2011 YMCA Go Global Participant Manual

Dear <Insert Applicant Name>,

Congratulations!!!! On behalf of the International Branch of the YMCA of Greater New York, we want welcome to you to the ***YMCA Go Global family***! You are now a part of an global movement of individuals in over 124 countries around the world who are dedicated to positively and powerfully impact our world.

You have been selected for your enthusiasm, flexibility, motivation and ability to represent the United States of America, the International YMCA, the YMCA Go Global program, and yourself in a positive and inspirational way. We believe that through this volunteer experience, you will not only benefit the people you work with in your host country, but also gain valuable skills, knowledge, experience and inspiration, which will stay with you for the rest of your life.

Your placement in <insert host city, host country> is scheduled to begin on <insert start date> and end on <insert end date>. You will be working in the area of <insert job function/area>. Your contact person "on site" in <insert host city, host country> will be <insert name of host site director> who can be reached at <insert host director phone> or <insert host director email>.

Kindly refer to the provided job description for more information. *We strongly encourage you to reach out to your host site coordinator to confirm* your travel/arrival information, housing arrangements, program start and end dates, and job duties at least two months before your intended start date. While YMCA Go Global will have already confirmed this information, it is a good idea to begin building a relationship with your host site contact person and to verify the information yourself. You will have to take full hold of this experience, start to finish.

In this handbook, you will find important information to prepare you for your upcoming experience with Go Global. Please read the handbook in detail and let us know if you have any questions, need clarification, or just want to chat. We're here to help and support you!

If you do not already have a passport, it is imperative that you begin working immediately to obtain one. *Please remember to send a clear scanned copy to us at chiu@ymcanyc.org or ITracy@ymcanyc.org at least one month prior to your departure.* The YMCA Go Global office will work with you to secure your visa if one is required. However, the ultimate responsibility of acquiring a passport and/or a visa is solely yours. You can go to http://travel.state.gov to get information on necessary visas, as well as other helpful information on travelling to your host country.

As a YMCA Go Global participant, you are expected to model the YMCA's four core values: caring, honesty, respect and responsibility at all times while abroad. We are certain that you will have an amazing experience! We are looking forward to hearing all about your adventures… keep in touch with us, send us your blog addresses, email us, send us photos, stories, rambling thoughts… we want to hear from you!! Once again, congratulations, good luck and enjoy!

Sincerely,

Chad Nico Hiu
Director
Domestic & Strategic Initiatives
chiu@ymcanyc.org

John Cruz
Associate Director
Teen & Outbound Programs
cruzj@ymcanyc.org

Imade Idusuyi
Program Assistant
Teen & Outbound Programs
ITRACY@ymcanyc.org

TABLE OF CONTENTS

INTERNATIONAL YMCA CONTACT INFORMATION

ABOUT THE INTERNATIONAL YMCA
- History
- YMCA Values

INTERNATIONAL YMCA PROGRAMS
- Inbound Programs to the United States
  - Camp Counselor
  - Trainee
  - Intern
  - Summer Work & Travel
- Outbound Programs from the United States
  - YMCA Global Teens
  - YMCA Go Global
  - International YMCA Leaders Club
  - International YMCA Study Tour Program

BEFORE TRAVEL
- Information from the International YMCA
- Contact with Site of Activity
- Passport and Visa Information
- Medical Report and Vaccinations
- Accident and Sickness Insurance
  - ***How to download your insurance card***
  - Pre-Existing Conditions, Dental Care, and Eye Care
  - Seeing a Doctor
  - How to Extend Your Insurance
- Packing Advice
- Packing List
- Money
  - Traveler's Checks
  - ATMs and Debit Cards
  - Credit Cards
  - Cash
  - Transferring Funds
- Copy Important Documents
- Pre-departure Checklist

UPON ARRIVAL IN THE HOST COUNTRY
- Clearing Immigration and Customs

CULTURAL ADJUSTMENT
- Adjusting to a New Environment
- Tips for Adapting
- Cultural Sensitivity

MAINTAINING GOOD HEALTH WHILE ABROAD
- Tips for Safe Eating and Drinking
- AIDS and Sexually Transmitted Illnesses

CHALLENGES, PROBLEMS, AND SOLUTIONS
- Problem Resolution
- Guidelines for Successful Adjustment
- Frequently Asked Questions

ILLEGAL AND INAPPROPRIATE BEHAVIOR
- Alcohol
- Drinking and Driving
- Smoking
- Drugs and Illegal Substances

- Stealing and Shoplifting
- Sexual Harassment
- Sexual Relationships and Sexual Consent
- Child Abuse

SAFETY AND ADVICE

- Be Aware of Your Surroundings
- Register with the Embassy or Consulate
- Communicate Safety Issues with Your Host
- Bike Safety
- Car Rentals

RETURN HOME

- Evaluation
- Re-Entry
- Stay in Touch

PROGRAM SPECIFIC INFORMATION

YMCA IDENTITY/EMERGENCY CARD

INTERNATIONAL YMCA CONTACT INFORMATION

Mailing Address:

International YMCA
Attn: YMCA Go Global
5 W 63 Street, 2nd Floor
New York, NY 10023
United States of America

Website: *www.internationalymca.org*

PLEASE NOTE: *For non-emergency communication, email is usually the best way to communicate with us. Please send an email to Chad at chiu@ymcanyc.org.*

Telephone:

+1-212-727-8800 General Telephone Line
The general line is answered between 9:00 am and 5:00 pm (Eastern Time) Monday through Friday. To reach a specific staff person, please use the numbers/extensions provided below:

- Chad Nico Hiu, Director 1-212-727-8800 ext. 4328
- John Cruz, Assistant Director 1-212-727-8800 ext. 4334
- Imade Idusuyi, Program Assistant 1-212-727-8800 ext. 4316

1-888-477-9622 Toll-free Line (from within the United States ONLY)
Our toll-free line is answered between 9:00 am and 5:00 pm (Eastern Time) Monday through Friday. The call is free if dialed from a land line.

+1-646-996-3108 Go Global Emergency Line (Director's Mobile Phone)
The 24-hour emergency line is monitored 24/7 and is for use after hours, weekends, and holidays for *genuine emergencies* that require immediate assistance.

+1-917-841-4498 International YMCA Emergency Duty Officer
The 24-hour emergency line is a back-up for the Go Global Emergency line and is monitored 24/7 and is for use after hours, weekends, and holidays for genuine emergencies that require immediate assistance.

Note about emergency numbers: Please use emergency numbers only for *genuine emergencies*, such as accidents, injuries, legal problems, or other situations that require immediate assistance. In non-emergency situations, send an email to Chad (chiu@ymcanyc.org), or leave a message by calling the general line above and following voice mail instructions.

