



Volunteer Manual 2012

National Volunteer Center

English Opens Doors Program

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Section One: Cultural Guide

I. General Facts

Geography Chile is divided into the following zones: the Great North, the Small North, the Central Valley, the South, Patagonia, and the islands. Chile occupies a long and narrow strip of land wedged between the Andes Mountains and the Pacific Ocean. The Pacific forms the country's entire western border, with Peru to the north, Bolivia to the northeast, Argentina to the east, and the Drake Passage at the country's southernmost tip. Chile stretches over 4,630 kilometers (2,880 miles) north to south; if superimposed on the US, it would span between San Francisco and New York City. At its widest point, in the Atacama Desert in the Antofagasta Region, Chile covers only 430 kilometers (265 miles).

Climate

- **North (Great North and Small North)** Chile's northernmost regions are characterized by an arid, desert-like climate. The world's driest desert, the Atacama, defines the northernmost part of the country. Rainfall is sparse. As is typical of desert climates, there is little seasonal change during the year and daily high temperatures decline significantly overnight.
- **Central Valley** The Central Valley enjoys a Mediterranean climate. Summers are warm and dry with little precipitation. Winters are cooler and deliver frequent rain showers. This very moderate climate encourages the prosperous agriculture of this zone.
- **South (South and Patagonia)** The southern extreme of Chile is prone to frequent rainfall with winter months being the wettest. This humid and damp zone features lush green landscape. Chile has territorial claims on parts of Antarctica. This zone is characterized by ice and extreme cold temperatures year-round.

Population Chile has a population of approximately 16.5 million, about 85% of people live in urban areas, 40% of which live in the Metropolitan Region. Population growth in Chile is among the lowest in Latin America, at around 0.97%.

Politics

Form of Government Chile is a Democratic Republic with a President and a bicameral Congress, consisting of the 38-seat Senate and the 120-member Chamber of Deputies. Congress is located in the port city of Valparaiso, about 140 km west of Santiago.^[1]

Religion Chile is a traditionally **Catholic** nation. Many Chileans are non-practicing Catholics, however. Muslim and Jewish communities are very small.

^[1] See Appendix A: National Organization Chart

II. Customs and Culture

As a volunteer with the English Opens Doors Program, you will be spending several months living in a foreign country, in which culture and customs differ from those in your homeland. It requires time, patience, and flexibility to acclimate yourself.

The following is not a comprehensive guide to Chile's customs and culture, but is meant to offer a bit of useful insight.

Social Climate

When integrating yourself into the local community, keep in mind that generally Chileans are very curious, patriotic, hospitable, generous and sociable.

Family-Centered Chilean families are very close knit. Chileans enjoy group gatherings, for example BBQs or birthday parties, to which both friends and family members are invited. Family members often live near one another, come over for técito (tea) on weeknights and enjoy a lunch together on the weekend. Privacy and independence are not as highly valued in Chile as in the USA or Europe.

Sense of Space and Sociability As in other South American countries, Chileans are sociable by nature. They are used to touching each other when greeting or conversing. Furthermore, the concept of personal space and privacy is rather different for Chileans than it is for many English speakers – many volunteers feel that they have less personal space and privacy in Chile than they do in their home country.

Attitude Toward Time In some parts of Chile, the attitude towards time may be more relaxed than in your home country. Do not be surprised if activities begin late, especially social events and get-togethers, or if friends make last-minute plans with you. Keep in mind, that school, movies and buses all abide by a standard schedule. Please take note that while time may be relaxed in some situations, many Chileans can be quite punctual. It can be considered offensive if you cite "Chilean time" as your excuse for being late!

Personal Appearance Chileans place value on personal appearance, clothing and hygiene. Your family will most likely expect you to shower daily, and it may or may not be appropriate to lounge about in your pajamas. Unless you volunteer in a remote rural school and may have to walk on dirt roads, you should dress professionally for school. This means casual dresses or skirts or slacks for women and slacks and a shirt for men. Jeans are not acceptable in urban placements.

Communication

Chileans communicate differently than you may be used to. The following are some differences in communication:

Greetings Chileans kiss hello and goodbye on the right cheek. This custom applies when women greet women and men. When men greet one another they shake hands. It would be considered rude if you do not greet family members, co-workers or other members of the community when you see them.

Personal questions Your host family and other Chileans will most likely ask you a number of personal questions, such as. "Do you have a girlfriend or boyfriend?" "How much do you weigh?" "How old are you?" This is not considered rude, but rather showing interest in you.

Comments about your physical appearance or abilities Your host family will probably be very direct about your assets and shortcomings. For example, they might comment on your weight (gordita - fat, flaquita - skinny), how you look (tienes cara de sueño/de tuto – you look tired), or

how well you speak Spanish (no hablas español muy bien – you do not speak Spanish very well). These comments are meant to be observations, not insults.

Invitations Your host family will most likely invite you to do things – eat at a relative’s house, go shopping, go to the municipal theatre, etc. It is considered insulting to turn down too many invitations.

“Te Invito” When someone tells you “te invito” it means that they intend to pay for whatever they are inviting you to – the movies, dinner, a drink, etc. If you want to show this person the same courtesy, invite them on another occasion instead of chipping in.

Helpful Tips

- | | |
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| <ul style="list-style-type: none">• Volunteers should always behave maturely at home, in school, and even when out with other volunteers. Keep in mind, volunteers are role models and should not put themselves in any type of situation where they could negatively influence the children in their host family or school. | <ul style="list-style-type: none">• Volunteers should maintain a sense of professionalism at school, being especially careful to draw the line between professional relationships and friendships.• As a foreigner, volunteers should remember that people will pay close attention to what they do. |
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Food and eating out

Restaurants, Tipping, etc. Lunch is the day’s main meal and is generally served between 1 p.m. and 3 p.m. In some establishments *propinas* (tips) are not included. It is customary to leave at least 10% of the total. In grocery stores, it is nice to give a coin to the person who bags your groceries (they don’t make any money apart from the tips they earn). However, it is not customary to tip taxi drivers.

Food and Vegetarians For geographical and agricultural reasons, fruit and vegetables are less abundant and more expensive in regions of the far north, far south, and on the islands. It is your responsibility to provide and prepare your own food in instances that you have special dietary needs, such as vegetarianism, or you require foods that are different than what the host family is accustomed to eating.

III. Living with a Host Family

Living with a host family can be one of the most rewarding yet challenging aspects of your experience in Chile. There are many benefits to living with a host family including improving your Spanish and participating in Chilean culture. The most challenging aspect of living with a Chilean host family is adapting to new ways and customs. Please keep in mind that your host family may not be a traditional family but could very possibly be just a single mother and her children, or an older couple with no children.

Your host family is given a stipend to supplement the additional costs to house and feed you. This amount is just about enough to cover the extra expenses; the family is not benefiting financially. For the most part, host families take in a volunteer either for commitment to their school, or because they are interested in the cultural exchange and the possibility of learning some English. Also, many families value the Ministry of Education's (MINEDUC) effort to reinforce English language learning in Chile, and they want to help young foreigners who are volunteering for their country's benefit.

Expectations Host families expect volunteers to:	
<ul style="list-style-type: none">• Be a responsible and caring member of the household by advising the family if they are going to miss meals, come home late or sleep out.• Participate regularly in family activities.• Keep their living space clean and neat.	<ul style="list-style-type: none">• To be flexible and adapt to the particular family's schedule and lifestyle.• Be able to answer direct and sometimes personal questions.• Fulfill their school duties responsibly.

Selection of Host Families

The English Opens Doors Program requests various prerequisites from possible host families, such as:

- Separate bedroom for the volunteer
- Preferably located within a 30 minute commute from the school²
- House in a safe neighborhood
- Preliminary interviews, contact, and/or visits to families' homes

The selected families receive **preparatory material** directly from the English Opens Doors Program, which includes the volunteer's profile and contact information. They will also be sensitized to cultural differences and possible difficulties that may result because of these.

Cultural Differences in the Home

The following are some cultural differences you may have to get used to:

Family comes first in Chile Families spend free time together and with extended family members as opposed to solely pursuing personal interests or plans with other people. When family members are at home, they usually spend time together as opposed to alone in individual bedrooms. But if you need some time to yourself, tell this gently to your host family and explain that you are used to spending some time by yourself to relax or to work.

No Dryer The typical Chilean household does not have a dryer and clothes are dried on a clothesline.

