



Global Citizen Year Policy Handbook 2018-2019

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POLICY HANDBOOK OVERVIEW

Dear Class of 2019 Fellows,

Welcome and congratulations on your acceptance to the Global Citizen Year fellowship program! Your bridge year will be a unique combination of engaging, challenging and inspiring learning opportunities.

As with any international experience, your bridge year comes with rewards as well as risks. Global Citizen Year is committed to supporting your well-being, known here as health, safety, and security. In this Policy Handbook, you will find an overview of our policies.

These policies are in place to support your health, safety and overall well-being, and to guide you through an enriching, growth-oriented and learning experience. Please share the contents of this Policy Handbook with your Parents/Guardians, as you will both be expected to understand, acknowledge and sign the enclosed policies, as well as review all the contents of this handbook.

This Policy Handbook will introduce you to:

- Global Citizenship, Leadership Philosophy, and Guiding Principles;
- Expectations of Fellows and what Fellows can expect from us;
- Fellow safety, health, and security;
- Our Global Community Standards and Terms & Conditions;
- Policies related to Fellow independent travel, family visitation, and budgeting;
- Fellow insurance and medical coverage policies; and
- Fellow feedback process for optimal accountability and learning.

A fellowship at Global Citizen Year will challenge, stimulate, and inspire you! There will be times when you will be stretched to engage in challenging situations you may have never experienced before. The unexpected challenges of your fellowship may push you to moments of doubt and questioning.

Your diligence to uphold Global Citizen Year values and policies will support you in confronting appropriate and necessary challenges that are critical to becoming a global citizen and leader.

Sincerely,
Global Citizen Year Staff

PART 1: GLOBAL CITIZENSHIP LEADERSHIP PHILOSOPHY AND GUIDING PRINCIPLES

Overview

Global Citizen Year combines immersion in global communities with values-based leadership training to help Fellows develop the values, perspectives, and skills of Global Citizens - engaged, contributing and responsible members of a global community. At Global Citizen Year, we believe global citizenship is the foundation of effective global leadership later in life.

Through our core curriculum and individualized leadership coaching, Fellows are challenged to understand and realize their potential by developing the skills, values and attitudes necessary to be proactive leaders and engaged global citizens. Fellows who take full advantage of the opportunities and challenges will leave the program more self-aware, self-directed, and equipped to address the challenges and opportunities of the global 21st century.

The Global Citizen Year experience is designed to support each Fellow's learning and growth through an intentionally challenging and rigorous experience. The Fellows who gain the most from the experience are consistently those who approach each challenge with curiosity, embrace each challenge as an opportunity, and take personal responsibility for their own experiences.



Appropriate and Necessary Challenges

Fellows can expect that in their Global Citizen Year, they will confront a number of “appropriate and necessary challenges,” which are critical in developing skills as global citizens and leaders. At Global Citizen Year, we refer to “appropriate and necessary challenges” as those that require Fellows to step out of their comfort zones and into their “stretch zones,” where great learning and growth takes place.



Each Fellow’s “stretch zone” is different, and may shift in new contexts, and over time. Global Citizen Year Staff provide individual mentoring and coaching in order to support optimal learning, health and wellbeing for Fellows while in the “stretch zone.” These priorities underlie our core program design, Global Community Standards, and other program policies (see box for more).

How We Assess Appropriate and Necessary Challenges

If/When a Fellow expresses or displays concerns about the challenges s/he/they face(s) throughout the year, we look at the following factors to determine first what “zone” the Fellow is in, and second, whether to remove a Fellow from the situation or provide additional support and/or resources to find new ways to confront and overcome the challenge, and step back into the “stretch zone.”

1. **Health, Safety and Security:** If the wellbeing of the Fellow (health, safety, security) or others is at risk, we will remove the Fellow (or remove the hazard) from the situation as soon as possible.
2. **Fellow learning and growth:** If the wellbeing of the Fellow (health, safety, security) and others is not compromised, we will then take time to assess and engage the Fellow and, possibly, other staff, in answering the following questions:
 - a. Is it reasonable to assume that the Fellow can overcome the challenge (i.e. get back unto his/her stretch zone) if the Fellow approaches it with a different attitude or set of tools?
 - b. Can the Fellow learn and grow from having to confront the challenges in a way that might help him/her overcome similar challenges in the future?
 - c. Is the Fellow willing to make a good faith effort at overcoming this challenge in a different way?
 - d. Can Global Citizen Year, staff, and /or local partners reasonably provide the extra support or tools that the Fellow would need to succeed?

If, together with the Fellow, we can answer “yes” to each of these questions, then we will work with the Fellow to support him/her in confronting and overcoming the challenge. Our goal is always to help the Fellow move back into the “stretch zone” for optimal learning and growth and, eventually, come out of the experience with the skills needed for successful, future leadership.

If, together with the Fellow, we cannot answer “yes” to each of these questions, we will need to consider the best way to remove the Fellow from the situation or challenge and develop an action plan that will best align the Fellow’s needs with reasonable programming opportunities.

If, for any reason, there is a change in the Fellow’s physical or mental health condition during the US or in-country program, and/or the Fellow’s wellbeing is at risk, the Fellow may need to undergo Global Citizen Year and/or medical professional review to evaluate whether continued participation in the program is still in the best interest of the Fellow and the organization.

Expectations of Fellows

To help each Fellow reach his/her/their potential, Global Citizen Year requires that all Fellows and staff each assume responsibility for creating a positive, productive learning environment.

Each Fellow has been selected to participate in the Global Citizen Year program because he/she/they has demonstrated leadership potential and commitment to embrace the challenges and opportunities of the program.

Given this, we expect all Fellows to commit to:

- **Embracing Challenges:** Fully embrace the unique challenges that the Global Citizen Year provides, acknowledging that this is not “easy” but it is definitely worth it!
- **Full Immersion:** Immerse him/herself/themselves fully in his/her/their host community and be proactive in cultivating meaningful relationships across linguistic, cultural, and socioeconomic lines;
- **Personal Development:** Commit to his/her/their own personal growth and development as a leader in a variety of contexts that require diverse leadership styles and roles;
- **Program Participation:** Actively participate in all aspects of the Global Citizen Year program, acknowledging that he/she/they has chosen to spend his/her/their bridge year on a structured fellowship program and therefore form an important part of the program’s operation and success;
- **Contributions to the Cohort and Partners:** Contribute to the positive learning environment and growth of peers and partners in his/her/their cohort; and
- **Owning his/her/their Experience:** Take ownership and responsibility for his/her/their experience, finding opportunities in the challenges he/she/they faces;

In addition, we expect Fellows to participate in and respect the following guidelines that support health, safety, and overall wellbeing:

- **Responsible Judgment and Decision-making:** Make responsible decisions that promote the safety, health, and overall wellbeing and dignity of themselves and others (staff, host families, local community members, other local partners, other Fellows).
- **Practice Good Self-care:** Take intentional actions to care for physical and mental health in order to support optimal health and learning.
- **Trust the Intentions of Global Citizen Year Staff:** Trust our program, staff, and systems that promote well being (health, safety, security) and provide appropriate structures and challenges for learning; engage in open, direct, and productive dialogue with staff when questions/concerns arise.
- **Give and Receive Straight Talk:** Participate in open, direct, proactive, and constructive communication and seek ways to achieve common understanding. When there is a conflict, assume best intent.
- **Be Responsive to Feedback:** Seek out and be responsive to constructive and timely feedback on how to promote safety and wellbeing and develop decision-making skills that contribute to improved judgment.
- **Adhere to the Global Citizen Behavior standards and other policies:** Respect yourself and each other and follow all standards and expectations of the program, community, and host countries.

Expectations of Global Citizen Year

1. Commitment to the Fellows’ safety, health, security, and overall wellbeing:

- **Informing of the Risks:** Enrollment materials, marketing materials, and onboarding materials reflect the risks of the program, so that participants and their families can make an informed decision to participate in a program.
- **Training and Support:** Protocols, policies, guidelines and information for appropriate Fellow behavior and decision-making, which includes information about risks in the local context, training about how to engage in appropriate behavior as well as what to do in the case of an emergency, and resources that support sound decision-making and the necessary actions (i.e. cell phones for emergency calls, contacts with local community members, a 24 hour emergency hotline, etc).
- **Local Partners:** In-country partners who have been vetted and trained to support Fellow learning, safety, health, security and overall well being (i.e. host families, apprenticeship hosts, local community representatives, and language tutors). Still, there are times when partners in the program, due to a changing environment and subjectivity, become a source of risk to the Fellow.
- **Emergency Response:** An Emergency Response Protocol for global and country-specific risk management, with communication guidelines.
- **Professional Relationship:** In-country staff and teams who provide experience, skill, supervision, and compassion to the relationships with Fellows and who are professionally involved in the Fellow health and safety, as well as learning progression.

