

Homestay Program

Canada Star Secondary School



Homestay Program

Handbook, Policies, and Procedures:

A Reference for Homestay Families

Homestay Parent Handbook

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Section 1: Being a Homestay Parent

1.1 Handbook Purpose

Welcome to the Canada Star Secondary School Homestay Program. Canada Star Secondary School is a co-educational, non-denominational, independent school founded in 2013, with the vision of fostering a safe and inclusive learning environment for tomorrow's global leaders. As approved by the British Columbia Ministry of Education, our secondary school offers the British Columbia Grade 10-12 curriculum. Our campus is located in the quiet and beautiful city of Richmond, in the Greater Vancouver area, and delivers the highest-quality education for students.

Canada Star Secondary School has been home to countless Canadian and international students from across the world. We provide a rigorous, yet supportive, study plan to ensure all of our students are prepared to gain admission to a top Canadian or U.S. university of their choice. Our main goal is to encourage intellectual curiosity, independent thought, and effective learning habits that lead to admission to top universities.

Our international student program is proud of our world class education system, our welcoming community, and our incredible natural environment. Recognizing that homestay plays a pivotal role in an international student's experience, we are committed to high-quality homestay experiences for all students.

This booklet contains our handbook and expectations for making this international experience an enriching and enjoyable one. It also contains answers to questions that are most commonly asked by host families and students. Please contact the Homestay Coordinator for support or guidance at any time.

1.2 Policy Statements

Federal, provincial and municipal laws apply to homestays. It is the responsibility of each of the groups described in this document to be familiar with applicable legislation.

These policies and procedures outline minimum requirements for the Canada Star Secondary School International Student homestay program, as well as the responsibilities expected of homestay families, international students, and third-party agents.

Our homestay policies are directed by BC Ministry of Education guidelines for international student homestay programs: https://www2.gov.bc.ca/assets/gov/education/administration/kindergarten-to-grade-12/internationaleducation/home_stay_guidelines.pdf

Unless otherwise specified, all other Canada Star Secondary School policies apply to international students and homestay families.

1.3 Contact Information

School Address: 11295 Mellis Dr. Richmond BC V6X 1L8

School Website: <https://canadastarsecondary.ca>

School Working Hours: 9am to 4pm, Monday to Friday, except holidays

* please refer to our school calendar for details

<https://canadastarsecondary.ca/admissions/school-calendar/>

For Emergency: Call 911 for Fire, Ambulance, or Police.

If you have an emergency during our regular office hours: 9:00am-4:00pm
Call the School Office at **604-285-7766**

Afterhours

After School Hours, Saturdays & Sundays
Please call this number
604-442 2217

Or

Wechat



You can also reach out to the coordinator with any questions about Homestay Program.

Canada Star Secondary School Contacts:

Ms. Amanda Douglas, School Secretary (Homestay & Bus Service Coordinator)

Phone: 604-442-2217

Email: office@canstarlearning.com

Ms. Hye Min You, Finance Administrator

Phone: 604-231-0099

Email: finance@canstarlearning.com

E-mail is usually the fastest way to get in touch with your Homestay Coordinator. If you need to talk to your Homestay Coordinator, we ask you to please place your homestay calls during regular business hours. If they are not available:

- ☐ Please leave a message on the answering device, speak clearly. Give your full name, the date and time that you are calling and a brief description of the subject of your call. Homestay families should include the name and school of their student.
- ☐ Always leave the phone numbers that you may be reached at and the times when you will be available. Say the phone number clearly and say it twice.
- ☐ The message service is private so you know your message will only be picked up by the person you are calling.
- ☐ We will attempt to return your call within 24 hours. If a call is urgent, please indicate this when you leave your message.
- ☐ Please monitor your e-mails regularly as this is the most common way we provide information to host families.

We MUST hear from you under these circumstances:

- ☐ If there is a serious, urgent event, such as a student going missing, being involved in an accident, or being apprehended by the police.
- ☐ If you believe your student may be seriously depressed or suicidal.
- ☐ If you suspect that your student may be experiencing discrimination, harassment, threats or inappropriate advances.
- ☐ If your student is seriously ill, especially where hospitalization or surgery is expected, or if there is a communicable disease.
- ☐ If you suspect that your student may be experiencing a mental or emotional disorder.
- ☐ If you suspect that your student is pregnant.
- ☐ If you suspect that your student may have an eating disorder.
- ☐ If you suspect that your student may be involved in violent acts or acts of bullying, either as the victim or perpetrator.
- ☐ If charges are laid by the police against a resident of your home.
- ☐ If you are planning to change your residence or if your home is listed for sale.
- ☐ If there is a theft in your home.
- ☐ If your student causes damage in your home.
- ☐ If a resident of your home turns 18.
- ☐ If your student is planning to leave BC without a travel application form.

- ☐ If your student is planning on changing schools or homestay families, or if they are planning on leaving the school program or homestay program.
- ☐ If you believe your student may be experiencing financial difficulty.

We expect to hear from you:

- ☐ If you notice a change in the pattern of behavior of your student.
- ☐ If there is a change in the accommodation that you are offering for students.
- ☐ If there will be a new resident in your home (student or otherwise) or if someone is leaving your home.
- ☐ If there is a change in your home or work contact information.
- ☐ If you will be away from the home overnight, so that we can be sure that adequate supervision has been arranged for the student.
- ☐ If a resident of your home contracts a communicable disease.

The above list is not exhaustive, but it lists the most serious matters that need to be reported to the homestay coordinator. We'd like to hear from you anytime that you feel that you would like guidance, support or feedback. It is also always nice to hear about positive relationships and events that happen with your family and student.

1.4 What is a Host Family?

A homestay is a formal arrangement by an international student program to house an international student with an approved family while they are studying. This handbook refers to this family as the 'host family' or 'homestay family'. A homestay student is a minor child from outside BC who pays a fee to stay with a homestay family in return for meals, a private room, family support, parental supervision, and various cultural experiences.

Students and homestay families understand that the homestay-student relationship is not that of landlord and tenant. It is rather one of mutual support where the student will conform to the rules of the family life and contribute to the operation of the household. The homestay family will care for the student and include the student in their regular activities as they would any of their children.

As might be expected, there is often a period of adjustment or getting used to each other, and at the beginning the student needs a lot of information from their families. For many, it is their first time away from home and the first time they make all of their own decisions. Some students do not speak English well and at first find the Canadian culture and community confusing. In many cases, they are hesitant to ask for clarification.

Your student will not be able to absorb everything the first day and, in fact, will not be able to understand everything you say, so you may find you need to explain things more than once. Writing a welcome letter with a few questions and answers and some rules may be helpful for the students to refer to. Though we sometimes enjoy the humor and novelty of cultural difference, we also need to be sensitive to discomforts and difficulties. People of different cultures present themselves in various ways. What you take as indifference, coolness, slowness, thoughtlessness, or rudeness in the student may only be a mutual misunderstanding of signals. Hopefully, problems and frustrations will be rare, and students will feel welcome. Be patient!

Host families should expect "shyness". Some Asian students for example, are perceived to be very shy, and the outward affection we often show each other, such as hugging, is generally embarrassing to them. You should also expect students feeling homesick, some difficulty in communication, and the occasional bout of tears. The academic workload is also very demanding in the beginning of the year for the student because of the adjustment to level of English language understanding that is required. Be supportive of your student and comfort them.

Children in host families may find it difficult with another youth in the home and may need opportunities for sympathetic listening while they express their feelings and adjust. Take the time, once in a while, to check in with both your own children and the host children.

You will find that interacting with other host families will be of great assistance as they can give you new ideas and help reassure you about the pace of the development of your relationship with your students. The school will always be available to discuss progress or problems. Throughout the year there will be opportunities to meet with other host parents to share your experiences.

