



# HOMESTAY GUIDELINES

## What to Expect

Homestay families are expected to act as the international student's "family away from home". You are not merely offering room and board to these students. Your role is to offer a safe, caring, and nurturing environment for these students to live in, just as you would your own children. Conversely, the International Students are not to look at your relationship as if they are "guests" to be waited on hand and foot. The relationship we are looking for is one of mutual understanding and trust, and one where the homestay students should respect you and your children (if you have children) as they should respect their own family in their home country. We hope that not only can your homestay student learn much about Canadian culture and lifestyle, but that you too can learn much about your student's culture and way of life. These intrinsic rewards should be first and foremost for you rather than financial considerations.

## The Process

If you wish to participate in our Homestay Program, please complete a Homestay Family Application via the Homestay Portal on True North. A link is provided on the ISP website at:

<https://isp.sd33.bc.ca/homestay-information/>

As a prospective Homestay family, all individuals living in the home or regularly staying overnight, 18 years of age and older, must have a Police Information Check (PIC) completed (at their own expense) through the RCMP. Only the primary caregiver will be required to pay for the PIC. There is no additional cost for other individuals 18 years of age or older who reside in the home or regularly stay overnight. Furthermore, the Homestay Coordinator will conduct a home inspection and an interview with all family members. If you are successful in your application, you will be placed on our roster of Homestay families. When there is a match between the expressed wishes and conditions of a Homestay family and those of an incoming student, we will supply you with the specifics regarding your new family member. Once this information has been provided to you, we encourage you to communicate with your new student. They will no doubt be thrilled to hear from you.

## Homestay Family Guidelines

To help ensure that you and your student have an enjoyable time together, we have these basic guidelines for you.

Cultural differences can often make the most basic areas of daily life a problem for an overseas student. Sensitivity and awareness on your part will help ease the student's adjustment to life in your home. It will be helpful to both you and your student if you have a discussion of family rules and schedules shortly after his/her arrival. Patience will be required in all of your explanations to the student. If he/she seems to have difficulty understanding you, it is often valuable to write things down. The students often have a greater comprehension of written English than they do of spoken English. When you guide the student through your home, it is a good idea to explain how to use some of the facilities. Encourage them to ask questions and try to use simple language in your explanations. We hope that the exchange of cultures that occur as you and your student interact daily will be an exciting part of the homestay.

### a. **Meals**

To a student from overseas, Canadian cooking may seem very exotic indeed. Just as you may find squid a little unusual (or not), your best barbecued bacon cheeseburger may puzzle your student. The whole idea of homestay is to experience Canadian life so don't make drastic changes to your family's meals. Most students enjoy trying new food. However, you should be aware of your student's preferences. If you and your student are so inclined, it might be fun to go to the grocery store together to purchase groceries that would allow the student to cook for your family a traditional dish or meal from

his/her country. Students are normally happy to share their culture with you in a way that would be mutually beneficial. The same applies to recycling and composting. Often, our recycling and composting habits and procedures differ from other countries around the world. Clearly articulate the recycling and composting procedures and expectations in your home.

Your student is not just a guest, but hopefully will become a part of your family for the time he/she is with you. Inviting him/her to join in a few household responsibilities will help him become involved. Shyness comes from not knowing what to do. Setting the table, helping with lunches and so on, when defined clearly by you at the outset, can become activities to further your communication.

Clearly inform students of meal schedules in order to avoid confusion and suggest that he/she lets you know if he/she is going to be late.

Children like snacks – this is a universal phenomenon. Please discuss this topic with your student explaining what snacks and drinks are available, how to prepare them, and when it is appropriate to have a snack. You will probably want to include the topic of “cleanup” in this discussion.

#### **b. The Bathroom**

The bathroom is probably the most puzzling room in your house for overseas students because once the door is shut, they are on their own. Start with the guided tour – show your student where extra towels, face cloths and soap are, how the shower is turned on and how to draw the shower curtain. Students from Asia, for example, have very different bathroom routines. Bathrooms are fully tiled and equipped with a drain in the floor so many students from Japan, China, and other Asian countries are not used to keeping water contained in a tub. If you have any expectations around daily number and length of time in the shower, discuss these rules with your student. Any generic brand of soap, shampoo, and toothpaste should be provided by the Homestay parent. Any specialty soaps or shampoos, toothbrush, hair sprays, cosmetics, etc. are the student’s responsibility.