2. Responsible, knowledgeable, and empathetic staff who:

- **Role Model:** Role model our core values and leadership skills.
- **Coach and Mentor:** Act as coaches and mentors, committed to Fellow learning, reflection and growth. They are trained in a coaching methodology; they listen, encourage, support decision-making, and provide feedback and evaluation.
- **Provide Cross-Cultural Guidance:** Facilitate meaningful and respectful cross-cultural experiences and conflict resolution, and share their deep knowledge of the country context to support Fellow integration and understanding.
- **Are Proactive and Responsive:** Respond proactively to safety, health, or security concerns, and make decisions guided by a commitment to Fellow wellbeing and growth.

3. Structured program designed around the following core pillars:

- **Citizenship and Leadership Opportunities:** Various opportunities for personal growth and leadership with appropriate and necessary challenges, as defined above.
- **1:1 Coaching and Mentoring:** Regular and personalized coaching/mentoring sessions with a Team Leader.
- **Training and Reflection (Experiential Model):** Opportunities for stepping back, gaining perspective, incorporating new ideas, and engaging in thought-provoking discussions at Training Seminars and other structured training spaces.
- **Apprenticeship and Community Engagement Opportunities:** 20+ hours per week of structured and routine learning and contributing interactions and activities with one or more local partner group(s), organization(s), or institution(s).
- **Straight Talk:** Open, direct, and constructive communication to achieve common understanding. When there is a conflict, staff strive to assume best intent.
- **Storytelling:** Informal and formal methods of storytelling through “Speak ups,” blogging, and sharing in order to deepen reflection, learning, and connection.
- **Responsiveness to Feedback:** Staff seek out and respond to constructive and timely feedback on how to improve the program experience for greater impact and learning.

PART 2: FELLOW WELLBEING: HEALTH, SAFETY AND SECURITY

Because Global Citizen Year programming exists in lesser developed countries, and often in remote areas of the world, health, safety and security risks are an unavoidable part of life for the Fellow. Thus, Fellow well being (i.e. safety, health, and security) is a top priority and Global Citizen Year devotes resources and training to minimize risks to Fellows. Risk management systems including protocols, policies, and guidelines associated with homestays, apprenticeships, transportation, medical facilities, communications, and emergencies are in place to support the management of risks to Fellows. In addition, Fellows, staff, and partners are trained to support and be integrated into the systems in place. Risk management systems are regularly reviewed and improved upon. Still, however, there are many variables beyond our control that can impact the Fellows' welfare, and it is not possible to eliminate all risks. And, keep in mind, risk is essential to experiential learning.

Health, safety, and security features of the Global Citizen Year program:

- **Training:** During Program Launch (consisting of Global Launch in the U.S. and Country Launch in-country), and throughout the program cycle, Fellows learn how to support their physical and mental health while living abroad. Fellows are trained on how to prevent, recognize, and appropriately address illnesses, injuries, hazards, and challenging feelings and situations that are common when living in a foreign environment. And, Fellows are trained on appropriate cultural norms- in the areas of communication, hygiene, dress, meals, romantic cues, etc. Furthermore, Fellows are trained on how to communicate and respond effectively with staff and partners in case of an emergency.
- **Community/Homestay/Apprenticeship:** Staff recruit, screen, select, train, monitor and evaluate homestay families, communities, and apprenticeships that are aligned with program goals and meet Global Citizen Year specific site selection criteria. Our homestay and apprenticeship partners are trained on risk management systems to support Fellow wellbeing.
 - Within each region, a network of people, including the host family, language teacher, apprenticeship supervisor, and local community advisor, collectively support each Fellow.
 - Global Citizen Year staff train local partners (host families and apprenticeship supervisors) in an Emergency Response Protocol and other expectations.
 - In each region, medical facilities, as well as transportation options and other resources are identified, in case of an emergency.
 - Host families are trained on and expected to provide meals, lodging, potable water, personal hygiene options (latrine, shower, other) and other culturally appropriate living conditions.
 - Fellows are required to report any changes in partner arrangements that may negatively impact the wellbeing of the Fellow.
- **Policies/Protocols:** We have a list of global and country-specific policies and protocols with which Fellows and staff are required to comply.
- **Supervision:** Fellows will have both supervised and unsupervised time throughout the Program.
 - Fellows are supervised by trained Global Citizen Year staff from a distance. Thus Fellows are expected to adhere to Global Citizen Year policies and to the cultural expectations of partners independently.
 - Fellows are supported and indirectly supervised by a network of local partners, including host families, host organizations, language tutors, as well as other local community representatives.

- Fellows formally check in with Team Leaders at least twice a month, at least one of which is in-person. These in-person check-ins can take place when a Team Leader visits the Fellow at his/her/their site, during a coaching session in a nearby hub city/town, or during a Global Citizen Year Training Seminar or cohort activity. Country Staff assist Fellows in resolving non-emergency health and safety concerns or questions.
 - Country Staff provide local knowledge and connections to partners and communities and are certified in Wilderness First Aid to assist in the prevention, assessment, care and response, and decision-making for both emergency and non-emergency situations for Fellows.
 - Alumni have consistently reported that independent time is where a significant part of their personal development and growth takes place. As such, given the highly independent nature of this program, Fellows are expected to enter the program with sound judgment and are then trained and coached on applying sound judgment in the country context when either supervised or unsupervised. Fellow are expected to consistently engage in sound decision-making that promotes their health and safety.
 - While Global Citizen Year is committed to Fellow support, we also emphasize to Fellows, parents, and staff that Fellows must take personal responsibility for their own health, safety and security. Fellow personal responsibility and self-care is emphasized throughout the program and is expected due to the program design. Fellow responsibility is expected beginning with pre-departure campaign in the summer, during Program Launch, and throughout the Fellows' in-country immersion experience. It is essential for Fellows to practice common sense, situational awareness, and sound decision-making and judgment.
 - Please see the Travel Policy associated with Fellow Independent Travel.
- **Communication:** Fellows are trained on the protocols surrounding communications when dealing with an emergency or non-emergency.
 - In case of an emergency: Fellows may call a 24/7 In-Country Emergency Hotline, staffed by a Global Citizen Year on-call Country staff member, in case of an emergency, i.e. health, natural disaster, political event, etc. This on-call system is additionally supported by a network of staff members, health care professionals, travel/transport specialists, and in-country emergency insurance responders.
 - Each Fellow is issued a cell phone/SIM card (see Communications section below for more information) and emergency contact card upon arrival to host countries. Fellows are required at all times to carry their Global Citizen Year-issued cell phone -- fully charged, turned on, and loaded with credit -- and must respond to phone calls or texts from Global Citizen Year staff in a timely manner.
 - In case of a non-emergency: Fellows contact Team Leaders throughout the duration of the program.
- **Global Security:** Global Citizen Year monitors the US State Department Travel Warnings, Travel Alerts, and Country Specific Information.
 - A decision to evacuate Fellows from a program site will be based on the advisories and warnings of the US State Department, and also on information gathered from Overseas Advisory Council (OSAC), EuropAssist, news/media, local government, law enforcement agencies, and trusted colleagues. In the event the US State Department issues a Travel Warning after the program has started, and if the warning also includes an official State Department recommendation that all US citizens evacuate the country, Global Citizen Year's action will be to consider the evacuation of Fellows.

- **Insurance:** All Fellows are automatically enrolled in the CORE™ Travel Medical Insurance program while abroad. For more information around CORE Insurance Medical Coverage, please visit www.coretravelinsurance.com and sign-in using your specific Fellow log-in credentials. See also Section K. Fellow Insurance and Medical Coverage Policy. Fellows are expected to carry their Insurance cards at all times while overseas.

PART 3: PROGRAM POLICIES

A. GLOBAL CITIZEN BEHAVIOR - OUR COMMUNITY'S VALUES AND COMMITMENTS

Introduction

This section outlines the values and commitments that all members of the Global Citizen Year community - Fellows, Staff, and local partners - agree to uphold in order to foster a healthy community and productive learning environment while supporting health and safety for all. Global Citizen Year community members commit to act responsibly and with respect for other members of the community; local communities, customs and culture; and the values and commitments that comprise Global Citizen Behavior (GCB).

