

cenet

intern + trainee exchange usa

Program Orientation



Welcome to the Cenet family.

We're happy you're here. As your sponsor organization, Cenet is here to provide assistance throughout your time as an Intern/Trainee participant. We hope you find this orientation helpful; remember that you can always contact Cenet with any questions or concerns.



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A Message from our Executive Director:



Welcome! I would like to take this opportunity to congratulate you on your decision to train abroad. As many of you who have lived abroad know, not only will this experience help to expand your understanding of the world, but you will also gain considerable knowledge about your own individual strengths and weaknesses. In fact, simply accepting the challenge to intern or train abroad inherently demonstrates qualities such as independence, self-confidence, adaptability, tolerance, and an enterprising spirit. While you are in the USA, I would like to encourage you to contact Cenet. Having spent more than 15 years living outside the United States, I am always eager to provide my own individual insight if you ever have any specific questions. We look forward to hearing from you!

Sincerely,

Robyn Walker,
Executive Director

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Participate with a Purpose



BridgeUSA Programs are an incredible opportunity to share your culture, engage with Americans, make friends from around the world, and improve your English language skills. Please take a moment to watch [this video](#) to see a BridgeUSA program alum reflect on his program experience, 45 years later. We hope this inspires you to get out there and make the most of your time in the United States!

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Beginning Your Program in the U.S.



Preparing for Your Program

- Make sure you have access to the appropriate amount of money.
- Arrival/Emergency Funds: Minimum of \$2,000. Your first paycheck will not be available immediately. You will need money upon arrival to pay for such things as transportation from the airport, rent, housing deposit, food, and personal expenses. In addition, you may need money for unexpected expenses, such as a personal, national or international crisis during your program.
- Remember that your online presence can affect how people see you, including coworkers, supervisors and visa officials. Ensure that your social media accounts are set to "public" prior to your visa interview – the visa officer will likely review your online presence as part of their process.

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Upon Arrival

- You must **notify Cenet within 72 hours of your arrival** in the United States.
- This arrival notification allows Cenet to activate your health insurance and inform the Social Security Administration and the U.S. State Department of your entrance.
- 3 ways to submit your arrival notification:
 1. **Online activation** (preferred method)
 2. Email: trainee@cenet.org
 3. Call free: 1.866.512.3638

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Host Organization

If concerns arise during your program:

1. Set up a meeting with your supervisor and try to reach a solution.
2. Even if you are upset, always remember to showcase professionalism, maturity, and respect when discussing your concerns with your supervisor.
3. If the issue is not resolved, contact Cenet.

You should not leave the host company shown on your DS-2019 Form without authorization from Cenet. Doing so may result in the termination of your program.

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In the event of an emergency or a serious problem, please contact Cenet as soon as possible.

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Social Security Number

- After you have notified Cenet of your arrival in the US, please wait 5 days before applying for the Social Security number.
- You will need to take the following documents with you to the Social Security office when applying:
 - DS-2019
 - I-94
 - DS-7002 (training plan)
 - Passport (valid for 6 months beyond your program's end date)
 - Program sponsor letter from Cenet
- It may take several weeks for the number to be issued. You may train while the card and number are pending. If your host organization has questions about this, please have them contact Cenet.

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Health Insurance: Introduction

- Your health insurance will be activated within 2 days of your arrival notification.
- The U.S. healthcare system is very different from most countries.
- Healthcare in the U.S. is expensive. Your insurance does not cover everything.
- Dental care, eye care, preventative care and pre-existing conditions are not covered. Consider visiting your doctor before leaving for the U.S., as well as consider getting a flu shot.

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Health Insurance: Fees

- A “deductible” is an insurance-related fee.
- You will pay a \$50 deductible per illness or injury.
- You will pay a \$350 deductible per hospital emergency room visit per covered illness (this fee will be waived if you are admitted to the hospital).
- You will pay for prescription medication upfront and then submit a claim to the insurance provider to receive reimbursement.

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Health Insurance: Seeking Treatment

- Use a Virtual Doctor service, such as [Teladoc](#) – this is included in your insurance plan at no charge!
- For a minor illness/injury, go to a walk-in clinic, urgent care center or doctor's office.
- Hospital emergency rooms are expensive - do not go there unless it is a TRUE EMERGENCY.
- For more information, visit the [Cenet Healthcare Zone](#).

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Traveling Outside of the U.S.

- If you want to travel outside of the U.S. during your program, you must obtain a travel validation from Cenet.
- To receive a travel validation, the following must be completed at least 2 weeks before your desired departure date:
 1. Your supervisor must email Cenet their approval and confirm the dates of your travel.
 2. Confirm that your visa has not expired.
- The travel validation is valid for one year from the date of issuance. If you leave the U.S. multiple times during the year, your employer must send Cenet an email to confirm the dates of each trip.
- Please note that Cenet participants cannot travel outside the U.S. for more than a total of 30 days during their program.

