

STUDENTS MOBILITY FROM AND TO THE EUROPEAN SCHOOLS

Annex 2: Pupil's application form for the sending and receiving school

1. Name and address of the applicant

First name:	
Last name:	
Telephone:	
Mobile phone:	
Date of birth:	

Street:	
Postal code and city:	
Email address:	
Date of birth:	

2. Host school(s) — in order of preference

Name of host school	Country

3. Preferred year (level), mobility and duration

S5
 S4
S4 request justification:

Exchange (your family receiving a student at the same time)

Exchange (your family receiving a student before/after your stay abroad)

Exchange duration _____ ()

Visit

Visit duration _____ (minimum 5 weeks, maximum 1 semester)

Justification:

4. Family data

I live with:

Mother

Father

Other
(explain):

Mother/Stepmother/Guardian

First name:	
Last name:	
Legally responsible (yes/no):	

Father/Stepfather/Guardian

First name:	
Last name:	
Legally responsible (yes/no):	

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5. Languages

Mother tongue:	
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Other languages:

Language		Years studied		Speaking ability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Basic
Language		Years studied		Speaking ability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Basic
Language		Years studied		Speaking ability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Basic

6. Self description: please describe yourself. Give information about your personality, practiced leisure activities and any other interest, but also which subjects at school you're most interested in.

7. Motivation: Please describe your reasons for applying to visit another school in a foreign country.

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8. Signatures

I, the undersigned, allow the sending school to use the data included in this form for the purposes of the selection of pupils in the framework of the European school exchange programme. I agree that these data are communicated to the host school, and that the host school will transmit them to the family which will host my child. I understand that the data contained in this form will be communicated to the staff in charge of the exchange/visit of the sending and host schools. All those people receiving these data will be required to treat them as confidential.

Agreed and accepted by

Name(s) and signature(s) of Parent(s)/Guardian(s)

(Date)

Name and signature of pupil

(Date)

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5. Placement information

Do you have:

a cat

a dog

Other pets:

Does your family follow any diet, e.g. for medical, religious or other self-imposed reasons?

Yes

No

If yes, please explain:

If you are vegetarian, do you eat:

Fish

Poultry

Dairy products

Is there smoking in the house/car?

Yes (in the house/car)

Yes (outside the house/car)

No

Are there any other aspects which should be considered when matching your family with an exchange student?

Yes

No

If yes, please explain:

6. Description of your family

a. Please describe your family and each of its members. Give information about the personality, leisure activities practised and any other interests of the family members.

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b. Is there any relevant information about how your family likes to spend evenings and weekends? Please describe how you would show your visiting student local sites etc.

c. Describe your home and give more details on how you intend to accommodate the pupil in your home (his/her personal space/room: single or twin, etc.)

7. Motivation

Please describe your reasons for volunteering as a host family, what you expect to gain from participating in this programme and how you plan to support the pupil during his/her stay.

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8. Signatures

I/We, the undersigned, certify that all information given in this form is complete and accurate. I/We are not aware of any obstacles which would prevent us from participating in the programme successfully.

I/We, the undersigned, permit the host school to communicate the personal data indicated in this form to the sending school, to the pupil and to his/her family for the purposes of the planned visit. All those people receiving these data will be required to treat them as confidential.

I/We understand that the decision to host a pupil should be taken on the basis of curiosity and open-mindedness, therefore no payment of host families is provided in the programme.

I/We, the undersigned, are aware that the support we give to the visiting pupil is crucial to the success of this programme. If I am/we are selected, I/we will do our best to welcome the pupil into our family. I/We understand that before being accepted to host a pupil, it is possible, that a representative of the school will require a personal meeting at your home. In some countries involved in this programme it is common to ask for a recent criminal record check for each adult living in the family. If the sending family is requesting this, you will be informed before any further commitment. If this is the case and if you agree providing them, the requesting family will pay for the costs.

Agreed and accepted by

Host Parent's name and signature	Date
Host Parent's name and signature	Date

9. Comments

If there is any additional information or request from your side, please fill in your comments here.

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Annex 4: Health form

This Health form is composed of two parts: Part 1: Medical opinion on pupil's suitability for participation along with basic medical information and Part 2: Health information form. The Part 1 will be completed and signed by the doctor, printed and transmitted to the sending school in order to confirm the pupil's selection for the participation in the European Schools' Mobility Programme. Part 2 will be completed by the doctor, signed by parents/guardians and the pupil, two copies will be put in separate sealed envelopes. The pupil will bring them with him or her and it will only be opened by a doctor treating the pupil and when medically necessary during his/her stay at the receiving school, the other envelope stays with the host family which only opens it in cases of serious medical crises when urgent action is needed resp. to hand it over to a doctor.

Part 1: Basic medical information and medical opinion on pupil's participation

Basic medical information

Do you have any disabilities (physical restrictions, impairments) or allergies that will limit placement options or participation in everyday family and/or school activities?