Heating With the exception of the far southern regions, central heating is rare in most of Chile. More common are fireplaces, radiant-gas, or paraffin-heaters, which are likely to be placed in shared living areas. Volunteers should expect that the temperatures indoors will be much colder than what they are accustomed to. If you are easily affected by the cold we suggest that you bring extra clothing to wear as you may feel cold in your bedroom at your host family's home as well as in the classroom at your school.

Wearing Shoes Chileans usually wear shoes or slippers in the house instead of walking barefoot.

Open Windows Chileans usually open their windows, even if it is very cold, in order to ventilate the home.

Electricity It is very important to remember to turn off lights upon leaving the room, as electricity costs tend to be high.

Long Days Especially in larger cities, people work very long hours. The work day may start as early as 8:00 a.m. and last until 7:00 p.m. Sometimes you may not see family members until 9:00 p.m. or later.

The Kitchen Do not assume it is okay for you to go into the kitchen at anytime to prepare something. Wait to see how other household members use the kitchen and follow their lead. You should ask before using any kitchen appliances at your host family's home.

Lunch (*almuerzo*) The largest meal of the day is lunch.

Dinner (*cena*) In most families it is custom to have *once* (afternoon tea) instead of dinner. *Once* may consist of bread, tomatoes, cheese, tea, coffee, and/or leftovers from lunch. If there is a dinner at your host family's home, it usually is not served before 9 p.m. For some families (especially in the South), dinner tends to be more abundant, while in other families (especially in the North) dinner may be limited to bread and butter.

Eating Habits

- Depending on the formality of the meal, sometimes Chileans do not wait for others to be served before eating. Try to take portions that you know you will finish.
- If you are leaving the table, e.g. to go to the bathroom, it is common and polite to say "*permiso*" (excuse me).
- In Chile, people rarely eat alone and it is considered rude to leave the table if it means you are leaving someone to eat alone.

How to Communicate With Your Host Family

Be proactive and communicative without being overly confrontational. When you first move in to the house you should discuss the following:

- **Food** What time does your family usually eat each meal (*desayuno, almuerzo, once, cena*)? Tell them if you have any allergies, major food dislikes or if you are a vegetarian. Tap water in Chile is usually drinkable. Ask your family if you have doubts about the local water quality.
- **Computer/Internet Use** Can you use the computer if there is one? If there is anyone in the house that needs to use the computer for school or work? Who has priority over computer use? Internet at home is common, but not guaranteed.
- **Laundry** Is there a laundry machine in the house? Who does the laundry and how?
- **Emergencies** Early on identify doctors, dentists, cash machines, police department (*carabineros*). Inform your host parents of whom to call in case of an emergency and leave an emergency number at your host home.

- **Chores** You should discuss what chores you are expected to take care of as soon as you arrive at the home. Do you need to clean your room? Make your bed? Clean the bathroom? Keep in mind that your family might have a different standard of cleanliness than you do in your own private space.

A final note: These are simply generalizations, and your host family may or may not fit all of these descriptions. Some families are very concerned with cleanliness, others are not. Some families like to listen to music loudly, others find it annoying. **As a volunteer, you are expected to adapt to your family.** If you notice that everyone makes the bed every day, it might be a good idea to follow suit, even if you don't in your own home. Be an active observer, and while you should always be yourself, it never hurts to tweak your behaviour in order to be a more gracious guest to your host family.

Foreseeing and Overcoming Potential Issues

The relationship between a volunteer and host family is intended to be a flexible one which fosters intercultural exchange and mutual understanding. Nevertheless, living with someone from a different culture can have its challenging moments. The following chart, based on volunteers' feedback gives you perspective on foreseeing and overcoming potential issues that may arise during your host family stay:

Foreseeing and Overcoming Potential Issues	
Volunteers have said that:	Families have said that:
Their family liked to know where they were going and what time they were coming home.	Volunteers did not always keep their rooms tidy.
Meals frequently lasted long.	Volunteers did not always respect the house rules and norms.
Their family expected them to spend more time at home.	Volunteers invited friends over without asking.

Some Things to be Aware of

Sharing Your Plans Always let your family know what your plans are. Let them know if you are not coming home for lunch, going to be out late at night, or going to travel over the weekend. Chilean families are **very concerned** about the whereabouts and wellbeing of their children.

Showers Most homes are equipped with a *calefont* (gas-heater) to heat the water. You should ask your host family how this works prior to showering, you may need to turn it on for the water to heat up. They are efficient devices but only one person should take a shower at a time. Do not shower longer than 10 minutes and not more than once a day, except in special circumstances that you have discussed with your family.

Household Chores Even if one person tends to clean the house, possibly your host mom or a maid, you should still clean up after yourself, make your bed and offer to help out with setting the table or washing the dishes.

Phone and Computer Use While your family may tell you that you can use the phone or computer whenever you want, you should not monopolize them. In general, when someone calls you at home you should **not spend more than 15 minutes at a time** on the phone. This also applies for the

use of the computer. If you need more time, then go to a call or Internet center⁴.

Guests Ask your family first if you can invite friends over, invite someone over for lunch, or have a friend sleep over. If they say yes, try not to abuse this privilege, but invite people over in moderation.

Do not ask to:	<i>"No entiendo"</i>
Have someone you are romantically involved with stay the night. Borrow the car. Have a party at your host family's house.	It is important to let your family know when you do not understand, especially if you think they are telling you something important.

When differences arise, volunteers should contact their designated Regional representative. If the situation is not solved, volunteers should contact the designated Santiago contact person⁵.

SECTION TWO: LIVING IN CHILE

I. Practicalities

Telecommunications

Cell phones For mobile communication, you can buy a simple cell phone at a good price with pre-paid service that you recharge at pharmacies or convenience stores. The companies that offer prepaid cell phones are **Entel** (<http://www.entel.cl>), **Movistar** (www.movistar.com) and **Claro** (<http://www.clarochile.cl>). If you bring your own cell phone and it is tri-band (it can operate internationally), you can go to one of these companies to receive a Chilean phone number and recharge it with the same phone cards.

Putting Money on your Cell Phone You can put more minutes on your cell phone at small convenience stores and at pharmacies. You must specify what company you use (Entel, Movistar or Claro) and how much money you want to put on your phone. Many of these stores have a minimum of 1000 pesos.

Call Centers (*Centros de llamados*) / Internet Cafés For added privacy or to make calls while you are traveling, there is an abundance of call centers and cybercafés around the country.

Making Calls

Calling to Chile from Another Country The country code for Chile is +56. There are also area codes for each city. For example, to call Santiago from outside the country you must dial 56-2 and then the 7-digit phone number. It is quite easy to call a Chilean cell phone from Skype.

Calling to Another Country from Chile Calling centers, which are abundant in Chile, can be used to make both national and international calls. To dial out of Chile, mark 00. Then mark the code of the country you are dialing, followed by area code and the phone number.

National Calling To call Santiago from another city in Chile, dial 2 and then the 7-digit phone number. To call Santiago from within the city, simply dial the 7-digit number. To call a Chilean cell phone from a land line you must dial 09 then 7, 8, or 9 (which is the code for a cell phone) and then the 7-digit number. To call a cell phone from a cell phone, dial 9 then the 8-digit number. You can call cell phones and landlines from either your cell phone or a calling center. Always ask your host family before using their home phone!

Money Matters

Currency The currency in Chile is the Chilean Peso (CLP).

Banks are open Monday-Friday, from 9:00 to 14:00. Long lines are common, so be sure to go when you have time to wait.

Cash Most banks provide **ATM machines** with 24-hour access. From the “Redbanc” network you can withdraw money with most types of cards, be it from a checking account back home or your credit card account.

Exchanging Foreign Currencies Money Exchange Houses are generally more competitive than banks. They are open the same hours as shops. You can exchange money at a bank or a **Casa de Cambio (Money Exchange House)**. Take caution when exchanging money and when exiting a Casa de Cambio. It is wise to do this in a group.

Major Credit Cards Major credit cards, such as Visa or MasterCard, are widely accepted throughout Chile, although many restaurants and shops do not accept any credit cards at all. Before leaving your country, check with your credit card company to be certain that your card can be used internationally. Also, be aware that credit card companies usually charge a fee for use in countries other than in the card holder's country of residence. You should plan on paying your bill via internet while in Chile.

