



Coast Mountains School District 82

A HOMESTAY HOST HANDBOOK

For ISP Hosts



**CMSD #82
INTERNATIONAL
STUDENT PROGRAM**



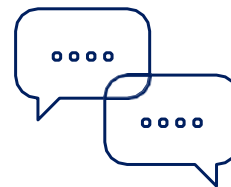


TABLE OF CONTENTS

ISP CONTACT INFORMATION	3
PLACEMENT SCHOOLS	3
INTERNATIONAL STUDENT EDUCATION OFFICE	3
HOMESTAY LIAISON	3
INTERNATIONAL STUDENT PROGRAM ADMINISTRATOR	3
SCHOOL ADVISORS	4
EMERGENCY CONTACT	4
WE APPRECIATE YOU!	5
BEFORE YOUR STUDENT ARRIVES	5
HOW TO PREPARE YOUR FAMILY FOR THE HOMESTAY EXPERIENCE	5
CREATING A WARM WELCOME	5
DURING THE STUDENTS STAY	6
INTRODUCING THE STUDENT TO YOUR HOME	6
FIRST COUPLE OF DAYS	6
PREPARING FOR THE FIRST DAY OF SCHOOL	8
HOMESTAY FAMILY'S RESPONSIBILITIES	8
WE ARE HERE FOR YOU!	10
ENCOURAGE A HEALTHY AND POSITIVE CANADIAN EXPERIENCE	10
SLEEP AND CURFEWS	10
ACTIVITIES	11
STUDENTS DATING STUDENTS	11
WHAT CHALLENGES CAN I EXPECT AT THE START?	12
BUILDING A RELATIONSHIP WITH YOUR STUDENT	13
COMMUNICATION IDEAS AND TIPS	14
FINANCIAL EXPECTATIONS	15
CULTURAL DIFFERENCES	16
FOOD AND MEAL MANNERS	17
SAFETY	17
TRAVEL	17
Traveling Out-Of-District	18
RESPITE REQUEST	18
ILLEGAL ACTIVITIES	18
HOST FAMILY INFORMATION - KEEP UP TO DATE	19

MEDICAL INFORMATION.....	19
LOCAL EMERGENCY-ONLY MEDICAL CENTRES.....	19
WHAT TO BRING TO THE EMERGENCY MEDICAL CENTRE	19
NON-EMERGENCY MOBILE HEALTH CARE	20
MEDICAL INSURANCE - StudyInsured™	20
PROCEDURE TO FOLLOW UNDER STUDYINSURED™	21
FREQUENTLY ASKED QUESTIONS ABOUT STUDYINSURED™ PRIVATE MEDICAL INSURANCE.....	21
PROGRAM COMMUNICATION PROCEDURES	22
COMMUNICATION TREE	22
CONDUCT WITH RESPECT TO HOSTING STUDENTS	23
PHYSICAL SAFETY.....	23
RELATIONSHIP PROTOCOLS	23
A SUCCESSFUL STUDENT DEPARTURE	24
PROGRAM DEPARTURE	24
FURTHER SUPPORT AS A HOMESTAY HOST	25
HOST PARENTS' CHECKLIST.....	25
COMMON QUESTIONS AND CONCERNS	25
IDEAS TO ENCOURAGE ENGLISH COMMUNICATION	27

ISP CONTACT INFORMATION



PLACEMENT SCHOOLS

Terrace



Caledonia Senior Secondary
3605 Munroe Street
Terrace, B.C. V8G 3C4
Ph: 250-635-6531

Kitimat



Mount Elizabeth Middle Secondary School
1491 Kingfisher Avenue
Kitimat, B.C. V8C 1E9
Ph. 250-632-6174

INTERNATIONAL STUDENT EDUCATION OFFICE



Coast Mountains School District
3211 Kenney St, Terrace, BC, V8G 3E9
Ph: 250-638-4424
Email: study@cmsd.bc.ca
Web: <https://international.cmsd.bc.ca>

HOMESTAY LIAISON

Maiya Dominguez

Email: isphomestay@cmsd.bc.ca
Ph: 250-641-1399

INTERNATIONAL STUDENT PROGRAM ADMINISTRATOR

Joe Dominguez

Email: joe.dominguez@cmsd.bc.ca
Ph: 250-638-4424

SECRETARY TREASURER

Ginger Fuller

Email: ginger.fuller@cmsd.bc.ca
Ph: 250-638-4434

SCHOOL ADVISORS

Caledonia

Patsy Chant

Email: patsy.chant@cmsd.bc.ca

Ph: 250-635-6531

Dani Shinde

Email: dani.shinde@cmsd.bc.ca

Ph: 250-635-6531

Mount Elizabeth

Sheila McInnis

Email: sheila.mcinnis@cmsd.bc.ca

Ph: 250-632-6174

Katherine Johnsen

Email: katherine.johnsen@cmsd.bc.ca

Ph: 250-632-6174

SOCIAL MEDIA

Facebook

International Student Program - Coast Mountains School District 82

Emergency Contact

In the event of an emergency requiring police, fire/rescue, or ambulance call: 911 (for life threatening matters). In case of a medical emergency visit that is not life threatening contact the Homestay Liaison to inform.

For urgent matters that cannot wait until the next school day when you need the assistance of a Homestay Liaison: 250-641-1399

Emails will be answered the next day.

****Please program the applicable numbers in your cell phone for emergency purposes****

HOMESTAY LIAISON SUPPORT:

Both the homestay families and the students have the support of the Homestay Liaison. If difficulties occur, the coordinator is available for support on an ongoing basis. If you have a school issue, please contact the school principal or the ISP administrator (see contact list for email and phone number contacts). Homestay Liaison mediates between the host family, the student and the agency if one is involved, and often do this by round table discussion with all parties present.

WE APPRECIATE YOU!

Thank you for stepping into this amazing opportunity with us at CMSD #82. As a Homestay Host, you have provided an international student with the chance to experience Canada and its culture, expand their English proficiency, and integrate into your family and local community.

BEFORE YOUR STUDENT ARRIVES

HOW TO PREPARE YOUR FAMILY FOR THE HOMESTAY EXPERIENCE

It's a good idea to discuss the expectations of all family members before the student arrives. Children may think that the student will be like a new brother or sister or that they will become best friends. In fact, this doesn't happen very often.