1.5 Responsibilities of the Homestay Coordinator, Student, and Host Family

Homestay Coordinator:

The Homestay Program of Canada Star Secondary School was established in order to support the needs of international students. The goals of the program are to not only place students with host families but to offer ongoing support to students and host families in regard to all aspects of life in Canada. The goal of the program is to help both host families and students have a rewarding experience while at the same time learning about other cultures.

While the main goal of the Homestay Department is to place students in homes for the duration of their study period, their responsibilities do not end once a placement has been made. Ongoing support in the form of conflict resolution, problem-solving, cross-cultural understanding and parental support are a regular responsibility of the Homestay Coordinator who work within the department.

The Homestay Coordinator personally meets and interviews each homestay family and visits each and every home before selecting the homestay families for Canada Star Secondary School. They are readily available to international students and homestay families. They contact and visit schools, students and homes on a regular basis.

Homestay Parents:

Ideally, we would like our host parents to treat the student as though they were a member of the family. Once we place a student in a homestay, the following is expected from the host families:

- Three nutritious meals a day plus reasonable snacks and beverages. Breakfast is either prepared for the student (if that is the custom of the family) or breakfast foods must be available for the student to prepare their own, a bag lunch (either made by the student or the host parent), and dinner. The family can ask that a student help with the dinner, either setting the table, helping with the preparation, or clearing the table after, but only if other members of the family contribute also.
- Ensure that house insurance is sufficient to cover potential liability, property or accident claims. Many insurance companies have special clauses or riders for boarders.
- No more than two international students will reside in a homestay; in the case of short-term students this may be three or four students with shared bedrooms.
- Students are to be included in any family-related activities (holiday celebrations, family dinners, family outings to a park, skating, McDonalds). However, entertainment costs are not part of the “contract”. For example, if the family is going skiing and the student accepts an invitation to join them, the host family is not responsible for paying the ski lift costs.
- Students should be supplied a house key, and the host family should explain the appropriate security procedures.
- The host family should charge only the homestay fee set by the homestay program. No advance rent, damage, and/or telephone deposits may be charged. If there are specific charges related to internet connection, please notify the Homestay Coordinator;
- The host family must ensure that there is adult supervision of the host student at all times. Students cannot be left alone overnight. Arrangements must be made by the host family to have an adult over the age of 25

living in the home if they are planning to go away or other alternative arrangements should be in place so that adult supervision of the student is maintained. Contact the homestay coordinator if assistance is required;

- Students should be treated in an appropriate manner and reasonable house rules be visible - written rules are often a good idea.

Host Families should not:

- Ask homestay students to provide babysitting services or undertake major housecleaning chores;
- Assume any legal or financial responsibility for a student (such as signing for phone services, internet services, or loans, etc.);
- Allow another guest or family member to share the student's bedroom or bathroom (for categories with private bathroom)
- Accept student placement if house renovations or construction projects are planned or underway.

Students:

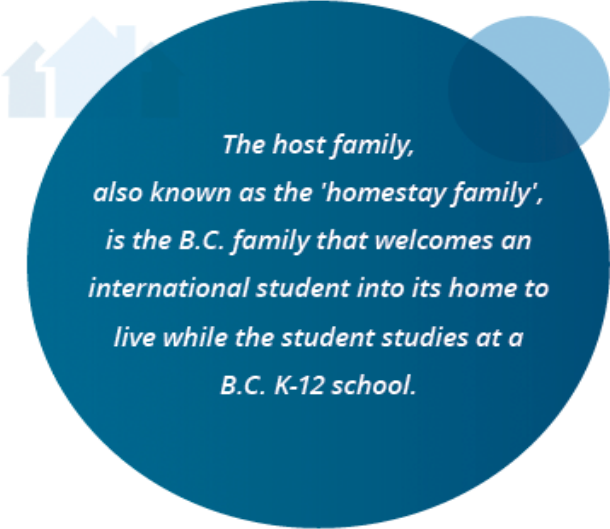
Students must understand that homestay parents are not just landlords. Students are expected to conform to the normal rules of family life and to contribute to the routine operation of the household.

- Always ask your host parent's permission before making plans. Be sure to tell them where you would like to go, how you will get there, who you will be with, when you will be home - be sure to be back on time;
- Advise your homestay family by telephone if you will be late or if you want to change your plans;
- Behave responsibly. Your homestay family may refuse you permission to participate in some activity; reasons for refusal could include concern for your safety, conflict with family plans, concern that it is not an accepted activity for international students. Respect their concern.

SECTION 3: HOST FAMILY RESPONSIBILITIES

To promote the best possible homestay experience for international K-12 students, host family parent(s) should:

1. Provide a caring, nurturing, and supportive environment for international students.
2. Host families must provide a home free from discrimination based on sex, sexual orientation, gender identity, race, nationality, language, religion, and culture or cultural heritage.
3. Abide by all rules/guidelines established by the homestay program provider when hosting a student placed by that provider.
4. Be 25 years of age or older or receive approval from the international student program as an approved exception.
5. Ensure that all residents, long-term guests (i.e., those who stay for two or more weeks), and frequent visitors of the home over the age of 18 clear a Criminal Record Check with Vulnerable Sector Check.
6. Agree to scheduled in-home inspections by the international student program and/or the homestay program provider.
7. Homestay families must inform the homestay provider/program of all individuals living in the home including other students, frequent visitors or long-term guests, and those who take up residence after the student has arrived.
8. Have up to two international students in the homestay at the same time. It is recommended to have a mix of language groups in the home.
9. Consult with the Homestay Provider/ Program before concurrently hosting both adult and minor international students. In circumstances where minor and adult students are placed together, parents of the minor student must be informed of the situation.
10. Provide food for three nutritious meals and snacks each day.
11. Provide a clean and tidy home with a private, adequately furnished bedroom, with access to:
 - A. *An area with a desk, chair and adequate lighting for homework*
 - B. *A bathroom, linens and use of laundry facilities*
 - C. *A clothing storage space*
 - D. *Entry into the home like any other member of the family (e.g., house key and alarm code, if applicable)*
 - E. *The Internet to support educational goals and consistent communication with home*
12. Ensure the house is safe and complies with the BC Building Code and any local building bylaws (as applicable) and with the BC Fire Code and local fire protection bylaws.
13. Ensure the student's general well-being, seek medical attention when necessary, and report any significant medical, behavioural, or mental health issues to the school, the custodian, the homestay program provider and the international student program.



The host family, also known as the 'homestay family', is the B.C. family that welcomes an international student into its home to live while the student studies at a B.C. K-12 school.

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| <p>14. Inform the school or international student program if the student drinks alcohol, takes or possesses non-prescribed or illegal drugs, does not abide by homestay program or homestay family rules, or breaks the law.</p> <p>15. Ensure the home and auto insurance policy adequately covers students residing within their home; some policies do not cover homestay students.</p> <p>16. Ensure the home security system, in particular camera and video recording, is explained to the student during the home orientation, complies with privacy requirements, and does not invade the student's reasonable expectation of privacy.</p> | <p>17. Promote strong connections between an international student and their parents, schools and communities by:</p> <ul style="list-style-type: none">A. <i>Using the student's desired language of study (English or French) in the home</i>B. <i>Imposing reasonable limits on the student's personal use of the internet (i.e., number of hours/day and appropriate times of day)</i>C. <i>Negotiating and enforcing an appropriate and reasonable curfew and house rules for the student</i>D. <i>Assisting the student in seeking extra-curricular activities and sports</i>E. <i>Attending school or district orientation for host families and other cultural or education events</i> |
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1.6 Custodianship Responsibilities

Some students at the Canada Star Secondary School in homestay are under the custodianship of the school. Host families act on behalf of the custodian, but all major or serious incidents must be reported to the Homestay Coordinator or to the School.