The Global Citizen Year Fellowship is intentionally designed to provide a high degree of independence and as such, we rely heavily on the Fellow to make sound decisions to protect his/her/their health, safety, and overall wellbeing. Global Citizen Behavior (GCB) is a set of values and commitments designed to help Fellows stay in their stretch zone, focusing on the deep learning and personal transformation that our Program is uniquely positioned to facilitate, while minimizing unnecessary or inappropriate risks that could threaten or impact safety, health, or wellbeing of our community and its members.

Global Citizen Behavior - Guiding Principles

The Global Citizen Behavior (GCB) commitments are rooted in a set of guiding principles that help explain the **why** behind our policies.

- **Health and Safety are top priorities.** Fellow learning and transformation happens when Fellows are healthy and safe enough to engage fully and proactively in the experience.
- **Experiences can be powerful teachers...**when we take the responsibility to learn from them. The challenge for a global citizen and leader is to determine how to respond and learn from mistakes.
- **Communities and individuals need boundaries to thrive.** Clear expectations of behavior are necessary for any community to thrive.
- **Trust is built on accountability.** We believe in each other's best intentions, and we develop trust in one another (Staff and Fellows) as we demonstrate increasing levels of responsibility and reliability in our judgement and decision-making. When trust is broken, there must be a process to re-establish reliability or end the Fellowship.
- **Our Staff and Fellows model the behaviors we expect of Global Citizens.** We believe the Fellowship Community is a microcosm of a broader global community we're preparing Fellows to lead.
- **We strive to be fair.** Our commitments – and the consequences for violations – must be meaningful, realistic, and appropriate.

Global Citizen Behavior - Values and Commitments

Global Citizen Year believes that behavior is core to who we are, and that our decisions and actions should reflect our core values. Global Citizen Behavior (GCB) is our wider community's DNA, and is how we aim to engage within our cohort, program, organization and communities at large:

GLOBAL CITIZEN BEHAVIOR	
Values	Commitments
Wellbeing	We prioritize safety and self-care. We cultivate happiness and optimism by being kind and generous to ourselves and others.
Diversity	We embrace and celebrate different world views, experiences and leadership styles. We treat everyone with dignity and respect.
Accountability	We model integrity, step up to do our share, and take responsibility for the impact of our actions.
Gratitude	We approach life with humility, and express sincere appreciation for all that we receive.
Curiosity	We practice curiosity before judgment and work to “go deeper” in our understanding of ourselves, our communities, and our world.
Empathy	We put ourselves in other’s shoes as we make decisions and take action.

Global Citizen Behavior applies to all members of the community. For Staff and local partners, this means modeling and treating all members of the GCY community and our host communities in a manner that is consistent with these values and commitments. For Fellows, that means conducting themselves in their apprenticeships, homestays, trainings, host communities, and the Global Citizen Year community in a manner that reflects sound GCB.

Examples of positive behaviors expected of Fellows include:

- Being a positive role model of GCB at all times throughout the program cycle
- Participating fully and constructively in all aspects of the program
- Prioritizing safety and wellbeing for self and others
- Adhering to risk management and other program protocols and policies
- Meeting program and apprenticeship expectations, responsibilities, and being accountable to program requirements
- Being a positive, contributing member of a host family or household
- Acting in ways that support positive and inclusive groups dynamics within the cohort
- Engaging in regular and productive communication with local hosts, Global Citizen Year staff and fellows

Global Citizen Behavior - Violations

Fellows who behave in a way that violates GCB threaten their own health, safety, and general well being, and, potentially, that of others. In order to ensure that everyone within our community has the chance to be safe, healthy, and thriving, Global Citizen Year does not allow behaviors that violate GCB values or commitments.

Behaviors that violate GCB are ones that, in Global Citizen Year Staff's judgment:

- **Put one's health and safety at risk**
- **Stand in stark contrast to Global Citizen Behavior values and commitments**
- **Potentially or actually negatively impact others (e.g. members of the Global Citizen Year community, host communities and organizations, the broader public, etc.)**
- **Interfere with the broader learning objectives**

Examples of GCB Violations

The following is a non-exhaustive list of violations:

- **Violation of the laws of the country in which the Fellow finds him/her/their self**
- **Possession or use, including the threat of use, of a weapon or other hazardous materials, such as, but not limited to, a firearm, knife, explosive, or other object that could be considered a weapon while on the program**
- **Behavior that is disruptive or injurious to self and/or others, including bullying, sexual and physical harassment or abuse**
- **Culturally inappropriate, discriminatory, or defamatory remarks or actions toward others**
- **Theft or otherwise irresponsible or destructive use of property**
- **Amorous relationships between a Fellow and any of the following: a colleague at his/her apprenticeship site/placement; a member of his/her host family; or a Global Citizen Year staff member**
- **Body alterations, including piercing, tattooing, branding, tribal scarring, etc.**
- **Participation in demonstrations or in political or controversial public dialogue without previous approval from Global Citizen Year Field Staff**
- **Non-compliance with other Global Citizen Year policies outlined in the Policy Handbook and/or other Risk Management policies and protocols**

How We Address GCB Violations- Restorative Approach

In addressing violations of GCB, our staff and community aim to achieve a set of outcomes that are restorative in nature. Through our restorative approach and process, our goals are to:

- **Address the real or potential harm to the community that resulted from the violation**
- **Provide a space for those involved and/or impacted to have their voices be heard**
- **Increase our capacity and commitment to take responsibility for both the intent and impact of our actions**

- Repair the harm that was caused
- Increase the level of trust and accountability required for the rigor of Global Citizen Year

Global Citizen Year uses a variety of methods, including the [6 A's Protocol](#) (see Appendix), to guide Staff and Fellows through a process to address violations.

As means of addressing the impact of the violation, and in order to achieve the outcomes listed above, Global Citizen Year staff, in concert with the Fellow, may initiate an intervention. Interventions include:

- Restorative Circles
- Behavior Contracts
- Action Plans
- Home family/parental involvement
- Removal or separation from Global Citizen Year activities
 - For example: reducing, or removing entirely, independent travel days and privileges
- Dismissal from the program
 - In the event of severe breaches of our values and standards, Fellows may be dismissed from the program. See below.

Due to the highly independent and immersive nature of the program, initial, further and/or on-going failure to remedy inappropriate behaviors may result in immediate dismissal from the Program.

Dismissal

For severe transgressions, Global Citizen Year may dismiss a Fellow without prior notice. In such cases, Global Citizen Year may not be able to carry out the entire 6 A's protocol. The ultimate decision is at the sole discretion of Global Citizen Year.

Dismissal from the program due to a GCB Violation is subject to the terms detailed in the Terms & Conditions. Fellows who are dismissed from the program must depart from the country within 24-48 hours of dismissal. Once withdrawn or dismissed from the program, the Fellow is not permitted any further association or contact with the program and will forgo any of the benefits that the program provides, including insurance coverage, visa sponsorship, alumni membership and benefits.

Financial Responsibility: Any Fellow who returns home early as a result of dismissal, withdrawal, or medical separation will be responsible for all travel and related costs associated with an early departure, as well as continue to be responsible for all scheduled Tuition payments (see Cancellation, Early Withdrawal and Dismissal clause in Terms & Conditions).

DIVERSITY, EQUITY AND INCLUSION

Community is at the core of the Global Citizen Year experience. And, we strive to create a culture of acceptance, trust, respect, and tolerance to uphold our diverse community. An inclusive Global Citizen Year global cohort not only supports but celebrates diversity of national origin, language, race, color, disability, ethnicity, gender, age, religion, sexual orientation, gender identity, and socioeconomic status. And, in our community, diversity also includes where people are from, where they have lived, and their differences of thought and life experiences. We seek to foster inclusion that connects Fellows, staff, partners and all global citizens through collaboration, flexibility and fairness that leverages our diversity, so that all individuals are able to fully participate and contribute to their full potential and those of others.

Once Fellows are in their sites, diversity and inclusion principles remain the same but may take on a different shape. The Fellow may be perceived as an “outsider” and experience exclusive behaviors directed towards him/her/they as a minority member of the new community. The Fellow will notice diversity in perspectives, ethnicity, age, and conversation, and may need to make adjustments to accommodate local norms or to protect their own health and safety.