- Sharing the same home does not guarantee that your own children and the student will have anything in common with each other. An honest discussion about the difficulties of forming a cross-cultural friendship, with the added barrier of language, can save disappointment later.
- The more you learn about the country and culture that your student comes from, the better you will be able to understand and support him/her. You should, at the very least, have an idea of where the country is and what kind of an environment your student likely comes from.

Suggestions:

- *Visit the library and take out some books about the country your student comes from.*
- *If you have the books on hand when the student arrives, they can be the basis of conversation about the country.*
- *Use Google to search about their home country/school etc...*

CREATING A WARM WELCOME

To prepare a welcoming foundation for your homestay student's stay in Terrace or Kitimat, establish a connection with them well in advance of their arrival in Canada.

Let them know that you (and your family members) look forward to meeting them and will be waiting for them at the airport when they arrive.

Here are some actions you can take to create a warm welcome:



- Confirm the flight arrival time on the day of your student's arrival.
- Prepare a welcome for your student: a sign, a gift, flowers, or any small gesture of welcome.
- Be at the airport well before the flight is scheduled to arrive.
- Introduce yourself and anyone who is with you.

DURING THE STUDENTS STAY

INTRODUCING THE STUDENT TO YOUR HOME

Upon arrival at your home, the student may be tired, hungry and anxious to let their own family know that they have arrived safely.

To help your student settle in and prepare for a productive and enjoyable first day of school, we recommend doing the following:

- Introduce the student to your family members, including any pets.
- Show the student their room and where they may put their luggage and personal belongings.
- Provide the student with your Wi-Fi password so they may contact their family members and let them know that they have arrived.
- Offer the use of the bathroom and show them how the toilet, shower and bathtub function.
- Offer a beverage, snack and/or meal.
- Make sure they know that they can retire to sleep right away if they want and are not obligated to sit up with you and converse.
- Ensure that they know what time to be up in the morning for the first day of school.
- Reassure them that you will be awake at that time and will have breakfast ready and a lunch packed for them. (They will prepare their own breakfast and lunch after the first day.)

FIRST COUPLE OF DAYS

- Keep the student busy but also arrange for some time alone to compensate for jet lag fatigue.
- Encourage a phone call home soon after arrival.

- Speak to the parents yourself saying how pleased you are to have their son or daughter with you; even if they don't understand English, they will appreciate the gesture.
- Introduce your student to extended family members, neighbours and close friends.
- Write down names to help him remember them.
- Take the time to learn the correct pronunciation of your student's name.
- Discuss how you would like the student to address you and other family members.
- Teach your student the phone number, how to use the phone, how to call home collect, and give him your emergency numbers.
- Help arrange for a personal phone if one is wanted. PLEASE DO NOT sign a Cell Phone Plan as a guarantor for students.
- Take the student to the bank rather than carrying money or leaving it at home. If your student has a cash withdrawal card help them learn how to use it and be sure to impress the importance of never telling anyone the PIN number.
- Show girls where they can buy personal supplies and discuss how you would like them to dispose of sanitary items in your home.
- Visit local points of interest and make sure the student knows the route from your home to school.
- Go over school information and discuss the plans and the times for getting to school.
- Ask the student what they would like to do.
- Provide the student with a transit schedule and go over it with them if needed.
- Take the student on a bus ride yourself to show them the route in your neighbourhood.
- If they are taking a school bus, walk them to the bus stop and tell them when the bus will pick them up and drop them off.

DIFFERENT COUNTRY, DIFFERENT ROUTINES AND NORMS

As you know, different countries and cultures have differing routines, habits, norms, standards and expectations.

Your homestay student may need your support while they adjust to living in your home.

To assist them through this adjustment period, please do the following:

- Demonstrate to the student how to use the toilet, shower and bathtub.
- Show them where they may keep their toiletries and personal washcloths/towels.
- Explain to them where in the home they may and may not go; emphasize that the privacy of all members of the home, including the student, is respected.

- Make a schedule that includes wake-up time, supper time and bedtime, special outings, events and holidays (such as birthdays) on this schedule.
- Show them where beverages, snacks and items for making their breakfasts and lunches are kept.
- Instruct them on how to use the laundry equipment, if you want them to do their own laundry; if you prefer, you can do laundry for them.

PREPARING FOR THE FIRST DAY OF SCHOOL

- The ISP team will have already contacted you regarding expectations for the first day and about student/ homestay orientations.
- The student will receive a copy of the International Student Handbook during the first week of school and may want to review it with you.
- Check the school's website for information specific to the school.
- Arrange for transportation to and from school each day:
- check the Terrace / Kitimat Public Transit System website or call - 250-635-2666 for scheduling and rates.
- If you live outside of Terrace boundaries, contact School District No.82 Transportation Department at 250-638-4418 to register for busing.

NOTE: School buses will only be provided to students living outside the city boundaries.

- Give the student your phone number(s) in case they need to contact you; let them know if they can text you.
- Ensure that the student has packed a lunch and has it with them.

HOMESTAY FAMILY'S RESPONSIBILITIES

Outside of the school program, you as a homestay host parent and family are responsible for your student.

Therefore, you agree to do the following:

- Pick up the student at the airport or arrange for another responsible parent to do so.
- Provide a welcoming and friendly home environment that is safe, clean and welcoming and that promotes sleep, communication and study.
- Provide a private room with basic furnishings, including:
 - bed and bedding.
 - a night table with a reading light.
 - drawers and a closet for clothes and other belongings.
 - and a desk, chair and lamp.
- Provide access to a washroom, including face cloths/towels, toilet paper, tissue, soap.

