



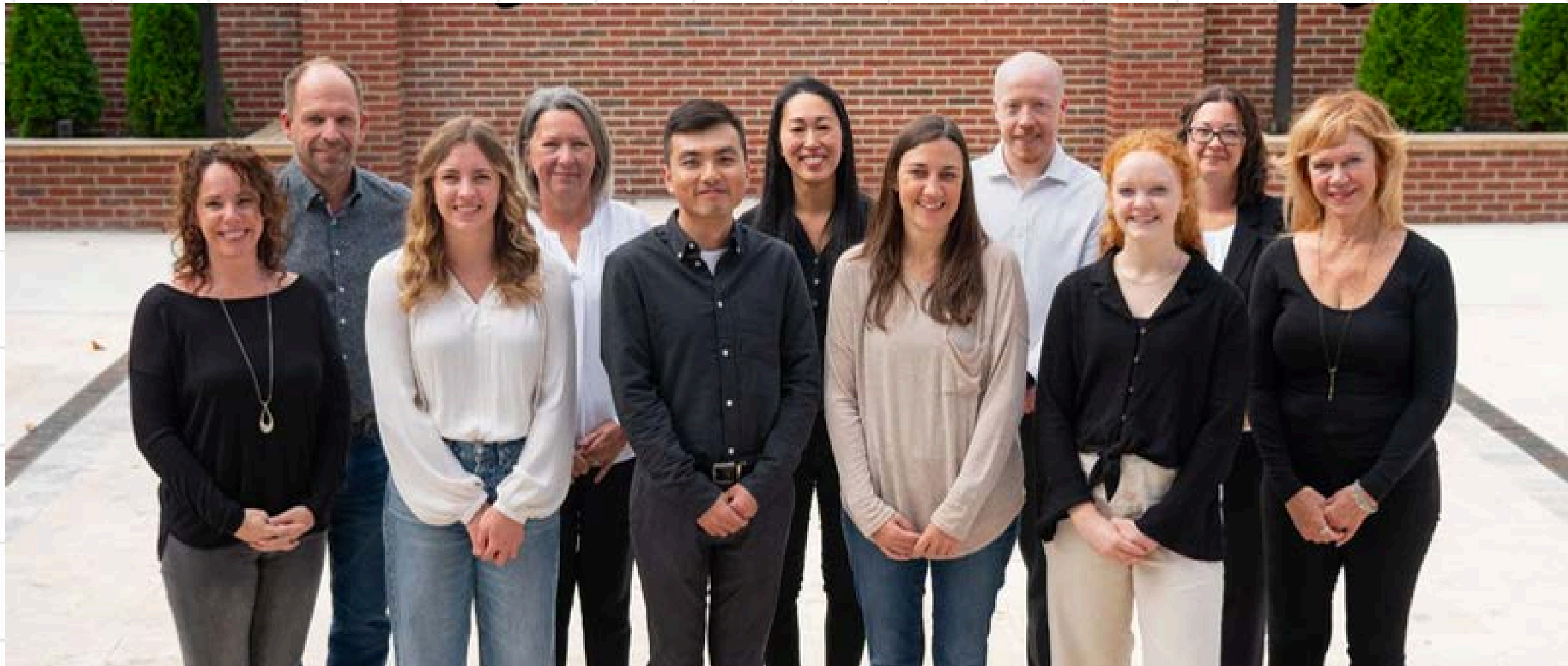
Camp Exchange USA

Program Orientation



Welcome to the Cenet Family

We're happy you're here. As your sponsor organization, Cenet is here to assist throughout your time as a Camp Counselor. 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 join the Camp Exchange USA Program. 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 work 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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Pre-Arrival Preparations





Travel Preparations

- Before you accept a counselor position, you should research the area where your camp is located. This is where you will be living and working, so it is important that you understand the environment.
- Share your arrival information with Cenet and your host school prior to departing your home country.
- Before you leave home, plan your transportation from the airport to your camp.
- Some camps will meet you at the airport; others will not. Make sure you understand the arrangements with your camp before you leave.

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Other Preparations

Make sure you have access to the appropriate amount of money.

- **Arrival Funds:** Minimum of \$1,000. 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.
- **Emergency Funds:** Minimum of \$1,500. You should have access to this additional money in case of 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.