Fax: +1-212-724-2344

ABOUT THE INTERNATIONAL YMCA

History

Cleveland Dodge, Andrew Carnegie, George Perkins, and William Sloane – the original financial supporters of what is now known as the International YMCA – viewed young adults engaging in international service, travel and exchange as future world leaders. The International YMCA was created to fill that need. Since 1911, the International YMCA has been engaging people worldwide through local services and international exchange programs that build ***global citizens***, enhance mutual understanding, foster the exchange of ideas, and ***bring people together for peace***. The International YMCA envisions a more ***just*** and ***peaceful*** world where youth learn to think of themselves as ***global citizens***, are adept at communicating across cultural lines and are interested in being civically responsible. The International YMCA believes in the unique ability of international exchange to affect lasting change in the lives of young people.

Today the International YMCA offers programs and services to more than 10,000 young people annually, including teenagers, international students, and emerging international professionals from more than 84 countries.

YMCA Values

As a participant of the YMCA Go Global program, you will be a role model to everyone with whom you come into contact. Whether or not your site of activity is a YMCA, you are a participant in a YMCA program. As such, you are expected to model sound values. The YMCA challenge is to accept and demonstrate the four core values in everything you do. Our values:

Caring	Loving others; demonstrating compassion and empathy; being sensitive to the well being of others; helping others.
Honesty	Telling the truth; acting in such a way that one is worthy of trust; having integrity; making sure one's actions match one's values.
Respect	Treating others as you would have them treat you; valuing the worth of every person, including yourself.
Responsibility	Doing what you ought to do; being accountable for your behavior and obligations; acting in culturally appropriate and sensitive manners.

We encourage you to accept the challenge and inspire everyone you come into contact with!!

INTERNATIONAL YMCA PROGRAMS

Outbound Programs from the United States

Contact: *Chad Nico Hiu, Director Domestic & Strategic Initiatives* ***(chiu@ymcanyc.org)***

YMCA Outbound programs collectively aim to enhance the understanding of our world through a lens of active and engaged global citizenry amongst program participants and their home communities, schools and universities.

YMCA Global Teens

Global Teens is a leadership development program which engages teens (ages 13 to 18) in the powerful adventure of global exploration. Program elements include meaningful service projects, youth to youth interaction, home stays, and awareness of cultural and social issues. Teens serve as cultural ambassadors and are asked to communicate their experiences to their local communities upon returning home.

YMCA Go Global

Go Global is a voluntary service, international exchange and capacity-building program that places skilled, motivated American adults (18+) at YMCAs around the world. Go Global volunteers fully immerse themselves in the culture of their host country and assist abroad in working toward self-sufficiency. Program focuses are youth work, language instruction, and community development.

International YMCA Leaders Club

Leaders Club encourages young people of New York City to serve others on a local, national and global scale, while promoting international awareness and civic engagement. This dynamic group of teens (ages 13 to 18) is led by peer-elected officers and volunteer club advisors. The group meets weekly and holds bi-monthly events to engage the larger community in the work of global awareness and international service.

YMCA Study Tour Program
The Study Tour Program offers opportunities for YMCA staff, community leaders, volunteers and interested professionals to visit destinations of interest, in an experiential short-term travel experience. This program is designed to educate and expose participants to our global community, while learning about international social issues, and the YMCA's impact on a global level. Opportunities for training and professional development are also provided.

YMCA Youth Ambassadors Program
Funded by the U.S. Department of State, the Youth Ambassadors program provides teens from Colombia and Mexico with an opportunity to participate in themed three week immersion experiences in the United States. Teens will enjoy visiting three distinct cities across the United States, participate in a home stay experience and gain a deeper understanding of leadership development, civic engagement & youth activism on a global scale.

Inbound Programs to the United States
Contact: *Rayda Marquez, Director of International Relations* ***(rmarquez@ymcanyc.org)***

The YMCA International Inbound Programs were established as educational exchange programs recognized by the United States Government. The intent of the programs is to give students and young people from all around the world the opportunity to experience life in the United States. Participants are admitted to the United States under section 101(a)(15)(j) of the Immigration and Nationality Act of March 2, 1960 and enter the country on a J-1 Exchange Visitor Visa. The International YMCA administers this Exchanges Visitor Program for the following categories:

Camp Counselor
Young people from around the world spend 10-16 weeks from May through August working in American summer camps. Operated as the International Camp Counselor Program (ICCP), the International YMCA places counselors from more than 60 countries in a variety of camps throughout the United States.

Trainee
The International YMCA Trainee Program provides opportunities for young professionals, who have completed a university degree and have related work experience, to learn about American practices and methodologies through on-the-job training. Training Programs are up to 18 months in length and are customized to the learning objectives of each participant.

Intern
Similar to the Training Program, the International YMCA Intern Program provides training opportunities for enrolled degree candidate post-secondary students. The maximum length of stay is 12 months. This program provides an opportunity for young adults from around the world to expand their experience in their field of study here in the United States through 'real-world' work experience.

Summer Work & Travel
The International YMCA Summer Work & Travel Program gives students from all around the world, who might otherwise not be able to afford to participate in an exchange program to the United States, the opportunity to experience life in the U.S. during their summer school break. Students may work in the United States for up to 4 months.

BEFORE TRAVEL

Information from the International YMCA
The International YMCA will provide all program participants:
- Welcome letter or placement notice (included in this packet);
- Insurance information and ID card (if the International YMCA arranged and paid for your insurance);
- Support in your visa application (if applicable);
- Letter of introduction to the YMCA near where you may live abroad.

Contact Site of Activity
You are responsible for maintaining contact with your site of activity directly to confirm the arrangements around arrival/departure date, housing, job assignment and other specifics.

Before you travel, we strongly recommend you confirm details of your program such as:
- Name & contact information for your direct supervisor.
- When you are expected to arrive and when you are expected to start your program.

- Travel arrangements from your port of entry to the site of activity.
- Arrangements for accommodations.
- Arrangements for transportation from your where you live to the site of activity.
- Any other special requirements.

Do not forget to notify your supervisor at the site of activity of your arrival details; you can also call or email a few days before you travel to confirm. If your travel plans change, contact your supervisor and the YMCA Go Global office immediately. *Please copy the YMCA Go Global office on all correspondence with your host site coordinator*.

Passport and Visa Information (http://www.travel.state.gov)
To obtain a passport for the first time, you need to go in person to one of 6,000 passport acceptance facilities located throughout the United States with two photographs of yourself, proof of U.S. citizenship and a valid form of photo identification such as a driver's license.