Definition of terms:

Legal Guardian: The person who has legal custody of a minor. For most children, this will be their mother and/or father. A change of Legal Guardian involves a court process and extinguishes the Legal Guardianship of the parent(s).

Guardian: the term commonly used when referring to the **Custodial Adult**.

Custodial Adult (Custodian): All minors (i.e., age 18 years and under) need to have a custodial adult in Canada as a condition of receiving a study permit (visa) from Immigration Canada. For all the students in the Homestay Program, our School is the custodial adult.

The custodian is the person who makes decisions concerning the student's welfare while the student is a minor. The student is expected to be guided by the directions given by the custodian. In addition, host parents play an important role in supervising and directing student behavior on a daily basis, but they are not legally responsible for the student's behavior.

In those cases where a student has a custodian in the community, please keep in mind that the program rules in matters of travel, car ownership, etc. take precedence. Any questions about significant student behavior or student wellbeing should be referred to the custodian.

Homestay parents are expected to act on behalf of the program with the best interest of the child and program in mind.

1.7 Getting Ready to be a Host Family

1.7.1 The Placement Process

➤ Host Family Screening

After a host family has met all the screening criteria: application, interview, reference checks, approved criminal record check, and program contract, they will be placed on an availability list for students. The home must meet site inspection expectations and continue to do so for the duration of the homestay placement. If the family moves, it is the family's responsibility to notify Canada Star Secondary School and request a new site inspection. The family must also provide a family profile that includes information about the host family and photos that can be sent to the student and their family.

According to the Ministry requirement, after initial placement, Home Inspections will be scheduled at least once every two years.

➤ Criminal Record Check

A criminal record check must be completed for all persons living in the home over the age of 18. The criminal record check must be renewed every three years. Canada Star Secondary School reserves the right to request a current criminal record check at any time. Any adult living in the home that is charged with an offence must report that offense immediately to the school manager or homestay coordinator. Any criminal offences that are reported on the criminal record check or by any other means must be approved as per the school criminal record check handbook for homestay families. The cost of a criminal record check is incurred by the family. Any long-term adult guests (i.e., those who stay for two or more weeks), or adults who are sharing in the care of a student must also be cleared.

➤ Number of International Students

Per ministry guidelines, no more than two international students may be placed with a host family simultaneously. Additionally, avoid placing both adult and minor international students in the same household unless there is a clear benefit to the students. If a minor and an adult student are housed together, both the school and the minor's parents must be informed of the arrangement and the rationale behind it.

➤ Information Sharing and Confidentiality

The school will provide the host family with the following student information:

- A. Legal first and last names (as listed in the passport)
- B. Gender
- C. Age
- D. Relevant medical information
- E. Country of residence
- G. Contact phone number and email address

The host family must maintain confidentiality when discussing students with family, friends, or co-workers. Ensure that all information is kept private and complies with privacy protection laws.

1.7.2 Prepare for your Student

Write an email/letter to your student. Describe your family, pets, lifestyle and your neighborhood. Relate funny or typical family incidents. Include photos of your family, home, neighborhood, city and maps. Write an email/letter to your student's parents. Reassure them that you are looking forward to hosting their son/daughter. Encourage them to write to you. Be mindful of social media and adjust your privacy settings in all your social media accounts to avoid misunderstandings and preconceptions from developing. Do some homework. Study a few words of your student's language. Purchase a dictionary (English-native language). Read up on the history and culture of your student's country of origin. Learn to pronounce your student's name correctly! Prepare your student's room. A room of his/her own is essential. The room should include a desk, lamp, bed, closet and dresser. Towels and bedding are supplied by the homestay. Other niceties would be putting a welcome banner up, providing a plant, magazines/pamphlets, and perhaps a small gift or treat on the bed appropriate for the age of the student. Please remove your family photos and other pictures to allow the student to make their room their own.

➤ The Bathroom

The bathroom is probably the most puzzling room in your house for overseas students because once the door is shut, they are on their own. Start with a guided tour; show your student where extra towels, face cloths, toilet paper and soap are, and how the shower works. Particular routines should be explained such as length of shower, how to dry oneself and keeping excess water to a minimum.

Some students from Asia have very different bathroom routines. Some bathrooms are fully tiled and equipped with a drain in the floor so many students from China, Japan and other Asian countries are not used to keeping water contained in a bathtub. A quick lesson in the operation of the toilet is also a must. In addition, discuss cleanup after using the washroom so the room is ready for someone else.

Discuss the schedule for bathing so the student knows when and for how long he/she can use the bathroom. Any generic brand of soap should be provided by the homestay parent. Shampoo, toothpaste, toothbrush and exotic soaps, hair sprays and cosmetics are the student's responsibility to purchase and/or bring.

➤ Sleeping Arrangements

Here again, your guidance is essential to help your student feel at home. Define clearly where the student can put his or her clothes and belongings and make sure that he/she understands how the covers on the bed work (Japanese students often use a futon and a quilt and are not used to getting under the many layers of covers that we use). Show your student how to make the bed and let him/her know at what time you will be retiring and eating breakfast. This will facilitate setting up schedules and getting into your family's routine. Students may be used to different sleeping patterns. It is important that you help them establish routines that are compatible with your family's lifestyle.

➤ Medical Insurance/Home Insurance

Canada Star Secondary School will arrange for each student to have medical coverage through BC Medical Services Plan. Should a student need to visit a dentist, families are asked to request that their family practitioner accept the student as a patient. For medical treatment, a student can go to a local clinic, visit the family physician or hospital.

MEDICAL COVERAGE: Two phases

PHASE ONE: All new students will need to be on private medical insurance for the first three months in Canada. Also, if a student is only enrolled for one semester they will remain on the private insurance until they leave the program at the end of that semester.

Each student will be provided confirmation of coverage explaining complete coverage when they receive their 90 days insurance from **Study Insured**.

Should a student need medical assistance, the student may have to pay for the medical service at the time of the treatment. The claims forms are available by calling the claims department.

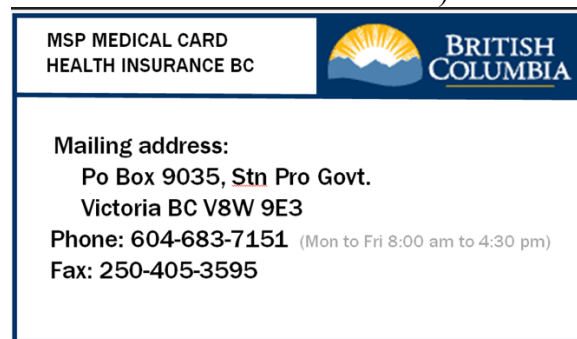
150 King Street West, Suite 602 - PO Box 75

Toronto, ON, Canada, M5H 1J9

P: 416.644.4870 • 1.888.386.8888 • F: 416.730.1878

<https://www.studyinsured.com>

PHASE TWO: The student will apply for the Medical Services Plan of British Columbia (MSP) The student will be on the MSP after 3 months in Canada. (Reminder: students who are enrolled for one semester only and leaving at the end of that semester will not switch over to MSP.)



If a student is sick or has an accident, they only need to present their MSP Card at the time of treatment. The health care service (e.g., the doctor's office or hospital) needs to see the number on the card.

The student will receive their MSP Card from the school (if we applied for them), and it can only be used by the student to whom it is issued. The student should carry their MSP Card in their wallet or purse at all times.