Housing

- Housing at camp can be rustic. Speak with your camp prior to your arrival to be sure you have a thorough understanding of your accommodations.
- Be prepared to share your housing with other counselors and campers.
- Ensure you understand what is provided by your camp and what you will need to bring yourself.





Transportation

- Transportation options vary among different cities in the U.S. Be sure to research available options in your community.
- Most camps provide options for off-site transportation. Transportation details specific to your program can be found on your camp contract.
- 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!

Beginning Your Program in the U.S.



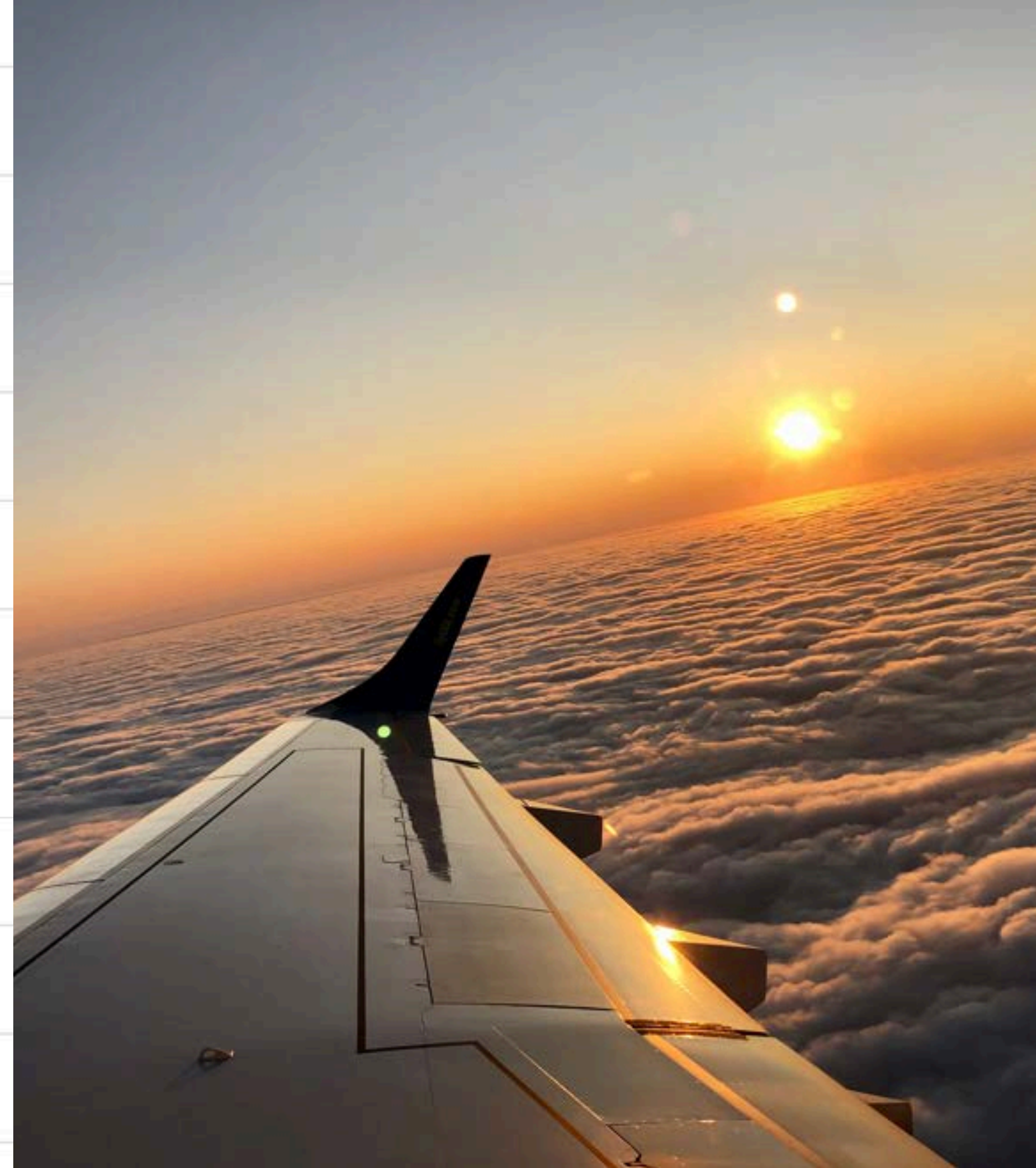
Upon Arrival

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 to the United States.

