



## **Kozmoz International**

*The future is what we create today*

Welcome to the Kozmoz Family.

Exactly what is Kozmoz, and what are you getting yourself into by participating in a Kozmoz internship? Kozmoz is an open source experiment in social engineering. Though it has leadership, the majority of tasks are divided up within an ever expanding group of volunteers bringing their individual projects to fruition and sustainability to the organization meet it's goals. Just where you fit in that matrix is a function of which project you applied to intern with. The tasks are varied and it is possible that you may find yourself asked to support Kozmoz in a way that you may not feel best suits you or utilizes your talents. Please understand that each project director is charged with utilizing their available resources. If you find that you feel as if you are not being used to your full potential, it is either because someone else was more effective or in the scope of the evolution of a project, and most likely you did not join Kozmoz at a time when your special talents could be utilized. In the end, we want you to remember that each intern and staff carries the weight of determining whether the organizations overall goals will be met, ultimately fail ,or succeed, so please take each, and every task to heart. As time progresses and the organization advances, future volunteers and beneficiaries of Kozmoz programs will be grateful for your sacrifices. We succeed by standing on the shoulders of those that came before us, and humble ourselves to be the shoulders for the future.

Put simply, the goal of Kozmoz is to create a network of autonomous communities worldwide that exist completely independent of the energy, commercial and financial grid, promoting technology and social enterprise as a viable alternative to the status quo. This is an enormous task, but one that can be accomplished thru the diligence and passion of our membership. Two notable examples of this new paradigm are Wikipedia and the Linux computer operating system. Both completely ubiquitous, non commercial, and yet something that touches us on a daily basis. In terms of their "commercial value," both organizations would rival many of the largest corporations in the world today. Wikipedia is one of the ten most visited web sites world wide, and the linux operating system drives approximately 70% of the servers that serve that content worldwide. All of that with a paid work force of a couple of hundred dedicated individuals world wide. Furthermore, until just recently, all of that was accomplished thru 100% volunteer participation. This paradigm did not exist until recently, and we want to take it to the next natural progression, to drive communities with open source technology and education. The resultant research and development that will be a natural outgrowth of the use and promotion of new and emerging technologies will become the base from which future generations can build and prosper.

Here are some guidelines that will help you succeed and ultimately help you help Kozmoz succeed.

## 1. BE A SELF STARTER

As an organization with a limited budget and an emerging paradigm, Kozmoz leadership is generally young, developing, and inexperienced in the field of managing people and activities. Whereas existing organizations generally have an established hierarchy to train, guide and manage through the course of their tasks, Kozmoz project directors are often launching projects with absolutely no model to emulate. Many are experimenting many times, through simple trial and error, while being understaffed and underfunded as well. What they need most from their volunteer staff is a willingness to look for loose ends and things that need to be done without being specifically assigned tasks. Examples would be, that in the course of daily operations when we see things that have not been put away, cleaned, completed, finished that we keep ourselves busy doing what we can.

## 2. BE DILIGENT

In the same way, your project director will probably not have the time to micro manage you and push you through to the completion of your assigned task. You must take it upon yourself to complete all your tasks properly. This means working hard and efficiently, and utilizing the time you have to speak to your superiors to its maximum potential. Ask pointed necessary questions, ask for help when you need it, and do not become a burden to others. The work we do everyday has the potential to change the world around us and as such it deserves ever ounce of energy we have.

## 3. BE OBSERVANT

Constantly endeavor to be in touch with your environment. Ask yourself: "what is working and what is not working?" Be observant of things that are broken, inferior, not completed, etc. Every hour a problem is left to worsen is another 10 minutes someone will most likely have to spend fixing it later. When you find a problem remedy it immediately without sacrificing your scheduled completion time for your own projects. If you do not have time to handle an issue, immediately inform your superiors and they will decide how best to fix the problem, this may mean they decide that you should fix it. If that happens complete the repair or clean up as you would any other task: quickly and completely.

## 4. BE CREATIVE

Being completely self funded, budget constraints are a constant hurdle to completing tasks and meeting goals and objectives. Obviously if we had unlimited resources, the rate at which we could accomplish our goals would be greatly accelerated. Understand this and help your director seek out ways to do more with less. Look for ways to substitute things that will save cost. Always be alert for unconventional ways to accomplish tasks, goals and objectives. By its very nature, Kozmoz "exists outside the box," and the ways and methods to achieve our overall goals may simply not exist until YOU provide the keys and answers.