For MSP benefit coverage, please visit their website at: <http://www2.gov.bc.ca/gov>

The students are covered by medical insurance for illness and accident. However, your home will probably not have coverage for the student's property because the student is not a relative. In order to be covered, most insurance companies require an additional rider to the policy. If any of the student's personal property is stolen, lost or damaged you are ultimately responsible. Your property is most likely covered if the student should damage anything. Please contact your agent to be sure that you have adequate coverage, both for your own and the student's property.

MSP is not sufficient medical coverage for anyone traveling to the U.S. accidents and illness can happen, so all international students that are on the MSP must have extra medical coverage when traveling to the U.S. even for the day. The student covers the cost of purchasing the extra insurance, but it is the adult responsible for the student that must take them and ensure they have purchased the extra insurance. Some student's parents buy travel insurance

for their child for the entire time they are away. In this case, they will not need extra insurance, but the host parent would have to have something in writing that says they are insured for U.S. travel.

Any medications, accidents, or serious illnesses must be reported to the homestay coordinator. If a student is ill for an unreasonable period of time, or has unexplained pain or symptoms, the host parent should seek medical attention as soon as possible. If the host family is working, they should arrange for someone else to accommodate the student's needs while they are sick and/or at a clinic, doctor's office or hospital.

➤ **Prescribed Medication Policy**

Students are asked on their application if they are taking any medications. If they answer "yes" then a decision is made by our program whether to accept the student or not. If a student does not disclose that they are taking medications and the host family discovers they are taking a prescribed medication the Homestay Coordinator must be notified, and the situation needs to be assessed, and a form must be completed by the parents and the student. All prescription medications must be kept in a safe place by the host parent and administered by an adult.

➤ **Bank Accounts**

Canada Star Secondary School will assist students in opening a bank account if they need one. When opening the account, the student should use the name they have on their passport. Students are discouraged from carrying a lot of cash.

Chequing accounts are a safe and convenient way for a student to pay rent, tuition fees, and other bills. All students pay their homestay fee to Canada Star Secondary School, and most have a bank/credit card that was arranged by their parents prior to their arrival.

➤ **Date of Move-In**

Students are asked to contact the Homestay Coordinator to arrange the move-in time.

The Homestay Coordinator will contact the host family regarding the move-in information. Based on the advice and any other details that the office has received, you will be notified of the following: student's name, birth date, country of origin, flight details, and identifying you as the designated caregiver for the student.

Please bring the notification letter with you in case you need to identify yourself or verify the arrival information (date, time and carrier).

➤ **Meeting your Student**

Homestay students are not just guests, but hopefully will become a part of your family for the time they are with you. Inviting them to join in a few household responsibilities will help them become involved. Shyness may come from not knowing what to do. Setting the table, helping with lunches and so on, when defined clearly by you at the beginning, can become activities to further your communication. Clearly inform students of meal schedules in order to avoid confusion. Students are expected to let you know if they will be late or absent for a meal (well in advance) so that you can make adequate plans.

Students may not feel comfortable telling you their food likes or dislikes or that they are hungry. Try to have open conversations and lots of options available for snacks.

Mealtime is a very personal arrangement in the family, and some of the best times spent with your students will be during meals. If your student is helping with preparations give careful guidance. In many cases, Canadian meal

behavior is much more casual than what is expected in other countries. Explain how food is served, whether the whole family sits down together, second helpings, “TV dinners” and other aspects that seem unfamiliar. Many Asian cultures feel that making noises while one eats is a compliment to the cook. If it offends you, you may want to explain that Canadians usually eat quietly. Teach your student a few of the “Please pass the...” phrases in order to help them feel comfortable at the table. If students are going to a restaurant, inform them that they must wait to be seated and of the appropriate tip that should be left.

➤ **Food and Eating**

To a student from overseas, Canadian cooking may seem very exotic indeed. Just as you may find raw squid a little unusual, your best barbecued bacon cheeseburger may puzzle your student. The whole idea of homestay is for the student to experience Canadian life, so don’t make drastic changes to your family meals. Most students enjoy trying new food. However, you should become aware of your student’s preferences.

Everyone has a strong attachment to “Mom’s cooking” – sometimes homesickness can be cured by a familiar bowl of noodles or a cup of tea. Also, vegetables such as cauliflower or broccoli served raw or heavier meats may cause digestive problems for Asian students in particular.

One solution to any food-related problem that may arise could be a trip to the grocery store together and a cooking lesson from your student (although not all students are used to cooking). Students are normally happy to share their culture with you in a way that would be mutually beneficial.

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

Most students prepare their own breakfast and many pack their own lunch. However, it is expected that a nutritional dinner be prepared on most evenings. It’s perfectly acceptable to use leftovers or to ask your student to reheat a dinner for themselves or to cook simple meals on their own.

➤ **Getting Around on the Bus**

Students will use public and private transportation to and from the school, as well as for some extra-curricular activities away from the school. Newly arrived students will not be familiar with our city or the bus system. In many cases they will have little English and understandably will be apprehensive about getting around on their own. The host family should show the student how to get to school and provide them with an orientation of the city. This may involve walking the student to school and bus stops and possibly riding the bus with them the first few times they use the system. Students can purchase city bus passes upon arrival in Richmond with the help of the Homestay Coordinator.

➤ **Driving and Owning a Car**

Driving – The student may have a license from his/her home country and may even have an international driver’s license, but students are not permitted to drive. Students are encouraged to use the bus system or to purchase a bike. Any questions regarding students driving should be discussed with the Homestay Coordinator

➤ **Family Customs**

Customs vary greatly from culture to culture, so your student may require some guidance from you in order to avoid embarrassment. If your family wears shoes inside the house, let your student know that it is common in

Canada and acceptable in your house. Japanese students in particular always remove their shoes at the door and may feel uncomfortable wearing them in your home.

➤ **House Rules**

It will be helpful to both you and your student if you have a discussion of family rules and schedules shortly after arrival. Patience will be required when explaining these rules and customs to the student. If they seem to have difficulty understanding you, it is often valuable to write things down. The student often has a greater comprehension of written English than he/she does of spoken English. You may even want to make a set of labels to put on various locations and items. Having the labels up for the first month helps the student learn the English names through association. Examples would be fridge, stove, bathroom, shower, TV, computer, laundry. When you guide the student through your home, it is a good idea to show them how to use some of the facilities. Encourage them to ask questions and try to use simple language in your explanations. Since we learn best by doing, involve the student in trying out devices such as the microwave, washing machine, DVD player etc.

Curfew

The host family should decide before the student arrives what an age-appropriate curfew is for their student. It is expected that the host family will do their best to ensure that students are in by curfew. Of course, there are exceptions for extra-curricular activities, but if students are just out with friends it is important to expect them home by curfew. Although there will be some variance between families, curfews should be generally similar. Host families with extreme curfews (too early or too late) may be contacted by the Homestay Coordinator for alternative considerations. It is a serious issue and curfews must be followed.

- Curfews are imposed for safety.
- Encourage and teach teenagers respect for rules
- Parents care about their teens and worry about them when they are not home.

Below are school suggestions:

- Sunday to Thursday – Curfew is 9pm. Students must carry a working cell phone with them at all times. Curfew times are not negotiable. Any changes to curfews in the instance of special circumstances should be agreed upon by the Homestay Coordinator and the Homestay parent(s).
 1. Student(s) should be eating dinner with the homestay family each night and studying during the evenings.
 2. Student(s) should not be out every weeknight – they need to spend time studying.
- Friday and Saturday -Curfew is 10pm. If there is a special circumstance, student(s) should make prior arrangements with the homestay parents and the Homestay Coordinator.
- During summer and holiday times – Sunday to Thursday time beyond 9:30pm at the discretion of the homestay. Friday and Saturday 10:30pm unless there is a special circumstance. Homestay parents should pick up students if the students are allowed to stay out beyond regular curfew times.