3 ways to submit your arrival notification:

1. Online Activation (preferred): <https://cenetone.org>
2. Email: camp@cenet.org
3. Call free: 1.866.512.3638



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Host Camp

If concerns arise during your program:

1. Arrange 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 camp shown on your DS-2019 Form without authorization from Cenet. Doing so may result in the termination of your program.

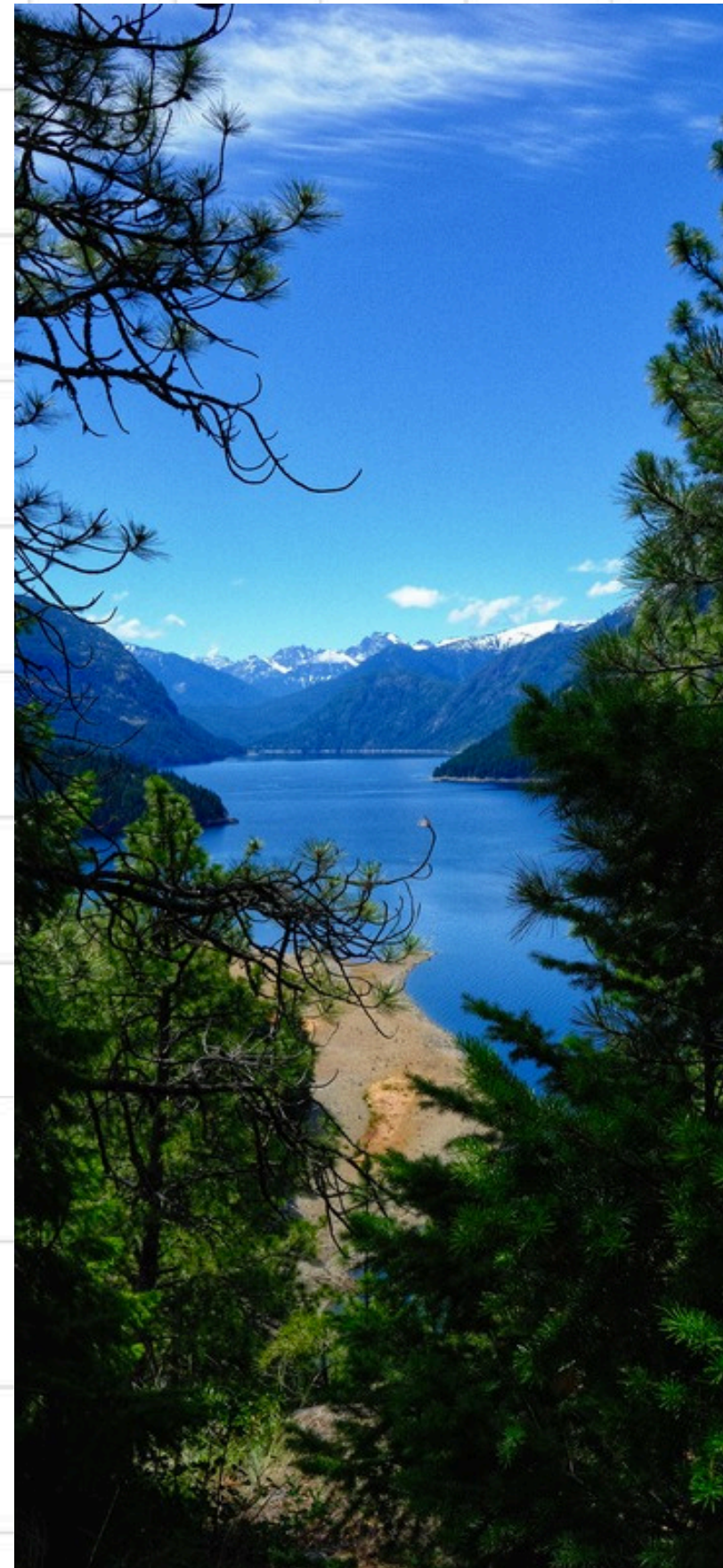
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Culture Shock

