



Exchange Program in Spain

A "SISTER SCHOOLS" program between Palliser School División in Alberta and Ken's Education Group that will change your life!

Grade 8

5 weeks host + 3 weeks travel
8 week experience



**Palliser School
División**

For more information, speak with Tom Hamer at tom.hamer@pallisersd.ab.ca or contact us at teresa@kens.es



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Exchange Program

SISTER CITIES

Greetings

Dear students and parents,

We at Ken's welcome you to this amazing project uniting two great countries.

The "**Sister Schools**" Exchange Program aims to provide Canadian students with an all-inclusive, safe and well-rounded view of the Spanish culture and language. Designed by a Spanish-Canadian, the program seeks to fulfill every want a Canadian student or parent might have from an experience like this: advancement in Spanish as a second language, through immersion and classes; security and trust with the exchange partner and their family; an ever-available support team in both countries; regular and frequent contact with the students and families to ensure the student's comfort and wellbeing; and activities and excursions to enhance their overall experience of the Spanish culture and country, from little villages to big cities.

Ken's was established in 2001, working alongside the international community to provide language trips abroad. Since then, we have worked with school groups, individuals, teachers, and more to **provide numerous language study and work abroad** across Europe, the UK, and now Canada. For the last 6 years, Ken's has devoted itself to specializing in education programs solely between Canada and Spain. All this experience has given us insight into how best to run an exchange program. We've realized that there is no better way to improve understanding – of both a language and a culture – than by being in a supportive family, with the added reinforcement of other Canadian students in the vicinity and a bilingual support team on hand.

As you'll see throughout this manual, **this is a program of language and culture.** This type of exchange opens students' minds to ways of seeing and experiencing the world that they'd never considered before. It increases their independence, confidence, and resourcefulness. Above all, it increases their global awareness and sensitivity to the many cultures within it. In today's ever more connected world, the value of these qualities cannot be overstated we are a small step in their road to discovering what kind of **global citizen they would like to be.**

This is an opportunity for students to get out into the world and see what it has to offer. Will you take it?

We hope so. Welcome to our Sister Schools Exchange Program.

The International Programs Department







The Exchange Program



The **Sister School Exchange Program** is an affordable means by which a student can spend time abroad learning a language in its natural environment. The homestay families promise to open their doors to an international exchange student who will later host their son/daughter. The exchange will not take place at the same time, rather sequentially. In this way, the language enrichment is mutual. Canadian students will spend 3 weeks in Spain with a student who will also spend 5 weeks in their home.

Sample Week in Spain

| TIME | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---------------|------------------|------------------|------------------|--------------------|------------------|----------------------------------|------------|
| 9.30 - 12.30 | REGULAR CLASSES | REGULAR CLASSES | REGULAR CLASSES | PHYSICAL EDUCATION | REGULAR CLASSES | FULL DAY EXCURSION OR FAMILY DAY | FAMILY DAY |
| 13.00 - 14.00 | STUDY HALL | STUDY HALL | STUDY HALL | ENGLISH | STUDY HALL | | |
| 14.00 - 16.00 | LUNCH | | | | | | |
| 16.00 - 17.00 | SPANISH CLASSES | FAMILY AFTERNOON | SPANISH CLASSES | FAMILY AFTERNOON | SPANISH CLASSES | | |
| 18.00 - 19.00 | EXTRA-CURRICULAR | | EXTRA CURRICULAR | | EXTRA CURRICULAR | | |

The ultimate goal of this program is total immersion in a foreign language while enjoying sociocultural activities with other Canadians. A significant part of this is accomplished by living with an exchange partner; another by the excursion and activities we plan. But the rest is up to you, the student – your effort, your dedication. The more you put in, the more you’ll benefit.

Teruel

Teruel is a small provincial capital city with a population of almost 36.000, situated in the south of Aragon. It is known for its Moorish artistic and architectural heritage, part of which has been recognized as a UNESCO World Heritage Site. Teruel is also recognized for its unusual Spanish climate, characterized by cold winters and dry, hot summers.

Among the many tourist attractions where you may find the buildings covered in Moorish design are: the Mausoleum of the Two Lovers of Teruel, the Torico Square, and the paleontological museum, Dinópolis. The most prominent monuments are the Santa Maria Church (a Cathedral of the Diocese of Teruel), as well as the El Salvador, San Martin and San Pedro towers. At the base of the San Pedro tower you will find the church, from which it received its name.

As far as festivals are concerned, Teruel hosts a weekend Medieval festival in February to commemorate the history of the Two Lovers of Teruel. Additionally, it celebrates Holy Week (end of March, beginning of April) and the Angel festivals or the infamous running of the bulls in July.



Why choose Teruel for a Spanish language and culture program?

- ◆ It is a small and safe city
- ◆ For its strategic placement between major Spanish cities
- ◆ For the quality of its homestays
- ◆ For the excellent teaching methodology of its schools
- ◆ For the friendliness of its people
- ◆ In Teruel, the students will be able to immerse fully in the daily language and life of Spain in a safe and comfortable environment.

Zaragoza

Zaragoza is the capital of the autonomous community (province, essentially) of Aragon. With a population around 700,000, it is the fifth largest city in the country. It is home to magnificent historical buildings like the Basilica del Pilar, La Seo Cathedral and the Aljaferia Palace, which along with other buildings in the community form part of the Mudéjar Architecture of Aragon, a UNESCO World Heritage Site.



