

OYA NO KAI
CHAPERON MANUAL

EDITED 2018

CHAPERONE EXPECTATIONS

- Establish rapport with you students and other chaperones
- Be a role model; demonstrate appropriate behavior and dress
- Give clear, enthusiastic instructions
- Interact in a friendly, cheerful manner
- Use questions to review and reinforce information
- Use appropriate voice tones for the activity, vary your tone to get attention- quiet works nicely sometime. Use a neutral and reinforcing voice
- Listen to students
- Keep students on task
- Flexibility: Adapt to changes in the schedule

ALWAYS BE ON TIME!

DAILY RESPONSIBILITIES

- Chaperones and trip leaders will meet to discuss daily itineraries, kid issues; these meetings can be accomplished at hotels, during school, when kids are occupied.
- Chaperone groups need to follow the trip directors' lead at each stop/service area. They cannot independently decide what they want to do. There are limitations on time that will dictate what is possible.
- Follow your trip director's lead.
- Be. On. Time.
- Participants are responsible to check every time whether they cleaned up and picked up trash (after meals, snacking on the bus and airplanes)
- Don't leave anything behind. The group cannot go back to get the lost items

PRIOR TO DEPARTURE

- Contact the parents for each member of your group and complete the Family Interview Form. Email copies of these forms to the trip coordinator
- Obtain phone numbers of each student in your chaperone group
- Attend all Chaperone meetings and become familiar with the other chaperones on your trip.
- Attend all Cultural Series meetings.
- Sit with your chaperone group at all cultural series meeting.
- Build rapport and establish leadership. This is a great opportunity to get to know your students and to also set boundaries.
- Practice group management and maintain discipline with your group. You are in charge of you students so please keep them focused and make sure they are on their best behavior.
- Be attentive, participate and ask questions when appropriate
- Organize an outing with your chaperone group (at least 2).
Suggestions include:
 - Taking public transportation to see how the group moves in new places
 - Go to a Japanese restaurant. (Chaperones are not expected to pay for these outings)
 - Take them to omiyage shopping
- Learn about Japanese culture i.e. learn to use chopsticks, study some common phrases in Japanese
- Research about the sightseeing places where you visit on the trip, Kiyomizu Temple, Kinkakuji, Arashiyama Area, Nara (Todaiji), etc. Chaperones will be asked to present information to the entire group before going to a destination
- Please notify trip staff of any issues you observe with your students

AT THE AIRPORT

- Meet with your chaperone group in a designated spot
- Once all of your students have arrived, proceed to **check in as a chaperone group**.
- After checking in, **report to the trip director** and proceed through security
 - Stay in a group and keep all of the student passports
 - Make sure no one has liquids!
- Be at the departure gate on time (your boarding pass shows the time: usually 30 minutes before boarding)
- Make sure students use the restroom before boarding the plane
- When someone in your chaperone group is late and has not yet arrived at the airport, communicate with their parents to find out what time they will be arriving
- If they cannot be at the airport within 1 hour prior to the departure time, report it to the trip director and they will take care of the students who are late to the airport.
- During layovers,
 - Make sure your group is at the departure gate 20 minutes before boarding
 - Money will be provided for meals during longer layovers
 - Chaperone Groups must stay together while at the airport

ON THE AIRPLANE

- Remind students to be respectful of other travelers and cabin attendants
- Students are **not** permitted to switch seats (we have meal preferences based on the seat assignments)
- Encourage students to drink water and stay hydrated and limit sugary/caffeinated beverage intake
- Encourage students to nap
- Collect extra barf bags (these can be used throughout the trip)
- Fill out the disembarkation cards. You can do this or assist your students to fill it out on their own. Please make sure all the information is accurate. **In the section “Purpose for Visit” mark TOURISM.**
- Before leaving the plane, ask students to check in the pockets and around their seat to make sure no items have been left behind and dispose of any trash