- Provide laundry facilities, including detergent: either show the student where to put dirty clothes if you will do the laundry or else show them how to operate the laundry machines.
- Cook suppers and weekend meals and eat with the student for most of these meals.
- Instruct the student in how to prepare their own breakfasts and packed lunches, and show them where food, beverages, dishes and lunch making supplies are kept.
- Provide nutritious and sufficient foods and beverages for all meals and snacks.
- Give the student a house key and all relevant contact information, including family name and address; home telephone, work and cellphone numbers; and email addresses.
- Ensure that the student knows that they are responsible for changing their sheets, keeping their bedroom and bathroom clean and tidy and putting out their garbage.
- Familiarize the student with your neighbourhood.
- Show the student how to get to the nearest bus stop and provide instructions on how to use **Terrace or Kitimat Transit System**; give them a bus schedule and show them how to use it.
- Discuss family rules/guidelines with the student regarding:
 - mealtimes
 - snacks
 - computer and internet use
 - cellphone use at the table during mealtimes
 - curfews and friends visiting and/or staying overnight
- Spend time each day with the student; conversation and participation in activities with you and your family members will support them in getting to know you better, practicing speaking English, and learning about Canadian culture.
- Give emotional support if the student suffers from homesickness, difficulties at school, etc.
- Give academic support (help with homework, if possible, communication with teachers, attendance at parent-teacher-student interview, etc.)
- Contact the school if the student is unwell.
- Inclusion of the student in family outings, trips to restaurants, special occasions, recreational activities.
- Access to the common living areas of the house
- **Do Not leave the student alone overnight**; appropriate adult supervision must be arranged if you are away. Communicate with the Homestay Liaison if you plan to be away.

- Retain a copy of the student's medical insurance card (**StudyInsured™**); in case of a medical emergency, contact the Homestay Liaison and International Student Program Administrator.
- Review the student agreement the students agreed to and signed while participating in the CMSD International Student Program.

WE ARE HERE FOR YOU!

The ISP team is here to support you during your homestay placement experience.

ENCOURAGE A HEALTHY AND POSITIVE CANADIAN EXPERIENCE

As a host, it is up to you to support your student so that they get enough sleep, participate in activities, feel comfortable communicating with you and your family members and generally feel at ease, safe and welcome in your home, despite cultural differences in daily living.

SLEEP AND CURFEWS

The combination of jet lag, speaking English more than usual and dealing with cultural and time zone differences means that your student will experience fatigue, at least initially.

It is essential that you support them in getting enough sleep for their needs.

For example, as you know, misuse of technology (late night - all night texting, games, video watching, inappropriate content access) can be a major challenge with respect to sleep patterns and behavior. A couple possible solutions involve setting clear boundaries 1) that their cell phone is charged in a common area of the home at night—not their bedroom, 2) for students that do not have a data plan, the wifi of the home could be turned off at a certain time at night.

Make sure that the student is aware of your expectations regarding adherence to a regular bedtime.

If you notice that sleep becomes an issue, please contact the ISP team as soon as possible, and we will support you in finding a resolution.

- Be at home on school nights, unless participating in an organized activity e.g., swimming lessons, study groups, etc.
- If you haven't had experience parenting a teen and need some guidelines, contact the Host Family Liaison.

Students need to plan appropriately and always be home by curfew. This requires that they check the city bus schedule and include travel time when planning activities.

- **Curfew on school days (i.e., Sunday to Thursday)**

- o 9:30 pm for students in Grades 10 - 12. 8:30 pm for students in Grades 9

- **Curfew on non-school days (i.e., Friday and Saturday)**

- o 11:00 pm for students in Grades 10 - 12. 10:00 pm for students in Grades 9

ACTIVITIES

Provide plenty of opportunities for your student to engage in activities with you and your family members.

Social and family events, dog walking, playing board games, engaging in sports, and even routine errands such as shopping and cooking can afford cultural insights and language-learning opportunities.

Support the student's participation in ISP activities. You can do this by assisting them to prepare for the activity, offering to drive them to the meet-up location and discussing the activity afterwards. Remind the student that they are responsible for the financial cost of participation in any non-ISP and community activities.

Safety And Legal Responsibilities

- Feel free to **limit the number of overnight “sleepovers”**, or camping trips, which are so popular as a weekend activity. Never allow your student to have a sleepover with the opposite sex present. Checking that there will be an ISP approved adults (over the age of 25+) with Criminal Record Checks completed, and age-appropriate activities.
- Never allow students to leave the community overnight without carefully checking to ensure where the student is going, who the ISP approved adult supervision will be, and what activity they are going to be attending or participating in. Ensure that the **Travel Request form** is completed by the student 10 days prior to the event. In the case that there is an out-of-town travel plan, please get in touch with the Homestay Liaison. Travel Request form: international.cmsd.bc.ca/homestay-kit
- Never allow students to drive a motorized vehicle (car, ATV, snowmobiles, etc.)
- Immigration Canada does not permit secondary school age students to hold jobs while in Canada.
- Students may not participate in trampoline activities. This advice comes from the BC Ministry of Education, Risk Management branch. An accident could lead to litigation.
- Students should swim only in areas with a certified lifeguard. Absolutely no swimming in running river water! Paddle boarding requires a lifejacket.
- Please ensure that students wear helmets when cycling. It's the law in BC, but not in many other countries.
- Extreme sports, such as bungee jumping, paragliding, etc. are not permitted. When participating in activities ON the water, such as boating, kayaking, tubing, etc. students must wear life jackets. *Note: We have on file an approved activity waiver form for each student.*

General Activities To Encourage

- Some of the international students' best experiences are participation in activities in the school and community.
- Many new students need encouragement to participate in activities because of shyness, language difficulties or because the concept of participation is new to them.

- The schools offer many possibilities for extra-curricular activities such as sports or clubs. Please encourage your student to become involved.
- The community also provides many activities available to your student. Again, we encourage you to help your student become involved.
- Host parents can help by volunteering to coordinate an activity that may involve a small or large group of students.
- There may be several 'official' International Program activities arranged by program staff, in which all international students are expected to participate.

STUDENTS DATING STUDENTS

The ISP strongly discourages dating relationships between students, whether between international students or between international and local students. Based on our experience, dating relationships can quickly become a student's primary focus and may interfere with one of the most important goals of the homestay experience: building meaningful connections with the host family and becoming part of family life.

Homestay hosts are encouraged to establish clear and reasonable boundaries regarding dating. For example, families may decide that dating relationships are to remain at school or in appropriate social settings and are not to be brought into the homestay home.

Students are expected to respect the boundaries established by their host family and understand that these expectations are intended to support a positive, safe, and successful homestay experience.

WHAT CHALLENGES CAN I EXPECT AT THE START?