However, if a Fellow experiences threats to health and safety, such as harassment or bullying, staff will address the situation immediately. During Program Launch and throughout the program cycle, Fellows will receive training and support in navigating challenging situations of diversity and inclusion and transcending differences, as well as identifying and communicating about inappropriate situations.

B. BULLYING AND HARASSMENT POLICY

Bullying is intimidating or mean behavior. It is an intentional act that causes harm to another and may include verbal or non-verbal threats, taunts, physical attacks, blackmail, or manipulation. In most cases, there is an imbalance of power between the bully and the victim. Harassment is a form of discrimination based on age, disability, gender reassignment, race, skin color, religion or belief, sex, or sexual orientation. Harassment can include derogatory comments, slurs, improper propositions, assault, physically impeding or blocking behavior, and visual insults.

Bullying and harassment do not support a diverse and inclusive community, nor do they support a positive learning environment. Regardless of intent to cause physical or mental harm to another person, bullying and harassment are not tolerated in any format, whether it be in person, through social media, through others, or written. Fellows who experience harassment or bullying should share with staff immediately, and staff will immediately address the issue. Any Fellow who bullies or harasses another may be immediately dismissed from the program.

C. DRUG, TOBACCO AND ALCOHOL POLICY

Drugs and alcohol are not a part of Global Citizen Year Fellowship experience. Drugs and alcohol greatly increase the risk of crime, especially assault. Any violation of the Drug & Alcohol Policy is grounds for dismissal. Global Citizen Year does not tolerate:

- Illegal or inappropriate purchase, possession, or consumption of drugs or other mind-altering substances under any circumstances. This includes marijuana even in states or countries where it is legal or decriminalized.
- Abuse of prescription or over-the-counter medications, or self-administration of prescription medications unless authorized by a doctor.
- Smoking or chewing tobacco at Global Citizen Year events or in spaces where it is culturally or socially inappropriate.
- Purchase of alcohol, even if legal.
- Inappropriate consumption of alcohol, even if legal, which is defined as any of the following:
 - o Consumption to the point of intoxication (impairing judgment);
 - o Frequent consumption (on a regular basis);
 - o Social drinking in a group setting with other fellows or peers, including host siblings, host relatives and host community friends;
 - o Drinking alone;
 - o Consumption at a Global Citizen Year event or training.

In countries where the Fellow is of legal drinking age, there may be very few isolated cultural events or rituals, such as weddings, where consuming a limited amount of alcohol that does not put the Fellow's health and safety at risk, is permissible. This means situations in which none of the above bullets are to have occurred. If so, it is considered a violation of the Drug and Alcohol policy and is grounds for immediate dismissal.

Good Samaritan Amnesty: Global Citizen Year recognizes that Fellows may hesitate to report emergencies involving themselves or another Fellow when alcohol and/or drugs are or were present, out of fear of dismissal. When the health and safety of a Global Citizen Year Fellow are at risk, calling for help from GCY staff is always the right thing to do. A Fellow who reports a health and safety emergency in good faith will not be subject to dismissal due to violation of the drug and alcohol policy. An "emergency" is considered to be a situation in which Fellows may be in imminent physical danger and/or incidents where fellows are victims of sexual misconduct. "Good faith" means that the Fellow utilizing the amnesty policy honestly and sincerely believes an emergency exists. This amnesty policy applies to both the fellow(s) who call(s) for help and the fellow(s) who need(s) help.

Fellows who are found to have abused this amnesty by using it in bad faith (e.g. knowing that a legitimate emergency did not exist, attempting to use the amnesty to cover multiple violations of the alcohol and drug policy), forfeit protection of the amnesty.

D. VEHICLE AND MOTORCYCLE POLICY

Fellows are not allowed to own or operate any type of vehicle. Due to the high incidence of motorcycle accidents across the world that have resulted in injury and death, riding on a motorcycle is strictly prohibited and will result in immediate dismissal. In extraordinary circumstances, Global Citizen Year may determine that dismissal is not required, for example, if the threat of imminent harm outweighed the risks associated with riding a motorcycle. At times, and only after a proper risk assessment, Fellows may own and operate bicycles. In these cases, Fellows will be required to wear Global Citizen Year approved bicycle helmets while riding.

E. SWIMMING AND EXTREME SPORTS/ ACTIVITIES POLICY

Swimming

Swimming is not a Global Citizen Year program priority, and thus Fellows who choose to engage in swimming activities independently do so at their own risk. If Fellows do choose to engage in swimming activities independently, they must follow these safety guidelines:

- Stay close to shore in water that is not more than waist deep.
- Whenever possible, limit swimming and wading to areas where lifeguards are present.
- Inform someone where you are going to swim and when you will return.
- Swim/wade with a buddy watching out for each other. Pairs are an acceptable norm, but trios are preferred.
- Seek local guidance/information on safety of swimming sites and consider risk factors when choosing a site: temperature, depth, visibility, footing, current, proximity to others, contamination of water, proximity to water craft, animal life, weather, proximity to emergency services.
- No diving.

- Be aware of cold responses, such as hypothermia, cold water immersion and possible hyperventilation, which can cause panic and fear in the water.
- Store belongings on the shore with minimal to no exposure, thereby reducing the possibility of theft and impact on others.
- Do not swim in freshwater due to the elevated risks of exposure to disease(s) and wildlife dangers.

Extreme Sports / Activities

Fellows are not allowed to independently participate in extreme sports (defined as recreational activities with elevated risk, usually due to speed, height, high level of physical exertion/skill, and/or highly specialized gear). Extreme sports *may* include sports such as skydiving, rafting, and mountaineering. Due to the risk to injury, in combination with low supervision, unknown risk management assessment and strategies, and because individual engagement in extreme sports is not a Global Citizen Year program priority, Global Citizen Year does not allow Fellows to independently partake in extreme sports. Those who independently participate in extreme sports without prior approval from Global Citizen Year field staff may be dismissed from the program.

There may be times when sports such as swimming, rafting, hiking, or surfing, are incorporated into structured program activities. This will be done only after proper risk assessment and management is in place to the best of our ability, and under supervision of qualified personnel.

In exceptional cases, Fellows with expertise in a particular sport may petition to participate in that sport while in country. Such petitions should include (1) demonstration of Fellow's expertise with the sport/activity, (2) discussion of how participation in the activity contributes to GCY learning outcomes, (3) steps the Fellow will take to mitigate risk. The Country Director must approve the petition and may apply restrictions to the fellow's participation in the sport/activity, such as time, location, weather conditions, and a requirement to participate in the activity only when with a certified group or buddy. The Fellow will also be required to sign a liability waiver.

F. APPRENTICESHIP /HOMESTAY TRANSFER POLICY

Placements regarding homestays and apprenticeships are made with the intention of providing the most meaningful and rewarding experiences possible for Fellows, as well as for the host families and organizations. All decisions relating to community, homestay and apprenticeship placements are made within the context of opportunities, needs, safety, security, health, and learning of the Global Citizen Year Fellow.

Due to the sometimes unpredictable nature of our country contexts and of the relationships that we are establishing between humans--partners and Fellows--we can not always anticipate the changing environments of fellow placements. There may be times when Global Citizen Year deems a placement unsuitable for a Fellow, and in turn removes the Fellow from the placement. At the same time, Global Citizen Year recognizes that there are times when a Fellow may feel unsatisfied with his/her/their homestay or apprenticeship and may express interest in changes.

Health, Safety, Security Concerns: If the Fellow feels her/his/their health, safety, security or overall wellbeing is at risk, Global Citizen Year Program Staff will assess the situation and address the issue with the partner and/or remove the Fellow if necessary. In this case, an alternative homestay and/or apprenticeship will be selected after having ensured the safety of the Fellow.

Fellow Unhappiness or Dissatisfaction: If the Fellow expresses interest in changing their homestay or apprenticeship because he/she/they feels unhappy or dissatisfied with his/her/their current situation, and his/her/their health, safety, security or overall well being is not at risk, Global Citizen Year and the Fellow will assess whether the challenges that the Fellow is facing are considered "appropriate and necessary" for his/her/their growth. When considering apprenticeship or homestay changes, and when health, safety, or

security are not a concern, Global Citizen Year will expect the Fellow to demonstrate a good faith effort at improving the situation and addressing any challenges for at least 1 month before a switch is considered.