The city gets its name from Caesaraugusta (from the Emperor Augustus), a Roman settlement established on the site of a Celtiberan village near the end of the 1st century BCE. The city has changed hands multiple times: the Visigoths, the Moors, the Aragonese and the French were all involved at various points in history.

Zaragoza is home to the Fiestas del Pilar, a week-long festival that commemorates the apparition of the Virgin Mary to St. James, which led to the construction of the aforementioned Basilica del Pilar. Tradition holds that the apparition occurred in the year 40 CE, though the festival wasn't established until much later.

Why choose Zaragoza for a Spanish language and culture program?

- ◆ It is a vibrant and historical city.
- ◆ For its many high quality schools.
- ◆ It has excellent intra-city transportation as well as high-speed train connections to other major Spanish cities.
- ◆ Despite its size, it maintains its Spanish cultural identity to a greater degree than cities of comparable size.



The Schools



Most schools are bilingual – the students generally split their time between subjects taught in English and others fully in Spanish. Regardless of the language of instruction, the schools apply a high quality teaching philosophy and are certified to international quality standards which ensure proper professional development.

Teachers experienced in new technologies make great efforts to ensure that their students take full advantage of their stay and get the most out of their classes.

Host Families

While the priority in the matching process is that the two students are a good pair, the family plays a significant role in the decision. We want the students to be comfortable and happy, and the families, both by nature and in knowing that their own child will receive similar care in the destination country, are welcoming and generous. We also guarantee no more than one international student per home, unless otherwise requested.

The family provides full pension (breakfast, lunch, and supper in Canada, four meals in Spain) as well as laundry



facilities and change of bed linens. They ensure a well-balanced diet, respecting the preferences of the students to the best of their ability and ensuring the safety of the student with regards to any allergies.

In almost all cases, students will have access to Wi-Fi in the home and may use the telephone to receive calls. They will have sheet and towel changes weekly as a minimum.

The hosts will accompany the student to the school or to the school bus stop on the first day to ensure that they know the way. One of the characteristics of the host families is the constant effort they put in to ensuring that the student feels welcome and integrated into the customs and language of Spain and their family. This is just an additional benefit for the student and their experience. An exchange is more than simply learning a new language and culture. It is about finding a place to call home abroad.

The Matching Process

We at Ken's take our work very seriously and so we recognize that one of the most important aspects of the program is the matching process. Our team puts together profiles of the different students based on everything ranging from their likes/dislikes to future aspirations and family settings. The match is not about finding the perfect match simply for each student, but for the family as well. Our years of experience allow us to find the appropriate pairings and also has taught us that preparation is the key to a successful exchange. Having said that, all families and students will receive a "home video" and an introduction video of their exchange partner and family.



These videos serve as our initial home inspections as well as an opportunity for you to know where you are going before hand and who will be living in the home with you. It is an excellent ice breaker and provides a level of comfort to many parents and guardians. Additionally, all students will communicate face to face online numerous times before the exchange takes place. The more you speak with another beforehand, the easier the transition is during the exchange. Often, we see students jump off the bus and run to hug their exchange partner, feeling as if they have known them forever.

The Spanish Classes

Since some students will have a limited understanding of Spanish when they arrive in Spain, we have arranged for students to have a weekly Spanish as a second language class. Classes can be tailored to different groups and different skill levels. They will also have access to computers where students can study their Spanish or connect with Canadian teachers or online classes.



Excursions and Activity Program

Students will be able to enjoy popular and traditional extracurricular options and sociocultural activities in an immersion setting, often with their exchange partners.

The students will be able to join activities that suit their needs and interests, choosing from a list offered to them upon arrival. Example activities include soccer, skating, volleyball, dance, theater, music, and more.

They will also enjoy a group excursion to a nearby place of interest. An example is shown on the following page.

Beyond the program excursion, many people and families of Spain have a tendency to take such weekend trips on their own to visit family, enjoy the beach, or simply to do something a bit different. In such cases, the exchange student will get a first-hand experience of a typical weekend getaway with a Spanish family.



SAMPLE EXCURSION - EL MONASTERIO DE PIEDRA

The Monasterio de Piedra was consecrated in 1218, after being established on the site of an old Moorish fortress by the Aragonese royals and a group of Cistercian monks. The area is encompassed by a park, the natural beauty of which astounded the monks upon their arrival; while the landscape around is barren, the park was an oasis with the Piedra River running through.

Nowadays visitors can enjoy walking and hiking the park's paths along grottos and cave mouths, beside waterfalls, and on the shores of lakes. This, of course, is in addition to wandering among the ruins of the cloisters, church, refectory, and more, the dates of which range from relatively recent to centuries old. Furthermore, various exhibitions on the history of the area are available.

SAMPLE EXCURSION - TERUEL

The City

Teruel (where Ken's Education Group is based) is a small regional capital roughly an hour and a half from Castellón de la Plana. Its long history gives it a wealth of Mudejar art, a style born of the coexistence of three different cultures. This style is still seen throughout the old city center, with numerous works forming part of a UNESCO World Heritage designation.

Teruel is perhaps most famous for the tale of los Amantes (the Lovers), a Romeo-and-Juliet like tale that actually preceded the more famous play by centuries. Even today, visitors can enter the mausoleum where their tombs lay side by side, hands almost touching.

