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## **Summer Work Travel Participant Handbook**

**[www.csb-usa.com](http://www.csb-usa.com)**

## TABLE OF CONTENTS

<b>CSB INTERNATIONAL, INC. (CSB) SUMMER WORK TRAVEL PROGRAM</b>	<b>3</b>
<b>GETTING READY FOR YOUR EXCHANGE EXPERIENCE</b>	<b>4</b>
Form DS-2019 - Obtaining your J-1 Visa	4
The duration of the program	4
Pre-departure checklist	4
Job placement	5
Housing	6
Transportation on-site and around the United States – Bicycle Safety!	7
Budget sheet	8
Program rules	8
<b>ARRIVAL IN THE UNITED STATES</b>	<b>9</b>
Immigration at the Port of Entry in the United States	9
Clearing the United States Customs	9
Currency exchange	9
SWT Program – A Cultural Exchange Experience	10
Visa validation / Check-in - SEVIS	11
Change of housing/work address	11
Change of employer	11
Second/additional jobs	12
Applying for your Social Security Number (SSN)	12
Opening a bank account	13
Applying for a local ID and/or driving license	13
<b>DAILY LIFE IN THE UNITED STATES</b>	<b>13</b>
Expectations and the American way of life	13
Traditions	14
Sending and receiving mail	14
Telephone service and Internet in the United States	14
Expectations toward employment in the United States	15
Safety Tips	15
Employment eligibility and Income taxes - I-9 Form and W-4 Form	16
Your medical insurance	17
Mandatory program evaluation	18
Solving problems	18
Restoring lost/damaged documents	18
CSB Support Team contact information / CSB Emergency contact information / Department of State Help Line	19
<b>GOING BACK HOME</b>	<b>19</b>
Returning home on time	19
Last paycheck policy	19
Filing your tax return / W-2 Form	19
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>20</b>
<b>IMPORTANT CONTACT LIST</b>	<b>22</b>

## CSB INTERNATIONAL, INC. (CSB) SUMMER WORK TRAVEL PROGRAM

Dear Participant,

### Welcome to the CSB Summer Work Travel Program!

You are about to embark a journey of a lifetime which will help you gain valuable work experience, make new friends, improve your English language skills and experience many great things the United States has to offer. **CSB will act as your program sponsor for the duration of your program.**

Founded in 1997, CSB is an exchange organization designated by the United States Department of State, under the authority of the Mutual Educational and Cultural Exchange Act of 1961 (also known as the Fulbright-Hays Act), **as a sponsor for the J-1 Summer Work Travel Program.** Our mission is to encourage the development of mutual awareness, respect, concern and trust among people from different nations. What a great goal to have as our standard of operation in bringing people of the world closer together. CSB has many roles and responsibilities and it is required to ensure that all parties involved in your program (program participants, international representatives and employers) comply with the United States Department of State regulations governing the program.

### The Summer Work Travel Program is a cultural exchange program.

- *Purpose.* The purpose of the program is to provide full-time university students, enrolled and pursuing studies outside of United States in an accredited and classroom-based academic institution, who have successfully completed at least one semester, or equivalent, of academic study, the opportunity to interact with United States citizens, experience the United States culture while sharing their own culture with Americans they meet, travel in the United States and work in jobs that require minimal training and are seasonal or temporary, in order to earn funds to help defray a portion of the expenses.
- *Duration.* The participants are authorized to participate in the program during their long break between academic years as determined by the United States Department of State, up to a maximum of 4 (four) months. All the participants will have the opportunity to experience life in the United States by sharing in its tradition and culture through an experience that is very different from that of a tourist.

Participants are admitted to the United States under section 101 (a) (15) (J) of the Immigration and Nationality Act (INA). They enter the country based on the Form DS-2019, the J-1 Exchange Visitor Visa affixed to their passport by the United States Consulate and the I-94 electronic record (arrival-departure record). Their J-1 category is "Summer Work/Travel". These forms should serve as a confirmation of the participants' eligibility for employment, under the Immigration Reform and Control Act of 1986 (IRCA).

**Please read this handbook carefully!** The handbook is designed to help you understand program and emphasizes very important information you need to know, such as your responsibilities and rights, and things you must do or respect while a participant in the program. Besides the orientation given in your home country, this manual will help you prepare for your exchange experience in the United States. If you do not understand any part of it, please contact your international representative for clarification before you leave your home country. We also recommend that you take this handbook to the United States and use it as a point of reference during your exchange experience. **In addition, please read thoroughly all brochures and letters provided to you in your CSB arrival package.**

We are very excited to have you in our program and we are looking forward to your arrival in the United States. As a sponsor, we will provide you support throughout your experience and answer any questions you might have.

We are wishing you a safe trip.

Kind regards,  
CSB International, Inc. Staff

## GETTING READY FOR YOUR EXCHANGE EXPERIENCE

### Form DS-2019 - Obtaining your J-1 Visa

After CSB reviews your program application, a package containing the **Form DS-2019** (Certificate of Eligibility for Exchange Visitor (J-1) Status) will be sent to your international representative. **This form documents your acceptance in the program and identifies CSB as your program sponsor, it defines the purpose of the program and it states the program period, which is also the time you can legally work in the United States.** CSB has the discretion to extend a participant's program to its maximum duration. A new Form DS-2019 reflecting the extension is issued to the participant. However, in most cases, participants already have their Form DS-2019 issued until the end of their summer vacation.

Further you should contact your local United States Consulate in your home country to schedule a visa interview appointment, needed in order to **obtain your J-1 visa**. Please ask the Consulate about the **specific procedures in your home country**, and about what other documents, such as passport, school transcripts, you will be required to have ready for your visa interview. Visa procedures vary from one United States Consulate to another. Our local representative will also help you with this process and if you encounter problems, please contact CSB.

The **J-1 visa stamp in the passport** is the permission given by the United States Consular officer to enter the United States to perform specific activities – in your case, summer work/travel. In addition, **the J-1 visa is given to the participants with the understanding that at the end of the program they will return home. J-1 visa extensions are not possible.** Sometimes the expiration date on your visa might be different from the end date on the **Form DS-2019**. The J-1 visa stamp does not determine how long you can stay – your Form DS-2019 does. **Your program end date is always the end date of your Form DS-2019.**

**Note:** If your visa is marked under entries as “M” it means you may enter the United States multiple times before the expiration date. If you plan to leave the United States to travel and come back, you must have your Form DS-2019 signed for travel authorization by CSB and you must re-enter the United States before the expiration date of your J-1 Visa.

CSB will issue many important documents and we recommend you keep them with you for the entire duration of the program. Please make a copy of each document and keep it separately from the originals.

### The duration of the program

The J-1 Summer Work Travel Visa Category is designed by the Government as a program that lasts for a **maximum period of 4 months**. However, the dates on the Form DS-2019 may be less than 4 months. **The dates on the Form DS-2019 are your program dates and they are based on the dates of your official vacation from studies and, if applicable, on the job offer. Your program end date is the end date of your Form DS-2019.**

You must leave the United States upon completion of the program, **on time for the first day of school** and no later than 30 (thirty) days (otherwise known as the *grace period*) after the end date listed on the Form DS-2019. You are not authorized to work during the grace period however you can enjoy travel opportunities, as long as you are not late for the first day of classes at your university.

**Note:** Please be aware that if you travel outside the United States during the grace period, you will not be allowed to re-enter. Also, if you stay longer than the grace period, you may be subject to immigration sanctions.

### Pre-departure checklist

Before you leave your home country, please review the below checklists, as a guideline.

Important documents – Please make a copy and keep it in a safe place.

- ✓ Airplane ticket
- ✓ Passport and copy of the passport
- ✓ Form DS-2019 and copy after the Form DS-2019
- ✓ Copies of the transcripts, medical records and prescriptions, if any
- ✓ International driver's license, if any
- ✓ Legalized copy after the birth certificate
- ✓ CSB Handbook and a Valid email address that must be checked weekly

Things to do

- ✓ Have a medical check-up
- ✓ Contact your employer, confirm accommodation arrangements and ensure that your transportation means are known
- ✓ Check the weather at your final location and pack accordingly. Search to find out more about the community you will be living in
- ✓ Make sure you have the CSB contact information. Please remember to give a copy to your family, in case of an emergency

Packing

- ✓ Documents – Make sure you have the originals and a copy. Please keep them in a place from where you can easily retrieve them
- ✓ Clothing – Pack accordingly, enough to keep you warm or enough to protect you from the heat
- ✓ Money – Make a budget sheet before departure and make sure you bring enough money to cover the housing cost (deposit and rent), transportation and other expenses needed for a healthy lifestyle, until your first paycheck is issued. Besides cash, other options of carrying money are Visa Travel Money, Traveler's Check and/or Credit cards
- ✓ Medicine – Prepare a basic emergency kit. If you are taking prescription medication, always bring enough medicine – the medicine should be in its original box with a clear label so it can be properly identified. If you are allergic, know the name of the medicine in English

## Job placement

CSB requires that all participants have a **job placement prior to arrival**, with the exception of participants who are nationals of the Visa Waiver Program countries and have applied for the program under the Walk-in option. Your success in any American workplace depends on your flexibility, enthusiasm, and willingness to adapt, to learn, to work hard and act as a team player. Initiative, positive attitude, punctuality, kindness and smiles will never go without notice.

CSB offers placement options at the time you are applying for the program. Please review your application form to fully understand your option.

- **CSB-placement/Full-placement**

Participants have a job placement **before** arrival, through the sponsor. CSB has made arrangements with several companies throughout the United States to allow us to fill in their positions with J1 Summer Work Travel Program participants. We will arrange basic skills, entry-level, seasonal job, much like one that a student in the United States would have during a school break. We will provide a list of jobs that will include the name of the company, its location, positions available, employment benefits and housing information. To confirm acceptance, an interview must be passed.

- **Self-placement**

Participants have flexibility in locating and securing a job placement **before** arrival, independently/on their own. Participants under this option will be required to provide CSB with a copy of their signed job form which must pass the job vetting process. This option is popular among returning participants.