Acceptance facilities include many Federal, state and probate courts, post offices, some public libraries and a number of county and municipal offices. There are also 13 regional passport agencies, most of which serve only those who are departing urgently. In many instances, appointments are necessary.

You will need to apply in person if you are applying for a U.S. passport for the first time; if your expired U.S. passport is not in your possession; if your previous U.S. passport has expired and was issued more than 15 years ago; or if your previous U.S. passport was issued when you are under 16 your currently valid U.S. passport has been lost of stolen.

If a visa is required, obtain it from the appropriate foreign consular representative before traveling abroad. Allow sufficient time for processing your visa application, especially if you are applying by mail. Most foreign consular representatives are located in principal cities, and in many instances, a traveler may be required to obtain visas from the consular office in the area of his/her residence. **IT IS THE RESPONSIBILITY OF THE TRAVELER TO OBTAIN VISAS, WHERE REQUIRED, FROM THE APPROPRIATE EMBASSY OR NEAREST CONSULATE OF THE COUNTRY YOU ARE PLANNING TO VISIT.** This includes participants who are citizens of countries other than the United States as specific visa regulations may apply. As soon as you receive your visa, check it to make sure no mistakes were made. Processing and visa fees vary, and most fees may not be refundable. For specific details, consult the Embassy or Consulate of the country you plan to visit.

Medical Report and Vaccinations
All YMCA Go Global participants must submit a health history and physical examination form before being accepted into the program. All YMCA Go Global participants are insured by the YMCA's health and accident insurance unless other arrangements have been made in writing between you and the program Director/Assistant Director. *We recommend you to consult your private/family physician on the recommended vaccinations for the country/region(s) you will be travelling to.* Please note that YMCA insurance will only cover you during the dates you provide as your program dates. If you are travelling on your own either before or after those dates, or outside the city/country of your volunteer placement, you will not be covered by your YMCA insurance policy.

For up-to-date information regarding health preparedness and vaccination requirements in the country that you will be volunteering in, you can visit the Center for Disease Control website. Certain countries may require International Certificates of Vaccination against yellow fever, especially if you are traveling from an area of the world that is infected with yellow fever. Information on prophylactic medication for malaria and certain other preventive measures are advisable for travel to particular countries. It is the responsibility of Go Global volunteers to familiarize themselves with health information pertaining to their location and to take the appropriate measure to maintain their health while abroad. Detailed health information may be obtained from your local healthcare provider or by contacting the Centers for Disease Control and Prevention, telephone 1-877- 394-8747 (from the US) or Internet: www.cdc.gov. Please take health warnings and precautions seriously so that your experience volunteering with the Go Global program can be enjoyed to its fullest!

No immunizations are required to return to the United States.

Background/Criminal History Checks and Drug Tests
All YMCA Go Global participants are required to pass a criminal history/back ground check prior to being accepted into the YMCA Go Global program. Volunteers working regularly with children/youth may also be required to pass a drug test. The expenses for these will be covered by the YMCA. This is to help ensure the safety of all Go Global volunteers and the people you serve around the world.

Accident and Sickness Insurance

To download a copy of your insurance card at anytime (after your Go Global placement has been confirmed), please visit: https://www.consolidatedhealthplan.com/temp_id/ymca_intl.html and be prepared to enter your full name (as provided on your application) and date of birth. If you encounter any trouble, please email Chad at chiu@ymcanyc.org.

You must be covered by accident and sickness insurance while you are a participant in the program. You are responsible for accident and sickness insurance for any days in the host country before your program starts or after it ends, or while travelling in cities/countries/regions outside of your assigned Go Global placement site.

If you are covered by the YMCA's sickness and accident insurance during the program, your policy is underwritten by Nationwide Insurance. The insurance policy is administered by Consolidated Health Plans. You will receive insurance information and two ID cards from the International YMCA prior to travelling abroad. If you do not, please contact our office for follow-up. Please read all insurance information carefully.

Keep one of the two ID cards with you at all times and present it whenever you see a doctor. The front of the card shows your ID Number, Group Name and Number, and deductible. The exact process for obtaining medical/health care will vary by country. For more information, please contact Nationwide at the contact numbers provided below. If you need assistance in navigating this system, please reach out to your Go Global staff team. We are here to help you!

There is a $100,000 limit per accident or illness with this insurance. Be aware that there is a deductible of $10 per sickness or accident (programs up to 4 months) or $100 per accident or illness (programs longer than 4 months). A deductible is the amount that must be paid by you. Be sure to read the insurance information in detail to understand what is and what is not covered.

If you have any questions about your insurance, call the YMCA. You may also call Nationwide Insurance directly at 1-800-525-8669 (from within the US) or **603-898-9159** (from overseas). If you need a copy of the insurance policy or claim form, you may download it at www.internationalymca.org.

Pre-Existing Conditions, Dental Care, and Eye Care
A pre-existing condition is an illness or condition that existed before you arrived in the host country and may not be covered by the insurance under this program. Dental care is not covered. Since you will be abroad for an extended stay, you should have a dental check-up before leaving home. Routine eye care is not covered. Be sure to bring any prescription you may have for eyeglasses or contact lenses.

Seeing a Doctor
If you need to see a doctor, or visit a clinic, you must take the medical claim form with you. In many countries, you will be asked to pay for the visit/service in cash and will have to file an insurance claim later for reimbursement. Please keep the YMCA Go Global office abreast of all such incidents so that we may help you to best navigate the situation.

Again, there is a deductible of $10 per sickness or accident (programs up to 4 months) or $100 per accident or illness (programs longer than 4 months). Sign the medical claim form and leave it with the doctor, clinic, or hospital before you leave. The doctor, clinic, or hospital sends the claim form directly to the insurance company. Ask for a copy of the claim form for your file and fax it to +1-413-733-4612.

If you forget to leave the claim form, you could become responsible for the cost of the medical treatment beyond the deductible. If you received health services and did not give the medical office your insurance claim form, or the office refused to bill the insurance company, you will have to pay the expenses yourself and get a reimbursement by sending the claim form along with the original medical bill to Nationwide. Keep photocopies of all documents for yourself.

Nationwide Insurance
P.O. Box 420
Springfield, MA 01104-0420

DO NOT SEND CLAIMS FORMS TO THE YMCA

Advice: Remembering what you need and where things are when you are ill can be difficult. Keep a medical claim form with your passport along with money for the deductible. You will then have everything you need in one place.