ON THE BUS

- Give yourself extra time to board the bus
- Do a head count and report to the trip director that all your students are present
- Make sure students use the bathroom before boarding
- Have extra plastic bags available for trash
- Make sure to clean up all the trash before leaving
- Make sure students have all their belongings
- Prior to getting off the bus- communicate with your students the purpose for the stop. (i.e. getting lunch, bathroom break with no time for buying snacks from the vending machine)
- When sightseeing, tell the students where you are going and the plan for the stop. (for example: we will be visiting a temple then having lunch, the group will need to be back at the bus at ____ time)
- Know returning time and location and convey this to students
- Know first meeting location after get off the bus (free time after get off the bus or meeting location to get into)

AT HOTELS

(Students are separated by gender and in some cases you will be sleeping in a room with students that are not in your chaperone group)

- Do not make any changes to the room assignments. This has caused many problems in the past. Once you make an exception for one student, other students might ask for changes.
- Make sure each student in your group finds their room and room partners and if they are with another chaperone, make sure they check-in with them.
- Make sure all students understand the hotel rules and information about the facility (how to use the keys, how to use the bathrooms, how to turn on lights).
- The chaperones will meet with the trip director to go over the plan
 - Event schedule (dinner, time to return to your room, quiet time, bed time, packing time, what time to meet in the lobby and where in the lobby, bathing times)
 - Know the room number of the trip director
 - Convey this information to your students
- Check on students before bed (make sure to knock before entering rooms)
- In the mornings, make sure your students are awake and know where you will be meeting and at what time
- Check the room for students- the room is tidy, furniture has been returned to the original spot, trash has been disposed of properly, no personal items have been left behind
- Make sure students are all packed and they have all of their belongings
- Even though you may have different students in your room, activities during the hotel stay should be done with your own chaperone group.
- *Make sure you have all of the student's passports. (don't forget to check in the safety box)*
- At reception, pay for all of your purchases and services you received at the hotel and return all of the keys
- Plan to be at the meeting spot at least 30 minutes prior to departure. Make sure students have all of their belongings. Let the director know your group is ready to go. **(please finish paying for all your purchase early on the day of departure, it takes a bit time to process and receptionists are limited especially there might be another group leaving at the same time with many guests)**

AT THE HOMESTAY

Calling your students when they are at their homestays- You will be expected to call your students on days when you do not see them at school.

- Before you send your kids to homestay families, encourage them to:
 - try whatever is offered. If they can't eat any more, tell them to maintain a smile and say "no thank you (Kekko desu, chotto nigate desu)" *In the past, a student ate very little that their host mom cooked. It was really disappointing to the mom. In addition, she found out those kids were snacking in their room.*
 - Mingle with host children as much as possible. Don't just be with your homestay partner. You are here to make a lot of Japanese friends. They offered to host you because they wanted to make friends with you. *Previously some students hardly played with host kids. When they finish dinner, they went straight to their room and did not interact with host children. It was a big disappointment for host children and families.*
 - Offer to help
 - set up a table or clean up before meals. You can always take your dishes to the sink.
 - Play with or take care of younger siblings.
 - Make bed or fold FUTON and put it away every morning.
 - Take a bath or shower EVERY DAY. Japan is way hotter and humid.
 - Every year many host families worry our students because they refuse to take a bath.

- Remind them of things they shouldn't do:

- Don't compare your host families with others or speak ill of your host families with other Richmond students in English or Japanese ANYWHERE! *In the past students were their host families in a local bus to school. A teacher who is good at English found out what our students said. A host family invited other host families to their house. Many kids gathered there and started comparing what they did over the weekend. What each family offer you is different. Any experience is no better than others.*
- Don't ask your host family to buy something for you or borrow money.
 - Some families may buy something for you. If it happens, you must be very thankful. But you should not expect them to do so. *Once, a Richmond student went shopping with her host family, she asked her host mom what you can buy for me. It is NO-NO.*
 - Do not borrow money from host family, friend or chaperone. *Previously, a Richmond student told her host mom that she wanted to borrow money because she spent her allowance. You should budget your allowance and spend your money wisely. If you run out of your allowance, it is your responsibility. No more shopping.*
- Don't touch or pick up any snakes, frogs, and insects. *In the past a Richmond student touched a poisonous snake and seriously bitten. He had to spend almost entire stay in hospital.*
- Don't drink too much before you go to bed. Be honest with your host mom/dad if you have an accident or break something in a house. *In the past, a Richmond student drank too much soda or water before he went to bed. He had an accident on his futon, but he did not tell his host mom. They had to throw away the futon. It was sad for them that the student was not honest with the host mom or dad.*

