



## Frequently Asked Questions

### PLACEMENTS AND AU PAIR ARRIVALS

#### **I am currently in the selection process. What is the earliest date my new au pair can arrive if I start matching now?**

On June 22, 2020, President Trump issued a proclamation that temporarily suspends arrivals to the US for certain non-immigrant visas in response to the COVID 19 pandemic. Unfortunately, despite heavy advocacy on the part of families, sponsors, and members of Congress, the au pair program is included in this proclamation. Therefore, the US embassies and consulates are not able to issue any J1 visas from June 24, 2020- December 31, 2020 or unless further modifications are made to the order. **However, on October 1, 2020**, a federal judge in the state of California has recently ruled that the Presidential Proclamation 10052 restricting J1 visas was an overreach of the President's power.

#### **How does the new court ruling regarding Presidential Proclamation 10052 impact the J1 issuance suspension as outlined above?**

The Department of State (DOS) has updated their website with the following information:

Per the California federal court's order in *National Association of Manufacturers v. Department of Homeland Security*, PP 10052 will not be taken into account in making emergency appointments. The Department is in the process of updating guidance on individual embassy and consulate websites.

While this information does not give much guidance on what qualifies as an "emergency appointment", we are monitoring US embassies for further information and guidance from the DOS. Our goal is to have au pairs scheduling visa appointments as soon as possible and in line with DOS guidance.

[Court Ruling 10052: https://travel.state.gov/content/travel/en/News/visas-news/court-order-regarding-presidential-proclamation-10052.html](https://travel.state.gov/content/travel/en/News/visas-news/court-order-regarding-presidential-proclamation-10052.html)

If you would like further information on the ruling, the below video link is helpful. Minutes 10:34 to 23:00 are most applicable to the J1 Visa.

<https://www.facebook.com/siskindsusser/videos/2731351557086662>

*\*Please note that AIFS is a member of the US Chamber of Commerce and therefore, should be covered by this injunction.*

#### **I am matched with an au pair who is currently in her home country and she is due to arrive in 2021. Will she still arrive? Who will notify us if there is a change to her arrival date?**

We are actively monitoring your au pairs arrival and her embassy appointment. We are hopeful that your au pair will be able to arrive as planned, but should we receive any delays to your current arrival date, we will update you as soon as we receive this information.

Please note, with the exception of an NIE arrival, all 2021 au pair arrivals are subject to flight availability and any current travel bans that are in place.

#### **What is the National Interest Exception\*?**

IAs stated above, on June 22, 2020 the President signed Presidential Proclamation (P.P.) 10052, which extends P.P. 10014 through December 31, 2020, and suspends the entry to the United States of certain additional foreign nationals who present a risk to the U.S. labor market during the economic recovery following the 2019 novel coronavirus outbreak.

The Department of State is committed to implementing this Proclamation in an orderly fashion in conjunction with the Department of Homeland Security and interagency partners and in accordance with all applicable laws and regulations. Exceptions under P.P. 10052 and 10014 for certain travel in the national interest by nonimmigrants for J-1 visas, exceptions are available in these situations:

- Travel to provide care for a minor U.S. citizen, LPR, or nonimmigrant in lawful status by an au pair possessing special skills required for a child with particular needs (e.g., medical, special education, or sign language). Childcare services provided for a child with medical issues diagnosed by a qualified medical professional by an individual who possesses skills to care for such child will be considered to be in the national interest.
- Travel by an au pair that prevents a U.S. citizen, lawful permanent resident, or other nonimmigrant in lawful status from becoming a public health charge or ward of the state of a medical or other public funded institution.
- Childcare services provided for a child whose parents are involved with the provision of medical care to individuals who have contracted COVID-19 or medical research at United States facilities to help the United States combat



## *Frequently Asked Questions*

### **Are you seeing a decline in au pairs interested in coming to the US?**

We have hundreds of au pairs who are in the matching process and waiting to interview with families. Our overseas partners continue to assist our au pairs who are in various stages of application process. We are committed to ensure that every au pair who has a confirmed match with a host family has the required paperwork completed as well as completed their orientation so that they may travel as soon as they are permitted to do so..

### **I am currently in the matching process. How do I receive the most up to date information on the current applicant pool and country selection?**

We offer Expert Match, a flexible and effective approach to finding the caregiver who is a perfect fit for your family. You may search for your au pair with our user-friendly online search tool, or work with our professional placement team to find the perfect au pair for your family. Should you require additional assistance, we are ready and willing to accommodate. Your placement coordinator and your community counselor can answer your questions on the current applicant pool and can offer you important information on country cut off timelines and embassy information. Your host family portal contains a variety of information on your home page and resource sections.

- If you are pursuing an NIE, please be sure to discuss this with any au pairs you are interested in.

