

2. 学生有责任确保自己理解相关规定，并且在有任何不理解的内容的情况下必须询问住家或宿舍协调员。

3. Twinn Palms学生必须在任何时候都遵守住家或宿舍的入住规定，以及本《行为准则》所包含的所有政策和规定。

4. 如果学生觉得有些规定不合理，学生也必须先遵守规定，并和住家和/或住家协调员一起讨论。

5. 无论有什么担忧或问题，学生都应立刻与住家进行沟通，并将住家和住家/宿舍协调员视为解决紧急问题

缺乏合作

Twinn Palms学生必须积极参与住家或宿舍生活。虽然我们期望学生参与所有住家或宿舍活动，但是，学生必须努力适应新的生活方式，并参与到住家或宿舍日常生活中。Twinn Palms学生必须遵守由住家或宿舍协调员制定的规定，并帮忙做基本的日常家务。Twinn Palms学生必须保持其卧室、卫生间和生活空间清洁感，并且必须通过洗碗、收拾衣物、关掉电灯或其他电器等方式整理好卫生。

积极参与&合作



的首选。向父母寻求帮助可能会导致延误，并且父母可能不会顺利解决学生遇到的问题。

6. 如果住家或宿舍内有任何东西坏掉了，例如水龙头漏水、马桶堵塞或其他设施损坏，或是学生损坏了室内设施，都要立刻告诉住家或住家协调员。

7. Twinn Palms学生必须与住家或宿舍协调员沟通外出意愿，在没有得到允许的情况下不允许离开住家或宿舍。

8. 在学生离开住家或宿舍期间，他/她必须与住家或宿舍协调员保持联系，并遵守最晚返回时间。

如果Twin Palms学生被学校开除，那么该学生也将自动被Twin Palms项目开除。如果学生被学校开除，则该学生必须立刻通知Twin Palms工作人员（例如：住家或宿舍协调员），并在最后的一个上学日后48小时内搬离住家或宿舍。此外，如果学生被学校开除，则该学生的I-20表格也将被撤销。



《行为准则》确认声明

所有Twin Palms学生及其父母都必须阅读《行为准则》并在随附的《确认声明》上签字。签署《确认声明》意味着学生本人及其父母理解《行为准则》并同意遵守其内容。

报告违规行为

Twin Palms的学生不仅有义务遵守《行为准则》规定，规范自己的道德行为，也有义务监督其他同伴是否有违反《行为准则》规定，或是破坏Twin Palms机构、住家或宿舍名誉的行为。直接面对、报告不当行为是最崇高也是最困难的义务。

酒精饮料、药物&烟草政策

Twin Palms学生不允许销售、购买、分配、持有、消费、使用酒精饮料、药物或烟草，也不应收到酒精饮料、药物或烟草影响。

酒精饮料

21岁以下青少年销售、购买、分配、持有、消费或使用酒精饮料，或受到酒精饮料影响，都是违法的。

药物&吸毒工具

对药物的定义是：任何能够影响或伤害身体及/或控制精神的化学物质。此外，Twin Palms学生不允许销售、购买、分配、持有或使用吸毒工具。

处方药物&治疗性药物

对于吃放药物或治疗性药物，Twin Palms学生必须持有由执业医生开具的处方副本，并按要求将处方出示给住家或住家/宿舍协调员。

5. 在任何地点任何时间发生的不道德行为或举动，包括通过互联网或其他电子交流渠道。
6. 在任何地点任何时间使用、销售、购买、分配或持有伤害性武器和材料，或可以被用作武器的任何物品。
7. 在任何地点任何时间使用、销售、购买、分配或持有任何酒精饮料，或受到酒精饮料影响。
8. 在任何地点任何时间使用、销售、购买、分配或持有任何非法药物，或受到非法药物影响。
9. 在任何地点任何时间使用、销售、购买、分配或持有吸毒工具。

10. 盗窃学校、住家、宿舍或任何个人的财产，学生本人的父母必须承担赔偿费用。
11. 随意刻划、污损或算坏学校、住家或宿舍财产，学生本人的父母必须承担维修或置换费用。
12. 转卖丢失或盗窃来的图书或其他物品。
13. 故意骚扰同学、住家家庭成员或宿舍学生。
14. 加入帮派组织或从事强迫、暴力及非法活动的团体。
15. 任何违规使用计算机或其他电子设备的行为，包括但不限于通过网络或其他电子交流渠道张贴或传播不可接受或存在质疑的材料。
16. 以口头、书面、电子媒介或图片形式进行威胁。
17. 在任何地点任何时间，针对任何个人或团体实施侵害、任何形式的威胁或暴力行为。
18. 将暴力、危险、有害的行为带入校园、住家或宿舍。
19. 被学校开除。
20. 持有所在地区、州份或联邦法律中规定的任何武器。
21. 任何违反所在地区、州份或联邦法律的行为。
22. 任何在校方、老师或学校管理人员、住家成员或TWINN PALMS工作人员或管理层认为将导致不当结果的行为。



适应校规

Twin Palms与各学校通力合作，贯彻执行其纪律政策和程序。因此，Twin Palms与学生就读的学校会共同决定采取纪律处分。Twin Palms的纪律处分也可被视为是学校的纪律处分决定，反之亦然。如果本《行为准则》条款与学校校规发生冲突，处理方式以本《行为准则》为准。

需要向学生发出警告的情形：

1. 对自身、其他人、学校团体、住宿家庭或集体宿舍做出有潜在危险或威胁性的行为举止。

2. 社区人员、学校群体、住宿家庭或集体宿舍认为是失礼的行为或举止。Twinn Palms 的学生有义务主动了解什么行为在其寄宿家庭或宿舍是失礼的，并确保他们与他人的交流方式是在可接受范围内。