Bonus Volunteers receive a volunteer service completion bonus equivalent to 60,000 CLP per month served or a proportional amount for a partial month served⁶. The money will be paid to you on a bi-monthly basis. At your orientation session, EODP staff members will explain how and when you can pick up the payment using a passport or Chilean identity card. The bonus honors your volunteer service and helps to defray basic costs but is not designed to reimburse all of your expenses. You must have access to extra finances, as you should not be relying on your bonus to fully support yourself or cover any emergency expenses.

Getting around Your commute to school will depend on the placement, and for the most part, the transportation in Chile is well-organized and reasonably priced. Make sure to keep a stack of coins and 1,000-peso bills on hand at all times. Neither bus nor cab drivers are keen on changing large bills.

- **Micros** *Micro* is the Chilean way to say "bus". Ask your host family how the local transportation functions.
- **Colectivos** *Colectivos* are essentially taxis that you share with other passengers heading the same general area. They usually follow a fixed route and are cheaper than a regular taxi and faster than a micro.

Pharmacies

For minor colds and irritations, you may consult a pharmacy. The largest chains are **Ahumada**, **Cruz Verde**, and **SalcoBrand** and are located across the country.

- **Do** ask pharmacists what they recommend after you have described your symptoms
- **Do not** get intimidated when you read *venta bajo receta* (sold by prescription), on the box. It appears even on the most commonly sold cold medications such as pain relievers or cough syrups.
- **Do** ask for *el genérico* (generic products) which are usually cheaper than brand-name ones.

⁶In the case of a partial month served, volunteers will only receive an amount based on the number of days serviced.

II. Health and Safety

It is important that all volunteers memorize the following numbers and save them in their cell phones. These numbers are valid throughout the entire country.

- Carabineros de Chile (Police Force) **133**
- Bomberos (firefighters) **132**
- Ambulancia (paramedics) **131**

While violent crime is generally low in Chile, and is most likely lower than that of your home city, it is important to be aware of your surroundings and take certain precautions. Pick pocketing is very common in larger cities, and volunteers should be especially vigilant on crowded buses or subways or in tourist areas.

Here are some helpful tips to keep your items safe.

1. Women should always use a purse that zips shut and carry it close to their person.
2. Do NOT leave bags or jackets with money in the pocket on the back of your chair or under a table at a restaurant. Always keep them on your person.
3. Never keep all your forms of identification, credit cards, and money in the same bag or pocket. Using a money belt to carry your passport in the city is recommended. Splitting up credit cards throughout pockets, wallets, and bags is highly advisable.
4. If you ride the subway or a bus with a backpack, switch it to the front of your person so that you can keep an eye on it. Never board a subway or bus with your backpack on your back.
5. When transporting large amounts of cash, keep a few small bills in your pocket so you don't need to take out your entire roll of cash to pay for smaller expenses such as a bottle of water or bus fare.
6. Leave your expensive jewelry at home.
7. Keep your wallet in your front pocket and use inside pockets of coats and jackets if possible.

Food and Water Safety

In general, the food in Chile is safe to eat. However, be cautious with street food, such as *sopaipillas* and pastries. These foods are often cooked in reused oil or have been sitting out in the sun, and might cause a stomachache. Tap water throughout Chile is clean and safe to drink.

Nightlife/Alcohol Consumption It is very important that you observe the same precautions that you would in your own country when going out at night. Be aware of your surroundings, don't leave your drink unattended, and stay with someone you know and trust. In most cities in Chile, you can take *micros*, taxis, and *colectivos* in order to go home at night.

If you choose to drink, be sure to maintain control of yourself. The dangers of excessive alcohol consumption increase in a location where you are unfamiliar with the local language, geography, and emergency services. If you cannot drink responsibly, please do not drink at all. Drinking to excess does not only jeopardize your safety, but jeopardizes your place in the Program. In the past, volunteers have been dismissed for drinking irresponsibly.

Additionally, when you go out, go out with cash. If you need to use your credit cards or an ATM, be sure to do so with discretion and in the company of someone you trust. Don't feel the need to go out with all of your important documents or belongings in your purse or wallet. Bring only what is necessary, if possible keep your keys in a separate pocket, and maintain a low profile. Finally, watch your wallet, camera and other belongings.

Car Safety Wearing a seatbelt is required by law. While many cars do not have seatbelts in the back seats, almost all have seatbelts in the front. Additionally, please remember that if you do drive a car, you will NOT be covered by the insurance policy and you should purchase supplemental insurance. Be aware that it is against the law to use a mobile phone while driving unless you do so "hands free" (via a wireless system or earphones, for example). As always, do NOT get in a car with a friend that has been drinking.

Tours First and foremost, volunteers must inform their Regional Representative whenever they travel outside their placement location. If you wish to take a tour while traveling in Chile, be sure to use a **licensed** tour guide or operator. In most areas frequently visited by tourists, such as San Pedro de Atacama, Pucón, and Torres del Paine, the Municipality will have an official registry of certified guides as well as reviews. It is of utmost importance to make sure you go with a reputable operator who has a good knowledge of the terrain and proper emergency equipment, especially when it comes to visiting remote areas.

Altitude Sickness While most volunteers will be placed in schools and host families at a relatively low altitude, many volunteers may choose to travel to national parks such as Parque Nacional Lauca and Parque Nacional Nevado Tres Cruces located in the Andes at high altitudes. Before taking a trip to the Andes, please be sure to familiarize yourself with the warning signs of altitude sickness, a very serious problem that many volunteers may believe they are not at risk for. Altitude sickness can affect volunteers regardless of their weight, age, or physical conditions.

Dogs You will notice many stray dogs in Chile. While the odds of getting bitten are very low, it's important to be cautious while running or riding a bicycle, as dogs are more likely to chase you. If you are bitten by a dog and are bleeding, you should go to a hospital immediately for professional care.

Protests Protests, strikes, and demonstrations can be fairly common in Chile, especially in larger cities such as Santiago. While the majority of protestors are peaceful demonstrators, occasionally, troublemakers can take advantage of the situation, using it to destroy property. This sometimes prompts the use of water cannons and tear gas by local authorities. Avoid participating in or walking through a demonstration.

Chilean Recluse Spider The Chilean recluse spider or *araña del rincón* is the ONLY venomous insect or animal in Chile. While it is highly unlikely that you will be bitten by a spider, it's important to recognize the Chilean recluse so you can lower your risk of a bite, and also react properly if you are bitten.

- The recluse spider ranges in size from 8-40mm (0.31-1.57 inches). It is brown with black markings on its back.
- Spiders are most commonly found in the North, where the climate is warm and dry.
- As its name suggests, recluse spiders are generally timid and are NOT aggressive. Most spiders are found in sheds, woodpiles, behind furniture, under beds, in closets, or in areas that are left undisturbed for long periods of time by humans.
- You can reduce your risk of spider bites by quickly shaking out clothing and shoes before putting them on and checking between the sheets of your bed before sleeping. Additionally, keeping a clean room and dusting corners is important for eliminating *arañas del rincón*.
- Ask teachers and host family members about the risk in your area and follow their advice.

IF YOU ARE BITTEN:

- Apply an ice pack to the affected area and go to the nearest hospital right away. If you are uncertain if the spider bite is from an *araña del rincón*, you should seek medical attention anyway.
- IF it is easy and safe to do so, you should bring the spider with you to the hospital for identification and proper treatment.

If you wouldn't do it at home, don't do it here!

Keep in mind that the majority of injuries, robberies, and inconveniences that volunteers experience in Chile occur while engaging in risky behavior. Use your best judgment in all situations, and if you wouldn't do something in your hometown, don't do it in Chile.

Natural Disasters

While the odds of experiencing a natural disaster while in Chile are extremely low, it is important to know what to do in the case of an emergency.

In order to learn more about emergency preparation in Chile, please visit the Ministry of the Interior and Public Safety's English website: <http://www.onemi.cl/en.html>

Emergency procedures in the case of a natural disaster

Following a major natural disaster, it is possible that internet and cell phone service will be down. Generally, the first services that return are text messaging and internet. Please adhere to the following procedures after a major catastrophe.

2. If safety permits, stay in your placement. Do not attempt to travel after a natural disaster unless your area is being evacuated.
3. Call or email your regional representative. If you are unable to do so, send a text message letting them know your status.
4. Wait for further instructions.