- **Walk-in**

This option is available only to program participants who are nationals of the **Visa Waiver Program countries**. Participants are able to enter the United States without a pre-arranged job, and have 1 (one) week **after arrival** to find suitable employment and submit a signed job offer to CSB for authorization. Such participants must also prove before arrival that they have sufficient financial resources to support themselves during their period of search for employment.

The program placements must be **seasonal or temporary in nature and provide opportunities for regular communication and interaction with United States citizens/American public**, as well allow the opportunity to experience the United States culture during the work portion of the program. Job placements always fall into the basic skills, general category. Most participants work in the service industry, for employers such restaurants and fast-food stores, hotels and casinos, resorts, ski areas and amusement parks, mobile ice cream companies and retail stores, supermarkets and gas stations, pool management companies, etc.

### All participants must respect the following rules:

- ✓ Participants are eligible to work solely within the program dates specified on Form DS-2019, not earlier and not later.
- ✓ Participants must report directly to their site of activity according to Form DS-2019 start date and respecting the arrival instructions, no later than 3 (three) business days after the start date on the form. Failure to report to the site of activity (no show) will lead to their program being "Terminated".
- ✓ By accepting a job offer, participants are in the agreement that they will work in that site of activity throughout the entire period covered by the Form DS-2019, unless otherwise noted. Should they must leave the program earlier than scheduled, the participants must contact CSB and the employer for permission (in writing). This includes the intention to stop working for travelling purposes and/or the intention to return home earlier, regardless of reasons. If they leave without permission from CSB, their program will be "Terminated".
- ✓ It may take up to 7 (seven) business days before the participants begin working and the exact location, position, duties and responsibilities may vary during the period of employment, due to arrival date, position availability, English level, skills required, weather conditions and other events out of the employer's control. This timeline may be longer if the employer requires that the Social Security Number issued before the participants start working.
- ✓ The job offer agreement could partially or entirely change prior to the arrival or during the program, including, but not limited to details about the job, housing, deposit and other conditions. The terms are general in nature and not a guarantee. The employee position, more hours, overtime, tips are not firm or irrevocable, and may be subject to change or revocation.
- ✓ Participants will be employed at-will, like all American counterparts. The job offer could be revoked prior to or during the program, for reasons not prohibited by law or out of the employer's control such as low business demand, weather, etc. Should the position or conditions of employment be revoked, CSB will assist in finding alternative employment, but CSB makes no guarantee that it will be successful and that it can find a similar job, with similar conditions in a similar location. If deemed appropriate, the program may be "Ended".
- ✓ Participants must have permission (in writing) from CSB in order to change the primary site of activity. This also includes the wish to quit and search for alternative employment opportunities shortly after. CSB must investigate any claim before taking a decision. Generally, CSB may grant such permission only if the current employer violates the written job offer. By leaving without permission (in writing) from CSB, the participants' program will be "Terminated".
- ✓ If the participant is fired from the job for any specific reason concerning the attitude, performance or actions, the participant must notify CSB within 5 (five) days and follow all CSB instructions. Depending on the reason, the participant may not be allowed to continue the program and may be asked to return home immediately. Failure to notify CSB will lead to the program being "Terminated".
- ✓ Change of jobs or additional jobs: If participants change job with CSB permission or take additional job placements, they cannot begin working unless CSB has vetted (verified) and approved such jobs within 72 (seventy-two) hours, by contacting the employer.
- ✓ **Attention: The stipend of wages might not cover all of the expenses hence it is recommended that you bring additional funds.**

**Note: Prior to signing your job offer form, always read thoroughly the form provided to you, especially the details about the location, job title, wage, housing, prerequisites and other conditions of employment. If needed, please ask your international representative or CSB for clarifications. It is also in your best interest to have a copy of your job offer form with you during your stay in the United States.**

**The following job placements are prohibited:**

- 1) Positions that could bring notoriety or disrepute to the Exchange Visitor Program;
- 2) Sales positions that require participants to purchase inventory that they must sell in order to support themselves;
- 3) Domestic help positions in private homes (e.g., child care, elder care, gardener, chauffeur);
- 4) As pedicab or rolling chair drivers or operators;
- 5) Operators or drivers of vehicles or vessels for which drivers' licenses are required regardless of whether they carry passengers or not;
- 6) Positions related to clinical care that involves patient contact;
- 7) Any position in the adult entertainment industry (including, but not limited to jobs with escort services, adult book/video stores, and strip clubs);
- 8) Positions requiring work hours that fall predominantly between 10:00 pm and 6:00 am;
- 9) Positions declared hazardous to youth by the Secretary of Labor at Subpart E of 29 CFR part 570;
- 10) Positions that require sustained physical contact with other people and/or adherence to the Centers for Disease Control and Prevention's Universal Blood and Body Fluid Precautions guidelines (e.g., body piercing, tattooing, massage, manicure);
- 11) Positions that are substantially commission-based and thus do not guarantee that participants will be paid minimum wage in accordance with federal and state standards;
- 12) Positions involved in gaming and gambling that include direct participation in wagering and/or betting;
- 13) Positions in chemical pest control, warehousing, catalogue/online order distribution centers;
- 14) Positions with travelling fairs or itinerant concessionaires;
- 15) Jobs that do not allow participants to work alongside United States citizens and interact regularly with United States citizens and to experience United States culture during the workday portion of their SWT program;
- 16) With employers that fill non-seasonal or non-temporary job openings with exchange visitors with staggered vacation schedules;
- 17) In positions that require licensing;
- 18) In positions for which there is another specific J visa category (e.g., Camp Counselor, Trainee, Intern);
- 19) In positions with staffing agencies, unless the placements meet the following three criteria: i) Participants must be employees of and paid by the staffing agencies; ii) Staffing agencies must provide full-time, primary, on-site supervision of the participants; and iii) Staffing agencies must effectively control the work sites, e.g., have hands-on management responsibility for the participants
- 20) Positions in the North American Industry Classification System's (NAICS) Goods-Producing Industries occupational categories industry sectors 11, 21, 23, 31-33 numbers (set forth at [http://www.bls.gov/iag/tgs/iag\\_index\\_naics.htm](http://www.bls.gov/iag/tgs/iag_index_naics.htm));
- 21) Additional prohibited job placements (may include but not limited to): jobs with staffing agencies, independent contractor jobs, door to door sales jobs, mover jobs, laundry facility jobs, janitorial jobs, jobs in isolated or remote areas (exclusive of parks and resorts).

**Housing**

In addition to job placement, CSB requires that all participants have **housing arrangements prior to their arrival in the United States**. CSB does not provide housing for the participants but will actively assist with arranging appropriate housing when needed; however most employers will provide and/or assist with housing, as indicated on the job offer form.

**Note: Do not assume housing availability, always know before arrival whether it is available or not and prepare accordingly.**

There are different arrangements made for housing or living accommodations. Housing options vary across the United States. Some examples of the types of housing are: apartment, private house, hotel or motel, college dormitory and/or on the employer's property. **You should always expect the basics.** The participants in the program will normally share a bedroom, a bathroom and a kitchen with other participants in the program. No linens, towels, and kitchen utensils are provided. You may be required to bring or purchase items necessary for a healthy lifestyle (for example: linens, towels, kitchen utensils and cookware). You are also responsible for all expenses associated with housing such as, but not limited to, deposit, rent, utilities, furniture, etc.

- If you are placed in a site that provides and/or assists with housing, it is recommended that you use this housing facility for the duration of your program as the employer might have made a financial commitment to the housing site. Most employers will offer or arrange housing at an affordable cost, in a safe area. On the job offer, they will provide specific details about the living accommodations.
- If employer housing is not available, you will be required to locate housing on your own with CSB assistance and submit a proof of the housing address to the local CSB International Representative. We suggest you ask for recommendations of housing near the job location. CSB always advises participants to arrive in groups of 2-4 to be able to temporarily share a hotel or a motel room for the first days after arrival in the United States. Alternatively, you may seek an established facility rather than an individual apartment owner. After arrival, you can then search in person for a permanent housing facility based on the **below leads**. Please always use caution and common sense.

- Hotels/Motels: [www.hotels.com](http://www.hotels.com), [www.extendedstayamerica.com](http://www.extendedstayamerica.com), [www.hiayh.org](http://www.hiayh.org)

Hotels and motels (less luxurious than hotels) range in price, from economical to deluxe. Please note that sometimes economical hotels and motels are not located in safe areas. Therefore always use a central location. Some include meals or they have restaurants located on property or nearby.

- Hostels: [www.hostels.com](http://www.hostels.com), [www.hihostels.co](http://www.hihostels.co), [www.ymca.int/ymca-hotels](http://www.ymca.int/ymca-hotels)

Hostels offer basic, shared accommodation for a short-term. They are very popular in the United States hence do book ahead. Another option is youth hostels who do have a maximum length on an average of 3 (three) nights.

- Various Websites: [www.roommates.com](http://www.roommates.com), [www.rent.com](http://www.rent.com), [www.apartmentsearch.com](http://www.apartmentsearch.com), [www.easyroommate.com](http://www.easyroommate.com)
- Media: [www.unspl.com](http://www.unspl.com), [www.onlinenewspapers.com](http://www.onlinenewspapers.com)
- Local newsstands
- Local ads in supermarket, stores, etc.



