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## 1. Introduction: What is a Homestay Family?

A homestay family is an integral part of the life of an international student. The family provides more than just room and board; they become friends and guides in a new culture. As well, caring supervision and parenting on the part of the homestay family are an essential part of the international student's growth and development.

International students are teenagers, and just like Canadian teenagers, they exhibit varying degrees of confidence and doubt, responsibility and forgetfulness, industry and laziness. However, unlike their Canadian counterparts, international students are dealing with these issues far from their parents, in a culture that is very different and in a foreign language. The keys to success with international students, as with all teenagers, are patience, clarity, consistency, flexibility, trust, and good communication.

The homestay experience is usually enjoyable and rewarding for both students and family. Of course, there is often a period of adjustment. In the beginning, the student needs a lot of information from the family. The student may speak and understand very little English, and may need (but may not request) much repetition and clarification. As well, the student has a lot to absorb—new surroundings and new ways of coping. The family should expect some difficulties in communicating and the need to explain things more than once. As well, the family may need to help the student through periods of homesickness and loneliness. Much of culture is easy to detect; this is called “surface culture”, and is often the part we most readily enjoy when we compare. However, many cultural differences are not as apparent, such as the ways in which people present themselves. What people from one culture may take as dishonesty, people from another may intend as mutual face-saving. What some may take as indifference, others may intend as respect, and so on. The family and the student alike must be attuned to the possibility of mutual misunderstanding of signals. Hopefully, problems and frustrations will be rare, and trust and patience will help resolve them.

You may find that interacting with other homestay families will be of great assistance, both in giving you new ideas and in reassuring you about the pace of the development of your relationship with your student. The Homestay Coordinator, other district ISP staff, and the school staff will always be available to discuss progress or problems.

The information on the following pages provides a brief overview of the cross-cultural dynamics of the homestay experience. As well, it is meant to serve as a practical guide for homestay families.

For a more in-depth understanding, or if you are interested in further reading on the matter, contact the Homestay Coordinator:

*Ms. Sandie Wassbauer*

*Telephone: 250-951-0857*

*Cell: 250-927-3351 Email: [homestay@sd69.bc.ca](mailto:homestay@sd69.bc.ca)*

*Or*

*Ms. Jenny Atkinson*

*Telephone: 250-951-0857*

*Cell: 250-954-7162 Email: [jatkinson@sd69.bc.ca](mailto:jatkinson@sd69.bc.ca)*

## 2. The Stages of Homestay

Bringing a new teenager to live in one's home for a time, under any set of circumstances, is challenging. Add to the basic logistical, emotional and interpersonal stresses the fact that the individual is from another culture, and speaks another language, and you have the formula for an intense, stimulating, but also potentially difficult experience. The adaptability of all individuals concerned will be the key to either a successful or a disappointing homestay.

The stages of homestay have been well-documented from the point of view of the homestay family as well as from that of international students. Generally, the experience follows the stages listed below.

### **Stage 1: Arrival**

Your newly arrived student may be at the peak of an emotional high. Months of preparation have culminated in a jet flight across international borders and a burst of excitement at meeting the homestay family.

However, arrival fatigue sets in quickly. Jet lag, the stress caused by unfamiliar surroundings, and the inability to communicate will take their toll. At this point, the student needs time and emotional space to recover. For many students, this takes only a day or two, but for others, especially if they must begin school right away, it may take weeks.

### **Getting Ready for Your Student**

Your attention to a few details in anticipation of your student's arrival will help his/her transition to a new life:

- Email or write a letter to your student. Describe your family, pets, lifestyle, and your neighbourhood. Include photos of your family and home, as well as pictures, maps, etc. of the Oceanside area. If you have, or wish to produce, a short video to send, this would be very suitable. A note to your student's parents would reassure them that you are looking forward to hosting their son/daughter and that s/he will be in good hands.
- Read about the history and culture of your student's country of origin. This show of interest and appreciation of what is important to your student will go a long way to help forge a relationship. It will also add multiple topics for discussion and will give the student the occasional opportunity to be the one "in the know", a welcome respite from constantly being the one who is overwhelmed. Use an online app such as Google Translate to help you communicate during those first few weeks.
- Prepare your student's room. Ensure that it is functional, comfortable, and inviting. On arrival day, a selection of snacks and beverages placed in the room will be imperative, as the student may wake up hungry during the night. His/her internal clock will take a couple of days to adjust.

- Please do not furnish your student's room with valuable or sentimental items that you do not want to see irreplaceably damaged. The student's room should be completely cleared out. Closets, dressers and drawers should be cleared out and ready for the student to make his/her own. Be aware that accidents happen, and that the School District holds no damage deposit for students.

### **Arrival Day**

The Homestay Coordinator will inform the homestay family of arrival information. If the student connects with you directly and shares flight information, please contact the ISP office with the details. The homestay family is expected to greet the student at the Nanaimo Airport or at the Comox Airport.

Once you know your student's arrival date, email the ISP Advisor at your student's school to let them know and to make an appointment to bring your student into the school upon arrival. You will need to ensure to:

- Have the student bring in his/her Passport and Study Permit with them.
- Fill out a school registration form for school contact purposes.
- Ask for a school calendar so you know when school is not in session

If your student needs a bus pass, you will also need to go to the School Board Office (100 E. Jensen St, Parksville (above City Hall)) to register your student for the bus. This cost is covered by the ISP Program.

ISP School Advisors:

Ballenas Secondary School: Carrie Philips 250-248-5721 (ext. 2300) [cphilip@sd69.bc.ca](mailto:cphilip@sd69.bc.ca)

Kwalikum Secondary School: Ryne Barton 250-752-5651 (ext. 138) [rbarton@sd69.bc.ca](mailto:rbarton@sd69.bc.ca)

### **The First Week**

It is important in the first few days after the student's arrival that you do not wait for the student to discover things on his/her own about your family's way of life. To help him/her adjust to life in your home, explain daily routines, schedules, and expectations. Point out why any family rules you wish to have followed are important to you. Remember that the student's assumptions may be quite different from yours—s/he may have no idea why something is important to you. When these have been clearly explained, the student will be expected to respect them. The family should keep in mind that the student may be unfamiliar with Canadian homes and customs and will need frequent clear and patient explanations.

The following issues are areas we suggest you think about in terms of your household. Determine your guidelines around the issues that are important for you, and discuss them with your student early in his/her homestay. This may help avoid conflict and misunderstanding.

- meal times (weekdays and weekends)
- absences from meals
- shower schedule (how long and what times)
- curfews (weeknights and weekends)
- visitors
- family chores (doing the dishes, cleaning bedrooms, personal laundry responsibilities, etc.)
- television (how much and how late)
- family activities (church, etc.)
- telephone rules (how often, how long, how late, etc.)
- internet (how often, how long, how late, etc.)
- smoking (we don't approve, but it should be discussed)
- privacy

It is helpful for the student to have a written copy of your home expectations. Some students may not understand spoken English very well initially, they may appreciate a copy to read in their own time. All students will be overwhelmed with information about this new country and culture and will have a hard time remembering everything they are told. See Sample Discussion at the end of this booklet.

During the first week, ensure that the student obtains a proper cell phone talk and text plan (pay as you go), so that they may communicate with you in case of emergency. (see Cell Phones, below)

## **Stage 2: Adjustment**

After the student overcomes travel fatigue, a period of adjustment for both family and student begins. For a few weeks, the family may find that they must be very focused on the student. Some routines will have to be adapted temporarily to fit the new situation. Such change in family routines is to be expected when hosting a brand new visitor, but is not a permanent condition.

This is the period during which the family must help the student "learn the ropes" of Canadian living. Student independence in the use of the telephone, public transportation, etc. will greatly ease the burden on the family, and will cause the student to feel more in control again. Remember, in his/her own country, the student is a socially adept and competent person. S/he is striving to regain that status.