How to Extend Your Insurance
Your insurance is valid for the dates of your program. If you would like to extend your insurance for up to

30 days, you must contact the YMCA at least 2 weeks before your program ends. The cost of extending your insurance is: $15 per week if your program was 4 months or less; or $28 per week if your program was more than 4 months. All insurance must be pre-paid before the YMCA extends the insurance.

Packing Advice
Rules for checked baggage and carry-on items have changed. Some airlines allow one checked item and some allow two. Others have weight and size restrictions. Avoid bringing sharp objects, and anything that could be used as a weapon. Avoid bringing aerosol cans. American carriers have additional security requirements. For up-to-date/specific information, check with your airline.

It is best to travel with only what you can carry yourself. If you plan to do any traveling around the host country, we suggest a backpack as it is much easier to manage than a suitcase. Pack according to the season of your stay and the region where you will live and work. Do some research regarding the temperature and climate of the area in which you will live.

Remember that you may have to go a week or more between laundries. Bring enough clothing to get through at least a week. Think twice about bring valuables. You may have difficulty finding a secure place for them.

Packing List
- Passport
  - Two clear photo-copies of your passport (recommend you carry one with you at all times)
- Visa (if required)
- Other photo ID (such as driver's license and student ID)
- Vaccination (WHO) card
- Climate-appropriate clothing
- Sturdy shoes, sandals
- Toiletries
- Camera, film, batteries
- Books
- Small photo album of family, friends, your community, your US life, etc…
- Journal: keep a journal of your experiences, and full names and contact information of people you meet along the way.
- Basic First Aid Kit
- Malaria prophylaxis (if necessary)
- Cold and/or headache medicine
- Band-Aids
- Antibiotic cream
- Precautionary antibiotics for stomach illness or infection (consult your doctor)
- Personal prescriptions (keep in original packing)
- Mosquito Repellent / Net (if necessary)
- Durable water bottle
- Water purifier or purifying tablets (if necessary)
- Sunscreen, hat
- Small Sleeping Sack (can be purchased or made by sewing to twin sheets together)
- U.S. dollars (to be exchanged at a reputable bureau for the local currency)
- Women should be aware that access to feminine products might be limited. Consider bringing enough of your own products/medications to last throughout your stay.

Money
You are responsible for your finances abroad. Bring with you enough money to pay for items such as: travel expenses upon arrival; living expenses; and local transportation. If you will be receiving a stipend of some kind from your host site, it is a good idea to get confirmation of this in writing and be prepared that *it still may not happen*.

Here are a few tips concerning money and travel:

Traveler's Checks
Traveler's checks are safer than cash. You can purchase them at any bank and if they are lost or stolen can be replaced. Buy checks from a recognized company, such as American Express, Thomas Cook, or Visa. Depending on the country you travel to, finding locations to cash these may prove challenging.

Automatic Teller Machines (ATMs) and Debit Cards

If you do not have a credit card, a bank card/debit card may prove just as valuable; however, limit withdrawals from ATMs to emergencies, as service fees are high, especially for international transactions. Make sure that your bank knows that you will be out of the country, so that it does not block access to the card for suspicious activity. It is advised to find a way to monitor all bank accounts for suspicious activity while you are abroad.

Credit Cards
Having a major credit card such as American Express, Visa, or MasterCard is a good thing to have in case of an emergency. Keep a separate record of the account number and date of expiration in the event that the card is lost or stolen. Again, make sure that your bank knows that you will be out of the country, so that it does not block access to the card for perceived suspicious activity.

Cash
In areas outside the U.S., credit cards and travelers checks are sometimes not accepted, especially in smaller stores and restaurants. If you carry U.S. dollars to the host country, find a reputable place of exchanging the dollars into the local currency. (There may be multiple banks and companies able to provide this service at the airport upon arrival.) It is a good idea to "shop around" for the best exchange rate (often found in less touristy areas).

Transferring Funds
If you find yourself low on cash, you can have your parents (or partner) "wire" you money via Western Union. Western Union operates throughout the world and can have your money available to you at the nearest Western Union branch within 24 hours. To find the nearest local Western Union, call toll free 1-800-325-6000. You can also go to: http://www.westernunion.com/info/selectCountry.asp

Copy Important Documents
Make copies of all your important documents before you travel: passport (biographical data page with your passport number); visa in your passport; Social Security card; other picture IDs; flight itinerary, vaccination/immunization card, and any other important documents. Take copies with you and keep them separate from your original documents. Leave copies at home with your designated emergency contact in case they are lost or stolen while traveling. *You may also fax/scan and email copies of documents to the YMCA Go Global office. We can keep on file and send to you if need be.*

Pre-departure Checklist
Give family and/or friends the address, e-mail and phone number of the host location and the International YMCA – Go Global Program. It is a good idea to also set up a regular way for your family/friends to stay in touch with you (mass emails at regular intervals, facebook/twitter, blogs, etc.).

When you travel to your host country, don't forget to take the following items with you:

- This handbook
- Blue or black pen
- Passport with Visa
- Important documents
- ID cards
- Driver's license
- Insurance information
- Medical information
- Vaccination (WHO) card (if applicable)
- Prescriptions
- Enough money to cover traveling expenses and meals (you may not like what is provided)
- Phone numbers of family and friends on paper (cell phones may not work abroad)
- The exact address of where you will go upon arrival; emergency contact numbers for your host

UPON ARRIVAL IN THE HOST COUNTRY

Clearing Immigration and Customs

Print your name on all forms in block letters exactly as is appears in your passport. Ensure that you write your birth date in the proper format.

When you pass through immigration, present your passport, and customs declaration card. You may also be asked for a copy of your onward flight ticket, and return flight ticket, so keep these documents handy. This manual and the coverage acceptance letter may also come in handy, so please keep available.

Be prepared to tell the immigration inspector the reason you are coming to the host country, the address where you are going, what you will be doing, and other information about your program.

CULTURAL ADJUSTMENT

Adjusting to a New Environment

Most people who move to a new cultural environment experience a series of emotional ups and downs, especially during the early weeks when most of the adjustments are taking place. Your reaction to time changes, foods, sleeping accommodations, bathroom arrangements, and language patterns will cause some emotionally low periods. Of course, the excitement of new people, places, and experiences will also cause some equally emotionally high periods. Keep things in perspective, allow yourself to bask in the wonder, adventure and challenge of your experience.