Computer and Internet

Most students will have their own laptop or electronic devices and require internet access. Internet access needs to be provided at no extra cost to the student.

We advise that the host family does not permit their student to use the family computer. If your student did not arrive with a computer, they should speak to their parents and arrange to purchase one.

If the homestay family permits the student to use the home computer, they do so at their own risk of computer repair and/or computer replacement.

Please monitor your student's use of the computer and telephone as you would your own children. Students should turn off their electronics by 11pm and in some cases you may want to turn off the Wi-Fi should you feel that this is a problem area.

➤ **Telephone and cell phones**

Host families do not charge the student a fee for the monthly home telephone service.

All students in our Homestay Program are required to have a working cell phone. Almost all teenagers in Canada and other countries as well have cell phones. The host family needs to be able to contact their student if needed and the student needs to be able to let their host family know where they are and what they are doing, and if they are going to be late or if they may have a problem or emergency while they are out in public.

Many students have an inexpensive pay-as-you-go phone that they use here for calling and texting. The phone does not need a data plan unless their parents choose to purchase one.

An average cost for a plan with data is approximately \$40 per month. Canada Star Secondary School may help the students to obtain a cell phone after they arrive. Students should contact their parents for approval of cost.

Establish phone use policies and insist on cooperation. This is the case even if the student has his or her own phone. We do not support students running up extraordinary phone charges or spending lengthy periods of time late at night on the phone.

➤ **House Keys**

The host is required to provide the student with a house key. Students should ask their host family about locking and securing the house. The host family needs to ensure that the student understands security measures and that the house key is the student's responsibility. It is highly recommended that one of the home's entry doors has a code lock.

➤ **Bedroom Privacy**

The Homestay Program requires the student's bedroom door to have a keyed lock or a lock with a code. If the student's room has a keyed lock, please ensure that host family keep a copy of the key for safety reasons. A student's privacy is very important so please have a working lock on the door prior to their arrival. This will ensure that they have privacy.

➤ **Laundry**

If the student is doing his/her own laundry, the host must give clear instructions on how to use the machines, size of the load, amount of detergent used, and how to separate colors etc. Arrange a schedule and process that suits everyone.

➤ **Host Family Vehicle**

The host family's vehicle should accommodate all the members of the family with a seat belt for outings and sightseeing trips. It is highly recommended that the host family's third-party liability be 3 million dollars minimum.

➤ **Visiting Parents**

The Homestay Program provides housing for students while they are attending school. Visiting parents shall make arrangements to stay in one of our local hotels. Please communicate with the Homestay Coordinator if you have any questions or concerns.

➤ **Religion**

Respect your student's religious beliefs. Invite him/her to join you if you go to church but be very understanding if he/she chooses not to. Absolutely no attempt should be made to change your student's religious beliefs.

➤ **Privacy and Security**

Privacy is an essential element when several people live together. It is important that homestay parents make it clear to students any areas of the home that they should not enter. In most cases, these areas are the bedrooms of each family member, but a home office or a workshop may also require this definition.

The student's privacy should also be respected. The student's room should be considered "off limits" to family members and visitors to the home. This is true even if the student is away for a few days. Parents of young children will need to help the children understand this rule. Of course, cleaning the room is necessary and parents should work out an arrangement which may include "permission" to be in the student's room for cleaning.

At no time is it appropriate for a family member or visitor to "borrow" possessions (iPad, computers, cell phones etc.) without prior approval. Everyone should also keep in mind that approval once doesn't mean approval on an ongoing basis. Parents should also explain when and how to use the heating system, electrical appliances, and home alarms, if present in the house.

➤ **Alcohol and Drugs**

This is an area in which the rules are clear and inflexible. International students are not permitted to purchase, use or have alcohol or any kind of non-prescription drugs regardless of age. While it is possible for an international student to be 19 years of age before completing their program, drinking alcohol is not permitted. Your student was made aware of these expectations.

1.8 Compensation

Regular Long-Term Students

The homestay fee is paid monthly, whether the month has 28, 29, 30 or 31 days. The program administers the homestay honorarium for students and the office will advise you if you have any questions.

During July and August summer break, there are three possibilities:

- Students will pay 100% of the fee if they stay over the summer break
- Students will pay 75% of the homestay fee to keep their room
- Students will have their rooms cleared and store their belongs in the area designated by you and not pay for the room. Host families have the right to not take the student back if they choose.

Homestay fees are intended to cover board and parental guidance. Since this amount is intended to cover expenses, it does not need to be declared as a taxable income.

If the student decides to travel during the homestay period, the host family must be informed, and a contact number must be given. There will be no refund of fees for periods of travel of less than 3 weeks. During an absence of 3 weeks or longer (such as during the summer), the host family will still be paid 75% of the regular monthly fee for holding the room and the students possessions. Except in the rare case, no refunds will be provided.

Airport Transportation

1. For all student travel during the school year, including winter and spring breaks, end of semester or school year departures, and return travel for students continuing in September, the student and host family must communicate well in advance regarding travel dates and arrangements. Host families are responsible for guiding students on how to arrange transportation to and from the airport; however, all transportation costs are the responsibility of the student.
2. Students new to a homestay and Canada are introduced to the new family upon their arrival by the school Homestay Coordinator. The school arranges the pick-up at Vancouver Airport for new students, but the cost is incurred by the students. If any new student wants to move from another city in British Columbia to Richmond within 45 minutes of drive, Host family arranges the pick-up.

Monthly Homestay Fee and Homestay Moves

In circumstances where a student needs to be moved to a different host family, both the first and new host family will receive the homestay fee for the number of nights the student spent in their home that month according to the agreement signed.

If the monthly payment for that month may have already been processed and payment for the last few days may need to be rectified afterwards. In that case, the host family must repay for those nights of the month the student was no longer in their home. This can be done via E-transfer:

For E-transfers: please use the following email address and message:

o Email: payment@canadastarsecondary.ca

o In the memo section, please note: International Homestay and your full name

Payment Dates

Homestay fees are typically due on a monthly basis, usually on or within 1-2 days after the first of the month, depending on whether the due date falls on a non-working day. If the host family agrees to pick up a new student from the airport, the compensation will be paid out together with the following month's reimbursement.

Who Pays?

Host families are asked to provide: all bedding and towels, meals (including breakfast, a bag lunch, dinner and access to healthy snacks). They also provide access to soap, laundry, cleaning materials etc. Students are responsible for paying for their own clothing, personal items, gifts and bus fares along with food and entertainment if they choose to go out with friends.

If you take your student to a restaurant, you are expected to pick up the tab for the student's meal. Similarly, if your student takes part in a school ski trip, the student will pay for the outing, but the family would provide a bag lunch or lunch money for the day. The exception would be if train/plane/ferry fare is required, or if an additional hotel room is required. Holiday expenses (e.g., lift tickets, equipment rental) would be covered by the student.

Host families provide three nutritious meals a day plus reasonable snacks and beverages. If students want to buy their own snacks that are not part of regular meals, host families are not obligated to pay for students. However, if you are concerned about their diet choices, please give advice or communicate with the program coordinator and/or their parents.

Any questions or concerns about the payment of the homestay fee should be referred to the Homestay Coordinator immediately. In case of a dispute concerning the payment of homestay fees, the program will have the final word.

1.9 Helpful Ideas for the Host Family

- ☐ Give the homestay student their name, home address and phone number on a card that will fit in a wallet.
- ☐ Supply exact bus route information to and from school and to and from special events.
- ☐ Confirm schedules each day.
- ☐ Make a point of engaging the student in conversation. This will require very careful questioning and often paraphrasing in the beginning.
- ☐ Treat the student like a family member, not a guest.
- ☐ Support the student's learning and development throughout the exchange experience.
- ☐ Set reasonable household rules for the student. Be sure he/she understands the rules and has a chance to request changes.
- ☐ Communicate with the student and let him/her know when there is a problem.
- ☐ Be specific and take the time to ensure the student understands information or instructions
- ☐ Continuously be in touch with the school so they can assist you and make sure that your student is being successful.

