



ULETH HOMESTAY

Host Families Handbook

ULeth Homestay wants to ensure that both students and host families have a positive experience. Please read this handbook carefully and if you have any questions, do not hesitate to contact us.

TABLE OF CONTENTS

Host Families: General Introduction and Expectations	p. 2
ULeth Homestay Policies	p. 2
Fees	p. 2
General Responsibilities	p. 3
1. Overview (Host Family's and Student's Responsibilities)	p. 3
2. Mandatory Forms and Important Information	p. 3
3. Inclusive Family Environment	p. 4
4. Before the Student's Arrival	p. 4
5. Transportation	p. 4
6. Arrival Orientation	p. 4
House Rules and Chores	p. 5
1. House Rules	p. 5
2. House Chores	p. 6
Promoting Student's Wellbeing and Success	p. 6
1. Meals	p. 7
2. Student Space (Physical Standards)	p. 7
3. Keys	p. 7
4. Other Services	p. 7
a. Toiletry	
b. Laundry	
5. Safe Environment	p. 7
6. Language Support	p. 8
7. Cultural Respect and Sharing	p. 8
Damage and Security Deposit Claims	p. 8
Improper Behaviour	p. 9
Communication is Key!	p. 9
Out-Of-Town Trips/ Vacation Policy	p. 9
1. Host Family Trips	p. 9
a. Short Program Students	
b. Long Program Students	
2. Student Vacation Policy	p.10
Sleepovers	p.10
Ending a Placement	p.10
Between Semesters	p.11
Contacting ULeth Homestay	p.11
1. Changes in Household	p.11
2. Criminal Offense Charges	p.11

3. Emergencies	p.11
4. Concerns with Students	p.11
5. Homestay Program Contact Information	p.12

ANNEXES

- ✓ **Host Family Guidelines Agreement Form** – *To be signed by all adult member(s) of the Host Family*
- ✓ **Key Reminders for Host Families**

Host Families – General Introduction and Expectations

As a homestay family, you become “family away from home” to international students. Indeed, a homestay program is a means of facilitating cross-cultural exchange while ensuring that boarding costs are covered and that students experience what it is like to be a member of a Canadian household. It is important to keep in mind that a homestay program is not a method for homeowners to alleviate household expenses or to get help with house chores.

Homestay families must assume certain responsibilities such as offering a safe, comfortable, and friendly environment where students feel welcome and exchanges can take place. Students are also expected to respect you as they would respect their own family. They are to be treated and to behave as family, not guests who are waited on.

We hope that not only can your homestay student learn much about Canadian culture and lifestyle but that you too can learn much. In fact, the experience of hosting students from other countries and cultures is highly enriching. These intrinsic rewards should be first and foremost for you, rather than financial considerations.

ULeth Homestay Policies

It is the policy of ULeth Homestay that:

- ✓ All students are 18 years of age or older.
- ✓ Students and hosts agree in writing to abide by the Homestay Guidelines for the duration of each scheduled stay.
- ✓ Hosts must inform ULeth Homestay if they will be hosting an international student through a separate arrangement at the same time as a ULeth Homestay student.
- ✓ Each student must have a separate and private bedroom.
- ✓ All students in the home must be of the same gender.
- ✓ Only one student of any one nationality can be living in the host home at any one time, unless otherwise specified.
- ✓ Unless otherwise specified by ULeth Homestay, host families will receive their homestay fee payment on the first day of each month. Except for custom programs, students are solely responsible for payment of homestay fees to hosts, and hosts shall have no claim against the University of Lethbridge for homestay fees.

Fees

ULeth Homestay families are compensated \$775 (CAD) per month or \$26 (CAD) per day (for stays shorter than one-month long) as a non-taxable honorarium.