3. 未经住家或宿舍调解员的允许擅自离家或宿舍。

4. 违反住家或宿舍调解员制定的宵禁制度。

5. 在任何时候任何地方对他人恶语相向。

6. 在任何时候任何地方对他人的宗教或文化不予容忍。

7. 在家或宿舍通过网络或其他电子方式传播或散发未经核实的校园信息。

8. 在任何时间任何地点使用、买卖、分发或持有烟草产品及电子烟。

9. 口头和书面上使用亵渎和粗俗的语言，包括不雅的手势。

10. 未经同意擅自拿取、借用、或以其他形式拥有住家或宿舍的物品。

11. 破坏学校、住家或宿舍财产。

12. 故意不服从校官、老师、行政人员、住家成员、或Twinn Palms 的工作人员或管理者。

13. 公开频繁蔑视学校权威、住家或Twinn Palms 的工作人员或管理者。

14. 无论何时何地进行搏斗、欺凌或有任何攻击性行为，不管是否导致身体争执。任何参与斗殴的学生都将予以纪律处分，不管事件由哪方引起。

15. 伪造，使用伪造票据或执照，以及/或篡改学校相关票据或资料。

16. 私自摆弄火灾警报器、灭火器或其他安全或保险设备。

17. 没有遵守学校出席流程和政策。

18. 多次无故延迟或翘课。

19. 以欺骗、剽窃、和/或其他任何不诚实行为对待家庭作业、课堂作业、小测验、测试、项目、或考试。

20. 经课堂教师确认持有任何帮助学生在完成学校作业、测试中作弊的材料，包括带有不合理注释的教科书。

21. 课堂老师确定的不恰当课堂行为。

22. 在校园、教室、住家或宿舍乱扔食物和其他物品。

23. 被学校官方、教师、行政处、住家成员、Twinn Palms 员工或管理者认做是不恰当行为。

开除

开除是指让学生永久离开Twinn Palms住家或宿舍。最终的纪律处分是由副总裁和Twinn Palms的法律顾问一起做决定，如

给予开除的情况

1. 违反或有意忽视准则中的条例和程序。
2. 任何使学生或他人处于危险、受到伤害，或引发扰乱、不安全、不健康或危险情形的行为举止。
3. 有攻击性或威胁性的行为举止，包括身体语言。
4. 无论何时何地使用、买卖、分发或持有鞭炮爆竹或任何爆炸性装置，包括烟雾弹。
5. 在任何地点任何时间使用、销售、购买、分发或持有武器或任何爆炸性装置（包括烟雾弹）。
6. 一旦学生被Twinn Palms开除，其相关举
止、行为、和违规将会被详细记录在Twinn Palms档案里，且其亲生父母会第一时间得到开除通知，我们会尽快安排学生回国。如有必要，学生要立即搬离住家或宿舍，寄宿家庭品，带给学生。学生一经开除，将会立即被遣送回国，或暂住在其他地方，直至安排好回国航班。学生的亲生父母需支付所有费用，包括学生的临时住所、飞机票、和因开除所引起的费用。

7. 任何被Twinn Palms开除的学生可能失去一些权力或能力：如不能获取目前的在校成绩；无法继续学业；不得退学费或其他费用；终止I-20签证。
8. 此外，如果违纪行为受到谴责或是不可改变的，并可能对Twinn Palms、学校、住家或宿舍造成负面影响，且Twinn Palms认为该事件会危及学生在Twinn Palms的正常学习生活，Twinn Palms有权立即将学生从住家或宿舍开除，且学生、其家长或法律代表不得进行求助或申诉。

9. 有需要，需与其他员工、行政人员、或事件目睹人共同商讨。类似的决定是最终决定，不得进行上诉继续协商。

Twinn Palms 促进了寄宿家庭和寄宿学生的各方面发展，为学生提供舒适的居住环境，丰富了住家和学生的生活，让学生、学校、寄宿家庭和宿舍团体更好地一同学习和成长。舒适安全的环境，让学生、学校、寄宿家庭和宿舍团体更好地在一起生活和学习。

原则

Twinn Palms 致力于向学生提供一个安全舒适的学习和居住环境。每位学生要遵守Twinn Palms的行为规范准则，这对Twinn Palms的寄宿家庭和住宿团体尤为重要。参加了Twinn Palms的住宿项目，学生与其父母需同意恪守并巩固准则的完整性，遵守其政策和各项事务流程。

基本行为规定

选择Twinn Palms住家的学生须是无瑕可寻。他们需严以律己，不去做被同伴、团体、家庭、学校、住家或住宿协调员、或Twinn Palms员工和管理者认为是不妥的事情。Twinn Palms的学生必须通过自身努力和规范的行为取得成功。作为Twinn Palms项目的学生，他/她必须要意识到并接受自己的行为一直受准则约束的。从参加Twinn Palms项目起到结束，学生要对自己的行为负责，信奉准则并24小时按其行事。Twinn Palms的学生务必尊重工作人员、管理人员，自己和每位学生，以及他的所居住的社区和所在住家。学生不得以任何形式在任何情况下说谎，包括但不限于在学业、体育活动及个人竞技中。Twinn Palms的学生必须诚实可信，并认同参加任何不道德或非法的活动对社会、尤其是Twinn Palms团体都是有害的，这些非法活动包括但不限于盗窃、行骗、剽窃、欺诈、怠慢、说谎、冷漠等不合适或低俗的行为举止。Twinn Palms的学生要成为积极向上的模范榜样，在学校、住家或宿舍里要尊重他人权益，不得影响他人安全和扰乱居住环境。任何威胁人身健康和安全的活动或行为都是被严厉禁止的。

纪律规定&程序

下面的惩戒性程序旨在为学生提供良好的学习生活秩序，使之成为成绩优秀的好市民。这些准则从学生加入Twinn Palms住家或宿舍起就一直适用，我们希望Twinn Palms的学生在任何时候都严于律己。任何违反行为准则或其他相关政策的行为将会根据相应条例进行纪律处分。最终的纪律处分将由Twinn Palms的行政副总裁和法律顾问做决定，如有需要，会寻求其他教职员工、行政人员或事件的证人共同商讨做决定，类似的决定已是最终决定且不可进行上诉或进一步协商。依据适用的当地法、州法和联邦法，Twinn Palms有权向第三方公开学生违反条例的信息及相关情况。请注意这份准则中的枚举列表或具体要求并不包含所有情况，准则内容只是代表性地描述可能违反准则的某种行为、活动、事件和总体情况。

违规警告

当Twinn Palms的员工或管理人员认为学生的行为或活动有可能扰乱或危害校内、寄宿或宿舍学生安全，或者学生直接违反规章条例时，有必要向学生发出违纪警告。一旦向学生发出违纪警告，违纪相关的行为、活动都会被Twinn Palms记录在案，且他/她的父母会立刻收到该事件的通知和发出的警告。



除了遵守行为规范，Twinn Palms的学生还需尊重所有当地法规、州法和联邦法，以及学校、寄宿家庭和宿舍的管理条例。Twinn palms还应自行了解适用的当地法规、州法以及联邦法。



其他Twinn Palms项目规定

18. 学生不允许发生美国法律不允许的性接触或性行为，包括（但不限于）与未成年人的性接触或寄宿家庭成员间的性接触。
19. 在参与本项目期间禁止发生性行为。
20. 国际项目不会保证学生参加体育运动或比赛的资格，该资格取决于地方、国家和学校方面的相关政策；学生不允许以参加体育运动为名转学或更换住家。
21. 国际项目不会保证学生获得高中毕业证书，高中毕业证书的取得取决于地方、国家和学校方面的相关政策；学生不允许以获得毕业证书为名转学或更换住家。

- 在遵守上述项目规则外，Twinn Palms学生同样需要遵守以下规定。
- 学生必须时刻明确其作为国际学生的责任和义务，努力在学业、寄宿家庭及其所生活的社区里表现优异。
 - 学生应该尽力融入非国际学生群体和寄宿家庭，从而结交到美国本土的朋友。
 - 在特别的日子（如节日或生日等），学生需要首先考虑与寄宿家庭一起度过。

- 我们鼓励学生限制每日拨打国际电话、向家人或朋友发送电子邮件或进行电子通信的次数，并尊重寄宿家庭关于网络及电话使用的规定。学生应该知道，如果与国内友人过于频繁的联系被认定为是文化适应期的调试方式，那么国际项目将施行相应的咨询计划以帮助学生进行文化适应与融合。
- 我们希望学生在回国时的身体情况与他们来到美国时的情况一样，也就是说，学生不允许进行穿孔、文身或对外貌进行任何形式的过度改造。
- 学生需要每个月和他们的协调员联系，无论通过哪种方式：月度报告、视频电话、打电话、书面形式等等。

22. 在离开美国前，学生需要支付所有发生的医疗索赔。
23. 学生的家长及朋友可以在学年中造访学生，但学生的寄宿家庭不负责他们的住宿或交通；学生可以与住家协调员联系，以便安排相关住宿事宜。
24. 在校期间，学生不允许签署任何合同协议，无论协议内容是关于商业、婚姻还是宗教。

Twinn Palms项目规定

21

每名學生都有責任理解並遵守項目規定。我們要求學生在前往美國之前閱讀並簽署《項目規定及行為守則》，這些規定會在學生出國前的行前指導說明會上充分討論，並在學生到達美國後再次參加指導說明會時重申。學校希望所有寄宿家庭都能熟悉這些規定，並在學生抵達當地後和他們一道重新學習這些規定。