What to do In Case of Illness or Injury- Procedure with SegurViaje

1. Call SegurViaje 24 Hour telephone service: **02 – 3407962**
2. The telephone operator will ask you for the following information
 - Your policy number (passport number)
 - Current location
 - Ailment / Emergency
3. The telephone operator will then let you know of the nearby clinics in which SegurViaje has an agreement with. The company will then send a voucher directly to that clinic with your information and ailment. Volunteers will not need to exchange any money while at the clinic.
4. If you are prescribed medications, make photocopies of the receipt from the pharmacy as well as the prescriptions for your personal records. The originals should be sent to SegurViaje so that they can reimburse you the cost. You will be responsible for paying for your medications up front.

Insurance Policy with SegurViaje

The following is a summary of your insurance coverage:

Coverage Details	Amount
Medical assistance for illness	Up to 50,000 USD
Medical assistance for accident	Up to 100,000 USD
Medical assistance for pre-existing illness	Up to 300 USD
Personal accident insurance or accidental death	Up to 15,000 USD
Outpatient prescription drugs	Up to 300 USD
Hospitalization drugs	Up to 500 USD
Days of hospitalization	7 days
Hotel Costs of Family Companion	50 USD per day, up to 1,000 USD
Transfer of a Relative	Yes, Tourist Class
Medical repatriation in case of illness or accident	Yes
Funeral repatriation	Yes
Emergency dentistry	Up to 400 USD
Child escort	Yes, Tourist Class
Legal assistance in case of accident	Up to 4,000 USD
Bonds advance	Up to 12,000 USD
Transmission of urgent messages	Yes
Assistance in case of stolen or lost luggage	Yes
Reimbursement for baggage located after 36 hours	Up to 500USD
Compensation for lost luggage in scheduled flight	Up to 2,000 USD, 40 USD per kg. (additional to airline insurance)
Drug delivery to Chile	Yes
Difference in rates of return trip delayed or anticipated	Yes, Tourist Class
Cash advance	Up to 2,000 USD
Territorial Validity	Chile

III. Visa and Chilean Identification Card Information

During orientation, a National Volunteer Center staff member will collect passports from ALL volunteers. Since visa applications are submitted collectively and require the duration of the orientation to be processed.

On the first day of orientation, all volunteers must bring their passport

Also if applicable to your nationality, it is important to remember that prior to receiving your visa you must pay your visa fee. All accepted volunteers are responsible for these fees. Delay in providing fees will result in the delay of your Temporary Residence Visa and possible removal from the English Opens Doors Program.

PLEASE NOTE THAT VISA FEES ARE SUBJECT TO CHANGE. Volunteers should check the most current list of costs available at:

<http://www.extranjeria.gov.cl/filesapp/Valores%20Visas%202009.pdf>

The English Opens Doors Program will help to coordinate this process personally with each volunteer.

Step 1-Ministry of Interior *Departamento de Extranjeria.*

The first step to receiving a carnet is getting your Temporary Residence Visa. All volunteers will begin this process upon arriving to Santiago with the help of the National Volunteer Center staff. Once your Temporary Residence Visa has been stamped in your passport, you will have a maximum of **30 days** to register the visa with the **International Police at your placement site**. If there is no International Police Station at your site, you will have to register the visa at the Local Police Station. It is very important that volunteers complete this process within the given timeframe.

Step 2- International Police *Policía Internacional*

Volunteers must register their visa with the International Police. Not all placement sites have a Policía Internacional, however a city in every region of Chile does. For a list of Policía Internacional in your region, please go to <http://www.investigaciones.cl/> and click on "Extranjería" on the upper-left-hand side. Then click on "Deptos. de Extranjería" on the inner menu.

The International Police is open between 8:30 and 14:00. If you arrive after 14:00, you will not be able to complete the process.

When you go to the Policía Internacional, you must bring the following documents:

- 2 identity card size photos, *fotos de tamaño carnet (2cm X 3cm)*, with your Full Name and Passport Number imbedded in the photo
- Your passport.
- Two copies of the visa page of your passport.
- Two copies of the photo page of your passport.
- Two copies of the passport page containing the stamp you received when entering Chile.
- The exact address of your host family, your home phone number, as well as the address and phone number of your school.
- 800 pesos (as of January 2012).

You will be given a registration card at the International Police which you must save and bring to the Civil Registry.

Step 3- Civil Registry *Regístro Civil*

Once you have registered your visa at the International Police, you can apply for the National Identity Card, or *Carnet de Identidad*, at the Civil Registry (*Registro Civil*).

Please go to: http://www.registrocivil.cl/Servicios/6.Cedula_Identidad/PDF/pdf_cedula.pdf and see page 2 for a complete list of locations that can assist you in this process.

The Registro Civil is open from 8:30 to 14:00.

When you go to the Registro Civil, you must bring the following documents with you:

- Registration Card given to you at the International Police
- Two copies of the visa page of your passport.
- Two copies of the photo page of your passport.
- Two copies of the passport page containing the stamp you received when entering Chile.
- \$4,050 pesos (as of January 2012).

At the Registro Civil you will be fingerprinted and asked to fill out a form. After completing these tasks, you will be given a receipt, which will tell you when you can return and pick up your Carnet. In the case that you do not live in the same city where you are soliciting the Carnet, you can request to have the Carnet sent to your local Registro Civil, where you can pick it up with your receipt.

The receipt you are given will include your future nine-digit RUN number (i.e. 22.333.333-3). You must inform your Regional Representative as well as staff in Santiago as soon as possible. Also, be sure to keep the receipt, as you will have to present it to pick up your carnet.

As a final reminder, please be advised to go to the *Policia Internacional* and the *Registro Civil* as early in the day as possible to avoid any potential complications. Also, be sure to bring enough money.

Step 3- Civil Registry *Regístro Civil*

Once you have registered your visa at the International Police, **you can apply for the National Identity Card, *Carnet de Identidad***, at the nearby Civil Registry, or *Regístro Civil*. This must also be done within the same **30 day** period. You must bring with you:

- Registration Card given to you at the International Police
- 1 photocopy of the Personal Information Page of the passport
- 1 photocopy of the page with the Temporary Residence Visa
- Approximately \$5.000 pesos (as of January 2012)

While the aforementioned visa information is provided for your convenience, you do NOT need to do anything in your home country to process the visa. National Volunteer Center representatives will begin the process during your orientation.

IV. Traveling in Chile

One of the advantages of volunteering in a foreign country is the opportunity to travel. Teaching is your first priority, so **you should not miss classes to travel**. There are opportunities to travel during long weekends, winter vacation, and at the end of the school year when you have completed your teaching responsibilities.

Travelling Outside your Placement

If you plan to travel outside your placement location, you **must contact your regional representative** and inform them of the following:

1. The dates you plan on travelling and the location to which you will be travelling.
2. The names/contact information of the people who you will be travelling with.

This information is extremely important to have on hand so that we can get in contact with you in case of an emergency.

Buses

Buses are usually very comfortable and equipped with bathrooms. On long trips they serve snacks and meals. *Semi-cama* (semi reclining chair) or *cama* (fully reclining chair) buses have additional provisions and leg-room for overnight trips.

V. Contact Information National Volunteer Center-Santiago

The National Volunteer Center is an initiative of the larger English Opens Doors Program run by the Chilean Ministry of Education. Listed below are the English Opens Doors Volunteer Program staff members' contacts. Located in Santiago, they will serve as your national contacts based on their respective functions.

Programa Inglés Abre Puertas

Ministerio de Educación
Alameda 1146 Sector B Oficina 604
Santiago Centro, Santiago Chile
Tel. (00-56-2) 406 7218
Fax. (00-56-2) 487 5474

María Fernanda Sánchez

Coordinator (s)
Logistics and Management
(02) 406 7223
maria.sanchez@mineduc.cl

Stephanie Willhide

Volunteer Team
(02) 406 7191
stephanie.willhide@mineduc.cl

Katherine Freeman

Volunteer Team
(02) 406 7193
katherine.freeman@mineduc.cl

David Hanegraaff

Volunteer Team
(02) 406 7170
david.hanegraaff@mineduc.cl

Luke Harris

Volunteer Team
(02) 406 7294
luke.harris@mineduc.cl

For resources and news while in-country, visit the Volunteer Section of the English Opens Doors Program website, known in Chile as **Programa Inglés Abre Puertas** (PIAP)

<http://www.ingles.mineduc.cl>

Foreign Embassy Registration

Volunteers are strongly encouraged to register with their embassy in Chile.