### **Helpful Ideas for the Homestay family**

- Above all, treat the student like a family member, not a guest.
- Ensure through oral practice that your student can pronounce (and remember) all family names. Ensure that all family members can pronounce your student's name.
- **Give your student your name, home address, and phone number on a card that will fit in a wallet.** This written card is for safety purposes. It is also a good idea for a student to enter this information immediately into their cell phone once they acquire one.

Also, ensure that your student memorizes this information and can pronounce it. Imagine how embarrassing and debilitating it is for a teenager to be unable to state this personal information.

- Supply exact bus route information to and from school and various community destinations.
- Show the student how to answer the home phone and encourage him/her to do it frequently. Discuss the use of 911 and have an emergency card with your name and address located by the landline or posted on the fridge, along with other emergency contact phone numbers. Be sure to include ISP Staff.
- Confirm schedules of family members and student each day.
- Set reasonable household rules for the student. Be sure s/he understands the rules and has a chance to give input.
- Communicate with the student and let him/her know when there is a problem.
- Continue to verify that your student understands and that s/he is not just being polite and saying yes.
- Speak English to the student as much as possible, and engage the student in conversation. In the beginning, this will require clarification, careful questioning, and paraphrasing.
- Expose the student to all types of social games (such as cards and scrabble), English television, video, music, etc.
- Encourage the student to come out of his/her room, i.e. to watch television, to write letters in the kitchen or family room, or to help with family chores.
- Support the student's learning by assisting with homework. Monitor the student's progress through contact with the school.

If you see that after the first few weeks the student is withdrawn and spending all his/her time in the bedroom, sit down with the student and make sure that everything is alright. You will find the Homestay Coordinator's assistance and counsel invaluable at this time.

### **Stage 3: Culture Shock**

An initial "honeymoon stage" is common to an International student, and s/he is at first fascinated with life in the new country. However, s/he will inevitably go through a period of

being overwhelmed with the reality of dealing with new surroundings. This is called “culture shock”, and usually sets in two to three months after the student’s arrival. Symptoms include:

- mourning: homesickness, withdrawal, stereotyping of host nationals, disdain or dislike of all things “Canadian”
- a-typical physiological symptoms: psychosomatic ailments, insomnia or need for excessive amounts of sleep, compulsive eating, loss of concentration
- a-typical emotional responses: irritability, unexplainable fits of weeping, dread of going to school, boredom

Culture shock can often result in severe mental fatigue and despondency. However, it is a normal phase of cultural adjustment, and the family needs to be aware that patience and communication with the student significantly assist in overcoming this difficult phase. If the student shows extreme signs of depression or suicidal behavior, the family should consult with the Homestay Coordinator immediately.

The homestay family must be aware that they, too, can experience quasi-culture shock. When things suddenly aren’t wonderful anymore, when the family finds themselves annoyed or even disgusted by the student’s opinions and behaviour, or when the family begins to wonder why they ever made the decision to host someone from another country, this is probably quasi-culture shock. This is when the family enters a period of intense learning and adjustment. It helps if the family understands what is happening, and can see benefits of it. The family’s version of culture shock will usually start out mildly, and may intensify two to three months into the experience, but should then ease.

#### **Stage 4: Cultural Sharing**

This stage tends to be the best period for the student and the family. The student has adjusted to the new environment, and the family has begun to understand and appreciate the many cultural differences of their foreign visitor. Many misunderstandings have been resolved and the relationship has grown stronger as a result.

#### **Stage 5: Departure**

Saying good-bye is always difficult for both the family and the student. The student further faces re-entry shock upon his/her return home. The initial euphoria of being reunited with family and friends slumps as s/he begins to notice that much has changed—perhaps the returnee most of all. Reverse culture shock sets in while the student must determine who s/he is and where s/he fits in. There can even be a mourning period, as the student mourns for the homestay family, friends made in Canada, and Canadian culture left behind. Eventually this too passes, and s/he will look back with pleasure on the rich emotional and intellectual experiences of the sojourn.

### **3. Practical Tips for the Homestay family**

#### **3.1 Alcohol and Drugs**

The international student is not permitted to purchase or consume alcoholic beverages, regardless of age. That is, while it is possible for an international student to be 19 years of age before completing the Program, drinking alcohol or using cannabis is not permitted.

The international student is not allowed to use drugs or medications unless prescribed by the student's doctor. Infraction of these rules will result in disciplinary actions.

#### **3.2 Banking**

Please assist your student in opening a bank account, if needed. A chequing account is most convenient as occasionally students will need to make larger payments from it. Encourage the student not to carry large sums of money with them, to school or leaving it in their lockers. Most transactions are best completed with a debit or "Interac" card.

#### **3.3 Bathroom**

The bathroom is probably the most puzzling room in your house for an overseas student because once the door is closed, s/he is on his/her own.

A student may not be familiar with western bathroom facilities and their use should be clearly explained. Much careful (and, possibly, repeated) explanation and demonstration may be necessary to ensure that the student uses the facilities appropriately.

Discuss the schedule for bathing so the student knows when and for how long s/he can use the shower. The homestay parent must provide soap, toilet paper, and towels; show your student where these are kept. Personal toiletries are the responsibility of the student.

#### **3.4 Bikes, Boards and Helmets**

Students are required to use helmets at all times while biking, boarding, skating, or doing any activity that requires a helmet for safety. Wearing a helmet is the law in B.C. and students could be fined for not wearing one. Some Homestays provide a bike and lock to students, with the understanding that the bike must be replaced if lost, so do not give students an expensive bike to use. Students sometimes opt to purchase their own bike and sell it prior to leaving.

#### **3.5 Cell Phones**

Most students will arrive with a cell phone, and most phones are "unlocked" and have the capability of having the SIM card replaced with a Canadian SIM card from a Canadian company. In these cases, the student (with your help) can choose a company and get a local phone with minutes, so that they may text you or call you in case of emergency.

A few of our students may come from countries where the phone is locked, and in these cases, the student can either purchase a phone outright or can get their phone unlocked. Once the phone is unlocked, the student can choose any carrier they wish.

Some students may tell you that they use Facebook Messenger, Whats App, We Chat, or another “app” that allows communication by wifi or data. In most countries, data is cheap, and texting is rare, but in Canada it is the opposite. Texting is cheaper and mobile data is expensive. If you and your student both have good data plans, then texting may not be necessary, but if a student is relying on free WIFI, then they will need a proper texting plan for in case of emergency.

Do not allow a student to get a plan where they are locked in and have to pay monthly. There are many excellent pay-as-you go plans for those who have their own phone or an unlocked phone. **DO NOT SIGN FOR ANY PHONE PLANS FOR STUDENTS.** Wireless Wave in Woodgrove Mall offers good plans with different carriers.

### **3.6 Cultural Norms**

Customs vary greatly from culture to culture, so your student may require some guidance from you in order to avoid embarrassment as s/he adapts in Canada. For example, Canadian expectations around table etiquette need to be taught explicitly but with sensitivity. What we consider to be bad manners may be considered perfectly acceptable elsewhere. Open discussion about matters of etiquette will help the family understand the student’s behaviour, and will help the student understand the family’s expectations.

### **3.7 Curfew**

Qualicum ISP Homestay Program guidelines suggest that international students should be expected to be in the home most school nights. The family should determine a curfew for the student, taking into consideration such factors as the student’s age, maturity, level of English, and activity. ISP Homestay Program guidelines recommend a negotiable 9:00 to 9:30 pm curfew on school nights and a negotiable 11:30 pm to 12:00 am curfew on weekends. Curfew times should coincide with those set for family members of similar ages.

In negotiating curfew with the international student, the homestay parents should discuss the student’s proposed activity and schedule with the student and determine when s/he is expected to arrive home. The student must always notify the homestay family if s/he expects to arrive home later than planned. This courtesy will relieve the homestay family of unnecessary worry about the student’s whereabouts and safety. Students should not walk home alone at night in the dark.