黑體字部分是零容忍規定，學生一旦違反這些規定，就會被立刻取消參與該項目的資格。其他違反項目規定的行為將由學校紀律委員會進行審查並認定。學校的目的是幫助儘可能多的學生和寄宿家庭成功地度過一整個學年。

1. 學生必須遵守所有美國法律。

2. 高中生購買或引用酒精飲料是違反美國法律的，在美國，允許購買并消費酒精飲料的法定年齡為21歲。

3. 在任何情況下，學生以非醫療原因使用藥物的行為都是被嚴格禁止的。非醫療（非法）藥物舉例：可卡因、LSD、無處方藥品或以娛樂為目的的藥品、大麻。

4. 學生不允許搭便車。

5. 在任何情況下，學生都不允許購買、攜帶或使用火器。

6. 學生所持的F-1簽證不允許學生從事兼職工作，非移民的外國人一旦從事有收入的工作活動就會被驅逐出境。

7. 除在合法的駕駛學校上課期間外，學生不允許駕駛任何機動車（包括摩托車、摩托自行車和轎車）；學生可以在獲得寄宿家庭及本人父母允許的情況下，在所在州允許的前提下參加校方支持的機動車駕駛課程。

8. 在校期間，學生不允許吸煙，也不允許攜帶香煙。

9. 學生必須保證出勤率，并在所有課程中獲得至少C級評定；如果學生因任何原因被開除，該生也會立刻被國際項目除名。

10. 除生病接受醫生照顧或得到寄宿家庭特別允許外，學生必須每天上學。

11. 學生必須完成所有作業。

12. 學生不許前往色情音像店、成人電影院、酒吧、賭場，也不許登錄色情網站。

13. 學生必須尊重並遵守寄宿家庭所有規定，把自己當成家庭的一員，並自願幫忙做家務。

14. 除非學生的安全存在問題，否則學生必須保證在與寄宿家庭產生問題時與住家協調員溝通順暢。學生不可以在寄宿家庭外的任何場合與他人討論寄宿家庭的私事。

15. 學生不能在未經調解或未走規定步驟的情況下更換住家和學校；除緊急情況下，搬入住家後30天不會為學生更換住家。學生不能在沒有住家協調員同意的情況下搬離寄宿家庭。

16. 學生只有在由一位可以負責任的成年人（25歲或以上）陪同下才能旅行，如果：

a) 校方收到了由學生本人父母簽字的《學生旅行許可表》；

b) 學生的寄宿家庭允許；

c) 旅行不與上課發生衝突。

由學校組織的旅行不適用於本條款。學生必須在旅行前至少四周就將旅行計劃告知其住家協調員。學生可以在不期望的情況下在假期時回到祖國度假。

17. 學生必須尊重其住家協調員，並遵守全部規定。

- 警惕任何想和你在不恰当情况下独处的人。例如你的一位“邻居想单独约你看电影，或你在健身房认识的一位“老友”邀请你参加只有你们两个人的活动。
- 短信&社交媒体——你应该时刻记住，要知道和你发短信以及在社交媒体网站上联系的人是谁。如果你发现有任何人与你联系过密，或者做说了让你感到不舒服的话，你要立即联系住家协调员。



- 外出时，确保携带手机或可以使用手机拨打电话，让你的寄宿家庭知道和你一起外出的朋友及朋友父母的姓名和电话号码。
- 要保存寄宿家庭和住家协调员的电话号码，以及Twinn Palms办公室及紧急电话的号码。
- 准备独自一人在家前，向寄宿家庭询问紧急服务电话号码。

- 如果你在与朋友或任何成年人一起的时候让他/她感到不舒服，你应该立刻离开，或者打电话给你的住家协调员或任何信得过的成年人。

- 要相信你的直觉——如果你觉得有什么异常，要让别人知道！

紧急情况

如果你在非工作时间（美国东部工作时间：上午9时 - 下午5时）遇到任何类型的紧急情况，Twinn Palms有24小时免费紧急电话服务，为你提供全年每周7天的支持。24小时免费紧急电话：1-800-395-3304

我们的免费电话号码是1-800-395-3304。按照接线员的提示或保持通话状态等待连线应答服务。

你也可以直接拨打1-800-395-3304服务电话；一名代理人将会记录你的信息，你将很快接到一名Twinn Palms支持帮助人员的回电。

我们的目标是确保你和你的寄宿家庭一起度过安全、有收获的时光；如果有任何问题或顾虑，请联系我们。我们在这里为你提供帮助！

- 任何送你昂贵礼物、秘密礼物、或者作为你某些行为的回馈赠送你的礼物（例如，邻居或朋友的家长告诉你，如果你考试取得高分，就会获得一份特殊礼物）的人。
- 任何要求你保守秘密的成年人。成年人对未成年人持有相同的信任以让他们保守秘密是不对的。
- 成年人与未成年人间调情或开有性暗示的玩笑是绝对不能接受的。
- 对任何鼓励你打破规定或参与非法、不当行为的成年人保持警惕。
- 其他安全提示：
 - 在去往任何陌生或不确定安全性的地方之前，向你的寄宿家庭了解社区情况。
 - 向你的寄宿家庭了解所住城市有哪些地方在白天或晚上是不适合走动的。
- 外出时，应该尽量有两个以上的同伴，避免独自行动。

学生安全——行为准则

19

有时候你可能会感到困惑，不知道有些行为在美国文化里中是否能被接受。我们的主要目的是确保留学期间你的人身安全。下面这个列表会帮助你和你的寄宿家庭了解哪些举止是可以接受的，哪些行为是不安全的。

积极/恰当的情感表达方式包括：

- 简单的拥抱
- 轻拍肩膀和后背
- 握手
- 击掌
- 口头赞扬
- 手、脸、肩、臂的简单接触
- 搂肩
- 家庭祷告时手拉手
- 轻吻脸颊

消极/不恰当的情感表达方式包括：

- 不合适的/过久的拥抱
- 故意别蹭、拍打、挤压他人身体
- 成年人牵学生的手
- 接吻
- 学生坐在成年人腿上
- 触摸屁股、胸部或生殖部位
- 在私密空间，如卫生间、卧室内表达感情
- 躺在同一张床上
- 触摸膝盖或腿部
- 摔跤或挠痒
- 任何形式的按摩
- 以口头或书面的形式对身体或身体发育表赞美
- 过多赠与个人礼物或金钱
- 在私人场所共进晚餐
- 任何多余关注

礼仪准则：

- 学生或寄宿家庭均不应裸体
- 学生和成年人不得接触别人的内衣裤（右半边）
- 睡衣外需披上长袍
- 不穿有暗示性或暴露的衣服
- 不可以只围条毛巾

行为准则：

- 寄宿家庭不许要求与学生单独见面
- 不得通过电话、信件、或电子邮件方式要求性接触或亲密接触
- 不得调情
- 不得开有性含义玩笑
- 不得有淫秽性言辞或吹口哨
- 不得分享或展示与性有关的照片或信息

任何情况下，寄宿家庭的任何成员或其他成人不得对你有犯罪行为，Twin Palms会全力协助警方部门进行调查和起诉类似不法行为。如果有人企图在行为和语言上对你不检点，你一定要马上联系住家调解员或者Twin Palms的工作人员。

同理，你也不能主动与任何住家成员有任何性接触。

安全预防措施

Twin Palms鼓励你在美国期间接触不同的人。但同时也需要小心可能发生的不愉快状况或危险。遇到不合理事件时，确保马上向住家协调员和Twin Palms全国办公室报告情况。