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Communication with Cenet



Staying in Contact with Cenet

You must maintain contact with Cenet throughout your program. This includes but is not limited to:

- Notifying Cenet of your arrival and housing address
- Checking your email and responding to all messages
- Notifying Cenet immediately of any changes in living arrangement or employment status
- Notifying Cenet if you plan to travel outside the U.S.
- Notifying Cenet of departure arrangements
- Sharing your cultural activities with Cenet
- Replying to all monitoring and evaluation requests
- Contacting Cenet in the event of any issues or concerns

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Emails from Cenet

- Cenet will send important messages and reminders via email.
- Cenet will also send check-in emails every 1-2 months as well as email mid-term and end-term evaluations.
- Your email should be checked at least twice weekly.
- Do not unsubscribe from Cenet emails.
- You must answer all Cenet emails within 7 days or the deadline stated in the email.
- If you change your email address, notify Cenet immediately.

Cenet must know your housing address and telephone number at all times.

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Cultural Activities

- Although the Intern + Trainee Exchange USA Program has a professional component, they are still a cultural exchange program!
- We encourage you to engage in cultural activities as much as possible throughout your program.
- Please send us photos, short videos, or updates on your program—we want to hear from you!

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Cultural Activities

Examples of cultural activities can include such things as:

- Visiting a museum or historical site
- Attending a sporting event, concert, or play
- Celebrating American holidays
- Exploring your host city
- Having dinner at an American friend's house
- Traveling throughout the U.S.
- Visiting national parks or other local natural sites
- And many more possibilities!

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If you need assistance finding ways to experience U.S. culture, please contact Cenet. We are happy to help you!

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Program Regulations and Expectations



Program Regulations and Expectations

- Contact Cenet upon your arrival in the United States.
- Inform Cenet about your phone number and address within 72 hours of any changes.
- Report to the host organization shown on your DS-2019 Form and remain with this host company throughout your entire program. You are only permitted to train at one host company.
- Represent your country and Cenet with dignity and professionalism.
- Maintain contact with Cenet and reply to all Cenet emails.

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Program Regulations and Expectations

- Obtain the necessary authorization from Cenet before you travel outside the U.S. during your program.
- Contact your supervisor with any issues or concerns. If the issue continues, contact Cenet.
- Use the grace period for the intended purposes only and return home afterwards.
- Provide documentation of participation in cultural events.
- Understand that the BridgeUSA Program is not a way to obtain a permanent position in the U.S. or a way to immigrate.
- Cenet prohibits changes of visa status during a BridgeUSA Program.

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Program Regulations and Expectations

- Comply with all health and safety policies issued by your home country government, the U.S. federal government, the state and local government where you will be residing, your host company, your landlord, and Cenet.
- Understand that failure to comply with health and safety policies will result in program termination and early return home at your own expense.

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General Safety Tips

- Keep your important documents in a safe place at all times.
- Carry your Cenet emergency ID card and your insurance card with you at all times.
- Save copies of your passport and your DS-2019 Form on your phone. Having these documents readily available in emergency situations can be very helpful.
- Do not keep large amounts of cash with you or in your room. A bank account is the safest option for your earnings.
- Ensure you have access to at least \$2,000 in emergency funds.
- Be mindful that traffic and biking rules may differ from your country. Review Cenet's [health + safety resources](#) - following these can help keep you safe!

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Pro tip: Cenet's online guidebook is full of helpful information regarding all aspects of your program.

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Sponsor Information

- Your Sponsor: Cenet
 - 338 Broadway Street, Suite 620
Cape Girardeau, Missouri 63701 USA
- Officers
 - Robyn Walker, Responsible Officer
 - Eleanor Villforth, Alternate Responsible Officer
 - Greg Pobst, Alternate Responsible Officer
 - Caroline Eom, Alternate Responsible Officer
- Email or Call
 - trainee@cenet.org
 - 1.866.512.3638

Contact Information

- For questions or concerns, please email Cenet:
 - trainee@cenet.org
- If you need urgent assistance:
 - 24-hour Cenet help line: **1.866.512.3638**
 - For emergencies, call 911
- Check out our website for additional information:
 - www.cenet.org
- We like you. Like us, too! @cenetexchange
 - [Facebook](#)
 - [Instagram](#)

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Wherever you're from, we are happy you
chose to be a BridgeUSA Participant.
Enjoy your program!



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GOING PLACES, TOGETHER.