## 4. BE UNDERSTANDING

It can not be stressed enough that the Kozmoz paradigm is emerging and fluid by its very nature. The overall goals of the organization mature but more so all the goals and methods of the individual change as young leaders find things that work well, and things that fail, to accomplish their goals. Do your best to not be patient with your leadership and the pace by which things

progress and are accomplished. Be proactive in conflict resolution. Naturally, personalities will clash, we are all human after all. Be communicative with your co-workers and your leaders. A mug of beer or a cup of coffee, combined with a mature discussion of issues and potential causes of tension is the prescribed method of conflict resolution at Kozmoz. If resolution can not be achieved, present your case to your project/ activity leader and then abide by the solution that they prescribe. Our goals are humanitarian and self-effacing by nature, and we should run our lives at Kozmoz as such, especially with the other members of our team. Each of us can be a Buddha, Gandhi, Jesus, Mother Theresa in our own way.

## 5. BE PART OF THE TEAM

Your project leader has been given a specific goal to accomplish because only in achieving that, will larger goals and objectives come to fruition. The world is sorely lacking in a myriad of ways and so many things need to be done to bring humanity up to the level of prosperity that should exist today. However, there are only so many things we can do at any given time, and the projects and tasks that we undertake must be completed one by one to achieve all that we can with the highest level of efficiency. Kozmoz needs you to be your project/activity leader's **go to man to** achieve the task at hand. If you see things that could help achieve Kozmoz goals, carry out your solutions, to the best of your abilities, within the parameters your leadership has set for you.

## 5. BE EXCITED

Being a part of the emerging paradigms of modern history is something to be excited and passionate about. You are part of something much bigger than any of us individually and the things that Kozmoz has accomplished, is accomplishing and will accomplish are will change the lives of millions... Though history unjustly remembers only a handful of men and women that championed nations and causes, none of the great advances, or for that matter tragedies occurred, solely at the hands of individuals. Defining moments in history happened only because great numbers of people cooperated to unleash great evil or to spread love and brotherhood to their fellow world citizens. You WILL either be remembered as someone that sat idly by and allowed humanity to be crushed under the selfishness and greedy people in the world OR as someone who took a stand for the benefit of the human race. Your work at Kozmoz will change the world for the better. Join us, take your stand and be excited about it.

## 6. REMEMBER YOUR MOST IMPORTANT OBJECTIVE AS A KOZMOZ FAMILY MEMBER

What do we at Kozmoz have to motivate us? Only the sense of satisfaction of completing a job, being part of something larger than ourselves and of course the joy of community and the fellowship of like minded people. We rely on each other for our financial support and recruitment. As a self-funded organization, any projects or needs that we undertake will be funded not by corporate donations or government grants, but by donations that we solicit from our family, friends and acquaintances. If this is something that is beyond your comfort level or something you are simply unwilling to do, Kozmoz is probably not the right internship for you at this point in your development. Staff and interns, should make every effort possible to replace themselves by recruiting others to carry their torch when their time at Kozmoz has ended.

## Kozmoz Japan Intern Manual 2011

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### Chapter 1: The Hierarchy

Our Director is the boss obviously but there are many other people here that function in different ways and have different relationships with you. So it's important for you to understand everyone's role here so that you can acclimate quickly.

**Director:** The Big Boss will be in and out of the center, the country, and in ten places at once time at all times. Your number one goal during your time here is to create solutions to problems and execute them. NOT to make new problems and more stress for anyone. Keep in mind that our Director does not have enough time everyday to do everything he needs to and in all likelihood all of your superiors will be behind on the things they need to get done. Bring all questions and issues to your Center

Manager first, unless otherwise directed, so as to minimize the Director's concerns and stress. You will be told things by him once and he will expect you to follow that direction going forward.

**Kozmoz Center Manager:** For most of your time here your Center Manager will be your day to day boss. Like the Director, the Center Manager has too many things to do and not enough time to do it. Try to be as independent as possible, as quickly as possible, so that they can catch up on the mountain of work they surely has. An order from the Center Manager is as good as an order from the Director and you need to treat them as such.