Participants should consider the following crucial aspects of finding housing:

- ✓ Budget –How much I can afford to pay, considering my income, deducting all the expected expenses?
- ✓ Lease – What is the length? If you have questions about the lease, you can call the city's Office of Landlord-tenant Affairs.
- ✓ Payment schedule – Is deposit needed? When and how much? When is the rent due?
- ✓ Utilities (heat, electricity, water, cooking gas, cable, Internet, etc.) – Are utilities included in the rent? If so, which?
- ✓ Safety of the place and neighborhood – Google Earth/Maps
- ✓ Proximity to work, stores, public transportation, recreation facilities, etc.
- ✓ Furnished or unfurnished

**Note:** Tips to avoid fraud: WikiHow - Avoiding Fraudulent Housing on Craigslist - [www.wikihow.com/Avoid-Scams-on-Craigslist](http://www.wikihow.com/Avoid-Scams-on-Craigslist)

Hotpads.Com – Avoiding Housing scams - [hotpads.com/pages/scams.htm](http://hotpads.com/pages/scams.htm)

ABC.COM TV Network – Avoiding online housing scams - [abclocal.go.com/wabc/story?section=news/local&id=7321117](http://abclocal.go.com/wabc/story?section=news/local&id=7321117)

## Transportation on-site and travel around the United States

Participants are responsible to make arrangements and cover all the expenses of transportation while in the program, including but not limited to, arriving in/departing from the United States, going to work and traveling around the United States. If any assistance or guidance is needed, please contact CSB.

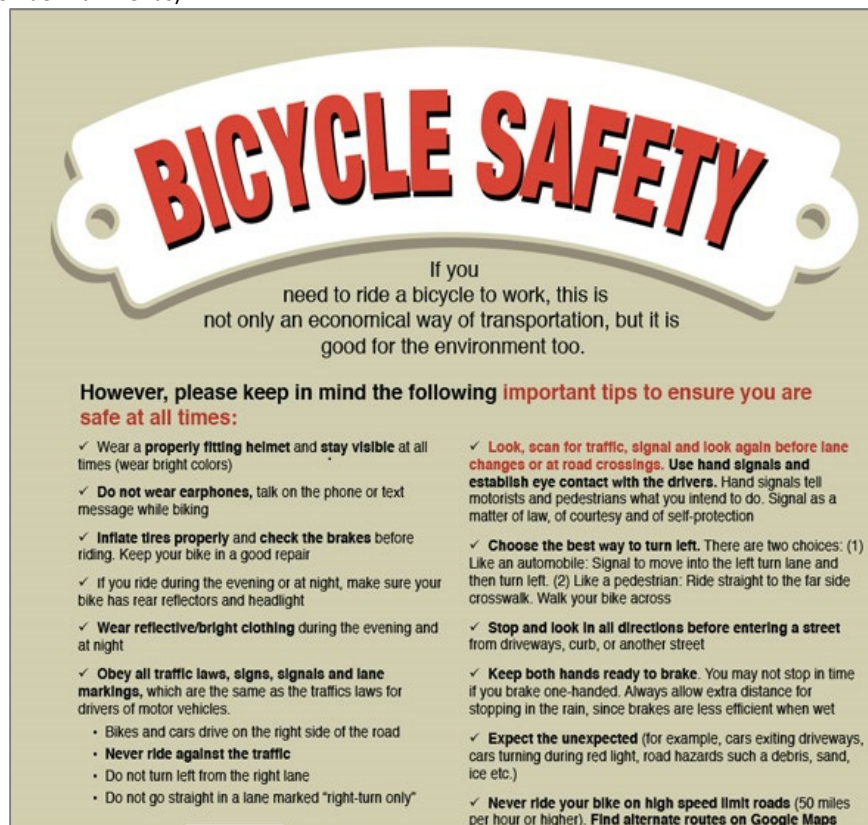
Travelling from the airport to destination - **Please search for the means of transportation available before arrival in the United States.** Know where you go and how will you get there. Read carefully the arrival instructions provided to you and prepare accordingly.

- Taxi - it is convenient but expensive
- Public transportation – it is cheap however the route must be planned ahead

**Attention:** Hitchhiking is illegal and NOT safe!

The participants are solely **responsible arrange on site transportation** and cover the expense to go to and from work. When housing within walking distance or local shopping centers is not available, you must find out what type of onsite transportation is available in your area. We recommend that participants use one of the following means of transportation, depending on distance:

- **Bicycle\* (please read the safety guidelines)**
- Public transportation (bus, trolley or metro)
- Transportation arranged by the employer (employee van)
- Taxi ride (share the ride with friends)



**Note:** Do not assume that you will be within walking distance to work or that you will be able to rely on co-workers who may have their own transportation. If so, you may find yourself unable to get to work and this may cause frustration that will further diminish the experience. The housing site has been selected based on different criteria such as cost, availability, and it is not always possible to meet them all.

## Travel around the United States!

The United States is known as a country that will provide lasting images. The 50 (fifty) states cover a great diversity with a little something for everyone. Explore each state government website for specific tourist information.

- Bus - Greyhound is the major bus transporter: [www.greyhound.com](http://www.greyhound.com)

Traveling by bus around the United States is inexpensive and averagely comfortable. Inter-city bus services are dominated by Greyhound, but always check for the regional bus services as well.

- Train - Amtrak is the biggest national railway transporter: [www.amtrak.com](http://www.amtrak.com)

The United States Rail Service is operated by AMTRAK. AMTRAK offers packages that benefits international visitors although you may notice, the rail network in the United States is not as heavily utilized as in other countries.

- Airplane - [www.travelocity.com](http://www.travelocity.com) , [www.expedia.com](http://www.expedia.com) or [www.orbitz.com](http://www.orbitz.com)

When booking air tickets, please browse for the best deals. Flying during the night and flexible dates can result in major savings.

- Car –

If you wish to drive in the United States, you must be 18 years old or older and hold a driver's license from your home country or an International Driving Permit (IDP). If you do not have a driving license or you just want an American license as well, you may apply for one. You will be required to take driving license, pass both a written and a vision test. For more information, please visit the nearest Department of Motor Vehicles (DMV). Please note that each state has different rules hence please verify the law before you drive in the United States to avoid fines or vehicle impoundment. All car owners are required to purchase and maintain insurance. **Attention:** Driving under the influence (DUI) and driving while intoxicated (DWI) carry severe penalties, including time in prison. **Never drink and drive!**

If you are stopped by a police officer:

- ✓ Pull the car to the right side of the road whenever possible. Do not speed up
- ✓ Roll down your window and remain seated at all times
- ✓ Follow officer's instructions

Maps and directions:

Google - [maps.google.com/maps](http://maps.google.com/maps)

MapQuest - [www.mapquest.com](http://www.mapquest.com)

## Budget sheet

While a participant in the program, you will be responsible to manage your money. It is a great idea to make a budget sheet before arrival in the United States so you can plan ahead and make sure you will cover all living expenses. An example is listed below.

INCOME	
Money I bring from home (minimum \$800)	\$
Salary (it may take up to 3 weeks for the first paycheck)	\$
MONTHLY EXPENSES	
Housing deposit (between \$100-\$500, one time)	\$
Rent (between \$300-\$600 monthly)	\$
Utilities (if not included in rent) (between \$50-\$150 monthly)	\$
Uniform (between \$10-\$30, one time)	\$
Transportation (between \$5-\$15, daily)	\$
Meals (between \$100--\$150, weekly)	\$
Entertainment (between \$10-\$50, weekly)	\$
REMAINING	
Total	\$

**Attention:** The stipend of wages might not cover all of the expenses. It is recommended that you have available and bring additional funds.

## Program rules and the US law

All participants in the Summer Work Travel Program must observe and respect all the rules and the procedures of the program sponsor (CSB), United States Department of State, employer, as well as United States Government and State Laws (you are subject to the same laws as all United States citizens, residents and full-time employees).

**Please also read carefully all of the following:** CSB application agreement you have read and signed before applying for the program, job offer agreement form and the orientation sign-off form. Please make sure you have copies of these documents with you for the duration of the program as they state all program rules you must observe and obey while in the United States.

**Remember:** Drinking age is 21+ --- Never drink and drive --- Do not shoplift (steal) --- No loud parties --- Do not consume illegal drugs

Note: Even though marijuana use is legal in certain states under the state law, it is still ILLEGAL under federal law. Do not consider that you are safe from law enforcement on public consumption nor that you are exempt from work place drug testing, if applicable – which could cost you your job.



## ARRIVAL IN THE UNITED STATES

### Immigration at the Port of Entry in the United States

At the Port of Entry in the United States, you must pass through the United States Customs and Border Protection (CBP). **There are few important documents that must be presented to a CBP Officer:**

- ✓ Valid passport with valid J-1 Visa
- ✓ Original Form DS-2019

The CBP Officer is going to review all your documents. The Form DS-2019 will be validated and stamped. The stamp will show the place and date of the admission in the United States, and the period of time of the authorized stay – the officer will write “D/S” which means “Duration of Status”. The duration of status refers to the program dates on Form DS-2019. The officer will then return all documents to you.

**Note:** *It is important that you keep all documents with you at all times and as soon as you receive them back from the Immigration Officer please keep them in a safe place. Always have copies in your possession as well.*

**I-94 (Arrival/Departure) Record.** As of April 30, 2013, the United States Customs and Border Protection (CBP) has automated the Form I-94, which is the Arrival/Departure Record issued to each foreign traveler who is admitted to the United States. This means that CBP will create an I-94 record in an electronic format and the paper form will no longer be provided upon arrival. A copy of the I-94 electronic record can be further obtained from [www.cbp.gov/I94](http://www.cbp.gov/I94)

**Note:** All J-1 Summer Work Travel participants will need the electronic I-94 to apply for the Social security Number.

After entry in the United States, go to [www.cbp.gov/I94](http://www.cbp.gov/I94)

- **Information should be entered exactly as it appears on the visa** or the biographic page of the passport used to enter the United States.
- The following information is required to retrieve and print Admission (I-94) number:
  - Family Name
  - First (Given) Name
  - Birth Date
  - Passport Number
  - Country of Issuance
  - Date of Entry
  - Class of Admission (J1)

### Clearing the United States Customs

On the airplane en route to the United States, you will be also given the customs form to be filled in and signed. After passing through the immigration area, you will collect your baggage. Proceed with your baggage through customs check stations. A customs inspector will ask you to declare what retail items you have brought into the country, inspect your bags, and review the customs form you filled out on the airplane. Penalties for concealing declarable items can be very severe so always be honest and make a full declaration of any retail items you have brought into the country upon arrival.

