

J1 Participant Health & Safety Information

**Are you going to the United States soon on Infinity Abroad's
Work & Travel USA / Camp Counsellor USA program?**

**We are confident that you will have a rewarding stay in the
USA. However, should you encounter any problems or
emergencies during the program, there are authorities who
can help you!**

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Your Personal Responsibilities

As an exchange visitor to the USA, learning to be independent and taking care of yourself is part of the learning process. Throughout the program, you are expected to always make use of your resources, apply common sense, and err on the side of caution when making day-to-day decisions.

Tips on how to be prepared on your program:

- Keep your passport in a safe, easily accessible place at all times;
- Keep copies of your passport, visa, and employment contract in your home country with relatives or friends;
- Keep your family informed of your whereabouts, especially during your travel period;
- Carry your US Sponsor & family's contact information with you at all times;
- Carry your medical insurance card with you at all times; and
- Always have the phone number of the Embassy of Malaysia with you.

If you experience difficulties or emergencies during your program, always remember that there are authorities that can assist you.

Chapter 2 describes who to contact during emergencies/non-emergencies.

Emergency/Non-Emergency Contacts

The US Sponsor Organization

Your program's sponsoring organization – the US Sponsor – are official partners of Infinity Abroad. All Work & Travel USA / Camp Counsellor USA participants will have ONE US Sponsor assigned to their program.

- 1. Cultural Homestay International, Inc (CHI)**
Address: [104 Butterfield Road, San Anselmo, 94960 California](#)
Tel: (+1) 800-432-4643 (24/7 Toll Free)
Email: chimain@chinet.org / chiwt@chinet.org
Website: <http://chinet.org/>
- 2. CSB International (CSB)**
Address: [119 Cooper Street, Babylon, NY 11702](#)
Tel: (+1) 877-669-0717 (24/7 Toll Free)
Email: info@csb-usa.com
Website: <http://www.csb-usa.com/>
- 3. International Exchange of North America (IENA)**
Address: [242 Curt Smith Road, Southbury, CT 06488](#)
Tel: (+1) 347-560-1789 (24/7 Toll Free)
Email: info@iena.org / scott.curry@iena.org
Website: <http://www.iena.org/>
- 4. 3Adventures (3A)**
Address: [16 Edgemere Terrace, Washington, NJ, 07882](#)
Tel: (+1) 888-724-4292
Email: support@3adventures.com / jeff@3adventures.com
Website: <http://www.3adventures.com/>

Your program's sponsoring organization – the US Sponsor – is the official authority tasked by the US State Department to oversee your successful program participation. You will contact the US Sponsor if:

- Your visa/employment documents are lost or stolen;
- You have concerns regarding social security or tax resource information;
- You have concerns regarding your arranged housing/accommodation;
- You have concerns at your workplace and it is not being resolved by your supervisor;
- You are unfamiliar on how to make a medical insurance claim;
- You have been arrested; or
- You are a victim of a crime/accident/disaster.

Local Coordinators

You will be assigned a Local Coordinator for your particular location. The Local Coordinator checks in with you regularly to ensure your program is going well.

Remember to save your Local Coordinator's contact details and keep with you at all times. This Local Coordinator can physically reach you or contact you via phone call/email should you encounter any emergencies during your program.

If your emergency is life-threatening, call the 9-1-1 emergency hotline.

The Embassy of Malaysia in the USA

Address: [3516 International Ct NW, Washington, DC 20008, United States](#)

Tel: (+1) 202-572-9700 (Mon – Fri, 9:00AM – 5:00PM Eastern Time)

Email: mwwashington@kln.gov.my

Website: http://www.kln.gov.my/web/usa_washington/home

Embassy of Malaysia Consulate Representatives are located in:

New York

Tel: (+1) 212-490-2722 / (+1) 212-490-2723

Email: malnycg@kln.gov.my

Los Angeles

Tel: (+1) 213-892-1238

Email: info@malaysianconsulatela.com

Being a Malaysian citizen in a foreign country, the Embassy of Malaysia is another important contact if you experience a problem or emergency. You may contact the Embassy of Malaysia if:

- your Malaysian passport is lost/stolen;
- you were arrested by the police for a crime;
- you need to evacuate the USA due to natural disaster, political upheaval, terrorist attack; or
- your family/legal guardian in Malaysia needs to get in touch with you for emergencies.