YES NO

IF YES, PLEASE EXPLAIN AND SPECIFY IF ANY AIDS, ADAPTATIONS OR SPECIAL ASSISTANCE WILL BE REQUIRED:

I CANNOT live with:

CATS DOGS OTHER
PETS:

3. Dietary requirements

Do you have dietary restrictions, e.g. for medical, religious or other self-imposed reasons?

YES NO

IF YES, PLEASE EXPLAIN:

If you are a vegetarian, are you willing to eat:

FISH POULTRY DAIRY PRODUCTS

4. Smoking

Do you smoke?

YES NO

Must you be hosted in a non-smoking home?

YES NO

5. Other

Are there any other aspects that need to be considered in order to match the pupil with a suitable host family?

YES NO

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IF YES, PLEASE EXPLAIN:

Medical opinion on pupil's participation

I, the undersigned, certify that a thorough physical examination of the pupil has been made and all relevant medical information has been included in the Health form, and that the pupil is able to travel. I understand that the omission of any information could be harmful to the pupil's health care and could result in early termination of the programme.

I consider that, in the light of the pupil's medical and/or psychological history, he/she is / is not (delete whichever does not apply) able to take part in the European School's students' mobility programme.

Doctor's Name and Degree		Stamp and Signature	
Contact details (address, phone, e-mail – if applicable):		Date	

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Part 2: Health form

The pupil is considering spending between 5 weeks and 6 months in a host school and living with a host family abroad. Incorrect or incomplete information on his/her health could lead to problems while abroad. The form must be completed by the pupil's doctor who is not an immediate relative of the applicant. The pupil's parent(s)/guardian(s) should provide the doctor with all relevant information/documentation on the pupil's medical history. If the answer to any of the questions 3-14 is 'YES', please include or attach detailed information.

This health form will be put in a sealed envelope. The pupil will bring this form with him/her. The envelope can only be opened by a doctor treating the pupil where medically necessary.

Pupil Name:	Home Country:	Date of birth:

1

Height		Weight		Blood Pressure		Pulse		Respiration	
--------	--	--------	--	----------------	--	-------	--	-------------	--

2 Do you note any abnormalities concerning height, weight (including substantial loss or gain in the past six months), blood pressure, pulse or respiration? Yes No

If yes, explain:

3 Tick yes or no. To your knowledge, has the pupil had the diseases/conditions listed below:

	YES	NO		YES	NO
a) Measles	•	•	j) Rheumatic Fever	•	•
b) Mumps	•	•	k) Cough (persistent, recurring)	•	•
c) Rubella	•	•	l) Headaches (persistent, recurring)	•	•
d) Chicken Pox	•	•	m) Sleepwalking	•	•
e) Poliomyelitis	•	•	n) Enuresis	•	•
f) Hepatitis	•	•	o) Appendicitis	•	•
g) Tuberculosis	•	•	p) Parasites (internal)	•	•
h) STD	•	•	q) Encephalitis	•	•
i) FSME	•	•	r) Scarlet fever	•	•

If yes, give detailed information and dates (use extra pages if necessary):

4 ACNE Yes No

If yes, identify area, severity, any medication taken, name, dosage & frequency:

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5 ALLERGIES Yes No

If yes, identify type, any medication taken, name dosage & frequency:

6 ASTHMA Yes No

If yes, identify type, severity, any medication taken, name, dosage & frequency:

7 DIABETES Yes No

If yes, identify type, severity, any medication taken, name, dosage & frequency:

8 SEIZURE DISORDER Yes No

If yes, identify type, severity, any medication taken, name, dosage & frequency:

9 Has the pupil ever had or does today's examination show any disease, impairment or abnormality of:

	YES	NO		YES	NO
a) Abdominal organs, digestive system	e) Heart blood vessels	.	.
b) Lungs, respiratory system	f) Tonsils nose or throat	.	.
c) Bones, joints, locomotor system	g) Blood, endocrine system
d) Genito-urinary system	h) Eyes/vision, ear/hearing

If yes, please explain (use extra pages, if necessary) and specify if any aids, adaptations or special assistance are required:

10 Has the pupil been hospitalised? Yes No

If yes, give dates, diagnosis and outcome for each incident.

11 Is the pupil currently taking medication or injections (other than those mentioned previously)?
 Yes No

If yes, identify the medication, reason for usage, dosage and frequency:

12 Has the pupil EVER consulted a neurologist, psychologist or any other specialist for a nervous, emotional or eating disorders? Yes No

13 Is there a history of, or present evidence of, an emotional, nervous or eating disorder?
 Yes No

If yes to either (12 or 13), a FULL report by the specialist and a statement by the parents about the illness or specific problem must be attached. Note: Placement in a foreign host family, school and community requires adjustment which often involves emotional stress. It will not be a time for relaxation or temporary relief from any current therapy. If the pupil is experiencing current emotional,

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physical, personal or family difficulties, these difficulties can be severely exacerbated by the adjustment demands of the programme. Therefore, you are requested to evaluate carefully the pupil's current or previous condition and treatment along with his or her ability to manage potential adjustment anxieties and stress in a foreign environment.

