



## **HOMESTAY GUIDE FOR INTERNATIONAL STUDENTS**

QUESTIONS? CALL US TOLL FREE:  
1 877 441 4443

[WWW.CANADAHOMESTAYINTERNATIONAL.COM](http://WWW.CANADAHOMESTAYINTERNATIONAL.COM)



**Canada Homestay International**

*Manages Homestay and Custodianship for Algonquin College*



## STUDENT EVALUATION FORM

Please take a few minutes to answer the following questions, to help us improve the service we offer. **We will not show your comments to your host unless you ask us to.**

Thank you for taking the time to be honest about your homestay experience.

**PLEASE RETURN THIS FORM TO YOUR CHI REPRESENTATIVE NEXT WEEK. THANKS!**

*Your name:*

*Your nationality:*

*Your age:*

*Your host's name:*

*Today's date:*

*Are you male/female?:*

	Yes	Undecided	No
I feel welcome in my host family.			
My host family helped me get settled in Canada.			
My hosts show me around the town/city.			
I feel comfortable asking my host family questions.			
My family includes me in their activities.			
I have enough time to talk to my host family.			
I have a comfortable room.			
My room is quiet enough to study.			
I feel comfortable in the shared areas of the house.			
The trip to and from school is acceptable (in terms of distance and route).			
I have enough food.			
The food is good.			
I ask my family to make certain foods that I like.			
My family asks me what I like to eat.			
The Homestay company's service is good.			
Overall, I am enjoying my Homestay experience.			

I would recommend this host family to other students:  
(please explain) \_\_\_\_\_

YES or NO

Is there anything that you would like help with, from the host family or from the Homestay Company? Would you like us to talk to the family about anything for you?



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## HOMESTAY GUIDE FOR INTERNATIONAL STUDENTS

### YOUR ROLE as an INTERNATIONAL STUDENT

Your Homestay provides the greatest opportunities for learning the English language. It is also the ideal setting for learning new skills and experiencing Canadian life. Your host will welcome you into their home as a member of their family. This means that you will be treated informally, not like a "guest".

Just like a member of the family, you will be expected to keep your bedroom clean and tidy, and clean up after yourself in the kitchen and around the house.

Your Homestay experience will depend a lot on your own attitude and friendliness. How can you really enjoy living in Canada? By coming with an "open mind". Be ready to accept the ways in which Canada and the people you will meet here are different and unique- in the very same way you would like people to appreciate you.

The first few weeks of living in a new country with a new family may seem difficult sometimes. You may feel homesick, or frustrated with your new environment and the language. This is natural. Give yourself time to adjust to your new surroundings.



#### HOME

You can expect your homestay family to give you:

1. A safe, secure and comfortable home. (Please ask your homestay family to explain fire drill procedures.)
2. A private bedroom, with:
  - a) a window
  - b) bed and sheets, blankets, pillow, dresser or other drawers, desk, chair, lamp, closet
  - c) adequate heat, light and ventilation
3. Access to bathroom and bathing facilities.
4. Access to laundry facilities and procedures/routines.
5. Meals as requested on your chosen meal plan.
6. A key to the house and instructions on how to use a security system, if the family has one.

Please respect your host family's home.



#### BATHROOM USE

You should ask your family about using the bathroom. For example, it is important to know when you can shower or bathe and for how long. Your family may even ask that you limit your use of perfumed toiletries while in the home.

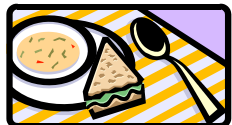


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It is not necessary for you to wait until your host parents have showered before taking your shower, but you should be sure to leave enough hot water for everybody. When taking a shower, close the doors; or if there is a shower curtain, place the curtain inside the tub to prevent the bathroom floor from getting wet. As a courtesy, please try to leave the bathroom clean and dry after you use it.

It is ok to put toilet paper in the toilet and flush it. Please do not put anything else in the toilet.



## MEALS

Every student likes different foods. Please tell your host what you like to eat, especially if you have particular food needs. Your host prefers to know what you like and what you don't like! They want you to enjoy your meals. Please tell us if you are not happy, or if you want us to speak to the host for you. We cannot help you if you don't tell us about any problems.