911 Emergency Helpline

Tel: 9-1-1 (call 24/7 from any cell phone/landline/pay phone)

This emergency helpline is managed by the state public safety's emergency dispatch centre, which sends emergency responders to your location anywhere in the USA, i.e. Police / Fire Rescue / Ambulance. This helpline is for EMERGENCIES ONLY. You will call 9-1-1 if you:

- Are a victim (or witness) of a serious theft/violent crime; or
- Are a victim (or witness) of an accident/disaster.

The U.S. Department of State Helpline

Tel: (+1) 866-283-9090 (24/7 Toll Free)

Email: jvisas@state.gov

Website: <http://j1visa.state.gov/contacts/>

The Department of State activated this helpline to ensure the health and safety of its exchange participants. Students have a right to be treated fairly and to report abuse without retaliation or threat of program cancellation. If you are mistreated or your rights are violated, call the toll-free number for assistance.

Medical Insurance

Infinity Abroad participants are assured medical insurance coverage provided by the US Sponsor. This medical insurance covers for the entire duration of your Certificate of Eligibility for J1 Status, i.e. DS-2019, and may be extended for 30 days beyond the End Date on your DS-2019 for your 30-day grace period for travelling.

Your medical insurance coverage is regulated by the US State Department, and will meet the following minimum requirements:

- Medical Benefits of at least \$100,000 per accident or illness;
- Repatriation of Remains in the amount of \$25,000;
- Expenses associated with the medical evacuation of the exchange visitor to his or her home country in the amount of \$50,000;
- A deductible not to exceed \$500 per accident or illness; and
- A policy underwritten by an insurance carrier which meets a specific minimum securities rating.

Insurance Claim Procedures

Each participant is assigned an individual insurance policy number, and a web-link to create your insurance account and download your insurance card. Remember to print your insurance card and keep with you at all times.

Each US Sponsor provides medical insurance coverage from a different insurance carrier. However, claim procedures are similar:

1. If you are experiencing any illness or injury, and need medical advice about what to do, call the insurance carrier's 24/7 toll-free service hotline.
2. If you need to see a doctor, always call the 24/7 toll-free service hotline to verify your benefits and ensure accuracy of your information before you seek treatment.
3. Bring your Insurance ID card along for any medical treatment you might need.
4. For medical non-emergency hospitalizations, call the service hotline at least 1 day prior to the planned admission.
5. For medical emergency hospitalizations, call the service hotline within 2 working days of the admission to provide notification of the medical emergency.

Medical Insurance Coverage does not cover pre-existing conditions, and you will need to bring sufficient medication along for your program or a medical report to purchase additional medication at a pharmacy during your stay in the United States.

Further Coverage Details

Insurance Coverage BEFORE DS-2019 Start Date

Legally you can be admitted into the USA up to 30 days before the Start Date of your DS-2019. However, you are not covered by the US Sponsor's insurance carrier until the first day of your DS-2019 start date. Therefore, we do not advise arriving in the USA too early. Otherwise, you may need to purchase additional travel insurance to cover your initial travels.

Insurance Coverage WITHIN DS-2019 Start/End Dates

You are fully covered by the US Sponsor's insurance carrier for any travels inside or outside the United States. You are still covered if, for example, you travel to Canada/Mexico during this period.

Insurance Coverage AFTER DS-2019 End Date

After your DS-2019 End Date, your work contract ends and you have an additional 30 days' grace period to travel WITHIN the United States. You can contact the US Sponsor to extend your insurance coverage for this grace period. If you are travelling outside the USA within this 30 days, you are still covered.