14 Are there any health limitations or restrictions on the pupil's activities and / or sports participation or any medical information which should be considered for a home/school placement? Yes No

If yes, please describe:

15 Does the pupil wear glasses or contact lenses? Yes No

If yes, please give the lens power:

16

What was the date of the pupil's last dental check up?

Does the pupil wear dental braces? Yes No

If yes, will orthodontic care be needed while on the programme? Yes No

Frequency?

17 Pupil has had the following immunisations, if yes, please specify day, month and year (or, if possible, attach a copy of vaccination card):

	NO	YES	DAY/MO/YR		NO	YES	DAY/MO/YR
Measles	.	.		Tetanus	.	.	
Poliomyelitis	.	.		Mumps	.	.	
BCG	.	.		Rubella	.	.	
Hepatitis B	.	.		Diphtheria	.	.	
Pertussis	.	.		Other	.	.	

If other, please specify:

18 If the pupil has had the TB Test, please specify the type: Mantoux or Tine (circle one), the date: and the result (+/-):

If positive, was a chest x-ray done? Yes No Date: Result (+/-)

If yes, please explain (use extra pages, if necessary):

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Signatures:

I, the undersigned, certify that a thorough physical examination of the pupil has been made and all important recent medical information has been included in the Health form, that nothing relevant has been omitted, and that the pupil is able to travel. I understand that the omission of any information could be harmful to the pupil's health care and could result in early termination of the programme.

Doctor's Name and Degree		Stamp and Signature	
Contact details (address, phone, e-mail – if applicable):		Date	

I, the undersigned, confirm that the information contained in this health form is correct and complete and that inaccurate or incomplete information could be harmful to the pupil's health care and could result in early termination of the programme. I agree that the envelope containing this form can be disclosed to a doctor treating my child while on the programme where medically necessary. If necessary, I agree to communicate all relevant information relating to the health of my child to the host school and the host family. All personal data will be treated as confidential.

Pupil's signature (if he/she is not a minor)	Date
Parent(s)'s/Guardian(s)'s signature(s)	Date

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5. Parental/guardian consent form

Name of participant:

Home address:

Name, address and country of sending school:

Name, address and country of hosting school:

Visit period: from _____ to _____

Contact details of the contact teacher at the sending school (filled in by the sending school):

The signing of this form by the parent(s)/guardian(s) before the start of the activity is an indispensable condition for participation. If you need further information or wish to discuss this consent form please contact the contact person at the sending school. The priority is to ensure the safety of all participants at all times and your full cooperation is essential in this regard.

As a parent/guardian of the above pupil,

- I hereby give my consent to his/her participation in the above visit, including prior preparation and subsequent follow-up activities;
- I confirm that I have received adequate information concerning the visit and its practical details, such as information on the insurance and the info meetings, and have received the documentation on crisis management;
- I understand that the pre-departure and on-arrival information meetings for pupils are compulsory
- I declare that I have provided accurate and appropriate information on the health condition as well as any special requirements of my child on the Pupil application form and the Health form. I agree to inform the contact teacher at the sending school of any change regarding this information occurring between the date of signature of this form and the end date of the stay (day of departure from the host country);
- I agree that he/she during this stay will be under the authority of, and be responsible to, the appointed mentor at the host school and the host family; I am aware that due to the status of my child as a minor (___ years old) specific laws and regulation of the countries of origin, transfer and destination (host country) do apply and I hereby confirm, that me and my child do follow these rules and regulations.
- My child is aware of the rules of conduct in force at the host school and is familiar with the crisis procedures, and he/she will act in accordance with them;
- I accept that it may be necessary to send my child home earlier in the following circumstances and I furthermore acknowledge that in case of (1) and (2), this will happen at my responsibility and cost:

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- (1) In case of a serious breach of the following rules:
 - Attending school is compulsory. The pupil is required to participate fully in school activities and to complete all assignments and school work.
 - Use of alcohol and use of drugs is strictly forbidden.
 - Driving of any motorised vehicle is not allowed.
- (2) If he/she displays behaviour that is deemed inappropriate or offensive to the host community, endangers him/herself or other people, or causes damage to property
 - For medical reasons.

- I agree to my child receiving necessary medication and any emergency dental, medical or surgical treatment, including anaesthetic or blood transfusion, as considered necessary by the medical authorities present;

- I agree that the envelope containing the Health form (Part 2) can be disclosed to the medical service of the host school and to a doctor treating my child while on the visit, where medically necessary. If necessary, I agree to communicate all relevant information relating to the health of my child to the host school and the host family.