Adjusting to a new culture, environment, language, and routine can be both exciting and overwhelming at times. Many participants experience culture shock as a normal part of their cultural exchange journey. Below are some tips for managing culture shock:

- Take care of yourself by getting enough rest, eating well, and making time for activities you enjoy.
- Engage with those around you and immerse yourself in the culture and community. Building connections and participating in new experiences can help you feel more comfortable, connected, and confident in your new environment.
- Keep a journal of your experiences and challenges as they arise to record highs and lows of your cultural exchange.
- Challenges adjusting are normal. You may experience feelings that are not typical to you and that is okay!
- Adapting and connecting in a new culture and community will take time. Be patient with yourself and others.

If you or someone you know is struggling, call or text the **988 Suicide & Crisis Lifeline** for free, confidential support 24/7.



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

Social Security Number

- After you have notified Cenet of your arrival to the U.S., please wait at least 5 days before applying for the Social Security Number.
- You will need to take the following documents with you to the Social Security Administration when applying:
 - DS-2019
 - I-94
 - Camp contract
 - Passport (valid for 6 months beyond your program's end date)
 - Program sponsor letter from Cenet
- It may take several weeks for the card to be issued. You may work while the card and number are pending. If your host camp has questions about this, please have them contact Cenet.



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.
- Always carry your health insurance card.





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 is often 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.
- Some medical services may require co-payments. A "co-payment" is a fixed amount you pay for a healthcare service, even if you have insurance.

Check your insurance policy for more details.

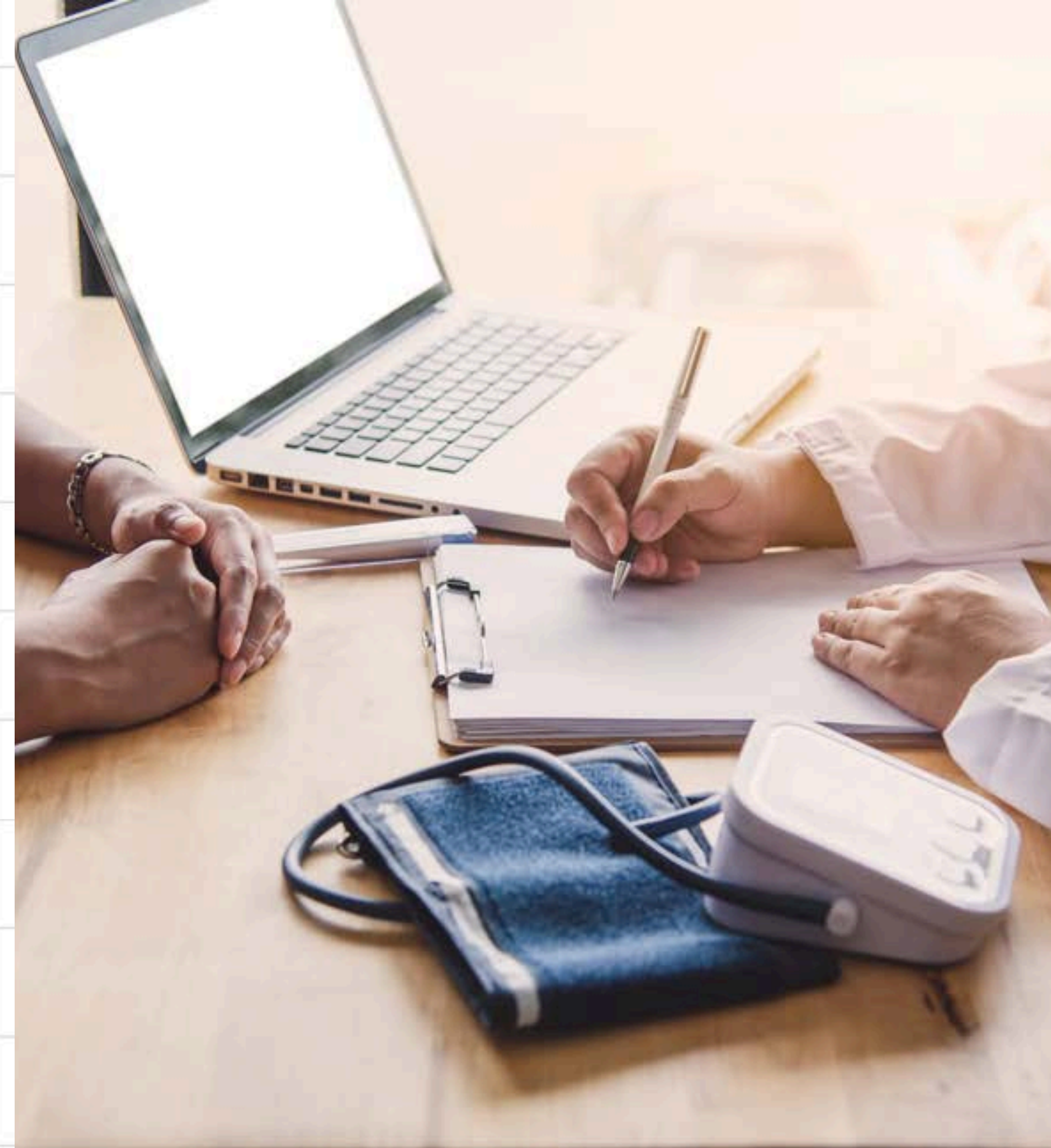
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Health Insurance: Seeking Treatment