### **3.8 Custodianship**

Citizenship and Immigration Canada requires that all minor international students have a custodial adult as a condition of receiving a Study Permit. The custodian is the person who makes decisions concerning the student’s welfare, and the student is expected to be guided by the directions given by the custodian.

In most cases, Ross Pepper (District Principal), is the legal custodian of the student. The School District as custodian and the homestay parent/s as daily caregiver/s have joint responsibility for the well-being of international students. Please keep in mind that in all cases, Program rules take precedence in all matters that involve what international students should or should not be permitted to do.

### **3.9 Driving and Owning a Car**

The international student is not permitted to drive any motor vehicle. Any specific requests must obtain written permission of the District Principal—International Education.

### **3.10 End of Semester Departure—Semester One**

For students departing at the end of the first semester, the final homestay cheque will be for the month of January. These students are normally expected to depart after the last day or regular classes or as soon as possible after that date.

School District responsibility for the student ends on this date. Students should not remain in Canada once their semester has ended.

### **3.11 End of Semester Departure—Semester Two**

The final homestay cheque for the school year will be for the month of June. Students are expected to depart by June 30th. School District responsibility and medical coverage for the student ends on this date.

However, occasionally a student wishes to stay for a few extra days in July while waiting for their natural family to meet them to travel around Canada. In such cases, the ISP Department requests a written statement from the natural parents absolving the District of all responsibility for the student. Homestay parents may, if they wish, agree to keep the student in the home for these extra days in July. It is important for the homestay parent to note:

- We do not write homestay cheques for the summer, the student must pay homestay fees directly to the homestay parents at the rate of \$30/night.
- The ISP Department must be notified of such arrangements in advance, so that ISP staff can confirm with the natural parent that it is indeed their wish that the student remain, and that they are fully aware and in approval of the student's plans.

### **3.12 Family Absences**

The homestay family is expected to be in Parksville/Qualicum throughout the student's homestay period, however, if you need to be away, please make arrangements for your student to stay with another host family.

If both parents in a homestay family are away from the home longer than two days, leaving the student in the care of another adult in the home, the Homestay Coordinator must be notified and the name of the designated adult given. **All adults in charge must be 25 or older.**

A criminal records search is required for any adult who has care responsibilities for an international student.

If a host family goes away for an extended period of time, the student must be placed in a temporary homestay that is approved by the Homestay Coordinator. The homestay parent **must** inform the ISP office of the arrangements that have been made for the student. Under no circumstances are students to be left alone overnight without an adult present. If the homestay family cannot make suitable arrangements, the Homestay Coordinator will move the student to another home for the duration of the parent's absence. The family's homestay payment will be adjusted accordingly.

### **3.13 Home and Automobile Insurance**

**Please contact your insurance providers to be sure that you have adequate coverage, particularly in the area of liability.** Your property is most likely not covered if the student should damage anything. Also, your home may not have coverage for the student's property in your house because the student is not a relative.

### **3.14 Laundry**

Please inform students about arrangements for personal laundry in your home. Students may be expected to do their personal laundry, or the homestay parent may prefer to do it. Arrange a schedule and a process that suits everyone. Homestay families are expected to ensure that the student's towels are washed on a regular basis, and student's sheets are washed weekly or biweekly. Some students have no experience in doing this so please make sure they understand how to use your machines properly.

### **3.15 Meals**

**Variety:** One of the trigger points for discomfort in a new country is food. While one-dish meals are typical in Canadian homes, they are not common in a number of countries. Therefore, avoid serving one-dish meals in the first week or two of the homestay. Serving a variety of dishes allows the student to try a number of unfamiliar foods and then fill up on the ones s/he enjoys. The family is encouraged to ask the student what kind of foods s/he likes and dislikes, and even to take the student shopping to select a few favourite items. It is a good idea to keep a grocery list on the refrigerator door so that the student can add desired foods. Learn about food preparation in the student's country so that you can view the meals you serve through the student's eyes. For example, students may not be familiar with eating raw vegetables or with eating fruit and/or vegetables with the skin on.

**Meal Etiquette:** Please understand, too, meal etiquette in your student's culture. In many cultures it is polite to deny second servings several times before finally accepting. Do not allow your student to go hungry because of this cultural difference. Also, making noise while eating may be your student's culturally-learned manner of showing an appreciation for the food served. It is appropriate for you to gradually and gently help the student understand dining customs in Canada. What may be considered bad manners may simply be a cultural difference.

**Breakfasts and Lunches:** While the family must provide three meals a day, it is reasonable to ask the student to prepare his/her own breakfast and lunch. Ensure that the student understands the use of appliances, etc., and your expectations regarding which foods are available and clean-up.

**Family Dinners:** It is important that the family eats the evening meal with the student. This is often the only time when everyone has a chance to sit down together and discuss the day's activities. The student is generally expected to be home for dinner, but if s/he occasionally wishes to dine elsewhere, s/he should make arrangements in advance, or call home in plenty of time, and gain the permission of the Homestay family. The family must establish its own rules about last-minute student decisions not to be home for dinner.

**Snacks:** As do most teenagers, international students will require between-meal snacks. The family must be prepared to provide something for the student to eat after school and before bedtime; these snacks may be something as simple as a piece of fruit or some cookies, but must be something the student enjoys.

**Marking Food that is "Off Limits":** You may have food in your refrigerator that you are saving for a specific purpose (e.g. left-overs that you intend to use for the next dinner or the lunch the next day.) It is a good idea to put a sticky note on such items that warn all family members, including the student, that these particular items have a future purpose, and are not open for taking.

**Restaurant Meals:** You may wish to take your student out to eat in a restaurant. Because homestay fees are to include meals, the homestay family is expected to pay for restaurant meals that they initiate.

### **3.16 Medical Emergencies and Illness**

If you feel that your student may need to see a doctor for a minor complaint such as a cold, cough, earache, asthma, migraines, etc, you can connect online with a doctor via Guard me. This option is safe, reliable and can help prevent the need to spend time in waiting rooms. They will connect with you online and will even prescribe medication if necessary. More information about mobileDOCTOR is on page 2 of Appendix B

If you do need a doctor, you will need to take the student to a walk-in clinic, not the Urgent Care Clinic. (See Appendix B) Please make sure that the student has their Guard Me card and a copy of their study permit. You and the student may wish to keep a picture on their cell phone. If you student does not have a Guard Me Card, contact the ISP office for information.

You should accompany the student if you feel your assistance in explaining the symptoms is required. For serious ailments, where you feel that an interpreter is required, please contact the ISP office. In the event of an emergency, it is the responsibility of the homestay family to ensure that the student receives medical attention.

The ISP office must be informed of all medical incidents and emergencies, and a Medical Incident Report must be completed and submitted to the Homestay Coordinator (see Appendix D). The Homestay Coordinator must be notified immediately in the event of a student requiring hospitalization for any reason. The homestay family is not to sign as financial guarantors. Whenever the student is ill and cannot attend classes, please inform the school.

### **3.17 Medical Insurance**

All international students are required by law to have medical insurance. The ISP Program arranges medical coverage through Guard.Me, a private insurer. Details of coverage can be found on the website at <https://www.guard.me/qsd/>. Both the Policy Wording and the Policy Summary are available in many languages.

While the student is covered by Guard.Me, some doctors' offices as well as the hospital will bill the insurance company directly. The pocket card issued to the student by the ISP Department provides pertinent details.

If the doctor's office will not bill Student Guard directly, the student must pay the fees at the time of treatment, obtain a receipt, and submit a claim for reimbursement. Students can then submit this claim directly through the Guard Me website and usually payment is made within 10 days. Claims may be submitted electronically via the website: <https://www.guard.me/qsd/>

### **3.18 Money Matters**

Under no circumstance is any homestay family member permitted to borrow money from the international student nor is the international student permitted to borrow money from any homestay family member or another student.