All custom program groups’ payments are processed through the University of Lethbridge, and distributed to the corresponding host families via cheque or direct deposit (an additional form needs to be completed by families who wish to receive this type of payment) at the end of the month or student’s stay (for stays shorter than one month long). Please note that if your homestay student needs to be moved to another family for a short-term (for example during a weekend absence) or for the rest of the student’s program (move), the costs associated with the number of days in which the student was not at your house will be deducted from your payment, unless you make special arrangements with the other host family.

Students who are not part of a personalized custom program (referred to as “independent homestay students”) are responsible for directly paying their host family on the first day of the month.

For the required Security deposit, please note that no host family is to directly keep a security deposit; all students pay a fully-refundable security deposit that the University holds. In the event that your homestay student causes any damage, please refer to the guidelines and procedures outlined under “**Damage and Security Deposit Claims**” (p. 8).

General Responsibilities

1. Overview

Host Family’s Responsibilities

- ✓ Pick up your homestay student upon arrival and drop her/him off at the end of the program.
- ✓ Provide three meals per day (breakfast, lunch and dinner).
- ✓ Provide the homestay student with a clean and private bedroom (bed, dresser, desk/table, chair).
- ✓ Foster a safe environment and provide notification of overnight guests who are not on the family’s profile form.
- ✓ Clearly explain your house rules and expectations.
- ✓ Provide an inclusive family environment and welcome your homestay student as a family member.
- ✓ Give a house orientation and help familiarize your homestay student with the surroundings.
- ✓ Speak in English when the homestay student is present.
- ✓ Respect your homestay students’ rights to privacy.
- ✓ Provide assistance when possible and needed.

Homestay Student’s Responsibilities

- ✓ Pay the homestay fees on time (for independent homestay students only; not applicable to custom groups’ students).
- ✓ Be willing to interact with her/his host family, taking part in family activities and communicating openly.
- ✓ Communicating with the host family and making sure to ask if something is unclear.
- ✓ Abide by the family’s house rules and expectations.
- ✓ Keep bedroom clean and help with house chores when possible.
- ✓ Clean up after using the bathroom or the kitchen.
- ✓ Help with meals when possible and/or asked.
- ✓ Pay for own snacks and entertainment as well as extra-curricular activities.
- ✓ Inform host family if late or not home for dinner.
- ✓ Ask before bringing friends home.
- ✓ Purchase own personal hygiene items such as toothpaste, shampoo, and deodorant.
- ✓ Be tolerant of Canadian ways, diversity and customs and treat host family with courtesy and consideration.

2. Mandatory Forms and Important Information

As a host family, you are required to submit the following documents to the ULeTh Homestay Program Coordinator:

- ✓ Proof of adequate **home and car insurance** coverage such as: sufficient property insurance for all buildings and contents; a minimum \$1,000,000 third party automobile liability insurance in addition to collision coverage; and a minimum of \$2,000,000 liability insurance.
- ✓ A valid **Criminal Record Check (CRC) with Vulnerable Sector Check** for each member of the household who is 18 years or older. It must be dated from within a year from submission, and is to be completed at your own expense. If you need to complete

a new CRC, please use the form provided by ULeth Homestay. A CRC can be obtained at the City of Lethbridge Police Station located on 135 1 Ave S (if you live within City limits) or at the RCMP office on 427 Stafford Dr. S.

- ✓ Complete the **Host Family Application Form** and inform ULeth Homestay of any changes.
- ✓ Provide a copy of your **house rules** to the Homestay program coordinator.

3. Inclusive Family Environment

You are expected to offer a welcoming family environment to your homestay student(s), by treating her/him with kindness, tolerance and patience and by respecting their rights, privacy, and culture, including religious and political beliefs.