- 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.
- Call 911 if you need emergency assistance (e.g., ambulance)

For more information about seeking treatment, visit the [Cenet Healthcare Zone](#) to:

- Find a doctor
- Access telehealth services
- File and track claims
- Access virtual emotional wellness support

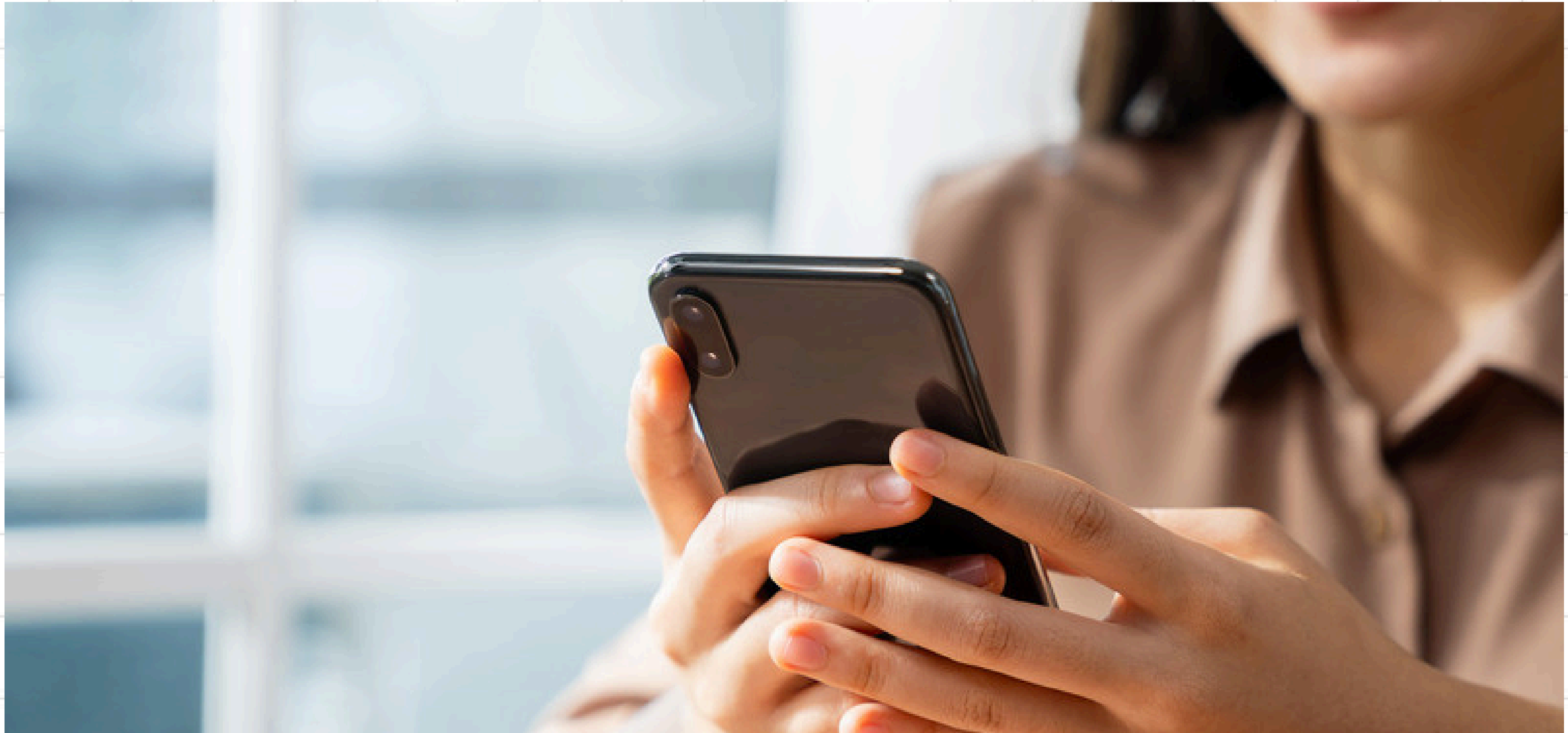


Traveling Outside of the U.S.

- During program, Cenet does not approve travel outside the United States, except in special cases.
 - In this case, you need to request a travel validation from Cenet before you depart the United States.
- If you would like to travel outside the United States (e.g., Canada, Mexico), plan your travel during your grace period and depart from that country to go home – do not plan to re-enter the United States during the grace period.