### **3.19 Names**

Review with the international student the names of all family members and pets and what everyone prefers to be called, including the student. Practice the pronunciation of names; if you find after a few days that your student is not calling family members by name, it is likely because s/he is uncertain of the pronunciation, and does not wish to risk the embarrassment of a mistake. If this is the case, help your student practice pronouncing the names again. Remember that it will help the student remember this important information if it is written for them.

Respect your student's name. Be sure to ask about the proper pronunciation, and then call him or her by name. The excuse "It's too hard for me to pronounce" really means "Your name isn't important enough for me to learn."

### **3.20 Parties**

While parties will always be a form of teenage socializing, the following guidelines apply:

- Students must obtain the permission of the homestay family before attending any party.
- The homestay family must have the address and phone number where the party is to be held.
- The homestay family must make prior contact with the responsible parent who will be in attendance at the party throughout the duration.
- If there is no responsible adult in attendance, the student **will not** be permitted to attend the party.
- Students are prohibited from consuming any alcoholic beverages or drugs. To do so will result in disciplinary action by the ISP Program.
- Overnight attendance at parties is forbidden. Students who attend Prom/Graduation must return to their home at the end of the evening. Students cannot attend any After-Parties or sleep over at another student's home.

### **3.21 Privacy and Security**

Privacy is an essential element when several people live together. It is important that homestay parents make it clear to the student 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, visitors, and pets. 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 for them to be in the student's room for cleaning.

At no time is it appropriate for a family member or visitor to borrow the student's possessions (computer, CDs, etc.) without prior approval. Everyone should also keep in mind that approval once doesn't mean approval on an on-going basis. Parents should also explain carefully to the student which family and household items are open for use and whether some are not.

Please be clear about the procedures for securing the home and items such as bikes. Explain about locking windows and doors, as well as which entrance to use.

The family must remember that physical contact is less common within some cultures, and it may make the student uncomfortable, particularly at first.

### **3.22 Public Transit Information**

Knowing how to utilize public transportation will increase your student's independence, and may be an important factor in developing friendships with other students, both international and Canadian. Some students may also choose to take the city bus to school.

The family should help the student determine bus routes and schedules to and from school and various other locations from Qualicum to Nanaimo. The student must be taught bus etiquette in Canada, including not sitting in reserved seats, and signaling the desire to get off.

It is a good idea, initially, to prepare written instructions for the student, including destinations, bus names, and transfers needed. Depending on the student's language level, the family may wish to prepare cards that can be shown to the bus driver indicating where the student wants to go. The best way to teach your student the protocol of riding the bus is to ride with him or her the first time or two.

Although the student will be expected to become somewhat independent in getting around, the family might occasionally need to arrange to pick him/her up if an activity ends late in the evening. **It is inappropriate to expect the student to rely on public transit after an ISP sponsored function that ends in the evening.**

### **3.23 Receipts**

In any case where the family collects reimbursement from the student for expenses deemed legitimate within the guidelines of the ISP Program, it is imperative that the family issue to the student a receipt. Remind the student that s/he should save this receipt.

### **3.24 Religion**

Respect your student's religious beliefs. Absolutely no attempt should be made to change these. If your student wishes to attend a church, please assist him/her in making suitable arrangements.

### **3.25 School Bus**

If your student requires a school bus to go to school you will need to register them at the School Board office. Note that ISP students do not pay for school bus passes, but they must be registered so that a bus pass will be issued for them.

### **3.26 School Holidays**

International students may choose to remain in the homestay for the two-week Winter Break and the two-week Spring Break. This is a wonderful opportunity to share Canadian culture. The homestay family is expected to include the international student in all aspects of holiday celebration. The international student is also expected to participate in family activities.

If your student intends to return home during these school holidays, you will need to fill out an online travel form (See Section 4), otherwise, s/he may have trouble at Immigration in Vancouver International Airport upon returning to Canada. Please remind your student of this important detail.

Students are generally expected to return to their home countries for the summer break. Departure should be no later than June 30th unless other arrangements have been made. Please contact the Homestay Coordinator if you have questions about the summer break.

### **3.27 Sleeping Patterns and Arrangements**

Sleeping arrangements should be explained so that the student knows how to sleep in the bed (how the sheets and covers work), and where to find extra blankets if needed. Show your student how to make the bed and let him/her know at what times the family goes to bed and when quiet time is. The student may be accustomed to different sleeping patterns. It is important that you help him/her establish routines that are compatible with your family's lifestyle.

Please do not allow the student to be up all night long on the internet. If need be, turn off your modem/router at 11pm on school nights. This will ensure the student is properly rested for school the next day.

### **3.28 Sleepovers**

It is a good idea to encourage your student to bring his/her friends to your home so that you can get to know these friends, and will have a good idea of the kinds of acquaintances your student is making. Please remember that it is your role as a responsible parent to take an active interest in your student's social life.

If your student asks to go to a friend's home for a sleepover, it is your responsibility to phone the parents who will be hosting your student to confirm that your understanding of the plans is accurate and that there will be a parent home throughout the night to supervise. It is up to your student to provide this phone number, as well as the address and names of the parents.

### **3.29 Student Discipline**

The ISP Program is designed for students who wish to further their English, succeed academically, and participate in Canadian culture. Every attempt is made by Program and school staff to help the student achieve these goals.

The student, of course, must also bear responsibility for his/her own success. The student is required to obey all Program rules, including attending all classes, maintaining good academic achievement, and cooperating with homestay families. Prior to the student's arrival in the Qualicum School District, s/he and his/her parents sign a Student Agreement, agreeing to obey and uphold ISP Rules and Regulations.

If a student fails to fulfill Program requirements, ISP personnel must intervene. At times the misdemeanor is the result of cultural misunderstanding, and counseling is successful. At other times disciplinary action and more serious consequences are necessary.

The ISP Student discipline process in the Qualicum School District is very fair and very thorough. The District Principal--International Education, in consultation with school and Program staff, is responsible for implementing the disciplinary process and for notifying parents.

### **3.30 Student Resources**

Be sure to share the following resources with your students so that they know where they can go for extra help:

- B.C. Helpline for Children (Tel: 1-800-663-9122)  
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)  
Counselling and mental health support.
- C. Kely Mental Health Resource Center  
(<http://kelymentalhealth.ca/>) Resources regarding mental health issues, substance use, medications and healthy living.

### **3.30 Telephone and Internet**

Ensure that your student memorizes your telephone number as well as your work number in case s/he needs to contact you while you are at work. Writing the information on a card for their wallet and having the student take a photo of the card on their phone is a great idea. Also, ensure that your student understands the use of 911.

Please set definite guidelines regarding phone and internet usage.

The student should be discouraged from spending a lot of time on the phone or computer calling home or speaking with friends in languages other than English. Monitor your student's use of the computer and telephone as you would for your own children. Keep in mind that their home country is in a different time zone. Should you feel that this is a problem area, please contact the Homestay Coordinator.

Please permit the international student to speak for longer periods of time if talking to the natural parent. However, if you are concerned that too frequent and too lengthy calls to natural parents are not helpful in your student's adjustment to his/her new life, contact the Homestay Coordinator for assistance and advice. Also, discourage frequent incoming or outgoing calls, including those to and from parents, at inconvenient hours, i.e. before 7:00 a.m. or after 10:00 p.m.

### **3.31 Visiting Parents**

While homestay families are not required to tour and entertain visiting parents, we encourage you to share some meals and activities to establish closer bonds. Visiting natural parents **must** arrange to stay in a hotel.

### **3.32 Visitors**

Your home is the student's home. It may be that s/he wishes to invite a friend home. Please discuss this in advance with your student and agree on notice, times, snacks, and any other aspect such as which rooms are suitable for visiting friends. Students should not entertain friends of the opposite sex in their bedrooms.