- I agree to keep all personal data concerning host family confidential.

- I agree that the sending school will communicate the data concerning my child included in the Pupil Application Form to the host school, and that the host school will transmit the relevant data to the family which will host my child. All the personal data will be treated confidentially.

- I understand that photographs and film and video footage (the images) of current and former exchange pupils are occasionally used by the hosting school in pedagogical/information materials. By signing this Parental Consent Form, I grant to the hosting school the right to use, publish and/or reproduce excerpts from interviews and letters, images and audio recordings of the pupil taken during his/her involvement with the visit.

Signature and date:

I do not agree to such use of the photographs, films and video footages of my child.

Signature and date:

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- I authorise the host family for my child to sign any authorisation required by the school for my child to participate in any school-sponsored activities, events or programmes.

- I am aware that I have to grant to cover costs related to the pupil mobility. International travel will be organized and covered by me.

- If my child needs to buy domestic travel tickets in the home or host country when travelling to or from the host country, the costs of these tickets will be reimbursed by me.

- I am aware that my child must write a final report and hand it in to the sending school. The model for the report will be provided by the school.

Agreed and accepted by:

Place:

Date:

(Parent/Guardian) Name in capital letters:

Signature:

(Parent/Guardian) Name in capital letters:

Signature:

Place:

Date:

(Pupil) Name in capital letters:

Signature:

Contact details of the parent/guardian:

Name:
Address:
Telephone:
Mobile telephone:
E-mail address:

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Annex 6: Host family charter

A Student mobility programme gives pupils the opportunity to spend 5 weeks up to one semester in a school abroad. Staying in a host family is part of the intercultural experience and facilitates the pupil's integration in the foreign country and culture.

This charter provides guidelines for the relationship between the hosted pupil and you as a host family by outlining your role, responsibilities and rights in this respect. To certify that you have read and understood the provisions outlined in this charter, you must sign the charter in your capacity as a representative of the host family.

The pupil that you will be hosting receives pocket money from his/her parent(s)/guardian(s) as well as means contributing to costs incurred during the stay, such as costs linked to local transport or learning materials. The transfer to the pupil is organized and secured by the pupil's parent(s)/guardian(s). Furthermore, he or she will be covered in terms of medical care and personal liability during the stay through insurance provided by the parent(s)/guardian(s).

Role:

Being a host family is not just about providing board and lodging. You also have two further important functions in relation to the well-being of the pupil and the success of his or her stay.

Facilitator:

The stay in a host family constitutes a very important part of the pupil's learning process. Through daily interaction with host parents and siblings, the pupil acquires valuable insights into cultural differences as well as proficiency in a foreign language. It is therefore important that the pupil is not treated as a guest or lodger, but is integrated into family life to the greatest extent possible.

Parental authority:

The pupil is a young person who may have little or no prior experience of the culture and attitudes of your country. He or she will consequently need your help in relation to many aspects of daily life. This also means providing clear guidelines for his or her behaviour, what is acceptable and what is not, as a parent or guardian would do.

Responsibilities:

By signing this charter, you as a host family agree to

- welcome _____ (name of pupil) into your home for a duration of ___ weeks/months.
- provide him/her with suitable board and lodging free of charge.
- integrate him/her to the greatest extent possible into family life.
- inform him/her about household rules.
- inform him/her about customs and help him/her to integrate into the culture and mentality of your country.
- help ensure that the pupil attends school on a regular basis, including ensuring that adequate transportation facilities between the school and home are available.

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- ensure that the pupil is not left alone overnight (e.g. at weekends or holidays). If this implies significant extra costs, you should agree on them in advance with the pupil's parents. If you travel abroad with the pupil, make sure that you have taken into account the possible insurance and liability implications.
- help ensure that the pupil observes the rules of conduct for pupils of the host school.
- contact the pupil's mentor in the event of any problems.
- agree to keep all personal data concerning the pupil confidential.
- not terminate the stay of the pupil abruptly and unilaterally without a prior attempt at mediation (except in the cases outlined below under 'rights').
- follow the procedures described in the Guidance on crisis management in emergencies.

Rights:

During his/her stay in your family, the pupil will be under your authority, but you are also part of a team. The host school has appointed a mentor for the pupil, to whom you can turn for information, advice or just to discuss any aspect of the pupil's stay in your home. The mentor will also try to mediate in cases where problems between you and the pupil have reached a stage where you — or the pupil — deem that outside intervention is required.

Where this is not sufficient, you have the following rights:

- in the event of a serious breach of rules by the pupil (as defined defined by the schools), you can ask for the termination of the pupil's stay in your home immediately and require that the host school arranges alternative accommodation or repatriation.
- in the event of irreconcilable personal differences between you and the pupil, and where mediation has been tried and not brought a solution acceptable to you, the host school must provide for alternative accommodation or repatriation of the pupil within a maximum of 3 days.
- in the event of death, illness or any other serious incident occurring in your family, you can ask the host school to provide urgently for alternative accommodation or repatriation of the pupil (normally within up to 3 days).