Students may suffer from several overlapping conditions for the first few weeks or in some cases, even months:

- **Culture Shock:** Culture shock is what people experience when they are suddenly immersed in a culture which is different from their own. "Culture" means the unwritten patterns of behavior that govern the lives of a particular group of people.
 - Culture shock comes from the realization that basic assumptions about life and familiar ways of behaving are no longer appropriate or useful.

Remember that your student is struggling with the following new (and in many cases, strange) things: language, climate, community, customs, food, home, family, behaviour and ways of showing emotions. It is worth noting that if you as a host family have had little experience in another culture, then you may experience some culture shock yourself.

- **Jet lag:** most students have traveled through several time zones to reach the Coast Mountains Area. They may suffer from the effects of jet lag for up to two weeks, including sleeping problems, drowsiness at the wrong time of day, loss of appetite, general fatigue, and disorientation.
- **Homesickness:** many students have left their family, friends and pets for the first

time, and they are far away. Natural feelings of homesickness may be further exacerbated by culture shock.

- **Loneliness:** students may feel very alone in this strange new situation. They may feel like outsiders in the community, in the school, even in your home. Limited English ability may contribute to their feelings of isolation.
- **Teenage mood swings:** even though they come from another country, they are still teenagers dealing with the physical and emotional changes that all teenagers go through.

All of the above may exhibit themselves in any of the following ways: quiet, unresponsive, withdrawn behavior, crying spells, isolation from the family (long periods alone in the bedroom), lack of appetite, despondent behavior, depression, anger, anxiety, moodiness, lethargy, stress-related headaches or stomach upset.

Suggestions:

- *If you suspect that your student is suffering from any of the above conditions, be curious to listen to understand their feelings, talk about it, explaining that it is perfectly normal, and that you would like to help.*

*They can also call the **1.866.883.9787 for mental health assistance** through **StudyInsured™ Assistance** if they prefer to speak to someone else.*

- *Plan some outings or activities together.*
- *Encourage your student to phone and write to their parents. Ask about the family and life in the home country.*
- *Look at photographs together.*
- *Plan topics of evening conversations.*
- *Develop the habit of watching a weekly TV show together or taking walks together.*
- *Help the student build an active and busy life in this community.*
- *Help her/him develop friendships with people of a similar age.*
- *Talking through difficult times can lead to a closer and more caring relationship.*
- *Card games or Board games are a great way to engage your student in an activity where she must speak English.*
- *Your student will receive a comprehensive Orientation Package which will outline information they will need about medical issues, manners, Canadian culture, and how to survive in a host family. Ask to see the package and go over it with them to ensure that they understand. There is a lot of information, so you may want to do it slowly, over several weeks.*

PLEASE CONTACT ANY MEMBER OF THE ISP TEAM IMMEDIATELY IF:

- You receive a call from the school regarding your homestay student's attendance, behavior or academic performance.
- You have concerns regarding the student's presence in your home.
- You have any other concerns or questions. Keep in mind that your concerns and questions are valid and reasonable. Please make a note of them; it is preferable

to address them as soon as possible so that problematic issues do not escalate.

BUILDING A RELATIONSHIP WITH YOUR STUDENT

As your student begins to adjust to you, your home, your family and a different way of life, they are likely to have many questions.

It's important to anticipate these and answer them early while forming a relationship with the student.

Addressing questions is also a way for the student to get to know you and your family and also to learn more English.

Here are some key questions that the student may have:

- What do I call you? (Remember to ask what the student would like to be called, as some students prefer to be called by a nickname rather than by their legal name.)
- Where can I put my luggage, personal belongings and toiletries?
- When is it convenient for me to shower or bathe? (Some students prefer to do this as part of their bedtime routine.)
- Do I have my own washcloth and towel?
- What areas of the home are private?
- Where am I allowed to be or go in the home?
- When is supper? When are weekend mealtimes?
- What can I do to help with meal preparation and cleanup?
- When is bedtime? What time must I get up in the morning?
- Can you show me how to make my breakfast and lunch?
- May I help myself to food and beverages? What do you consider a snack, and where are snacks kept?
- What are the earliest and latest times that I may use the kitchen?
- Can you give me a ride to school if I am late and miss the bus?
- What do I do about my dirty clothes? Can you show me how to use the laundry machines?
- What am I expected to do daily, besides make my bed and keep my bedroom and bathroom tidy and clean?
- May I help with other chores?
- May I rearrange my bedroom?
- May I put up posters in my bedroom? How can I attach them?
- What is my curfew on weekdays and on weekends?
- Are sleepovers allowed? Am I allowed to sleep over at a friend's homestay house?
- When are family members' birthdays and what holidays do you celebrate? How do you celebrate?

COMMUNICATION IDEAS AND TIPS

Your student wants to learn English, experience Canadian culture and enjoy themselves.

Communication is key.

- Make sure that your student feels comfortable enough to ask you questions and to contact you whenever they want/need advice or support.
- Confirm that they have your contact information and know that they can contact you at any time.
- Discuss and agree on the method(s) of communication: texting, phoning, instant messaging, using an app and so on.
- Be sure to include other members of your family when talking about communication.
- Discuss with your student the importance of staying in contact:
- **It is your responsibility** to know where the student is at all times and to respond to them as soon as possible if they do contact you.
- **It is the student's responsibility** to tell you, their homestay host parent, where they are and to respond to you as soon as possible if you contact them.

Quick Success Communication Suggestions:

- *Ask the student to paraphrase your words, especially when you are explaining or demonstrating something to the student, as this is an excellent tool to use in confirming understanding.*
- *Write down your message and/or instructions and ask the student to read them aloud to you, as reading skills when learning a new language are generally stronger than speaking skills.*
- *Ask the student to write down instructions; again, writing skills can be stronger than speaking skills, and writing can support further clarification.*
- *Use visual tools, such as calendars.*
- *While communicating with the student, it is important to remember that non-verbal gestures may not have the same meaning in their culture.*
- *When interpreting the student's words, facial expressions or nonverbal gestures, use different ways to paraphrase what you think they are communicating; avoid interpretation from your own cultural orientation.*
- *Listen to the student and encourage them to feel that you are interested in what they have to say.*

FINANCIAL EXPECTATIONS

WHAT KINDS OF EXPENSES DOES THE STUDENT PAY FOR?

- clothes
- school supplies and extra-curricular lessons or activities
- toiletries
- all long-distance phone calls.