Dinopolis

The main goal of the foundation which runs this superb leisure park set in the extinct world of dinosaurs is to promote the paleontological heritage of the region of Teruel. It also contains the **Paleontological Museum of Teruel**. In Dinópolis, incredible adventures await children and adults alike in a magical journey through time. This museum also allows students to see a paleontological lab at work.



Albarracín

Located not far from Teruel is Albarracín, a village of great historical and cultural significance. It was declared a National Monument in 1961 – but its history goes back much further, evidenced not only by remnants of Moorish towers and medieval castles, but also by cave paintings dating back thousands of years earlier.

The modern village is prized as a medieval treasure, considered by many to be one of the most beautiful villages in the country. In fact, the village was one of only a handful visited by the then-Crown Prince Felipe and Princess Leticia on the Spanish part of their honeymoon. They have since become the King and Queen of Spain.

SAMPLE ACTIVITIES

SOCIOCULTURAL ACTIVITIES

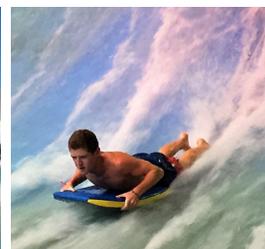
- ◆ Guided tour of the city
- ◆ Welcome day in school
- ◆ Football (soccer) match
- ◆ Cooking classes
- ◆ Traditional dancing lessons
- ◆ Visit to the Bull Ring
- ◆ Tapas evening
- ◆ Ceramics factory
- ◆ Visit the medieval ruins of original city

AFTERSCHOOL ACTIVITIES

- ◆ Soccer
- ◆ Basketball
- ◆ Volleyball
- ◆ Winter sports (skiing available nearby)
- ◆ Modern dance
- ◆ Rhythmic gymnastics
- ◆ Skating
- ◆ Languages
- ◆ Theatre
- ◆ Music

TOURISTIC EXCURSIONS AND ACTIVITIES

- ◆ Huesca
- ◆ Valencia
- ◆ Teruel
- ◆ Aquarium of Zaragoza
- ◆ Dinopolis
- ◆ Oceanografic, Valencia
- ◆ Bioparc, Valencia
- ◆ The Pyrenees
- ◆ Columbrete Islands Natural Park



Important Information

Who can participate?

Students currently in grade 7, participating while in grade 8.

Program Length

For the program, the Spanish students will be in Canada 5 weeks (eg. late September through October). In contrast, the Canadian students will be in Spain for 3 weeks. Departure is approximately February 15th with a return approximately on March 8th.

Flights and Transfers

The students will be accompanied on flights by a Palliser SD chaperone who will remain in Spain for the duration of the program and return with the students. Transfers are provided to and from both Canadian and Spanish airports for the group. Flights are **included** in the price, and will be bought directly with the airline.

Insurance (Medical and Flight)

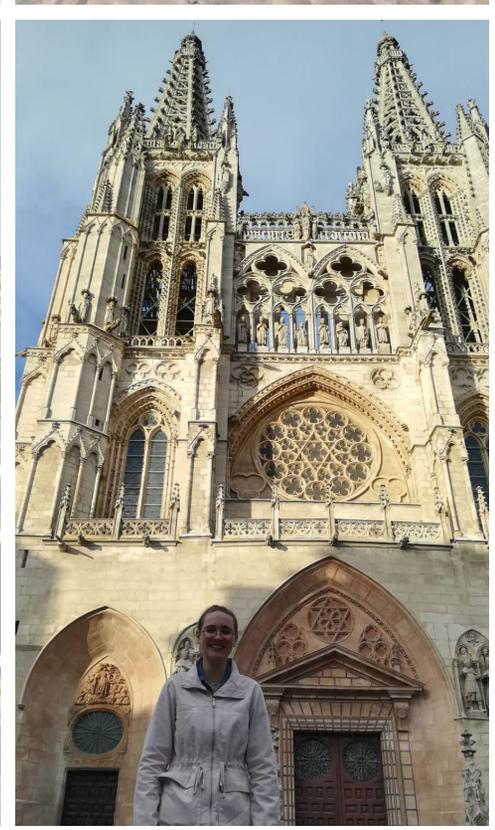
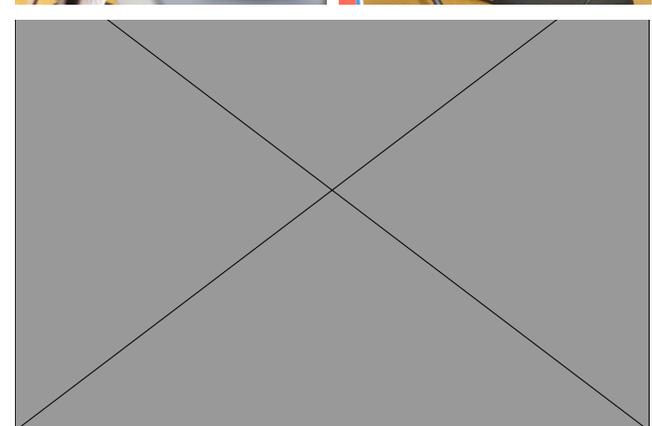
All participants are required to have insurance. Ken's programs **include** travel and medical insurance for all our Canadian and Spanish students. No student may participate without insurance. For more information on the coverage, please ask the student's program coordinator.

