



Dear Community Representatives,

January 15, 2009

In an attempt to monitor and ensure all of our host families and au pairs have a successful year, we have created a Mediation Packet. This mediation packet will need to be utilized anytime there is a problem, no matter how insignificant it may appear. The Mediation packet is to be completed in 4 parts, which I have listed in detail below.

Step 1 – Is the Incident Report Form. This report can be used when something as small as tapping fingernails on a desk has generated tension in the home. Once this report is complete, please make sure it is sent into the Home Office within 24 hours of the incident.

Step 2 – Is the Mediation Form. This form is only to be completed if you were unable to rectify the issue by completing the first form and monitoring the situation. This form requires a home visit and requires signatures from the host family, au pair and yourself. This form must also be submitted within 24 hours to the Home Office.

Step 3 – Is the Positive Contract. The positive contract is an agreement between the au pair and the host family. This agreement is extremely crucial in the Mediation process as this form needs to clearly state what the problem was and how it will be fixed. Please make sure everything is agreed upon and understood by requiring the host family and au pairs signature. This form must be submitted to the Home Office within 24 hours of completion.

Step 4 – Is the Grievance Claim Form. This form is to be completed only when an au pair and host family have not fulfilled the terms of their Positive Contract. This form is **required** prior to the family receiving a replacement au pair and/or refund.

Thank you in advance for complying with our supervision procedure. We sincerely appreciate the devotion and contribution you have made to understanding and promoting cultural exchange. Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Kimberlee Straiten
Program Assistant