Cultural stress occurs when you are cut off from familiar ways of communicating and interacting with others. Most of us unconsciously believe the way we have always done things at home is the "right" way such as the subjects we speak with one another about, the way we talk together, the times we eat, the frequency we bathe, and/or the clothes we wear. Our personal identity and self-esteem are put into crisis when things are done differently. Here are some common reactions:

- Homesickness
- Irritability
- Boredom
- Withdrawal
- Hostility towards Hosts and co-workers
- Crying
- Illness
- Excessive sleeping
- Exaggerated cleanliness
- Stereotyping of Hosts and co-workers
- Chauvinism

Tips for Adapting

So, if you find yourself unable to feel enthusiasm, not wanting to be around people, or worried about becoming sick, remind yourself why you are in the program. Find ways to "cope" – physical exercise, walks in places of beauty, or other things you need to do for yourself. Your host site supervisor and other host organization staff are also a good resource for helping to deal with this.

What do you do to improve your situation? Here are some suggestions:

- **Reduce unpredictability:** Ask questions, but be prepared if you do not get the answers you want/are looking for.
- **Eat a healthy diet:** Make sure you're getting enough carbohydrates, proteins, vitamins, and minerals. Try new foods – see things through the lens of adventure.
- **Hydrate**: Drink plenty of liquids, but avoid too many beverages with sugar and alcohol (if you are of age to legally drink alcohol) – remember you are expected to follow US laws at all times while abroad.
- **Exercise:** Do 20 minutes of aerobics exercises three times at week.
- **Get enough sleep:** Be rested and ready for each day.
- **Lower your expectations:** Learn to accept what happens on its own merits.
- **Communicate:** Talk with your supervisor(s) and peers.

Cultural Sensitivity

It is important for volunteers, as representatives of the United States and the YMCA, to become familiar with the local customs and norms of behavior in their host-country. This may entail dressing modestly, being less boisterous, and understanding gender roles and perceived expectations. We suggest that volunteers do some investigating into the local culture prior to departure. After learning more about your host-country and its people, you should acquire a greater appreciation and respect for your differences. One motto which may be helpful: "It's not better or worse, it's just different." A book series to help familiarize yourself with the culture is called "Culture Shock."

Also, please be aware that some individuals in the host country may not be comfortable with or accustomed to having their picture taken. At times, it may be wise to ask prior to taking any photographs or video. In addition,

taking photographs or showing electronic equipment may attract unwanted attention. When in potentially unsafe conditions, be careful about showing electronic devices and other clear indicators that you are a visitor.

Keep in mind that this is a learning experience. Be flexible, open minded, and cautiously adventurous:

- Try local food.
- Explore your location.
- Ask questions.
- Make friends! (safely of course)
- Be proactive and involve yourself in activities outside your job description.
- Participate in local community groups or athletic teams

MAINTAINING GOOD HEALTH WHILE ABROAD

Maintaining good health is a priority in your placement. It is important to practice preventative health care while abroad. Although you may have been immunized, remember that no immunization can offer a full guarantee against disease. There are no vaccines for gastro-intestinal illnesses, one of the most common health problems for international travelers. Take simple precautions with regard to water treatment, sanitation, nutrition and personal safety. Try to put everything in perspective of where you are and the work you are doing there… try not to be overly concerned about your physical health overseas. At the same time, if something does not feel right, better to be safe than sorry. Check with your host site supervisor for advice/support.

Upon arrival in your host country, we suggest you identify which medical facility you would feel most comfortable using if you do get sick. Your host site supervisor will be able to assist you with this.

You may need to take extra precautions so that you don't get sick from the local food and drinks. People that have grown up in your host community may feel fine eating and drinking everything available there; however, if you have grown up in a different environment, you may not tolerate the local food and drinks. Although it is important to try new things, especially when you don't want to offend the people that are offering it to you, please use good judgment and politely decline if you think that you could get sick or if you feel uncomfortable with what is offered. Remember that stomach upset is quite common during international travel, so don't worry if you feel a little sick to the stomach occasionally. However, seek medical attention if you are not feeling well for more than a few days, if you are severely ill, or if you have a fever accompanied by stomach upset.

Ask how to obtain safe, clean water. Can you drink from the tap? Should you only buy bottled water? If so which brands and where should you purchase it? Is there a way to purify your tap water? Are there filters? Should you boil the water for a certain amount of time?

Tips for Safe Eating and Drinking:

- When in doubt, don't eat or drink it.
- Be cautious about ice- is it made with safe water? You can ask for drinks without ice if unsure.
- Juices and mixed drinks may be made with unsafe water.
- Cooked and boiled foods are generally safer than raw/ undercooked foods.
- Raw (uncooked) salads/vegetables may not be washed properly, or may be washed with unsafe water.
- Peeled fruits are safe. Make sure that unpeeled fruits are washed properly.
- Properly sealed bottled sodas and bottled water are generally safe.

AIDS and Sexually Transmitted Illnesses

You may decide to have a sexual relationship with another adult while you are abroad. If so, you will need to consider how to protect yourself from sexually transmitted illnesses.

AIDS is a sexually transmitted disease, which attacks the body's immune system and can be contracted both inside and outside the U.S. Even more common sexually transmitted diseases are HPV, herpes, syphilis, gonorrhea. The only safe sex is no sex. However, if you choose to be sexually active, be certain to protect yourself from illnesses by using condoms. Do not take chances. For information on HIV/AIDS, go to: http://www.cdc.gov/hiv/dhap.htm

CHALLENGES, PROBLEMS, AND SOLUTIONS

Problem Resolution

At some point during your stay a problem may occur. Problems create opportunities for learning experiences. Be prepared to be challenged and mentally stretched during your stay in your host country. One of the most challenging issues you will face is defining just what the real problem is, not the symptom of the problem. If you are having a problem, you may find that your site of activity has already established a standard operating procedure for dealing with the problem. Ask your supervisor for help. If your problem is with your supervisor, ask for some uninterrupted time to discuss your concerns. If you feel uncomfortable speaking with your supervisor, go to another manager to discuss your issue. Again, make sure you have clearly identified the problem before you

begin the discussion. Stick to facts and specific behavior. Do not let your judgment be clouded by personalities and emotional reaction. Remember that you will be experiencing life in a different culture where the assumptions about what is common or normal could be very different from those you grew up with.

If possible, solve your problems with the help of your supervisor or your peers. If you need YMCA staff assistance, call or email us. Do not simply leave your host site. Leaving before contacting the YMCA could jeopardize your participation in the YMCA Go Global program and negate all the hard work you (and your host site) has put into organizing your placement. It may also affect our ability to place future volunteers at your location.

Guidelines for Successful Adjustment

Respect the rules: If you are not allowed to smoke or drink, then DON'T SMOKE OR DRINK!! If another staff person breaks the rules, it does not mean you can do so as well.