- Ask them about their day, for example:
 - What did you eat for lunch?
 - Are you having a good time?
 - Did you go on any adventures?
 - What was the best/most challenging part of your day?
 - How is your homestay partner doing?
- Remind them:
 - The schedule for the following day.
 - If you will be meeting as a group, **tell them what shirt they should be wearing and what to bring for the school visit (indoor shoes, PE clothes, pencil case, notebook, etc).**
 - Ask their homestay family to help them with their laundry.
 - If necessary, ask about medications.
 - When the next day is the last morning at homestay, tell them to finish packing their luggage before their bedtime.
 - At the end of the stay, leave the thank you note.
 - **Clean up their room and NOT TO leave any cards/letter/notes or gifts that you received from host family or classmates. Especially hand-crafted items.**
- If there are any concerns, please notify the trip director.
- Trip directors will call at the end of the homestay to thank the host family

THINGS TO KEEP IN MIND

- Please do not ask trip directors and assistant directors to help you with your trip extensions after the trip ends. They need to be at the designated location until all students are picked up. If the location of dismissal will be at the airport, the trip director and assistant director will remain until the return flight departs in case of an emergency (cancellation of the flight, the flight is returning to the airport for some reason, etc)
- Travelling with a group always takes extra time. Make sure to budget your time well and arrive promptly at the designated time.
- Your tardiness will affect the entire group. The group is on a strict schedule so be courteous of other people's time.
- Limit the student's consumption of sweets, sodas, and snacks.
- Never ask the Trip Director or Assistant Director to cover your chaperone duties.
- Set a good example for your students: try new things, follow all Japanese rules and customs.
- Take good care of yourself. You need to be at your best to be the best for your students. Keep hydrated and get lots of rest.
- You are not on the trip to chaperone your own child. Please allow your child's chaperone to do their job. Giving special attention to our own child can cause issues with your students and your child's chaperone.
- Never lend money to students. This can cause a bad dynamic and show favoritism among your chaperone group.
- Be a resource and provide a "parental" outlet for students when necessary and appropriate.
- Pack cards or think of games that would be good for travel
- Purchase a blow-up ball that could be used during free time for students to let off steam--fidgets (i.e., hacky sack, stress balls)
- Purchase extra snacks (small candies go a long way too on long days) in Japan for days with late meals or limited lunch. Ask the

parents of the students in your group if their child has a snack that they prefer. Stock up on a few of these and use if necessary.

- Trip directors will have a local cell phone in each group. Chaperones are invited to upgrade their phone packages to include international data. **AT LEAST THE HEAD CHAP AND/OR THE TRIP DIRECTOR** ought to have this.
- Do not let students sit on tables or put their feet on any furniture. This is considered extremely rude in Japan.

CHILD MANAGEMENT

We are all accustomed to parenting and interacting with our own children and their friends, but chaperoning a group of children, some of whom are unknown to you previously, is a different endeavor altogether. Being a chaperone can be difficult. You want the students in your group to have a good time and yet you need to be able to motivate them to do things they may not want to do. Set yourself up for success by learning some of these strategies:

- **Respect:** Offer your students respect and they will give it back to you. Children respond well to those they respect
- **Be positive**
 - Use positive words and show genuine caring
 - Praise good behavior
 - Give pats on the back
 - Smile and be enthusiastic
- **Give clear directions**
 - Understand the plan/itinerary and share it with them. Explain what to expect
 - Always ask them if they understand
- **Be a leader first**
 - Set expectations
 - Implement consequences
 - Participate equally in jobs and duties
 - Ask for help if you get frustrated