NOTE: Many students arrange to have their own phone, in which case they also pay the installation fees and monthly bills. Others buy phone cards.

- medicines and medications of all kinds
- any dental work
- haircuts or other personal services
- personal entertainment and expenses (If your family is going out for dinner or to a movie you should pay for the student. If the student chooses to eat in a restaurant or go to a movie with friends, the student should pay.)
- costs associated with participation in school-sponsored activities such as graduation ceremonies, school dances, trips other than those specific to the international program, extra-curricular sports, costs related to individual certification, etc.
- stamps, books, magazines, CD's, posters, etc.
- costs related to renewal of student study permits and airplane tickets home
- grad fees, yearbook fees

Suggestions: Please discuss this list with your student.

WHAT KINDS OF EXPENSES DOES THE PROGRAM COVER?

- all tuition
- medical insurance fees
- some activities are **optional** and arranged by the International Program Staff. Students must either rent or buy their own instrument if they take band, pay for their yearbook, grad fees, and extra-curricular trips like skiing or snowboarding or any other school sponsored trips that are deemed as enrichment and are therefore optional.

Suggestions: Discuss this with your student so that expectations are clear.

- **Homestay Host Monthly Honorarium** - The District sets the host family honorarium amount that is intended to help cover the extra costs (food, gas, house utilities) associated with hosting an international student, and to provide you with the funds to do some activities with your student. **In the 2025-26 school year, the monthly honorarium is set at \$1100 CAD per month, per student in each home.** Any pro-rated situation will be determined by a Homestay Liaison in consultation with the District Administrator. Under no circumstances are private arrangements authorized.
 - Because students often return home for holidays and/or leave early for summer vacation, we do not pay homestay families for the few days in August/January when students arrive early. Students may arrive a few days early for School Program start, this is within reason of monthly Homestay payment and will not be paid for extra days.
 - **Honorarium Received** - All host parents are paid by the School District accounting office. It could take 1-3 business days for payment to arrive in your account.

WHAT KINDS OF EXPENSES DO YOU (HOMESTAY HOST) PAY FOR?

- Pay for the student if you as a family wish to go out for any meals or snacks just like you would your own child. The honorarium could be used to help cover some of these costs.

CULTURAL DIFFERENCES

Be aware of, acknowledge, accommodate and talk about cultural differences.

For example, some students do not drink cold drinks during winter or perhaps prefer to shower or bathe prior to bed rather than upon waking up in the morning.

FOOD AND MEAL MANNERS

- Canadian food can be a problem for international students at first. Certainly, the food you serve in your home will be different from the food they are used to. Great comfort comes from familiar and favorite foods. Eating times, table manners, and methods of serving and presenting food will also be different for
- If your student displays manners inappropriately to your expectations, you will need to explain and demonstrate the proper Canadian behavior.

Your student may have different expectations regarding mealtimes and the types of food and beverages that will be prepared.

Please do the following to support your student's adjustment:

- Discuss these expectations with the student.
- Discuss mealtimes, including how the student can assist with preparation and cleanup, if they would like.
- Show them where food and beverages that they can help themselves to are kept.
- Explain that they are expected to prepare their own breakfast and pack a lunch for school, once they feel comfortable doing so.
- Consider taking the student grocery shopping with you, as this is a great opportunity to review likes and dislikes (and for them to practice and learn more English).
- Pay for the student if you as a family wish to go out for any meals or snacks.
- Give your student a tour of the kitchen and the refrigerator, naming items and explaining what they are for.
- Ask the student what different items are found in the cupboard and refrigerator at home. Talk about favourite foods and what is eaten at mealtimes at home.
- Encourage the student to prepare a favourite dish so that you can try it and learn to cook it.
- Have a good variety of fresh fruits and vegetables on hand. **Rice is an important part of Asian diets. If your student wants rice every day, please provide it, even for breakfast.**
- If your student is to make their own lunch, you must demonstrate how to make a sandwich, pack the leftovers and show them any other items they may include in their lunch package.

SAFETY

TRAVEL

For the duration of the homestay, your student is under your care.

Therefore, if you as a family want to travel with the student outside of Terrace or Kitimat,



such travel is permitted, provided you inform the ISP Homestay Liaison.

Please take note of the following:

- If the student wants to travel outside of Terrace or Kitimat without being under your care or that of the ISP, the student must complete and submit the **Travel Request form** two (2) weeks in advance of such travel.
- All travel without the host family must be pre-approved by ISP Staff.
- You are responsible for the students' costs (other than for incidentals such as gifts) if they travel under your care, but the student is responsible for their costs if they travel without being under your care.

Traveling Out-Of-District

Safety is our major concern. As legal Custodian of each international student in our program, we take our responsibility for their care seriously.

- When our students are in school or with their host families, we feel confident that they are safe. When students leave our district, travel to other cities or stay with people outside our program, it is our responsibility to ensure their safety and know their whereabouts.
- Students who plan to travel out of the district with their host family overnight must submit an Travel Request form to the Homestay Liaison.
- Students who plan to travel out of the district without their host family, for ANY length of time, must submit an Travel Request form for approval. This includes any travel with their Natural Parents.
- Never allow students to leave the community overnight without carefully checking to ensure where the student is going, who the ISP approved adult supervision will be, and what activity they are going to be attending or participating in.
- **An supervising adult will be accepted more quickly if they are over the age of 25+ with a Criminal Record Checks completed through CMSD82.**
- Ensure that the **Travel Request form** is completed by the student 10 days prior to the event. In the case that there is an out of town travel plan, please get in touch with the Homestay Liaison. Travel Request form: international.cmsd.bc.ca/homestay-kit

NOTE: The Travel Request Form is available online at: international.cmsd.bc.ca/homestay-kit

- Completed forms can be emailed to your Homestay Host Liaison for approval before travel takes place.
- Forms not received at least ten (10) business days prior to the intended departure may not be approved. **Travel out of district without the Program's approval will result in disciplinary action.**

RESPIRE REQUEST

If you are planning on being away from your home and need care for your student, inform the Homestay Liaison of your planned absence as soon as possible. Your student should not be left alone overnight and requires a chaperone to stay with that is 25+ years old. As the Homestay Hosts, you may arrange for a chaperone but that person must meet the requirements with a Criminal Record Check and be approved by the Homestay Liaison. The Homestay Liaison will also be able to help find a chaperone

and Respite to care for your student.