### **3.33 Withdrawal/Graduation/Program Completion**

When your international student is preparing to leave Canada and return permanently to his/her home country, insist that the student complete the bulk of the packing and shipping in advance. Otherwise, when you take your student to the airport, you may find that the student's luggage is overweight, and must be repacked, leaving the homestay family with the responsibility and expense of shipping the remainder of the belongings. Also ensure that the student returns all textbooks to the school prior to the last day of school.

## 4. Details Regarding Homestay Agreement

### 4.1 Limited Number of Students per Family Policy

The Ministry of Education and The Qualicum International Student Education Program stipulates that a homestay family may host no more than two international student at a time. The Qualicum International Student Education program also prohibits students being placed with a homestay family that is currently hosting a student for any other program, or students who speak the same language, except with express permission of the District Principal—International Education of School District #69. A copy of the current guidelines can be located at:

[https://www2.gov.bc.ca/assets/gov/education/administration/kindergarten-to-grade-12/internationaleducation/home\\_stay\\_guidelines.pdf](https://www2.gov.bc.ca/assets/gov/education/administration/kindergarten-to-grade-12/internationaleducation/home_stay_guidelines.pdf)

### 4.2 Homestay Fees

You will be compensated for sharing your home with a student. Homestay fees are intended to cover room, board, and parental guidance, as well as the rights and courtesies extended to all other members of the family, including driving to activities.

1. Homestay fees are collected from the student for the duration of the stay upon his/her arrival in the Oceanside region, and are held in trust. The School Board then issues a cheque to the Homestay family on 15<sup>th</sup> of each month, for that month (*ie: September 15<sup>th</sup> covers the month of September*). **In the event that a student should leave the home prior to the completion of the calendar month, the host family will refund the school district the balance of the homestay fee paid for that month (pro-rated per days of the month).**

See Appendix A (Homestay Remuneration agreement) for more details

### 4.3 Homestay Damage

The ISP Program does not hold for any student a Homestay Deposit to be applied against any damage incurred by the student. The international student shall be responsible for damage that s/he incurs in the home; the student shall not, however, be expected to pay for normal “wear and tear”. If damage to the home or the family’s belongings is incurred by the student, host families should apply through their home insurance. In the case of minor damages, ISP may assist in charging the student’s family directly, but cannot guarantee that the family will pay. The homestay family should do regular room checks to ensure that no damages have occurred.

### 4.4 Student Moves

The Homestay Coordinator will make every attempt to find a suitable match between student and the homestay family, and will monitor the satisfaction of both parties through regular contact.

Although most homestay placements are successful, it is not easy to predict which factors promote success. Unfortunately, some matches do not work out and the student must be moved to another home. This decision is never made lightly, and is usually made only after discussions with both the family and the student have failed to produce satisfactory results. In the event that issues or problems are the result of incompatibility between the student and the homestay family, the District will locate a new homestay.

The transition can be eased if the reasons for the move are discussed openly and blame avoided. After a move has been made, both the family and student often feel sad, guilty, and rejected for a period of time because they feel that they have failed in their homestay experience. However, both sides are encouraged to evaluate the experience as a whole and to try to understand what was learned as well as what mistakes were made.

In the event that the issue or problem has resulted from more serious problematic behaviour on the part of the student, a course of action will be determined on a case-by-case basis. If it is deemed that the student should remain in the Program, the Homestay Coordinator will locate a new homestay. This will be termed a "Probationary Move". A student will be allowed only one Probationary Move.

If a further difficulty arises due to serious problematic behaviour on the part of the student, the student will be withdrawn from the Program, Citizenship and Immigration Canada will be notified, and the student may be required to return to his/her home country at his/her own expense.

If a homestay family does not abide by Program guidelines and fails to provide for a student's emotional as well as physical needs, the student will immediately be moved from the home.

*In the event that a student should leave the home prior to the completion of the calendar month, the host family will refund the school district the balance of the homestay fee paid for that month.*

#### **4.5 Homestay Changes**

The homestay parent **must** inform the Homestay Coordinator of the arrangements that have been made for the student in case of emergency contact from the natural parents. Homestays must also inform the ISP department of any family changes that may occur. This includes:

- Divorce, or Separation
- Marriage or Relationship where the partner is staying overnight (criminal record check is required)
- New Family Member
- A family member leaving the home
- Other persons moving into the home (criminal record check is required)

## 5. Student and Host Family Travel

### 5.1 Local Day Trips without the Homestay Family

Students are permitted to travel to Nanaimo on the city bus, with friends, and to go to Mount Washington skiing on weekends with your permission.

**\*\*Permission is only needed by the homestay family so that you know the plans that your student has for the day. Please be sure that your student has a working cell phone for communicating with you.**

Overnight stays outside the family home, but within the community (sleep overs), are subject to the approval of the homestay parents, and homestay parents should confirm details with the friend's parents. (See 3.27)

### 5.2 Out-of-District Day Trips without the Homestay Family

Out of district travel includes any travel outside of Parksville, Qualicum, and Nanaimo.

**\*\*Day trips for students require only the permission of the homestay parents, not of ISP Program personnel.**

It is expected that homestay parents will make responsible and safe decisions regarding their student's capabilities and choice of destinations. You should ensure that the student:

- Has asked their natural parent's permission
- Has asked you permission
- Has given you their full travel plans, confirming with you who is driving them to/from the ferry
- Has confirmed who they are travelling with and never travels alone
- Has confirmed that they do have a cell phone with minutes and the ability to text you/call you in case of emergency
- S/he should have sufficient command of English to be able to ask for assistance and or directions if required.
- When going to Vancouver is required to be on the second to last ferry (7:00 pm) back to Nanaimo. Please be aware of the schedule during the winter months and consider the weather that may stop ferries from going.

*Students should be discouraged from making overly frequent trips to Vancouver and it is our recommendation that they only go once per month unless of special circumstances*

### 5.3 Out-of-District Overnight trips without the Homestay Family

The student is not allowed to journey out of the Oceanside area alone without the explicit permission of the homestay parent.

**\*\* Permission must be granted by the ISP program.**

Overnight stays outside of the community are only allowed if the student is with a responsible adult over the age of 25, and permission will only be granted if the ONLINE Student Travel Form (see 5.7) has been completed by the Homestay. The natural parent will need to grant written permission that the homestay must submit and the student must disclose full travel details. This must be sent in 7 days prior to the planned travel, and if the travel is during Winter or Spring Break, the form must be sent in 7 days prior to the last day of school before the break. If the Host Family has not done this form, then the answer is NO. Students are not permitted to stay in a hotel by themselves and must also follow the same assurances as above (5.2).

**A student travelling out of town without Program consent will be considered in breach of his/her Participation Agreement, and may be disciplined. For reasons of student safety and legal responsibility, it is important that this rule be strictly observed.**

#### **5.4 Local Day Trips with the Homestay Family**

Although the family is not obliged to show the student the attractions of Vancouver Island and beyond, family excursions enhance the cultural experience of the international student and family members alike. Such trips are encouraged

#### **5.5 Overnight Trips with the Homestay Family**

Homestay parents do not require permission from ISP Program personnel to take the student out of town.

**\*\*If, however, the family is planning an overnight trip, they must inform the Homestay Coordinator of their intentions in case the student must be reached due to an emergency in the student's natural family.**

If you travel together (for a ski weekend, or out of town for a sightseeing trip, etc.), you are expected to bear the expense of transport (in the family vehicle), meals, and accommodation for the student. The exception would be if train/plane/ferry fare is required, or if an additional hotel room is required. The entertainment expenses (theatre tickets, ski lift tickets, sports equipment rental) would be borne by the student. However, be certain in advance that the student wishes to participate in any activities which will cause him/her an extra expense. When a student wants to travel with you out of the country please contact our program secretary at 250-951-0857 to make arrangements for necessary documents. You must ensure to contact the school if the student will be away from school, and you will need to fill out an online travel form if the student will be away with you longer than 5 days.

