



Hosting
Russian Leaders

Community Guidelines for
a Successful Experience

American International Health Alliance in cooperation
with the Open World Program, 2002 Civic Hosting Grant,
The Center for Russian Leadership

Hosting

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Community Guidelines for
a Successful Experience

Host Family Manual



**American International Health Alliance in
partnership with the Open World Leadership
Center, Open World Program**

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Table of Contents

Introduction

The American International Health Alliance	1
The Open World Leadership Center/Open World Program	2
Program Overview	2

Family Hosting Guidelines

General Information	5
Communicating with Your Guest	6
Meeting and Greeting Your Guest	7
In the Home	8
Protocols	10
Family Activities	10
Gift Giving	11
Emergencies and Problems	11
Returning Home	12
Conclusion	12

Appendices

Host Family Satisfaction Survey	13
Russian Alphabet and Phrases	15
Program Related Glossary of Terms	19

Introduction

The American International Health Alliance (AIHA) is pleased to welcome you as a host family for its Open World/Community Leadership Development Program, sponsored by the Open World Leadership Center at the United States Library of Congress.

Your participation as a host family is a key component to this ambitious program bringing Russian leaders to communities across the United States to learn about community health and foster greater understanding among our cultures. Home stays represent an essential part of the overall participant experience and will greatly influence the success of the program.

During his or her stay in your community, your guest will participate in a variety of experiences, including the opportunity to live with you as a host family. He or she will also learn about your major industries, participate in community cultural activities, and gain an understanding of the US healthcare and social services systems.

Following their stay in your community, the visitors will work together to develop action plans for implementing programs to improve the health and wellbeing of their cities and towns. Their experiences in your community will be most helpful to them as they conceptualize the various components of a healthy community and different tools and strategies for achieving their goals.

This guidebook is designed to provide you with a brief orientation to the program that your guest will be participating in and to help you prepare for the visit by offering cultural and practical guidelines for hosting an international visitor.

The American International Health Alliance

AIHA is a non-profit organization, which seeks to advance global health through professional, volunteer-driven partnerships that mobilize communities to better address healthcare priorities, while improving productivity and quality of care. Since 1992, AIHA has established and managed more than 100 such partnerships between highly skilled US healthcare professionals and institutions and their counterparts in Europe and Eurasia. Involving more than 150 US hospitals and health systems and 58 universities and schools of the health professions from 31 states, AIHA partnerships have made a real difference in the lives of healthcare practitioners, their patients and their partner communities both in the United States and in the countries of the former Soviet Union.

“When we got to know each other we realized no matter which part of the world you live in, you all wish for the same things. Our major values are the same—everyone needs health and family.”

*Anatoly Shalagin,
deputy mayor of Chesma, Chelyabinsk Oblast,
November 2002 exchange to New London, Wisconsin.*

In 2002, AIHA partnered with the Open World Leadership Center to become a National Host Organization for the Open World Program and to create its Community Leadership Development Program (CLDP), which engages committed teams of Russian Leaders in building a shared vision of health and learning effective strategies for mobilizing their own community resources to achieve this vision. The program pairs targeted Russian communities with US hosts and combines first hand experience in US host communities

with specific training and teambuilding efforts before and after the local hosting program.

Visit the CLDP Web site at www.openworld-aiha-communityleadership.org for more information and hosting resources.

The Open World Program

The Open World Leadership Center is an independent federal agency that manages the Open World Program, a unique, nonpartisan initiative of the US Congress and the only exchange program housed in the legislative branch. Open World aims to foster mutual understanding between the United States and the countries of the former Soviet Union by building professional relationships and personal friendships among citizens.

During short-term exchanges, emerging Russian leaders experience US democracy and free enterprise in action in communities across the United States. Open World participants, who represent all of the Russia's 89 regions and ethnic groups, learn about the roles and interrelationships of the three different branches and levels of the US government and examine how the US private and nonprofit sectors help meet social and civic needs. An integral part of the program, home stays provide participants with an introduction to American family and community life. The American hosts in turn have the opportunity to hear about the new Russia from the people who are helping to shape it.

Librarian of Congress James H. Billington, a noted Russia expert, provided the vision for Open World in 1999. Congress created the pilot program in 1999 and, in 2000, authorized the establishment of a permanent center to house Open World. The Center is governed by a Board of Trustees, including Dr. Billington (chair), Senate Majority Leader

Bill Frist, Sen. Carl Levin, Reps. Amo Houghton and Robert E. "Bud" Cramer, former Rep. James W. Symington, Mr. George Soros, and former Ambassador James F. Collins. Sen. Ted Stevens, the chief sponsor of the program's original legislation, is honorary chair.

The Open World Leadership Center awards grants to National Host Organizations, which plan and implement the Open World Program in collaboration with local partners in host communities throughout the country.