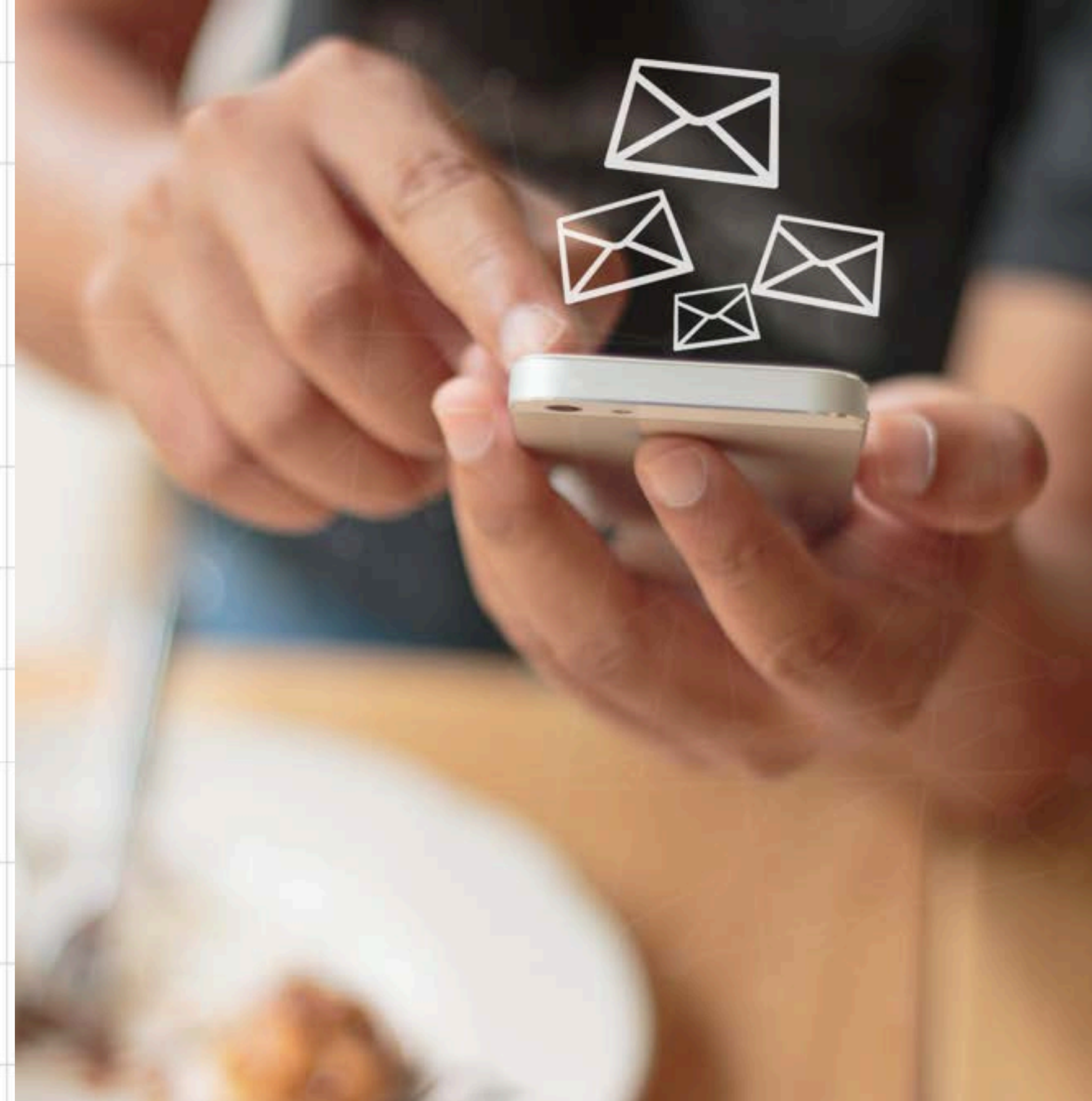
Communicating with Cenet



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 check-in and evaluation requests
- Contacting Cenet in the event of any issues or concerns