What is included?

- ◆ School registration, placement and tuition
- ◆ Regular classes at school (2-3h/day) + Canadian study time (2h/day)
- ◆ 1 hour/week of Spanish as a second language (SSL) classes
- ◆ Pre-departure Spanish as a second language course (offered by the Palliser SD)
- ◆ Flights and transportation to / from Toronto Pearson International Airport and in Spain
- ◆ Host family recruitment, screening and placement (before you leave, you will get all the information and a welcome video of the family)
- ◆ Homestay, full pension (4 meals/day)
- ◆ Program orientation in June 2023, pre-arrival orientation in September 2023, pre-departure orientation in January 2024 with **your district and Ken's EG**
- ◆ 1 full-day excursion in Spain for Canadian students
- ◆ 4-day camp experience in Canada for all exchange students
- ◆ Sociocultural program available & Volunteer hours (in school or community)
- ◆ Weekly monitoring and progress reports while in Spain
- ◆ Free chaperone **on flights and in Spain***
- ◆ Certificate of completion at the end of the program
- ◆ 24-hour emergency telephone number while abroad and at home
- ◆ A bilingual support team in both countries
- ◆ Welcome orientation and kit, Ken's and Palliser SD sweatshirts
- ◆ Travel / medical insurance
- ◆ Personalized registration platform and thorough matching process
- ◆ Partner profile with videos of the home and student
- ◆ Administrative fees**

* Includes: host family accommodation, full board, transfers, excursion and insurance.

** These include the house inspections in Spain carried out by Ken's staff, the personal interviews of the students and their families, the profiling of the students and matching in both Canada and Spain, the 24h assistance during the program, maintenance and management of online platforms, all organization requirements.





**Rules, regulations
and standards
of conduct for
students going abroad**

Rules, regulations and standards of conduct for students going abroad

BEFORE THE PROGRAM

On the website participants can find information about our programs, as well as the latest updates and specific information about the participant's trip. Also on the website are various methods of contacting us, including a contact form which you submit on the website itself, phone numbers, and email addresses. We recommend that participants visit the website regularly to stay up-to-date with the latest news.

Passport, ID and Visa

All participants must have a passport valid until 3 months after the predetermined return date from the foreign country. We recommend making two copies of the passport as well; one for the student to keep with them and one to leave at their homestay.

Baggage - Limitations

Most transatlantic flights allow for a total of three bags: one to check, weighing a maximum of 23 kilograms (50 lbs.); one small bag as a carry-on, which can be a small roller bag or large backpack; and one personal item, such as a laptop bag or purse. The total weight of the second two bags must not exceed 12 kilograms. If the weight exceeds the maximum allowance, the participant may have to pay a substantial fee (the exact amount depends on the airline).

We will inform all participants of any and all weight or size limitations, and send out a reminder as the date of departure nears.

Baggage - What to Bring

Since this is a long stay, you will probably come close to filling your large bag, but we recommend leaving some space if possible. It is advisable to bring the "travel size" versions of some things (shampoo, conditioner, etc.) for when you first arrive, but to purchase the full-sized products in the destination country, since these items are normally heavier than others.

The key to packing for travel is layers. Bring clothes that can easily be layered or worn separately, so that you will always be prepared. Bring comfortable footwear and athletic shoes (athletic clothing can be bought in the destination country). At least one moderately warm coat or jacket is recommendable, as the nights can drop below freezing.

If students have special baggage (eg. musical instruments) they must inform the coordinator and any cost that may be associated with this are to be paid by the student or their family.

Speak to your host family about the weather.

Medicine

If the participant takes any medication (prescription or otherwise) on a regular basis, we recommend that they take enough with them for the duration of their stay. This is for a variety of reasons. First, dosages are often different, sometimes significantly. Second, we prefer that the individual participants manage their own medicines rather than leaving it to the host family, in case of allergies or different labelling practices. If a participant does bring medicine, they must put it in their checked luggage with obvious labels.

Glasses and contacts

If a participant wears glasses, they should bring an extra pair (if they have one). If a participant wears contact lenses, they should bring enough pairs to last the duration of their stay, as well as a pair of glasses (if they have one).

Electrical Devices

Outlet voltages are different in Spain and Canada. If the participant intends to bring any kind of electrical device that needs to be plugged in, they should make sure the voltage matches that of Spanish outlets. Some devices (most laptop/phone/tablet chargers, etc.) are “dual-voltage”, meaning they can be used in either country without incident. Others (hair dryers/straighteners, electric razors) often do not have this capacity. In this case, it is often cheaper to simply buy a replacement in the destination country rather than buy a converter.

Wall sockets are also different. Adaptors can be bought either in the destination country or in the home country.

Material

It is advisable to bring a small dictionary with you. School supplies can be bought in the destination country. Schools often lend the textbooks to students however in some cases students may have to pay a deposit first that will be returned when students return the books.

Travel and Transport

ADMINISTRATION AND ORGANIZATION

As an authorized travel agency, Ken’s Education Group will organize all flights, as well as transfers between a pick-up point and the airport in the destination country.

Flights will be organized based on the needs of the exchange group and school. The cost of the flight will be paid to the school directly. Finalized details will be sent to the participants as soon as they are available.