**Senior Intern:** If you are with a larger group of interns (3 or 4) it is possible that a Senior intern or Head intern will be appointed. This person will function as the Center Manager's assistant and be responsible for communicating orders from the Director or the Center Manager to the other interns as well as take on the majority of the Center Manager's cafe responsibilities (cleaning, cooking, managing people and stock) to allow everyone to get more work done. This person does not have purchasing-power so all of those requests still need to go to the Center Manager. This person will also be responsible for micro-managing the day to day goings-on at the cafe. This means that the head intern will give directions to clean, decide days off, and assign classes. This person will also be helping and doing all the work that other interns are and if they are not, let the Center Manager know.

## Chapter 2: The House

You may be housed in one of the Kozmoz Satellite Centers or in the Kozmoz House during your time in Kyoto. None of them are very big but they are just big enough to hold the people they need to. This means that everyone is going to have to chip in. Cleaning is essential to keeping everyone happy and comfortable. When you first arrive you will notice that all the jobs are already divvied up but that will change because now you and your fellow interns are there to help!

Remember to be conscious of other people you are living with and respectful. During the day if you are at home please keep the noise levels down, there is never a time that the house should vibrate because you want to listen to Katy Perry on full blast. Keep your room orderly and all will be peaceful in the world. Do your part to maintain the

house. This means taking the garbage out, doing the dishes, doing laundry, etc.

Laundry should be done as often as possible. Put your dirty things in the hamper **AS SOON AS YOU TAKE THEM OFF**, if there is a sudden influx of laundry it will cause a problem.

Dishes are done as soon as they are dirtied. This means if you are alone, and you make a sandwich, you need to clean things up, unless otherwise instructed. Dishes need to be cleaned thoroughly or we will get cockroaches and fruit flies in the house. Once we have bugs its extremely difficult to get rid of them, so please clean your dishes. Taking turns is a simple and effective means of ensuring everyone is helping clean up. One person should wash dishes, while another clears and wipes the table and sweeps the floor around the table. **DO NOT LEAVE THEM IN THE SINK.** Nothing can be left until morning.

There will be at minimum weekly inspections of housing. This means one of your superiors will come through your room and general living space to ensure that it is clean. The dorms should be kept reasonably clean. This doesn't mean we need to be able to eat off the floor but the floor should be devoid of food for insects. Any extra expenses that result from an unclean living space occupied by interns, such as a full spray down for insects, or replacing anything, will be charged in full to the interns as a group or to a single offending intern at the discretion of leadership.

Guests are allowed in the dorms for short-term stays but people may not move into your room with you if they are not interning with Kozmoz. Please let leadership know if you plan to have a guest and for how long so that they are consistently aware of the occupancy of the building and can plan the days activities effectively around that.

### Chapter 3: The Center

You will spend the vast majority of your time at the Center during your time with Kozmoz. Here you have two major responsibilities: teach English and help out in the Cafe. The Center Manager will be there everyday, but may need to step out for a short while from time to time, bring all issues and needs to him. Your superiors will be in and out depending on the day. Also its important to remember, since we are all volunteer, we don't hire a cleaning crew to come in at night, so we have to stay on top of cleaning. If the Center is not kept clean enough to maintain profitability, efficiency, and productivity the offending intern will be subject to sanction. You will learn the routine quickly and once you do try to be as independent as possible. Make sure to keep an eye out for unorganized things, problems, or potential problems and remedy them as quickly as possible. Remember everything has a place and it should be put back in that place every time after you've used it. There is a dress code at Kozmoz,

please wear jeans or dark pants and a tee-shirt, there are issued polo shirts we all will wear while at work. Sneakers or shoes must be worn because we are preparing food and no one wants boiling water on their toe and it looks more professional. You will be given a locker upstairs, all your stuff needs to be up there, if there is nothing to do a moment, its fine to read or go online, or play gameboy, but if you are done with it, it MUST go upstairs in your locker. And please check with your manager before you engage in such activities to ensure that there is no work to do.

**a. Teaching** - For specific instructions on how to teach classes see the teaching manual and ask questions.

When a student comes in we should all immediately greet them if we are not with another student. When they get here we need to send kids upstairs to wait. If they're early, its ok for them to wait here as long as several classes aren't going on at that time. When adult students arrive, we need to seat them and offer them a drink. Make sure to use a small glass when giving them something, most will request water, tea or hot/iced coffee. Many students will be late but that does not mean they get a longer lesson if we have other students to teach. If we don't, try to give them a slightly longer class but no more than 15 minutes over time.