- ✓ Students should be treated as a family member, insofar as possible, by sharing family life with them and conversing regularly in order to develop positive relationships. Do not view your student as a paying guest, but encourage her/him to feel at home, share the common living areas of the house (e.g. kitchen, dining room, living room).
- ✓ Include the student(s) in regular family activities. Students are not expecting their host family to cover all their expenses. However, make sure to discuss who will pay for what beforehand, to avoid any confusion. The Homestay fee for students includes meals so if your family is going out to eat more than once a week, it is unfair to ask the student to pay for his/her meal each time. Families should also honour the student(s) right to decline an invitation without fear of being treated differently as a result.
- ✓ Acknowledge the varying ability and uniqueness of each student you are hosting, especially in relation to their cultural background and age. Avoid making comparisons between past and present students.
- ✓ Provide a stable family environment. If there are unresolved tensions between members of the family, it is not the right time to host a student. Remember to inform the Homestay program coordinator if any changes arise in your family environment.

4. Before the student's arrival

If time permits, host families should send an email to their homestay student before (s)he leaves for Canada. This email is an opportunity to introduce your family members and enable the student to get to know a bit about your family. It is strongly encouraged to attach a picture of your family and home. Many foreign students live with their parents and are about to leave their home-country for the first time. Pre-departure communication with you is the occasion for parents to feel reassured about their upcoming children's experience in Lethbridge. Besides, it is also a great way for you to prepare for your student's arrival on a more personalized level.

5. Transportation

At the moment of arrival in Lethbridge, each host family is expected to pick up their homestay student (usually on the University of Lethbridge campus, or occasionally at the Lethbridge airport). We recommend making a welcome sign with your student's name, in order to find your student easily.

If a host family is unable to pick up their student for emergency reasons, it is mandatory that the host family notifies ULeth Homestay coordinator ahead of the student's arrival time.

Help familiarize your student with your neighborhood and the general facilities in Lethbridge. Show the closest bus stop and if possible, please accompany her/him on the first few bus rides.

6. Arrival Orientation

When your student arrives at your house, please introduce her/him to all members of the family including pets and show her/him around the house. You will want to tell the student how to address you and your family members. Ask the student how he or she would like to be addressed.

Please ensure that your homestay student is aware of emergency exits (i.e. windows or back doors in case the front door is not accessible) in your house and in her/his room. Familiarize your student with smoke alarms in your house.

Go slowly as some students may have initial difficulties understanding you. Also, keep in mind that the student may be tired after a long trip and that this information may need to be repeated in the following days.

Home Orientation Check List

- ✓ General home tour:
 - Rooms
 - Door/window locks
 - Entrances
- ✓ Use of T.V., Wi-Fi, radio
- ✓ Use of electricity and heating (turn off the heat when you leave etc.)
- ✓ Storing belongings
- ✓ Use of toilet and disposal of personal products
- ✓ Bathing: how to fill the tub or if showering how to pull the shower curtain and operating the shower
- ✓ Use of kitchen and household appliances
- ✓ Food and drinks, meals and snacks—where to find them
- ✓ Washing clothes (laundry) – how to operate the washer/dryer, laundry days/times, etc.
- ✓ Where to find cleaning products
- ✓ Entertaining friends – appropriate times and days, areas not to be used for this purpose, staying for dinner, etc.
- ✓ Use of outdoor areas
- ✓ Use of telephone
- ✓ Public and private spaces
- ✓ Entering and leaving the home (show how to operate door knob and lock doors)
- ✓ Emergency exits, smoke alarms and emergency action plan
- ✓ Treatment of pets and animals
- ✓ Provide a set of keys

It is also important to inform your student about regular family activities/schedules. We also recommend posting a family calendar in order for your student to be aware of the family's schedule.

House Rules and Chores

1. House Rules

Establishing and explaining clear rules is essential to smooth cohabitation. Please bear in mind that house rules should be reasonable and realistic. Enforce house rules firmly, but respectfully, and stress punctuality to the student. You will also be asked to share your house rules with ULeth Homestay at least one week prior to the student's arrival. The ULeth Homestay program coordinator will contact you if any of your family's house rules is/are deemed unrealistic or inappropriate.

