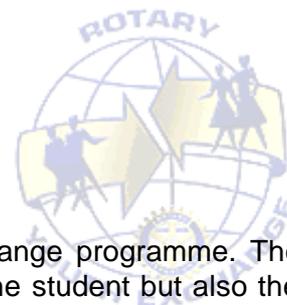


Long Term Exchange Student Counsellor - Guidelines



Choice of Counsellor

The Counsellor, or Mentor, is the most critical role in the Rotary Youth Exchange programme. The wrong choice can be detrimental to the success of an exchange not only for the student but also the host club. It is imperative the person chosen is one who is genuinely interested in young people and appreciates the value of the Youth Exchange Programme. He/she should be able to relate easily to young people so that he/she can gain their confidence and respect and so be in a position to assist and advise them. He/she should fully understand his/her responsibilities and have the time to attend to them. The Counsellor should not be one of the host parents, the student's high school principal, or host club President.

A person who has or is working with young people in schools or local authority youth services or, someone who has a long and successful track record working with young people in the voluntary sector, or someone who has without problem previously hosted and/or counselled Rotary Youth Exchange students is an ideal candidate for the role. It may be that none of these options are available and if so two Counsellors should be appointed one male and one female or, only if the student is female, two females. It is preferable, but not imperative, that these Counsellors should not be husband and wife or long term partners.

Duties of a Counsellor

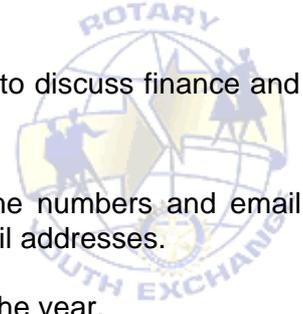
Being a Counsellor for a student is a task which different Rotarians will handle in their own individual way. Youth Exchange students grow in self confidence and maturity during their exchange year and it is very satisfying for a Counsellor, through his/her guidance, to have been a part of that process. Although the Counsellor should not be a host parent, it is common practice for the student to stay with their Counsellor and his/her family for the first few days of their exchange. This has the advantage not only of allowing the Counsellor and student to more easily make all the necessary arrangements and registrations but of giving the student confidence and knowledge that if the going gets tough then there is someone on hand who they can trust and from whom they will receive sound advice.

Counsellors should be familiar with the District 9680 Child Protection Policy and the action to be taken in the event of discovery of abuse or harassment to the inbound student.

Listed below are some important points to help Counsellors in their task:

1 . *Before the arrival of the student:*

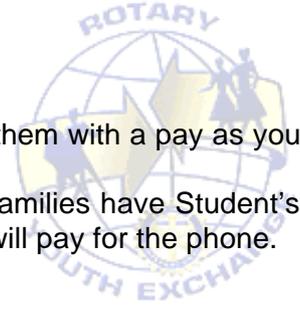
- a) Establish early contact by e-mail or letter with both the student and his or her parents and give them some information on the area, the school and any information to assist in their final travel preparations. Club or District websites (www.ryep.org) and local newspaper websites can give the student a lot of information.
- b) Obtain details of the student's anticipated date and time of arrival.
- c) Make contact or visit the school which the student will attend to make arrangements for their education. Obtain term times and bus availability, if appropriate. Obtain details of school uniform, need for dinner money, etc.
- d) Have arranged, at least, the first two host families.
- e) Make up a file of useful information for hosts, to be passed on as the student moves* see *file below*
- f) Submit the AYEP 4 forms for all hosts to Club Host counsellor.



- g) Hold a meeting of Counsellor, Club YE officer, President, Treasurer to discuss finance and the diary for the year.
- * Decide how much to forward to Student on a monthly basis
 - * Issue the diary and a list of contacts including Counsellor's phone numbers and email address and all host families addresses, telephone numbers and email addresses.
 - * Obtain District events from District YEO.
 - * Decide who has the responsibility for allocation of fund throughout the year.
 - * Ensure that hosts realise that if a club invites the student to an event, all costs are down to the club. Transport should also be paid for and arranged by the club, not the host family.