Please visit the Open World Web site at www.openworld.gov for additional information on the program.

Program Overview

This program brings together teams of Russian leaders representing various sectors of their communities to build a shared vision of health and learn effective strategies for mobilizing their own community resources to achieve this vision. The exchange provides participants an opportunity to learn about the "healthy communities" process and strategic planning principals, to experience concrete examples of successful community-based health programs in US host communities, and to create action plans for their own communities. As a result, these committed teams of local leaders are successfully translating their experiences into action by applying the strategies and lessons learned to build stronger communities and improve healthcare and related services through a broad range of citizen-based programs and intersectoral partnerships.

The AIHA healthy communities model, which shares its roots with the World Health Organization's (WHO) Healthy Cities movement, embraces

a broad, inclusive definition of health—health is not merely the absence of disease, but encompasses the well-being of an entire population. Healthy communities work to improve health by promoting healthy behaviors and involving citizens as well as public, private, and voluntary agencies and organizations in developing solutions to address community needs. The model builds on the assumption that local infrastructures and policies profoundly affect the overall quality of life for all citizens and that by working together, communities can alter systems and frameworks that create or impede health. The process of involving communities and building strong, committed leaders at the local level not only benefits the community in terms of improved healthcare and related services, but supports the overall development of civil society and an engaged citizenry.

Participants in the Open World/CLDP program should come away from their experience in your community with a greater understanding of our culture and a greater awareness of our democratic processes and the relationship between free enterprise and government in our society as they relate to building healthier communities. Specifically, they should:

- ◆ Acquire an understanding of the important elements of a civil society and citizen participation.
- ◆ Gain an understanding of the roles of government, civic institutions, free enterprise and voluntary organizations as they relate to health and healthy communities.

“By giving us a first-hand look at integrated models of community health programs that we can adapt to the needs of our own towns, what we have learned here will hopefully enrich the lives of countless others back home in Russia.”

*Anatoliy Voznyuk,
head of Family, Maternal, and Child Welfare Services,
Samara Regional Administration Department of Public Health,
September 2002 exchange to Keosauqua, Iowa.*

- ◆ Learn about the US healthcare system and its relationship to government, including financing of healthcare and community health programs.
- ◆ Acquire knowledge about quality mechanisms and the role of private organizations and government in certifying and licensing healthcare programs and facilities.
- ◆ Gain an understanding of the various community services and resources that contribute to the concept of a healthy community.
- ◆ Observe methods that communities and individuals have developed and implemented to incorporate healthy lifestyle components in everyday life.
- ◆ Learn about approaches communities and governments have used to improve community health (*e.g.*, drug and alcohol abuse prevention, HIV/AIDS prevention, smoking cessation, etc.).

Family Hosting Guidelines

Hosting an international guest is an exciting and rewarding experience. Past hosts have expressed that their experience has helped to expand their worldview and allowed them to establish lasting friendships with their international guest. Likewise, past program participants have shared that the home hosting experience deeply impacted them personally.

For most of the visitors, this will be their first trip to the United States. Their curiosity about life in our country will be great, and they will have many ideas that they have gathered from television, school history lessons, word of mouth, and from friends or colleagues who may have visited in the past. Living with a host family will be their first opportunity to truly experience life in America. Each activity, including visiting, shopping, and sharing, will be unique and will help them develop a more accurate understanding of America and its people.

For the most part, your guest will be arriving directly from Moscow. Depending on your location, you can anticipate that he or she will have been traveling for 16 or more hours and will likely be experiencing jet lag for a day or two.

Your guest should be provided with a comfortable environment in which he or she can experience family life in America. Although they have different customs, the Russians will appreciate the opportunity to participate in your traditional activities. Most will enjoy children and pets as an integral part of a family and home.

Your local host community coordinator is responsible for ensuring a successful program for the Russian participants and will act as the primary liaison for host families. Should you have any questions or have any specific needs, he or she will be available to assist you.

“The most interesting part about hosting was that window of opportunity to learn about another culture and how people live and interact in other parts of the globe. The friendships that we built will be there for a long time. . . . Thanks for the opportunity to be part of this program and the great amount of knowledge gained by doing so.”

Edgar Vesga,

Texas Children’s Hospital international attaché,

December 2002 Sakhalin Oblast exchange to Houston, Texas.

General Information

Participant profile: The group visiting your community will include approximately five to eight Russian delegates and one Open World facilitator. The delegates will generally represent a specific city or town in Russia, which was selected based on the regional and municipal leadership’s willingness to support the development of a healthy community program in their city.

The visitors will be part of a larger delegation that initially met in Moscow for orientation before the trip to the US. Other groups from the larger delegation will be participating in a similar program in other US cities. After they leave your city they will all meet again in Washington, DC, to share lessons learned and write workplans for developing their healthy community programs.