以下是几条需要仔细观察或上报告的“危险信号”。虽然不是每一条都意味着必定有危险发生，但它们会提醒你什么行为是恰当的，什么行为是不恰当的。留学生在外交朋友是很重要的，而我們也需要确保学生是与健康向上的同伴交朋友。

误解及问题

18

和一个家庭生活在一起既有美好的瞬间也有不易的时候，所有家庭多少都会存在些误会和问题。大多数问题都可以通过与家庭的沟通去解决。Twinn Palms能够帮助寄宿家庭解决他们无法解决的问题；你的住家协调员也可以给你建议和帮助。

问题类型

- 许多问题都由不同的期望和需求产生。
- 许多问题都是沟通方面的问题。
- 错误理解对方的话语或动作可能产生问题。
- 寄宿家庭或学生可能会经历一系列发生在家中的变化。
- 在所有这些情况中，如果寄宿家庭和学生相互交流各自的需求和期望，问题状况会得到改善，很重要的一点是，要在问题恶化前谈论并解决问题。美国寄宿家庭希望学生和他们一起交流问题。

沟通

如果你与寄宿家庭间产生了问题或误解：

- 告诉他们你的感受。
- 告诉他们你需要什么。
- 不要怯于与寄宿家庭沟通。
- 不要想当然地认为他们能够理解你。
- 如果你不能与寄宿家庭沟通，那么应该与住家协调员沟通。
- 不要把问题拖延太久，如果不及时处理，小问题也可能变成大麻烦。

住家协调员帮助

■ 如果你和寄宿家庭产生了问题，你应该首先试着和寄宿家庭沟通。

住家协调员在下列情况中能够提供帮助：

- 你与寄宿家庭沟通后问题仍未得到解决。
- 你需要有人帮助做翻译。
- 所产生的问题涉及不同文化。
- 你感到迷茫而不适。
- 你想和寄宿家庭沟通，然而你不知道如何表达自己的感受。

严重问题

严重的问题一般不会发生，Twinn Palms的寄宿家庭都是经过严格筛选和评估的；然而，如果你与寄宿家庭间发生了无法与他们直接沟通的严重问题，你应该与住家协调员进行交流。

搬入新的住家

- 如果你和你的住家协调员都认为更换住家是最佳选择，那么这位住家协调员会帮你找到新的寄宿家庭。
- 在你更换住家之前，你必须和住家协调员联系。
- 有时学生与寄宿家庭匹配不当，因此最好更换。
- 你的住家协调员会为你找到你满意的寄宿家庭。
- 如果必须更换住家，那么请留出足够的时间以便为你寻找新的住家，这一过程通常需要几个星期。

更换住家

如果你想离开目前的住家，你可以和你的住家协调员共同商议。你可能有很多要更换住家的理由，也有很多供你选择的其他住家，你的住家协调员会为你提供建议，并协助你做出最佳选择。

其他骚扰

- 寄宿家庭中的任何成员不应该和你发生任何形式的性关系。

■ 如果你感觉有寄宿家庭成员向你表达了性方面的要求，你应该立刻和住家协调员进行沟通。

- 如果你觉得寄宿家庭里有人不尊重你、你的文化或者你的宗教信仰，你可以告诉他们不喜欢这样。
- 如果你不想和你的寄宿家庭直接说，你可以向住家协调员寻求建议或帮助。
- 如果你和寄宿家庭沟通之后问题仍未解决，你可以告诉住家协调员。

性

如果与住家产生问题或误会，和他们谈谈你的想法。



跨文化交际

当来自不同文化的人进行交流时，可能会产生误会，这可能是因为：

- 文化差异
- 语言障碍
- 手势的不同含义
- 肢体语言

很重要的一点是，你要尽量问问题，以保证你确实理解对方的意思；你可以请对方重复他们的话，请他们以其他方式表达，或者请他们说得慢一点。

例如 你可以说：“您能以另一种方式再说一次刚才的话吗？”
“我的理解是_____，是这样吗？” “我不理解_____，
您能再说一次吗？”

诚实

在美国文化中，诚实是很重要的。学生不需要找“看似合理的借口”掩盖事实，而最好是实话实说。

暂停：言语模式

- 不同文化中的说话方式都不太一样。
- 在一些文化中，讲话者之间会有短暂停顿。
- 在另一些文化中，大家可能会同时说话。
- 有时，讲话者之间出现停顿和沉默会让美国人觉得不舒服。
- 有时他们可能认为你需要帮助，于是可能会代替你进行表达。

提示 对话

- 如果你觉得你的美国朋友没有给你足够的时间去思考或者要代替你说话，你可以说“我正在思考”或者“请稍等”。
- 这样，他们就会耐心地等你说话了。

跨文化交流

- 不同的文化有不同的沟通模式。
- 有时，跨文化交流可能会引起误会。
- 不要想当然地认为你觉得正常的事情对别人来说也正常。
- 其他人可能不会像你希望的那样去理解你的言语或手势。

直接和间接交流

- 直接
 - 1. 暗示
 - 2. 避免冲突
 - 3. 其目标是维护关系
 - 4. 非语言指令很重要
- 间接
 - 1. 直截了当
 - 2. 即使很困难，也要说实话
 - 3. 其目标是交换信息
 - 4. 通过语言传递信息



- 美国人通常进行直接沟通。
- 他们通常直截了当，不会拐弯抹角。
- 他们也希望你能直截了当。
- 美国人不大会像其他文化里那样使用太多非语言指令。

(例如 在一个案例中，学生感到有些冷，她想让寄宿家庭知道这一点，于是她开始摩擦双手，穿上毛衣，然而直到她直接说“我觉得有点冷”，寄宿家庭才会明白这一点。

请记住，你文化中一些肢体语言可能对美国人来说有其他的含义。

感性及中立性表达

- 在一些文化中，当人们交流时，他们通常会很感性。他们使用大量面部表情、手臂和手部动作来表达观点和感受。
- 在另一些文化中，人们不会表达任何感情，也不会使用肢体语言。
- 请记住，这些动作通常是文化性的，不要把它们理解成是威胁、生气或是冷漠。

例如 在一个案例中，寄宿家庭经常会问这位学生是否一切都好，或者他是否觉得有什么不舒服的地方。这位学生不知道为什么他的寄宿家庭会觉得自己不舒服，事实上他很快快乐。当他与寄宿家庭谈起这个话题的时候，寄宿家庭向他解释，因为他并不经常微笑，所以他们担心他的身体状况。

眼神交流

- 美国人与别人交流时，对方能看着自己。
- 如果在谈话时你不去看对方，对方会认为你心不在焉，或者毫无兴趣。
- 如果你对谈话内容感兴趣，一定要保持眼神交流

例如 在一个案例中，一开始，寄宿家庭的妈妈经常和学生聊天，但是几周之后，她就不太和学生说话了。学生并不明白为什么会这样，直到她听到寄宿家庭的妈妈给朋友打电话时说：“可能她对我说的事情并不感兴趣，或者她听不懂我的话，在我说话的时候，她从来不看着我。”