- Host Parents must verify and contact the chaperon for the arrangements.

ILLEGAL ACTIVITIES



To ensure that you are aware of what constitutes illegal activities in regard to the ISP, please be sure to do the following:

- Read the **ISP Student Agreement, School Code of Conduct, District Code of Conduct**, and the **District Drug and Alcohol Policy**.
- Ensure that the student is following the contract, code and policy.
- Note that, while in Canada, international homestay students are prohibited from driving any motorized vehicles, including cars, trucks, motorcycles, snowmobiles, off-road vehicles, dirt bikes, and so on.
- Do not under any circumstances provide the student with alcohol or drugs of any kind.

HOST FAMILY INFORMATION - KEEP UP TO DATE

Any change in your home is significant and will have an effect on your student, so it is essential to keep your host family information updated.

Please do the following:

- Keep the ISP Homestay Liaison apprised of any changes that will impact the student's stay. Such changes include:
- changing your address,
- changing your contact information,
- having a family member move in or out,
- renovating your home,
- getting a pet or an additional pet and so on.
- Ensure that ISP has at least one emergency contact phone number to reach you and your family members.

MEDICAL INFORMATION



LOCAL EMERGENCY-ONLY MEDICAL CENTRES

- **Terrace Ksyen Regional Hospital**, located at 2800 Tetrault St. **Terrace BC**. V8G 2W8 Canada. Phone. 250-635-2211
- **Kitimat General Hospital & Health Centre: Emergency Department**, located at 920 Lahakas Blvd S, **Kitimat**, BC V8C 2S3

WHAT TO BRING TO THE EMERGENCY MEDICAL CENTRE

The student will have a **StudyInsured™** medical health insurance card and/or a BC Medical Services Plan (MSP)/BC Services card. The cards must be available when making appointments and must be brought to and presented at all initial medical appointments.

- **IMPORTANT:** Don't put your safety at risk. If you need immediate medical attention, always call 911 first (or the local emergency number where you are travelling).

Next, you **MUST** contact the assistance number located on your policy documents. Failure to contact emergency assistance could result in not being reimbursed the full amount.

NON-EMERGENCY MOBILE HEALTH CARE

StudyInsured™ Mobile Doctor

- For a medical issue that does not require an emergency room visit, please use our StudyInsured™ online doctor through the link located below: <https://www.StudyInsured.com/cmsdisp/en/health-services>.
- **All international students have already been registered with StudyInsured™ through the CMSD82 ISP application process.**

MEDICAL INSURANCE - StudyInsured™

- Students must always keep their MSP and StudyInsured™ medical cards with them. Fill in a StudyInsured™ claims form digitally or manually when the hospital invoice comes in the mail. Online Claims Form—Comprehensive+ Plan: Claim Form - Medical is found online through the link: <https://www.studyinsured.com/cmsdisp/en/download-claim-form>.
- Students must call **StudyInsured™ Assistance** anytime they use local emergency services: 1-866-883-9787. The contact number is located on the policy documents and the students health insurance wallet card. Failure to contact emergency assistance could result in your claim being reimbursed at only 80%.
- Students must present their medical cards (MSP and/or StudyInsured™) at the time of an Emergency visit.
- **NOTE:** There are no Walk-in Clinics in Kitimat and Terrace, there are only emergency visits at the hospitals.
- Students who need medicine will be given prescriptions which are purchased at a pharmacy. Under the StudyInsured™ plan the student can make a claim for prescription costs and may receive reimbursement.
- For urgent care for students in Terrace, students can be taken to,
Terrace Ksyen Regional Hospital, located at 2800 Tetrault St. **Terrace BC.**
V8G 2W8 Canada. Phone. 250-635-2211
For urgent care for students in Kitimat, students can be taken to,
Kitimat General Hospital & Health Centre: Emergency Department, located
at 920 Lahakas Blvd S, **Kitimat**, BC V8C 2S3
- If student requires urgent care at the Emergency Room, let the hospital know that the student is an International Student going to school here. It is important to have your MSP card and/or StudyInsured card with them.
- If student **DOES NOT** have MSP or StudyInsured™ wallet card with them when they seek care at the Emergency Room, always contact StudyInsured™. They will provide immediate assistance for what steps to take to ensure you do not miss any of the coverage provided.

****Please note - Your medical coverage is only valid during your Program dates.****

Remember! Always have your medical insurance cards with you. They fit into student's purse, wallet or backpack easily. It is also suggested to take a photo of the card so it is on their phone.

Here are examples of a StudyInsured™ insurance card and an MSP card:



- Visit <https://www.StudyInsured.com/cmsdisp/en> for more information on StudyInsured™ standard policy, claim forms, and general information.

PROCEDURE TO FOLLOW UNDER STUDYINSURED™:

- In the case of a medical emergency, take the student to a hospital. As soon as possible call **StudyInsured™ Assistance** and **they will give you a claims number—this number will be emailed to the student email on their files.**
- If the student is ill (non-emergency) and needs to see a doctor, contact **StudyInsured™ online doctor:** <https://www.studyinsured.com/cmsdisp/en/contact> or **8-1-1 Phone Line.**
- Please help the student fill out a StudyInsured™ claims PDF form online and then email to studentclaims@studyinsured.com with the claims number and the Hospital invoice received in the mail. Your claims number is provided when you call StudyInsured about going to the Emergency. This is the fastest way for the student to receive payment for the costs.

FREQUENTLY ASKED QUESTIONS ABOUT STUDYINSURED™ PRIVATE MEDICAL INSURANCE:

- What conditions are covered?
This coverage applies to emergencies only and does NOT take the place of regular health care and does not cover pre-existing medical conditions. StudyInsured™ will cover emergent Dental care.
- What happens if my student becomes sick?
Call StudyInsured™ Assistance and contact the available online doctor. Then, inform the Homestay Host Liaison. If the illness is serious and you have already contacted the online doctor available through StudyInsured™ and decide that an emergency visit is needed, inform the Homestay Host Liaison.

- Other expenses?
Any extraordinary expense, including out of area transportation, which is over and above that covered through insurance, is the responsibility of the student.