- Gifts and personal items

Items for your personal use may be brought into the United States without paying duty. As a nonresident, you are also allowed to bring in gifts with a total value up to \$100, duty free. If the total value of such items exceeds \$100, you will need to pay duty.

- Money

You must declare the amount of money you have with you, but you do not have to pay duty on it. Money in any amount may be brought into and taken out of the United States, but anyone bringing more than \$10,000 into the country at one time must file a report with customs.

- Forbidden or restricted articles

Forbidden items include plants, fruits, meats, vegetables, clothing made from the skins of endangered animals, ivory, lottery tickets, obscene articles or publications and switchblade knives. Drugs without a doctor's prescription or narcotics, such as barbiturates, amphetamines, and marijuana, are also strictly prohibited.

### Currency exchange

If you will not be able to bring United States currency with you (recommended), you can locate an exchange office at arrival. The currency is based on the dollar (symbol \$) and one dollars divided into 100 (one hundred) cents. The dollars are issued in the following “bill” denominations: \$1, \$2, \$10, \$20, \$50 and \$100. The dollars are issued in the following “coin” denominations: \$.01, \$0.5, \$0.10, \$0.25 and \$0.5. Commonly when asked to pay something, cashiers frequently omit the “dollar” word from the total; for example if you must pay \$20, they would simply say “twenty”.

Having a bank card is very convenient since it can be used all over the United States as long as they function on one of the banking systems used in the United States. This is useful in case you need to get money from home.

## SWT Program – A Cultural Exchange Experience

The cultural dimension of the program is essential. The balance between work and free time, the interaction with American people and participating in activities meant to familiarize the participants with the United States culture and/or history will lead to a successful completion of the program.

During your program, participants should engage in the community where they work and live by participating in local events (outside of your work), group activities and by taking advantage of any program trips available to you.

- **The Top 10** - CSB is happy to share the **Top 10 Things to DO and the Top 10 Places to See**. For more information, please visit the Top 10 posted on our website.
- **A Guide for Planning** - To learn more about diverse way of enriching your program, please visit the **CSB American Cultural Guide** posted on our website. The Guide is a great resource for event, celebrations and specific information related to famous holidays and places across the United States. You may search specific information by state and/or by month.
- **Connect** - To connect with CSB, other participants, alumni or learn about interesting events, customs, trips and experiences, please **Follow us on Facebook**. However, please remember that the Facebook page is only for networking purposes and it is not created for program questions or problem resolution.

### Top 10 Things to Do

1. Practice your English
2. Make new friends
3. Learn about the American culture and/or history by visiting museums and/or historic sites
4. Share your own culture within your community by organizing a cooking or BBQ party
5. Go sightseeing and/or take a day trip - visit a new city and/or a national park
6. Enjoy the American cuisine
7. Go see a live show and/or an American sport event – see a theater show and/or a baseball game
8. Attend a Holiday Parade during American Holidays – President's Day, St. Patrick's Day, Memorial Day, Independence Day, Labor Day
9. Attend local community events - library events, arts and crafts fairs
10. Enjoy a ride in an amusement park



Go visit one of the Top 10 cities



Make New Friends



Sporting Events

#### A GUIDE FOR PLANNING

To learn more about diverse way of enriching your program, please visit the CSB American Cultural Guide posted on our website. The Guide is a great resource for event, celebrations and specific information related to famous holidays and places across the United States. You may search specific information by state and/or by month.

#### CONNECT

To connect with CSB, other participants, alumni or learn about interesting events, customs, trips and experiences, please Follow us on Facebook. However, please remember that the Facebook page is only for networking purposes and it is not created for program questions or problem resolution.

 Like us on  
**Facebook**

### Top 10 Cities/Places to See

#### 1. New York City – New York

Also known as the "Big Apple" or the "city that never sleeps", New York City (NYC) is a top American destination for both domestic and international visitors. American icons, such as the Statue of Liberty, the Empire State Building, and Times Square, are just a few of the attractions in this wonderful city. While you are in NYC, remember to take the opportunity to see a Broadway show.

#### 2. Los Angeles – California

The excitement of Hollywood, celebrities, and the Pacific Ocean make Los Angeles one of the top tourist destinations. While you are there, stop by the beach in Malibu or Santa Monica, shop on Rodeo Drive and tour Beverly Hills.

#### 3. Chicago – Illinois

Chicago has a beautiful skyline, restaurants, shopping, museums, and activities to easily rival NYC and L.A. Do not forget to take a river tour.

#### 4. Washington D.C. – District of Columbia

The United States' capital city has miles of museums and monuments – almost all of which are free – thereby making it one of the most visited cities.

#### 5. Las Vegas – Nevada

Las Vegas also has blockbuster shows, world class shopping, and top notch restaurants, all of which make this city a true desert oasis.

#### 6. San Francisco – California

Symbolized by the red rafters of the Golden Gate Bridge, this legendary city on the San Francisco Bay is known for its neighborhoods, such as Chinatown and the hippie-turned-hip enclave of Haight-Ashbury. If you stay an extra day, visit the vineyard estates in Napa Valley or the colossal tech campuses of Silicon Valley.

#### 7. Hawaii

Say "Aloha" to an island paradise. From the natural beauty of its beaches and volcanoes to its rich South Pacific culture, Hawaii is the perfect destination to enjoy nature's wonders.

#### 8. Grand Canyon – Arizona

An incredible geological wonder stretching over 200 miles, the Grand Canyon is a deep ravine carved out by the Colorado River over thousands of years and one of the most popular of National Parks.

#### 9. Florida

Beautiful beaches, family-friendly attractions, and the Latino culture and style of Miami make Florida, also known as the "Sunshine State," one of the most popular states. If you are there, stop by to say "Hello" to Mickey Mouse at Disneyworld in Orlando.

#### 10. New Orleans – Louisiana

New Orleans is all about jazz festivals, French roots, and a "laissez-faire" attitude, making it a distinctly different – and popular – destination. From Mardi Gras, New Orleans' biggest party, to Jazz Fest, there are plenty of ways to "let the good times roll" in The Big Easy.



## Visa validation / Check-in – SEVIS

As a program participant, in order to work and travel legally in the United States, you must validate your program within 10 (ten) business days from arrival in the United States. **This is an important step** to ensure that your current U.S. address is accurately reflected in the Student Exchange Visitor Information System (SEVIS). **CSB recommends that you check-in the next day after arrival.**

The **Student and Exchange Visitor Information System (SEVIS)** is a web-based system for maintaining information on participants and exchange visitors in the United States. The SEVIS system shows that your visa is current and that you are lawfully present in the United States and authorized to work. Failure to Check-in within 10 (ten) days from arrival will lead to participant's program being "Terminated".

### PROCEDURE

**There are 3 (three) ways to Check-in, after you have entered the United States and you have arrived at your site of activity:**

- **CSB website:** [www.csb-usa.com](http://www.csb-usa.com)

Please visit our website and follow the directions on the **Check-In Form**. Please fill in all the fields and carefully check all information you have entered before submitting. **We strongly recommend that you use this method to ensure accuracy.**

- Email: [support@csb-usa.com](mailto:support@csb-usa.com)

If you are unable to use the website check-in method described above, please send an email to CSB. Please remember to include your full name, SEVIS number, employer name and address, and your current housing address. Please remember that your information must be accurate.

- **Phone:** 1-877-669-0717 (dial 0 for the operator). This is a Toll-free number.

If you are unable to use the computer in order to check-in, please call CSB to inform us that you have arrived and to update your housing information. Please make sure that you have all the personal information needed in order to check-in.

When you Check-in, please submit **only accurate information**. If you are not sure of the addresses, please ask and confirm the information before submitting it. Never copy the information from a piece of paper without being certain that you are in fact providing accurate information.

**Note:** *Submitting inaccurate information may cause delays in updating the information in SEVIS and further, delays in the process of applying and obtaining the Social Security Number. Intentionally submitting false information may lead to a program termination. Such action may create legal difficulties that will affect my future travel, study or work in the United States at any time in the future.*

### Change of housing/work address

To keep your information updated, you must maintain contact with CSB for the entire duration of your program and **report any change in the housing and/or work address within 10 (ten) business days**, or any issues experienced while in the United States. Failure to report such changes in a timely manner will lead to your program being "Terminated". Such termination may create legal difficulties that will affect your future travel, study or work in the United States at any time in the future.

### PROCEDURE

Please contact CSB by email at [support@csb-usa.com](mailto:support@csb-usa.com) to report any changes. Or you may call 1-877-669-0717 (dial 0 for the operator). Please include your full name, program ID, date of birth, employer name and address, and your new housing address. Please remember that your information must be accurate.

### Change of employer

**A J-1 holder may only perform the activity listed on his/her Form DS-2019.**

Program participants must have permission (in writing) from CSB in order to change their site of activity. Permission to change jobs will be granted only if the employer has violated the terms of the job offer. CSB must investigate any claim before taking a decision. Generally, CSB may grant such permission only if the current employer violates the written job offer. If you leave without permission (in writing) from CSB, your program will be "Terminated" and you will be required to return home. Such termination may create legal difficulties that will affect your future travel, study or work in the United States at any time in the future.

**PROCEDURE:** In case you wish to send a request **for permission to change jobs, the following procedure must be followed.**

Please contact CSB by email at [support@csb-usa.com](mailto:support@csb-usa.com) and report the situation, including the following information. Or you may call 1-877-669-0717 (dial 0 for the operator).

- ✓ Full name, program ID, date of birth, current host site and US phone number
- ✓ Detailed explanation of the situation (why a change of host sites is necessary)
- ✓ Anticipated departure date to the new location
- ✓ New housing address and phone number at the new location, if applicable
- ✓ New job information (if the new job information already is confirmed), signed job offer, if applicable

If permission is granted, you must submit a new signed job offer **within 1 (one) week and you may start working only after CSB has vetted (verified) and approved the new job offer**, by contacting the employer and reviewing the terms of the job offer, eligibility and applicable documents. CSB will normally vet the job within 72 (seventy-two) hour. The result will be confirmed in writing. If you start work in an unverified and unapproved job, CSB will "Terminate" your program.