## **INFORMATION ON CURRENT TRAVEL BANS**

### **My au pair is from Europe and or China. Why is she still not able to arrive?**

On March 13th President Trump announced an executive order and placed a travel ban that prohibits entry into the US from Europe, China, UK, Iran and Republic of Ireland. As of today, The President has not lifted this travel ban at this time, but we will continue to monitor and update our families once we have more information.

### **My au pair is from Brazil. Can she still arrive to the US?**

A Presidential Proclamation was announced Sunday evening on May 24, 2020, placing a travel restriction on entry to the US of foreign nationals of all nationalities, who were present in Brazil within 14 days prior to their arrival at the port of entry in the United States, including Brazilians. The restriction takes effect 11:59 pm on May 26, 2020. with no expiration date announced at this time. This travel restriction is intended to prevent the spreading of COVID-19 and will affect our au pair arriving from Brazil.

**Please note, if an au pair is granted a National Interest Exception (NIE), this overrides existing travel bans as outlined above.**

- **If you are not an NIE family and would like a 2020 arrival, countries not impacted by the current travel bans are:**  
Argentina, Australia, Canada, Chile, Colombia, Costa Rica, Croatia, Ecuador, El Salvador, Guatemala, Israel, Jamaica, South Korea, Mexico, Namibia, New Zealand, Panama, Peru, Serbia, South Africa, Thailand

### **During the matching process, how do we talk to an au pair about social distancing and our expectations?**

We strongly encourage you to communicate with prospective au pairs about your house rules and current guidelines so there are no misunderstandings upon arrival. Clear communication is key!

### **How will the au pair be notified on how to schedule a new appointment as soon as the embassy has openings?**

Our international offices and the au pair's local interviewing office are working very closely with the au pairs to assist with scheduling these appointments, continuing to check the embassy websites, and on next steps based on their situation.

### **What is the communication flow when an au pairs visa appointment is postponed or cancelled?**

The Post Placement team at Au Pair in America will be in touch with your family.

### **If we match but the au pair decides not to come/we decide we are not comfortable with the au pair coming will I get my money back?**

Yes, we will process a full refund or a credit to your account for the match that has been canceled.

### **Are we likely moving forward with online Orientation? Will APIA resume their traditional orientation once the crisis is over?**

Maintaining the integrity of our orientation program has always been of utmost important to Au Pair in America. As we work through the travel delays our focus is providing the best online orientation possible to our participants, along with the support of our excellent trainers with live support webinars. We will assess the orientation format and a return to our traditional model as soon as the situation allows. We will continue the online orientation program until further notice, and it will include pre-arrival courses, live webinars and Red Cross training once in their host family's home.

Please see the attached link: <https://www.aupairinamerica.com/pdf/apia-virtual-orientation-segments.pdf>



## Frequently Asked Questions

### When she arrives, where will my au pair fly into?

Once you have matched, we will ask you your arrival preference. Your au pair is flying directly to your community from her home country.

### What day will my au pair arrive?

Her arrival date is contingent on receipt of her J1 visa and any travel restrictions that may be in place at the time. Typically, au pairs will arrive to your home on a Wednesday.

### Will our au pair receive medical screening before they enter our country/home?

This will be dependent on the security screening process at the airport that your au pair will fly out of or in to.

### Will APIA be testing our incoming au pair for COVID-19?

Currently most countries do not have the capacity to test their citizens on demand. We will be emailing all incoming au pairs to check in on their arrival, *au pairs will be instructed delay their arrival if they have been ill or have any symptoms.*

### Will au pairs need to be quarantined upon arrival?

At this time, the [CDC](#) recommends a 14 day self-isolation period for international travelers arriving to the US. We will continue to refer to the [U.S. Customs and Border Protection](#) and CDC for travel restrictions and health notices, as well as specific port-of-entry screening processes. **If self-isolation is needed, she would remain in your home during that time. Your au pair must receive her minimum weekly stipend during this period.** Please contact your regional program manager if you have any questions. Contact information is listed on your host family portal.

### We do not feel comfortable paying the full program fee, 30 days prior to arrival. Do you have any other options?

Yes, we offer an Extended Payment Plan. The Extended Payment Plan is a Special Financial Arrangement whereby payment of this Program Fee can be extended over a period of six months. To learn more, go to [https://www.aupairinamerica.com/fees/extended\\_payment\\_plan.asp](https://www.aupairinamerica.com/fees/extended_payment_plan.asp)

### Advocacy: Are there additional advocacy efforts?

We strongly disagree with the inclusion of any J1 visas in the proclamation and have worked with federal lobbyists and members of Congress to stress the importance of the au pair program for working families in the US. There are legal challenges to this proclamation being considered by various business entities. We will update you on these and how you may be able to advocate for the program. Again, thank you to all who have already done so in the past.

While being included in the order is disappointing to so many, we remain hopeful that if the order is modified or when the order expires, embassies around the world will have fully reopened and other travel restrictions will have lifted and program operations can resume quickly.