2. On the student's arrival in the country the Club Counsellor should:

- a) With the first host parents and/or members of the host Rotary Club, welcome the student at the arrival port. If the Counsellor cannot do this then he/she should arrange for another member of the Club to do so.
- b) Visit the school with the student and introduce them to the Principal. Ensure that the student is aware of the choice of subjects available to them and of any examinations that can be taken. Arrange for the purchase of any necessary uniform, the cost of which should be borne by the student's parents and host club.
- c) Check the student's visa and temporary residence permit are in order and, if required, make a note of expiry. Also note a reminder about assisting the student in rebooking for return journey. (District recommends this be done no later than 4 months before due to return home).
- d) Check that the student's passport is in order and will not expire during their exchange. The student should hand passport to Club Counsellor for safekeeping for the period of exchange.
- e) Check the student's airline tickets to be sure that the student is in possession of a round-trip ticket. An open return ticket is necessary in emergencies or if the student must be returned home for disciplinary reasons. The return ticket should be handed to the club counsellor for safekeeping during the period of exchange.
- f) Photocopy of parents consent for travel, if applicable.
- g) Check that the student has adequate insurance. If there is any doubt then contact Club, District or District YEO.
- h) Check the student has brought with them an emergency fund and arrange for this to be held on their behalf. Agree with the student how this fund is to be administered.
- i) If necessary arrange for a bank account to be opened for the student and agree payment dates for pocket money. Consider direct debit transfer of monthly allowance from Student Exchange account.
- j) Register the student with a doctor or local surgery.
- k) Outline what is expected of the student by Rotary, in your Club and District. For example - attendance at Rotary meetings, regular reports to the Club, attendance at District Council meetings and Conference. As soon as possible take the student to a meeting of the host Rotary Club and if their knowledge of English is good enough ask them to introduce themselves to the Club.
- l) Ensure that the student knows how to contact the Counsellor or Club YEO. Let them have phone numbers and/or e-mail addresses.
- m) If possible, hold a meeting of all host families and Counsellor shortly after student has been in the country to cross refer information.



3. During their year in this country the Counsellor should:

- a) Know where to contact the student at any time – consider providing them with a pay as you go mobile phone programmed with important contact numbers. e.g. Counsellor, Club YEO, Club President, District YEO. Let host families have Student's mobile telephone number. Ensure it is agreed with the student who will pay for the phone.
- b) Meet regularly with them to discuss any problems they may have.
- c) Contact host parents and class teacher to ascertain that there are no problems.
- d) Ensure that the student sends regular reports to their sponsoring District.
- e) Contact the student's natural parents from time to time informing them of their son/daughter's progress.
- f) Approve any travel the student wishes to make outside the District. If the student is likely to miss school for a Rotary event then the Counsellor or Host Parent should give them a note to take into school explaining the circumstances.
- g) When Student changes host, ask both families if they need any help with the move and ensure District are advised of change of address and contact numbers when student moves to a new host family.
- h) Encourage the student to attend as many Rotary meetings as possible. The more contacts they make within the host club the more opportunities they will have. Ensure that the Club does not forget the student's birthday and also remembers them at Christmas.
- i) Start a wish list of what the student would like to do or where they want to go and encourage Club members to help the student fulfil their dreams.
- j) Counsellors should be acquainted with the rules of the program and should ensure that the student abides by them; however they are there to guide and assist the student, rather than dictate each move they make.
- k) There are occasions where hosts may have a pre-arranged time away or an event requiring absence of one night or more where it is not possible and/or practical for the student to attend. Hosts must be encouraged to advise the Counsellor of such and it is the responsibility of the Counsellor to arrange temporary accommodation.
- l) When a student moves from one host to another, hold a meeting of both hosts, and if possible future hosts, to discuss any problems that may have arisen.
- m) Write to each host after they have completed their term of hosting thanking them for their undertaking and enclosing Appendix L : Post Exchange Evaluation, asking them to return it to the Counsellor. This is useful feedback for the Counsellor, and gives a "feel good" opportunity for hosting families, who may well consider taking it up again in the future.