If you are not able to secure a job within 1 (one) week, CSB will assist, however, if deemed appropriate, your program may be "Ended" on grounds of not locating new employment within reasonable time.

## Second/additional jobs

Second/additional jobs are not guaranteed to anyone. CSB must vet (verify) and approve any secondary/additional job before a participant may start work. Participants may not start work until CSB has approved the employer in writing.

### PROCEDURE

Please contact CSB by email at support@csb-usa.com to receive a job offer template. Or you may call 1-877-669-0717 (dial 0 for the operator). Remember to include your full name, program ID, date of birth, employer name and address. Please remember that your information must be accurate. Once you receive the appropriate form, you must print the job offer, give it to your new employer to be filled-in and signed and send it back to us for verification by email or Fax.

Once the job offer is received, CSB will normally vet such jobs within 72 (seventy-two) hours, by contacting the employer and reviewing the terms of the job offer, eligibility and applicable documents. The result will be confirmed in writing. If a participant starts work in an unverified and unapproved job, CSB will "Terminate" his/her program.

### Applying for your Social Security Number (SSN)

After 5 (five) days from the date you have checked-in with CSB you may apply for a Social Security Number (SSN) by using the Form SS-5 at the nearest Social Security Administration (SSA) office. You can locate the nearest SSA office by calling 1-800-772-1213 (Toll-free) or by visiting the Social Security Administration's website: [www.ssa.gov](http://www.ssa.gov)

When you apply for a SSN, you will need the following **original** documents:

- ✓ Passport with enclosed valid J-1 Visa and I-94 record
- ✓ Form DS-2019
- ✓ The program sponsor letter provided together with your documents
- ✓ Job offer agreement

**Form SS-5 - When you are filling out the application form, make sure that:**

- ✓ You **write your name and date of birth exactly like it is written on your passport and Form DS-2019.**
- ✓ You must also mark on the application that you are a **Legal Alien Allowed to Work.**
- ✓ Please remember to have the card containing the **SSN mailed to your housing address or employer's address.**

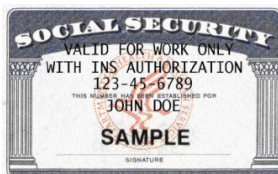
SOCIAL SECURITY ADMINISTRATION Application for a Social Security Card				Form Approved OMB No. 0960-0066	
1 NAME TO BE SHOWN ON CARD		First	Full Middle Name		Last
1 FULL NAME AT BIRTH IF OTHER THAN ABOVE		First	Full Middle Name		Last
OTHER NAMES USED					
2 Social Security number previously assigned to the person listed in item 1		<input type="text"/> - <input type="text"/> - <input type="text"/>			
3 PLACE OF BIRTH (Do Not Abbreviate) City State or Foreign Country		Office Use Only FCI	4 DATE OF BIRTH MM/DD/YYYY		
5 CITIZENSHIP (Check One)		<input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Legal Alien Allowed To Work <input type="checkbox"/> Legal Alien Not Allowed To Work (See Instructions On Page 3) <input type="checkbox"/> Other (See Instructions On Page 3)			
6 ETHNICITY Are You Hispanic or Latino? (Your Response is Voluntary) <input type="checkbox"/> Yes <input type="checkbox"/> No		7 RACE Select One or More (Your Response is Voluntary) <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> American Indian <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Alaska Native <input type="checkbox"/> Black/African American <input type="checkbox"/> White <input type="checkbox"/> Asian			
8 SEX		<input type="checkbox"/> Male <input type="checkbox"/> Female			
9 A. PARENT/ MOTHER'S NAME AT HER BIRTH		First Full Middle Name Last			
B. PARENT/ MOTHER'S SOCIAL SECURITY NUMBER (See instructions for 9 B on Page 3)		<input type="text"/> - <input type="text"/> - <input type="text"/> <input type="checkbox"/> Unknown			
10 A. PARENT/ FATHER'S NAME		First Full Middle Name Last			
B. PARENT/ FATHER'S SOCIAL SECURITY NUMBER (See instructions for 10 B on Page 3)		<input type="text"/> - <input type="text"/> - <input type="text"/> <input type="checkbox"/> Unknown			
11 Has the person listed in item 1 or anyone acting on his/her behalf ever filed for or received a Social Security number card before? <input type="checkbox"/> Yes (If "yes" answer questions 12-13) <input type="checkbox"/> No <input type="checkbox"/> Don't Know (If "don't know," skip to question 14.)					
12 Name shown on the most recent Social Security card issued for the person listed in item 1		First Full Middle Name Last			
13 Enter any different date of birth if used on an earlier application for a card		MM/DD/YYYY			
14 TODAY'S DATE MM/DD/YYYY		15 DAYTIME PHONE NUMBER		Area Code Number	
16 MAILING ADDRESS (Do Not Abbreviate)		City State/Foreign Country ZIP Code			
I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge.					
17 YOUR SIGNATURE		18 YOUR RELATIONSHIP TO THE PERSON IN ITEM 1 IS: <input type="checkbox"/> Self <input type="checkbox"/> Natural Or Adoptive Parent <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other Specify _____			

Example of the Form SS-5



The process of applying for a SSN is relatively short and you will be given a receipt at the time of the application. The receipt is proof that your application has been submitted to the SSA. Please give a copy of the receipt to your employer.

The normal time to receive the card is 2-4 weeks, but sometimes receiving the card might be delayed due to the large number of individuals applying for SSN numbers. If you do not receive the SSN card in one month from the date of application, then you should contact the local SSA office. **The Social Security Number (SSN) IS permanent. If you already have one, you do not need to re-apply.**



*Example of the SSN card*

**Note:** You can work without a SSN (check with your employer about specific rules) but the employer might hold your pay until you are given a SSN.

### Opening a bank account

**After you start working, please open a bank account to ensure that your money will be in a safe place.** You will be able to do this at any local bank, but the type of accounts and the services and fees may vary from bank to bank. Please ask for specific information before opening any bank account.

You will need to bring the following forms of identification with you:

- ✓ Passport
- ✓ Social Security card
- ✓ The program sponsor letter provided together with your documents
- ✓ Proof of your address (phone bill, lease)
- ✓ Job offer agreement

There are 2 bank account types which are commonly available in U.S. banks:

- **Checking account**

By opening a checking account you can easily deposit and withdraw money from your account via a debit card that is linked to your checking account. You can also write checks directly from this account. With a debit card you have access to your account 24 hours a day via ATM machines and can make purchases at all the locations that accept debit card payments. In addition, overdraft protection can be added to your checking account. This service allows the bank to loan your account money to cover any attempt to withdraw money from an account that does not have sufficient funds.

- **Savings account**

The basic difference between savings and checking accounts is that savings accounts tend to earn higher interest rates but are not readily accessible. Please note that savings accounts not only earn interest at different rates, but also usually have fees and allow only a certain number of transactions per month against the account. Savings accounts are more limited accounts and you should keep this in mind when choosing what type of bank account to open.

Banks are usually open Monday through Saturday. If you utilize online banking, you will be able to manage your accounts any time.

### Applying for a local ID and/or a driving license

To apply for a local ID and/or a driving license, you will need to visit the local Department of Motor Vehicles (DMV) office. You can locate the closest office and the specific state requirements by visiting [www.dmv.org](http://www.dmv.org)

## DAILY LIFE IN THE UNITED STATES

### Expectations and the American way of life

You will have the opportunity to experience life in the United States by sharing its tradition and culture in a dynamic way: working and traveling. Therefore, **having both realistic and practical expectations is one of the most important aspects of the program in order to ensure the best experience and return home with many memories.**

Being a part of an exchange program will result in a series of emotional stages. On one side, there is the excitement of seeing new places, meeting new people and being independent, but on the other side, there is frustration, due to your reaction to language, new culture and a new way of life (time zone, food). In order to ensure an easy adjustment, you must keep in mind that few points:

- **Society**

American people are friendly, respectful, direct, flexible and informal. They are devoted to individualism.

- **Privacy**

Physical contact and nudity is frowned upon and please bear in mind that respecting the other's personal space is commonly understood in the United States as a proper social etiquette.

- **Communication**

Communication with others is an efficient way of reducing unpredictability. You must ask questions whenever you think it is necessary but respect the privacy of the others. Being considerate is always appreciated and therefore if you received help, writing “thank you” notes or simply saying “thank you” will make those around you feel appreciated.

- **Hygiene**

Personal hygiene is a must for the daily life in the United States.

Lowering your expectations about your new way of life in the United States is essential in adapting easily and responding to a new environment. You do not have to expect to understand and/or agree with everything about the American society and/or culture. Having an open-mind and a positive attitude is a key in an exchange experience. Listen and express yourself with respect

## **Traditions**

- **Religion**

The United States is a diverse country and there is a clear separation between the government and the religion. In other words, the government does not endorse any denomination and each person it is free to worship as they wish. Religion is always considered a private and personal matter.

- **Eating out and tips**

When dining out, a tip of 15–20% of your pre-tax check is considered standard in the United States. You can add or reduce the tip amount depending on the quality of the service. Some restaurants will automatically add a tip to your bill — look for this before tipping. In addition to restaurants, tipping is also applicable to hair stylists (10-15%), cab drivers (10%) and other service industries.

- **Sales Tax**

When making purchases in the US you will be charged a sales tax which is not included in the retail price of the consumer goods in the majority of the US states. This sales tax cannot be reimbursed. For state tax rates, visit [www.taxadmin.org/FTA/rate/sales.html](http://www.taxadmin.org/FTA/rate/sales.html)

- **Business Hours**

Typical business hours are from 8-9am until 5–6pm. Lunch hours are usually between 12:00 (noon) and 2pm. Office and lunch hours at your host company may be different so be sure to ask your supervisor about expected hours. Many grocery stores and pharmacy chain stores are open 24/7, while shopping stores are open until late in the evening and during the weekends. In addition, many companies offer 24-hour customer service assistance via the telephone to answer questions about their products.