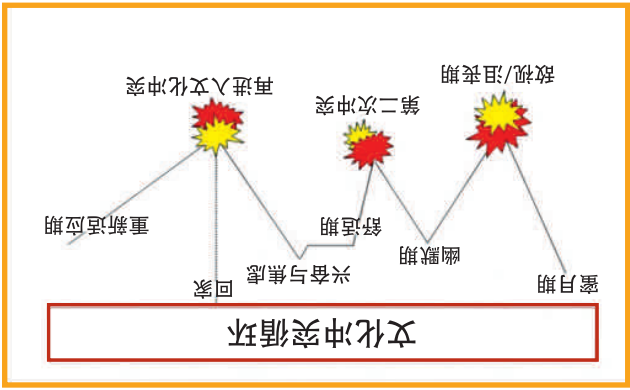
文化冲突

15

大多数人在生活、学习或工作于其他文化环境中时都会遇到文化冲突。文化冲突十分常见，而且在一段时间的适应期后就会消失。文化冲突的起因是经历了太多的文化差异。一些人可能会变得很愤怒，另一些人会变得沮丧。一些可能出现

的症状包括：

- 紧张
- 迷茫
- 焦虑
- 想家
- 体重增加或减轻
- 睡眠问题
- 无精打采



文化冲突循环

蜜月期：当你第一次到达新的文化环境时，一切都让你感到好奇与兴奋。

敌视/沮丧期：你对新的文化感到困惑，有时会难过，有时

会愤怒。“我讨厌这个地方，我想回家。”

恢复/幽默期：你的心情变好了许多，能够开始自嘲犯过的

错误。“昨天我做了件傻事。”

第二次冲突：一些人会经历第二次文化冲突，因为他们本来

已经在新的环境中找到了信心，而突然再次感到不适应。

舒适期：你在新环境中感到完全适应了。“这个地方有家的

感觉。”

兴奋与焦虑：在回家之前，你可能既因为回家而兴奋，又因

为考试和告别而焦虑。

再进入文化冲突：通常，当人们回家后，他们会因环境的改

变而在此感觉不习惯。“没人理解”是一种常见的感受。

重新适应期：你开始再次感到一切恢复正常了。

文化冲突及你与寄宿家庭的关系

■ 文化冲突可能会影响你对寄宿家庭的看法和态度。

■ 如果文化冲突影响了你的心情或者行为，你应该和寄宿家

- 庭好好聊聊，以便让他们了解你的想法。
- 你在经历文化冲突的困难时期的行为表现也会令你的家人担忧。
- 由于文化冲突可能是情感方面的，因此言语及行为通常会被误解。
- 建立新的关系需要时间和耐心。
- 在新的家庭环境中生活，以及经历文化冲突，是很困难的事情，但所有困难都会过去。

如何应对文化冲突

- 和你的寄宿家庭交流，向他们解释你的感受，以及你遇到的困难。
- 和你的住家协调员交流。
- 和你的朋友或者其他国际学生交流。
- 尽可能联系英语，语言对于理解新的文化至关重要。
- 试着运用幽默感，对自己的错误可以自嘲。
- 记住，在文化方面没有对错，只有差异。
- 保持好奇心，记住，这很有帮助。
- 尽可能参与进去，参加俱乐部或者小组活动，保持忙碌的状态，结交新朋友。
- 按时吃饭，按时睡觉。
- 做一些运动。

提示：文化冲突

- 你要记住，文化冲突很常见。
- 你要记住，文化冲突不会一直持续下去。
- 和周围的人交流会很有大帮助。
- 照顾好自己。



美国文化可能与你自己的文化有各种不同的差异，其中一些差异会让你很困惑，而另一些则不会。你需要记住，经历这些文化差异也是你留学生活中非常重要的一部分。你要有耐心，要包容，最重要的是，要保持幽默感。

一些可能遇到的差异

美国文化——



个人主义

- 美国人重视个人主义。
- 大多数美国人都很独立，不依赖家庭，这一点和你所在的文化是一样的。
- 每个人都要自己做决定。
- 每个人都要对自己负责。
- 美国人教自己的孩子进行批判性思维，做出自己的选择，并且要独立。

平等问题

- 美国人重视平等问题。
- 他们认为社会中的每个人都有同等的权利和机遇。
- 美国文化中，女性和男性的地位相同。
- 社会地位不由性别、年龄、种族或社会级别决定。
- 对每一个人都同等尊重。

孩子与老人

- 因为美国人重视独立和平等，他们在对待孩子或老人方面可能会持与你自己的文化不同的态度。
- 孩子通常会直接地表达自己的观点或喜好。
- 即使是小孩子也可以向父母表达反对意见。
- 老人通常不与子女一起生活，很独立。

时间观念

- 美国人重视守时。
- 迟到被认为是其他人不尊重。
- 如果你认为自己会迟到，需要打电话通知对方。
- 因为美国人习惯准时并重视时间规划，因此他们总是显得很忙。

厕所

- 1.用过的厕纸应扔进马桶内。
- 2.不要往马桶里倒入其他垃圾。
- 3.出于礼貌，应该在使用过后将马桶座放下来。
- 4.如果你弄脏了马桶，那么应用马桶刷清理干净。



厨房

- 寄宿家庭里可能有你不会使用的电器设备，如果你不知道如何使用某种电器，就要问清楚。
- 观察厨房里的东西都放在什么位置，用后放回原位。

垃圾与回收

- 大多数美国家庭会回收纸张、玻璃及金属产品。
- 向你的寄宿家庭询问他们的回收流程。
- 一些家庭会将有机废物回收合成肥料用于花园中。
- 向你的寄宿家庭询问他们是否会自制肥料，以及如何制作肥料。

隐私

- 美国人重视隐私。
- 通常，如果美国人想独处，他们会回到自己房间，把门关上。（然而，如果一个人经常这样做，其他人就会觉得他对家庭生活并无兴趣）。
- 如果你希望获得隐私或安静的环境，你可以关上门。
- 如果寄宿家庭的家庭成员想进入你的房间，他们应该敲门。
- 如果家里的小孩儿想让你陪他们，你可以告诉他们你要学习，然后关好门。

宠物

- 许多美国人在家里养宠物。
- 宠物包括狗、猫、鸟或其他动物。
- 美国人将宠物看作是家庭的一部分，宠物可以自由出入任何房间。
- 想你的寄宿家庭询问关于饲养宠物的规定，例如，有的家庭不想让自己的猫走出房子，或者只会在有家人在的时候才让狗走出房子。

打电话

- 如果你想打长途电话，你应尽量使用自己的手机。
- 如果你没有手机，你可以让你的寄宿家庭帮你。
- 我们不鼓励寄宿家庭帮助学生签署手机使用合同。

*我们推荐使用Skype或国际长途电话卡来打长途电话，计费标准为每1100分钟21美元。

与寄宿家庭一同外出

你的寄宿家庭可能会邀请你一同参加家庭活动，例如外出活动、到餐厅就餐，甚至一同去度假。在接受邀请之前，最好与寄宿家庭商议好费用的问题，因为一些家庭有能力支付你

假期

- 你的寄宿家庭可能会在你生活在他们家期间外出度假。
- 如果寄宿家庭要外出很多天，你应该通知你的住家协调查。
- 如果寄宿家庭邀请你一同出游，你应该问清楚具体开销（询问住宿、交通、三餐等问题）。
- 如果你不和寄宿家庭一同出游，你应该通知住家协调查，这样在你的寄宿家庭外出期间，你的住宿问题会得到妥善安排。
- 在你的寄宿家庭外出期间，你不能单独住在寄宿家庭里。