## TRAVEL/VISAS

### Are au pairs still allowed to extend?

The proclamation does not impact those au pairs already in the US or those extending for their second year/special extension term. Additionally, au pairs who have been granted a J1 visa before June 24, 2020 and are in country as well as those abroad with valid visas as of June 24th are not impacted by the current proclamation.

### Can au pairs travel internationally?

When traveling through or from affected countries refer to the guidance within the resource links below- these links address travel restrictions and health notices, as well as specific port-of-entry screening processes. Due to COVID-19 we are recommending that all au pairs not travel for pleasure.

## PROGRAM UPDATES /TEMPORARY CHANGES:

### I am hosting an au pair currently in my home.

Au Pairs who are in the U.S. and already have their J-1 visa are permitted to remain and does not impact those extending for an additional term.

### Do program participants need to continue attending cluster meetings, new match assessments, and host family interviews in person?

To prioritize the safety and wellbeing of all APIA participants and due to varying recommendations for social distancing around the country we will temporarily continue to allow cluster group gatherings to take place virtually.

### Will online education now be accepted for the education requirement?

Au Pair in America has approved online classes from accredited schools when the au pair is registered for a class by March 31, 2021, due to COVID-19. Schools must still be accredited, and the au pair must still produce certificates or other acceptable documentation confirming completion of the class.

### How can my au pair get a social security card?

Social Security offices remain closed, although local SSA offices may make appointments for exchange visitors based on staff availability. The local office information can be found at <https://secure.ssa.gov/ICON/main.jsp>. Please note the following requirements for appointments:

- Offices will make appointments only for applicants filing for original Social Security Numbers (SSNs). (Exchange visitors previously issued an SSN can call to request a printout.) Appointments are available only two weeks after exchange visitors have entered the country, and only if exchange visitors do not display symptoms of COVID-19.
- Local offices will determine the number and availability of appointments based on office size, availability of staff, and jurisdictionally specific guidelines. The local office has discretion to determine how many applicants it can establish appointments for at a time; group appointments are not advised.
- In addition, it is not advised to directly contact offices outside of the exchange visitor's jurisdiction. However, if an office has no availability, it would be appropriate to ask for assistance in locating an office that does.
- Once exchange visitors secure interview appointments, they must complete the paper Form SS-5 and bring it and the required supporting documentations to the interview. SSA staff will conduct the mandatory face-to-face interview and make copies of the original documentation. (Please note that SSA is in the process of looking at alternatives to the requirements of the face-to-face interview.) The SSA office will process the documentation and mail a receipt to the applicant. Within ten days, the SSN card should follow.
- The SSA confirmed that exchange visitors who are awaiting appointments can submit to their employers a completed Form SS-5. Exchange visitors should submit the receipt and their SSN as they become available.

### Is treatment for COVID-19 covered by the au pair's insurance if an au pair becomes sick?

Coverage will apply if an au pair becomes sick with COVID-19 while on the program.

### What can I do if my au pair refuses to observe shelter-in-place recommendations?

You should discuss this with your Community Counselor so that they can support you with your placement.

### How is APIA supporting au pair's mental health during this crisis?

We continue to offer many au pair webinars that have a wide range in topics; from stress during COVID-19 to childcare activities. An au pair can also reach out to their Community Counselor for support. If further medical treatment is needed, mental health is not covered under their insurance policy. Please reach out to your Community Counselor immediately so that we can discuss options.

**Au Pair in America will continue to support all our au pairs and host families as they continue their program, extend for an additional term or complete their time together. We will explore additional avenues for advocacy and modifications in order to mitigate the impact of COVID-19 on our program, families and au pairs.**

**Thank you for your continued support,**

**The Au Pair in America Team**

**You may find the links on the next page helpful as you work on matching or with your current au pair during COVID-19:**

## HELPFUL RESOURCES:

[The Importance of Social Distancing](#) video

[Social Distancing with your Host Family](#) pdf

[How an Au Pair Can Help Children Stay Connected During Social Distancing](#) article

[How to Juggle Working from Home With Kids](#) article

[Tips for Working from Home with an Au Pair](#) article

State Department <https://www.state.gov/coronavirus/>

Exchange visitor program information <https://j1visa.state.gov/covid-19/>

<https://www.state.gov/temporary-pause-of-international-exchange-programs-due-to-covid-19/>

Court Ruling 10052 <https://travel.state.gov/content/travel/en/News/visas-news/court-order-regarding-presidential-proclamation-10052.html>

Centers for Disease Control and Prevention (CDC) <https://wwwnc.cdc.gov/travel/notices>

U.S. Customs and Border Protection <https://www.cbp.gov/border-security/ports-entry>

President's Proclamation on non-immigrant visas

<https://www.dhs.gov/news/2020/06/22/trump-administration-dhs-prioritizes-american-citizens-american-jobs>