- **Time Zone**

The United States has five different time zones: Eastern Standard Time (EST- GMT-5), Central Standard Time (EST- GMT-6), Mountain Standard Time (EST- GMT-7), Pacific Standard Time (EST- GMT-8), Alaska Time (EST- GMT-9), and Hawaii Time (EST- GMT-10).

- **Electricity**

The electrical system operates on 110-120 volts. Appliances running only on 220-240 volts will not work in the United States. Voltage converters and sets of adaptor plugs are available at travel stores, airport shops or electronics stores. A set of converter and adaptor plugs usually costs around \$10-\$15.

- **The American measurement system**

1 pound = 454 grams  
1 ounce = 28 grams  
1 gallon = 3.8 liters  
1 inch = 2.54 centimeters  
1 foot = 30.5 centimeters  
1 yard = 91.4 centimeters  
1 mile = 1.6 kilometers  
32°F = 0 °C

## **Sending and receiving mail**

Packages, letters and greetings can be mailed from any United States Post Services (USPS). You can locate the nearest office by visiting the USPS website: [www.usps.com](http://www.usps.com). For couriers, the major companies are FEDEX ([www.fedex.com](http://www.fedex.com)) and DHL ([www.dhl.com](http://www.dhl.com)).

The proper way to address an envelope is:

Name of the person

Company

Street address

City, state – Zip code

## **Telephone service and Internet in the United States**

A telephone number always consists in 10 (ten) digits, the first number always being 1 (one).

For example, CSB telephone number is: 1-877-669-0717. To call overseas, always dial 011, then the national code of the country you are trying to reach, followed by the city code and the number.

You can always access Internet from the public library in your area. You will normally be asked to fill-in a membership application. In metropolitan areas, there is also Internet cafes that will charge based on the amount of time used. If you carry a laptop, many public spaces such as malls, coffee shops, will offer free Wi-Fi spots where you can connect to the Internet.



## Expectations towards employment in the United States

You have received and signed an employment agreement containing specific information about your job in the United States. A job offer has the same value as one of a contract and therefore, signing it means commitment and responsibility toward it.

- **Job type**

Your job will be a basic, entry-level job, much like one that any student would have during a school break. By keeping an open-mind, you will be able to learn many valuable things such as to be responsible, mature, and improve your work skills.

- **Wage**

Each participant will be provided with a suitable work situation, with wage and work conditions consistent with that required of the American counterparts, and in compliance with applicable federal and state law concerning employment. At minimum, participants must be compensated at the prevailing local wage, which must meet the higher of the applicable State or Federal Minimum Wage.

- **Overtime**

Overtime, good tips or a second job is not guaranteed. Those participants eligible for overtime must be paid in accordance with applicable state and federal law.

- **Commitment**

You must be committed to your primary employer for the duration of your program since the job was reserved for your duration of stay in the United States, unless otherwise noted.

- **Pace**

American people live in a fast-paced environment. They value time and are carefully managing their time each day. As you progress in the program you will soon get used to the fast paced schedule common in the United States.

- **Punctuality**

Time is of great value in the United States. Therefore, punctuality is crucial in the American society and will earn you much respect among your colleagues, upper management and even friends. We suggest that you come to work early. It will show responsibility and respect for the company and your colleagues.

DO: be patient, treat customers politely, work efficiently, practice English

DO NOT: be nervous, expect a special treatment, leave without permission, get fired

## Safety

### Swimming

- Always swim near a lifeguard; never enter the ocean unless lifeguards are on duty! If you don't swim well, stay in shallow depths and watch for sudden drop-offs.
- Jellyfish tentacles can result in red welts and severe pain. Wash the area with a mild soap and water, and then apply liberal amounts of meat tenderizer (MSG, Accent) to the still wet area. Benadryl will help lessen the reaction. If the reaction worsens see a physician. (You can purchase Benadryl and meat tenderizer at a grocery store or pharmacy).
- Be aware of rip currents formed when water rushes out to sea in a narrow path.
- **If you're caught in a rip current, don't panic or swim against the current. Swim parallel to shore until you are out of the current.** If you can't break out of the current, float calmly until it dissipates, usually just beyond the breakers. Then swim diagonally to shore.

### Medical Care

- Keep a copy of the medical insurance with you at all times. Read and know the terms of your policy.
- Contact the insurance company prior to visiting any medical center to get information about the coverage provided.
- You may have to pay cash or credit card at the time of your medical appointment. Keep all of your medical bills and receipts. You will need them to get reimbursed from the insurance company.
- **Do not go to Emergency Room for minor illness and injuries (such as insect bites, sunburn, colds, etc.)**
- If you need medical care of an **emergency nature (serious/life-threatening injury or illness)** call 911 and ask for an ambulance. Please know the terms of your insurance – there is a high deductible (\$350+) if you are not admitted to the hospital after receiving emergency care.
- If you do not know your insurance information, provide CSB information to the receptionist at the doctor's office or medical facility.
- If you are injured on the job, report it immediately to your supervisor so your employer is aware, and can document the injury. All employers are required to have Worker's Compensation Coverage for their employees who are injured on the job, and will be responsible for the medical bills for work-related injuries

### Police

- If you are caught committing any crime, you will be arrested. Your case would go to court and if you are found guilty, you could be fined and/or sentenced to days, weeks or even longer in jail.
- **Shoplifting (taking items from a store without paying) is against the law, and you will be caught and arrested if you commit this crime.**
- You CAN trust the police. They are public servants and their job is to maintain law and order and to assist citizens and visitors in any difficulty. DO NOT HESITATE to ask them for help.

## Sexual abuse/Sexual Harassment

- Know the warning signs: anytime someone promises gifts or privileges in exchange for sexual favors; anytime someone tells you to keep a secret about they or you did; anytime someone makes threats to make sure you “keep quiet” and tells you not to tell anyone to get help; anytime you tell someone to stop the uncomfortable behavior and they refuse or ignore your wishes; anytime someone blames you for their inappropriate behavior. Pay attention to your feelings and share your concern to prevent the abuse from happening or getting worse!
- Examples of abusive sexual behavior: sexual comments looks or jokes that make you feel uncomfortable; unwanted touching, grabbing or pinching; being made to look at sexual pictures or videos on the Internet or magazines; being forced to kiss someone or do something sexual; any request for sex; being watched while dressing or showering; being intentionally brushed up against or blocked.
- It's all about the rights: **you need to respect the privacy of others and they need to respect yours.**

## Employment eligibility and Income taxes – Form I-9 Form and Form W-4

**Form I-9.** All employers are required by law to verify that all employees, including J-1 participants, are **eligible to work**. Thus, **the program participants will be asked to complete and sign the Form I-9 Form**. Along with the form, the employer will ask copies after the J-1 Visa, the Form DS-2019 and the I-94 electronic record.

All working American citizens are required to pay Income Taxes. **As a participant of the Summer Work Travel Program, you are also required to pay taxes.** However, because you are an exchange visitor and holder of a J-1 status, you are categorized as **A Non-Resident Alien Authorized to work** and you do not need to pay all of the Income Taxes. Ref: **IRS Publication 515**.

- You **are required** to pay **Federal Income Taxes** and **State Income Taxes**. Depending on where you work, you may also be required to pay **City Income Taxes**. The Income Taxes, usually an average total of 10-15% of your total wage, will be automatically deducted from each paycheck.
- You **do not** have to pay **Social Security and Medicare Taxes (FICA)** and/or **Federal Unemployment Taxes (FUTA)**. You are **EXEMPT** from paying these two taxes and if you notice that these deductions are being made from your paycheck, please notify your employer immediately. (IRS Publication 515, page 24 and 25)

**Note:** It is important that you look at your paycheck carefully to ensure that your employer is making the correct deductions. If your employer should have any questions, they can contact CSB International, Inc. at 1-877-669-0717 (Toll-free).

**Form W-4.** You will be required to complete a **W-4 Form** - Employee's Withholding Allowance Certificate.

You only need to complete the bottom portion of the page. Here are the instructions for completing this form:

- ✓ Sections 1 and 2—Complete
- ✓ Section 3—Check SINGLE (even if you are married or divorced)
- ✓ Section 4—SKIP this section
- ✓ Section 5—Claim 1 allowance (unless you are from Canada, Mexico, American Samoa, Japan, South Korea or India in which case a tax treaty may allow additional personal exemptions)
- ✓ Section 6—Ask your employer if you are paid weekly or bi-weekly:  
If you are paid weekly- put \$7.60  
If you are paid bi-weekly- put \$15.20
- ✓ Section 7—SKIP this section. DO NOT claim that you are exempt

----- Separate here and give Form W-4 to your employer. Keep the top part for your records. -----

<b>Form W-4</b> Department of the Treasury Internal Revenue Service		<b>Employee's Withholding Allowance Certificate</b>		OMB No. 1545-0074 <b>2014</b>	
<b>1</b> Your first name and middle initial <b>FIRST NAME</b>				<b>2</b> Your social security number <b>XXX-XX-XXXX</b>	
Last name <b>LAST NAME</b>					
Home address (number and street or rural route) <b>ADDRESS IN YOUR HOME COUNTRY</b>				<b>3</b> <input checked="" type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher Single rate. Note. If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.	
City or town, state, and ZIP code <b>ADDRESS IN YOUR HOME COUNTRY</b>				<b>4</b> If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. <input type="checkbox"/>	
<b>5</b> Total number of allowances you are claiming (from line <b>H</b> above or from the applicable worksheet on page 2)				<b>5</b>	<b>1</b>
<b>6</b> Additional amount, if any, you want withheld from each paycheck				<b>6</b>	\$
<b>7</b> I claim exemption from withholding for 2014, and I certify that I meet <b>both</b> of the following conditions for exemption. • Last year I had a right to a refund of <b>all</b> federal income tax withheld because I had <b>no</b> tax liability, <b>and</b> • This year I expect a refund of <b>all</b> federal income tax withheld because I expect to have <b>no</b> tax liability. If you meet both conditions, write "Exempt" here . . . . . <b>7</b>					
Under penalties of perjury, I declare that I have examined this certificate and, to the best of my knowledge and belief, it is true, correct, and complete.					
<b>Employee's signature</b> (This form is not valid unless you sign it.) ▶					
<b>8</b> Employer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.)				<b>9</b> Office code (optional)	<b>10</b> Employer identification number (EIN)
<b>For Privacy Act and Paperwork Reduction Act Notice, see page 2.</b>					

Cat. No. 10220Q Form **W-4** (2014)

Example on how to fill-out the Form W-4

## Your medical insurance

**All participants are required to be insured upon their arrival in the United States** and they must keep the insurance in effect while on the program. The insurance will cover exactly the same period as the Form DS-2019 and can be used only within the United States. Below, please find some important insurance information:

- All insurance materials are sent out to you through your international representative prior to your departure to the United States and it should be included in your arrival packet
- Policies typically cover illness and accidents that occur in the United States, while you are on the program. Any treatment you receive while in the United States that is not covered by your insurance is your responsibility
- Typically, all pre-existing conditions are not covered
- The deductible for a doctor's visit is \$50. The deductible for an unnecessary emergency room/hospital visit is \$250.