When your student arrives, please provide a welcome message with the written house rules and family schedule attached. Sit down and discuss the schedule and house rules with your student, in particular the use of the telephone, meal times, pet care, and friends staying overnight. Many international students are not accustomed to household pets; therefore, please exercise considerable caution in this regard when the student first arrives.

Be sure to give your student a house key. The student will receive a document with your name, address, and telephone number(s) prior to her/his arrival but please make sure the information provided is accurate and up to date.

Please note that some custom program students may have specific rules as ULeth Homestay Program needs to follow the partner institution's guidelines. If it is the case, you will be informed ahead of time during the group's pre-arrival orientation; it is important that you attend these orientations insofar as possible.

Example of House Rules

- If you are not coming home for your evening meal, you must tell us in the morning, or call us by 4pm.
- Respect quiet time between 10pm and 7am. This includes no showering or loud music listening.
- Please make sure to tuck the shower curtain into the bathtub when showering.
- Please ensure that you turn off the lights and close the window(s) in your room when you are not at home.
- You are not permitted to smoke inside the house at any time.
- When you are inviting your friends over, please inform us at least 1 day in advance to discuss the details.
- If you are going to your friend's place or staying overnight, you need to leave us their name and phone number so we can contact you in an emergency situation.
- Please do not feed the children (or pet) without prior consent.

2. House Chores

Students are to be treated like family members, not paying guests. You can expect them to participate in light house chores, such as vacuuming, dusting, cleaning after themselves in the bathroom and kitchen, dishwashing, and throwing out garbage. They should also clean up their room and make sure it is tidy. Unless otherwise specified by you, your student should also be expected to do her/his own laundry. However, the student should not be asked to do heavy housework or babysitting. Please keep in mind that in some cultures, students have never been required to engage in cleaning duties and will require detailed instructions. Your patience will be greatly appreciated in the adjusting period.

Whenever possible, the family is asked to give practical assistance to their homestay student and to outline the expectations in regards to household chores in order to avoid any misunderstanding on this regards. We also encourage you to outline the degree of household chores expected from your student in your written house rules.

Prior to your homestay student's departure, please make sure to clearly explain how you expect them to leave the space they are using (i.e. their private room and bathroom, if applicable). Please note that no fee for regular cleaning duties can be taken out of the Security Deposit (please refer to the Damages and Security Deposit section for guidelines about what can be deducted from the Security Deposit).

Promoting Student's Wellbeing and Success

Most international students who arrive in Canada will experience "Culture Shock", which is a process of adjustment in which one may feel homesick and lonely, while having a hard time communicating in the new language and adapting to new customs. This is a common phenomenon but it does not necessarily represent a person's personality or character; therefore an awareness of the possibility of unusual behavior may help a host family to be sensitive to the student's needs. A host family is expected to provide the student with a friendly home environment that is safe and clean, as well as guidance and support when appropriate. The student should have a private room with a study area, all basic furniture and necessary household items/linens. The host family is also responsible for providing 3 meals a day, 7 days a week.

1. Meals

Please provide your homestay student with a hot and nutritious sit-down dinner every evening. Students and family members are expected to eat the majority of their meals together (except for lunch, that the student will usually pack for school); schedules may need to be adjusted to ensure this.

Also, please give access to food in your home so that your homestay student can prepare her/his own breakfasts, lunches and snacks each day. You will be informed of any food allergies or dietary restrictions prior to the student's arrival.

Be open to your homestay student's reasonable food preferences and eating times. It is also suggested to take your student to a grocery store once in a while, to allow the student to show you what kind of food they like. While eating Canadian meals is part of your student's cross-cultural experience, they may enjoy more familiar food items once in a while.

2. Student Space (Physical Standards)

The homestay student's room must meet safety, comfort, cleanliness and privacy considerations. It should have a closable (and preferably lockable) door, a bed, adequate linen, duvet and pillows, a closet, a desk, and a night table. If the room lighting is poor, please provide a lamp desk to allow a study space for the student.