1-Month Trial Period Policy: The 1-month trial period policy is in place because initial impressions and perspectives often shift, and time is sometimes required to accurately assess the situation. In some cases, the Fellow may become more optimistic and desire to stay in the homestay or apprenticeship. Global Citizen Year expects Fellows to be open-minded, adaptable, and resilient in uncomfortable and “stretch” situations. Finding ways to enjoy and maximize new and challenging experiences is fundamental to building self-awareness and global citizenship.

If, after this 1-month period, the Fellow remains motivated to switch the homestay or apprenticeship, Global Citizen Year Program Staff may consider other placement options. However, the Fellow must take into account:

- The Fellow may or may not be able to participate in the selection process;
- The Fellow will have limited homestay or apprenticeship switches, unless there are health, safety or security concerns.

Global Citizen Year Staff has a deep understanding of where we work and with whom we work and have aligned program design and program goals accordingly. Staff reserve the right to make the ultimate decision regarding homestay or apprenticeship changes and we expect Fellows and their parents/guardians, to support us, taking into account the wellbeing, investments, and impact of all parties involved.

India Apprenticeships

For Fellows placed in India, apprenticeships with Teach For India in Pune and Hyderabad, can not be changed. If an adjustment is needed, Global Citizen Year may work with the fellow and mentor to adjust the Fellow’s responsibilities and in exceptional circumstances may facilitate a change in the partner mentor or site. However, since Fellow visas in India are linked to the apprenticeship organization, it is not possible to change the apprenticeship organization (i.e. Teach for India).

G. INDEPENDENT TRAVEL POLICY

Purpose and Overview

Fellow Independent Travel is an important and intentional element of the Global Citizen Year program design that helps Fellows develop and deepen their independence, maturity, awareness, confidence, and accountability by applying learning, leadership, and curiosity. Independent Travel is an important stretch opportunity and is situated in the program cycle once Fellows have progressed through the program and displayed heightened cultural competency and readiness for higher independence. This unique program component must be earned through satisfactory program performance and is not automatically offered to everyone regardless of performance. Fellows are expected to thoroughly plan and gain approval for travel plans that occur outside of their homestay.

In harmony with Independent Travel, Global Citizen Year believes that full immersion comes from spending significant time with host families, communities, and organizations, especially at the beginning of the in-country experience when Fellows are building cultural competencies and forming relationships based on trust, consistency, and mutual engagement. Additionally during this initial immersive period, Fellows are learning the ins and outs of their new environment, improving language skills, focusing on self-care and responsibility, and practicing sound judgement and decision-making in order to promote their health and safety.

For these reasons, Global Citizen Year has developed the following Independent Travel Policy and Guidelines, which will apply to all Fellows during the upcoming Program Cycle:

- Independent Travel is defined as any travel that requires the Fellow to sleep outside his/her/their host community without the host family or apprenticeship host (for non-family or work-related activities) and for non-Global Citizen Year events or activities. Independent travel also includes any travel with legal families that take the Fellow away from his/her/their host community and/or apprenticeship responsibilities.
- At no time should independent travel be disruptive to the Global Citizen Year Program, i.e. independent travel should not interfere with Global Citizen Year structured trainings, events or activities. Independent travel should not conflict with the Fellows' commitments to their host families or apprenticeships.
- At no point should the independent travel compromise the health and safety of the Fellow.
- In order to facilitate immersion, Fellows must limit independent travel to the approved Independent Travel timeframe (see below). This will allow Fellows to fully immerse during their first three months in the communities, as well as focus their time and energy on preparing for their departure in a meaningful way at the end of their in-country experience.
- Sleepovers: Fellows may occasionally sleep over at other Fellows' homes. Sleepovers are subject to the Independent Travel policies above. Fellows must get approval *in advance* from their Team Leader, their host family, and the family hosting the sleepover.

Independent Travel Timeframe

For all countries, Fellow independent travel is generally permitted from December 15th, 2018 through February 28th, 2019. Within this timeframe, some dates may be blacked out due to Global Citizen Year events or the Fellow's apprenticeship schedule and responsibilities. Specific travel dates must be approved by the Fellow's Team Leader and apprenticeship supervisor (see below).

Independent Travel Policies and Procedures

- The number of independent travel days available to fellows is flexible and should generally total 10-15 days during the Independent Travel period. These independent travel days may include weekends or weekdays.
- Fellows must request independent travel and submit a travel plan with their Team Leader at least 1 week before the intended travel dates, detailing the travel dates, itinerary, intended activities, anticipated risks and management strategies, travel companions, and important contact information concerning lodging, relevant medical facilities, etc. Fellows should also confirm that their apprenticeship supervisor has approved their absence from the apprenticeship during the time requested.
- Independent travel is an earned opportunity, and Global Citizen Year reserves the right to require changes in plans or prohibit the Fellow from traveling if the travel plan is deemed unsafe or inappropriate, if the Fellow has not met program expectations and responsibilities, if the travel plan has not been submitted by the deadline laid out by staff, or if the Fellow has not displayed a proven track

record of sound judgement and decision-making regarding health and safety. Fellows on Action Plans or Behavior Contracts, or whose status in the program is under review, may have independent travel privileges limited or revoked, based on the discretion of staff.

- While Global Citizen Year seeks to minimize risk based on travel itinerary, this is not the same as eliminating all risk. Even when Fellows act sensibly, there are inherent risks in independent travel. In addition, due to independent travel frequently taking place outside of the host communities, all independent travel is at the sole risk of the Fellows. Global Citizen Year may be unable to assist the Fellows in the event of an emergency (such as sickness or other health issues, robbery, assault, or other situations) and is under no obligation to do so with respect to independent travel.
- Fellows must adhere to the Global Citizen Behavior and all other guidelines and restrictions outlined during the security orientation session at the beginning of Country Launch during the entirety of their in-country experience, including during their independent travel.
- Fellows are not allowed to travel outside their host country, and may be limited to specific country regions, during the Global Citizen Year Program Cycle due to risks and programming considerations.

Off-limits Areas by Country

Each country program has a country-specific set of “off limits” areas where Fellows are not allowed to travel due to elevated health and safety concerns. These “off limits” areas are applicable during independent travel:

Brazil: During Carnaval and New Year’s (Eve and Day), fellows are not allowed to travel independently to Rio de Janeiro, São Paulo, Salvador, Recife and Manaus due to a significant increase in crime and violence. Fellows must also avoid traveling on major roads or highways the day before or after any major national holiday such as Independence Day or Christmas due to an increased rate of road accidents.

Ecuador: Fellows are not permitted within 50 miles of the Colombian border in the Esmeraldas province, the beach towns of Montañita (Santa Elena), and Canoa (Manabí). Travel to the town of Baños needs to be pre-approved by the Team Leader; it is prohibited while the Tungurahua volcano is on orange alert.

Senegal: Fellows are not permitted in the area north of Rosso towards the Mauritania border, the Gambia (even though it is technically within Senegal’s borders), and the South of Senegal (specifically the Casamance region). Additionally, Tivaouane is off limits during Gamou and Touba is off limits during Magal.

India: Fellows are not permitted to travel in the following areas: Jammu & Kashmir, Sikkim, as well as the northeastern states of Assam, Arunachal Pradesh, Mizoram, Nagaland, Meghalaya, Tripura, and Manipur. Additionally parts of Orissa, Jharkhand, Chhatisgarh, and Eastern Maharashtra are considered high risks areas due to internal insurgency/Naxalite activities.

Please note: Each country office maintains the right to change or amend off-limits regions over the course of the year.

H. FAMILY VISIT POLICY

For those who are able, family visits can be rewarding, yet sometimes challenging, for both the Fellow and his/her/their family, as well as for the Fellow’s host partners in-country. Global Citizen Year encourages families to visit their Fellows during the Program Cycle if/when possible. However, family visits are by no means required and many families are unable to undertake such trips.

In order to facilitate a meaningful and timely interaction that accounts for the learning and integration process of the Fellow, Global Citizen Year allows Family Visits only during the Independent Travel Period (December 15, 2018 - February 28, 2019), with the exception of the following dates:

- **Regional Reconnect 2: December 31, 2018 - January 11, 2019 (one day TBD per country within these dates)**
- **Training Seminar 2: February 4 - 8, 2019 (all countries)**

These dates balance the following considerations:

- It is critical that Fellows integrate fully into their host communities through a steady and concentrated presence for the initial three months and the final two months in community
- Families will be able to spend the winter holidays with Fellows and have time to plan visits
- Fellows will need enough time and space to have meaningful goodbyes and closure to their immersion experience

For families who decide to visit Fellows during important holidays such as Christmas, New Year's, Gamou (Senegal), we strongly encourage Fellows and their home-based families to spend some time with host families and participate in festivities with communities so as to engage with and learn from these important cultural experiences. However, host families are not expected to host visiting family members. Rather, visiting family members are expected to arrange their own lodging and transportation.