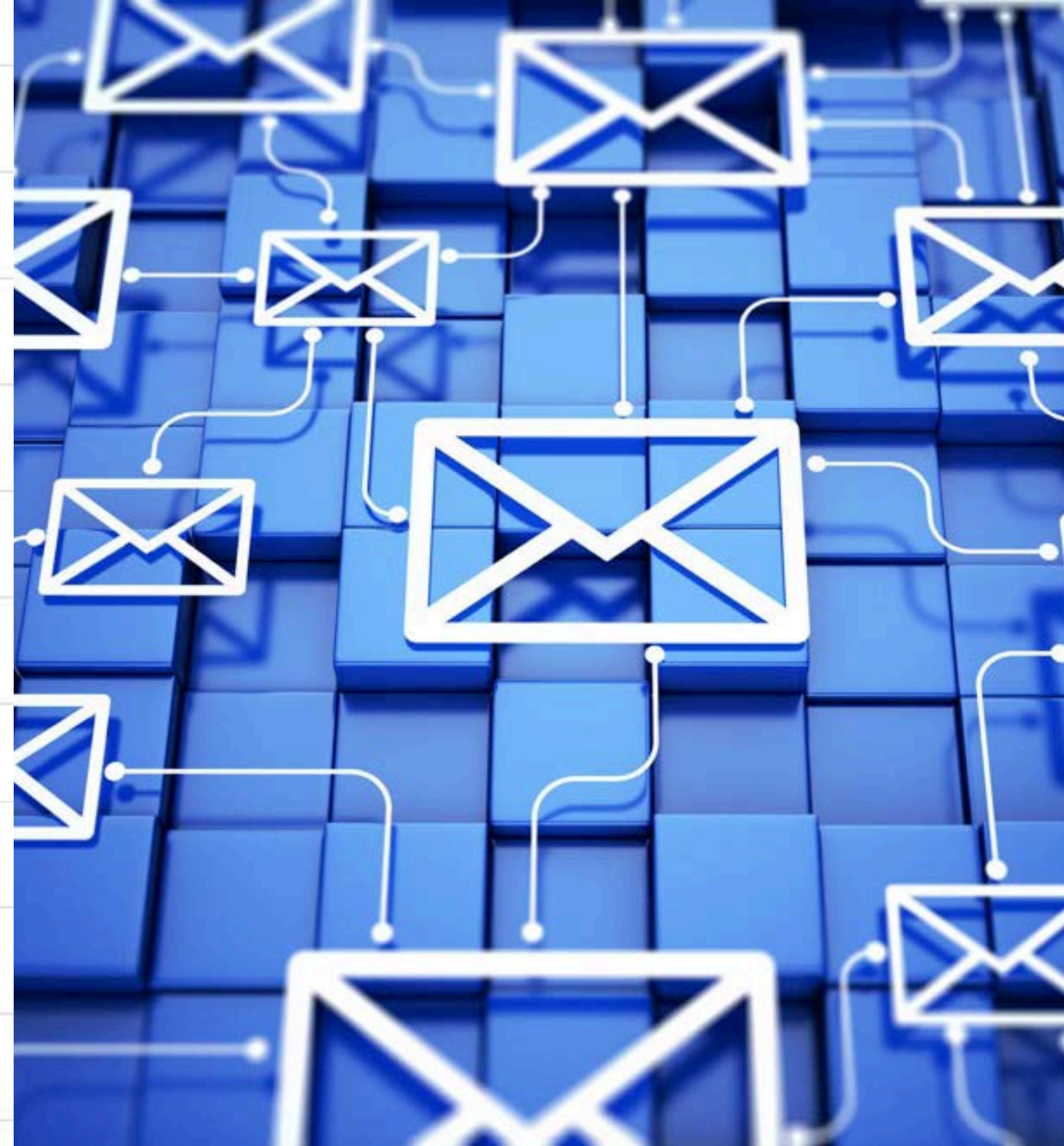


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Emails from Cenet

- Email should be checked at least weekly.
- Do not unsubscribe from Cenet emails.
- Cenet will send check-in emails every month.
- Cenet will send important messages and reminders via email.
- You must answer all Cenet emails within 7 days or by the deadline stated in the email.
- If you change email addresses, notify Cenet immediately.

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



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Cultural Activities

- The Camp Exchange USA Program is a cultural exchange program. Please plan to enjoy U.S. culture in your free time and share your own culture as well.
- 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!
- Tag Cenet in your social media posts (@cenetexchange) or use our hashtag (#cenetexchange)!

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Cultural Activities

Examples of cultural activities can include the following:

- Visiting a museum or historical site
- Attending a sports event, concert, or play
- Celebrating American holidays
- Exploring your host city or region
- Traveling throughout the U.S.
- Visiting national parks or other local natural sites
- And many more possibilities!



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

Program Regulations and Expectations



Program Regulations and Expectations

- Contact Cenet upon your arrival in the United States.
- Inform Cenet about any changes to your phone number, email address, current housing address, or placement within 72 hours.
- Report to the camp listed on your DS-2019 Form and remain with this camp throughout your entire program. Failure to do so may result in termination of your program.
- Participate only at your approved camp. Second jobs are not allowed.
- Represent your country and Cenet with dignity and professionalism.
- Maintain contact with Cenet and reply to all Cenet emails.