I/We, the undersigned, hereby declare that I/we have read and understood the guidelines in this charter.

Agreed and accepted by:

Place:

Date:

Name in capital letters:

Signature:

Name in capital letters:

Signature:

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Appendix: 7. Learning Agreement

between [THE SENDING SCHOOL] and [THE HOSTING SCHOOL] for the student [NAME],
[GRADE, CLASS]

of the [NAME] School

1. Both schools mentioned above herewith confirm to abide by the conditions set forth in the following agreement.
2. Data of the student who will take part in the mobility programme of the European Schools System:

[Name and personal details from the application form]

3. **General and specific goals of the exchange**

For example: Improve linguistic and academic skills, experience a different culture, enhance personal/ social skills and expand European citizenship (etc.).

1	
2	
3	
4	
5	

4. **Responsibilities of the hosting School:**

- to facilitate the student with the obligatory subjects attended at the sending school as far as they are offered anyway;
- to facilitate as many of the elective subjects as possible;

5. **the language section to be attended at the host school, normally the same as in the sending school**

- the host school lets the exchange student attend courses in accordance with the rules and regulations of the European Schools as much as possible;
- due to local organizational or timetabling considerations, deviations from the elective subject choices of the sending school can be considered in the interest of the student;
- for the exemption from lessons at the host school the local rules are applicable.

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6. Individual circumstances of the mobility programme:

- the student should normally receive the same facilities for special arrangements in the framework of Educational Support in the host school as in the sending school. (e.g. use of laptop or extra time for tests etc.);
- host schools should take into consideration any special talents or activities outside of regular classes as much as possible (e.g. gifted athletes or young artists).

7. Assessment:

- assessments need to be facilitated in accordance with the rules and regulations of the European Schools, taking local pedagogical traditions into account;
- the host school provides an official European School report at the end of the 1st semester and makes the report card available to the sending school without delay;
- the marks gained by the student during the visit count;
- marks have to be given in all subjects followed, even if it is only a 5 week exchange; a B mark has to be given, where applicable;
- if there are subjects that are not covered at the hosting school and the mobility programme lasts for the complete 1st semester, the results of the 2nd semester at the home school count double.

8. General:

- the code of conduct of the host school is always applicable for daily school life despite any differences between the sending and host schools;

The director of the host school has the right to cancel the programme in the cases stated in "Guidance on crisis management" document, § 4.2.4

Signatures:

Prior to the exchange

	Date and place	Name	Signature
Sending school			
Host school			
Student			

Amendments agreed upon during the exchange (if applicable)

	Date and place	Name	Signature
Sending school			
Host school			
Student			

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Self evaluation

What did the student achieve compared to the Aims(s) and Goals set out in the learning agreement?

Aim(s) achieved

1	Write aim
---	-----------

Circle applicable

Not achieved

partially achieved

achieved

2	Write aim
---	-----------

Circle applicable

Not achieved

partially achieved

achieved

Comments

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Goal(s) achieved

A	Write goal
---	------------

Circle applicable

Not achieved

partially achieved

achieved

B	Write goal
---	------------

Circle applicable

Not achieved

partially achieved

achieved

C	Write goal
---	------------

Circle applicable

Not achieved

partially achieved

achieved

D	Write goal
---	------------

Circle applicable

Not achieved

partially achieved

achieved

Comments

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POST-EXCHANGE REPORT BY THE HOST SCHOOL

Attendance and reporting:

copy of student's timetable attached;
copy of student's absences file attached;
copy of student's report card(s) attached.

Special activities:

Any special activities or achievements need to be outlined and attached.

POST-EXCHANGE REPORT BY THE STUDENT

Self-evaluation:

A self-evaluation by the student based on the same criteria as in the Aims and Goals should be completed and attached.

Other comments (exchange coordinator host school)

Annex 8: Guidance on crisis management

Crisis management¹

The purpose of this document on *Crisis management* is to ensure a successful mobility experience for all involved. The guidelines provide information on what constitutes a crisis (Chapter 1), who should be involved in preventing and managing a crisis (Chapter 2), on how to prevent the crisis from happening (Chapter 3) and on how to handle crises and ensure that pupils involved, responsible teachers, host families and parents have a common framework of reference in such an event (Chapter 4). It should also ensure that a possible crisis will be dealt with effectively and will not escalate.

The present *Guidance on crisis management* should be distributed to all those involved in an exchange; the mentor at the host school, the contact teacher at the sending school, the host family, the pupil and his/her parent(s)/guardian(s). All these parties should also receive the *Crisis contact list* by the schools (see appendix 9).