If non-family members (such as close friends) wish to visit the Fellow during their Global Citizen Year, Fellows must obtain parent/guardian approval.

We require that Fellows inform Global Citizen Year staff and local partners of family visits, and coordinate the visitations in respect of cultural norms, local schedules, events, and work priorities.

Finally, we expect that Fellows and their visitors abide by the Global Citizen Year Global Citizen Behavior commitments and stated policies when spending time with host families, communities, and organizations.

I. FINANCIAL REQUIREMENTS

Tuition

Tuition for the 2018 Global Citizen Year Program is \$32,500 USD. A family's contribution to this tuition is determined on a need-based sliding scale for each Fellow and is noted on each Fellow's Tuition Agreement. A non-refundable deposit is due from all Fellows upon acceptance of admission to confirm his/her/their place in the Global Citizen Year Program. In order to be allowed to board the plane to go to their host country at the end of US-based Program Launch in California, each Fellow must have paid, at a minimum, the deposit as well as the first tuition payment. Failure to remit this payment prior to departure can result in dismissal from the Program, as well as responsibility for all outstanding tuition and expenses as detailed in Section H of the Terms & Conditions (Cancellation, Early Withdrawal and Dismissal).

Tuition includes the following costs:

- **Program-related Travel:** International round-trip flights between the U.S. and host country at the beginning and end of the in-country portion of the program, and In-Country travel to/from designated locations for Global Citizen Year trainings.
- **Accommodations:** Full coverage of room and board from beginning of Program Launch through the end of Re-Entry Training.

- **Meals:** Global Citizen Year provides 3 meals per day during U.S. and Country Launch components, and host families provide 3 meals per day during the in-Country immersion.
- **Training:** Program Launch (consisting of Global Launch in the U.S. and Country Launch in each country), periodic Training Seminars, Re-entry Training (U.S. and In-Country), periodic 1:1 coaching sessions, and language courses.
- **Insurance:** Medical and evacuation insurance in case of emergencies for the international duration of the Program while Fellows are abroad. This does not cover routine or wellness medical costs that can safely wait until Fellows' return to the U.S. nor any up-front medical costs required to secure medical attention. It also does not cover U.S. Fellows while in the U.S. (Fellows from outside the U.S. are covered during U.S. trainings).
- **Communications:** Basic cell phone device (if opted, see Communications section below for more information; phone on loan for the Program duration) and cell phone credit for communication with Program staff, host families, and apprenticeship supervisors only. (Note: Fellows are responsible for purchasing/securing additional cell phone/internet credit for personal communication with other Fellows, friends, or family members in the U.S. or elsewhere.)

Additional costs

All other costs are the responsibility of the Fellow and their family. These costs include, but are not limited to:

- Cost of travel to the U.S.-based Program Launch at the beginning of the program and from the Re-Entry Training at the end of the program
- Daily transportation costs, including those to/from apprenticeship
- Travel to/from language classes during Country Launch, Initial Immersion, and throughout the program cycle
- Personal day-to-day purchases (i.e. toiletries, snacks, gifts, etc.)
- Personal cell phone or internet use
- Airline baggage fees
- Independent travel
- Emergency situations
- Upfront medical/health costs (doctor appointment fees, lab costs, prescription or medicine expenses), before claims can be submitted for possible reimbursement
- Medical appointment/visit transportation costs which may be distant from Fellow sites

To help families budget for this, we propose the following **minimum monthly budget**, which takes into account Fellows' cost of living in the communities where they live:

- Senegal: \$150.00 USD / month
- Brazil: \$ 170.00 USD / month
- Ecuador: \$140.00 USD / month
- India: \$180.00 USD / month

*Please note that these amounts are **minimum** estimates for day-to-day expenses, and some Fellows may experience higher expenses. These amounts do not account for independent travel or any emergency or health expenses.

****It is essential and required that Fellows have the equivalent of \$100 USD in cash on hand and/or readily accessible at all times during the program to cover emergencies, upfront medical costs, and/or travel to medical visits.****

See Terms & Conditions for expanded list of what costs Global Citizen Year does and does not cover.

Access to cash/ATMs

In Ecuador, Brazil, and India, ATMs are easily accessible and generally reliable. In Senegal, ATMs are available in the hub cities and Dakar. Thus, Global Citizen Year recommends that Fellows have access to an ATM/Debit card in their name that can be used to access monthly allowances.

Fellows and families are also strongly encouraged to obtain a credit or debit card in the fellow's name for emergencies and/or in case of unanticipated costs during travel to/from Program Launch and Re-Entry Training.

Sensitivity to local cost of living

A core aspect of the Global Citizen Year program is integrating Fellows into families and communities who live in conditions more closely corresponding to the living conditions of the majority of people on the planet - that is, with limited incomes that often do not afford significant material luxuries in their day-to-day lives. We believe that, in order to truly develop the empathy and understanding of this reality, Fellows are asked to adapt their own spending and consumption to more closely reflect the standards of their local environment. We strongly discourage Fellows from engaging in any sort of conspicuous consumption that is disproportionate from the local standard, as it could negatively impact the Fellow's ability to integrate into his/her/their host community, represents an additional security risk, and could take away from his/her/their broader learning experience.

J. COMMUNICATIONS

In order to facilitate communication between Staff and Fellows, as well as to respond to health, safety, and emergency situations, all Fellows must have a working mobile phone with them at all times during the program cycle. Fellows have two options:

1. **Own phone:** Fellows may bring their own phone to use in country. By bringing their own phone, fellows assume the risk of damage, theft, or loss. The phone must be an unlocked GSM smartphone with a SIM card slot. Global Citizen Year will provide Fellows with a local SIM card to insert in their phone, enabling them to use a local number to make and receive calls. If Fellows wish to use both their US/home country and local SIM cards simultaneously, they should bring a phone with two SIM card slots (a dual-SIM phone). Dual-SIM card phones are optional in Brazil, Ecuador and India. In Senegal, Fellows using their own phones must have a dual-SIM phone, since they will receive two local SIM cards, due to reliability issues with any single carrier network in Senegal.
2. **GCY loaner phone:** For those who do not wish to use their own phone, GCY will loan Fellows an basic smartphone that may be used while they are in country. Fellows must return the phone to GCY before departing the country. If the loaner phone is lost, stolen, or damaged due to Fellow negligence, the Fellow will be responsible for the cost of a replacement phone.

In both cases, GCY will supply each Fellow with a local SIM card and a monthly credit stipend to be used for communicating with GCY staff, host family, and apprenticeship supervisor. Fellows are responsible for purchasing/securing additional cell phone/data credit for personal communication with other Fellows, friends, or family members in the U.S. or elsewhere. Fellows must keep their phone charged and with credits on them at all times, and must respond to staff phone calls as quickly as possible.

K. FELLOW INSURANCE AND MEDICAL COVERAGE POLICY

All Global Citizen Year Fellows are automatically enrolled in the CORE™ Travel Medical Insurance program while abroad; this does NOT cover US Fellows for the US portions of the Program.

Automatic overseas CORE coverage for Fellows is as follows:

■ Medical Expense-----	\$50,000
■ Medical Evacuation-----	100% of covered expenses
■ "Tail" Medical coverage-----	\$10,000
■ Emergency Dental-----	\$1,000 injury/\$250 alleviation of pain
■ Accidental Death-----	\$10,000
■ Permanent Total Disability-----	\$10,000
■ Return of remains-----	100% of covered expenses
■ Trip Cancellation-----	\$1,000
■ Emergency Reunion-----	\$3,000

Please visit the CORE website (<https://www.coretravelinsurance.com/>) for detailed information concerning coverage.