Please provide the student with a towel, and change towels and bed linen every week. You can ask your student to help with this chore, as long as you provide adequate guidance.

Remember that the student's room is her/his private space. You have reasonable access to your student's room although you should inform her/him if you wish to enter the room, and preferably do so in her/his presence.

Please be aware that your homestay student might find her/his room a bit too cold, especially if the room is in the basement. In that case, you may want to provide a portable heater or an extra blanket.

3. Keys

You are expected to provide a set of keys to your student(s), that includes the front door keys and if applicable, the student's room keys. It is the student's responsibility to return it to you upon departure, or to replace it, if lost.

4. Other Services

a. Toiletry

Please provide your student with ready and private access to toilet facilities and acquaint her/him with the proper use of toilet, bath and shower facilities. Homestay students are expected to bring or buy their own personal hygiene products, but please make sure that she/he has access to toilet paper.

Allow daily access to the bath and shower, while keeping reasonable limits.

b. Laundry

Provide appropriate instructions for the use of a washing machine, dryer, laundry supplies and ironing facilities, and allow reasonable access to these. It is important to explain the use of the washer/dryer and to provide access to detergents and other cleaning products early on during your student's stay as (s)he may be too shy to ask.

5. Safe Environment

All host families must carry current household insurance including appropriate liability coverage with no restriction on using the home for homestay accommodation; we recommend that you contact your home insurance company to verify this. If the home is rented, the landlord's permission is required.

All adult members of the host family need to provide recent Criminal Record Check(s) to the Homestay program coordinator. Host families must notify the student(s) and ULeTh Homestay if adult visitors not included in the family's homestay application will be staying overnight in the home.

Custom program homestay students should never be left alone overnight.

Host families must take adequate measures to ensure the safety and security of students during their stay. Assist your student in accessing any necessary non-urgent medical services or direct your student to the International Centre for additional information. Host families should immediately alert the ULeTh Homestay Coordinator if their student is ill or has an ongoing medical condition that was not indicated at the time of application.

In the event of a medical emergency of your student, seek immediate medical attention and then notify ULeth Homestay coordinator who will contact the student's parents or emergency contact. In non-emergency medical situations, you should discuss available options with your student but must respect the student's right to privacy.

You should not require your student to vacate their room unless it is an emergency situation. Please ensure that your student is aware of emergency exits (i.e. windows or back doors in case the front door is not accessible) in your house and in her/his room. Familiarize your student with smoke alarms in your house.

To avoid incidents, ensure gas safety and explain the use of electrical appliances in Canada. For example, many countries do not have power points in bathrooms and your student may not be aware of the dangers of electrical appliances and water.

Students are responsible for their own valuables and possessions, but insofar as possible, please provide them with a secure place for storage of important items such as passports.

6. Language Support

You should communicate in English with your student as a main medium of communication; insofar as possible, English should also be the dominant language within the household. If you speak a different language with your spouse and/or children, remember to switch to English when the student is present, to enable inclusion.

Make sure to converse regularly with your student to support their language development and integration into your family.

Speak slowly and clearly and avoid criticism of your homestay student's language ability. Remember that learning a new language is not an easy task and requires repetition and continuous practice.

7. Cultural Respect and Sharing

Be respectful of cultural values, customs and beliefs and show willingness to accommodate appropriately for these within your family.

Encourage students to share their culture with you. Share and explain Canadian culture in an open way, but avoid suggesting that some cultural practices are better than others.

Host families should respect the rights, privacy, religious and political beliefs and personal belongings of their homestay student(s). While the student(s) may be invited to a religious or political activity, as a family outing, the student(s) is not obliged, nor should be pressured to attend.

Encourage your homestay student to participate in extra-curricular activities organized by the International Centre and student groups to ensure that your student is making the most of her/his experience in Canada.