All parties should be aware that any sensitive information concerning the pupil must be kept confidential and can only be disclosed when needed to those who are directly involved in dealing with the crisis.

1. What is a crisis?

A crisis can be defined as an extreme situation which would lead to a serious disturbance of the visit, and which requires urgent action. Crises should be distinguished from problems, which are not extreme and which do not require immediate action. However, problems can develop into crises if not correctly handled.

Crises call for urgent action, but should, as far as possible, be prevented. It is at least as important to work on risk prevention as on crisis management. Despite all preventive measures, crises might happen. In that case, it is essential that all the parties involved know how to react and whom to contact.

The following list of extreme situations which could happen during a visit period is not exhaustive, but may help illustrate various problems and solution scenarios.

Medical problems

- serious illness or allergy
- serious injuries
- accidents (e.g. traffic accident)
- unwanted pregnancy

Death of the pupil

Psychological problems

- depression
- psychological consequences of suffering violence
- problems related to abuse of alcohol or drugs
- eating disorders

¹ The content of this form is adapted from the European Voluntary Service crisis manual.

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- Mental and/or physical abuse of the pupil
 - sexual / physical abuse
 - bullying
 - racism / xenophobia
 - living in a host family and/or area where living conditions are not healthy or are insecure for the pupil involved
- Being a victim of a crime
- Breaches of the rules of conduct and legal problems caused by the pupil
 - risk behaviour
 - the pupil goes missing
 - police arrest or detention
 - violent behaviour
 - theft
 - abuse of alcohol or usage of drugs
- Other
 - Family pressure to return home
 - Death/serious illness of a family member
 - Conflicts with the host family
 - Conflicts with the mentor

2. Who has to be involved in preventing and managing a crisis?

The mentor and the host family have a key role in crisis prevention and management during the pupil's stay in their country. Their efficient collaboration and communication is crucial in preventing and managing crises.

The mentor needs to build a supportive relationship with the pupil. This can happen thanks to regular, frequent and face-to-face contact. The mentor should be available to deal with any matters that the pupil or host family would like to raise, and be easy to reach in case of emergency. A replacement person for the mentor should be nominated in case the mentor is absent or unable to perform his/her tasks. The school must make sure that the pupil can always contact somebody in case of emergency. The pupil must have a copy of the *Crisis contact list* with phone numbers he/she can call if necessary. The host family acts as the actual parent or guardian would do. The host family should establish smooth and efficient communication with the pupil and the mentor.

If the pupil shows signs of serious difficulties (e.g. serious personal problems or difficulty in adapting to the host country) the mentor and the host family has to act quickly to prevent any dangerous situation. This may require more intense counselling of the pupil or helping him/her to overcome emotional challenges. However, both the mentor and the host family should seek expert help if the pupil shows signs of serious difficulties and not try to solve them on their own. The mentor and the host family should look out for any signs that the pupil is feeling uncomfortable and should encourage him/her to speak honestly about his/her feelings.

An overview of the roles and responsibilities of all parties involved is listed in the document "*01_Roles and responsibilities*".

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3. How to prevent crisis situations?

- The recruitment and selection of pupils should follow the guidelines.
- The mentor must understand and perform his/her tasks
- The correct selection of a host family is one of the key elements in preventing crises.
- Pupils and contact teachers at the sending school must attend the pre-departure info-session organized by the sending school.
- Pupils and mentors at the host school must attend the on-arrival info-session organized by the receiving school
- Pupils must know and observe the rules of conduct provided in the Parental/Guardian consent form
- Pupils should also know and observe the law in the host country (info provided by the hosting school).
- Pupils must always know in advance the persons they can turn to in case of problems. In principle, these should be the mentor and the host family. Contact details of these persons, and also emergency numbers, are provided in the *Crisis contact list* drawn up by the schools (see annex 9).
- Legal representatives/guardians of the pupil must make the necessary arrangements to ensure that the pupil does not travel alone from/to the airport/railway station/other to/from the home of the host family.
- All parties must abide by their roles and responsibilities.

4. How to manage crisis situations?

4.1 Creation of a *Crisis contact list*

The host school coordinates the drawing up of a *Crisis contact list* prior to the pupil's arrival. The template is available in annex 9. All those involved in the visit, including host family, mentor, sending school, parents and pupil, should have a copy of the *Crisis contact list* so they are informed of who is responsible in an emergency, what are his/her contact details and what each actor is expected to do.

4.2 Basic emergency procedure

Basic procedure to be followed in case of crisis:

- The first action to solve the situation has to be taken by the mentor or the host family, depending which is informed first (i.e. calling emergency, expert help).
- The host family/the mentor immediately inform each other about what happened and the pupil's parents/guardians must be notified as soon as possible.