Many of your students will be adults doing conversation-based lessons. Many of them will be children doing more formal instruction. We have a system and it will be explained to you. Senior people will also teach you on the fly during your classes, so don't be bothered when they interject. They are trying to teach you so that you can teach our students.

Half of this job is bring an entertainer. Some students are dealt with in an extremely causal manner, we swear, we tell dirty jokes, we say silly things. We do this because one of the main reasons a student will quit is because they are not having fun and when we act a little silly they have more fun.

The other half is actual language instruction. The other major reason a student will quit is because they aren't progressing. The key is that whether the student is progressing or not we need to make it appear as if they are. It takes over 10,000 hours of practice before a person can meaningfully communicate in a language. So, most of these students will not progress very quickly or at all. The important points here are repetition and focus. We don't want to throw 50 new structures at a student. We want to stick to 1 or 2 structures and less than 6 new words per class for beginners and it gets more intense depending on the level. The Center Manager will direct you on how to engage each student. Speak and write slowly and clearly, be friendly and you should be fine.

If there are 3 interns each intern will teach 3-4 classes a day. Normally there will be a rotation where you will at least alternate. But if you are a solo intern you will be teaching a large number of classes if the Center Manager does not

have time to split them with you. Just relax drink coffee and tea and try to have a good time.

Sometimes mothers will sit in on children's classes. This has nothing to do with you. Some mothers are very concerned with their child's education and like to monitor it. Take these classes very seriously but still try to be relaxed and just follow what the Center Manager has told you to do. Mothers will interject some times if they make mistakes correct them too if there is a major issue for example if they call a duck, a car.

All children have progress sheets so that we make sure we are constantly introducing new material. If a student is not in the big white book, ask the Center Manager about the student; odds are they are new or they have started coming on a different day and their paperwork was not moved. At least one hour before a class, a teacher should look over a child's paperwork and make a lesson plan. After every class, progress sheets must be filled out and signed. We cannot fall behind on this because if we do the quality of education these students are getting will go down and that is not what we want.

A person will be assigned to run the Kids Club on Saturdays normally. They will need one person to help her run the class. More than that for less than 8 kids is too much. Some little kids are evil. If they hit you or pick up your skirt or grab your chest, realize that they are children and that you can't hit them. It is ok to raise your voice, and physically stop them from hitting you, if needed but try not to over do it, discipline needs to be a special bad experience or it carries no weight.

At the end of adult classes we need to ask adult students when they are coming for their next class so that the schedule can be updated properly and we can plan our week. Its fine for anyone to adjust the schedule, but be careful, we drag and move items we don't delete them. Kids will hardly change and if they do, parents will tell the Center Manager. For kids club we need to encourage students that don't come that often to come more otherwise the program will never expand.

At the end of every month, tuition envelopes go out. You will be asked to give them to students, DO NOT FORGET TO DO IT, if we don't get money in then there is no way to improve our Center and expand Kozmoz.

**B. Cafe** - It would be great if everyone could make everything but if you don't know everything its ok, learn as much as quickly as you can. If the phone rings ANSWER IT. Even if you can't give the person all the information they need get their name and their phone number so that the Center Manager can call them back.

There are a few things that every person needs to be able to do.



One person always needs to come in and help the Center Manager in the morning. There is a morning checklist and everything on it needs to be done everyday. All Bottles and cans need to be rinsed thoroughly or we will get bugs. AND THEY ARE EVEN HARDER TO GET RID OF IN THE CENTER.

The second floor needs to be kept clean just like the first where the café. The office needs to be kept orderly and clean and the bathroom should stay stocked and clean.

When a Customer comes in you should greet them in English, and then speak to them in Japanese, (Example: Good Morning/Good Evening, ごゆっくりください), you should also get them water. After a two or three minutes ask them if they would like something to drink. If you are cooking that day make the order after you make the drink. If there are two people, divide the work to get things to the customer faster. The Center Manager will jump in to help.

If they ask about 英会話 grab a flyer and give it to them, if they have specific questions you can't answer, best to let the Center Manager handle it, their Japanese is far beyond yours in all likelihood and we want to recruit new students.