- **Australia** <http://www.dfat.gov.au/missions/countries/cl.html>
- **Canada** <http://www.dfait-maeci.gc.ca/latin-america/chile/>
- **New Zealand** <http://www.nzembassy.com/home.cfm?c=16>
- **UK** <http://www.britishembassy.gov.uk/>
- **USA** <http://www.usembassy.cl/>
- **South Africa** <http://www.embajada-sudafrica.cl/>
- **India** <http://www.embajadaindia.cl/>

Annex 1: TERMS OF PARTICIPATION 2012

All participants of the National Volunteer Center of the English Opens Doors Program of the Chilean Ministry of Education and United Nations Development Programme-Chile must read and sign the Terms of Participation 2012 prior to assuming their responsibilities as English Opens Doors volunteers in Chile.

1. I will take the initiative to be informed about the National Volunteer Center and thoroughly read this document, the pre-departure information, Volunteer Manual, website www.centrodevoluntarios.cl and all other information sent to me by National Volunteer Center personnel before my arrival. I understand that my participation in the National Volunteer Center of the English Opens Doors Program is contingent upon my signing and returning this document to the National Volunteer Center.
2. I agree to fulfill my volunteer responsibilities in my assigned school and home to the best of my ability according to the stipulations and provisions of the English Opens Doors Program outlined in this document.
3. I understand that the National Volunteer Center covers the following costs:
 - Accommodations with host family including simple and basic meals.
 - Medical insurance provided by MAPFRE SegurViaje of Sur Asistencia as detailed in the policy available online throughout the duration of my corresponding volunteer service.
 - A participation bonus equivalent to 60,000 Chilean pesos per month served in my regional placement site, to be paid bi-monthly. The Volunteer bonuses are prorated according to the number of days of volunteer service in the case of a partial month (in the case of partial months served, volunteers will only receive an amount based on the number of days served)
 - Assistance obtaining a Temporary Residence Visa and Chilean I.D. Card.
 - Airport transfer to the training facilities within the designated arrival days.
 - Round-trip transportation from Santiago to regional placement sites on the designated days.
 - E-Learning Spanish course.
 - Internationally recognized certification to measure Spanish language learning for volunteers who complete the E-Learning Spanish course.
 - Materials and educational resources to be used in school placement.
 - Teaching and logistical support within the regional placements.
4. I agree to assume the following costs during my volunteer service:
 - International round-trip airfare from home country to Santiago, Chile.
 - Reciprocity fee upon arrival at Arturo Merino Benitez International Airport (if applicable).
 - Visa and documentation fees (passport, photos, I.D. card, etc.) and all other costs, such as travel, related to obtaining the visa.
 - Personal expenses, including travel to school.
 - Volunteers recruited through partner organizations agree to cover the cost of services purchased via their respective recruiting organization.
 - Volunteers recruited through the National Volunteer Center: To participate in the in the Spanish in Chile course, volunteers must provide proof of payment of the program fee three weeks prior to the start of their arrival to Chile.

Visa

5. With assistance from National Volunteer Center and English Opens Doors Program personnel, I agree to obtain the Temporary Residence Visa and Chilean I.D. Card according to the

established procedures, timeline and protocol. I understand that failure to do so could result in immediate dismissal from the program.

6. I will not accept any form of paid employment during my stay other than within my duties as a volunteer. I will not engage in any other volunteer work that distracts me from fulfilling my role as a volunteer with the National Volunteer Center.
7. I am responsible to be aware of any visa fees required to procure my Temporary Residence Visa and prior to arrival in Chile, it is my responsibility to be up to date on the most current information concerning the cost of the visa. This information can be located on the Chilean immigration website at <http://www.extranjeria.gov.cl/filesapp/Valores%20Visas%202009.pdf>
8. I understand that the National Volunteer Center is not responsible for any change in the cost of my visa.

Medical Insurance

9. I have thoroughly read the SegurViaje insurance policy along with the National Volunteer Center's Health Manual and understand the necessary procedures to follow in the event of sickness or medical emergency.
10. I understand that SegurViaje only covers up to 300 USD for a pre-existing medical condition. In the event that I have a pre-existing medical condition I am to notify the National Volunteer Center prior to travelling to Chile, as well as purchase supplementary medical insurance for the duration of my volunteer service term.
11. In the event that I am incapacitated, National Volunteer Center and English Opens Doors Program personnel are authorized to call my emergency contacts and make arrangements for medical treatment, if necessary. For this reason, the National Volunteer Center reserves the right to maintain health and insurance information in a secure database. I acknowledge that the National Volunteer Center or English Opens Doors Program will not release or distribute any of my personal or medical information without my expressed written consent or consent from a family member/friend whom I specifically designate for this purpose.
12. I understand that SegurViaje does not cover accidental car insurance if I choose to operate a motorized vehicle and, thus, I am responsible for obtaining the necessary insurance and license.
13. I understand that SegurViaje will not provide coverage if I travel outside of Chile during the duration of my corresponding volunteer service. Thus, I must obtain the necessary out-of-country travel insurance and immunizations for the country(ies) I will visit.

Volunteer Responsibilities

14. I understand that my participation as a volunteer with the National Volunteer Center includes 25 hours a week leading classes and 10 hours a week preparing for classes, developing extra-curricular activities for the school community and participating in other English Opens Doors Program initiatives, such as Public Speaking, Debates, and English Week, for a total of 35 hours per week. I understand that I am required to participate in any English Camps that are included in my Volunteer Service. Failure to participate in the Winter Camps can result in my expulsion from the Program.
15. Depending on the location of my placement, I understand that I may be assigned to more than one school and/or more than one English teacher in order to fulfill the hours and conditions stipulated for National Volunteer Center volunteers.

16. I understand that, within the first week of settling into my regional placement, I must contact or check-in via email with my regional representative and Santiago contact person, and provide my mobile phone number.
17. I understand that my participation includes maintaining contact with National Volunteer Center and English Opens Doors Program personnel and completing surveys, evaluations, teaching logs and other requested information. Failure to complete the surveys by the stipulated deadlines will result in the suspension of my bonus payment until the corresponding survey is completed and submitted.
18. I agree to inform my respective regional representative as well as my head teacher by written communication (email) prior to missing any classes.
19. I agree to inform my head teacher, regional representative, and host family via written communication if I go on vacation whether in-country or out of country. I understand that failure to comply with these rules could result in the reduction of my volunteer service bonus payment or dismissal from the English Opens Doors Program.
20. I understand that I must complete the E-Learning Spanish course by the end of the volunteer service in order to be eligible to take the BULATS test (an internationally recognized certification for Spanish proficiency). Volunteers must assume sole responsibility in finding the means necessary to complete the free course offered by the National Volunteer Center.
21. I understand that if I am not satisfactorily completing my duties either at school or to my host family, the National Volunteer Center of the English Opens Doors Program reserves the right to implement an improvement plan or other form of intervention on my behalf. If an improvement plan is implemented, I understand that not complying with this plan could result in my expulsion from the English Opens Doors Program.
22. I understand that during a national or regional strike I must continue my volunteer responsibilities working with the English Opens Doors Program initiatives (Debates, Public Speaking, Spelling Bee, English Week) in my school, until further notice is given by the my region's Regional Representative. Failure to do so, or traveling during the strike, may result in dismissal from the Program. Should my Regional Representative reassign my school and/or host family placement due to a strike interfering with my Volunteer Service, I understand that I am obligated to follow these instructions. Failure to do so may result in dismissal from the Program.
23. I understand that it is my responsibility to purchase my flight and inform the National Volunteer Center of the English Opens Doors Program of my flight itinerary at least 3 weeks prior to the start of the volunteer service date.
24. I understand that the National Volunteer Center highly recommends I purchase a refundable ticket and that in the event of a natural disaster and an unforeseen change in the National Volunteer Center of the English Opens Doors Program's objectives. The National Volunteer Center is not responsible refunding me the cost of my flight.

Participation Bonus

25. I am aware that the National Volunteer Center will provide me with a participation bonus of 60,000 CLP per month of volunteer service, and that this participation bonus corresponds to every day that I have worked in my designated school. I do not receive a monetary bonus for participation in the training activities in Santiago or in my region, nor during the closing ceremonies at the end of my volunteer service. I understand that this bonus is scheduled to be

paid to me in intervals throughout my volunteer service. English Opens Doors Program staff members will provide me with specifics during my orientation.