All CSB participants are insured through **Global Secutive**, with **UnitedHealthcare** being the **claims administrator**. In most cases the doctor or the hospital will directly bill UnitedHealthcare, meaning the participants will not need to submit a claim form directly. To find out the insurance coverage, benefits and restrictions please read carefully the insurance brochure provided in your arrival package.

Your Health Plan with UnitedHealthcare is: **UnitedHealthcare Options PPO / Phone: 1-888-251-6246. Policy: 2014-202944-3CSB**

**If you are sick and you need medical advice about what to do, you may call a registered nurse 24/7: Nurseline: 1-866-827-399 / PIN 101**



We recommend that you always **visit the Global Secutive website: [www.eSecutive.com/MyInsurance](http://www.eSecutive.com/MyInsurance)**

To **set-up your personal account** at MyInsurance (tab "Create an account"). You will need to enter your last name, first name, policy number and date of birth. Once you have completed your registration, you will receive a confirmation E-Mail with your login information. Please keep this confirmation safe. Once logged in, you will have access to detailed information pertinent to your insurance including:

- Emergency Service Hotline Numbers
- Provider (Doctor or Hospital) Search
- How to file a claim instructions & Claim form
- Copy of your certificate
- New ID card
- Insurance conditions
- Insurance brochure
- Live Chat with a Service Representative
- Online Claim Status Check

### Important:

- ✓ Please make copies of all your insurance information and keep it in a safe place
- ✓ Inform yourself about your insurance coverage before your departure. There is always a deductible amount that you are responsible for
- ✓ If possible please try to find a physician / hospital that is part of the network to avoid advance payments
- ✓ **Try to avoid any unnecessary costs:** Example Emergency Room in the US. We highly recommend that you only visit the emergency room in case of serious, life-threatening diseases or accidents, and visit an *Urgent Care Center* or a *Walk-In Clinic* for regular treatments. These clinics are usually open on evenings, weekends, and holidays. They may treat illness and injuries such as flu/cold, common infections, stomach ache, and minor injuries. Visiting the Emergency Room for non life-threatening diseases will result in a high co-payment (the amount you are responsible to pay, not covered by the insurance company).
- ✓ Request a pre-certification of the insurer for special treatments: Inpatient Treatment • Any Surgery • Computerized Axial Tomography (CAT Scan) • Magnetic Resonance Imaging (MRI)
- ✓ If you need an extension of your insurance, please contact CSB.

**Worker's Compensation:** If you are injured at work, please notify CSB immediately. In such case, all claims should be referred to your employer's worker's compensation policy.

## Mandatory program evaluation

CSB will monitor each participant's welfare and progress, and ensure that their activities in the United States are consistent with the category indicated on the Form DS-2019. **You must check your email at least one time per week.** CSB will send updates and other important messages through the E-Mail to the electronic address provided on the application form.

**In addition, as required by the United States Department of State, CSB will send a monthly evaluation request to your email address and you are required to respond within 10 (ten) business days.** It is important to respond on time.

Failure to respond will lead to a program "Termination" and you will be required to return home. Such termination may create legal difficulties that will affect your future travel, study or work in the United States at any time in the future.

## Solving problems

Being a participant in an exchange program is an adventure. All the parties in the program are here to work for your best interest and assure that you have a great experience, but you are also required to show a great **sense of responsibility** and respect during the entire length of the Summer Work Travel Program. Most of the participants who come to the United States through the Summer Work Travel Program have a very successful experience. However, there are times, when at some point (mostly at the beginning of the program due to the adjustment process), some of the participants may face different kinds of problems.

If you have a problem, please try to identify what the problem is, and please try to find possible solutions to solve the problem. Be rational. It is very important not to let your judgment be influenced by emotions or prejudgments about how things should be. **First, ask your supervisor for help.** The supervisor is a person that is prepared to handle the issues that might occur and knows different procedures in order to solve problematic situations. The supervisor is there, on site, and can talk with you directly. You must talk things over and **if you need our assistance, do not hesitate to contact us. We are here to help, too.**

Please keep in mind that some of the problems might not have an immediate solution and therefore, in solving them, you must be patient. If you are placed by CSB International, Inc., then you are not free to change the job site. You must first give your job site a chance and be responsible toward your employment agreement. In the event of a serious problem, please contact us immediately.

In order to avoid any other legal problems while in the United States, please remember that you must obey all local, state and federal laws. Failure to comply with the law might cause serious problems. You might be forced to return home before the end of the Summer Work Travel Program and might even jeopardize your return to the United States in the future.

**Please be responsible during the entire length of your program in the United States.**

***Note:** Always ask CSB when in doubt – never assume the correct answer.*

## Program Termination

If you fail to observe the rules of the program (Check-in on time, notify CSB of any changes in the address, have CSB permission to change primary site of activity, work only in verified jobs, answer the monthly evaluation in a timely manner, observe the law), your program will be "Terminated". If your program will be "Terminated" you will be required to return back home within 48 (forty-eight) hours. If you don't leave the United States, you will be out of visa status and subject to potential law enforcement action.

## Restoring lost/damaged documents

Form DS-2019

Please contact CSB to issue a replacement. The cost is \$50.

Passport

Please contact the nearest Consulate or Embassy of your country of citizenship for procedures and cost.

Social Security Card

Please contact the nearest SSA office for a replacement. You will need to complete the application (Form SS-5), show the documents that prove your immigration status (Form DS-2019, Support Letter from CSB) and identity (passport copy with visa). There is no cost.

## CSB Support Team contact information / CSB Emergency contact information

**We are here for you!** As your sponsor in the Summer Work Travel Program, CSB will provide you support throughout your exchange experience, help you anytime and answer any questions or concerns you might have. Please always contact CSB Support Team during your program, we will make our best to assist you in any way we can, and guide you throughout your experience.

### CSB International, Inc. - (CSB) Support Team

Summer Work Travel Program

119 Cooper Street

Babylon, NY 11702

1-877-669-0717

support@csb-usa.com

www.csb-usa.com

For a **non-emergency** you can contact us anytime **Monday through Friday, from 8:00am to 5:30pm** EST (Eastern Standard Time). We also maintain a voice mail system which permits you to leave messages. In case you leave us a voice message, please make sure you spell your name correctly and mention your ID number so we can identify your call properly.

In case of an **emergency**, we provide and maintain a **24-hour, toll-free number** where we can be reached any time: **1-877-669-0717**. Below, please find our **full contact details**. Please make sure you keep it with you at all times.

**Department of State Help Line:** 1-866-283-9090

## GOING BACK HOME

### Returning home on time

**The end date on your Form DS-2019 Form is the end date of your program.** Once you have reached the end date on your DS-2019 Form, you are no longer eligible to work in the United States. However, there is an additional 30-day grace period during which you can travel, but cannot work. Please note that you can take advantage of the grace period as long as you are not late for the first day of classes at your university back home. Please be aware that if you travel outside the United States during this time, you will not be allowed to re-enter. Also, if you stay longer than the grace period, you may be subject to immigration sanctions.

**Note: We strongly advise that you return home at the end of the program and on time for the first day of school.** Failure to do so might jeopardize any future participation in this program.

CSB International, Inc. does not make flight arrangements and cannot assist in making any travel reservations or ticket changes. Please call your airline with any changes. We recommend that you confirm your flight two days before departure from the United States.

### Last paycheck policy

Paychecks are issued one week after work is completed. Therefore, when you leave you will have one more paycheck to collect.

**To receive this last check, you must leave either a US bank deposit slip OR a self addressed and stamped envelope with enough stamps to be delivered in your home country.**

Your supervisor will mail it to you once it is issued. We recommend you use a mailing option that has a tracking number (see United States Post Office). Note: CSB or the employer cannot cover the mailing cost of the last paycheck.

### Filing your tax return / Form W-2

**Prior to leaving the United States, you must provide your employer with your mailing address in your home country.** This is very important because at the end of the year, your employer will be sending you a **Form W-2 - Wage and Tax Statement**. **You can expect your Form W-2 to be mailed to you in January. This form will summarize** the total amount of wages earned and taxes paid during your time in the United States. You will need this form when you file your Tax Return as a *Non-Resident Alien*.

All Summer Work Travel participants must pay state and federal taxes to the United States government and in case the amount of their earnings is above the tax free allowance they must file a tax return. We encourage all students to file a timely tax return as you may be entitled to receive a tax refund from the United States government.