#### **5.6 Students Travelling to the USA or another country other than home**

**\*\* Permission must be given by the ISP program and further documentation for travel may be required from our program.**

Students are not allowed to leave Canada other than on vacation to their homeland, or with a school organized trip. Homestays may make arrangements for their student to travel with them,

however each country has different requirements to enter and leave the country so help your student ensure that they have the proper documentation. For example a U.S. Visitors Visa is required to travel to the United States by most countries (Korea, Hong Kong, etc). Contact our office if you need help with this.

### 5.6.1 Travel to the U.S.A.

Information regarding who requires a visa can be found on the web at <http://travel.state.gov/visa>. Click on the “Temporary Visitors” link in the fourth paragraph on this site, and then on the “Visa Waiver Program (VWP)” in the box on the right. If your student’s country is listed under the waiver program, s/he should not require a visa to enter the USA, but will need to fill out an ESTA application online. The following information must be confirmed as requirements change often. *Please contact the ISP office prior to making any arrangements.*

As of February, 2018, students from the following countries DO NOT REQUIRE a USA entry visa:

Austria	Chile	Denmark
France	Germany	Italy
Japan	Netherlands	Norway
Portugal	South Korea	Spain
Sweden	Switzerland	

Students from these countries must have a valid passport, and must present a letter from the ISP Program regarding their enrollment in the program. They may have to pay a small processing fee at the border.

As of February, 2018, students from the following countries DO REQUIRE a USA entry visa:

Brazil	China	Hong Kong
Mexico	Russia	Taiwan
Thailand	Vietnam	Turkey

### 5.6.2 Travel to Countries Other than the U.S.A.

Please remember that taking an international student across foreign borders may have risks such as being denied entry. A family wishing to travel to an international destination (e.g. Mexico) with the student must remember that the student will require certain documents to present at the international border and/or the Canadian border upon re-entry:

- A visa to enter the country. Please be sure to ask the ISP department to check with the student’s agent. If the student does not possess the correct entry visa, s/he will be turned away at the border (or by Air Canada at check-in) despite being in possession of a flight ticket.

- Written permission from the natural parents authorizing the travel. The ISP Department will obtain this.
- A confirmation from the ISP Department that the travel is approved by the school, and that the student will be returning to his/her studies in the School District.

## 5.7 Online Travel Form

<https://schoolincanada.ca/travel>

When a student is going to be away from the district overnight, the Homestay Family will need to fill out a student travel form.

The Online Travel Form must be done at least 7 days in advance, For trips out of the country, whether travelling or going home for a break, the form is to be submitted 14 days in advance.

This form must be completed for student travelling:

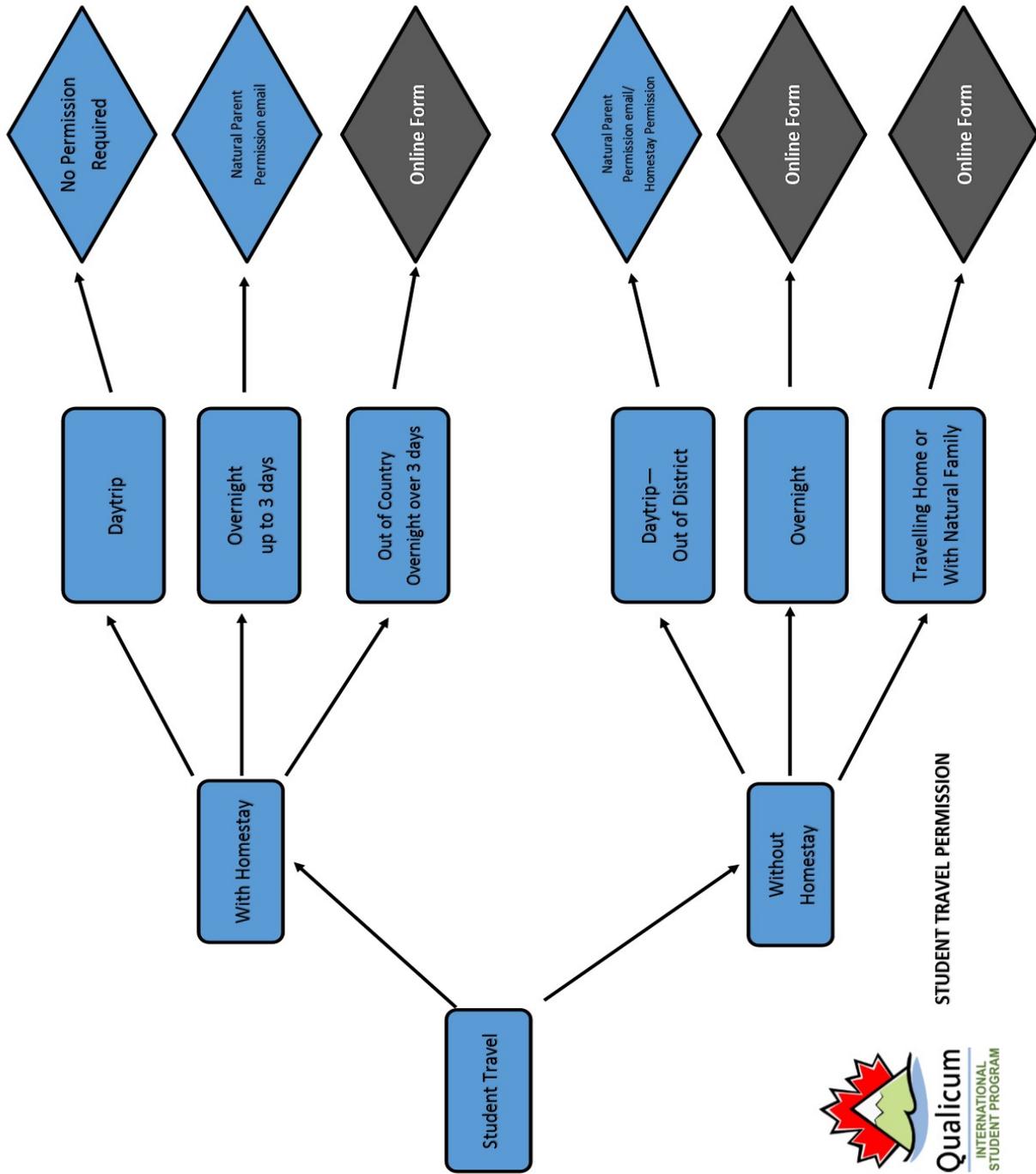
- overnight out of district
- home for a vacation
- away with you and your family (trips over 5 days)
- away with visiting natural family

You do not need to fill out the online travel form:

- if the student is going away with you overnight for 2 or 3 nights
- for sleepovers (see 3.27)
- if the student is travelling with a school or ISP activity

Natural parents will need to email you their permission and you will upload this permission email or document with the form. You will need to discuss all questions on the form with your student as they will need to provide you with all of the information required. Make it the student's responsibility to get all information to you in the required time (7 days prior to travel, 7 days prior to any school break, or 14 days prior to leaving Canada).

Student Travel Flowchart:



STUDENT TRAVEL PERMISSION



## 6. Activities

We hope that our homestays will assist the students in staying active and getting them involved in our community as it is the best way for them to integrate and develop language skills. When a student has an interest in an out of school activity, please help them to look into options to participate. Students are required to pay for activities.

There is a dedicated private page for students to find out about activities, trips and other local active information. Homestays are welcome to view this page and assist students, however it is the student's responsibility to sign up for any activities and events. ISP sponsored activities and events are optional. Some are free and some have a cost to the student. This page name changes each year, and students will be sent the link to it by email, by the student Facebook page, and by email. You will see a copy of these emails.