Section 2: Student Support, Behavior, and Discipline

Language and Student Socializing

The primary reason for the students' visits to Canada is to study English. They learn a lot of the language at school, but they also have a chance to use it in your home. Therefore, it is good to try to engage your student in conversation. Speak in short, basic sentences to help reduce confusion. Avoid negative questions, such as "Don't

you want any more?” because the answer will likely be “Yes, (I don’t want any more)” instead of “No (I don’t)”. Many languages respond to the verb rather than the meaning of the sentence. Be clear regarding “yes” and “no”. Many times, students will indicate that they understand when they do not. This is because they do not want to bother you. You need to paraphrase often and check that they understand clearly. This is particularly important when giving instructions so that the students don’t let you down.

Tips for communicating with an individual who speaks little English:

Arthur J. More, University of British Columbia

Assume:

1. The other person speaks at least one language well
2. The other person is translating into his or her own language. This takes at least twice as much time as usual.
3. The other person is probably just as intelligent as you.
4. Non-verbal communication is even more important than usual.

Tips:

1. Don’t yell but speak clearly.
2. Take your time, speak slower than usual but avoid “talking down”.
3. Communicate words in order of importance.
4. Avoid idioms (or explain them).
5. Do not try to imitate their accent, use your best Canadian accent.
6. Non-verbal communication:
 - Make sure it’s consistent with your verbal communication
 - Remember that gestures in one culture may have different meanings in another culture.
7. A smile, nod or “yes” from the other person often doesn’t mean “I understand”. If it is important, ask a question and look for a paraphrase response.
8. 50% of communication is based on context, use it. Make sure the other person understands which part of the context you are referring to.
9. In information gathering or liaison:
 - Don’t get “down to business” too quickly.
 - Empower the other person: avoid being louder than, or higher than the other person, and consider personal space.
10. Laughter may communicate embarrassment – this response is considered inappropriate in our culture, but not in most other cultures. On the other hand, laughing at a mistake may be insulting (i.e., If a person cannot “understand the job” laughter may convey disrespect). If something the student does or says seems amusing, explain the humor.

2.1 Student Socializing

International students are teenagers, and their social life is of great importance. In fact, we encourage our students to socialize, especially with Canadian students. Anything families can do to support new friendships that provide opportunities to speak English is appreciated. On the other hand, no student can be successful in his or her studies if overtired by late nights and “good times”.

The hours that students keep will vary with the student’s age. Of course, we expect the student to fit into the family pattern, so there is room for individual schedules to suit each family. Curfew times vary with age and demonstrate responsibilities.

Friends are important to young people, and we encourage international students to make as many Canadian friends as possible. However, part of growing up is learning to make good judgments about friendships and sometimes our students need adult supervision and advice. The following is offered to assist homestay families in supporting students in maintaining a healthy social program.

Friends should be close to the same age. There is often a problem where a young student has friends 5 or 6 years older. Students should be able to go out, but in every case, insist that you are told where the student is going and who he or she is accompanying. If you don't know the friends your student should arrange for you to meet them. You should be given a phone number to contact your student when he or she is at a friend's house. It is never acceptable for a student to phone at the last minute and announce he or she will be staying overnight with a friend. Do not accept that type of behavior. Socializing should be done only on weekends when school attendance is not required.

Having guests over without host parents at home needs prior permission.

Having guests of the opposite sex in the student's bedroom is not allowed.

2.2 What to do if a Student Misbehaves

Students are required to follow the program rules as a condition of remaining in the program. Some rules are stricter than others and these include:

- ☐ Attendance at school and a sincere effort to maintain a passing average through completion of all assigned work.
- ☐ No involvement with alcohol, drugs, pornography or gambling.

Young people do make mistakes. This isn't a function of being from outside of Canada but being away from home sometimes makes the impact of mistakes greater. As a school system we are in the business of helping kids grow, so sometimes we have to help them when they have made bad decisions. While program staff, teachers and homestay parents are supervising the young people in our care, we are also trying to guide them. We can't prevent every mistake, but hopefully we can teach the kids to not repeat the same mistakes. Decision making is an essential skill, but it must be learned – don't assume this ability. Remember, even good kids make mistakes sometimes.

In all situations, please inform the program and use our support system to resolve concerns.

There isn't a single response to student misbehavior or bad judgment. When a problem arises the actions of the student are considered in context. Here are examples of actions we take:

- ☐ The student is interviewed to determine the cause of the problem.
- ☐ The expectations for behavior are explained again.
- ☐ In most cases, homestay families are contacted.
- ☐ If the offence is a major one, the student is put on probation. This involves regular review and a formal notice to the student's parents in his or her home country as well as the homestay parents and an agent if applicable.

Where a student's behavior, attendance or school achievement is simply sub-standard, that student will not be re-admitted to the program the following year.

Where a student's behavior involves serious misbehavior or excessive absence, a student could be dismissed at any time. In such cases every effort is made to first correct the behavior and to be sure that the student's parents have been fully informed. We hope that dismissal is not required, but we will not tolerate abuse of our standards.

Process:**Please contact**

- 1. Homestay Coordinator**
- 2. Director of Operations**

Students may be:

- 1. Given a warning letter**
- 2. Put on probation**
- 3. Put on final probation**
- 4. Dismissed from program**

2.3 Homestay Program Communication and Reporting

It is critical for the host family to understand the importance of reporting information to our program about their student. Our program must be informed of anything notable that could impact our students such as potential legal issues, anything that could cause harm or affect a student's well-being, difficult or out of the ordinary behavior, problematic academic behavior, and issues that are troubling beyond the realm of "normal". Children and teens that are not being parented by their biological parents are at greater risk of being exploited, taking part in inappropriate activities, and of being abused. It is imperative to communicate any concerns relating to a student to our program staff. In most cases as their custodian (Canadian Immigration requirement) and as the program responsible for our student's safety and well-being, school staff must be involved in all important issues with our students.

Students are informed repeatedly by the Homestay Coordinator, and the Counselor, not to take part in any illegal activity while they are in our program. Unfortunately, a few students every year make the wrong choices. If a host family is informed of any controversial or illegal activity by any student in our program it must be reported to our office. Failure to report significant activity that could affect the well-being of our students will result in the host family not being permitted to continue hosting.

Correspondence between the Homestay Coordinator and the host family by email is essential. The host family must notify Canada Star Secondary School if they change their email address. Make sure that your email address on file is the one that is checked often, as there could be important notices sent out regarding homestay or the students.

Asking for Help

The host family and student should feel comfortable getting in touch with the Homestay Coordinator regarding any problems that arise. The host family are also advised to have contact with the parents. We encourage the host family to network and keep in touch with other host families of international students.

The host family must consider and realize that the student is an adolescent. He/she can be lonely, often disoriented with the new physical and social environment, and may be struggling to learn a new language. The culture stress often produces a sense of insecurity. Be tolerant, honest, and courteous when communicating with your student.

2.4 Changing Host Families

Changing homes is very difficult for children and youth. It is preferred that students do not move during their school term. Families and students are expected to make every effort to make the homestay a success. The host family and/or students should contact the Homestay Coordinator right away if a student is experiencing difficulties. The Homestay Coordinator will try to help resolve the problem through clear communication between those involved. Everyone should try and be open and honest when discussing the problem.

A one month written notice **MUST** be given to the host family and Canada Star Secondary School if a student wishes to move out of the homestay. If proper notice is not given, a penalty of \$500 applies. This penalty **MUST** be paid before the student changes their homestay. No refunds are given.