26. I am aware that the volunteer bonus is meant to help offset the out-of-pocket expenses that I have assumed throughout my volunteer service. It is not intended to reimburse these costs in full and cannot be considered as my primary source of funds.
27. After obtaining my Chilean identification card (Carnet), I must inform National Volunteer Center staff of my RUT number. I understand that my failure to do so may result in the forfeiture of my bonus.
28. I understand that I am fully and solely responsible for picking up my volunteer bonus within the specified time frame. Until such point, I am aware that I must rely on my own funds to cover my expenses.
29. I understand that I am fully and solely responsible for my bonus after I have withdrawn it from the bank or picked it up from my regional representative. The National Volunteer Center is not responsible for lost or stolen volunteer service bonus payments after they have been received by the volunteer.
30. If, at any time I must leave the program, due to my own volition or the decision of the National Volunteer Center, my volunteer service completion bonus will be adjusted to reflect the amount of time I have worked. I will not be compensated for the days I fail to complete. I understand that I must inform the Program within 15 days of my last day of service, or I forfeit my volunteer service participation bonus. If I receive a bonus payment that exceeds the amount of actual days worked, I understand that I must reimburse the difference to the National Volunteer Center.
31. I understand that my volunteer bonus will be deducted according to the number of school days missed due to reasons other than sickness, for example, if I must attend to a family emergency in my home country.
32. I understand that my attendance is compulsory at all training activities in Santiago as well as those at my regional placement site. Incomplete attendance, for reasons other than illness and/or emergencies, will be penalized by deducting the days missed from my bonus. Should I not attend the training activities, the amount deducted from my bonus will serve to reimburse the cost the National Volunteer Center spends on my lodging and meals during this time period.
33. I understand that my participation in the scheduled Closing Ceremony in my region is mandatory.
34. I understand that if I choose not to return to Santiago on the designated dates, I have forfeited my right to transportation, accommodations, and meals provided by the National Volunteer Center and must assume to cost of my own accommodations and meals, and travel to Santiago if applicable.
35. I understand that, on the End of Program Date, I will either return to my home country or be fully and solely responsible for the costs of my extended stay in Chile, as well as my health insurance coverage.
36. I understand that the National Volunteer Center does not cover the cost of transportation from the lodging in Santiago to points of departure.

Regional Placements

37. I understand that, while the National Volunteer Center personnel make every effort to give me accurate school and host family placement information prior to my arrival, I accept that the assignments may change. For this reason, any placement information given prior to my arrival in my region is provisional and not confirmed until the information is presented during my training period in Santiago or by my regional representative while in the region.
38. While staying at the training accommodations and living with my host family, I understand that I will be responsible in full for all personal debts, such as telephone calls or any damage caused to property.
39. I understand that if I am vegetarian or have special dietary needs that are not met by the meals provided at the training accommodations or by my host family, I will assume the additional costs to supplement my diet.
40. In the event that I cannot adapt to living with the assigned host family, the National Volunteer Center will make an effort to relocate me within two weeks, but cannot guarantee the availability of a new host family in a short time. During the relocation process, I am expected to stay with my host family. If I do not agree to stay with them, I must assume accommodation costs during the relocation process. If I cannot adapt to the second family, I am responsible for finding my own accommodations and financing any relocating costs. All relocations will be evaluated on a case-by-case basis.¹
41. I am aware that I have the option of living independently (in an apartment or boarding house, etc.) and receiving the accommodation stipend designated for the host family (\$130,000 Chilean pesos per month). The National Volunteer Center cannot guarantee any assistance, thus making me fully and solely responsible for choosing my own housing arrangements. If I choose this option, I must be prepared to have funds available for the duration of the volunteer service to cover the cost of rent. In addition, I will assume any expenses associated with living independently that are not covered by the \$130,000 Chilean pesos accommodation stipend.
42. I understand that, if I am volunteering with my spouse or partner and choose to live with this person, the National Volunteer Center cannot provide a host family for two people. In this situation, we are entitled to the monthly 130,000 CLP that would otherwise serve as the Host Family Stipend. We are fully and solely responsible for choosing our own housing arrangements, and must be prepared to have funds available for the duration of the volunteer service to cover the cost of rent.
43. I understand that, if my spouse/partner and I choose an alternative living arrangement (as opposed to two separate host families), I must not only bring funds for 2 months' rent (to cover the cost of the rental deposit plus the first month's rent) but also funds to offset the additional expenses associated with living independently including but not limited to food, non-edibles, laundry, utilities and others. We also understand that we are responsible for paying the boarding house proprietor for the provisional housing up front, as well as the owner of any other boarding house, hostel or apartment we may move to during our stay in Chile as National Volunteer Center volunteers. Just as any volunteer who lives in an alternative living arrangement, each of us will receive the accommodation stipend designated for host families in addition to the volunteer service completion bonus.
44. I understand that I cannot change host families or living accommodations on my own without first informing National Volunteer Center personnel, such as my regional representative and Santiago contact person.

¹ Volunteers whose safety is an issue will be immediately removed from the host family placement.

Early Departure or Dismissal from the Program

45. I am aware that, although I may have been recruited by a partner institution, the National Volunteer Center reserves the right to deny my participation or dismiss me from the program based on my performance during the training in Santiago or at any subsequent time.

46. I understand that in the following scenarios of early departure or dismissal I will be required to pay a \$200 USD fee (or the equivalent thereof in Chilean pesos according to the existing exchange rate), for cost incurred for my training, excluding medical emergencies:

- If three days prior to the start of the Volunteer Service date I decide not to participate.
- If three days prior to the start of Spanish in Chile date I decide not to participate.
- If I decide not to participate or am dismissed during the training period or prior to beginning my volunteer position.

49. I understand the following are potential reasons for dismissal from the program prior to the start of my Volunteer Service or Spanish in Chile:

- When the candidate's application documents contain false statements or falsified documents.
- When it is determined that a candidate's criminal history renders him/her unsuitable for participation in the English Opens Doors Program.
- When at any time during the pre-departure process it becomes apparent that the volunteer does not meet the eligibility criteria.

50. I understand that if I am dismissed from the Program or decide to end my participation early, I must sign a Departure Waiver and send notice in writing via the stipulated form to the regional representative, the National Volunteer Center contact person, and a representative of my recruiting institution (if applicable). In addition, I must terminate my service at school immediately and my accommodation with my host family within one week. If valid, my final volunteer service completion bonus payment will correspond to my last day of volunteer service at school. The National Volunteer Center will not make international transfers, cover the cost of my transportation from the regional placement site to Santiago, pay for any further room and board on my behalf, nor provide me, with a certificate of completion. Finally, the Ministry of Education will no longer bear responsibility or sponsorship for my legal residence in Chile under the Temporary Residence Visa.

51. I understand that I, and not the National Volunteer Center, am responsible and accountable for all of my actions and their consequences during my association with the National Volunteer Center. In addition, the English Opens Doors Program reserves the right to dismiss volunteers who a) fail to satisfactorily perform their assigned duties, or b) who engage in disruptive, illegal or injurious behavior during the home stay, school activities or in any other circumstance that may be considered improper to common sense, the law and local customs. These violations include but are not limited to:

- Excessive alcohol consumption or drugs on the property owned by the host family or school the school premises.
- Sexual, racial, religious, social class discrimination or harassment of other volunteers, students, staff or any other person.
- Criminal conduct.
- Possession of illegal firearms or other dangerous weapons.

- When a participant has committed an inappropriate act or there is substantial reason to believe that a participant is likely to commit an inappropriate act.
- When the volunteer shows a lack of professionalism during the training period.

52. I understand that the National Volunteer Center reserves the right to request psychological evaluations of volunteers by a licensed psychologist fluent in English in the following cases:

- Interviews for paid employment with the Program.
- Interviews for Internships or Service Work with the Program.
- Unusual circumstances beyond the routine scope of the Program (assault, robbery, etc.)
- Other situations that merit a thorough investigation.

If the program should request such an evaluation, my initial or continued participation in the program is contingent upon 1) My agreement to participate in this evaluation and 2) The results of said evaluation. The National Volunteer Center will share the results of this evaluation with me and my recruiting organization.

The Program

53. I understand that the National Volunteer Center reserves the right to reproduce and use materials that I have authorized to be shared including testimonials, articles, teaching materials, photos, videos, etc.