On the Student Activities page, students will find:

**Activity Calendar** – The activity calendar lists the activities and trips that we plan to do throughout the year. It is subject to change, as we may add activities, or change dates. We will update the calendar throughout the year.

**Event Sign Up links** – Most events and activities (free or paid) require students to sign up. Once a trip's itinerary and cost is confirmed, a sign up link will appear beside the activity on the Activity Sign up Page. Whenever a new sign up comes online, students will be sent an email as well as the homestays and school counsellors. When you receive these emails, please inform your student as soon as possible so that they don't miss out. We will also post updates on the Student Facebook page and the Homestay Facebook page. Events and activities will have limited numbers available and it is first-come, first-served. Free activities will also require a sign up.

**Other activities and community links** – The RDN lists all of the local clubs, sports, schools, interests, etc. and you should be able to find contacts for most activities with this resource. If you have a student who you think may need financial help for activities, or if you need help finding a local activity, please contact Jenny at [jatkinson@sd69.bc.ca](mailto:jatkinson@sd69.bc.ca)





Please initial here \_\_\_\_\_

Indicating you have read understood and agree to the terms on this page

## HOMESTAY STIPEND AGREEMENT

The following stipend agreement shall exist between designated host families and the Qualicum International Student Program (QISP) in School District 69 (Qualicum).

1. Homestay payments will be made to the Homestay Family in the form of a cheque by the School District from funds held in trust for the student. The cheque will be mailed on the 15<sup>th</sup> of each month or picked up from the School Board Office, 100 East Jensen Avenue, Parksville, BC, V9P 2G5.
2. Students are normally expected to arrive on the weekend prior to the start of their semester. There will be no additional fee paid to the family for these 2 nights in August or these 2 nights in January. The homestay family will be paid the daily rate for a student who arrives earlier than these expected arrival dates. For a student who enters a new homestay after the first day of the month, the first payment will accrue from the first night of the homestay.
3. Students are expected to depart on Saturday following the last day of their semester/school year and no later than June 30<sup>th</sup>. Students wishing to remain in the home after this date are able to do so only through private agreement with the homestay parent, however this is not encouraged as District Custodianship ends on June 30<sup>th</sup>. **Payment for any days outside the school year will be made directly by the student to the homestay parent at the pro-rated monthly rate. School District 69 (Qualicum) is absolved of all responsibility for these students and for such privately-made homestay arrangements.** You must contact the office if a student is staying longer than expected so that their insurance coverage is extended.
4. Homestay payments for partial months, excluding holidays during the school term, shall be made at the daily rate.
5. No adjustment will be made for holidays during the school term (e.g., Christmas, Spring Break) when the student is absent from the home, when a student is away with family or school activities.
6. Students may be moved without notice, so homestays **must not** rely on income received for the student's care. (This can happen for a variety of reasons and must not be taken personally). *In the event that a student should leave the home prior to the completion of the calendar month, the host family will refund the school district the balance of the homestay fee paid for that month.*
7. Homestay payment for students attending summer programs approved by School District 69 (Qualicum) during July and August will be based on the daily rate for the nights that the student is in the home.
8. Student moves to a different homestay may be made at the discretion of the Homestay Coordinator in consultation with the District Principal of QISP. If the Homestay Coordinator has concerns regarding a student's safety in the home, the student may be moved immediately.
9. I have notified my home insurance carrier that I will be hosting an international student and they have advised me that I have the appropriate insurance to have an international student(s) in my home.
10. I will advise the QISP office and submit a Criminal Record Check of any new household member over the age of 18 years. I will also advise the office of any change in family dynamics (ie. Child over 18 returns home/leaves, new tenant etc).
11. The homestay monthly rate shall be \$850 and may change as set by the School District for the given year. The daily rate is based on a pro-rated monthly stipend.

Name of Homestay Parent: \_\_\_\_\_ Date homestay became active: \_\_\_\_\_

By signing below I understand that all of the requirements stated above are applicable during my time providing host family services. Currently, and for any future homestay services. Should my active status change to inactive, it will be required that I sign a new agreement prior to becoming active. It is also understood that I must provide a signed copy of this form electronically or by hand to the office before I will be accepted into the ISP program.

\_\_\_\_\_  
Signature - Homestay Parent

\_\_\_\_\_  
Signature - District Principal, ISP

\_\_\_\_\_  
Date (mm/dd/yy)



## MEDICAL INFORMATION FOR HOST FAMILIES

### NON-URGENT CARE

If your student falls ill during their stay with you, or has a minor injury, do not take them to the Urgent Care Clinic in Parksville. The Urgent Care clinic charges international students at a hospital level and students are charged over \$700 for non-urgent care. Unfortunately Parksville Qualicum does not have a walk-in clinic, which usually charges \$70 to \$90 for a visit.

We therefore recommend the following:

1. Please contact your family doctor first. Contact them early to see if they will care for your student during their stay with you.
2. Use the walk-in clinics whenever possible (see list below). The International Student Program will provide a \$30 gas rebate if you need to drive to a walk in clinic.

**Oceanside Urgent Care and Nanaimo Regional General Hospital are for emergency-based cases only.**

**Only take a student there if they need urgent and immediate care, or call 911**

NAME	ADDRESS	PHONE
Sow's Ear	7186 Lantzville Rd Lantzville	250-390-4542
Walmart – Nanaimo Walk In	Walmart	250-240-4740
Caledonia Clinic Brickyard Location	6010 Brickyard Rd Nanaimo	250-390-5200
North Nanaimo Medical Clinic	Walmart Nanaimo and Nanaimo North Town Centre	250-585-7100
Caledonia Clinic Campbell St. Location	340 Campbell St Nanaimo	250-753-3202
Medical Arts Centre	Downtown-Port Place, 650 Terminal Ave Nanaimo (Port Place Mall)	250-753-3431

**PLEASE DO NOT USE OCEANSIDE URGENT CARE CLINIC  
UNLESS IT IS AN EMERGENCY**

Call ahead to confirm Walk-In hours



# mobileDOCTOR

by guard.me

mobileDOCTOR by guard.me allows you to connect with Canadian doctors on Maple as a part of your health benefits. Maple provides access to doctors, Canada wide, on your phone or laptop any time, anywhere.

Seeing a doctor on Maple is safe and reliable, and can help prevent the need to go to a walk-in clinic or Emergency Room.

## How it Works



### 1. Sign up at [guard.me/mobiledoctor](https://guard.me/mobiledoctor)

You will need your policy number and date of birth



### 2. Describe your symptoms

Click the "See the doctor" button. One of our doctors will review your request and respond in minutes.



### 3. Chat with a doctor

Next, you'll be connected to the doctor. You can have your consultation by text, video or audio chat.



### 4. Get a diagnosis or prescription

Doctors can diagnose and provide prescriptions as necessary during your consultation.

## What Can Be Treated

- Asthma
- Cold & Flu
- Coughs
- Earaches
- Hives
- Infections
- Migraines
- Pink Eye
- Sinus Infections
- Sore Throat
- Urinary Tract Infections
- Vomiting / Diarrhea

AND MANY MORE

Sign up now at [guard.me/mobiledoctor](https://guard.me/mobiledoctor)

INNOVATION WHEN IT MATTERS. [COMPASSION WHERE IT COUNTS.](https://guard.me/mobiledoctor)

Tel: 905-752-6220  
Toll-free: 1-877-873-8447

[impact@guard.me](mailto:impact@guard.me)  
[www.guard.me/mobiledoctor](https://www.guard.me/mobiledoctor)

maple

## WHO TO CONTACT

Following is a list of contacts for the International Student Program.