If the customer wants something else they will ask you for it. When they are done eating offer them a desert and coffee. When the customer leaves immediately clear and wipe the table, then wash the dishes ASAP and put them in the drying rack, if we let dishes build up we will not be able to deal with a large group and that is not a good thing. Also when dishes are dry put them away, someone will show you where everything goes.

When closing, the bike and the donation bucket need to be brought inside, the lights need to be turned off. Most importantly, the garbage needs to go in the main trash and the lid needs to be on tight, the floors needs to be sprayed with water in the kitchen and swept and the sink needs to be cleaned out and plugged. Finally the exhaust fan and the AC need to be turned off.

## Chapter 4: Side Projects and Time off

### Side Projects:

There are many side projects that will happen during your time here. These range from the more artistic to cooking. Odds are the Director or the Center Manager will ask you to help with these. When that happens it means that your fellow interns will have to take on a larger teaching load and you will be focused on a side project.

These projects will be ongoing and work will be done on them as we are able to do so. This means that there may come a time where no work will happen for a few days or over a week, but you should be ready to work on them at a moments notice at all times. These projects are very important and essential for expansion, so please stay focused and help complete these ASAP. If you have special any

skills, especially artistic and web design please let the Center Manager know ahead of time so that Kozmoz can benefit for your talents.

### Time Off

Time off can be arranged if it is done ahead of time. Afternoons are almost always doable if there is a large staff but we need to plan for it ahead of time.

If you want to take a side trip somewhere, especially if you are planning to be gone overnight or over a weekend, the Center Manager needs to know ASAP and at least 2.5-3 weeks in advance. Do not plan on taking a one month long tour of the south when you are here. Remember you are in Japan to help Kozmoz meet its goals not use the house as a hostel for traveling. Also realize that your ability to take time off is also linked to the number of interns we have at that time. If you are the only intern then your ability to take time off will be limited.

When you take side trips regular staff can help you plan your route but they can't plan a whole trip for you so try to come with questions that are specific.

## Chapter 5: Parties

Kozmoz hosts a lot of parties. Friday and Saturday nights are typically event nights. Ideally we would like to have one every week with one large one every month. These are a lot of fun but its important to remember that we are working not just getting drunk. There are simple rules as always. Normally the Center Manager and one other person will be running the Bar and food while others are entertaining.

If we have a party up stairs we want to try and keep people upstairs, eating and drinking. Its also important to be circling and offering people food and watching what they are eating so that we can make them feel like we are getting to know them and learning what they like, and so we can get rid of food. If we have a party downstairs we need to be active in keeping things clear for people to move and clean to encourage more to join us.

Preparation for the party should start at NOON. A list of food items we need to

make everything for the party should be made. Then you should check our stock and see what we already have. After that clear everything with the Center Manager and someone needs to go shopping. Remember cheaper is better. And we are not a meat buffet we want lots of starchy fillers like potatoes and rice and one meat dish.

All food preparation should fall on one person who will just focus on the food while others teach and prepare the building. We should not bake things until 6 to be ready at 7 but we can assemble everything and put them in the oven so all we have to do is turn it on when the time comes. Everything needs to be covered in plastic or foil while it is staged. If you are the person cooking, clean as you go, the kitchen is not that big and you will run out of space fast. Make sure that you leave space for food to be cooked for customers who come in. this means occupy one burner at a time when possible and be flexible.

Beer and pre-made cocktail bottles need A LOT of time to cool down so you should put as many as you can into the fridge/ freezer ASAP. You need to check the beer for temperature at least one hour before the party so that if we need to shift to ice water we can. Any mixers we are going to use don't have to be chilled unless we are using milk.

There are a couple of things to keep in mind about Japanese when managing a party.

1. Japanese do not know how Americans eat, they have a vision of what we eat so we have to SHOW them how to do things. These include for example:
  - A. Passing food around a table, make sure to move things around and offer them to people.
  - B. Eating certain types of food, especially those that have to be cut on individual plates.
2. In Japan if we clean everything up all at once, that means we are saying please leave to our guests. And we don't want them to do that. This means that we need to be constantly and steadily cleaning throughout the night so that
  - A. We are not buried in dishes and people don't leave.
  - B. More people come in when they see a smoothly run Party
  - C. our guests are comfortable.
  - D. The Center Manager doesn't have to worry about running the floor and can focus on their tasks.
  - E. If the Director is there they can entertain and focus on developing relationships.