Each group will comprise city representatives in various leadership positions, including members of the city government, health and social service professionals, and community representatives from the media, education, business, non-profit, and other sectors.

Traveling with the group will be an English-speaking Russian facilitator. Generally, he or she will be a young adult who has studied in the United States, is fluent in English and has an understanding of our culture. He or she will be available to assist with communication at group events and on an informal basis throughout the participants’ stay.

Your community coordinator will try to match individual participants with families that have

similar interests and will provide you with a biography of your guest in advance of the trip, including his or her contact information and the contact information of the group's facilitator.

Communication before arrival: You are encouraged to contact your guest as soon as possible before the trip using the facilitator as a go-between. The facilitator will translate any letters, emails, or faxes that you wish to share with your guest. Sharing photos is also recommended as a good way to introduce yourself and your family to your guest and vice-versa.

You may want to coordinate pre-trip communication with your local coordinator and the rest of the host families, perhaps sending a community welcome letter to all delegates. Communication in advance of the trip will help both you and your guest get to know more about one another and make meeting in person even more meaningful.

Lodging: Each guest should ideally be provided with a private bedroom and adequate bathroom facilities. If you are hosting more than one guest in your home, two participants may share a room as long as they are of the same gender and have separate beds for sleeping. In addition, please be aware that the members of the delegation may be of different professional ranks. If two participants are to share a room, please try to ensure that they are of the same professional rank. Your local host coordinator can be consulted if this situation arises.

Schedule: Home stays will last approximately one week. Actual schedules will vary by community. In general, however, you will have time to spend with your guest on weekends and in the evenings. Weekdays will be spent in training, with each day focused on a particular theme related to

the healthy communities program. Please understand that your visitor's schedule may be subject to changes. Your local host community coordinator is responsible for developing a communication system so that you can be quickly and clearly informed of any changes.

Transportation: Your local host community coordinator is responsible for ensuring that the guests have adequate transportation during their visit, beginning with their arrival at the airport and ending with their departure to Washington, DC. You may be expected to provide transportation to and from the airport, as well as weekend and/or other transportation as appropriate to the local schedule. Please be sure to discuss transportation expectations with your local community coordinator.

Money: The Russian currency system is expressed in rubles. Currently, the exchange rate is about 30 rubles to \$1, so if something costs \$5 in our country, your guest would think of it as 150 rubles. As a program participant, your guest will receive a small per diem in American dollars for incidental expenses. He or she may have also brought some cash for souvenir shopping, which will no doubt be a very popular activity (see *Shopping* page 10). You should assume that your guest will have some spending money. Also assume that he or she cannot exchange Russian rubles for American dollars at your local bank (and you should not do so personally).

Communicating with Your Guest

Most visitors will not speak English. While interpreters will be provided throughout the professional program, they will generally not be available at home with host families. It is important that you work with your local community coordinator to translate for your guest in advance

all essential family information, including the names of members of the household, your address and contact numbers, and any basic house rules. However, to help your family and your guest settle in and get to know one another, you may want to work with your local host community coordinator to arrange some time early in the program for you to have informal conversation at your home with the aid of group's facilitator or an interpreter.

Communicating when an interpreter is not around can become an interesting and fun part of interacting with your guest. Pictures are always a good way to communicate. One idea is to keep a pencil and pad of paper handy to sketch items you are discussing. There are other creative ways to communicate as well. Some past host families have taken advantage of electronic translators or free translation sites on the Internet (for example, www.translate.ru/text.asp?lang=en and <http://world.altavista.com/>, which also offer free email and Web page translation services). Your guest will also appreciate any efforts you make to learn a few Russian phrases. While a list of some basic phrases is included in this guidebook (see *Appendix*), you may wish to invest in a more substantial English/Russian dictionary or phrasebook. Be aware that while communicating without an interpreter can be fun, it can also be frustrating. Remember to be patient and keep a sense of humor!

Interpretation: When speaking through an interpreter, be aware that this takes thought and discipline. To communicate effectively, pause every 20 to 30 words and allow the interpreter to speak, use complete sentences and phrases, and avoid jargon and slang. Jokes generally do not translate well. It is also better to leave out the proper names of people, job titles, or organization/company names that are not essential to the conversation. It

is much better to communicate this with a business card. Interpreting during events in which a meal is served can be difficult. If it is possible, you may wish to ask interpreters if they prefer to eat in advance.

General interaction: One thing to also keep in mind is that Russian culture is often more formal than American culture, and your guest may seem reserved at first. A good way to engage them is to ask questions about their families, culture, and work. Your guest will appreciate any efforts you make at becoming acquainted with their culture.