**Private cell phone numbers are to be called only in the case of emergency, otherwise, please call the office at 250-951-0857 or contact via the email listed below.**

**Ross Pepper – District Principal / Legal Guardian**

rpepper@sd69.bc.ca  
Cell: 250-240-0425  
Office: 250-951-0857

- Legal Custodian
- final travel approval
- \* **medical emergencies**

**Ronda Bell– District Principal**

rbell@sd69.bc.ca  
Cell: 250-2713-2274  
Office: 250-951-0857

- final travel approval

**Shahnora Mustafayeva – Office Manager**

smustafayeva@sd69.bc.ca  
Office: 250-951-0857

- payment or financial questions
- study visas/report cards
- travel form submission via online, and travel questions

**Becky Bretisprecher – Program Secretary**

isp@sd69.bc.ca  
Office: 250-951-0857

- payment or financial questions
- health or medical coverage

**Sandie Wassbauer – Homestay Coordinator**

homestay@sd69.bc.ca  
Cell: 250-927-3351  
Office: 250-951-0857

- As below or:
- liaison between student and homestay
  - student arrival and departure information
  - homestay concerns/questions
  - \* **medical emergencies first contact**

**Jenny Atkinson– Activities / Short Term Group Homestay**

jatkinson@sd69.bc.ca  
Cell: 250-954-7162  
Office: 250-951-0857

- As above or:
- Short Term Group Homestay
  - Student Activities
  - Group Activities
  - \* **medical emergencies**

**Carrie Philip – Ballenas ISP Counsellor**

cphilip@sd69.bc.ca  
Cell: 250-713-9805  
Office: 250-248-5721 (ext. 2300)

- All School concerns
- Student Absences
- Educational concerns
- Teacher concerns

**Ryne Barton – Kwalikum ISP Counsellor**

rbarton@sd69.bc.ca  
Cell: 250-327-4511  
Office: 250-752-5651 (ext. 138)

- All School concerns
- Student Absences
- Educational concerns
- Teacher concerns





**Medical Incident Report**  
**Submitted by Homestay Parent to Homestay Coordinator**

**Student Name:** \_\_\_\_\_

**Date of Incident:** \_\_\_\_\_

**Homestay Parent:** \_\_\_\_\_

**Date Report Submitted:** \_\_\_\_\_

**Nature of Incident** (Please include all relevant details: how, when, where, etc.)

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**Were the RCMP notified?** \_\_\_\_\_

**Name of Attending RCMP Member** \_\_\_\_\_

**RCMP File #** \_\_\_\_\_

**Notification of ISE Homestay Coordinator (Name, Date, Time)** \_\_\_\_\_

**Details of Injury** \_\_\_\_\_

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**Medical Treatment Administered** (Please include action taken, including attention by medical personnel, if applicable)

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**Doctor's Name** \_\_\_\_\_ **Medical Facility Attended** \_\_\_\_\_

**Miscellaneous Notes** (Is there other information you feel is important?) \_\_\_\_\_

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## Welcome to our home. We hope you will enjoy your stay with us.

Here are some guidelines to explain how we **usually** do things in our house. We hope they will help you. If there is anything you do not understand, please ask us.

### MEALS

We hope that you will like Canadian food. If you tell us what foods you like, we will also try to buy these.

Breakfast and Lunch: In our home, adults and teenagers prepare their own breakfasts. We will help you at first. Please tell us what to buy for your breakfast and school lunch.

Dinner:

- Dinner will be prepared for you. Sometimes we will ask you to help.
- We usually eat dinner at \_\_\_\_\_
- Please help clean the table after dinner.
- If you are not coming home for dinner, you must phone early so that we know how much food to cook.

Snacks: If you are hungry between meals, you can fix yourself a snack such as

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Cleaning the Kitchen: You must always clean any mess you leave in the kitchen. Remember to put your dirty dishes in the dishwasher.

### LAUNDRY

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### KEYS

- You will have your own key. **Never** lend this key to anyone else.
- The door is to be kept locked at all times.
- Please remove your shoes when you enter the house.

### YOUR ROOM

- Your room is your private space. When you are in your room you may close the door if you want to be alone.
  - You must make your bed every day. Your room must be cleaned and vacuumed once a week. We will wash your sheets once a week on \_\_\_\_\_
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### THE BATHROOM

- You will share a bathroom with \_\_\_\_\_
- Please wipe the sink after each use.
- Clean towels \_\_\_\_\_
- Showers should not be taken before 6:30a.m, or later than 10:00 p.m. because the noise will disturb other members of the family. Showers must be limited to 10 minutes.
- In Canada, we leave the bathroom door open after we are finished. This will help air circulate, and will indicate that the bathroom is available.

## **FAMILY ROOM**

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### **ENTERTAINING FRIENDS**

- We want you to bring your friends to our home. However, please ask us first in case it is not convenient at that time.
- In Canada, teenagers may not have friends of the opposite sex in their room unless the door is open. It is better to entertain friends of the opposite sex in the family room.

### **CURFEWS AND STAYING OVERNIGHT AT A FRIEND'S HOME**

Most Canadian students have curfews. This means that they must be home at night before a certain time. During the week, this is because they have studies to do. On weekend, it is because parents worry about their safety.

- On nights before school (Sunday, Monday, Tuesday, Wednesday, and Thursday), your curfew is \_\_\_\_\_. This means that you must be home by this time.
- On Friday and Saturday, your curfew is \_\_\_\_\_
- If you are not in the home after dinner, you must let us know where you are, and you must leave a telephone number.
- You must ask our permission to stay overnight at a friend's house and allow us to contact the adult in charge to confirm.

### **TRANSPORTATION**

- We will show you how to use the bus. You should buy a bus pass for travelling to school, to shopping malls, and to visit your friends. We will show you how to buy the pass. We will help to arrange a school bus pass if you are taking the school bus.
- We will drive you occasionally when the bus cannot be used.

### **SAFETY**

- Please do not walk alone at night. If you are away from the home, and do not feel safe, phone home immediately. Our home phone number is: \_\_\_\_\_

### **GARBAGE**

Parksville/Qualicum has a recycling pick up program, and almost all garbage is recyclable or compostable.

We will show you how our family sorts the trash.

### **GENERAL**

In Canada, we are very conscious of conserving energy. Please remember to turn out the lights whenever you leave a room.

We hope these guidelines will help you to know what to do in our home, and to feel comfortable. If there is anything you do not understand, please ask us about it. Remember that we don't understand how things work in your country, so we won't know what you are familiar with and what you do not understand.

# Emergency Info

Student's full name(s): \_\_\_\_\_ Date of birth: \_\_\_\_\_

Any allergies, medications or special conditions: \_\_\_\_\_

Home address: \_\_\_\_\_

Closest major intersection: \_\_\_\_\_

Police Department (non emergency) (250) 248-6111

Poison Control: 1-800-567-8911

Fire Department: (non emergency) (250) 248-3242 Parksville  
(250) 752-6232 Qualicum

Other Emergency #: \_\_\_\_\_

Family Doctor: \_\_\_\_\_ Family Doctor phone: \_\_\_\_\_

Address: \_\_\_\_\_

Directions: \_\_\_\_\_

Dentist: \_\_\_\_\_ Dentist phone: \_\_\_\_\_

Preferred hospital: \_\_\_\_\_ Hospital phone: \_\_\_\_\_

Address: \_\_\_\_\_

Directions: \_\_\_\_\_

Insurance provider: \_\_\_\_\_ Insurance provider phone: \_\_\_\_\_

Insured name and ID: \_\_\_\_\_ Group ID: \_\_\_\_\_ Policy ID: \_\_\_\_\_

Host Mom's full name: \_\_\_\_\_ Host Dad's full name: \_\_\_\_\_

Preferred phone: \_\_\_\_\_ Preferred phone: \_\_\_\_\_

Other phone: \_\_\_\_\_ Other phone: \_\_\_\_\_

Emergency contact 1: \_\_\_\_\_ Emergency contact 2: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Relation: \_\_\_\_\_ Relation: \_\_\_\_\_

Neighbor(s): \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_