When a student needs to move into a new homestay days before a semester starts, a prorated daily fee will apply.

It is mandatory to provide a 30-day written notice to the student and the school if ending a placement.

2.5 Host Family Vacation Planning While Hosting

Host families should try and plan their family vacations for semesters when they are not hosting, especially for one semester placements.

Students are not permitted to stay overnight on their own. If the host parent(s) are going to be absent overnight, they must notify the Homestay Coordinator of their travel dates and the name and contact numbers for the respite caregiver. Host families must arrange for a responsible adult over the age of 25 years to be present in the home to care for the student, or another approved host family can be used for respite.

2.6 Student Planned Activities without Adult Supervision

Some students plan activities that may require adult supervision or activities that the host family does not approve of. There are many factors to consider: age of the student, type of activity, risk assessment, permission needed, and consideration of the host parent's values. For example: because of Richmond's proximity to Vancouver many students plan to visit there with friends. Many host families would not let their own children go to Vancouver alone, so they are uncomfortable allowing the student to go. There is also potential conflict within their own family for having different rules for students and their own children. Our program would suggest that the host family consider if their student is mature and responsible enough to go to Vancouver alone, find out who they are going with, what transportation plans they have made, when they will return, and what their safety plan is if needed. Students are never given permission to stay overnight anywhere without approved adult supervision.

Travel outside of the Greater Vancouver must be authorized by the host family and the parent(s). Canada Star Secondary School is the final authority on any overnight travel outside the City of Richmond.

Winter, visiting the mountains, or any other activities that could be considered high-risk require written permission from parents. Permission can be obtained through email and forwarded to the Homestay Coordinator. Contact the Homestay Coordinator if you need any clarification or questions regarding activities. A form will be provided that the host family can email to parents for permission and liability.

If a student is considered missing, that is their whereabouts are unknown and it has been an unreasonable amount of time since contact, or if the time away is out of character for that student, call the Homestay Coordinator phone number immediately. Try to remember and write down, when you last saw or heard from your student, what they were doing, who they were with, and what they were wearing.

Student Permission and Forms: Travel and High-Risk activities

The host family can sign school permission forms for students for field trips and regular activities that are not considered high risk. This includes school items such as lockers and books etc.

The host family must get permission by email from the parents of homestay students for skiing, snowboarding, rock climbing, boating, and travel outside of Lower Mainland. Parents may not be aware of the risk and/or the policies of our program. Please check with the Homestay Coordinator if you have questions about giving permission. Travel outside of the Greater Vancouver must be authorized by the host family and the parent(s).

2.7 Damage Claim Procedures

Hosting student is usually a smooth and uneventful experience but on occasion damage to the home sometimes occurs. We ask that you ensure your home has adequate insurance.

Home Insurance Policy

The host is expected to notify their homeowner insurance company that they have an additional person living in their house. The host family needs to have adequate liability insurance coverage. This is usually called, “Insurance for a Paying Boarder” and premiums vary with different companies. If there is accidental damage caused by a student the maximum charge to a student will be \$500 or the insurance deductible, whichever is the lesser amount. The family’s homeowner insurance or the family will have to cover amounts exceeding \$500. A report must be made to the Homestay Coordinator for accidents or damage that a family is requesting reimbursement for. The decision for reimbursement will be made by the school.

Receipts

Students cannot be charged anything over and above their homestay fee unless approved by the Homestay Coordinator. This includes payments for possible damage, vacations, or food provided in the home. Check with the Homestay Coordinator if you are unsure. If you do think you may be eligible for reimbursement for something, ensure you keep the receipts for reference.

When reporting damages there is a clear process that needs to be followed:

1. Contact your Homestay Coordinator before any work is done.
2. A Homestay Coordinator must visit your home to assess the damage:
 - Visit the homestay to assess the damage/take photos
 - Speak to the student and host family to confirm the claim
3. If it is determined that damage has occurred (not general wear and tear) the host must provide 2 quotes to the Homestay Department.
4. Before any work can be done you must wait for approval of one of the submitted quotes.
5. Once approval has been given you can proceed with the repair, and then submit the receipts to the Homestay Coordinator. If the student is departing a “Departing Student Checklist” must also be submitted to the Homestay Department indicating the damage.
6. The Homestay Manager will take the receipts and relevant forms to the Accounts Department.
7. The Accounts Department will issue the payment to you.

*If these procedures are not followed then we will not be able to issue payment.

****Please note host families only have 2 weeks after the departure of the student from their home to report damages. Any claims made after this time will not be considered.**

We can only cover up to a maximum of \$500 so for any damage that is of a more significant nature we request that you go through your home insurance.

Section 3: Conduct Protocols

3.1 Appropriate Conduct by Host Parents

Not only do different cultures have different protocols about personal space, but within cultures individuals will have a wide range of comfort levels and preferences around relationships, conduct and expressing affection. As a general rule, host families should exercise caution in expressing affection towards their students and base their approach on the relationship and trust built with their unique students.

If the school receives any kind of information about ‘inappropriate conduct’ by anyone, adult or student, in relation to a Canada Star 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-color jokes in front of students.
- Please note that jokes perceived as innocent by host parents can be received very differently by students, either due to cultural background, language barrier or simply a personality difference. Refrain from making jokes, even light-hearted ones, about your student until you are absolutely certain you have established a relationship where your student understands and appreciates this.
- Do not discuss personal matters such as your relationship with your partner, children or ex- partners with your students. You are the adult; they are the child.
- Overt or excessive displays of affection, both in public and private, are NOT appropriate.
- Please respect the student’s right to privacy in their own room. This does not mean you can never enter the room but give notice to your student before entering their room.
- Some students may not want anything other than a ‘formal’ relationship with their host family, while others may want a warm family relationship with their host family. Attitudes vary with each individual, don’t take it personally if your student prefers the more formal relationship. Each student is different.
- **Under no circumstances** serve alcoholic beverages to your high school student in your home. Sometimes, parents elect to serve their own older teens a drink on special occasions such as Christmas dinner. Your international student **cannot** be afforded this “adult” privilege. It’s not legal to provide any kind of alcoholic beverage, to your student, even in your own homes.
- **Physical discipline is not permitted under any circumstances and will result in the immediate removal of the student from your home.**

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.

3.2 Student Relationships

Just as Canadian teenagers, our international students are likely to form relationships with other students. The school does not “forbid” romantic relationships. However, a primary responsibility of the host parent is to care for the student and to keep the Homestay Coordinator informed about the welfare of the student. This includes informing us of behaviour of other students which may impact on your student.

It is the host family's responsibility to inform the Homestay Coordinator of potentially dangerous or inappropriate personal relationships so that the student can be counselled appropriately.

3.3 Communication and Language Barriers

General Communication

Both the host family and the student deserve courtesy and respect. These can mean different things to different cultures. If you feel that the student is being discourteous, explain to them how they should behave in Canada. It is important to communicate gently yet explicitly with students. All rules and expectations will be new to them, and you cannot assume that they understand things that are obvious to most Canadians. You might want to start by explaining your "house rules" such as chores, personal hygiene, and laundry.

Language Barriers

Please keep in mind that language barriers can pose a considerable challenge for your student. Many of our students come to Canada with very basic English skills and will need your patience and understanding as they slowly start making this language their own over the course of their time here. When communicating with your student, especially in those early days, spend time assessing their English skills and adapt the way you communicate with them accordingly. Use basic vocabulary, use translating tools if necessary and be gracious if your student does not understand what you are saying.

Even students that come with advanced English skills, still can experience a language barrier. Especially jokes can be lost in translation, so please remain conscious of your student not being a native English speaker.