Be aware of local and national laws. Some areas strictly enforce laws prohibiting the purchase or consumption of alcohol by individuals under a certain age. Sexual relations with a minor (anyone under the age of 18) may be illegal even though that person may be willing. Use of marijuana and/or other narcotics is against the law. Stealing/theft is also a crime so be sure you do not take anything that is not yours unless you have paid for it or received permission from the actual owner to take it. If you break the law, you could be put in jail. It has happened to former participants. There is little that the YMCA can do in these cases. You may also jeopardize an opportunity to return to the host country in the future. REMEMBER, the International YMCA expects you to obey the law.

Be open new surroundings: Adjustment usually occurs gradually. Ask questions if you don't understand. Make friends with your supervisor. If you feel overwhelmed by your surroundings and/or are unhappy, talk to your colleagues.

Give it two weeks. Don't give up. Try to talk over and work through any problems for at least two weeks. The first two weeks are the most difficult, but most people find that they eventually meet more people, become accustomed, and start enjoying themselves more after about two weeks.

Frequently Asked Questions

If you find yourself experiencing serious problems, *please contact the YMCA Go Global office*. Call us at +1-646-996-3108 (emergency number) or email chiu@ymcanyc.org. We will provide support and give advice as appropriate. We are here to help and support you!

If you change your address during the program, you must notify the YMCA of the new address within 5 business days. You are not allowed to change your site of activity without first contacting the YMCA. Please be sure to *keep the YMCA Go Global office informed of your home address, phone and email contact information while you are abroad.*

If you lose your passport, contact the nearest U.S. embassy or consulate (*www.travel.state.gov*) for assistance. You will need to speak to the American Citizens Services unit of the Consular Section. You can consult our website (www.internationalymca.org) for direct contact information. If you are scheduled to leave the foreign country shortly, please provide the Consular Section with details regarding your departure schedule. Every effort will be made to assist you quickly. You will also be directed to where you can obtain the required passport photos.

You will need to complete a new passport application. The consular officer taking an application for replacement of a lost, stolen, or misplaced passport must be reasonably satisfied as to your identity and citizenship before issuing the replacement. In virtually all cases this can be done through examination of whatever citizenship and identity documents are available, conversations with the applicant, close observation of demeanor and replies to questions asked, and discussions with the applicant's traveling companions or contacts in the United States. You may be asked to furnish a letter from your program sponsor, let us know as we are more than happy to assist.

You will be asked for certain information to assist in verifying your citizenship:

- your name
- date of birth
- place of birth
- passport number (if available)
- date and place where your passport was issued

If you can provide the U.S. embassy or consulate with a photocopy of your passport identification page, it will make getting a new passport easier since your citizenship and identity information would be more readily available.

If you want to extend your volunteering experience after the initial time period is over first contact the YMCA Go Global Office in New York via email and wait for further instructions. We have organized our placements in such a way that only a certain number of volunteers will be placed throughout set periods of the year. In most situations, the overseas site will not have enough space or finances to have a volunteer stay for longer than the anticipated time period. However, certain exceptions may be possible.

If you want to travel during your placement period, please let your supervisors and friends know where you are going. Travel is not forbidden during your time off. Some volunteers travel extensively after their placement term is completed. Our advice is that you spend as much time as you can in the host country and local areas where you are placed. It is only through living and working there for a period of time that you can really learn to appreciate the culture, make friends, and feel at home in the community. Be sure someone knows where you are going and when to expect you back.

ILLEGAL AND INAPPROPRIATE BEHAVIOR

You can expect to have a terrific experience abroad, but every year a few participants find themselves serious trouble. We do not want you to be one of these participants, so we hope you will carefully read the following information, and take heed to the warnings we are providing you. Participants are responsible to abide by the laws of the United States of America, the host country, and the policies of International YMCA/Go Global at ALL times.

Please understand that should you find yourself in legal or criminal trouble while working in the host country, the *YMCA may not be able to provide support or counsel to you.* The YMCA will assist you in contacting your Consulate and make sure that you have legal counsel, but beyond that, there may not be much more we can do to assist you. Participants are expected to abide by the laws of both the United States of America and the host country AT ALL TIMES. Failure to do so may result in your termination from the YMCA Go Global program.

Alcohol
Follow all laws regarding alcohol consumption of both the host country (drinking age will vary by locale) and the U.S. Abide by which ever law is strictest. Remember you are there for a service experience and acting as a "cultural ambassador" and YMCA representative ***AT ALL TIMES***. Please act accordingly.

If you choose to drink alcohol:
- You must be prepared to resume your duties upon returning to the site of activity.
- Your actions are a reflection on you, the YMCA, and your country.
- Your insurance does not cover accidents resulting from the use of alcohol.

Smoking
In the host country there may be regulations regarding smoking in public places. Some sites of activity have rules about smoking as well. If smoking is not permitted at the site of activity, don't smoke. If smoking is allowed in designated areas, smoke only in that area. If you are working with or near children/youth, please be aware of your responsibility as a YMCA role model in promoting a healthy lifestyle.

Drugs and Illegal Substances
Participants found to be intoxicated with drugs or illegal substances (as identified by the laws of the United States or your host country), possessing drugs or illegal substances, or trafficking drugs or illegal substances are subject to prosecution by law. Don't use or be involved with any type of drug or illegal substance. The result of doing so will likely result in:
- Being charge with a crime.
- Serving time in jail.
- Paying a fine.

Stealing and Shoplifting
We have to say this… Stealing is taking anything that does not belong to you or taking something without paying for it. If something does not belong to you, do not take it for yourself or take if for someone else. You may be arrested for theft. Some examples of stealing include:
- Taking an item from a store, canteen, or shop where you work without paying.
- Not collecting money from another person or friend for an item if you work as a cashier.
- Taking from someone else anything that does not belong to you.

Shoplifting is removing anything from a store without paying for it. Shoplifting is not an innocent prank, but a serious offense. Many stores have a zero tolerance for shoplifters and will notify the police no matter the value of the item taken. Some stores have hidden cameras and someone watching for shoplifters. If you shoplift, you are likely to be caught.

If you are caught stealing or shoplifting, you may be arrested.

Sexual Harassment
Sexual harassment occurs when somebody says or does something sexually related that you don't want them to say or do, regardless of who it is. Please note level of comfortabilty around this topic and interactions may vary by country. Learn the social norms and customs before making assumptions or acting on perceptions. For example:

- Talking about sexual experiences or asking about yours.
- Telling sexual jokes, stories, or making comments.
- Continually asking someone for a date and not accepting an answer of "no."
- Touching someone, threatening someone, or forcing someone to have sex in exchange for a job, raise, to retain a job, get a better grade, or special treatment, or to escape physical violence.