Interns and family members drink for free but this comes with some limits.

1. Staff may not get drunk before 10:30. Remember we are working. A drunk waiter or bartender is a bad waiter or bartender. There is no problem with an intern having a beer with the guests but we have to remember that we are on duty.
2. Don't over do it even after 10:30. We don't need vomit from anyone, especially

you. If are upstairs vomiting in the bathroom and another staff member is caring for you that means we are down two people and our image is stained.

3. You need to be able to get up in the morning. Sundays are normally a day with only one intern going in with the Center Manager and the others taking a day off. If it is your turn to go in you must get up for work in the morning.

4. Don't go out and party all night after our party is over. Coming back at 5:30am on a Sunday going to wake babies up and wake everyone else in the house up in the middle of the night. This will beget bad things and angry bosses.

5. There will be an assigned bartender, normally the Center Manager and one other person. They serve drinks to EVERYONE, this includes you. The reason we do it this way is because those two people are managing stock and we don't want to let someone order something and then have to turn to them and have to say, sorry I'm out of that. We want you to be drinking the drinks we are serving that night so that guests can sample them and they will order more just don't over do it. Also, we don't want to drink our profits away. Even though profit is not the main focus of these parties, the small amounts of cash they do generate can be the difference between making ends meet at the end of the month.

## Chapter 6: Disciplinary procedures –

If there comes a time where you have behaved in such a way that is not inline with Kozmoz's mission, local laws, etc. you will be subject to sanction by Kozmoz leadership. Penalties can be a written warning to termination. Your Center Manager will be in charge of handling disciplinary matters however only a National Director has the authority to terminate your placement after any appeals that you may bring. You will be informed of all formal disciplinary actions in writing and your home institution will be sent a copy of that letter which you will sign to confirm receipt of said document. A copy of a letter is attached at the back of this manual.

Letters of discipline can be given for any number of infractions including but not limited to destruction of Kozmoz property while using said property improperly, insubordination, and breaking other Kozmoz regulations or local laws.

Only one letter of discipline may be issued within one week's time.

## Sanction –

If you break the rules and regulations set out in the Kozmoz manual or any other Kozmoz documents you may be subject to sanction by your Center Manager. Your Center Manager may at any time revoke meals, transportation rights etc as penalties rather than issue a formal letter of Discipline. You will be given documents to sign certifying that you have reviewed and understand all Kozmoz regulations and rules.

## Letters of Discipline –

1. First Warning – The first written warning will be given and will be reviewed with you by your Center Manager. The infraction will be explained to you and direction will be given about how to improve in the future.
2. Second Warning - The second written warning will be given and will be reviewed with you by your Center Manager. The infraction will be explained to you and direction will be given about how to improve in the future.
3. Termination - If it is decided that you should be terminated. A formal meeting will be held between yourself, your Center Manager, and the National Director. Your offenses will be explained to you as well as the terms by which you must abide. If your program is terminated you will be given 24 hours to vacate Kozmoz Housing and will be responsible for your own transport to the airport and all flight change fees, housing and related expenses.

## Chapter 7: List of stuff that doesn't fit under other categories but still needs to be said

1. You may not have sex with or date English school students or you WILL be fined 1 years tuition. Complicating relationships is bad for business so don't do it.
2. You should socialize with students outside of class. This will encourage them to come to more of our events. Target students are those that don't socialize with us on a regular basis.
3. No drinking during teaching hours EVER.
4. No smoking in and around the house or center.



**Kozmoz International**  
*The future is what we create today*

Dear \_\_\_\_\_ ,

This letter is to inform you that you were found by the \_\_\_\_\_ Center  
Manager \_\_\_\_\_ to be in violation of the Kozmoz rules and  
regulations on \_\_\_\_\_ .

Explanation of Offense:

What advice and direction was given by the Center Manager to help the intern improve?

What sanctions if any were handed down and how long will those sanctions be in place?

Center Manager Signature:

\_\_\_\_\_ Date: \_\_\_\_\_

Intern Signature:

\_\_\_\_\_ Date: \_\_\_\_\_