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- If the mentor and the host family are not able or competent to solve the pupil's problem at local level, they should contact the Management of the hosting school for help and advice.
- The mentor contacts the pupil's parents/guardians.
- After a crisis situation, the pupil's wish to continue the visit should be respected, except in cases where the pupil's behavior has already made it unlikely that the stay will be successful.
- In very urgent cases, the mentor can propose to terminate the pupil's stay. However, he or she should consult with the Management of the hosting school, which will finally decide.

At the end of the crisis, a detailed report should be produced by the mentor, summarising the circumstances and consequences of the case, and giving an evaluation of what to do in the future (e.g. recommendations on how to avoid similar situations and on how to act in a similar crisis). This report may be necessary for purposes of insurance, legal action or other administrative procedures.

This basic procedure should be applied in any case of emergency. In addition, specific procedures apply to certain types of emergencies, as described below.

4.2.1 Medical emergencies

Medical emergencies can be any situation related to the health and well-being of the pupil.

The basic emergency procedure should be followed as described above. The following documents should be kept together and be available for medical emergencies: the *Parental/Guardian consent form*, the copy of the pupil's *European Health Insurance Card* (the original stays with the pupil), the copy of the Insurance certificate and ID card with contact details to the insurance and assistance companies (the original stays with the pupil), as well as the translations of the *Health form* and the *Parental/Guardian consent form*. The mentor should keep the original of the *Parental/Guardian consent form* and the copies of the other above mentioned documents. The host family should keep the copy of all the above-mentioned documents. The pupil has to deliver his/her *Health form* in a sealed envelope to the medical service of the hosting school as well as to the host family.

The first action must be taken by the mentor or the host family as explained above. The mentor/host family should be able to quickly collect and provide the following information (all the information must be treated as confidential):

- Exact condition and safety of the pupil
- Correct name and birth date of the pupil
- Symptoms and complications
- Treatment already received and given by whom
- Documents needed for the health emergency (as stated above)
- In case of death, further facts have to be checked:
- Circumstances of death (time, place, event)
- Who has been notified

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- Where is the body
- Liaison with police and notification of the embassy concerned, if necessary.
- Collection of all medical reports, death certificate and police reports
- Liaison with Insurance regarding the return of body and the funeral.

4.2.2 Psychological emergencies

This category includes situations that require special psychological treatment/monitoring, such as illness, unwanted pregnancy, psychological consequences of crime, drugs and alcohol abuse, depression, eating disorders, etc. Intervention for problems in this category can either be requested by the pupil him/herself or warning signs should be detected by the host family, the mentor, other teachers or fellow pupils.

The mentor, in cooperation with the host family if necessary, should help to find a skilled person to give psychological support to the pupil, e.g. among the resource persons of the host school.

- If the situation also involves health problems, and in all cases where there is a serious crisis, the same procedures as for medical emergencies should be started.
- Contact with local specialist institutions is recommended.

4.2.3 In the event of crime committed on the pupil

This category can include situations in which the pupil is a victim of a crime such as violence or theft.

The following procedure should be followed:

- Either the pupil/host family contacts the police immediately, or notifies the mentor, who helps in dealing with the police and possible insurance issues; if possible, the pupil's parent/guardian must be notified beforehand;
- If the pupil contacts the police himself/herself (or if this is done by the host family) the mentor must be notified as soon as possible;
- The host family and parent(s)/guardian(s) are informed by the mentor and involved where appropriate.
- The mentor assists the pupil in reporting the case to the relevant authorities.
- The mentor assists the pupil in contacting the Medical Insurance whenever psychological assistance is needed.

Some of the action in the 'psychological emergencies' section may be necessary for psychological support to the pupil.

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4.2.4 Breaches of the rules of conduct and legal problems caused by the pupil

This category can include breaches of the rules of conduct and also legal problems caused by the pupil such as violence, drugs and alcohol abuse, accidents or police arrest and detention. The basic emergency procedure should be applied. The mentor/host family should also be able to:

- Quickly collect the reasons for arrest or charges made
- Find out whether the pupil has been detained and, if so,
- Find out the details of the police staff involved
- Liaise with pupil and police
- Inform the Management of the hosting school (via the mentor)

In case of a serious breach of rules/laws of the country, the mentor can propose to terminate the pupil's stay, after consulting the Management of the hosting school. The final decision is to the Management of the hosting school.

4.2.5 Family pressure to return home

- The pupil/the host family tells the mentor that the family would like the pupil to come back
- The mentor at the host school/contact person at the sending school discuss the reasons with the family
- Unless the reason is related to serious illness or death in the family, the mentor/contact teacher should first try to convince the family that the pupil should continue the visit
- If the family still wants the pupil to come home, the mentor and the Management of the hosting school will terminate the stay. The travel expenses and all other costs are borne by the family.