#### **c. Sleeping Arrangements**

Here again, your guidance is essential to help your student feel at home. Define clearly where the student can put his or her clothes and belongings and make sure that he/she understands how covers on the bed work. The Japanese, for example, often simply use a futon and a quilt and are unused to getting under the many layers of covers that we use. Show your student how to make the bed and let him/her know at what times you will be retiring and eating breakfast. This will facilitate setting up schedules and settling into your family’s routine. It may be a good idea to indicate if the student is allowed to take food into the bedroom. Dirty dishes and leftover food can pile up quickly if not kept in check!

#### **d. Language**

The primary reason for the student’s visit to Canada is to study English. They learn much of at school, but they have a chance to use it in your home. Therefore, it is good to try to engage your student in conversation. Speak in short, basic sentences at first to help reduce confusion if your student arrives here with rather limited English skills. Avoid negative questions, such as “Don’t you want any more?” because the answer will likely be “Yes, (I don’t want any more)” instead of “No, I don’t.” Many languages respond to the verb rather than the meaning of the sentence. Be clear regarding “yes” and “no”. Many times, students will indicate that they understand when they do not. This is because they do not want to bother you. You need to paraphrase often and check that they understand clearly. This is especially important when giving instructions so that the students don’t let you down. If the primary language spoken in the home is not English, we ask that you to only speak in English when the student is present. This will be the common language you will use to communicate with each other, and it will ensure that the student feels comfortable and in the know within their new surroundings.

#### **e. Insurance**

Students are covered by medical insurance for illness and accident. However, your home may not have coverage for the student’s property because the student is not a relative. Your property is most likely

covered in the unlikely event that your student should damage anything. Please contact your insurance provider to be sure that you have adequate coverage or If you have any problems or questions regarding insurance coverage in your home.

**f. Manners**

Manners vary greatly from culture to culture, so your student may require some guidance from you in order to avoid embarrassment. If your family wears shoes inside the house, let your student know that it is common in Canada and acceptable in your house. The Japanese, in particular, always remove their shoes at the door and may feel uncomfortable wearing them in your home.

Mealtime is a very personal arrangement in the family, and some of the best times spent with your student will likely be over dinner. If your student is helping with preparations, give careful guidance. Electric stoves and other Canadian kitchen appliances may be new to your student. Forks, knives, and spoons may be familiar, but your student may ask advice on the finer points of using them if they are not accustomed to their use.

Many Asian cultures feel that making noise while one eats is a compliment to the cook. If it offends you, you may want to explain that Canadians usually eat quietly. Teach your student a few of the “Please pass the ...” phrases in order to help him/her feel comfortable at the table.

If your student is going to a restaurant without you, inform him/her that at many restaurants you must wait to be seated and of the appropriate tip that should be left. In some countries there is no tipping of people working in the service industry so the concept of tipping may be totally foreign to your student.

If your home uses a landline, please set definite guidelines regarding phone usage. The students already know that they are responsible for any long-distance charges that they incur. When the telephone bill arrives, please show them the charges for the calls they have made (if any) and ask them for the amount owing. Furthermore, students should be made aware of your rules regarding the amount of time they spend on the phone, Internet, or computer.

**g. Transportation**

International Program students are NOT permitted to drive any type of motor vehicle unless the following conditions are met:

- i. she/he is 17 years of age or older.
- ii. she/he has been in our Program for a minimum of one school year.
- iii. she/he is an “A” or “B” honours student on the two most recent Report Cards from her/his school in Chilliwack School District.
- iv. she/he takes an approved driver training course in Canada.
- v. she/he has the written approval of the International Student Program Administrator.

On a rare occasion in the past, homestay families have helped their international students to get a driver’s license and purchase a car without the approval of the Administrator of the International Student Program. **SUCH ACTION WILL RESULT IN THE STUDENT BEING DISMISSED IMMEDIATELY FROM THE PROGRAM AND THE HOMESTAY FAMILY BEING REMOVED FROM THE DISTRICT’S LIST OF ELIGIBLE HOMESTAY FAMILIES.**

While Homestay Families are expected to provide reasonable transportation, when possible, students are encouraged to use the transit/school bus system and/or purchase a bike. If the student is going to use the public or School District bus system, inform them as to what the procedures are and help them with registering for transportation on the school district website. Please prepare written instructions for destinations, bus names, and transfers for the student’s use. Students who sign up for Courtesy Bussing with the Chilliwack School District are responsible for any fees incurred.