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 J-1 BridgeUSA Program is not a way to obtain a permanent position in the U.S. or a way to immigrate.
- Understand that Cenet prohibits changes of visa status during a J-1 BridgeUSA Program.

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 school, 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.



U.S. Department of State Contact Information

U.S. Department of State
Office of Designation, Compliance Unit
ECA/EC/ECC - SA-5, Floor C2
2200 C Street, NW
Washington, DC 20522

Website: <https://j1visa.state.gov/>
Email: jvisas@state.gov
Emergency Hotline: 1-866-283-9090
Fax: 202-632-2701





General Safety Tips

- Always keep important documents in a safe place.
- Always carry your Cenet emergency ID card and your insurance card with you.
- 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 housing. A bank account is the safest option.
- Ensure you have access to at least \$1,500 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!

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

Sponsor Information

Your Sponsor: Cenet

- 338 Broadway Street, Suite 620
Cape Girardeau, Missouri 63701 USA

Officers

- Robyn Walker, Responsible Officer
- Chris Gao, Alternate Responsible Officer
- Caroline Eom, Alternate Responsible Officer

Email or Call

- camp@cenet.org
- 1.866.512.3638 or 1.573.335.7111



Cenet Headquarters in Cape Girardeau, Missouri

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Contact Information

For questions or concerns, please email Cenet:

- camp@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!

- Facebook: [@cenetexchange](https://www.facebook.com/cenetexchange)
- Instagram: [@cenetexchange](https://www.instagram.com/cenetexchange)



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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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A Window to the World – See, Learn, and Grow

Cenet inspires future global leaders, through
international education and cultural exploration.



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