WHAT TO DO IF A CHILD SAYS NO

- Speak calmly and clearly
- Offer them choices. You may need to make it clear that “no” is not one of them. Never give a choice that may cause problems for you or for anyone else. For each choice, offer two options.
- Explain your reasons. Why did you ask them to do something?
- Ask them if they need your help
- Remind them of the Rules and Consequences
- Let them know it is ok to be sad, worried, or frustrated but that they still need to participate

CHILD MANAGEMENT IDEAS AND TOOLS:

Five basic needs of students: If you can ensure these basic needs are met for every student, you will have a group that works well together.

- Inclusion
- Acceptance
- Respect
- Control
- Safety

What you can say.... (If you can do these things, you will share control with the student and you will get less resistance)

- “I will explain what we are doing next when everyone is listening.”
- “I will know everyone is ready to move on when each person has their jacket in their hands.”
- “I will teach you a fun game when everyone is seated and quiet”
- “I’ll listen as soon as your voice is as calm as mine.”
- “Please treat me with the same respect that I show you.”
- “I listen to one person at a time.”

What you can do to manage problem behaviors:

- Stand close to the student
- Make eye contact and shake your head “no”
- Change the student’s location
- Provide reasonable choices
- Use “I” statements (I would like you to...)
- Use “one-liner” anecdotes such as:
 - “Nice try”
 - “I respect you too much to argue with you”
 - “I know”

Homesickness

- When you have a homesick child, make the head chaperone and Director aware of the situation so you will have back-up help if needed. Let them know if the situation doesn't improve.
- Homesickness is contagious, try to nip in the bud right away.
- Keep students informed of the itinerary and how to prepare for it. Kids who feel in control have fewer problems.
- Keep the group mentally busy. Ask all kids to participate in group games or conversations topics.
- Try to distract the student. Play games, strike up conversations, or have them write in a journal.
- Talk one-on-one with the homesick student and set a goal for the student. Remind them of times that you have seen them smile or having a good time - mention positive things.
- Give a little extra TLC. Make eye contact to check-in. Let them know you care about them and remind them that if they let themselves have a good time, their feeling will improve.
- Do not make promises that you may not be able to keep. Especially a promise that they will be able to call home!
- Share a story with them about a time when you were away from home or were homesick. Share a strategy that worked for you. Take a genuine interest in their friends and home life so you will be able to expand upon that information when comforting them

Money management

- All chaperones will receive money for the trip and a detailed budget
- Review the budget daily
- At some places, you can give students money to purchase their own meals, make sure to give each student the same amount. It is unnecessary to get the change from students
- There are some meals where the food has been pre-arranged but you will need to pay for drinks separately
- Never lend your students money
- Emergency money, we require to keep receipts and to turn in later to Alison. They are used for the real emergency cases, for example sudden weather change, needed umbrellas for everyone because of a rainstorm, hospital & doctors visit and stay, etc. There will be enough budget for food purchase in the regular

stipend that chaperone receives for the own group and usually no need to use the emergency money in regular daily schedule.

Alcohol consumption

- Very moderate drinking is permitted when students are present
- You are responsible for paying for any alcohol purchases
- Drinking is a part of Japanese culture. Be mindful when drinking. Sometimes alcohol will be served in small glasses that are constantly refilled so it may be difficult to know how much you have consumed
- When you are finished drinking, it is customary to leave the glass full, otherwise your host may keep filling the empty glass

Phone/Device Usage

- Students are not permitted to have such devices during the trip
- Be aware of your own phone usage (set a good example, don't over use your own device)
- Do not allow students to use your phone/device

General Tips

- Label passports with student's name on the outside of the passport. Use removable tape. This will help when going through customs.
- Carry two wallets, one for trip money and one for personal money
- Purchase water BEFORE students need it