#### h. **Student Travel**

Permission from the Program Administrator is required prior to any student travel. For guidelines, please refer to the Travel Request/Permission Form which is available on the ISP website at: <https://isp.sd33.bc.ca/>.

#### i. **Laundry**

Please inform students about arrangements for laundry in your home. Students need to know where to put laundry and the timetable for cleaning as well as their specific responsibilities with their laundry. Some of the older students may prefer to do some of their own laundry on their own. Arrange a schedule and a process that suits everyone.

#### j. **Visitors**

Your home is your student's home. It may be that he/she wishes to invite a friend home to be sociable or to work on homework. Please discuss this in advance with your student and agree on notice, times, and any other aspect such as snacks. Having guests over if parents aren't present is strongly discouraged.

Homestay families are not expected to provide room and board for parents of their student, other family members, or friends. Should the parents of the International Students decide to come to Canada to visit their children, they must find their own accommodations.

#### k. **Religion**

Please respect your student's religious beliefs (or non-beliefs). Invite him/her to join you if you go to church but be very understanding if he/she chooses not to. Absolutely no attempt should be made to change your student's religious beliefs.

#### l. **Pets**

Every effort is made to place in a student in a home with pets when the request is noted on their application. It is expected that if a student is placed in a home with pets, they will be actively engaged in the duties of caring for the animal(s).

#### m. **Cellular Phone Plans**

International Students will be given the option to obtain a physical or digital SIM card and enroll in a cell phone plan prior to their arrival in Canada. If the student has not activated their SIM card prior to their arrival, please assist them in doing so.

### **Your Responsibilities**

- All household members must agree to host a student and be committed to hosting responsibilities from August 26<sup>th</sup> to July 1<sup>st</sup>.
- Homestay Families are responsible for providing transportation to and from the airport at the beginning and at the conclusion of a student's program.
- As per the **British Columbia K-12 International Student Homestay Guidelines**, the International Student Program will not place, nor allow, *"...more than two international students with a host family at the same time"*. This total includes students or adults from other International Student Programs.
- The Chilliwack School District requires Police Information Checks (PIC) from all host family members that are 18 years or older and are living in the home, or individuals regularly staying in the home overnight. PICs are valid for a period of four (4) years.
- Homestay Families are responsible for maintaining an up-to-date profile in our database. Any changes to the family profile, home address, photos, etc., must be communicated to the Homestay Coordinator. Failure to do so may result in removal of the student from the home.

- The Homestay family must provide a clean, friendly, safe, and supervised living environment during the student's stay in the home.
- The Homestay family's primary consideration in hosting a student is for the cross-cultural experience and the intrinsic rewards that this would bring, not financial compensation.
- The Homestay family must provide the student with a private bedroom complete with a bed, bedding, a dresser, desk, chair, study lamp, and closet space, in addition to reasonable access to an internet connection.
- The homestay family should do whatever it can to smooth the way for the student and at the same time adjust family life to accommodate the student as a new family member.

Within the first few days of arriving the homestay family should:

- inform the student how to address you. e.g.: Mr./Mrs., John/Mary, Mom/Dad, etc.
  - discuss household culture, rules, and routines. e.g.: mealtimes, snacks, showers, laundry, chores, how to make a bed, Homestay Parent access to the student's room, etc.
  - demonstrate how to use all electrical appliances.
  - invite the student to go grocery shopping.
  - give the student your name, home address, and phone number on a card that will fit into a wallet.
  - take the student on a sightseeing tour of the area.
  - have a conversation about finances and budgeting.
- The Homestay family can expect the student to do reasonable household chores but does not expect the student to engage in activities that are considered work (babysitting, cooking, yardwork, housework, etc.).
  - Homestay family members must be willing to respect the religious or non-religious beliefs of their student.
  - Homestay family members agree to respect the culture and values of their student.
  - The Homestay Family will provide three wholesome meals and snacks on each day of the Student's stay in the home.
  - The Homestay family is willing to do the student's laundry, or provide laundry detergent, instructions, and a schedule for the student to do her/his own laundry.
  - Homestay family members are willing and able to involve the student in various activities and outings.
  - Homestay family members do not abuse alcohol or drugs.
  - Homestay families are under no obligation to provide accommodations for the student's family or friends. Visiting parents must arrange hotel accommodations during their visits.
  - Our experience tells us that all parties involved in the International Student Program need to opportunity to "recharge their batteries" over the summer. **Therefore, unless certain conditions are met (please refer to the Homestay Agreement for details), all year long international students MUST leave Chilliwack between July 1 – August 25 each summer.**