DAY OF FLIGHT

On the day of travel, the participant must arrive at the **pick-up location** half an hour before the scheduled departure time. It is important to be punctual, since the timetables are organized around the flights. If you have any doubts, please use one of the many modes of communication to get in contact.

The travel day is often quite long, due to bus rides, flights, and layovers in airports. We recommend the participants bring some extra cash to buy something to eat. Some food is provided on the flights, but in the case of layovers, the participant might get hungry. In addition, we recommend participants bring something to entertain themselves (a book, tablet, etc.).

The participant should contact their family upon arriving in the foreign country to keep them from worrying. The participant should also remember the significant time difference between the two countries when making contact.

OTHER

Once in the destination country, participants are not allowed to take individual trips without prior authorization. The participant will have an excursion planned by the agency, as well as the possibility of travelling with their host family (with prior authorization). **The student is not allowed to travel alone** without express permission from parents and Ken's.

If a family wishes to take their exchange student on a trip, they must have:

- ◆ prior authorization
- ◆ an additional Consent to Travel form (request from coordinator)

GOING TO THE STATES

As citizens of a Visa Waiver country, Spaniards can enter the US without a visa. If a family wants to take their exchange student to the States, they are allowed to do so (with prior authorization and a Consent to Travel form signed by the student's parents). If the family intends to drive to the States, the Spaniard will have to request and fill out the I-94W form at the border. The Spanish student must keep the form with them while in the States. We ask that in such a situation, the family help the Spanish student (as much as is possible), as the border agents may not speak Spanish and may give the student specific instructions. The student must have a copy of the confirmation of their ETA, to show that they have been approved. The ETA is an electronic document for entry to Canada.

UPON RE-ENTRY INTO CANADA, YOU MUST LEAST THE ESTA OR I-94W DOCUMENT WITH THE BORDER AGENT. THIS IS VERY IMPORTANT.

If the family intends to fly to the States, the student will have to fill out an ESTA (Electronic System for Travel Authorization) for approval before travelling.

More information about travelling by land can be found at:

https://help.cbp.gov/app/answers/detail/a_id/1132/related/1/session/L2F2LzEvdGltZS8xNDY3MDI0OTU4L3NpZC83aERnNzVvbQ%3D%3D/~/esta---traveling-to-u.s.-by-land

More information about the ESTA can be found at:

https://esta.cbp.dhs.gov/esta/esta.html?_flowExecutionKey=_c2897D6FF-CA65-5692-80DE-7C188DF567F3_k376F6948-48E9-F566-40BA-59B92F425E43

GOING TO OTHER EUROPEAN COUNTRIES

If a Spanish family wishes to take their exchange student to a different country, they can do so with prior authorization and a Consent to Travel form signed by the student's parents. The student will need to keep their passport with them while travelling.

Security

Belongings: Participants are responsible for all personal effects during the exchange.

Documents: During the stay in the foreign country, it is important to keep all official documents in a safe and secure place. Perhaps most important is the passport, but any other important documents should be kept together and safe. It is not necessary to carry your passport with you at all times, though you must to carry a copy.

Money: The conditions of the stay, classes, activities, and excursions are specified in the contract. Personal spending money is not included. The amount will depend on the student. Try not to carry big bills since some locations will not accept them. In a similar vein, credit/debit cards are less commonly used in Spain; many smaller businesses only accept (or at least much prefer) cash. We recommend that the student does not spend large amounts of money at once, since this can give the impression of great wealth and potentially cause problems.

Since this is an extended trip, we suggest students bring a card (debit or credit) with which they can pay for things and withdraw money. We also suggest that when a student withdraws money, they withdraw larger amounts. Most banks will accept all Canadian bank cards. In Spain, the tendency is to pay cash for most things, especially food. Clothing stores, bigger restaurants and big shopping malls tend to allow for payment by card. Always be sure to ask beforehand.

NOTE: Should a student or their parent want to send the student money while they are abroad, the easiest thing is to look at transferring money directly into the student's account on his card or to go to the nearest Western Union for advice. In Spain, the student would go to the Oficina de Correos in their city.

Cultural Differences and Adjusting

Most students travelling abroad, be it the first time or not, arrive with high expectations and are very excited. Everything is new to them. But within a few days –or even hours– they will face their first culture shocks which can include and are not limited to: language barrier, customs, schedule of meals and curfews.

Students then tend to compare where they are to their own country, and soon they realize that though the people and the customs will not be changing to adapt to them, they are able to adapt and fit in nicely in their new environment. Once the student realizes this, the excitement builds again and they are able to enjoy their stay.

For long term stays, parents/guardians must be aware that it is very normal for students to get homesick sometimes. It is for this reason that all parents are strongly encouraged to be in weekly contact with their student. Contact should include face to face (via Skype, Facetime, Duo or whatever application they would like), as simply hearing the voice sometimes may not be enough. If a student gets to see their parent/guardian at least once a week, they are much less likely to feel homesick.

Laws: For the duration of the student's stay abroad, they are responsible for their actions and are subject to the laws of the country they are in. Be careful; not knowing that something was against the law is not an acceptable defense. If you are unsure of something, it is better to ask someone.

General: This cultural experience is an excellent opportunity to make new friends and also to learn from teachers abroad and vice versa. The likelihood is that teachers will want you to help present part of your Canadian culture to their students so it is important to prepare information about your country: history, customs, arts and gastronomy, sports etc.