Meeting and Greeting Your Guest

Welcome: Welcoming your guest with a special event can create a warm reception for his or her stay in your city. Welcome plans should be arranged in advance with your local community coordinator and other host families based on the participants' travel schedule. Your welcome could take place at the airport—a welcome sign or group picture under the airport's "Welcome to the City of xxx" sign can be a great ice breaker for the group—or your community could choose to host a small gathering/pot luck for your guests. If you are meeting at the airport, keep in mind that planes do not always arrive on time. It is a good idea to check with your local host community coordinator beforehand in case there is a delay.

No matter where you are meeting, it will be important to spend a few minutes with your guest and an interpreter or the group's facilitator to get to know one another and feel comfortable together. Remember that for most of the Russians, this will be their first visit to the United States and they will likely be feeling some level of excitement and anxiety. Taking the time to create a warm wel-

come will set a positive tone for the exchange and make a wonderful impression.

Flowers and gifts: In Russia, it is a common tradition to welcome guests with fresh flowers. It is customary to give an odd number of flowers, since an even number suggests grief or sympathy. It is not necessary to bring flowers, but if you do so, the flowers should be both inexpensive and tasteful. Sometimes hosts also find it convenient to welcome their guests with welcome packets containing useful gifts, such as toiletries or disposable cameras. Your community should decide in advance if you will present your guests with flowers or welcome gifts, so that it is done consistently by all host families. (See *Gift Giving* page 11.)

Information: Any information you wish to share with your guest should be translated into Russian and put into a folder or bag, so it can be referred to later. At minimum, each delegate should be provided with an information sheet containing the names of the local host community coordinator and the host families for all delegates in Russian along with all relevant information about how to contact people who will be involved with them during their stay.

Each guest should also have a card or information sheet with the written names of all of your family members and your address and telephone number in both English and Russian. Your guest should carry this at all times to assist if he or she becomes separated from the group or needs to be contacted at your home.

Time Differences/Rest: The visitors will be tired when they arrive. Their travel time will be extensive, and the time difference between Russia and the US is significant. There are 13 time zones

in Russia! Moscow is eight hours ahead of EST and nine hours ahead of CST.

You should plan time for rest soon after your guest's arrival and do not expect him or her to engage in extended social activities on the first or even second day.

Meals upon Arrival: Your guest will likely have been traveling for several hours and will need to eat. If arrival is late in the evening, a light snack may be appropriate. Please ask for the flight schedule in advance and plan ahead for meals. (See *Meals* page 9.)

In the Home

House Rules: You probably have certain rules in your home that everyone is expected to follow. Please share these with your guest at the beginning of the stay to prevent any misunderstandings. Any house rules that are especially important should be translated in advance and included in your guest's welcome packet. Some examples are:

- ◆ Daily schedules, including the time when the family gets up and goes to bed and meal times, and types of foods served at meals.
- ◆ Where smoking is or is not allowed; guests will understand if smoking outside is an expectation.
- ◆ Expectations for telephone and Internet use.
- ◆ If you have preferences regarding alcohol consumption in the home.
- ◆ Whether or not the bathroom door is left open when it is not being used (traditionally, they will close it when they leave).

- ◆ Informing your guest about the American value of conserving water, heat and electricity.

Laundry: Since your guest will not have an extensive wardrobe and will be traveling to Washington, DC after leaving your home, he or she may need to clean and/or press clothes during the visit. Be aware that the American preference for cleanliness is not a worldwide trait, and thus he or she may decline your offer to do laundry. An option is to offer the privilege of using your laundry facilities.

Long Distance Phone Calls: Your guests will receive a \$5 international calling card, and should use this to make telephone calls. Since long distance calls to foreign countries can be very expensive and a potential source of conflict, it is a good idea to decide in advance how you will handle telephone use and to communicate this to your guest. For example, if he or she has friends in other US cities, you may wish to offer one complimentary phone call; alternatively, friends in other US cities may be willing to call your home.

Meals: Your guest must receive three full meals each day. These can be provided in the home or as part of the program. You should anticipate that your guest will share weekend meals and most breakfast and evening meals with you. Guests should never be asked to pay for meals, so it is important that you discuss expectations for providing meals with your local community coordinator.

When dining at restaurants, discuss portion size and complete meal versus “a la carte.” Russians tend to order “a la carte” without any idea as to the portion size, which can result in over-ordering. Buffets are a good dining option because they allow delegates to sample different foods.

For the most part, your guest will greatly enjoy simply relaxing around the table to eat meals with your family, or even preparing a meal themselves. This can be a wonderful time for both you and your guest. Sharing meals with friends and other host families, such as barbeques and pot lucks, is also very popular.

Your guest will be interested in American customs and typically eat the foods that you regularly serve in your home. In general, however, Russians do not like foods that are hard to chew or spicy. Cold drinks with lots of ice should also be avoided.