- Fellows also have the opportunity to upgrade insurance options beyond the "core" benefit package. An upgrade is an improvement over the existing "core" coverage. There are four different kinds of upgrades. You may choose a coverage plan with more valuable benefits, higher limits of trip cancellation coverage, added baggage insurance, and with the ability to purchase extensions of coverage.
- As a Fellow of Global Citizen Year, it is an expectation that you complete the following steps through the CORE website by August 12, 2018 , as stated in the Fellow online Portal:
 - Register with a username and password
 - Print your insurance card and carry with you at all times
 - Educate yourself on coverage and upgrades
 - Watch an online tutorial to understand the steps to submit a claim online

Coverage of Medical Expenses Policy

As stated in the Terms and Conditions, all medical expenses that a Fellow incurs during his/her/their Global Citizen Year are paid for and covered by the Fellow. Global Citizen Year provides medical insurance to help offset those costs. However, the Fellow is responsible for covering the cost of all medical services and products that he/she requires during his/her/their time with Global Citizen Year. This includes covering:

- The upfront costs of any and all doctor consultations, medical treatments or services, and/or medications
- Transportation costs to and from the medical facilities in case of an emergency and/or ongoing transportation needs for treatment
- Hospital stays or other special accommodations required to secure emergency medical treatment and ongoing treatment

Upon arrival in-country, Global Citizen Year requires that all Fellows have “emergency cash” on hand. Fellows must keep the equivalent of 100USD on hand in a secure place at all times in order to cover expenses related to emergencies, unexpected medical costs and/or transportation to medical appointments.

Fellows are responsible for submitting insurance claims for reimbursement through Core Travel Insurance within 90 days of a qualifying expense. Therefore, Fellows are responsible for collecting and completing the paperwork necessary for completing a reimbursement request to Core Travel Insurance.

In the extraordinary event that a Fellow receives financial loans from Global Citizen Year applied towards medical treatment in the US and/or In-Country, the Fellow is responsible for full repayment to Global Citizen Year as soon as possible, regardless of whether such costs will or will not be covered by Core Insurance. Failure to reimburse such costs or make arrangements for a repayment plan may be a basis for unsuccessful program completion.

L. IN-COUNTRY HEALTH ASSESSMENT & SEPARATIONS

All incoming Fellows have been cleared medically to participate in the program, prior to departure to their overseas program location. Due to the new environment in combination with the Fellow, and in association with stressors and challenges of the program, Fellows may experience signs and symptoms of pre-existing physical or emotional conditions or new illnesses or injuries. Physical and emotional health is fundamental to thriving in the program.

If a Fellow experiences new or pre-existing health conditions while overseas, Fellows will undergo treatment and medical assessment to determine if the Fellow's health is best supported in the program or outside of it. Parents and health care professionals will work together with the Fellow and Global Citizen Year staff to assess the health situation. In some cases, Fellows will remain in the program and adjustments, within the confines of the program design, will be made in order to support Fellow health in the program. However, there are times when health conditions- whether mental or physical- are major and severe in nature, and it is necessary for a Fellow to separate from the program either temporarily or permanently in order to receive treatment, care and support for which otherwise could not be provided while in the program.

We recognize that Fellows are motivated to remain in the program, yet there are times that Global Citizen Year will decide that a Fellow will be better supported outside of the program when considering the health condition and the stressors of the program design. When a Fellow is separated from the program due to health reasons, it may be temporary or permanent. See the Terms and Conditions for more information on Temporary and Permanent Medical Separations.

Program Completion & Alumnihood Petition for Separated Fellows

If a Fellow permanently separates from the program for a health or family emergency reason, and the separation takes place after Training Seminar 2, she/he/they may petition to complete the program and achieve alumni status. To do so, Fellows must be in good standing with the program, have received an overall rating of "Meets Expectations" or better in their most recent Fellow Feedback Card, and have completed all essential program requirements to date. The Fellow must also be willing and able to complete the Capstone in order to achieve alumni status. Separated fellows meeting these conditions can initiate the alumnihood petition process by contacting fellowsupport@globalcitizenyear.org.

PART 4: PROGRAM COMPLETION and PERFORMANCE ASSESSMENTS FOR ACCOUNTABILITY & LEARNING

Global Citizen Year has developed a process for setting expectations and sharing feedback that reinforces our

curriculum and learning philosophy. Our goal and commitment is to help each Fellow reach his/her/their fullest potential during this year with us.

Program Completion

The Fellow must receive an overall average rating of “Meets Expectations” (3) or better on his/her/their final Fellow Feedback Card and fully participate in every aspect of the Program in order to graduate and receive a certificate of Program Completion (see Appendix B for details on Fellow Feedback Cards). Fellows who do not meet minimum participation requirements in all Essential Program Requirements (see below, including Fellow Fundraising and payment of tuition, and/or who do not receive a final score of “Meets Expectations” on his/her/their final Fellow Feedback Card, will not be eligible for Program Completion and the associated alumni benefits.

Essential Program Requirements

Global Citizen Year has a set of basic program requirements and expectations for participation that must be completed in order to graduate from the program and receive alumni benefits. Each requirement must be completed and checked off by Global Citizen Year staff. These Essential Program Requirements include:

- Fellow Fundraising¹
- Apprenticeship Participation
- Coaching Participation
- Fellow Training Participation
- Language Class Participation
- Completing Program Evaluations
- Capstone

In addition to essential program requirements, Global Citizen Year also assesses Fellows on their learning and growth toward our Learning Outcomes (see below).

Fellow Performance Assessment and Evaluation

What do we evaluate Fellows toward?

We evaluate Fellow performance and progress toward our Learning Outcomes.

SELF-MASTERY	
Self-Awareness	You are able to assess your own strengths and weaknesses, are receptive to feedback, and are aware of the impact you have on others.
Resilience	You are able to overcome challenges and adapt to changing circumstances through optimism, resourcefulness, and an ability to improvise.

¹ To fulfill this program Fellows must complete all Fundraising Tasks, as established by Global Citizen Year, and reach their Fundraising Goal.

Initiative	You are self-motivated, with the desire and ability to take action and get things done on your own.
COMMUNITY ENGAGEMENT	
Empathy	You are consistently willing and able to put yourself in someone else's shoes and see things from their perspective.
Civic Responsibility	You demonstrate a strong commitment to work in service of your local or global community.
Collaboration	You take the initiative to coordinate with diverse groups of people in order to make decisions and solve problems.
GLOBAL COMPETENCY	
Global Perspective	You demonstrate a growing understanding of how the global context and systems of power shape local realities.
Cross-Cultural Skills	You appreciate other cultural perspectives and are able to effectively exchange ideas and build relationships across cultures and backgrounds.
Foreign Language	You demonstrate working proficiency in a foreign language.

When assessing Fellows toward these outcomes, we consider 5 possible scores:

- (5) Off the Charts!
- (4) Exceeds Expectations
- (3) Meets Expectations
- (2) Needs Improvement
- (1) Below Expectations

What do Fellow's scores mean?

During the Final Assessment in March-April, the Fellow must receive an assessment from his/her Team Leader of "Meets Expectations" (an average score of 3) or higher, to successfully complete the Global Citizen Year Program.

Some of the benefits associated with successful program completion include:

- A signed Certificate of Completion and conferral of the title Global Citizen Year Alumna/e
- Lifelong access to the benefits of the Alumni Network some of which include: opportunities for continued leadership development, access to fellowships and/or funding for future projects, invitations to join Alumni events and reunions.
- Eligibility to receive letters of recommendation from Global Citizen Year
- Eligibility to apply for internships or staff positions at Global Citizen Year
- Opportunity to receive college credits from participating institutions

What happens if a Fellow does not complete all Essential Program Requirements or does not receive a final score “Meets Expectations” (average score of 3 or better) on their Final Fellow Feedback Card?

If a Fellow earns an average Final Assessment score below a “Meets Expectations” (an average of 2.9 or below) from his/her Team Leader, s/he/they forfeits access to the benefits above.

What are the benefits for Fellows who exceed expectations in the program?

If a Fellow meets all Essential Program Requirements and receives an average of score of 4.5 or better, s/he/they is invited to become an Alumni with Distinction. Benefits of this special status include a) preferred access to leadership and funding opportunities within the Alumni network, and b) preferred consideration for future employment with Global Citizen Year and our partners.

When do we assess and evaluate Fellow’s progress and performance?

In addition to ongoing informal assessment, evaluation and feedback through coaching and mentoring sessions, training seminars and regional reconnects, formal language learning and tutoring, and site visits and observations, Fellows and staff conduct three formal performance evaluations of Fellows:

- October: Launch Feedback Card
- December-January: Immersion Fellow Feedback Card
- April- June: Transition Fellow Feedback Card

1. Launch Fellow Feedback Card (October)

The first Fellow Feedback Card is an evaluation of Fellow performance through Program Launch. During this evaluation we focus heavily on:

- Accountability: Is the Fellow turning their program requirements in on time? Making the best effort to communicate if he/she/they is/are not able to follow-through on his/her/their commitments? Attending sessions and arriving on time? Working towards his/her/their goals?
- Judgment, Decision Making: Is the Fellow making decisions that reflect maturity in order to manage risk during the more independent portion of the program? Is the Fellow able to uphold his/her/their own health and safety?
- Language Learning: Does the Fellow have the baseline language skills necessary to navigate the first five weeks in-country?
- Overall Citizenship: Is the Fellow putting his or her best foot forward? Showing up as his or her best self? Does the Fellow see where he or she can contribute during training seminars, in sessions, or with other Fellows?