54. I agree not to contact organizations or individuals on behalf of the National Volunteer Center or the English Opens Doors Program unless I am given explicit instructions by the Coordinator of the National Volunteer Center or the English Opens Doors Program Director.

55. I understand that amendments and changes may be made to the Terms of Participation at any time. In this case, I understand that the National Volunteer Center personnel will inform me of the modifications in writing and my signed Statement of Agreement extends to all new terms.

56. Finally, I agree to waive and release all claims against the National Volunteer Center and the English Opens Doors Program and its employees, contractors, agents, volunteers, officers and school principals from any and all injuries, deaths, losses, liabilities, damages, strikes, war, weather, sickness, quarantine, terrorist acts, government restrictions or regulations, claims, actions, suits and judgments whatsoever including costs, expenses and attorney fees or any other services rendered in connection with the program.

**Terms of Participation 2012
Statement of Agreement**

I hereby certify that I have read and understood the Terms of Participation the English Opens Doors Volunteer Program. I agree to adhere to these conditions and understand, in not doing so, I am subject to dismissal by the Ministry of Education.

Name: _____ Passport: _____

Country of origin: _____ Date: _____

Signature: _____

Annex 2: GENERAL GUIDELINES 2012

I. General Background

The National Volunteer Center is an initiative implemented and run by the Ministry of Education in conjunction with the United Nations Development Programme-Chile (UNDP-Chile) and is aimed at increasing listening and speaking comprehension and overall practice of English, both for students and teachers at public and semi-private elementary schools and high schools in every region of Chile.

This initiative began in the year 2004 with the arrival of 15 volunteers to the pilot program in the Antofagasta region. It has progressively grown each year, as to date a total of 1,321 volunteers have been assigned to schools in every region of Chile, including the Easter Island and Juan Fernández Island. More than 645 municipal and subsidized schools have benefitted from the support of the National Volunteer Center.

For teachers, the volunteers provide onsite support in the classroom because they foster English language learning. At the same time, the students are naturally curious about these foreigners and are therefore more motivated to communicate in English. In many cases, volunteers are the only opportunity that many teachers and students have in order to practice English with a native speaker and this is why the work carried out by volunteers in the schools is so significant.

In addition to being present in the classroom, volunteers can lead conversation workshops and develop other activities related to English use, such as activities targeted towards the local and school community, theater clubs or sports clubs, etc. These activities promote the use of English outside the class, just as teaching does inside the class.

II. Requirements which schools must meet in order to participate in the National Volunteer Center:

- 2.1 Letter of Agreement signed by the Principal (Director) which outlines the requirements to be fulfilled by the school and the formal commitment taken on in order to receive a volunteer.
- 2.2 Letter of Agreement signed by the school's English teacher in which he or she expresses his or her interest in working with, and supporting, a volunteer in their work at the school.
- 2.3 Have at least one full-time English teacher in the school. The teacher(s) must agree to be responsible for the assigned volunteer. The teacher must also have at least a B1 English level according to the Common European Framework of Reference (CEFR) scale or an international certification.
- 2.4 Have a minimum of 25 English teaching hours from 5th grade and above. Volunteers can only teach official Ministry of Education (MINEDUC) classes, from 5th to 12th grade. If a school has fewer than 25 English teaching hours, the volunteer will be assigned to a second school in order to complete their 25 weekly classroom hours.
- 2.5 Provide a classroom exclusively for English class (that is not the computer room, library, gymnasium, etc). It is very important to designate this space for the use of the volunteer in order to establish an English-only environment.
- 2.6 We suggest that each school determine their teaching strategy based on the following models:

2.6.1 Independent model. In this model, the class is divided into two groups, for the 1st hour one group works with the English teacher, while the other group works with the volunteer. The groups then rotate during the second hour. Under this model the volunteer will have their own English classroom. This is the preferred model for volunteers to follow.

2.6.2 Flexibility Model. This model is as follows: that the volunteer, upon his or her arrival, will begin working with a group of at least 10 students (those who have the most motivation and interest in learning the language, but not necessarily those who have the best grades). The criteria for choosing the students to be sent to the volunteer should be determined by the English teacher and volunteer after the initial observation period. If and when the disciplinary conditions exist and the volunteer manages the group effectively, the volunteer may increase or change the number of students until the actual half of the class has been reached. In this case we can be assured that all the students will have contact with the volunteer, thus developing an interest within each class. A volunteer may augment or change the number of students based on the discipline so that they ultimately end up working with half the class, reflecting the Independent Model.

2.7 Authorize the English teacher's participation in training conferences, such as the initial conference which lasts two working days. The National Volunteer Center always tries not to interrupt the teacher's work day more than three times during the school year.

2.8 Give the English teacher a minimum of two weekly hours throughout the school year in order to plan classes with the volunteer. The Principal may schedule these hours in the beginning of the year, to take effect upon the arrival of the volunteer.

2.9 Provide accommodations to the volunteers in homes of families involved in the school community, ideally close to the school. MINEDUC will provide a monthly stipend of 130,000 CLP to the host family – in order to offset the costs incurred by hosting a volunteer.

2.10 Participate in the public speaking (oration) competitions and the English debate tournaments, organized by the English Opens Doors Program.

III. Commitments which Principals must make in order to participate in the National Volunteer Center:

3.1 Integrate the volunteer in all staff and school activities. In this manner, the Principal can help to facilitate the volunteer's community involvement. The volunteer has an obligation to attend the first teaching staff meeting in order to introduce themselves.

3.2 Give the volunteer all school procedural guidelines, including the education plan, internal organization, the rules, existing disciplinary methods, etc., so that the volunteer uses the proper channels. The Principal must continue to enforce the established guidelines and may turn to appropriate persons in certain situations that may present themselves. All school guidelines must be presented to the volunteer by the English teacher during the orientation period, in conjunction with a small document containing the same information in writing.

3.3 Authorize the English teacher to participate in training conferences, such as the initial conference which lasts two working days. The National Volunteer Center always tries not to interrupt the teacher's work day more than three times during the school year.

3.4 Grant the English teacher the schedule flexibility necessary to allow for planning time with the volunteer, a minimum of two weekly hours. If this is not possible, please contact the English Opens Doors regional representative.

- 3.5 Assign the volunteer 25 hours of class time with grade levels that the school deems appropriate, from 5th grade and above. We advise that no more than four distinct class levels should be assigned to the volunteer, or levels that do not attend the English teacher's class. If circumstances permit, it is possible to assign additional levels or classes with other English teachers, making sure that the total teaching hours do not exceed the established schedule, including additional planning time necessitated by working with a second English teacher.
- 3.6 Provide a classroom exclusively for English class (that is not the computer room, library, gymnasium, etc).
- 3.7 Provide the materials required by the volunteer in order to carry out his or her work – the same materials provided to school teaching staff.
- 3.8 Maintain an inventory of support materials given by the English Opens Doors Program to be used by the English teacher and the volunteer. In order to facilitate the shipment of materials for the following year, please report the inventory of materials to the regional representative at the end of the year.
- 3.9 Volunteers are not required to take a full class or replace absent teachers, in order to maintain normal procedure by teaching just one half of each corresponding class.
- 3.10 Facilitate the participation of English teachers in the local English Network or Community Club, and the participation of students in the public speaking (oration) competitions and the English debate tournaments, among others.
- 3.11 Maintain continuous and direct communication with the English Opens Doors Program (including an initial check-up and a final evaluation). This commitment from the entire educational community is necessary in order to obtain the best possible results, the school Principal being the most important representative of this commitment.
- 3.12 An active email address, in order to maintain communication with the English Opens Doors Program.
- 3.13 Undertake the commitment that the volunteer will complete the duties specified in the section: "Duties that English volunteers must complete in the educational establishments."

IV. The role of English teachers participating in the National Volunteer Center:

- 4.1 The English teacher serves as a guide in the activities to be undertaken by the volunteer. The teacher should indicate the guidelines of the job by way of thorough class planning and assignment of the duties that the volunteer must complete in the school.
- 4.2 The teacher must give the volunteer the necessary documentation to carry out his or her work: texts and materials used in the school, a photocopy of the English syllabus, together with a photocopy of teaching plans for each grade level that the volunteer will teach.
- 4.3 Agree with the volunteer on a 25 hour weekly teaching schedule with the appropriate grade levels, from 5th grade and above. We advise that no more than four distinct class levels should be assigned to the volunteer, or levels that do not attend the English teacher's class. If circumstances permit, it is possible to assign additional levels or classes with other English teachers, making sure that the total teaching hours do not exceed the established schedule, including additional planning time necessitated by working with a second English teacher.