Russians are accustomed to having hot food, including meat, at all meals. They also typically have bread and butter available at most meals and drink hot tea like Americans drink coffee. Many Russians are often uncomfortable helping themselves to food in your refrigerator or pantry, so they may need extra encouragement to use the kitchen on their own.

In Russian culture, lunch is considered the largest meal of the day, so fast food and sandwiches should be avoided whenever possible. Soup and a hot entree are ideal. Russians routinely eat a warm breakfast, but will adjust to a simple American breakfast. Typical foods that they will enjoy for breakfast include salami, cheese, bread, tomatoes, and cucumbers. They also like fruit juices and fresh fruit, which are not always readily available to them in their homes.

Because this program focuses on health, it would be appropriate to model healthy eating by ensuring that meals are nutritionally balanced and avoiding fast foods and heavy fried or fatty foods whenever possible. You can also help your guest with understanding personal responsibility for health by pointing out the content of foods on the

packages. He or she will enjoy shopping with you and observing how you choose food (watching calories, fat and/or cholesterol) and how you compare prices, use coupons and choose brands.

Clothing: Russians generally dress more formally than Americans. Although your guest's wardrobe will be limited, you can help him or her understand when it is appropriate to dress more formally or to dress casually depending on the event. He or she will appreciate any advice you can give.

Protocols

Social gatherings and toasts: Russians enjoy singing and dancing and will enjoy sharing some of their lively culture with you. Russians also have a tradition of presenting long and "flowery" toasts at social events. This is frequently done with a glass of vodka or cognac. You may wish to stand and present a similar toast. *Note:* it is wise to monitor your alcohol intake as this process progresses. If you have any concerns or expectations about alcohol consumption in the home, you should discuss them with your guest as part of the "house rules."

Holidays: Your guest will enjoy celebrating American holidays with your family should any occur during the visit. You may also wish to honor Russian holidays if they happen while the visitor is staying in your home. Examples of major Russian holidays are:

- ◆ Birthdays: these are very special events in Russia. Your guest will be honored if you arrange a birthday celebration.
- ◆ January 1: New Year's Day
- ◆ January 7: Orthodox Christmas
- ◆ March 8: International Women's Day
- ◆ May 1 and 2: May Day
- ◆ May 9: World War II Victory Day

- ◆ June 12: Independence Day
- ◆ November 7: Revolution Day
- ◆ December 12: Constitution Day

Pictures: The Russians will be honored to receive pictures of your family or of events that occur during their stay. If your guest did not bring a camera, a disposable camera would make a nice gift. You may also want to inform the guest of the cost of developing pictures in the US, so he or she can decide whether or not to have them processed before returning home.

Your host coordinator will also appreciate copies of any pictures you take during the exchange.

Family Activities

The time spent with you and your family will be among the most memorable experiences for your guest. Some activities you may want to share with your guest could include going to religious services, high school athletic events, musical performances, outdoor recreation, community celebrations, art galleries, and historical sites. Even a trip to the grocery store will be an interesting experience for your guest.

You may want to work with your local host community coordinator to organize weekend or evening gatherings with other host families, such as picnics, potlucks, barbeques, sporting events, and dances.

It is important that you share a description of your non-program related activities with your coordinator so he/she can report on the cultural program that the participants have experienced.

Shopping: Shopping is certain to be one of the most popular activities among the Russians. You can help your guest by being aware of a number of things, including their expectations, differences in

clothing size and items that use electricity, and cultural differences.

The Russians will come with varying amounts of money for shopping, and they will not have credit cards. It is important to find out your guest's expectations for shopping. Some guests may be interested in shopping for expensive or moderately priced items while others will enjoy discount, dollar or second hand stores or rummage sales. Shopping for children's toys is always popular.

Large shopping malls and department stores are not customary in most cities of Russia. Thus, your guest will be fascinated by the size of our shopping facilities and the quantity of merchandise available. Understanding the concept of sales and sale items is important to point out. Store signs, such as "clearance," are not readily understood.

Specific differences exist in clothing sizes and with electronic devices. Electrical current in Russia is 220 volts, compared with our 110 volt system. For small electronics, converters can be purchased in a travel store or department store that has travel items. Converters come in 50, 1,000, and 1,500 watts. The smallest size can be used for razors, electric tooth brushes, radios and small electronic gadgets. The 1,000 watt size will work with hair dryers and larger appliances. There are also differences among the countries' hertz cycle systems (60 in the US vs. 50 in Russia). This difference carries the risk of "burning out" the device. Unfortunately, converters do not exist for the different cycles. It is best to direct your guest to items that are designed to work on both 220 volt and 110 volt electrical systems, if available.

You may want to explain some of these issues with an interpreter or facilitator before heading to the mall or to organize outings accompanied by a

Russian speaker. Local host community coordinators can also help organize group shopping trips.