Your Rights as a Non-Immigrant Worker

On the Work & Travel USA / Camp Counsellor USA program, you are a temporary, non-immigrant worker on the J-1 Visa. Therefore, it is very important that you understand your rights, and know who to seek advice if you feel your rights are violated.

The US State Department issues a pamphlet based on the Wilberforce Trafficking Victims Act which reaffirms the State Department's commitment to fight labour abuses in any form.

Download the Rights Protections for Temporary Workers Pamphlet here:

<http://travel.state.gov/content/visas/en/general/rights-protections-temporary-workers.html>

In short, you have the right to:

- Be treated and paid fairly;
- Not be held in a job against your will;
- Keep your passport and other identification documents in your possession;
- Report abuse without retaliation;
- Request help from unions, immigrant and labor rights groups and other groups; and
- Seek justice in U.S. courts.

More specifically for J1 Participants, you are prohibited from:

- Working in overnight, i.e. "graveyard" shifts with working hours falling predominantly between 10:00PM to 6:00PM;
- Working in the adult entertainment industry;
- In positions involved in gaming and gambling that include direct participation in wagering and/or betting; and
- Working in sales jobs that require personal financial investment in purchasing stocks upfront; and
- Any "Prohibited Job Placements" position listed by the US State Department J1 Regulations here: <http://j1visa.state.gov/wp-content/uploads/2012/05/2012-swt-ifr.pdf>

If at any time during your program you feel that your rights are being violated, please contact the following authorities:

National Human Trafficking Resource Center (run by a non-government organization)

Tel: (+1) 888-373-7888 (24/7 Toll-Free)

Trafficking in Persons and Worker Exploitation Task Force (run by the U.S. Department of Justice)

Tel: (+1) 888-428-7581 (Mon – Fri, 9:00am – 5:00pm Eastern Time)

Problem Solving & Emergency Response Situations

Now that you have all your Health & Safety information and procedures handy, it is always useful to run through some scenarios. In the unlikely event a problem occurs, you will know what to do!

General Emergency First Response training lists 3 steps to problem solving: Stop, Think & Act.

When faced with a problem, firstly always breathe and relax. Then, formulate plans and solutions to solve the problem. Finally, decide and act on the best possible plan.

Stop – 90% of problems occur or worsen due to panic, but most problems can be resolved if you take a step back, breathe and relax. Ensuring your own safety is paramount in any emergency situation.

Think – Then, think clearly about the situation you are currently facing. Am I equipped with the resources sufficient to tackle the problem on my own? If not, who should I contact for assistance? What can be done to resolve the problem?

Act – Once you have decided on a plan of attack, execute it. Gather your available resources and act on the best possible plan that either you, or with your friends, have agreed upon.

I have an Illness Emergency/Non-Emergency

Example: Tom has Food Poisoning.

Food poisoning is a possible illness that you may encounter – your digestive system may not be used to the food over in the United States. What should you do if you encounter this situation?

STOP – Is it very serious? Tom breathes and relaxes. Should he give it some time to recover by itself?

THINK – Did I bring food poisoning medication? Do Tom's friends whom he's working with and living together with have any at hand? (Note we recommend students to bring some medication for common illnesses, which they can store in a pouch in their check-in luggage)

Where is my Insurance Card? Tom checks his belongings and finds that he already has a copy to keep in his wallet.

Where is the nearest clinic/hospital? Tom asks around i.e. his housing manager, friends and he did a search online for the nearest medical facility.

ACT – I really need to see a doctor! Tom locates his insurance card and calls the Insurance Carrier to confirm his medical coverage. On the Insurance Carrier helpline's advice, Tom locates the nearest clinic, and goes there accompanied by a friend. Tom admits himself by providing the clinic his medical insurance information. He gets treated by a doctor and is prescribed medication. He gets a Medical Certificate to request a days' leave from work.