PROGRAM COMMUNICATION PROCEDURES

COMMUNICATION TREE

To facilitate communication and to ensure that the program operates smoothly, we ask you to follow these procedures:

Homestay Liaison – any concern with the student around the home, host family payments, travel with your student, medical insurance issues, for general information, or emergency room visits, contact Maiya Dominguez at isphomestay@cmsd.bc.ca or 250-641-1399

District Administrator – immediately after you call 911 in a situation that your student is in a fatal situation or needs an ambulance; immediately after you hear that your student has been arrested, contact Joe Dominguez 250-638-4424

These are Emergencies:

- A health emergency (including an accident).
- A student is missing.
- An emergency has arisen in your family or in the student's family at home.

Not Considered Emergencies:

- A student is not obeying host family rules
- A student is missing class
- A student is late for curfew

We ask you to use common sense in dealing with these issues and to email or text your Homestay Liaison if a solution is not reached through conversation on your own with your student. You will be contact within 24 hours to work out a solution together.

STUDENT ISSUES

If you and your student have difficulties, then please follow these directions:

- If a student is missing school, is late, or is not completing homework, then please contact the teacher to get further information for a conversation with your student. If the problem persists, that is the time to call the District Administrator For ISP.
- If a student is not following host family rules that have been agreed upon, first have a conversation to see if there is a misunderstanding. If conversations are not working, contact the Homestay Liaison through email or text.

STUDENT ILLNESS

Please be aware of the following considerations regarding our roles in dealing with host families and students:

- If the student becomes ill at school, then instruct your student to inform the school principal/vice-principal, counsellor or secretary, who will inform you.
- If the student must stay home for illness, then please inform the school directly. The International Office does not need to be informed if a student must miss a day of school, unless there is an emergency.
- Please have your student direct any serious health or safety concerns to the District Administrator For ISP or Homestay Liaison.
- The issue of health and safety for students is paramount. When in doubt, err on the side of caution. If you are not sure about a situation, please inquire.

CONDUCT WITH RESPECT TO HOSTING STUDENTS

As Host Parents, you are the responsible adult, NOT the best friend of the student. You are expected to act “in a kind and judicious” manner with respect to your dealings with your student. NOTE: Physical discipline is not permitted under any circumstances.

A primary responsibility of the host parent is to care for the student and to keep the District Administrator informed about the welfare of the student. That includes informing us of behaviour of other students which may impact on your student and in making us aware of potentially dangerous or inappropriate personal relationships.

Issues with respect to hosting students include:

PHYSICAL SAFETY

As host parents, you must be aware that safety is key.

Students must be properly supervised at all times. Students should not be left alone overnight for any reason. We will arrange for care of your student in situations where an emergency arises. If you plan to be away, make certain your student stays with an adult who has been approved by this Program.

- Do not allow your student to be wandering at night, especially alone. The key is to make certain you know where your student is at all times just like you would with your own children.
- If a student asks to participate in a ‘sleepover’, then make certain to check the particulars with the adult supervisors at the other home - More information under section: Activites
- Go over safety measures in the home and out in the community. For example: Home Fire safety, emergency contacts, familiarize student with the local community areas.

HEALTHY RELATIONSHIP PROTOCOLS

As you know, different cultures have different protocols about personal space. We ask you to “be smart”. For your own protection, take a very careful approach to hugging, touching or showing affection to your student. Actions are easily misinterpreted by young people and others around you.

Examples:

- Japanese students rarely have a warm, physically demonstrative relationship with their natural parents. Therefore, be cautious in demonstrating physical

affection until you are sure of your relationship with the student.

- Latin students are very demonstrative, as a general rule. Again, you must take a cautious approach.
- Some European and Latin American students often greet each other with hugs and kisses on the cheek; this is normal. In fact, many of these students consider Canadians 'cold' because they do not demonstrate this open affection. (Do not misinterpret overt signs of friendliness as being anything more than that.)

If we receive any kind of information about 'inappropriate conduct' by anyone, adult or student, in relation to an International Program student, then we must investigate immediately. This is a legal requirement.

Please note these points:

- Adults should remember to dress appropriately while in the company of students.
- Adults should not use 'sexually suggestive' language or tell off-colour jokes in front of students.
- Overt or excessive displays of affection in public are completely inappropriate.
- Some older teen-aged students may want a warm family relationship with their host family.
- Some students may just want room and board and personal privacy. Asian students often do not want anything other than a 'formal' relationship with their host family.
- There are always exceptions, and the attitude varies with everyone. Don't take it personally if your student prefers a more formal relationship. Each student is different.
- Under no circumstances serve alcoholic beverages to your International Program high school student in your home. Sometimes, we will serve our own older teens a drink on special occasions such as Christmas dinner. Your international student cannot be afforded this "adult" privilege. This rule is for your own protection. It's not legal to provide any kind of alcoholic beverage or other illegal substance to your student, even in your own homes.

If you have any questions or concerns, we encourage you to seek answers or advice from the District Administrator or the Homestay Liaison.

A SUCCESSFUL STUDENT DEPARTURE

PROGRAM DEPARTURE

Full Year Students – students who are not here to graduate are advised to leave by June 30th.

Graduating Students should plan to leave 2 – 3 days after their last day of school or by June 30th.

Any requests to remain in Canada past June 30th must be approved by the District Administrator by June 1st. Program Termination Waivers must be signed by Host Family & Natural Parents accepting full responsibility of student after June 30, 2024.

FURTHER SUPPORT AS A HOMESTAY HOST

HOST PARENTS' CHECKLIST

This list may help you deal with some of the issues you will face as you accept a student into your home.

Please make sure you complete this list and that you contact the office if you have concerns.

	I have given my student an orientation to the neighborhood and the community
	Bus routes and schedules have been explained
	Bank Machine Locations
	Curfew rules discussed
	Information about security in the home (students require a key or code)
	Safety issues discussed
	Emergency contacts provided
	House 'rules' discussed and understood
	Leisure activities have been outlined
	Travel rules discussed
	Health insurance discussed
	Medical procedures discussed
	Cell phone rules discussed
	Food concerns discussed
	School schedules and concerns addressed

COMMON QUESTIONS AND CONCERNS

Students have come to Coast Mountains Area for many reasons, from many cultures and from many socio-economic backgrounds. Here is some information for you to be aware of.