Problems

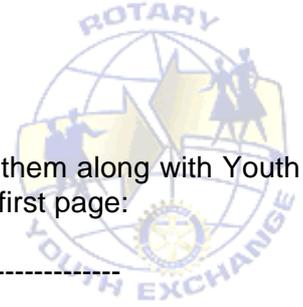
It sometimes happens that the Counsellor and the student cannot get along. If this happens then the Counsellor should step aside in favour of another where there can be a happier relationship. The Counsellor should not take this as an indication of inefficiency as there can be times when personalities clash for no apparent reason.

There may also be a problem between a student and a host family. If this occurs then the Counsellor should have another host family on standby or even move the student in with them, the Club President or Club YEO's family to enable the cause of the problem to be established.

If a student breaks the rules of the programme then the Club should not be afraid of sending them home. Before taking the final decision for such action a full explanation of the circumstances should be discussed with the Host Club President following which the District YE Chairman and to the District Governor should be informed and their support sought.

HOST QUICK REFERENCE FILE

This is a quick reference file for hosts, (plastic pocket folder) to be given to them along with Youth Exchange Handbook and A Primer for Host Families. Following is a typical first page:



Rotary Exchange Student 2004-2005
(Student First Name) (Student Last Name)
Rotary Club of XXXXX

This file to be read by host families, kept safely for reference and then **passed on to the next host.**
Please do not remove papers from file, but do add anything you think may be useful to future hosts.

(Student's name) Club counsellor is :

- * A Rotarian
- * Address and Postcode
- * Home Tel No.
- * Work Tel No.
- * Mobile
- * Email address

Please contact me if you have any queries regarding the hosting of xxx. I shall make regular contact with her to make sure he/she feels happy with his/her stay.

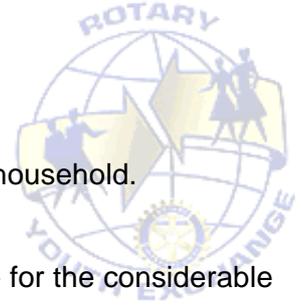
I am sure you will enjoy having him/her to stay with you!

(signature)

Other inclusions could be:

- * Copy of the host club's newsletter, particularly if it has club committee information for reference;
- * Printed copy of Primer for Host Families;
- * Public transport brochures or timetables if applicable;
- * A copy of any club level rules not addressed in the District Rules;
- * District Rules and Undertaking;
- * Permission To Leave District Form.
- * Anything you feel would be helpful for the host families to reference for their hosting experience, such as food dislikes/likes.
- * A list of other exchange student or school friends names and phone numbers.

DISTRICT 9680 ROTARY YOUTH EXCHANGE RULES



HOST PARENTS

The student shall make every effort to adapt to the host parent's way of life and household. The obligation is always on the student to adapt and not the host parent. The student should remember that the host family owes them nothing. The student however owes the host family an enormous debt of debt of gratitude for the considerable personal and financial sacrifices they are making in hosting the student.

SCHOOL

The student will attend a secondary high school on a regular basis. The student shall participate in school, external activities, projects and homework. No concessions will be allowed for the student to attend any form of tertiary educational establishment. The decision on whether the student writes the official examinations or an internal examination rests with the particular school authority. When you are enrolled in the school, discuss with the Principal what subjects you should take and where possible take the opportunity to study subjects not previously available to you, particularly if you have completed High School. It is recommended that all trips and tours are undertaken in the school holidays but time not in excess of 20 days over the year may be taken off school only if both the Principal and the host parents give their permission for this. The student shall comply with the rules of the School in all respects and with particular reference to dress, make-up, jewellery and hair regulations. All school rules and traditions must be obeyed.

DRIVING

The student may not drive any type of motorised vehicle. This includes cars, motorcycles, scooters, jet skis and farming vehicles. The student may not ride pillion or be a passenger in any way on a motorcycle or scooter. The student may not travel as a passenger in a vehicle with an unlicensed or learner driver at the wheel. It should also be noted that some clubs require that the student not be a passenger in a vehicle being driven by a probationary licensed driver. (That is , a driver who has not yet attained a full license.)