Damages and Security Deposit Claims

All homestay students are required to pay a fully-refundable security deposit that the University of Lethbridge holds until damage is reported by the host family. Host families are invited to report any damage to ULeth Homestay as soon as noticed, and informing the homestay student. After evaluating the claim, consulting with the homestay student and reviewing appropriate quotes/bills for reparation costs, ULeth Homestay will deduct the amount(s) associated with repairing the damage from the student's security deposit. If the amounts are above the deposit paid, students will be asked to compensate for the additional costs.

In order to evaluate possible damages, all host families are asked to conduct a room inspection with their homestay student prior to the student's departure. Please note that regular wear and tear should not be reported and will not be considered for reparation reimbursement.

Improper Behaviour

Improper behavior towards a student is unacceptable. Improper behavior can consist of sexual advances, verbal abuse (yelling, name calling, swearing) and physical abuse. Should this happen, the student will be moved immediately and legal intervention may be required.

Besides mutual respect of personal values and beliefs, it is essential to maintain a healthy homestay environment for both the students and the host family.

Communication is Key!

Spending time with your student is important and will enable the development of positive relationships based on mutual trust and open communication. Conversation helps your student get to know you better, practice speaking English and learn about Canadian culture and lifestyle.

Remember that most problems come from gaps and insecurities in communication and language. It is important to politely discuss these problems in order to achieve mutual understanding. Be tolerant and patient with your student: keep in mind that they are dealing with a new culture, environment and language and may take some time to adapt. Misunderstanding and offence can easily happen when communicating in a foreign language. Therefore, try to listen patiently and make sure that your student understands important information that you are providing; do not hesitate to repeat information as needed.

If you have children, encourage them to talk to your student and when possible, to include her/him in their activities. Be aware that your children and the student may react adversely to each other initially and that it may take time for both to get used to each other.

It is also important that you respect your student's need for privacy and alone time, but please make sure that are not feeling isolated.

If you have any problems or concerns regarding your student, try to talk to her/him. If it cannot be resolved, please contact the International Centre. We will do our utmost to help you and your student find a solution.

Out-Of-Town Trips/ Vacation Policy

1. Homestay Family Trips

If you are planning on being out of town, with or without your student, please contact the Homestay program coordinator or the International Centre by email or phone during regular office hours to notify us where and when you are going and when you will return.

If your family has plans to go out-of-town while you are hosting a student, here are a few important things to keep in mind.

a. Short-term Custom Program Students:

If you are hosting a customized short program student (1-2months), your student must NOT be left at home alone while you are out of town. Ideally, short-term students should not stay with a different host family than their assigned host family for the duration of their stay. In case of an emergency, you may get someone you know and trust to stay with the student, or you may find another homestay family with whom your student can stay while you are away. (In this case, it

is your responsibility to help make the arrangement and the relevant payment.).

The ULeth Homestay coordinator needs to be notified if a student is going to stay at a home other than their designated homestay or with someone else than the screened host parent(s).

b. Long-term Students:

If you are hosting an International student in regular English for Academic Purposes or academic programs for longer than six (6) months, your student may stay at home alone for short periods of time. Both you and the student must be comfortable with the situation. Please provide the student with emergency contact numbers and enough food or money for food while you are away.

Please make another arrangement if your student does not feel comfortable staying alone. In this case, it is your responsibility to help make the arrangement. If another adult will be in your home, this person must be screened by ULeth Homestay prior to the special arrangement.

2. Student Vacation Policy:

The vacation policy is in effect between academic sessions only as students are expected to attend all classes during the school term. If your student is away from your home between sessions (ex: Summer Holiday or Christmas Holiday) for 10 consecutive nights or more, please understand that s/he has to be able to keep their belongings in his/her room and you may not use the room for any other purpose while the student is away. The home placement fee is to be reduced by \$10 per day.

Sleepovers

Host families can accept or deny sleepovers from other homestay students, at their own discretion. Please note that sleepovers are not to be compensated by the other student's host families and that host families are encouraged to discuss this topic with their homestay student(s). If you have any questions or concerns regarding the sleepover policy, feel free to contact ULeth Homestay.