- 4.4 During the first week the teacher should conduct classes without dividing them, in order to provide the volunteer with an observation and adaptation period. In this time the teacher should conduct co-teaching activities in conjunction with the volunteer and in accordance with previous planning. In addition, the teacher will determine the criteria for selecting the 10 students that will later work with the volunteer, in accordance with the Flexibility Model.
- 4.5 During the first week the teacher must provide the volunteer with the roll call for each class he or she will teach.
- 4.6 After the observation period, the teacher and the volunteer will decide which of the 2 teaching models they will use in agreement with the 2 proposed models below:

4.6.1 Flexibility Model: It means the volunteer begin working with a group of at least 10 students (those who have the most motivation and interest in learning the language, but not necessarily those who have the best grades). The criteria for choosing the students to be sent to the volunteer should be determined by the teacher and volunteer after the initial observation period. If and when the disciplinary conditions exist and the volunteer manages the group effectively, the volunteer may increase or change the number of students until the actual half of the class has been reached.

In 5th and 6th grade the volunteer will work with the chosen group for the first hour, and in the second hour with the entire class (in conjunction with the teacher). In the case of 7th and 8th grades the volunteer will work the 1st 2-hours with the entire class accompanying their English teacher. During the 3rd hour the volunteer will work with the selected students in a separate class. In this case we can be assured that all the students will have contact with the volunteer, thus developing an interest within each class. A volunteer may augment or change the number of students based on the discipline. Ideally the volunteer may ultimately end up working with half the class, reflecting the Independent Model.

4.6.2 Independent model: The class is divided into two groups, for the 1st hour one group works with the professor, while the other group works with the volunteer. The groups then rotate during the second hour. Under this model the volunteer will have their own English classroom. The Teacher will be responsible for developing lesson plans and working in conjunction with the volunteer.

- 4.7 The teacher should explain the work procedure and participation in volunteers' classes to his or her students well in advance, noting that the selected students may attend the volunteer's class pending their good behavior and participation in class.
- 4.8 The teacher must be available two hours a week to develop lesson plans with the volunteer. If time cannot be found in the teacher's schedule, the teacher must speak to the Principal to make room for sufficient time.
- 4.9 The teacher must use planning hours to exchange information with the volunteer and coordinate cooperative activities, in accordance with the weekly meeting guidelines.
- 4.10 The teacher must agree with the volunteer on a system of evaluation for their classes and work. The teacher will include the volunteer's evaluation in his or her own system. The volunteer may not give formal evaluations such as written exams.
- 4.11 The teacher should offer support and guidance to the volunteer in establishing discipline strategies in class, and explain to them the role of disciplinary procedures in the school and the role of inspectors.

- 4.12 The teacher will be responsible for the students participating in the public speaking (oration) competitions and the English debate tournaments. The volunteer will help the teacher in preparing students for these competitions.
- 4.13 Volunteers are not required to take a full class or replace absent teachers, in order to maintain normal procedure by teaching just one half of each corresponding class.
- 4.14 The teacher has to take responsibility for all work initiatives. The volunteer will be an aid in the teacher's work, but it must always be remembered that the volunteer is not an official teacher, and therefore cannot take over the responsibilities of the teacher.
- 4.15 Maintain an active email address, in order to communicate with the English Opens Doors Program regarding the initial check-up and final evaluation, among others.
- 4.16 The teacher is invited to participate in all English Opens Doors Program initiatives.

V. Duties volunteers must carry out in the schools:

- 5.1 The support given by volunteers in the educational establishments is aimed at developing spoken English capability in Chilean students.
- 5.2 During the first week, the volunteer and the teacher will remain in the same classroom with a full class in order to give the volunteer a period of observation and adaptation to carry out co-teaching activities in accordance with prior planning. The Teacher and the volunteer must determine which students will be selected (a minimum of 10 students with the possibility of up to half the class), to spend the second half of the class working solely with the volunteer.
- 5.3 The established schedule for the volunteer consists of approximately 35 weekly hours in the schools. These hours are divided in the following way:
- 25 teaching hours in the classroom
 - 10 extracurricular hours, including:
 - 2 weekly hours for planning with the English teacher.
 - 4 hours of planning and preparation of personal material.
 - 4 hours of extracurricular activities, including:
 - Preparation of public speaking (oration) and debate teams.
 - Participation in the local English Network or Community Club.
 - Others: (i.e. conversation clubs, sports clubs, etc.)
 - Development of at least one extra-curricular club or activity of 2 hours (i.e. conversation clubs, sports clubs, etc).
- 5.4 After the observation period, the teacher and the volunteer will decide which of the 2 teaching model they will use in agreement with the 2 proposed models below:
- 5.4.1 The Flexibility Model is as follows: in this model, the volunteer will begin working with a group of at least 10 students that will be selected with the help of the teacher. The first 45 minute hour (in the case of 5th and 6th grades) will be with the entire class with the professor in charge. The following hour the volunteer will work independently in their classroom with the selected students. This group can vary in number (from a minimum of 10 with a goal of working with half the class). This number can fluctuate depending on the student's behavior and participation. If all the above possibility occurs, then the model can change from the Flexibility Model to the Independent Model.
- 5.4.2 The Independent Model is as follows: The class is divided into two groups, for the 1st hour one group works with the professor, while the other group works with the volunteer. The groups then rotate during the second hour. Under this model the volunteer will have their own English

classroom. The Teacher will be responsible for developing lesson plans and working in conjunction with the volunteer.

- 5.5 Volunteers support the teaching of English during their classes in accordance with weekly plans made with the teachers.
- 5.6 In addition to public speaking and debates, it is required that the volunteer develop at least one extra-curricular activity of two hours per week, such as sports clubs, music, art or dance groups, and conversation clubs for students, teachers, and/or school supporters, in accordance with the volunteer's and school community's interests.
- 5.7 Within their extra-curricular duties, volunteers should also attend the local English Network meetings and activities when the English teacher is involved.
- 5.8 Volunteers must have access (within the educational establishments) to photocopies and materials necessary for their classes and extra-curricular activities.
- 5.9 If a volunteer misses a class due to illness, he or she must inform the English teacher in advance by phone. The volunteer should then email both the English teacher and the English Opens Doors regional representative through email in order to justify their absence, and present a doctor's note if required.
- 5.10 Volunteers must be informed about all internal procedures at their schools and about procedures in special circumstances (such as emergencies) that may occur.
- 5.11 Volunteers must be informed about dress codes appropriate to teaching work, and follow these norms according to the specific rules of each school.
- 5.12 Volunteers will participate in the teacher's meetings according to the importance of such meetings. The volunteer must be present at the first teacher's meeting upon his or her arrival in order to incorporate themselves in the staff network.
- 5.13 The volunteer must have the support of the teacher in order to implement disciplinary strategies and to assert authority over students. The teachers, and when necessary, the inspector or Principal, may provide guidance and support for the volunteers.
- 5.14 Agree upon a method of evaluation with the teacher that the volunteer may use in their classes and work with students. These evaluations will be given to the teacher so that they may be included in final grades. The volunteer must coordinate this evaluation system with the teacher.
- 5.15 Volunteers are not required to take a full class or replace absent teachers, in order to maintain normal procedure by teaching just one half of each corresponding class.
- 5.16 Volunteers must support the work of English teachers in activities, but these activities are not the responsibility of the volunteers.

VI. The Teacher-Volunteer Collaborative Dynamic

- 6.1 Proposed work models: The regional representative of English Opens Doors, together with the volunteer and English teacher, will determine which model (Flexibility or Independent) they will implement with the students.
- 6.2 Timing: With the Flexibility Model the volunteer will work one or two pedagogical hours (depending on the grade level) with the teacher and the entire class. The last hour (45

minutes) the volunteer will work with the group of selected students. In the case that the volunteer is using the Independent Model, the class will be divided into two groups and the volunteer should spend half the class time with each group.

- 6.3 Planning: Teachers and volunteers must plan weekly during two hours in accordance with the suggested planning guidelines.
- 6.4 Objective: Give coordinated and seamless support for teaching content that has been planned each week. The volunteer plans activities with the aim of achieving development in students' listening and speaking capabilities in English.