ROMANTIC INVOLVMENT

While the student is not expected to avoid contact with the opposite sex. serious and long romantic attachments are forbidden in the programme and if the student feels a situation is getting out of hand the matter should immediately be brought to the attention of the counsellor who will assist the student.

DRUGS

Possession of or taking drugs is a criminal offence in Australia and is expressly forbidden in the programme. Breaking of this rule is the quickest way to an immediate return ticket home and/or jail.

SMOKING

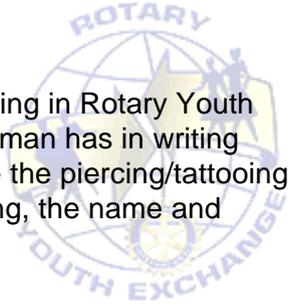
Smoking of cigarettes is strongly discouraged. The student must respect the wishes of the host parents and school authorities in this respect. Smoking by the student at Rotary functions is forbidden. Smoking whilst wearing your school uniform or Rotary blazer is forbidden. Smoking in public situations is also forbidden.

ALCOHOL

The consumption of alcoholic beverages is expressly forbidden except when the student is of legal drinking age and where all alcoholic beverages are supplied and consumed in the presence of a host parent or responsible Rotarian. Australian legal drinking age is 18 years of age or older.

AIR FLIGHTS

The student may not travel on any plane other than a scheduled flight of a recognised airline. If the student wishes to travel in a light aircraft, permission in writing must be obtained from the student's natural parents.



BODY PIERCING AND TATTOOING

This District absolutely forbids any form of body piercing/tattooing whilst participating in Rotary Youth Exchange. The only way that body piercing will be permitted is if the District Chairman has in writing approval of your natural parents and is signed by **BOTH** parents one week before the piercing/tattooing takes place. It is also a condition that the approval be accompanied by, in writing, the name and address of the person performing the piercing/tattooing.

DRESS

The student shall wear a suitable style of clothing to all Rotary functions. Jeans and tee-shirts are not acceptable at most Rotary functions.

TRAVEL

Hitch-hiking is expressly forbidden.

If a student wishes to make a trip during school terms the following procedure must be adopted.

- a) The Principal or relevant teacher must be notified in writing.
 - b) The permission of the host parent must be obtained.
 - c) The permission of the Youth Officer or Counsellor of the Rotary Club must be obtained.
 - d) The Host District Chairman /Counsellor shall be supplied with all contact telephone numbers and addresses, to cover the event of an emergency. If the student wishes to make a trip during school holidays the same procedure applies except that the Principal's permission is not necessary.
- In addition, all trips outside Rotary District boundaries must have the permission of a District Youth Exchange Counsellor/District Youth Exchange Chairman.

Generally separate trips arranged by students are forbidden and certain official tours organised by the District Committee and Rotary Clubs have been arranged to provide the students with an opportunity of seeing the country. The student may not phone another Rotary Club directly to ask for hosting on a trip.

The student should not stay Australia for longer than 365 days, but early departure is also strongly discouraged as it is felt that the student owes it to his or her host parents to spend a full year with them. Visits by natural parents during your year are not recommended. This has proven to be disruptive to both students and the host parents. This District does not officially offer accommodation or transport in the event of natural parents visiting.

ROTARY MEETINGS AND FUNCTIONS

The student shall try and attend as many meetings of their Rotary Club as possible. The wishes of the club related to the time and number of meetings will be communicated to the student by their particular Rotary Club. Whenever Rotary functions coincide with the students' personal arrangements, the student must give preference to the Rotary function.

INSURANCE

The student must have complied with our local insurance requirements and those of Rotary International.

COSTS

The Rotary Club is responsible for pocket money as recommended by the District Committee, and District Conference expenses for the student. The student is responsible for providing \$A500 emergency fund.

LAWS

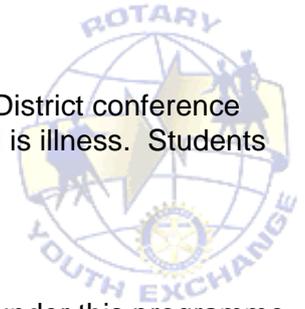
The student must obey the laws of the host country.