The participants are able to file their taxes on their own or they may choose to use the services of taxback.com (there is however a fee for their services). Please carefully read the instructions on the next page before making a decision. **All tax returns must be filed by April 15 of each year.**

**Method 1:** If you decide to file your tax return on your own, you will find below all the information regarding the documents you will need:

- **Form W-2** - Your employer will send this form to you. You should receive this form in January
- **1040NR-EZ Form** - US Income Tax Return for Certain Nonresident Aliens. This form is used for *Federal Income Taxes*. You can get a copy of this form by logging onto the Internal Revenue Service (IRS) website [www.irs.gov/formspubs](http://www.irs.gov/formspubs). Also, this form is available at the United States Embassy in your country.
- **State Income Tax Form**- This form varies from state to state. You can log onto the IRS website [www.irs.gov](http://www.irs.gov) and search for the State Income Tax Form for the state in which you were employed

Once you have these forms, you can file your Income Tax return. The IRS website also includes instructions for filing these forms.

**Method 2:** If you decide to have your tax return completed by an agency that specializes in international income tax returns, you can use the **taxback.com** service. You can contact them using the information listed below:



Telephone: In the United States +1-866-966-6852  
Outside the United States +353-1-887-1999  
Fax: In the United States +1-312-873-4202  
E-Mail: [info@taxback.com](mailto:info@taxback.com)  
Website: [www.taxback.com](http://www.taxback.com)

As previously mentioned, **there will be a fee associated with this method**. Taxback.com will send you an E-Mailed reminder about their services upon completion of your Summer Work Travel Program. Taxback.com is not affiliated with CSB.

## FREQUENTLY ASKED QUESTIONS

### ▪ What is SEVIS?

The Student and Exchange Visitor Information System (SEVIS) is a web-based system for maintaining information on participants and exchange visitors in the United States.

### ▪ May I come to the United States if I do not have a job?

No. Participants must have a job placement secured prior to arrival, with the exception of participants who are nationals of the Visa Waiver Program countries and have applied for the program under the Walk-in option.

### ▪ How much money should I bring with me to the United States?

CSB recommends that all participants a minimum of \$800 to support them once they arrive in the United States. This amount is exclusive of the housing expenses (first month rent and housing deposit) and transportation. It may take up to 3 (three) weeks until the first paycheck will be issued.

### ▪ Do I need to obtain a Social Security Number (SSN)?

Yes. Each person who works in the United States should have a Social Security Number (SSN). One of the first things you should do upon your arrival is visit the local Social Security Administration Office to apply for your SSN. If you already have a SSN, you do not need to apply for a new number. Please read carefully the instructions on page 10 of this handbook.

### ▪ Do I need to pay income taxes?

Yes. Anyone who works in the United States is required to pay Federal, State and City taxes. You will not have to pay Social Security and Medicare Tax (FICA) or Federal Unemployment Tax (FUTA). At the end of the year, you will be required to file an Income Tax Return that is due by April 15.

### ▪ May I apply for a second/additional job in my free time?

Yes. You may apply for a second/additional job, as long as you respect and take as a priority the schedule of your primary site of activity. Please remember that you must submit a job offer for verification and CSB must vet (verify) and approve any secondary/additional job before you may start work. CSB will normally vet such jobs within 72 (seventy-two) hours. The result will be confirmed in writing. If you start work in an unverified and unapproved job, CSB will "Terminate" your program.

### ▪ I am not happy at my job placement. May I change my job placement?

No. This is not a legitimate reason for breaking your job offer. Talk to your supervisors and manager and tell them about your concerns. You are not free to change the job site without permission (in writing) from CSB. Generally, CSB may grant such permission only if the current employer violates the written job offer. By leaving without permission, you may be subject to a program "Termination". Please read carefully the instructions on pages 5 and 10 of this handbook.



▪ **I am fired. What should I do?**

If you are fired, you must notify CSB within 5 (five) days and follow all CSB instructions. Failure to notify CSB will lead to the program being "Terminated". CSB will investigate the reason and discuss the issue with you and your employer. Depending on the results, one of the below decision will be taken:

- a) You may not be allowed to continue your program and you may be asked to return home.
- b) You may be given a second chance by permitting you to look for alternative employment opportunities on your own. Normally, you will have 1 (one) week to search for other employment offers. You may start working only after CSB has vetted (verified) and approved the new job offer, by contacting the employer. CSB will normally vet the job within 72 (seventy-two) hours. If you start work in an unverified and unapproved job, CSB will "Terminate" your program.

If you are not able to secure a job within 1 (one) week, CSB will assist, however, if deemed appropriate, your program may be "Ended" on grounds of not locating new employment within reasonable time.

▪ **What will happen if I will be "Terminated" from the program?**

If you are "Terminated" from the program, CSB will enter this information into SEVIS and you will be expected to depart the United States within 48 (forty-eight) hours. You will not be entitled to the post-completion 30-day period because you did not successfully complete your program.

▪ **What should I do if the employer threatens to cancel my visa?**

Your employer cannot cancel your visa. If your employer threatens you with visa cancellations, please contact CSB immediately.

▪ **May I travel in the United States in my days off and before my departure?**

Yes. You are allowed to do anything you would like to do in your free time, respecting and obeying all laws. The program is designed so that participants can work and travel during their official university summer vacation, up to a maximum of 4 (four) months.

▪ **Can I leave the United States and re-enter on my J-1 Visa?**

You may travel outside of the United States during your program. However, you must meet **all** the following conditions:

- ✓ You must be **currently active in the program** with a **valid Form DS-2019 and valid J1 visa**.
- ✓ You must visit and **re-enter the United States before the end date of your program** (before the end date marked on Form DS-2019 and J1 visa, unless the program was ended sooner due to various circumstances and you are no longer in active status) and in less than 30 days after your most recent departure date.
- ✓ You must make sure your **J1 visa is marked under entries as "M"**, authorizing multiple entries
- ✓ Check if you need a **visa for the country you wish to visit**. You must have one, if applicable.

If you **meet all conditions**, you must mail your Form DS-2019 form to CSB to be signed for travel authorization. Not doing so may cause you to be detained at the border upon your return and/or refused re-entry into the United States. Here are the **instructions**:

1. Include the Form DS-2019 and mail it to CSB at the address below. Use an option with a tracking number so it doesn't get lost.
2. Include a note with the dates on which you will be out of the country (departure date and return date).
3. Include a stamped and pre-addressed envelope (express envelope from the Post Office recommended) so we can return the form to you.

**Attention:** After the completion of the program (once your Form DS-2019 and J visa expire), IF you are not late for the first day of classes at your university, you can enjoy travel opportunities **within** the territory of the United States for up to 30 (thirty) days (otherwise known as the grace period). **Please be aware that if you travel outside the United States during the grace period, you will not be allowed to re-enter in the United States.**

**Note:** You are only allowed to travel outside the US for 30 consecutive days.

▪ **Can I extend my program (Form DS-2019)?**

CSB has the discretion, based on a fee, to extend a participant's program to its maximum regulatory duration that is, to the limit imposed by the regulations or to a program sponsor's designation. A new Form DS-2019 reflecting the extension is issued to the participant. However in most cases, participants already have their Form DS-2019 issued until the end of their summer vacation, hence supporting documentation must be provided.

▪ **Can I extend my J1- Visa?**

No. The J-1 Visa cannot be extended.

▪ **Can I participate in the Summer Work Travel Program again next year?**

Yes. You can participate more than once in this exchange program as long as you are a full-time university student, enrolled outside of the United States in an accredited academic institution. Students in final year of studies are eligible for the program, though they may not be accepted in some countries.

▪ **Whom should I contact if I have questions about my program while I am in the United States?**

Please always contact CSB. We are here to help you.

**CSB Support Team - Email: [support@csb-usa.com](mailto:support@csb-usa.com) / Phone: 1-877-669-0717**

## **IMPORTANT CONTACT LIST**

### **CSB International, Inc. (CSB)**

Main Address:

119 Cooper Street

Babylon, NY 11702

**Telephone / Emergency Line: 1-877-669-0717**

Email: [support@csb-usa.com](mailto:support@csb-usa.com)

Website: [www.csb-usa.com](http://www.csb-usa.com)

### **Medical Insurance: UnitedHealthcare**

P.O. Box 740372

Atlanta, GA – 30374-0372

Telephone: 1-800-251-1712

### **United States Social Security Administration (SSA)**

Main Address: Depending on your location, you can find the field office address at [www.ssa.gov](http://www.ssa.gov)

Telephone: 1-800-772-1213

Website: [www.ssa.gov](http://www.ssa.gov)

### **United States Department of State (USDOS)**

Main Address:

2201 C Street NW

Washington, DC 20520

Telephone: 1-202-663-1225 (visa information)

Website: [www.travel.state.gov](http://www.travel.state.gov)

### **United States Department of State - Bureau of Educational and Cultural Affairs, Office of Exchange Coordination, Designation**

Main address:

U.S. Department of State / Office of Designation / Private Sector Programs

ECA/EC/D/PS—SA-5, Floor 5

2200 C Street, NW

Washington, DC 220522-0505

**Help Line: 1-866-283-9090**

Email: [jvisas@state.gov](mailto:jvisas@state.gov)

Website: [www.j1visa.state.gov](http://www.j1visa.state.gov)

### **United States Citizenship and Immigration Services (USCIS)**

Main Address:

Depending on your location, you can find the field office address at [www.uscis.gov](http://www.uscis.gov)

Telephone: 1-800-375-5283 (National Customer Service Center - NCSC)

Website: [www.uscis.gov](http://www.uscis.gov)

### **United States Embassies, Consulates, and Diplomatic Missions**

Website: [usembassy.state.gov](http://usembassy.state.gov)

### **FOREIGN EMBASSIES IN THE UNITED STATES**

Website: <http://www.state.gov/s/cpr/rls/dpl/32122.htm>

### **Note:**

- For life threatening emergencies in the United States, please always call 911 (nine-one-one)
- You can trust the police officers in the United States. They are public servants and their job is to maintain law and order and to assist citizens and visitors in any difficult situation.