## Transfer of International Students

Occasionally, and for a variety of different reasons, students or Homestay Families may feel that their experience is not meeting their expectations, or a personal/life situation occurs within the home. When this is the case, a move to a new Homestay Family may be requested. To facilitate the request in a timely manner, the following process will be enacted when a non-safety related concern is brought forth:

1. The student or Homestay Family contacts the Homestay Coordinator identifying any issues regarding the Homestay placement. If a move is requested, the District Administrator may be informed.

2. A discussion is initiated between the student and Homestay family, mediated by the Homestay Coordinator, to determine if any outstanding issues may be resolved via a discussion.
3. If discussion/mediation between the Homestay Family and student does not result in a resolution for both parties, or if either party continues to request a move, the District Administrator and Agent are informed of the situation.
4. Following communication with the Agent and District Administrator, a profile for the potential new Homestay Family is forwarded to the Agent. The Agent will share the profile with the Natural Parent(s) for approval before a move is made. It is encouraged that the Natural Parent(s) have a discussion with their child about the new Homestay Family before approving or denying the move.
5. When the Natural Parent(s) final decision is provided to the Agent, the Agent will convey that decision to the Homestay Coordinator.
6. A final confirmation will be made with the new Homestay Family and a date/time will be arranged for the student to move into the new home.
7. The Homestay Coordinator will inform and provide information regarding the confirmed move to the ISP Administrative Assistant so that student data can be updated.

Please note that any requests for a second move to a new Homestay Family will be subject to a thorough investigation and the student may be dismissed from the International Student Program.

## Enjoy!

The vast majority of homestay relationships wind up being very pleasurable and rewarding for both the homestay family and student. The most difficult part for many, is having to say good-bye when it's over. The best part is that many lifelong friendships are developed!

## FAQ's

This information is intended to address the broad range of concerns of prospective homestay parents. In doing so, it deals with potential challenges, problems, and responsibilities that homestay parents may have to face in accommodating a foreign student. It should be stressed that homestays are normally rewarding experiences for both parties.

### 1. Why and when are these students coming to Chilliwack?

Foreign students want to improve their English fluency and benefit from an international experience. Most of these students will only be staying for a year or perhaps even shorter, while some of them will study here until they graduate. After graduation, some stay in Canada to go to university, some return to their home countries, while others go on to post-secondary studies in countries such as the United States and Australia. Your student's arrival will depend upon which length of program they have enrolled in:

#### Full Year and Semester 1 Program:

- Arrival: After August 26<sup>th</sup>, but before the first day of school.
- Departure: At the end of January (Semester 1 Program) or before July 1<sup>st</sup> (Full Year Program).

#### Semester 2 Program:

- Arrival: At the end of January.
- Departure: Before July 1<sup>st</sup>.

#### Short Term (3 months):

- Arrival: After August 26<sup>th</sup>, but before the first day of school (Semester 1) or at the end of January (Semester 2).



- Departure: End of November or December (Semester 1 Short Term Program) or at the end of April or May (Semester 2 Short Term Program).

Please note that sometimes there may be delays in processing Study Permits and this may result in a late arrival of your student. Unfortunately, these circumstances are beyond everyone's control.

## **2. What can a Homestay family do to prepare for an international student?**

Send an email message to your student. Describe your family, any pets you may have, lifestyle, and your neighbourhood. Relate funny or typical family incidents. Include photos of your family, home, neighbourhood, and Chilliwack. Send an email message to your students. Reassure them that you are looking forward to hosting them. Encourage them to write to you to or connect via a video call, if you are comfortable with it. Don't worry if they can't speak English. They will be very excited and grateful to receive your message and they will quickly find someone to translate it for them. After all, you will be their caregiver while they live and learn in a new country halfway across the world. It would be very reassuring for them if you made contact.