TALKS

The student must agree to talk to Rotary Clubs, Interact and Roteract when requested.

LANGUAGE

You must learn to speak the language of the country you go to.



ORIENTATIONS - DISTRICT CONFERENCE

The student shall attend all inbound orientations, outbound orientations and the District conference when requested by the District Committee. The only excuse that will be accepted is illness. Students must stay for a minimum of 48 and a maximum of 52 weeks. They must attend their hosting club changeover.

EMPLOYMENT

The student will refrain from seeking or obtaining any form of employment while under this programme.

TELEPHONE CALLS

The student may not use the host parent's telephone without permission for either local or overseas calls. The student is responsible for the cost of all telephone calls.

LOCAL TRANSPORT

The host parent is under no obligation to transport the student at the student's request and use should be made of public transport where possible.

LAST PERIOD

In the past many students who have excelled for 11 months ruin their whole image by bad behaviour in the final month. Remember you are representing your family and you will be remembered by your performance over a full exchange.

EARLY RETURN HOME

The student will be sent home if, in the opinion of the District Youth Exchange Chairman in the host country, continuation of the exchange period will be detrimental to the programme, the District, the host club or the student. Any costs incurred as a result of the early return of the student will be reimbursed by the student's natural parents.

ROTARY INTERNATIONAL District 9680. N.S.W Australia UNDERTAKING By Inbound Student

I, the undersigned, being a Rotary Exchange Student selected to attend school overseas for a period of approximately one year under the Rotary Youth Exchange Programme, hereby undertake and agree as follows:

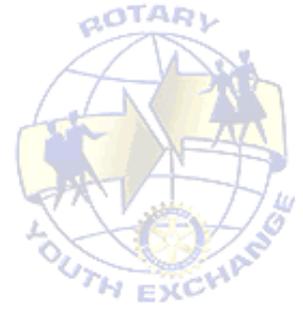
1. That throughout the year while I am in Australia I will attend a High School (not a University, or any other institution of Tertiary education).
2. That I shall not be absent from the school for longer than (8) days in each school term except by reason of accident or illness, or on recognised school holidays, or when such absence is approved both by Rotary and by the Principal of the school.
3. That I will participate fully in the school's academic programme and as fully as possible in extramural activities at the school. I undertake to achieve academically to the best of my ability.
4. That the above undertakings are made although I may have completed my High School education at home before leaving for Australia, and remain binding on me even if I graduate from High School while I am in Australia, in which event I shall remain obliged to participate fully in the High School in which I am placed for the remainder of my year of exchange.
5. I acknowledge that driving of any motorised vehicle is expressly forbidden in the Rotary International rules of the Youth Exchange Programme, even within a school curriculum.
6. I understand that this is a 12 month exchange and will not return home earlier than 48 weeks and stay no longer than 52 weeks. When I return I will return directly home and not have any stop overs.
7. That I understand that this is a binding legal document. I understand that in the event of my not fulfilling the undertakings given above fully and unreservedly, either the Rotary District which is hosting me in Australia or my sponsor Rotary District, or both of them, will be entitled to terminate my exchange without notice to me. I understand that in this event, I will be required to return home at my expense immediately.

Sample Questions to Ask Your Host Family



In general, these are questions to ask on the first night or at least first few days with each host family. Remember, when in doubt ask, and always try to be open and honest with your host family and your Rotary counsellor. Good communication is essential for a successful exchange.