The following will detail some of the potential cultural differences Canadian students may encounter in Spain.

KISSES

- If you are female, when you are introduced to a person (male or female) it is customary to give two kisses, one on each cheek.
- If you are male, a handshake is acceptable to other males, but kisses are expected for females.
- If you see someone in the street that you have met before and you stop to talk to them, kisses are often expected, but they will normally initiate.
- In school, kisses are not expected.
- Depending on the situation (a permanent/long-term goodbye, or the end of an evening) kisses are also conducted upon parting.
- Often, the "kiss" is more of a light brushing of the cheeks, or near-touching of the cheeks.
- When in doubt, let the Spaniard take the lead.

HELLO / GOODBYE

- When a person enters a small space, it is customary to say hello to them. This means that, in elevators and cafes, people may greet you with an 'hola' or 'buenos dias'. It is polite to smile or reciprocate. The same applies for leaving such a place; if someone exits the elevator before you, they will normally say 'adios' or 'hasta luego'. It is polite to do so. Similarly, in a café, strangers may say goodbye. The simplest thing is to say adios as you leave. Generally, some people will reply.
- In these situations, no kissing is necessary or expected (unless you see someone you know, in which case they will probably initiate).

STARING / EYE CONTACT

- People are not afraid to stare here. It is not considered rude or unusual.
- If two strangers make eye contact in the street, it is not customary to smile. If you do smile, it is unlikely that they reciprocate.

PUNCTUALITY

- Punctuality is a different concept here in Spain. If you have an appointment or have arranged to meet with someone, do not expect them to arrive "on the dot". More than 15 minutes is considered impolite.

TIPPING

- Tipping is very different in Spain. Waiters and other service workers are not paid a special wage in expectation of tips. People often don't leave anything, and if they do, it is often merely the change (if they've paid cash), or a few coins.

For example: if you've ordered the menu del día and it costs 9.50 euros, it would be entirely acceptable to pay with a 10 and leave the 50 cents.

- It is not normal to leave a tip for drinks or coffee.
- If you go to a particularly nice restaurant (especially in a big city), a tip will rarely be asked for, but appreciated. There isn't really a standard percent.

OPENING HOURS / TIMES

- In general, the 24:00 clock is used. The exception is when speaking, when people will say "A las cinco de la tarde" = "At five in the afternoon". They do not say "A las 17" or anything like that.
- Shops and offices generally open at 9:00 or 10:00 in the morning, close at 14:00, open again at 17:00, and close for the day at 19:30 or 20:00.
- On Saturdays, many shops close at 2pm and do not open again in the afternoon.
- Most shops are closed on Sundays.
- Cafes are often open all day.
- Restaurants often close between lunch and dinner.

EATING TIMES

- The Spanish generally have a light breakfast (el desayuno) of juice, coffee, or milk, with a cookie or cereal.
- Often there is a light mid-morning meal (el almuerzo).
- Lunch (la comida) is the largest meal of the day. It generally starts between 2 and 3 pm. Most people eat lunch at home; this is why most shops close during these times.
- Sometimes there is a mid-afternoon snack (la merienda).
- Dinner depends a bit on the family, but it normally starts between 8:30 and 9:00 pm. If a family or group of friends goes out to eat, they often don't go until 9:30 or 10 pm. This is often very light.

RELIGION

- Catholicism is by far the most common religion in Spain. That said, many people who consider themselves Catholic are not regular practitioners, meaning that they do not regularly attend mass. Most people are baptized and go through communion, and often participate in religious festivals or holidays, regardless of whether or not they attend church regularly.

Telephones

Before departure for the foreign country, students, parents and host families are all given a set of numbers for emergency situations and daily contact if necessary. We ask that everyone please be

responsible when using these phone numbers as they are mostly for emergency situations. The head office will be available for normal concerns from 7h-13h Canadian Eastern time (for students in Ontario and Quebec).

Emergency phone numbers: In Spain, the emergency phone number is 112 for police, ambulances, firefighters, etc. These services do not require money to call.

Calls: Students will be advised by their coordinator about the best ways to contact their family back home. For Canadians in Spain, keepcalling.ca is a great way to contact their family home if they would like to call them regularly. If not, WhatsApp allows for free calls when students are on Wi-Fi and Skype, Facetime, Duo etc. do as well. For regular calls, the person who makes the phone call is the person that is charged. When calling a Spanish phone number, please remember to place the +34 before the phone number. If the + does not work, enter 01134 instead.

It is advisable that you contact your phone company before departing for Spain. Sometimes they have international plans that may be more suitable to you and your family.

Students may also choose to buy a prepaid phone card while abroad. Please ensure that your mobile phone is unlocked, or else the SIM cards will not work.

Medical Insurance

All students are required to have medical insurance while abroad. If a student elects to be insured through Ken's, they will be provided with the exact details of their coverage before their departure but should note that the insurance does not cover high risk activities and sports. Please read the full coverage before leaving. Parents/guardians agree to adhere to and read the coverage before the student leaves. Canadians have their own insurance in Canada and Spaniards are covered in Europe as well. In Spain, Canadians have access to emergency services for free should they require it.

EMERGENCY PROCEDURES

MEDICAL

If the life is in immediate risk, call 911 first.