Do some homework. Study a few words of your student's language and read up on the history and culture of your student's country of origin. Learn to pronounce your student's name correctly.

Prepare your student's room with the required desk, lamp, bed, closet, and dresser. Other niceties such as putting up a welcome banner, providing a plant, magazines/pamphlets, or perhaps a small gift or treat on the bed would no doubt be greatly appreciated and make the student feel welcome in his/her new home.

## **3. What are they like?**

First and foremost, they are children, typically aged 14 to 18 years old. They share many of the characteristics common to young people anywhere. As individuals they are at various levels of maturity and sophistication. Through time you will be able to determine your student's personality and degree of responsibility. Just treat him/her accordingly.

Some have previous international travel experience. Some have grown up in an urban environment. They may be used to a greater measure of personal independence than our children experience or less independence.

All our students will have studied some English prior to arriving in our schools. Their English abilities may vary greatly. Some students will come to us quite fluent and confident in their English abilities while others will arrive here not feeling very comfortable at all in speaking and comprehending English. With these students you will have to repeat and re-word sentences. Check for comprehension. Be patient and understanding but encourage them to speak English immediately. Explain that it is a Canadian custom to speak English in front of other Canadians. Although it is difficult and frustrating to speak English all the time, it is rude to speak a foreign language in our presence. We ask the same of our Homestay families if the first language in the home is not English.

## **4. How will they adjust to life in Chilliwack?**

The first few weeks of the homestay will involve significant adjustments on the part of the students and the homestay families. Often students are away from their families for the first time. They can experience jet lag, culture shock, and homesickness. Homestay families should expect "shyness".

Generally speaking, Asian students are not used to outward shows of affection such as hugging in their own cultures, and therefore may be embarrassed by it. Students from many other cultural backgrounds are much more comfortable with such outward signs of affection. Furthermore, the academic workload is very demanding for these students, especially in the beginning. Be supportive of your student, comfort them and try to ease the pressure they are feeling to excel.

Due to possible cultural and language barriers, it may be difficult at first for the students to make friends. They will not automatically make firm friends with family siblings. Much like natural siblings, they will relate better to some family members than others.

## 5. Can homestay families expect foreign students to conform to family rules of conduct?

Absolutely! It would be wise to establish with your student an understanding of house rules and regulations as soon as possible. It is easier to start with stricter rules and judge how you may relax them as you get to know and build trust with the student, rather than tighten up later. Be sure to explain why you have set such guidelines. Kids are kids world-wide, and your student will likely conform to your household routines and family rules much more easily if he/she is clear on just what they are.

- Students must understand that hosts are surrogate parents – not landlords or hoteliers. Students are expected to conform to the normal rules of family life and contribute to the routine operation of the household. Remember that we are here to support you if there are any issues or misunderstandings about the rules and expectations in the home.
- **THE USE OF DRUGS AND/OR ALCOHOL BY STUDENTS IS STRICTLY PROHIBITED.**
- Immigration, Refugees and Citizenship Canada (IRCC) does not permit students to hold jobs in Canada, but they are free to volunteer for community organizations and events if they wish.
- **OVERNIGHT STAYS OUTSIDE OF THE FAMILY HOME AND OUT OF TOWN TRAVEL ARE SUBJECT TO PRIOR APPROVAL.** Guidelines are provided on the ISP Travel Request/Permission Form available on the ISP website.
- Students **MUST NOT** be left overnight unattended. Adult supervision (someone twenty-five years of age or older) must be arranged for your student if you will be away from home overnight. The homestay family is responsible for compensating the substitute family (\$35/night) unless other mutually agreeable arrangements are made.
- If students choose to participate in family holidays and/or travel where costs are incurred, they are expected to assist in bearing the costs. Where students choose not to participate in the activity, they must accept alternate arrangements made by the homestay family.
- You will have to determine a curfew for your student based on his/her age and maturity. Make sure that the curfew is clearly communicated to your student and that they always communicate to you where they are going and who they will be with.
- Explain clearly your rules regarding:
  - showers and baths (number a day and length of time)
  - table manners and manners in general
  - late-night communication with family and friends in their home country
  - meals out with the family
  - snacking
  - cleaning
  - morning routines
  - hanging out with friends

## 6. What are Host Parents expected to provide?

Homestay families provide students with a home away from home in a supervised environment where the student's welfare is as important as that of any family member.