I have an Injury Emergency/Non-Emergency

Example: During a night out to a nearby restaurant, your friend Mary gets hit by a car and lies on the road unconscious. The driver stopped but looks hesitant to offer any help.

Though extremely uncommon, this could happen because the traffic system in the United States is different from Malaysia – they are left-hand drive. Perhaps the student forgot to look both ways before crossing, or the driver was distracted. What should you do if you encounter this situation?

STOP – Do not run out immediately onto the busy road! Stop, look and listen. Be aware of oncoming traffic. Signal for oncoming drivers to stop then approach Mary cautiously.

THINK – Was it a serious accident? Should you call 9-1-1 for an Ambulance? Do you have a working cell phone? Are there any bystanders who can flag traffic whilst you check if Mary can regain consciousness? Is the driver stopping to help, or is the driver planning on fleeing the scene?

ACT – You decide that calling for an Ambulance is the best option. You do not have a cell, so you request a bystander to call 9-1-1. You notice the driver is getting back into his car (hit-and-run is a crime in the USA), you take a mental note of the driver's car registration plate for the police report afterwards.

When the ambulance arrives, you follow Mary in the ambulance to the hospital to render assistance. At the hospital, Mary gets admitted to the Emergency Room immediately. The doctors check her status and her condition is now stable.

You try to locate Mary's Insurance Card to fill her insurance claim form. Mary forgot to print a copy to keep in her purse. You remember that you can contact her US Sponsor for assistance with retrieving her policy number. You request the hospital front desk to call the US Sponsor's 24/7 hotline to retrieve her information.

After ensuring Mary is in safe hands, you go to the police station to make a report for the hit and run.

I am caught in a Natural Disaster

Example: Weather Forecast warns that there might be a Severe Storm / Tornado in 2 days' time

This is a very rare occurrence, but there is one instance where a participant Zhi Yong experienced severe storms and a possible tornado at his workplace in Okoboji, Iowa. What should you do?

STOP – Relax, do not panic. If a location is prone to severe weather, the locals most likely already have an emergency action plan in place.

THINK – Zhi Yong's housing manager informs him that it is a common occurrence. There is a storm shelter nearby, and on that day, all locals would go into storm shelters to wait for the storm to pass.

Zhi Yong plans for that day: What supplies are in the shelter? Should he stock additional living supplies? Is there electricity? Does he need a sleeping bag to stay overnight?

Who should he inform or notify of this pending storm? Would there be a possible blackout in cell reception?

ACT – Zhi Yong plans for the worst case scenario. He coordinates with his housemates and the housing manager, and goes to Walmart and buys additional food & water.

He calls his family back in Malaysia and assures them that he is well-prepared, and will contact them immediately via available landlines once the storm passes. He carries all his important belongings and documentation with him, including the contact information of the Embassy of Malaysia, just in case.

Medical Emergencies for Camp Counsellor USA Participants

Camp Counsellor USA participants have the exact same support as Work & Travel USA participants. However, Camp locations are generally very remote, and medical facilities may be a distance away. Therefore, in addition to the guidelines above, please take note of the following details:

Each Camp Will Have A Medical Department – Note that Summer Camps are catered to minors aged 7 to 17. The health & safety of campers and camp staff are of the utmost importance, and Camp Directors have already accounted for all possible contingencies & evacuation plans. Each camp will have at least 2 registered nurses, medical supplies as required by American Camp Association (ACA) regulations, with emergency helicopter transportation available if necessary.

First Aid Training provided for Camp Counsellors – Each Camp Counsellor joining the program will sit for First Aid training during the first weeks' Orientation, during which you will learn to handle emergency and non-emergency situations at the leadership level. It is very important to pay attention during training.

Have your Camp Emergency Assistance Plan Handy – Any outdoor activity that is conducted outside the Summer Camp location is planned in advance and approved by Camp Safety Officers. You will always carry an emergency assistance plan including methods to contact your camp's Medical Staff in event of any emergency that might occur.