- 1. If there is a medical emergency involving a Spanish student or a student with the insurance contracted by Ken's, first call the insurance company. They will contact the necessary authorities. The insurance information will have been provided to you prior to departure. Families receiving students will also receive their insurance information.**
2. Immediately following the call to insurance, contact the local coordinator (details will be provided), or Teresa Julian (+34 651 899 093) in Spain. If one is unreachable, immediately contact another. Remember you can use whatsapp to call Teresa free of charge.
3. Follow the instructions provided by both the insurance company and your coordinators.

UNDER NO CIRCUMSTANCES is a family to contact their exchange student's family in an emergency.

CRIMES / ILLEGAL ACTIVITIES

1. If a crime has been committed involving a Spanish student or a student with the insurance contracted by Ken's, first call the insurance company. They will contact the necessary authorities. The insurance information will have been provided to you prior to departure. Families receiving students will also receive their insurance information.
2. Immediately following the call to insurance, contact the local coordinator (details to be provided), or Teresa Julian (+34 651 899 093) in Spain. If one is unreachable, immediately contact another. Remember you can use whatsapp to call Teresa free of charge.
3. Follow the instructions provided by both the insurance company and your coordinators.

UNDER NO CIRCUMSTANCES is a family to contact their exchange student's family in an emergency.

All Canadian students will be registered at the Canadian Embassy in Spain prior to arrival, with Teresa as their emergency contact. Likewise, the Spanish students will be registered at the Spanish Embassy in Canada.

The following is the contact information for the Canadian consulate and embassy in Spain:

CONSULATE IN BARCELONA:

Plaça de Catalunya, 9, 1^o, 2^a
08002 Barcelona, España
Tel.: (34) 932 703 614
espana.consulaire/consular@international.gc.ca

EMBASSY IN MADRID

Torre Espacio
Paseo de la Castellana 259D
28046 Madrid, España
Tel: (34) 91 382 8400
madrid@international.gc.ca

Emergency toll-free to Ottawa (24 hours): 00-800-2326-6831

The following is the contact information for the Spanish consulate and embassy in Canada:

CONSULATE IN TORONTO

2 Bloor Street East. Suite 1201.
Toronto, Ontario M4W 1A8
CANADA
Tel: 416-977-1661
cog.toronto@maec.es
Consulate emergency phone number: 416-725-0821

EMBASSY IN OTTAWA

74 Stanley Avenue
Ottawa, Ontario K1M 1P4
CANADA
Tel: 747-2252, 747-7293, 747-1143 & 747-6181
emb.ottawa@maec.es

Rules

The exchange program has rules which the participant, upon signing the contract, agrees to follow.

Terms and conditions

For the full terms and conditions, please see Annex C or go to the website www.kenscanada.ca Ken's is not liable for any damages or incidents during the exchange, nor are its contractors or coordinators.

Conduct

MINORS

- ◆ The purchase or consumption of alcohol, drugs, tobacco, and any other controlled substances is **strictly forbidden**. Nonadherence to this rule may lead to immediate expulsion from the program and a return to Canada.
- ◆ No life-altering decisions may be made during the exchange. Such decisions include: piercings (without prior, written parental consent), tattoos, and sexual relations. These are grounds for immediate expulsion from the program and a return to Canada.
- ◆ Students must not drive or operate any motor vehicle in a foreign country, except in the case of certain ATVs and/or motorbikes (as a passenger) and only in the case that they have prior, written consent from their parent(s)/legal guardian(s) and from the coordinator.
- ◆ The participant must accept the decisions made by Ken's during the course of the program.

OVER-18S

- ◆ Participants who are over 18 must obey the laws of the country they are in, as well as the general rules outlined above.

SCHOOLS

- ◆ It is compulsory to attend your daily classes and study time both at the high school and at the Ken's headquarters. The rules of each must be obeyed. Expulsion from your high school means an immediate end to the program and a return to Canada.
- ◆ Upon finishing the program, participants will receive a certificate of achievement and an evaluation.
- ◆ Ken's will be in regular contact with the students and the high schools. If any problem should arise, the participant should communicate it to Ken's.
- ◆ Since the participant will be living with their exchange partner, the partner will show them how to get to their school from the home.

IN THE HOME

- ◆ The participant will have living space (**either a shared or individual room**) and a timetable for meals and laundry. All other costs (clothes, books, toiletries) are the responsibility of the participant.
- ◆ The schedule in Spain is fairly different from Canada. They generally stay up much later at night, and in

some cases don't get up as early. Meal times are different as well. What we consider "lunch" is for them the largest meal of the day, and it takes place anywhere from 2-3:30 pm. The participant must accept the schedule established by the family for meals and curfew. If the participant believes for any reason that they will not be able to arrive on time, they must inform the family as soon as possible.

- ◆ Foods in Canada are different from those in Spain, both in the ingredients, manner of preparation, and amount. The family or your exchange partner will explain the types and times of meals. If a student is not going to be at home for a meal, they must inform the family.
- ◆ We recommend that the participant ask about the laundry schedule fairly early on, to establish it from the beginning. This may involve the participant washing their own clothes (in which case the family would need to show the participant how to use the washing machine) or the participant leaving their clothes in a specific location for the family to wash.
- ◆ When the participant arrives at the house, they should not ask for the Wi-Fi name/password immediately. This would be construed as rude. The participant should wait until after the family has given them a tour of the house and introduced themselves.