Gift Giving

Sharing gifts of friendship and those that represent cultural heritage is popular in Russian society. It is fair to expect that your guest will bring gifts for your family and you may wish to identify a suitable reciprocal item. Some suggestions include:

- ◆ Anything with the name of your city or state
- ◆ Small pins of any type or bumper stickers (depicting an event, program, business, etc.)
- ◆ Refrigerator magnets
- ◆ Picture post cards
- ◆ Historical/picture book of US sites
- ◆ T-shirts, sweat shirts or team jerseys
- ◆ Group or individual photo or photo album
- ◆ American flag
- ◆ Cosmetics and lotions for women
- ◆ Children's gifts (*e.g.*, coloring books and crayons or markers, Frisbees, yo-yos, miniature cars and trucks, etc.)
- ◆ Compact disks or cassette tapes (music)
- ◆ Travel alarm
- ◆ Small kitchen gadgets (potato peeler, heavy duty can opener, etc.)
- ◆ Candles
- ◆ Coffee or tea
- ◆ Chocolates

Emergencies and Problems

Emergencies: If your guest is involved in an emergency situation, such as a medical emergency or fire, provide immediate assistance and contact the appropriate authorities and/or professionals (*i.e.*, call 911). At the first opportunity after your guest is safe, contact your local host coordinator to report the situation. Your local coordinator is responsible for immediately notifying AIHA and

American Councils and assisting you in resolving the situation. The 24 hour Open World emergency line number is 1-800-579-7961.

Examples of emergency situations are: any medical situation beyond a common illness that cannot be treated routinely; any event where the participant or facilitator is an alleged victim, perpetrator, or witness of a crime; any time when a participant or facilitator is lost or missing for more than two hours; and any time a participant or facilitator is involved in inappropriate behavior.

Your guest has limited traveler insurance coverage that will protect him or her in case of medical emergencies, including hospitalization. However, he or she is responsible for costs not covered by the group plan. Participants received this information during their program orientation, and your local community coordinator has more information.

Other Problems: If at any time you experience a problem with your guest, immediately contact your local coordinator for help. The coordinator and the group's facilitator will work with you to resolve the issue and determine if there is a need to seek further assistance from AIHA or American Councils. Oftentimes problems that may surface are due to simple cultural misunderstandings. To avoid misunderstandings and ensure that both your and your guest's needs are being met, it is important to address any issues as soon as they arise.

Returning Home

Packing: After spending time in your community, your guest will likely have more to bring home than he or she arrived with. Since all airlines have luggage restrictions, it is recommended that you check with the specific airline for the height and weight restrictions for luggage that will apply to your guest.

Most airlines allow two pieces of checked luggage and one carry-on piece that will fit under the seat or in an overhead compartment. If you have extra checked luggage or a piece of luggage exceeds weight or size restrictions, airlines will charge an excess baggage fee of approximately \$100 or more depending on the carrier.

Due to airport security, guests should not lock or wrap their baggage with tape or other packaging to avoid damage. Guests should also pack any sharp objects in their checked luggage, rather than in their carry-on bag.

Airport Security: Due to added security measures in our airports, your guest will need plenty of time to check in and arrive at the gate. Depending on the departure time and season, 90 minutes to two hours are recommended.

Shipping: We strongly discourage becoming involved in shipping any purchased items. Remind your guest that purchases have to fit into his or her luggage. If your guest has only one bag to check on the return trip and if you have some old luggage available, you may want to donate it to carry extra purchases or other items received during travel. Alternatively, your guest may decide to purchase an extra bag (Refer to *Packing*, this page).

Conclusion

We are excited that you have chosen to participate in this exceptional program. It is our hope that this guide will be a useful tool in hosting your Russian guest and preparing you for a successful experience. We welcome your comments and recommendations at the conclusion of the exchange and thank you again for sharing your lives and homes with these special visitors.

—American International Health Alliance

Host Family Satisfaction Survey

In order to determine if the hosting experience is meeting your expectations and to improve our service for future groups, please complete the following survey and fax/mail it to AIHA or give it to your local coordinator. (Attn: Lisa Betts Klimas, American International Health Alliance, 1212 New York Ave., NW, Suite 750, Washington, DC 20005; Fax: 202/789-0519.)

Your name: _____

Host city: _____

1. Overall, how would you rate your experience as a host family?

Circle one: 1 2 3 4 5 (Scale: 1 = very unsatisfactory; 5 = very good)

Please explain: _____

2. How would you rate the program in meeting your guest's needs and expectations?

Circle one: 1 2 3 4 5 (Scale: 1 = very unsatisfactory; 5 = very good)

Please explain: _____

3. Did you contact your guest in advance of the exchange? Circle one: 1 = No 2 = Yes

If yes, how did this affect your experience? If no, why not? _____

4. Were there any highlights of your visit that were particularly memorable or meaningful?

Circle one: 1 = No 2 = Yes

Please explain: _____

5. Did you experience any problems with your guest (cultural, emergency, other)?

Circle one: 1 = No 2 = Yes

If yes, please describe the issue and what was done to resolve it. State whether or not the local coordinator and/or group's facilitator met your needs in addressing the issue promptly and satisfactorily.