However, should a student need to stay with another host family due to their own family having to be out of town, suitable compensation of \$26 per night, as mentioned under "fees" (p. 2), will be applied.

Ending a Placement

Once a homestay placement has been made, host families are expected to make every reasonable effort to fulfil their obligations.

In the event of a home placement concern or problem, you are expected to cooperate to resolve them quickly and efficiently. It is advised that you first politely and diplomatically discuss with your student when the concern or problem is minimal. If the issue remains unresolved following discussion, please raise the matter with ULeth Homestay staff who will assist you and the student in working towards a fair resolution. When a student may have caused damage to your home or facilities in the home, or if you notice repetitive improper behaviour, make sure to contact ULeth Homestay coordinator within 48 hours.

Should a student or the host family have a valid reason for wanting to end their homestay placement and the problem cannot be resolved satisfactorily, ULeth Homestay coordinator will transfer the student to a new homestay placement within at least two weeks of being notified. If it is an emergency or a breach of policy, the student will be immediately removed from your house.

Please note that for International students in long programs, homestay placements are usually a transition into Canadian lifestyle. Therefore, they may eventually decide to move out on their own or with friends. In that case, the student is expected to provide you a one-month (30 days) notice or to provide rent in lieu, and must complete a "Ending

a Home Placement Form” with you. Once that document has been signed by both parties, students are required to submit it to ULeth Homestay coordinator.

The same applies to host families who no longer wish to host a student. The host family is required to provide a one-month notice for the student to vacate, alongside an “Ending a Home Placement Form” that is to be submitted to ULeth Homestay coordinator. We would appreciate that you keep us informed as soon as possible to allow time to look for a new host family.

Due to the brevity of some short-term custom programs, please note that this policy does not apply to those cases. Each concern arising with students’ part-taking in one of those programs will be evaluated on a case by case basis to ensure that both students and host families have the best experience possible.

ULeth Homestay reserves the right to relocate students without notice and without reason. The student(s) will be removed from the host family’s home if ULeth Homestay deems the host/student match is not compatible or learns about problems exhibited by a host family member or the student. In that case, host families must return any outstanding fee to ULeth Homestay.

Between Semesters

Please discuss with your student about the following semester/term and contact ULeth Homestay coordinator at least five (5) weeks before the program or semester end date to advise if you and your student have agreed to continue living together for the next term or if the student is moving out of your home.

Contacting ULeth Homestay

Host families are asked to liaise with ULeth Homestay staff regarding any concerns or difficulties that could not be solved. Whenever possible, contact should occur during regular working hours.

1. Changes in Household

If your household information or circumstances change at any time, please contact ULeth Homestay coordinator as soon as possible. Examples of these changes include: a new child, divorce or separation, new spouse/partner moving in, illness, death or unexpected travel obligations.

Also, please ensure that your contact information and emergency contact details are up-to-date.

2. Criminal Offense Charges

Host families must advise ULeth Homestay within 24 hours if any resident of the home is charged with a criminal offense.

3. Emergencies

If an emergency involving a homestay student occurs, the host family will provide necessary assistance to the student. If the incident is serious or life-threatening, please contact the appropriate emergency responders immediately followed by the ULeth Homestay Coordinator. You must respect the student’s right to privacy in any non-emergent situations.

4. Concerns with Students

Hosts are encouraged to contact the ULeth Homestay Coordinator if there are concerns regarding a student’s behavior, health or welfare, or if you notice unresolvable communication gaps, conflicting values or expectation. Also, please feel free to request mediation when required.