1) When the Homestay Liaison decides upon student placement, they carefully consider the needs of both the student and the host family. However, the needs of the student are paramount, and we reserve the right to move a student if necessary, as we determine.

2) Coast Mountains School District undertakes full custodianship of the students while they are studying in our District.

3) The issue of staying up late may arise. Some families limit the use of a telephone/Skype/being online to the hours before 10 p.m. Please consider that students stay up late in order to reach their families due to time differences.

4) Another issue is the use of computers and the Internet. Computer use is a fact of life. Its use needs to be monitored. If concerns arise, then contact the Homestay Liaison who will then alert the District Administrator if a reasonable solution can be negotiated. The issue of students accessing internet pornography sites happens. Be diligent and inform the District Administrator immediately if this happens.

5) Students may have questions or concerns about their course schedules. Please do not deal with course concerns (unless it is to alert us). Students are here for many reasons. Scheduling decisions are complicated and demand careful attention. The designated school counsellor or program coordinator has the knowledge about the International Program Graduation Program to assist the student in making informed decisions. Please do, however, take an active interest in your student's progress in classes. If attitude, attendance or tardiness becomes a problem, then contact the designated school administrator. Inform the District Administrator if the problem continues even after the school has acted on them.

6) If you become concerned about any safety issues involving your student, then please inform the Homestay Liaison. This includes student breaking curfew and the use of alcohol or drugs, which of course, is strictly prohibited. If you become aware that your student has used alcohol or illegal drugs; it is your responsibility to inform the District Administrator immediately. Curfew issues initially go to the Homestay Liaison.

A more delicate matter has to do with relationships that inevitably form between some students. It is important to keep us informed if you suspect your student is becoming involved in a serious personal relationship so that the student can be counselled appropriately.

7) If the situation with a student in your home becomes difficult, then it is important to contact the Homestay Liaison. Sometimes students will request to change their host family. While we do not like to make changes, we also must respect the fact that some relationships just don't work. In some cases, there may be personality problems or there could be sibling rivalry, which is affecting the tone of the house.

8) You have gone through a selection process as host families. However, this does not guarantee continued placement of students with your family each year. We try to place students appropriately, and that may change from year to year depending upon the applications we receive.

9) Students will not generally show you their report card. It is your responsibility to ask to see it, and to attend Parent/Teacher interviews. If you have questions about your student's progress, contact the school counsellor and/or their teachers.

10) We may get requests for students (and supported by you the host family) to stay and holiday after the program is over. Students must depart before June 30th. However, some exceptions may be considered if appropriate notification and arrangements are made with the District Administrator. After the departure, the student is no longer the responsibility of the School District.

11) Please respect the religious beliefs and background of your student. You can invite them to come to church with you or other religious activities (youth group) but do not force them if they do not wish to go.

12) You are not required to host the parents or other family members of your student should they come for a visit. If you find it awkward to discuss this with the parents, please advise us and we will assist you. However, if you do wish to host the parents/relatives, please understand the amount of extra work this may entail is at your own expense.

IDEAS TO ENCOURAGE ENGLISH COMMUNICATION

WRITTEN WORK/SCHOOL WORK

Let them work on their own unless they request help. In other words, help them only if they ask. Do not correct too much of their written work.

The teachers need to see their mistakes because the lessons are often based on what they need to know. If their work comes in with no mistakes, then the teachers have no knowledge of the student's real skill level in the subject area or written English.

If they ask you how to say a certain expression, tell them, but don't go through and correct their whole paper/assignment.

If they ask how to spell a word you have two choices:

- Give them the first 3 letters and have them look it up in a dictionary.
- Tell them how to spell it.
(Use method #1 only some of the time. It can be very frustrating.)
Students should do their own work ... they should have done 99% of written work themselves. Don't write on their work. If you want to demonstrate a word, do it on scrap paper.
- Encourage them to write thank you notes to anyone who has done something special for them, perhaps someone who has taken them to see a movie or boating for a day.

ENGLISH LANGUAGE DEVELOPMENT

Watch a television program together and discuss it. Watching the same program every week is a good idea. In this way, the students hear consistent language.

Here Are Examples Of Questions To Ask For Discussion:

- What did you think of Sam? Why?
- What do you think Sam should have done?
- When might someone in (Korea, Japan, etc.) do this? When is it not good to do this?
- What do you think he meant by that?
- What did he mean?
- How is this same ...?

- What causes this?
- What do you think will happen next?
- What is going to happen next?
- Why did she do that?
- Watch the evening news together and discuss it.

Ask questions which require more than yes or no for an answer. Examples of open-ended questions are:

- What do you think about ...?
- How does.....work?
- What is the reason for....?
- Tell me about?
- Why do you think.....acted that way?
- What would you do if.....?
- Please explain that to me.

MORE IDEAS FOR HELPING YOUR INTERNATIONAL STUDENT

- Try to talk to students as much as possible at the dinner table or after supper before homework time. Please speak slowly and clearly.
- Engage in open-ended conversations.
- Encourage students to have study time each evening. (New students should have a minimum of one hour of homework per night.) If you find your student has no homework, please phone the teacher. Sometimes students don't understand the assignment, or it's too difficult for them.
- Students who have little English language ability are enrolled in a program of studies that will include electives, such as art or drama, where there may be no homework. In this case, encourage the student to do some extra vocabulary development by encouraging them to read magazines, comic books, watch English-language television, etc.
- Encourage them to talk to Canadian students/people as much as possible.
- Be open and non-judgmental in discussions. This attitude encourages students to express their point of view.

Further Topics for Discussion

The student's native country One province of Canada Festivals in the student's country Sports Economics of student's country Customs The student's family	Music Politics of student's country Leisure activities in BC (hiking, camping, hockey, skating etc.) Canada a A movie Teenagers Favourite Pastimes
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A TV Sitcom Meals Holidays and special celebrations in Canada Education	Food, Beverages, kayaking, canoeing,
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TUTORS, ACADEMIC ASSISTANCE & TRANSLATION SERVICES

During the school year, your student may request or require the assistance of an academic tutor.

Do not employ a tutor who cannot provide a recent 'Criminal Record' check. You should also contact the counsellor/Vice Principal to assist you.

If you need to use an interpreter or native language tutor, check with the District Administrator for these services - you may require this support in emergency situations, or for a difficult host family issue.