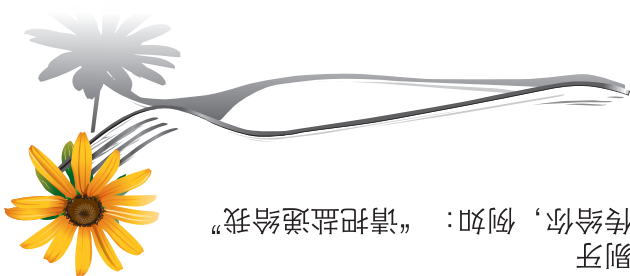
户外活动



餐厅

- 如果你的寄宿家庭没有这个能力。
- 如果你的寄宿家庭答应支付你的费用，你应该感谢他们。
- 你可以考虑为他们做一顿特别的晚餐作为感谢。

- 如果你的寄宿家庭将三餐中的一餐订在饭店里进行，那么寄宿家庭应该支付相应的费用。
- 如果寄宿家庭让你自己付钱，而你打算跟他们出去吃饭，那么你应该在家里自己做饭。
- 如果你不确定需不需要自己付钱，那么应该和寄宿家庭说清楚。
- 如果一起出去旅行，你应该带上钱支付自己在餐厅的饮食费用。



- 请别人把东西传给你，例如：“请把盐递给我”
- 不要在餐桌上剔牙
- 吃饭的时候不要发出啧啧的声音
- 不要把刀放在嘴上
- 不要用手指把食物放到勺子或叉子上
- 嘴里有食物的时候不要说话
- 闭着嘴咀嚼

以下行为是礼貌的体现：

*一旦食物入口，就不能再蘸第二次料了。

- 蘸料的食物（薯条、未经烹任的蔬菜、面包等）
 - 玉米
 - 玉米薄饼
 - 鸡翅或鸡腿
 - 吐司面包
 - 披萨
 - 三明治
 - 热狗或汉堡
- 多数时候，使用刀、叉、勺来吃饭，下列情况可以用手：

餐桌礼仪

提示：如果你很饿，可以多要一些食物。“要是还有米饭的话，我还想再吃一点”或者“还有汤吗？我今天真的很饿。”

如果你不太喜欢某一道菜，但是还想吃点别的，你可以说“谢谢你做这道菜，但是我不太喜欢土豆，我可以再多吃点沙拉吗？”

- “Good morning”是在早上你第一次见到某人时要说的话。
- “Good night”是在睡前要说的话。
- “Hi”或者“Hello”是在一天中其他时间打招呼时要说的话。
- “How are you”或者“How are you doing”通常也作为打招呼的一部分，大部分人会简单地回答“Fine, thanks”。
- 美国人通常会问“How is it going”，这也是打招呼的一种方式，你可以回答“Fine, thanks”或者“Good, thanks”。
- 如果你的寄宿家庭给你添食物时你说“不用，谢谢”，那么他们不会再给你添食物了。
- 如果你想要更多食物，那么就在第一次给你添食物的时候接受，或说“我可以再要点……吗”

饮食

打招呼

- 你也许需要和其他家庭成员共用浴室。
- 在不使用浴室的时候，通常要把门打开。
- 大多数美国家庭浴室里有马桶、水槽、淋浴喷头和浴缸。
- 美国家庭浴室的地面上没有排水口，水只能通过水槽或澡盆的排水口排出。
- 淋浴喷头通常在澡盆里，由帘子与外面隔开，防止有水溅出。
- 在洗澡过后，应该擦干溅出的水。
- 用过的或者潮湿的毛巾应该挂起来晾干或者放入洗衣篮内。
- 如只有一个水龙头，可以通过向左或者向右转头调节水温，向左通常是热水，向右通常是冷水。
- 如果有两个水龙头来调节水温，左边的水龙头通常是热水，右边的水龙头通常是冷水，会有字母H标识或者红色标记，右边的水龙头通常是冷水，会有字母C标识或者蓝色标记。
- 大多数美国人在早上洗淋浴，在淋浴时洗头。
- 如果你想在晚上洗澡，那么请在晚上9:30之前洗澡。
- 美国的热水系统由加热器供应，如果你洗澡时时间过长，可能下一个人就没有足够的热水了。
- 淋浴时间应尽量控制在20分钟内。

淋浴

1. 进入浴缸，拉上浴帘或者关上门。（必须把门完全关上，以防有水流出现。）
2. 确认浴帘在浴缸内
3. 调整水温，知道水温适宜。
4. 放水，让水从喷头流出。
5. 当关上喷头时，记住要让水流进浴缸。



在美日常生活——每日场景



烟酒问题

学校不允许学生抽烟喝酒，任何被发现有此行为的学生都会被取消参加该项目的资格。被取消资格的学生将会产生学费相关的责任，根据此规定，被取消资格的学生及其家庭都不会获得退费。

家务劳动

你的寄宿家庭希望你能成为他们家的一员。在美国，家庭成员共同分担家务劳动，不分性别，因此，你的寄宿家庭可能希望你帮忙：

- 摆桌子或收拾餐具
- 洗盘子或收拾厨房
- 在使用后清理卫生间
- 收拾个人物品，将个人物品放在自己房间内

如果你愿意，你还可以：

- 帮忙准备三餐
- 帮忙回收垃圾
- 和家里的孩子们一起玩

寄宿家庭不应让你：

- 照顾孩子
- 做清理工作
- 做庭院或花园的劳动

你绝对不能从事有偿劳动，否则将被认为是非法劳工并对你的学生签证造成影响。

庆祝活动

■ 试着参加各种庆祝活动，以了解美国生活方式及美式价值观。
■ 询问寄宿家庭关于庆祝活动的问题，了解这类庆祝活动是所有美国人都进行，还是只有你的寄宿家庭所在的文化才进行。



- 和寄宿家庭一起分享你家乡的庆祝活动。

尊重宗教差异对你和你的寄宿家庭都很重要。

- 如果你想从事宗教相关活动，你的寄宿家庭无权干预。
- 如果你想在寄宿家庭里从事宗教相关活动，你应该询问寄宿家庭应在何时何地地进行活动。
- 如果你需要点燃蜡烛或者烧香，你应该询问寄宿家庭是否允许这样做，寄宿家庭可能会担心发生火灾。
- 如果你的寄宿家庭邀请你参加他们的宗教活动，你可以考虑参加，或者礼貌拒绝。
- 如果你把参加某次宗教活动作为文化教育的一部分，你无需认为以后也要继续参加下去。
- 你不需要参加让你觉得不舒服的宗教活动。



当你到达美国后

- 第一次与寄宿家庭见面也许会感觉有些奇怪。
- 试着放松自己，并去认识新的家庭成员。
- 开始的几天，你和寄宿家庭间需要进行一些磨合。
- 询问他们的姓名、兴趣爱好及生活方式。
- 你也许希望了解关于住房及入住规定的详细信息。



家庭规定

在入住新家的第一周，你可能会遇到很多问题。每个家庭的规定和作息时间都不一样，因此你需要询问寄宿家庭，了解他们对你有何要求。以下我们为你列出了一个表单，包含了一些你需要了解的寄宿家庭的情况及规定。

一般性规定

- > 我应该把行李放在哪儿？
- > 我必须总是脱鞋吗？
- > 这座房子里有没有私密的房间？
- > 这座房子里有没有什么东西我不能碰？
- > 有没有关于宠物的规定？

访客

- > 我的朋友能来看望我吗？
- > 我的朋友可以在我房间里留宿吗？
- > 我可以邀请朋友来吃晚餐吗？
- > 我可以自己房间内接待朋友吗？

家庭日常

- > 您家里晚上什么时间睡觉？
- > 什么时间需要保持安静？
- > 您家一般什么时候起床？周末什么时间起床？
- > 有没有最晚回家时间的规定？
- > 如果我得晚点回家，那么什么时间通知你们比较好？

提示：晚间活动

- 通常，在寄宿家庭成员都已睡觉时，寄宿学生仍然没睡。你可能想学习、发邮件，或者打电话给国内的家人。通常，美国学生最晚回家时间在晚上9:30到10:00间。
- 请记住要保持安静，并询问寄宿家庭你在晚间的活动是否影响了他们睡觉。