5. ULeth Homestay Program Contact information

During Office Hours (Monday to Friday, 9:00am – 4:00pm:

- ULeth Homestay Coordinator, Joanna Waszkiewicz (on leave), Erin Reid (Sept. 2017-July 2018): 403-382-7190, homestays@uleth.ca
- University of Lethbridge International (Front Desk): 403-329-2053
- English Language Institute Manager, Jenny Bourne: 403-394-3910

Outside of Office Hours:

- Emergency Cellphone (Program Coordinator): 403-795-3415
- Secondary Emergency Cellphone (English Language Institute Manager): 403-354-0110



ULETH HOMESTAY

Host Family Guidelines Agreement Form

To be signed by all adult member(s) of the Host Family

I/We _____ (Print Name(s) of Adult member(s) of Homestay Family) acknowledge that I/we carefully read the ULeth Homestay Families Handbook. I/We understand the responsibilities and expectations of being a host family and that I/we will:

1. Adhere to the guidelines and policies presented in the ULeth Homestay Host Families Handbook.
2. Report to ULeth Homestay any criminal offense that I/we are convicted of, within 24 hours.
3. Allow ULeth Homestay staff access to my home for periodic inspections, as requested.
4. Attend host families orientations, training sessions and networking events whenever possible.
5. Cooperate readily with any evaluation processes related to participating in the ULeth Homestay Program.
6. Maintain confidentiality in all matters related to students in the program including oral or written information received directly or indirectly, with the exception of emergency medical situations as described on page 6.
7. Direct all unresolved concerns and issues to ULeth Homestay staff.

I/we also understand that ULeth Homestay reserves the right to relocate students without notice and without reason if deemed necessary. No employee or representative of ULeth Homestay shall bear any responsibility whatsoever for any loss, damage, injury or expenses suffered by me/us as a result of hosting student(s) or in any way caused by the student(s).

Signature (Adult 1)

Date (DD/MM/YY)

Witness (Print Name and Sign)

Date (DD/MM/YY)

Signature (Adult 2)

Date (DD/MM/YY)

Witness (Print Name and Sign)

Date (DD/MM/YY)

Key Reminders for Host Families

BEFORE ARRIVAL

- If possible, contact your student before arrival.
- For custom groups, attend a cultural background orientation session at the University of Lethbridge
- Provide all the required forms and documents to the Homestay program coordinator
 - ✓ Homestay application
 - ✓ Criminal record check
 - ✓ Homestay Guidelines Agreement
- Confirm Adequate Home Insurance Coverage
- Prepare realistic and considerate house rules and provide a copy to the Homestay program coordinator
- Cut extra copy of your house keys
- Prepare an emergency action plan to share with your student
- Familiarize yourself with this handbook and contact the Homestay program coordinator if you have any questions or concerns

ARRIVAL

- Pick up your student or inform the homestay program coordinator in case of emergency
- Introduce your student to all family members (including pets) and discuss how you and your student would like to be addressed
- Conduct a house orientation with your student
- Review your house rules with your student and provide them with a copy
- Explain emergencies action plan
- Show your student how to get to the University from your house
- Familiarize your student with your neighborhood

DURING THE HOME PLACEMENT

- Be polite and courteous, respect differences
- Invite your student to participate in family activities
- The student should have access to your house's common areas and furnishing (ie. TV, DVD player)
- Provide 3 Nutritious and balanced meals per day – one family dinner every day
- Communicate daily with your student
- Do not hesitate to repeat important information
- Speak in English when your student is around; slowly and clearly
- Be patient when explaining things
- Occasionally review house rules
- Voice your concerns and feelings
- Do not borrow money from, or lend money to your student
- Do not leave your student alone over-night without prior arrangements agreed by the student and ULeth Homestay
- Inform ULeth Homestay if adult visitors will be staying overnight in the home
- Contact ULeth Homestay if you are experiencing any difficulties with your homestay experience or in case of an emergency

DEPARTURE

- Drop off your student
- Advise the Homestay program coordinator if you are planning to continue hosting students or not
- Participate in Anonymous Homestay experience feedback/evaluations

Enjoy your Homestay Experience!