3.4 Cultural Awareness and Sensitivity

We are proud to welcome such a diverse group of students from all parts of the world to our communities. We urge all our host families to exercise the highest level of integrity and respect when learning and talking about your student's cultural background.

We encourage host families to show positive interest for their student's cultural backgrounds, customs and traditions. Ask them questions, share similarities and differences, have them cook their traditional foods for you – the possibilities to be enriched by their culture are endless!

Host families should completely refrain from making jokes or comments about their student's cultural background, customs and/or traditions. There is no justification for such jokes or comments, and the school will not support host families who offend or hurt their students with this kind of behavior.

Please note that intent on the host parent's part is irrelevant here – even if you don't mean a joke to be hurtful, this does not change the fact that your joke may very well be perceived as very hurtful by your student.

3.5 Harassment

Harassment of any kind will not be tolerated. We expect all students to be free of harassment in both the host family home and at school. If you are aware of any problems of this nature, please contact the SISP office, the Homestay Coordinator, or the International Student advisor.

Harassment is defined as:

- Any improper behaviour that is directed at or offensive to another person, is unwelcome, and which the person knows or ought to reasonably know would be unwelcome; or
- Objectionable conduct, comment or materials or displays that demean, belittle, intimidate, or humiliate another person; or
- The exercise of power or authority such as intimidation, threats, coercions and blackmail.

Sexual Harassment is defined as:

- Any comment, look, suggestion, physical contact, real or implied action of a sexual nature which creates an uncomfortable environment for the recipient, made by a person who knows or ought reasonably to know such a behaviour is unwelcome; or
- Any circulation or display of visual material of a sexual nature that has the effect of creating an uncomfortable environment; or
- An implied promise of reward for complying with a request of a sexual nature; or
- A sexual advance made by a person in authority over the recipient that implies a threat or an expressed or implied denial of an opportunity which would otherwise be granted or available and may include a reprisal or a threat of reprisal made after a sexual advance is rejected.

If the school has good cause to suspect harassment of the student on behalf of the host parent(s), the student will be removed from the home immediately.

3.6 What if my student gets sick or injured?

As a host parent, we ask you to give the student the same level of support and care you would give your own family members.

- Seek medical attention as required - take the student to the appropriate clinic, doctor or ER.
- If the illness or accident is serious, please inform the Homestay Coordinator immediately.
- If you have challenges getting your student into a treatment centre/walk-in clinic, please reach out to your Homestay Coordinator for assistance.

Unless it is a medical emergency please consider taking your student to a clinic first. Clinics charge between \$70.00-\$100.00, while the emergency room charge is \$700.00-\$1000.00. In many countries, students are used to going to the hospital for non-urgent conditions so you may have to explain the difference here in Canada.

If URGENT medical attention is required, the student should be taken to the hospital emergency room. Please call our emergency number to report emergencies to the program.

Host families are expected to support their student with planning and attending doctor's visits, as well as supporting their students in case of an emergency. Our Homestay Team can support in those instances that a host parent truly cannot be there for the student, but the default person to support the student is the host parent.

Outstanding invoices for hospital/clinic visits

If your student receives an invoice, please have the student or you send your Homestay Coordinator a copy of it. Our homestay coordinator will work with the student and their parents to try to get payment solved through insurance.

Ambulance bills often are sent months after the date of the incident. Please forward any ambulance bills to the Homestay coordinator.

- Host Parents will not be held responsible to pay for a student's medical costs
- Please refrain from paying any medical-related costs for your student

Did You Know?

British Columbians can now call a 24/7 line, 8-1-1 to get answers to health questions.

A team of operators will answer 8-1-1 calls and depending on the nature of the query, direct people to the on-duty nurses, dietitians or pharmacists for further help.

Nurses are available 24 hours a day, pharmacists from 5pm to 9am daily, and dietitians from 9am to 5pm Monday to Friday.

The 8-1-1 service is available in more than 130 languages and will help people identify symptoms and provide advice on when to seek medical treatment.

Section 4: Support and Advice to Students

All students who are under 19 years of age must follow these guidelines:

- The student is not permitted to live independently while enrolled in our program.
- If a student is here without a family member, they must reside in a homestay.

4.1 Consulates

Brazil	2020- 666 Burrard Street, Vancouver, BC V6C 2X8 Phone: 604-696-5311, Fax: 604-696- 5366
China	3380 Granville Street, Vancouver, BC Phone: (604) 734-7492
Colombia	1340-1090 West Georgia Street, Vancouver, BC V6E 3V7 Phone: 604-558-1775, Fax: 604-566-9740
Germany	704-999 Canada Place (World Trade Centre), Vancouver, BC V6C 3E1 Phone: 604-684-8377, Fax: 604-684-8334
Japan	800-1177 West Hastings Street, Vancouver, BC V6E 2K9 Phone: (604) 684-5868, Fax: (604) 684-6939
Korea	1600-1090 West Georgia Street, Vancouver, BC V6E3V7 Phone: (604) 681-9581, Fax: (604) 683-1682, 681-4864
Mexico	710-1177 West Hastings Street, Vancouver, BC V6E2K3 Phone: 604-684-1859, 684-3547, Fax: 604-684-2485
Spain	9198 Primula Place, Burnaby, BC V3N 4W8 Phone: 604-520-6222, Fax: 604-520-6222
Taiwan	Taipei Economic & Cultural office 2008-925 West Georgia St. Vancouver, BC V6C 3L2 Phone: (604)-689-4111
Thailand	1040 Burrard Street, Vancouver, BC V6Z 2R9 Phone: (604) 687-1143, Fax: (604) 687-4434

4.2 Important Contact Information

A. B.C. Helpline for Children (Tel: 310-1234) May be called to report when a child or youth under 19 years of age is being abused or neglected. There is a legal duty to report your concern to a child welfare worker

B. Kids Help Phone (Tel: 1-800-668-6868) Provides counselling and mental health support

C. Kelty Mental Health Resource Center (<http://keltymentalhealth.ca>) Resources regarding mental health issues, substance use, medications, and healthy living

D. HealthLink BC 8-1-1 Services (Tel: 811) Free-of-charge provincial health information and advice phone line available in British Columbia

E. Suicide Crisis Helpline (Text/Tel: 988) <https://988.ca> Confidential, free, 24-hour access to responders trained in suicide prevention.

4.3 Support from the School

The homestay coordinator and academic advisors review international students' academic achievements and progress regularly. Student progress is communicated directly to parents in their home countries at least five times through direct correspondence from Canada Star Secondary School.

Counselors and Academic Advisors

The individual who will be the key to assisting in your academic planning and course choices is your Counselor and Academic Advisor.

You will work with your Counselor and Academic Advisor in small groups, large groups and individually. With the help of the Counselor and Academic Advisors, and in consultation with parents, you will be guided through the process of researching and eventually applying to the post-secondary institutions of your choice.

AP Courses and Dual Credit Courses

Canada Star Secondary School and Kwantlen Polytechnic University have partnered together to create a Dual Credit Program. Dual credit means you can use the credit you achieve at Kwantlen Polytechnic University for your high school graduation requirements AND towards your post-secondary education. This option may allow you to take one or more university-level courses during your high school grade 12 year at a KPU Campus (Richmond or Surrey).

Canada Star Secondary School offers a list of off-schedule AP courses. Please contact an academic advisor for details on this program.

Tutors

Contact the school or an academic advisor for information about getting a tutor.

Illness Procedure

Please email office@canstarlearning.com if your student is ill and cannot attend classes. Students are required to have valid medical insurance so please encourage your student to seek medical treatment if the sickness is other than a cold or simple flu. If it appears that the illness will last three or more days, it is possible to request homework from the school. Please take your student to a clinic or your own family doctor if the student has been absent from school due to said illness for more than 2 days, or sooner if appropriate.