三餐及厨房

- > 我们在什么时间吃饭？
- > 我应该帮忙摆桌子或收拾餐具吗？
- > 我可以自己拿食物和饮料吗？或者说我需要征求你们的同意？
- > 我需要自己做早餐或午餐吗？
- > 杯子/盘子/其他用具都放在哪里？
- > 炉子/微波炉怎么用？
- > 如何洗碗？

电子设备

- > 我能使用电脑吗？
- > 什么时间可以使用电脑？
- > 使用电脑有时间限制吗？
- > 我需要付上网费用吗？你的寄宿家庭有网络可以使用。
- > 我能看电视吗？
- > 我需要获得额外指导吗？
- > 我能使用DVD吗？
- > 什么时间我不能看电视或使用DVD？
- > 有没有音响或者收音机可以让我听音乐或练习听力？
- > 什么时间应该关掉所有设备？

交通/周围环境

- > 我怎么去学校？
- > 公交车站在哪里？
- > 坐公交车要多久？
- > 怎么获得公交车时刻表？
- > 最近的一家能够买到化妆品和个人用品的商店在哪里？
- > 最近的邮局在哪里？
- > 最近的警察局在哪里？
- > 最近的医院/急救中心在哪里？

洗衣服

- > 如果我太冷或者太热，该怎么办？
- > 什么时间洗衣服比较好？
- > 我该把换下来的衣服放在哪里？
- > 洗衣机和干衣机如何使用？

卧室

- > 我需要每天都叠被子吗？
- > 我应该多长时间打扫一次卧室卫生？
- > 会有其他人进入我的房间吗？
- > 如果我太冷或者太热，该怎么办？

卫生间

- > 您能教我如何使用淋浴/浴缸/浴帘/马桶吗？
- > 应该在什么时间淋浴/洗澡？
- > 我每周可以淋浴/洗澡几次？
- > 我可以淋浴/洗澡多长时间？
- > 在哪儿能找到清洁用品？
- > 拖布和垫子放在哪儿？
- > 用过的毛巾需要放在哪儿？



医疗保险

所有TWINN PALMS国际学生都有医疗保险。
· 以防万一，最好给寄宿家庭的父母提供一份医疗保险的复印件。

unhcsr.com

· 目前，TWINN PALMS使用美国医疗学生资源，官方网站为：www.

个人财产保险

你可能希望为自己的个人物品买一份保险，对于个人笔记本电脑和台式电脑，可以在购买计划中对其进行投保。

后作为午餐。

■ 一些人会带前一天晚上的食物到学校或公司，加热士和蔬菜。

■ 三明治种类繁多，通常夹有薄片、芝士和水果。
■ 午餐通常由三明治、水果和饮料组成。
■ 如果学校不提供午餐，那么寄宿家庭将为学生提供午餐便当。
■ 午餐通常在12:00开始，这一时间段被称为“正午”。

午餐

■ 早餐通常在12:00开始，这一时间段被称为“正午”。
■ 在大多数家庭里，家人因上班上学时间不同而无法一起吃早餐。

■ 早餐饮料通常为咖啡、茶和果汁或薄饼。
■ 周末的早餐会丰盛一些，可能增加鸡蛋或水果。
■ 早餐通常是简单的麦片粥、牛奶、面包或水果。
■ 通常，学生会自己准备自己的早餐。
■ 每个寄宿家庭的早餐时间都不大一样。

早餐

■ 有时，你也可以与寄宿家庭一起品尝你的家乡菜。
■ 晚餐是由寄宿家庭提供的。
■ 在你入住之后，寄宿家庭可能会允许你自己做午餐的少。
■ 每一餐都会盛在一个盘子里，菜式可能会比你家里的少。
■ 美国的三餐通常比较随意。
■ 不提供午餐）、晚餐及零食。
■ 你的寄宿家庭会为你准备早餐、午餐便当（若学校

三餐



晚餐

■ 晚餐通常是最正式的一餐。
■ 一些美国人吃晚餐的时间比较早，在下午6点左右。
■ 大多数美国家庭会在一起一边吃晚餐，一边聊聊各自的一天。
■ 意大利面、肉和鱼通常是主菜。
■ 土豆和米饭很受欢迎，有多种烹饪方式。
■ 美国人一般在正餐开始前吃沙拉。

食物

■ 美国人喜欢各式各样的水果和蔬菜。
■ 肉类和土豆是很常见的食物。
■ 起初，你可能觉得美国菜口味“太重”或“太油腻”。
■ 可以把水果或蔬菜作为零食，以平衡三餐膳食。
■ 如果你对某种食物过敏，请一定告诉寄宿家庭。

提示：食物偏好

如果你有特别不喜欢的食物，或者特别想吃的食物，你可以和寄宿家庭说明情况。寄宿家庭会很乐意满足你的食物需求。例如：“我在家的时侯早餐吃米饭，所以您能为我在早餐时做米饭吗？”或者“我不吃猪肉，可以考虑吃其他东西吗？”

交通

■ 如果学生需要乘公交车上下学，那么寄宿家庭会帮助学生找到要乘坐的公交车以及公交车时刻表。
■ 由于保险手续复杂，寄宿家庭不会允许你开他们的车。
■ 有时，寄宿家庭会开车带你去某个地方，然而请记住，这是出于礼节，而非义务。寄宿家庭在交通方面的义务仅限于提供因校务或学习相关的学校活动而需要的交通。
■ 课外活动，例如逛街或者与朋友外出，必须与寄宿家庭提前进行安排。
■ 学生不允许在没有成年人陪同的情况下离开所在城市或者所在州份。



对住家经历有哪些期待

8



你的房间
你的房间可能在顶楼，也可能在一楼。你会拥有一个独立的私人房间，房间里有基本家具。
床的大小：通常是单人床。



- 通常在床上有两层床单和被褥。
- 要睡在两层床单之间。
- 在铺床的时候，把床单折到床垫下面。
- 通常，你应每周洗一次床单。
- 你的卧室里也应有一套用于学习的桌椅。
- 卧室内的灯光应适合阅读和写作。
- 你也可以摆放一些个人物品，让卧室更加舒适。
- 你需要保证卧室清洁。



美国家庭形式多样，也许并不存在一个“典型”美国家庭，而寄宿家庭的背景也不尽相同。请记住，美国是一个多元文化并存的国度，所以，尽管所有的寄宿家庭都能够流利使用英语，但他们可能来自欧洲、亚洲、拉丁美洲、非洲或其他地区。一些家庭里有小孩，一些家庭则没有。下面列出了一些学生可能遇到的家庭类型：

- 父母和孩子
- 单身男性或单身女性
- 祖父母
- 带孩子的单身母亲
- 带孩子的单身父亲

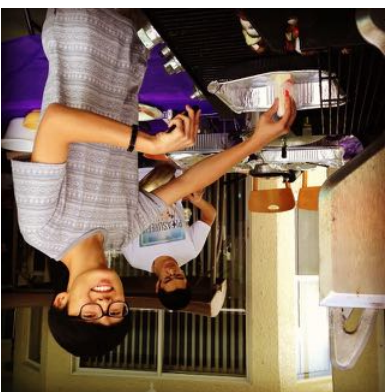
美国住房

- 大多数美国住房为木质结构
- 在美国，很多家庭住在有私人院子的独立别墅或联排别墅里，有时住在公寓里。
- 通常，美国住房的厨房包括厨房和餐厅两部分（许多住房里会分别有厨房和餐厅）。
- 通常，客厅里有舒适的座椅、电视和音响设备。
- 客厅里可能有壁炉。
- 许多住房会在地下室里有专门用于看电视或游戏的房间。
- 卧室通常在顶楼或一楼。
- 许多美国住房的卧室在地下室。