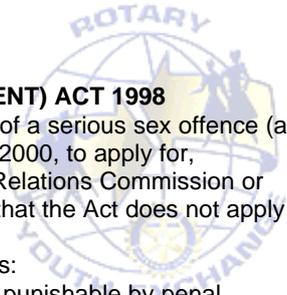
- 1 What do I call you?
- 2 What am I expected to do daily other than make my bed, always keep my room tidy, and leave the bathroom tidy every time I use it?
- 3 What is the procedure for dirty clothes?
- 4 Where do I keep clothes until wash day?
- 5 Should I wash my own clothes and underclothes?
- 6 Should I iron my own clothes?
- 7 May I use the iron, washing machine, sewing machine at any time?
- 8 When is a convenient time for me to use the shower/bath (a.m. or p.m.)?
- 9 Where may I keep my toiletries?
- 10 May I use the family's bathroom toiletries (toothpaste, soap, etc.), or am I responsible for purchasing my own?
- 11 What time will meals be served?
- 12 What can I do to assist at mealtimes (help prepare meals, set the table, wash dishes, empty garbage)?
- 13 May I help myself to food and drink any time or should I ask first?
- 14 What areas of the house are strictly private (parents bedroom, study/office)?
- 15 May I put pictures or posters in my room?
- 16 May I rearrange my bedroom?
- 17 What are your rules for me with regard to alcohol and smoking?
- 18 Where can I store my suitcases?
- 19 What time must I get up (on weekdays, on weekends)?
- 20 What time must I go to bed (on school nights, on weekends)?
- 21 What are the rules for going out at night and at what time must I be home? Can exceptions be made if I ask in advance?
- 22 May I have friends spend the night or visit during the day?
- 23 What are the rules about me using the telephone? Must I ask first?
- 24 May my friends call me?
- 25 May I call my friends?
- 26 May I make long distance calls (overseas and within the country)?
- 27 How do you want me to keep track the costs of my telephone calls?
- 28 What is the procedure for mailing letters? What address do I use for my incoming mail?
- 29 Do you have any dislikes, such as chewing gum, wearing a hat or curlers at the table, loud rock music, or smoking?



- 30 Do my host brothers or sisters have any dislikes?
- 31 What are the dates of your birthdays?
- 32 What are the transportation arrangements (car, bus, bike, walking, etc.)?
- 33 May I use the stereo, TV, computer, etc., at any time?
- 34 Are there restrictions on computer, e_mail and Internet use?
- 35 What are the rules about attending religious services?
- 36 Would you like me to phone home if I will be more than 10 minutes late? 20 minutes late? 30 minutes late?

- 37 When we go out as a family, should I pay for my own entrance fee, meals, etc.?
- 38 What arrangements should I make for school lunch?
- 39 Does the Rotary club pay my cost of travel to school?
- 40 Am I to attend Rotary club meetings? If yes, how will I get there?
- 41 What else can I do around the house (yard work, help clean, babysit)?
- 42 Please tell me how to interact with the people hired to work in the household (where applicable).

- 43 Is there anything else you would like me to know?



Attachment 4

PROHIBITED EMPLOYMENT DECLARATION :CHILD PROTECTION (PROHIBITED EMPLOYMENT) ACT 1998

The Child Protection (Prohibited Employment) Act 1998 makes it an offence for a person convicted of a serious sex offence (a Prohibited Person) or a Registrable Person under the Child Protection (Offenders Registration) Act 2000, to apply for, undertake or remain in, child-related employment. It does not apply if an order, from the Industrial Relations Commission or the Administrative Decisions Tribunal or the Commission for Children and Young People, declares that the Act does not apply to a person in respect of a specific offence.

Section 5 of the Child Protection (Prohibited Employment) Act 1998 defines a serious sex offence as:

- an offence involving sexual activity or acts of indecency that was committed in NSW and that was punishable by penal servitude or imprisonment for 12 months or more, even if the sentence was not served; or
- an offence involving sexual activity or acts of indecency that was committed elsewhere and that would have been punishable by penal servitude or imprisonment for 12 months or more if it had been committed in NSW; or
- an offence under Sections 91D-91G (other than if committed by a child prostitute) and 578B or 578C(2A) of the Crimes Act 1900 or a similar offence under a law other than a law of NSW; or
- an offence of attempting, or of conspiracy or incitement, to commit an offence referred to in the preceding paragraphs; or
- any other offence prescribed by the regulations.

Note: A conviction for carnal knowledge is classified as a serious sex offence under this legislation.