4.2.6 Serious illness/death in the family

- The pupil informs the mentor about the serious illness/death in the family
- The mentor contacts the Insurance at the dedicated phone number and requests help in arranging a trip home for the pupil. Arrangements that are made and paid for by the mentor/school/host family/pupil without the agreement of the Insurance will not be reimbursed.

4.2.7 Conflicts with the host family

- The pupil/the host family informs the mentor about the conflict
- In case of a minor conflict, the mentor tries to mediate
- In the event of irreconcilable differences between the host family and the pupil, and where mediation has been tried and has not led to an acceptable solution, the body which has helped

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finding a host family originally will support finding an alternative as soon as possible, however, it is within the responsibility of the parents/legal representatives/guardians of the pupil to find alternative accommodation, or repatriation of the pupil within a maximum of 3 days.

- In the event of a serious breach of rules by the pupil, the host family can ask for the immediate termination of the pupil's stay and require the legal representatives of the pupil to make arrangements for alternative accommodation or repatriation. In case of repatriation, the travel costs will be borne by the parent(s)/guardian(s) of the pupil.
- In the event of any doubts in relation to a host family and child protection risk issues, the mentor together with the Management of the hosting school will immediately remove the pupil from the family and provide the pupil with alternative accommodation. Costs will be borne by the parent(s)/guardian(s) of the pupil.

4.2.8 Conflict with the mentor

- The pupil/the host family/the contact teacher at the sending school informs the Management of the host school about the problem.
- In case of a minor conflict, the director tries to mediate.
- In case of irreconcilable conflict or a loss of trust, a new mentor is nominated.

Insurance for visiting Pupils

1. Pupil's own health cover

- A participating pupil must be covered by a national health scheme prior to the departure. This cover entitles to receive a European Health Insurance Card².
- The pupil/parent(s)/guardian(s) must compile documentation related to the pupil's national or other health scheme and make sure that the pupil has a European Health Insurance Card.
- Copies of this documentation must be transmitted to the mentor.

2. A pupil participating in a mobility programme must be covered by an Assistance Insurance (travel insurance). Copies of the Insurance Plan documentation (insurance certificate and ID card) should be transmitted to the mentor.

The Insurance guide for visiting pupils will be made available on the website of the European Schools: www.eursec.eu .

² Details on European Health Insurance Card can be found at <http://ec.europa.eu/social/main.jsp?catId=559>.
(10/2016)

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Annex 9: Crisis contact list

1. Drawing up and distribution

List drafted by:

Distributed to:

2. Contact details:

Fill in the contact details of each of the persons below. Also indicate the times of day when the person in the host country is available and make sure that there is a person to contact at any time of day or night in case of emergency.

Mentor at host school:

Mentor at host school:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

Person to be contacted if the mentor is not available:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

Contact teacher at sending school:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

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Person to be contacted if contact teacher is not available:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

Participating pupil:

Name	
Address	
Phone	
Mobile	
E-mail	

Pupil's parent(s)/guardian(s):

Mother/Contact 1:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

Father/Contact 2:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

Host family:

Host Mother/Contact 1:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

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Host Father/Contact 2:

Name	
Address	
Phone	
Mobile	
E-mail	
When available	

3. Emergency procedures

As a basic rule, the procedures described in the Crisis management document apply. If you want to adapt or modify any of these procedures or develop additional emergency procedures, please insert the procedures here. Indicate who is in charge of overall coordination, the division of responsibilities, and the information chain (who is to be informed and when).

4. Emergency numbers in host country

- ▶ Police:
- ▶ Medical assistance (emergency):
- ▶ Child's helpline:
- ▶ Helpline:
- ▶ Other numbers:

5. Details of the Assistance Insurance for visiting Pupils

Please note that the following details can also be found on the Insurance Plan ID card and in the pupil's insurance certificate.

- ▶ Contact details of the insurance company (Health Costs, Permanent Disability and Death, Third-party liability in Private Life):
- ▶ Contact details of the assistance company (Assistance and Repatriation):

6. Documents checklist

The following documents should be drawn up and signed by the relevant parties before the stay begins, and the originals and copies should be distributed to the relevant parties as described in the Crisis management document:

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- Pupil application form*
- Parental/Guardian consent form*
- Host family charter*
- Health form* (Part 2 is put as 2 copies in separate sealed envelopes, one is given to the medical service of the hosting school on arrival, the other one stays with the host family)

The following documents should be compiled prior to the pupil's departure, and kept together in order to be available for medical emergencies during the mobility period:

- the *Health form* (Part 2) in a sealed envelope which will be given to the medical service of the hosting school on arrival
- the *Parental/Guardian consent form*
- the copy of the pupil's European Health Insurance Card (the original stays with the pupil)
- the copy of the Insurance Plan certificate and ID card with contact details to the insurance and assistance companies (the original stays with the pupil)
- the Insurance guide for the specific coverage Plan
- the translations of the *Health form* and the *Parental/Guardian consent form*