Students expect to have their own rooms, including a bed, bedding, a closet, chest of drawers, desk, study lamp, and Internet access. Students should be able to have reasonable access to the bathroom and other common areas of the home. Outline to the student where he/she is free to go, and which household areas are out of bounds.



Parents should set clear guidelines as to what hours are reasonable to contact friends and family back home. Reasonable use of the computer and Internet should also be clearly outlined.

Parents are expected to provide the student with three wholesome meals and snacks each day. If your student is a teenager, remember how much a growing teenager eats. Students can be expected to get their own breakfast and make their own lunch if this is what you prefer. However, with younger students you may have to provide some assistance and supervision. Regardless of the age of your student parents are expected to prepare the supper meal for the student. It is strongly recommended to take the student grocery shopping with you several times to determine their tastes and make them feel at home.

Students are responsible for paying for their own entertainment, bus expenses, and school supplies. If the homestay family goes out for a meal at a restaurant (or orders in) the student should not be asked to pay. Similarly, if there is a family outing that involves some sort of entertainment (a movie with snacks, public skating, etc.) and the cost is less than \$20 then it's the homestay family's responsibility to pay for their student. When the entertainment cost is \$20 or greater (activities such as skiing, whale watching, etc.) the student should be paying for the activity. The homestay parents need to discuss these financial matters with their student shortly after arrival. Even though this may seem a bit awkward, it prevents hard feelings later if Homestay Parents are clear from the beginning.

## **7. What additional responsibilities do Homestay parents have?**

### **a. Medical Coverage**

You do not have to be concerned about medical coverage for your student as that will be taken care of by the School District via our insurance provider (and MSP for full year students). We ask that you assist students in arranging for medical appointments and submitting claims to their insurance provider.

### **b. Bank Accounts**

If your student wishes to open a bank account, please provide assistance with the process.

### **c. Home Insurance Policy**

Your property is most likely covered by your homeowner's insurance in the unlikely event that your student should damage anything. However, please contact your agent to be sure that you have adequate coverage.

## **8. What support is available to Homestay families and students?**

The Administrator of the International Student Program is based at the School District Office and works to help the students with any school related or personal problems or concerns. They are the Custodian (Legal Guardian) of the student while they are studying in Canada. As such, Permission Forms or documents that require a signature from a Legal Guardian should be forwarded to them for approval.

The Chilliwack School District also has an International Student Homestay Team, led by **Catherine Freimark**, who are available to act as a liaison between the students, the family, and the school. Homestay families and their students should therefore direct any questions or concerns regarding Homestay to Catherine by emailing her at: [catherine\\_friemark@sd33.bc.ca](mailto:catherine_friemark@sd33.bc.ca).

On occasion, one of the team members will give you a call or send you an email to say hello and see how things are going. However, please remember that you can contact them as well – even if it's just to say that everything is fine.

Furthermore, academic and personal counseling services will be available at the school for your student in the same way that they are available to any local student.

Families and students are expected to make every effort to ensure that the homestay relationship is a success. Nevertheless, problems could arise as they do in any field of human activity. If families and students are incompatible and every effort has been made to improve the situation, but to no avail, the Homestay Coordinator will seek another homestay for the student. However, any student requesting a

second homestay change within a year will be subject to a thorough investigation by the Program Administrator before a third placement is considered, and depending on the findings, the student may be asked to leave the Chilliwack School District.

**9. What should I do when my Homestay Student arrives?**

- a. Greet your student at Vancouver International Airport. Arrive a little early just in case the flight is early but do be prepared for somewhat of a wait as the student has to pass through Customs and Immigration.
- b. Drive the student past his/her school on the way home.
- c. Have a quiet, relaxing day at home. Remember, your student has likely been up for over twenty-four hours and is coming from a country where the time difference may be as much as seventeen or more hours different from our local time. Therefore, there's a good chance that he/she may quite soon want to spend some time alone to adjust and rest and/or sleep.
- d. Assist the student to open a bank account, if requested.
- e. Within the first few days, discuss family routines, rules, and financial matters.
- f. Help the student activate their SIM card for their phone plan if they have not done so already.
- g. Please don't forget to take your student on a tour of the area within the first few days of his/her arrival!