2. Immersion Fellow Feedback Card (December-January) ²

Mid-way through the Program, each Fellow conducts a self-assessment reflecting on his/her/their progress toward the goals set in August as well as against the Global Citizen Year expectations for behavior (Global Citizen Behavior) and overall learning objectives. An external assessment is conducted by the Fellow's Team Leader in conjunction with feedback from a local host or partner from either a homestay or apprenticeship.

3. Transition Fellow Feedback Card (April- June)

At the conclusion of the year, each Fellow completes a final self-assessment to summarize his/her/their learning and growth over the course of the year. The Team Leader also develops a final assessment of the Fellow's performance, incorporating final inputs from the Fellow's host family and apprenticeship host.

² See Appendix B for Fellow Feedback Card

PART 5: ACKNOWLEDGEMENT AND AGREEMENT

Global Citizen Year requires that Fellows and their Parent/Guardian each electronically sign in order to participate in Program Launch in California and the overall program.

I have carefully read the following policies set forth in this document:

1. Global Citizenship, Leadership Philosophy & Guiding Principles
2. Fellow Wellbeing: Health, Safety & Security
3. Program Policies
 - a. Global Citizen Behavior: Community Standards
 - b. Bullying & Harassment Policy
 - c. Drug, Tobacco & Alcohol Policy
 - d. Vehicle & Motorcycle Policy
 - e. Swimming & Extreme Sports/Activities Policy
 - f. Apprenticeship/Homestay Transfer Policy
 - g. Independent Travel Policy
 - h. Family Visit Policy
 - i. Financial Requirements
 - j. Communications
 - k. Fellow Insurance & Medical Coverage
 - l. In-Country Health Assessment & Separations
4. Performance Assessments for Accountability & Learning

I agree to the Global Citizen Behavior commitments and the other associated policies listed above. I understand that violating any of the above policies can result in disciplinary action, including early dismissal from the program. I further understand that any Fellow who returns home early as a result of dismissal, withdrawal, or medical separation will be solely responsible for all travel and related costs associated with an early departure as well as continue to be responsible for all scheduled Tuition payments (see Cancellation, Early Withdrawal and Dismissal clause in Terms & Conditions). Once withdrawn or dismissed from the Program, the Fellow is not permitted any further association or contact with the program and will forgo any of the benefits that the program provides, including insurance coverage, visa sponsorship, and alumni membership and benefits. The Fellow is required to return to his/her/their home within 24-48 hours of notification of the dismissal.

Please electronically sign the Global Citizen Year Policy Handbook below.

Appendix A: 6 A's Protocol for Addressing Global Citizen Behavior Violations

- **Step 1: Assessment.**

Carried out by Global Citizen Year Staff

Once Global Citizen Year Staff observe or learn of a violation, the Staff will take immediate and deliberate steps to assess the situation in order to understand what happened. This assessment may include interviewing program partners, other Fellows, Staff, and/or bystanders. Staff will also ask the Fellow for his/her/their version of the incident. Once sufficient information has been collected, the Staff, led by the Country Director, will produce a final report of what happened, which will inform next steps and appropriate consequences, given the severity of the situation.

- **Step 2: Address.**

Carried out by Global Citizen Year Staff

In the case that the assessment determines a GCB violation has occurred, Staff will address the Fellow in a direct and respectful manner, explicitly describing the behaviors that are concerning/not meeting the standards of the Global Citizen Year community. For violations that can be remedied within the Program, Staff will provide clear, actionable feedback and expectations of how the behavior needs to change. This may be communicated as an Action Plan, Behavior Contract, or in another form. For the most severe transgressions, the Fellow may be dismissed from the Program without prior warning.

- **Step 3: Acknowledgment & Apology.**

Carried out by the Fellow

A Fellow acknowledges his/her/their responsibility in the violation, by extending a verbal and/or written apology to individuals who may have been negatively impacted by the violation. Affected individuals may include members of the host family, community, or apprenticeship, as well as the Fellow cohort and/or Staff.

If the Fellow does not acknowledge the violation, even when presented with the evidence, depending on the case, further assessment, a deeper discussion, and/or a unilateral decision by Global Citizen Year as to how best proceed may be necessary. The ultimate decision is at the sole discretion of Global Citizen Year.

- **Step 4: Action Plan.**

Carried out by Global Citizen Year Staff and Fellow

In addition to the apology, a Fellow may be asked to identify other actions he/she/they will take to reestablish his/her/their good standing and trust in the program. This plan will also include agreements about how and when Staff will monitor progress and follow through on this agreement. Notice of the violation, including the Action Plan, will be shared with Parents.

- **Step 5: Again?**

Carried out by Global Citizen Year Staff

Staff will discuss and document the consequences for the Fellow if this same violation, or a similar one, happens again. This may be shared with Parents, and must be signed by the Fellow and Country Director. For more severe violations (i.e. representing higher risk or repeated violations), a Fellow may be put on an Action Plan or Behavior Contract that may include some loss of privileges, including but not limited to

denied permission to participate in certain program activities or lower tolerance for any future violations (i.e. conditions for immediate dismissal).

- **Final A: Attitude.** The Fellow's attitude during this process (i.e., self-aware, apologetic vs. disrespectful and/or not willing to take responsibility for actions) can affect the final agreements and outcomes.

Appendix B: Fellow Feedback Card

Section 1: Essential Program Requirements

Global Citizen Year has a set of basic program requirements and expectations for participation that must be completed in order to graduate from the program and receive alumni benefits. Each requirement must be completed and checked off by Global Citizen Year staff.

Directions: Check yes or no for each corresponding program requirement. Add any additional comments or explanations as needed.

Program Requirement	Requirement Completed? (Y/N)	Explanation (as needed)
Fellow Fundraising (\$2500 or comparable amount based on your home country GDP)		
Capstone Project		
Apprenticeship Participation		
Coaching Sessions w/ Team Leader		
Global Citizen Year Training participation		
Language Classes (approximately 160 hours)		
Training and Impact Evaluations		

Section 2: Learning Outcomes

Directions: Score the fellow (1-5) on each learning outcome. Provide clear and concrete evidence/comments of fellow mindsets and actions that have led to the score. Write in fellow's average score for all learning outcomes

LEARNING OUTCOMES			Score (1-5)	Evidence/Comments
Self-Mastery	Self-Awareness	You are able to assess your own strengths and weaknesses, are receptive to feedback, and are aware of the impact you have on others.		
	Resilience	You are able to overcome challenges and adapt to changing circumstances through optimism, resourcefulness, and an ability to improvise.		
	Initiative	You are self-motivated, with the desire and ability to take action and get things done on your own.		
Community Engagement	Empathy	You are consistently willing and able to put yourself in someone else's shoes and see things from their perspective.		
	Civic Responsibility	You demonstrate a strong commitment to work in service of your local or global community.		
	Collaboration	You take the initiative to coordinate with diverse groups of people in order to make decisions and solve problems.		
Global Competency	Global Perspective	You demonstrate a growing understanding of how the global context and systems of power shape local realities.		
	Cross Cultural Skills	You appreciate other cultural perspectives and are able to effectively exchange ideas and build relationships across cultures and backgrounds.		

	Foreign Language	You demonstrate working proficiency in a foreign language.		
LEARNING OUTCOMES AVERAGE SCORE				

Section 3: Summary and Next Steps

Directions: Based on the assessment in all three sections, holistically capture the key areas of strength and areas for growth for the fellow, then collectively decide on key next steps the fellow will take to accelerate their growth and leadership moving forward.

- **Areas of demonstrated progress, growth, and/or strengths:** identify 1-3 key areas of progress, growth, and/or strengths this fellow has exhibited.
- **Areas for development:** identify 1-3 key areas the fellow should prioritize for in their leadership development moving forward.
- **Recommended Next Steps:** list 1-3 recommended next steps this fellow could/should take to make progress in the areas for development.