Sexual Relationships and Sexual Consent
In the United States the legal age of consent is 18 in most states, regardless of whether or not the other person agrees to have a sexual relationship. Consent means that at the time of the act, there are actual words or physical conduct indicating freely given agreement to have sexual intercourse or sexual contact. Be aware that these laws may be different in your host country.

If you commit any type of sexual assault, you may be arrested.

Preventing Child Abuse
The YMCA is serious about the safety of children and does not tolerate any mistreatment of children. A part of this is why you were required to pass a background/criminal history check prior to acceptance into YMCA Go Global, and why a drug test may have been administered before travelling abroad.

The host country may have very strict laws regarding the abuse of children. If you will work with children, you will learn more about physical or emotional abuse in the location of your site of activity. Please be alert and aware of possible indicators at all times, no matter your role. If you have any concerns, contact your host site supervisor. Genuine concern in this arena is never a bad thing.

There are four types of child abuse:

Sexual Abuse
Sexual abuse of children is inappropriately introducing sex, touching, or sexual topics to an individual through conversation, exposure, force, or trickery. Abusive touch can begin anywhere on the body and it is not limited to an individuals private parts.

Sexual abuse can also involve oral, anal or vaginal penetration. Rape is sexual abuse with penetration. A way to describe penetration is to say that one part of a person's body (finger, tongue or penis) goes into a part of another person's body (vagina, anus, mouth). Penetration may occur with an object or a body part. There is also sexual abuse without touching. For example, exposure-during which a staff member forces or tricks a child to look at the staff member's genitals or a staff member may force or trick a child into exposing his or her genitals. Another type of sexual abuse without touch is an obscene telephone call or a chat line conversation, in which a person calls and talks or writes about sex (ways he/she wants to touch a person's body or have that person touch his/hers).

If you have direct contact with children, the laws in the region of your site of activity may require that you report any suspicion that a child has been sexually abused.

Physical Abuse
Physical abuse involves a physical injury as a result of punching, beating, kicking, biting, burning, shaking, pulling or harming a child. Different countries/cultures have different levels of comfort with this. Chat with your peers/host site supervisor to put things in the lense of where you are before making judgments. It may be difficult to balance your own personal views/values with those of your host culture.

Emotional abuse (Psychological/Verbal/Mental Injury)
Emotional abuse may include using obscene language in front of children. If these words are part of your vocabulary, leave them at home. It may also include embarrassing or demeaning a child, causing a child to perform some action which results in embarrassment or ridiculing a child in front of peers are considered forms of child abuse. Punishment, such as the confinement of a child in a dark closet, is also abuse.

Neglect
Neglect is the failure to provide for the child's basic needs (food and shelter) and is the failure to provide with appropriate supervision, failure to provide necessary medical treatment, abandonment, and inattention of a child's emotional needs.

Here are some simple precautions which you should always practice and follow:

- Always be in view of others. If you need to speak with a child alone, do so in an area where you are in view of others.
- Do not allow children into private staff areas or into staff housing areas, staff meeting rooms, storage rooms, etc.
- Know your host organization's procedure for handling discipline. If you do not understand how your organization handles this issue, ask your supervisor.
- Be aware of what information you share. It is not unusual for children to imagine romantic relationships with camp staff members. So, use discretion with what information you share, especially regarding details about your private life.
- Report and/or record suspicious or unusual observations. If a child is acting in a way you consider unusual, report this behavior to your supervisor. Keep a written record of your observations. In rare occasions, parents may accuse you of being the person who caused the behavior. Your reported observations will help you protect yourself from unfair accusations.
- Supervise private activities in pairs. If you are supervising children during times when they are changing clothes, putting on bathing suits, taking showers, or otherwise using the bathroom, make sure another counselor, who is of the same gender as the children, is with you.
- Do not force your attention on a child. It may be common for you to want to hug or touch a child who is hurt or homesick. Before you do, make sure the child understands your action.
- Never be alone with a child.

SAFETY AND ADVICE
The safety of volunteers is of critical concern to the YMCA. We strive to attain the highest possible level of safety in all activities and operations.

To this end, the YMCA must rely upon volunteers to ensure that work areas are kept safe and free of hazardous conditions. Volunteers should be conscientious about workplace safety, including proper operating methods and known dangerous conditions or hazards. You should report any unsafe conditions or potential hazards to your supervisor immediately; even if you believe you have corrected the problem. If you suspect a concealed danger is present on any of the YMCA facilities, or in a product, piece of equipment, process, or business immediately bring it to the attention of your supervisor. Supervisors should arrange for the correction of any unsafe condition or concealed danger immediately.

Failure to comply strictly with rules and guidelines regarding safety or negligent work performance that endangers safety will not be tolerated. Any workplace injury, accident, or illness must be reported to your supervisor as soon as possible, regardless of the severity of the injury or accident. If medical attention is required immediately, supervisors will assist volunteers in obtaining medical care, after which the details of the injury or accident must be reported.

Although personal safety is a concern everywhere, you can minimize risk by educating yourself and being aware of your surroundings. An international traveler, like you is susceptible to the vulnerabilities associated with language barriers and inexperience with local culture and customs. It is important that you ask questions regarding proper behavior prior to your departure and upon your arrival. Your host will be a great resource for you when you are trying to adjust to life in a country that is new to you. Another key to your safety while abroad is listening to your intuition. When you feel that you are in a dangerous situation, do not be timid in taking all measures necessary to get out of that position.

For female travelers in particular, it is important to be conscious of gender roles within your host country. Certain types of clothing and behavior customary in the United States may be misconstrued as promiscuous or inappropriate within other countries. It is important to respect the cultures of the host site to the degree in which you feel comfortable and safe.

Be Aware of Your Surroundings
If you do not feel safe, please do not stay in that situation! Tourists are often the targets of thieves, so keep all of your personal belongings close to you – especially upon your arrival at the airport of your host country. Be oriented to your physical location and your proximity to your host organization, home and nearest hospital, police station (if trustable), etc.

Register with the Embassy or Consulate!

We strongly advise that you register with your host country's U.S. Embassy as soon as you arrive. Your YMCA host coordinator will be able to assist you with this. Registration at the U.S. Embassy or Consulate (in the country you are visiting) makes your presence and whereabouts known, in case it is necessary for a consular officer to contact you in an emergency.

During a disaster overseas, American consular officers can assist in evacuation were it to become necessary. However, they **cannot** assist you if they do not know where you are. *YMCA Go Global will register all volunteers with the US embassy in your host country* in advance, but a follow-up, in-person meeting you're your arrival in the host country is a good idea.

Registration is particularly important for those who plan to stay in a country longer than one month, or who will travel to:
1) A country that is experiencing civil unrest, has an unstable political climate, or may undergo a natural disaster, such as an earthquake or a hurricane.
2) A country where there are no U.S. officials. In such cases, you should register at the U.S. embassy or consulate in an adjacent country, leave an itinerary with the Consular Section, ask about conditions in the country that you will visit and ask about the third country that may represent U.S. interests there.

*You can register with the nearest U.S. embassy or consulate through the State Department's travel registration website at: https://travelregistration.state.gov/ibrs/.

Communicate Safety Issues with Your Host Supervisor

It is advisable, in any country, to discuss evacuation strategies with your YMCA so you will know what procedures should be followed in the case of a natural disaster, civil conflict or severe personal injury. Another resource for you is the closest U.S. Embassy or Consulate. Your host YMCA should receive copies of your documents and who to contact in case of emergency.

Bike Safety

If you ride a bike, follow this safety advice.

- **Dress Appropriately:** Wear a sturdy helmet to protect your head. Wear reflective clothing.
- **Obey Traffic Signs and Signals**: Do not attempt to run red lights or speed up to catch a light that has turned from green to yellow.
- **Do Not Ride Against Traffic**: Like other motorists, move in the same direction of vehicles.
- **Do Not Weave Against Parked Cars:** Motorists may not see you when you try to move back into traffic.
- **Follow Line Markings:** Don't turn left from the right lane and vice versa. Don't go straight in a lane marked "right-turn only."
- **Avoid Road Hazards**: Watch out for parallel-slat sewer grates, gravel, ice, or debris. Cross railroad tracks at right angles.
- **Keep Bike in Good Repair**: Adjust your bike to fit you and keep it working properly. Check brakes and tires regularly.
- **Use Lights:** If you ride at night, use bike lights.

Car Rentals

- Before renting a car, it is helpful to have an International Drivers License.
- Take all insurance possible. Be sure to ask about a collision damage waiver (CDW) and liability coverage. CDW covers any damage to the car you are driving. Liability covers damage you do to someone else while driving. Ultimately, it's up to you to make sure you're covered. So plan ahead.
- If you under the age of 25, you may be required to purchase additional insurance.
- Be aware of and obey all traffic laws.
- You may need a credit card to rent a car.
- Only authorized drivers may drive a rental car.

RETURNING HOME

Evaluation

We value your opinion, so please complete a program evaluation before you return home. You will find the evaluation on the International YMCA web site www.internationalymca.org. Please help us to ensure the continued growth and enhancement of the YMCA Go Global program, by providing open, honest and constructive feedback. If you would like to share any additional feedback, we would welcome an additional sheet.

You can find the program evaluation here: http://www.internationalymca.org/new_site/node/37 please scan/email back to chiu@ymcanyc.org or mail to: International YMCA – 5 West 63rd Street (2nd Floor), New York, NY 10023

Re-Entry
You've finally made it to the end of your program and are on your way back to your home country. You are proud of yourself for surviving the emotional adventure of global service, and the ordeals of "culture shock" thinking that it's all over now that you have left the host country. Warning! It is not all over. Rather the journey has just begun.

For many people, the process of readjusting to life in their own country is just as, if not more, complicated that their adjustments to the foreign culture they have returned from. When you travel abroad you expect things to be different and they are. However, having difficulty adjusting to the familiar surroundings of their home country comes as a surprise.

If you are like most people, you will go back home expecting everything to be just like you left it. However, two things will have happened:

(1) all of your friends and family are continuing with their lives while you are away, so things will not just be as you left them, and
(2) after living in a new culture you may form new ideas and return home a slightly different person with a new outlook on certain matters.

While being immersed in a foreign culture outside the U.S., you will obviously learn about the customs and society of the country. You may not realize it, but you will also learn a few things about yourself and the U.S. As a result of your new observations, you will now look at your own culture from a slightly different perspective. After returning home, you may notice that some comments or observations you make to friends or family are interpreted as being critical of your own culture. If you complain too much, your friends and family may become annoyed that you are criticizing your own culture (and their culture).

Those who make more complete adjustments to a foreign culture are usually the ones who return home and more openly observe their own culture. And they are the ones who may experience more confusion as they try to re-adjust to their familiar culture. This is a sign of your success in adapting to the host country, but may cause your re-adjustment to take a bit longer.

Be aware of all of these cultural issues that you will undoubtedly encounter and use them as opportunities to learn about different cultures around the world-observe how they are different and learn what they have in common. Even though there may be difficult times that are caused by living in a different culture, you will find this experience to be one of the most enlightening of the program.

Stay in Touch
We encourage you to stay in touch by joining our alumni group and to stay in contact with your local recruiter and the YMCA Go Global Office. Join us on ***facebook***, ***twitter***, ***myspace*** and keep in touch with the friends you've made while abroad.

If you would like to become involved in other aspects of the YMCA Go Global program, or the International YMCA, let us know. We have been able to help many program alumni to find the next great "adventure" on their life journey.

You have made friends for life during your Go Global participation. You are now a part of a global network of friends. Email us, call us… keep in touch! We'd love to hear about all the amazing adventures which come next in your life journey.

International YMCA Staff Contact Information

Chad Nico Hiu, Director
International YMCA
chiu@ymcanyc.org
Office: +1-212-875-4328
Cell: +1-646-996-3108

International YMCA Emergency Duty Officer:
+1-917-841-4498

John Cruz, Associate Director
International YMCA
cruzj@ymcanyc.org
Office: +1-212-875-4334
Cell: +1-646-522-6177

Amarilis Soler, Associate Executive Director
International YMCA
asoler@ymcanyc.org
Office: +1-212-875-4329

Sandy Mitchell, Executive Director
smitchell@ymcanyc.org
Office: +1-212-875-4319

Will Smith, Senior Executive Director for Enterprise Compliance
YMCA of Greater New York
wsmith@ymcanyc.org
Office: +1-212-630-9654

Identity Card
International YMCA
YMCA Go Global

_____ is a Program Participant of the International YMCA's Go Global program and is a volunteer with _____ _____.

International YMCA
YMCA of Greater New York
5 West 63rd Street, New York, NY 10023, USA

www.internationalymca.org

Telephone:	1-212-727-8800	Office Hours:
Toll-free:	1-888-477-9622	9am to 5pm (EST)
Fax:	1-212-724-2344	Monday to Friday

24-HOUR EMERGENCY TELEPHONE NUMBER
+1-646-996-3108
For emergencies evenings, holidays, and weekends.