FAMILY

- ◆ The participant should keep in mind that the family with which they are staying will have many different customs and preferences than they are used to. Regardless, the student will be treated in a friendly manner always. We recommend that the participant try not to make assumptions about the family before arriving.
- ◆ Be respectful. Do not use vulgar or profane language. Do not consume drugs or alcohol, in the house or otherwise.
- ◆ Regarding religion, mutual respect and acceptance is expected from both sides. If the family has a different religion from the participant and they invite the participant to church with them, it may be an interesting cultural experience. Even so, the participant is never required to attend a religious function if they do not want to.
- ◆ While not compulsory, taking a small gift for the family may help break the ice upon arrival. This gift does not have to be large or expensive. The thought is what counts.
- ◆ The participant will be treated like a family member, and as such we recommend they take part in the housework, offering to help. Of course, the cleanliness of the participant's room is their responsibility. Besides this, the participant could offer to help with things like taking out the garbage, washing the dishes, taking care of pets, etc.
- ◆ The family wants the participant to feel at home and will try to make the stay as comfortable as possible. Expressing gratitude is advisable.
- ◆ Do not invite people to the house without the family's permission.
- ◆ Tell the family about your daily plans. They should always know your general whereabouts and whom you are with.
- ◆ The use of Skype and Whatsapp makes phone calls less necessary than before. If a student should absolutely need to call Canada, they should far be aware of the costs and recognize that they are responsible for the payment thereof. The student should also remember that calls can be made using Whatsapp (when connected to Wi-Fi or data).

Summary or rules, regulations, and standards conduct

The following standards of conduct are both for students (to apply) and families (to read and ensure that they are applied). Please adhere to these standards of conduct. Noncompliance and infraction of rules and regulations may result in disciplinary action or revocation of privileges at the discretion of the coordinators. Should any be violated, each situation will be dealt with in an individual manner between the agency and the student and their family. Should a student repeatedly ignore or violate these standards of conduct, the agency reserves the right to apply the zero-tolerance policy.

In your host family (though some also apply elsewhere*):

1. **Respect and obey the rules of the house you are living in**, realizing that they may differ from your own home.
2. Treat every member of your host family with respect, understanding, patience, and gratitude.
3. Respect the property of your host family, and maintain a neat room/living space.
4. *Not smoke inside any buildings, including the house you are residing in.
5. Not leave the premises of your host family's home unless accompanied by a member of your host family AND/OR without permission from your host parent(s)/guardian(s).

In your host school (though some also apply elsewhere*):

6. **Respect and obey the rules of the high school you are attending**, realizing that many may differ considerably from those of your home country.
7. Attend all scheduled classes and activities, except in case of illness or emergency.
8. Not leave the premises of the high school during school hours unless authorized.
9. Maintain your studies and complete all assigned coursework.
10. *Not use profane language in public settings such as classrooms, with host family or teachers.
11. *Respect the religious freedom of anyone and everyone you have contact with.

General standards of conduct:

12. The student will not participate in any high-risk sports or activities without prior authorization.
13. The student will not take any medications or medicines without prior permission from their parents and the organization.
14. The student will not offer, provide, or exchange any medications or medicines to anyone in the foreign country, including members of their host family.
15. The student and family will accept and respect all decisions made by coordinators of the program.

16. The student understands that their property (luggage, clothing, etc.) is their responsibility.
17. The student and/or family will contact exclusively one or both of the program coordinators with any issues, problems, or other situations requiring assistance (regarding the host family or otherwise). The program coordinators **MUST** be contacted **PRIOR** to contacting my family/guardian(s) in my home country. They will follow the coordinators suggested line of communication.
18. In the case that (the student) brings a laptop, tablet, or other electronic device from their home country, they will not engage in any illegal, profane, or otherwise inappropriate activities with said device.
19. Not loan or borrow money, except in the case of emergency. In such a case, the student is to advise their coordinator first. Such money will then be repaid as soon as possible by the student or as negotiated between the coordinator and the person of interest.
20. Students will not take any life-altering decisions while abroad without the express consent of their parents. This includes but is not limited to: sexual relations with other individuals, piercings, tattoos etc. Students will act appropriately at all times and respect those around them.

The following rules and regulations pertain to our **ZERO-TOLERANCE POLICY** meaning that the coordinators of the program have full rights to send the student home at the expense of their parents/guardians should they break any of these.

I (the student) will...

1. **Respect and obey the laws of the country** I am in, understanding that some may differ from those of my home country.
2. Not buy, sell, possess, or use alcohol or illegal or controlled drugs, except in the case of prescription medications with prior authorization.
3. Not vandalize any building or place, inside or outside, public or private.
4. Not drive or operate any motor vehicle in a foreign country, **EXCEPT** in the case of certain ATVs and/ or motorbikes (must be a passenger) and **ONLY IN THE CASE** that I have **PRIOR, WRITTEN** consent from my parent(s)/legal guardian(s) **AND** from the coordinator.
5. Not handle or carry weapons of any kind, including but not limited to firearms and knives.
6. Not participate in any high-risk sports or activities without prior authorization.
7. Not cross any international or provincial borders without prior, written permission from my natural parent(s)/legal guardian(s), my host family, and the program coordinator.

Upon signing the contract, the client understands that the above rules and regulations are subject to change at any time without prior notice, at the discretion of the coordinators. In such a situation, the families and students will be informed immediately and an annex will be added.



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