6. How would you rate the quality of service provided by the Open World facilitator?

Circle one: 1 2 3 4 5 (Scale: 1 = very unsatisfactory; 5 = very good)

Please explain: _____

7. How would you rate the quality of service provided by your local coordinator?

Circle one: 1 2 3 4 5 (Scale: 1 = very unsatisfactory; 5 = very good)

Please explain: _____

8. How would you rate the usefulness of this guidebook in helping you prepare for the visit?

Circle one: 1 2 3 4 5 (Scale: 1 = very unsatisfactory; 5 = very good)

Please describe any suggestions you may have for improving the information contained in this guidebook. _____

9. Is there anything your local host coordinator or AIHA could have done to improve your hosting experience?

Circle one: 1 = No 2 = Yes

Please explain: _____

10. Do you have plans to continue contact with your guest(s)?

Circle all that apply: 1 = Yes, I plan on visiting him/her in Russia.
2 = Yes, via letters, email, or telephone.
3 = Not at this time.

11. Would you consider hosting another Open World delegate in the future?

Circle one: 1 = No 2 = Yes

Why or why not: _____

12. May we contact you in the future to follow up on your experience?

Circle one: 1 = No 2 = Yes

If yes, please provide your contact information and the best method and time to contact you.

Russian Alphabet and Phrases

Russian is written in the Cyrillic alphabet, which dates from around the ninth century. Although at first glance it appears quite different, a number of letters are written and pronounced as in English (А, К, М, О, Т), whereas others are written as in the Roman alphabet but are pronounced differently, *i.e.*, Y/y is pronounced “oo” as in food and X/x is pronounced “ch” as in the Scottish word “loch.” To assist you in with some basic communication, below is a transliteration of the Cyrillic alphabet and some basic phrases and words in Russian.¹

Russian Letter		Transliteration	Pronunciation
а	А	ah	as in ask
б	Б	beh	as in better
в	В	veh	as in vote
г	Г	geh	as in get
д	Д	deh	as in deep
е	Е	yeh	as in yes
ё	Ё	yo	as in yoke
ж	Ж	zseh	as in treasure
з	З	zeh	as in zebra
и	И	ee	as in feet
й	Й	eey	as in toy
к	К	kah	as in kite
л	Л	ell	as in lamp
м	М	emm	as in men
н	Н	enn	as in nice
о	О	oh	A short sound as in pot
п	П	peh	as in pet
р	Р	airr	a rolling r
с	С	ess	as in stop
т	Т	teh	as in touch
у	У	oo	as in moon
ф	Ф	eff	as in fix
х	Х	chaa	as in loch
ц	Ц	tseh	as in tsar
ч	Ч	chych	as in chime
ш	Ш	shah	(sh as in shop)
щ	Щ	shchya	sh followed by ch

¹Adapted from the Russo-British Chamber of Commerce Website: <http://www.rbcc.co.uk/linguaphone/index.htm>.

Russian Alphabet and Phrases continued

Russian Letter		Transliteration	Pronunciation
ы	Ы	No English equivalent. Similar to the sound that the letters u and i would make when placed together - "ui."	
э	Э	eh	as in vet
ю	Ю	u	as in duty
я	Я	ya	as in yard
ь	Ь	Symbol that gives preceding consonant a hard sound.	
ъ	Ъ	Symbol that gives preceding consonant a soft sound.	

English Word/Phrase	Russian Word/Phrase	Transliteration
Yes	Да	da
No	Нет	nyet
Hello	Здравствуйте	zdrahst-vooy-tyeh
Goodbye	До свидания	dah svee-dah-nya
Please	Пожалуйста	pah-zhal-sta
Thank you	Спасибо	spah-seeba
Sorry	Простите	prah-steet-yeh
Good morning	Доброе утро	doh-bra-yeh oo-trah
Good afternoon	Добрый день	doh-bree dyen
Good evening	Добрый вечер	doh-bri vye-h-chyer
How are you?	Как дела?	kak dyelah
My name is	Меня зовут	myen-yah zavoot
What is this?	Что это?	shto eh-ta
Do you speak English?	Вы говорите по-английски?	vi gah-vah-reet-yeh pah-angleeskee
No, I speak Russian	Нет, Я говорю по-русски	nyet, ya gah-var-yoo pa-rooskee
How?	Как?	kak
Who?	Кто?	kto
What?	Что?	shto
Where?	Где?	gdyeh
When?	Когда?	kag-dar
Why?	Почему?	pa-chee-moo
Can I...?	Можно...?	mo-zhnah
Could you...?	Вы можете...?	vi moz-yet-yeh
Who is this?	Кто это?	kto eh-ta
Are you...?	Вы?	vi