Child-related employment means any employment, where at least one of the essential duties of the position, involves direct contact with children where that contact is not directly supervised. Section 3 of the Child Protection (Prohibited Employment) Act 1998 specifies that child-related employment is employment:

- involving the provision of child protection services;
- in pre-schools, kindergartens and child care centres (including residential child care centres);
- in schools or other educational institutions (not including universities);
- in detention centres (within the meaning of the Children (Detention Centres) Act 1987);
- in refuges used by children;
- in wards of public or private hospitals in which children are patients;
- in clubs, associations or movements (including of a cultural, recreational or sporting nature) having a significant child membership;
- in any religious organisation;
- in any entertainment venues where the clientele is primarily children;
- as a babysitter or childminder that is arranged by a commercial agency;
- involving fostering or other child care;
- involving regular provision of taxi services for the transport of children with a disability;
- involving the private tuition of children;
- involving the direct provision of health services;
- involving the provision of counselling or other support services for children;
- on school buses;
- at overnight camps for children;
- any other prescribed by regulation.

Under this Act:

- it is an offence for a Prohibited Person to apply for, undertake or remain in child related employment;
- employers must ask existing employees, both paid and unpaid, and preferred applicants for employment to declare if they are a Prohibited Person or not;
- all child-related employees must inform their employers if they are a Prohibited Person or remove themselves from child-related employment. A Prohibited Person is someone who has been convicted of a serious sexual offence or, who has had a finding for a charge of a serious sexual offence proven in court, even if a conviction was not recorded;
- penalties are imposed for non compliance.

I am aware that I am ineligible to apply for, undertake or remain in, child related employment if I have been convicted of a serious sex offence as defined in the Child Protection (Prohibited Employment) Act 1998 or if I am a Registrable Person under the Child Protection (Offenders Registration) Act 2000.

I have read and understood the above information in relation to the Child Protection (Prohibited Employment) Act 1998. I am aware that it is an offence to make a false statement on this form.

I declare that I am not a person prohibited by the Act from seeking, undertaking or remaining in child related employment.

I understand that this information may be referred to the Commission for Children and Young People and/or to NSW Police for law enforcement purposes and for monitoring and auditing compliance with the procedures and standards for employment screening in accordance with Section 36 (1) (f) of the Commission for Children and Young People Act 1998.

Name _____

Signature _____

Date _____ Contact telephone number _____

Note: Seek legal advice if you are unsure of your status as a Prohibited Person.

THIS FORM IS TO BE RETAINED BY THE HOST CLUB

Post Exchange Evaluation

Host Family

Thank you for your support in hosting our exchange student. To enable the district and club committee to evaluate our program and make future exchanges more enjoyable and effective, we request that you evaluate your experience. In addition, we would like you to let us know your appraisal of how we prepared and advised your family so that we may better prepare other host families for this experience.

Name of student: _____ Date of hosting: _____

Did the Rotary club adequately explain the exchange program and discuss your responsibilities before your student arrived? Yes No

Please explain: _____

Did you receive the student's application and further information on the student prior to arrival? Yes No

If yes, should anything else be included in the material provided? _____

How would you describe your contact with the hosting Rotary club while the exchange student stayed with you?
 Often Occasional Rare None

Did you have contact with the exchangee's natural parents? Yes No

How would you categorize your relationship with the student?
 Excellent Good Adequate Cause for concern

Please explain: _____

If problems occurred, did the student respond to discipline and assistance? Yes No

Please explain: _____

Did the student get involved in your family activities and chores? Yes No

Did the student respect the family and share with you where they were going, with whom, time of return?
 Yes No

Do you feel that the student shared their experiences, attitudes, with you (re: school, friends, social events, rules, etc.)?
 Yes No

Did the student have enough money to support him/herself? Yes No

The length of stay was: Adequate Too short Too long

Was your experience what you expected? Yes No

Please explain: _____

Would you host an exchange student again? Yes Maybe No

How did you feel when the student left? A sense of accomplishment Sad Relief Other

Do you have any comments on how we might improve the overall program? _____

Other comments?

Thank you for your support and sharing your experiences with us. Please return this evaluation to:

