

HOW TO HANDLE PROBLEMS

Should you have a problem student (it is unlikely, the percentage sent home worldwide is under 1.5%)

- a) Try and solve the problem internally via the counselor.
- b) Ensure that it is the student who is causing the problem and not the Club, the counselor or host parent.
- c) If all your efforts show no improvement in the student, arrange for the student to be interviewed by the District Youth Exchange Committee. Confidential written reports from the Club counselor and host parents should be sent to the District Committee prior to this interview.
- d) After the District Committee interview, allow a period of 30 days to see if the required improvement in the student takes place.
- e) If there is still no improvement and you wish to send the student home, advise the Inbound Chairperson of the District Committee who will advise the District Governor.
- f) If the student is to be sent home, ensure that the District Chairperson is informed at least 10 days before the return flight so that he can inform the respective district overseas.
- g) The District Chairperson will contact his counterpart who will advise the natural parents of their son/daughter's return.
- h) Ensure that the student is accompanied to the airport.
- i) Remember they are young people in a strange country"-a premature return is a traumatic experience and should be handled with care.