Russian Alphabet and Phrases continued

English Word/Phrase	Russian Word/Phrase	Transliteration
Where are you from?	Откуда вы?	ut-koo-dah vi
What time is it?	Который час?	ka-tori chass
Do you know?	Вы знаете?	vi znah-yit-yeh
Where's your luggage?	Где ваш багаж?	gdye h vash bah-gazs
But whose luggage is this?	А чей это багаж?	ah chye h eh-ta bah-gazs
Yours?	Чей?	chye h
Which one?	Который?	ka-torI
Is this all your luggage?	Это весь ваш багаж?	eh-ta vyes vash bah-gazs
Is it very far?	Это далеко?	eh-ta dal-yeko
How long does it take?	Сколько это длится?	skol-kah eh-ta dlee-tsah
How much is that?	Сколько это стоит?	skol-kah eh-ta sto-eet
Monday	понедельник	pon-yed-yel-neek
Tuesday	вторник	fto-neek
Wednesday	среда	sryeh-dah
Thursday	четверг	chyet-vyerg
Friday	пятница	pyat-neestah
Saturday	суббота	soo-botah
Sunday	воскресенье	vuss-kryess-yen-yeh
January	Январь	yan-var
February	евраль	fyeh-vrahl
March	Март	mart
April	Апрель	ah-pryel
May	Май	my
June	Июнь	ee-yoon
July	Июль	ee-yool
August	Август	ahv-goost
September	Сентябрь	Syen-tyabr
October	Октябрь	ock-tyabr
November	Ноябрь	no-yahbr
December	Декабрь	dyeh-kahbr
Spring	Весна	vyess-nah
Summer	Лето	lyeta
Autumn	Осень	oss-yen
Winter	Зима	zee-mah

Glossary

Action Plan

(План мероприятий)

A plan of specific actions necessary to make in order to meet a certain objective. Action plans answers the questions of *what* to do, *how* and *when* to do it, and *who* is responsible.

Brainstorming

(Мозговой штурм)

Small group technique in which members of the group share ideas about a particular problem without any comments or criticism. All ideas are recorded for a later discussion. Brainstorming is used for generating new ideas for solving community problems.

Coalition

(Коалиция)

A union of organizations and individuals representing different community interests, who put together their material and human resources to achieve a common goal.

Community

(Сообщество)

A group of people defined by common physical, geographical, administrative or social boundaries, and who share common interests.

Evaluation—Process and Outcome

(Оценка процесса и результатов)

A concerted effort to collect and analyze outcome and output indicators. Evaluation is an inseparable part of any strategic planning and program implementation process. Process evaluation is sometimes called monitoring.

Facilitator

(Координатор группы)

A peer within the group who acts as the leader of the group and directs the group's work, making sure all participants are following small group "ground rules" and facilitating effective functioning of the group.

Focus Group

(окусная группа)

Small group technique in which the group leader asks members of the group a set of earlier formulated questions on a particular topic. Key points of the discussion are recorded for further examination. This technique is used for in-depth study of community problems or proposed interventions.

Goal

(Цель)

A general long-term aim that is necessary to reach in order to fulfill the mission of the organization/program/project. Compared to objectives, goals are less specific and set for longer periods of time.

Mission

(Миссия)

A concise declaration describing an improved state of community health toward which the organization is striving (vision) and methods to achieve this vision.

Objectives

(Задачи)

One of several concrete tasks necessary to complete in order to achieve a goal. Compared to goals, objectives are more specific and shorter-term. Objectives have to meet SMART criteria.

Outcome Indicator

(Показатель результата)

Quantitative measurement of a variable indicating the effectiveness of an intervention. Allows determination of whether the defined objective was met, and how well. Meeting all objectives means reaching the goal.

Output (or Process) Indicator

(Показатель процесса, или промежуточных результатов)

Quantitative measurement of a variable indicating if an intervention was implemented according to the strategic plan. Allows determination of whether the timeline was followed and resources allocated appropriately.

SMART Criteria

(Критерии СКИРД)

Criteria used when formulating objectives. Objectives should be Specific, Measurable, Attainable, Realistic and achievable in a realistic Timeframe.

Strategic Planning

(Стратегическое планирование)

A process of defining short and long-term goals and a sequence of actions to achieve them.

Sustainability

(стойчивость)

Ability of a community organization to function effectively for a prolonged period of time.

SWOT Analysis

(Анализ ССВ)

Analysis of Strengths, Weaknesses, Opportunities and Threats to the community both from the inside and outside.

Vision

(Видение)

Concise declaration describing the improved state of community health toward which the organization is striving.