提示：舒适

如果房间内有什么东西让你觉得不舒服，你应告诉寄宿家庭你有什么额外的需求。例如：“房间里的温度比我之前习惯的要冷，您能给我加一条毯子吗？”或者：“我房间里的灯光不适合看书，还有其他我能用的灯吗？”





卧室

- 你应保持卧室清洁，定期清洗床单被褥等。
- 你不能期望寄宿家庭的父母帮你打扫卧室。

家务劳动

- 作为家庭一员，你应帮助做一些基本的家务，比如摆桌子或收拾餐具。
- 如果你愿意，你也可以帮助做饭、倒垃圾或扫地。
- 你可以给家里的小孩子读书，或者跟他们做游戏，但是你不能当小孩的保姆。

语言练习

- 为了提高英语水平，你必须练习。
- 寄宿家庭是练习英语的理想场所。
- 寄宿家庭会帮你理解日常生活中如何正确使用英语，并向你解释你不懂的事情。

文化交流

- 许多寄宿家庭接待留学生的主要目的之一是进行文化交流。
- 他们希望了解你的国家和文化。
- 当你遇到文化冲突时，你可以与寄宿家庭一同探讨这些文化上的不同。
- 与寄宿家庭分享文化差异可以帮助他们了解你所面对的问题。



学生期望

6

入住规定

- 每个家庭的规定都不尽相同，在入住时他们应向你解释清楚所有规定。
- 你应该和寄宿家庭一起探讨这些规定。
- 确保你理解并尊重他们的期望。
- 如果你不确定该怎么做，应该询问他们。

食物/三餐

- 按时和寄宿家庭一起吃饭。
- 如果你不能按时就餐或不打算和寄宿家庭一起吃饭，应提前告诉他们。
- 如果你对某种食物过敏或者特别讨厌某种食物，应告诉寄宿家庭。
- 要帮助他们做点事情，如摆桌子或收拾餐具。

关于尊重

- 尊重入住规定。
- 尊重文化或宗教差异。
- 时刻保持真诚，以尊重他人的方式表达个人的担忧或需求。

家庭生活

- 你应该把自己当成寄宿家庭中的一员，而非客人。
- 试着参与到家庭活动中，无论是工作还是娱乐。
- 如有任何问题或需求，你应告诉寄宿家庭。





住家项目有何优势?

家庭关照和支持

- 远离家庭及朋友生活是很困难的，而寄宿家庭能够让你享受到家庭的关照，并结交新的朋友。
- 成为家庭的一部分
- 获得家庭的支持，与寄宿家庭成为朋友
- 寄宿家庭为学生提供三餐
- 学生可以参与家庭活动
- 在面对困难时能够获得特别帮助及指导



文化交流和美式生活

- 许多学生选择住家项目的主要目的之一是为了进行文化交流。
- 了解美国、美国习俗及节庆
- 与美国人分享学生的本国文化
- 学习文化不同之处
- 了解美国家庭
- 体验美式家庭生活
- 品尝美式食物



浸入式英语练习

- 许多学生喜欢住家项目，因为他们能够在日常生活中练习英语。
- 晚餐对话
- 日常/居家生活词汇
- 俚语及习惯用语
- 学生在公共场合只能使用英语

美国生活介绍

- 寄宿家庭能够帮助学生快速了解美国及当地社区情况。
- 购物场所
- 当地娱乐信息
- 帮助学习如何在异国他乡生活
- 独立生活前的良好过渡阶段





- 该项目适合希望在美国家庭中体验纯正美国生活的学生。
- 所有寄宿家庭均需进行面谈以便了解他们的文化偏好，进行合理配置；
- 所有寄宿家庭均承诺帮助学生适应新的文化环境。
- 学校工作人员会认真审核并选择寄宿家庭。
- TWINN PALMS工作人员承诺帮助寄宿学生及寄宿家庭。

住家项目是什么？

TWINN PALMS为在全美众多学校就读的国际学生提供住家项目服务



欢迎来到美国开始新生活！

亲爱的同学，

你即将开启一段绝妙的历程——在美国社会里探索新生活，在美国高中里学习新知识，在美国家庭里成为新成员。

离开熟悉的家庭环境到异国他乡求学需要很大的勇气，留学生活并不总是充满乐趣，学习一门新的语言以及适应新的文化都十分困难。但是，如果你愿意花一些时间和精力参加各类活动、接触新朋友、融入学校生活并使用英语交流，我们认为你一定会开拓视野并迅速成长。

这本手册的目的在于帮助你顺利开始这次历程，告诉你可以从美国文化及留学经历中获得什么。这本手册列出了你在寄宿家庭及美国学校里需要遵守的一些重要规定，当你遇到问题时，你会发现这本手册方便而实用。如果你遇到了这本手册中没有提到的问题，请咨询你的寄宿家庭协调员或是寄宿家庭。

请记住... 你并不孤独，TWINN PALMS会帮你解决问题，让你的美国生活尽可能丰富多彩。通过遵守规则并参与家庭、学校和社区活动，你将学到新的技能，丰富个人生活，甚至改变自己的人生。

祝你新的一年一切顺利！



寄宿家庭协调员姓名

协调员电话

邮箱



目录


TWINN PALMS 学生手册
©Twin Palms, Inc. 2017 All rights reserved.
TWINN PALMS
HOMESTAY SERVICES
2121 AVENUE OF THE STARS
SUITE 2450
LOS ANGELES, CA 90067
WWW.TWINNPALMS.COM
424.239.6367

致辞	3
住家项目是什么?	4
住家项目有何优势?	5
家庭关照和支持	6
浸入式英语练习	6
美国生活介绍	6
文化交流及美式生活	6
学生期待	6
对住家经历有哪些期待?	8
美国家庭	8
美式住房	8
你的房间	8
三餐——早餐、午餐及晚餐	8
食物	8
交通	8
医疗保险及个人财产保险	10
当你到达美国后	10
家庭规定	10
一般性规定	10
访客	10
家庭日常	10
三餐及厨房	10
卫生间	10
卧室	10
在美日常生活	12
打招呼	12
饮食	12
餐桌礼仪	12
洗澡	12
淋浴	12
厕所	12
厨房	12
垃圾与回收	12
隐私	12
宠物	12
打电话	12
与寄宿家庭一同外出	12
餐厅	12
户外活动	12
假期	12

美国文化——一些可能遇到的差异	14
个人主义、孩子与老人平等观念、时间观念	14
文化冲突	15
文化冲突循环	15
文化冲突及与寄宿家庭的关系	15
如何应对文化冲突	15
跨文化交流	16
直接和间接交流	16
感性及中立性表达	16
跨文化交际	16
暂停：言语模式	16
误解及问题	18
问题类型严重问题	18
沟通	18
性	18
住家协调员帮助其他骚扰	18
更换住家	18
搬入新的住家	18
学生安全	19
行为准则	19
TWINN PALMS项目规定	21
TWINN PALMS学生行为准则	23
原则	23
基本行为规定	23
纪律规定&程序	23
违规警告	23
开除	23
给予开除的情况	23
适应校规	23
《行为准则》确认声明	23
报告违规行为	23
酒精饮料、药物&烟草政策	23
武器问题	23
仇恨事件	23
受伤及生病政策	32

欢迎来到美国!
我们很高兴你能来到这里!

学生手册