The main meal in Canada is dinner (in the evening), which the host will prepare for you. Ask the host what time dinner will be ready. Please try to be home for dinner on time. If you do not plan to be home for dinner, you must tell your host in the morning so no one will worry about you and your food won't be wasted. Also, you should tell your host if you will be late for dinner. If you will be late, the host will save something that you can heat up if necessary. If you would like to invite a friend for dinner, please ask your host for permission first. Dinner time is conversation time.

Most students are asked to prepare their own breakfast. Your family will show you which foods you can use for breakfast.

If you are on the lunch program the family will show you which foods you can use to prepare your own lunch. Lunch is usually sandwiches, with juice, fruit and cookies. Or, you may prefer to have soup or a salad. If you are not on the lunch program, your lunch is your own responsibility.

If your host happens to be away for a meal, food will be available for you to eat, or to make yourself.



## LAUNDRY

Please ask your host at the beginning of your stay to work out a laundry schedule and where to keep dirty laundry.

The host may ask you to do your own laundry. If so, then they will show you how to use the machines. You will be required to wash your own bed linens once a week. You may ask your family for assistance.

Please make sure that you fill up the machine, do not wash only a few items every day or so.



## OVERNIGHT GUESTS

No overnight guests are allowed at your house, unless your host invites them. If you wish to have a guest, then you must ask for permission. The guest could be asked to pay the host.



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## TELEPHONES

Please use a calling card or prepaid phone card for all long distance calls made from your homestay. Please be considerate: do not receive calls late at night or very early in the morning unless it is an emergency.

Your host family will let you use the house phone for local calls. Please keep your calls short; other family members will also want to use the phone. Please do not take calls during the dinner hour or after 10:00 at night. If you need to speak to your family at night because of the time zone difference, please make outgoing calls only.



## COMPUTERS and INTERNET ACCESS

Students should not expect to use their host family's computer. If you need to use a computer, there are many places where you can go to use one, such as your school, local public library and Internet cafes.

If you have brought your own laptop computer, you may be able to have internet access at your Homestay. If you have requested this service on your Homestay application, your host will give you an Internet connection in your bedroom or a wireless connection. Students should not expect to use this service unless they have requested it and paid the fee.



## MONEY AND VALUABLES

CHI discourages international students from carrying or displaying large amounts of cash and monies. For security purposes, all students should open a bank account. Please be assured that the use of bank accounts and bank cards is common practice by Canadians and is the safest way to protect your money.

**It is your responsibility to obtain travel insurance to cover loss, theft or damage of your personal belongings. If you purchase anything in Canada, please ensure that your policy will cover your new valuables.**

Do not lend money to or borrow money from other students or family members.

THE STUDENT IS RESPONSIBLE FOR THE FOLLOWING COSTS:

- any household items that you damage, break or lose, including anything that you borrow from the host family.
- extra snacks
- all your own personal toiletries: shampoo, bath soap, and toothpaste



## TRAVEL

Students over the age of 18 (19 in British Columbia) are encouraged to explore and experience Canadian culture through travel during their stay here. However, this travel should not interfere with academic studies and, generally speaking, should be limited to designated school holiday periods. CHI assumes no responsibility for students on such travel.



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## SMOKING

You must be 19 years old to legally buy cigarettes in Ontario and BC. Smoking by any adult student inside their homestay residence is strictly prohibited, without the permission of their host.



## ALCOHOL AND ILLICIT DRUGS

The legal age for drinking alcohol in most areas of Canada is 19 years.

If you drink alcohol underage, drink to excess if you are over 19, use or distribute illicit drugs and/or use false identification, you will be expelled from the CHI International Student Homestay Program.

Student Homestay Program.



## HEALTH CARE

1. All students should have health insurance.
2. Payment for any medical services not covered by the insurance company is the responsibility of the student.



## HOMESTAY FEES

Before arrival students are required to reserve their Homestay for a minimum eight-week stay, and make a payment in advance to cover the Standard Service Fee, the Homestay Host Fee, Airport Transfers (if CHI will arrange pick-up), and any extra days (before the first day of the session). We recommend that students make this payment by wire transfer following receipt of the invoice. Payment may also be made by Credit Card.

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### Homestay Host Evaluations

A week or two after arrival, students are invited to visit the Homestay Office, Building C, Room 430 to complete a Student Evaluation Form so we will know how they are doing and can answer any questions they might have about Homestay. Students may also provide an evaluation of their Homestay experience online by going to <https://secure.canadahomestaynetwork.ca/portal/portal/students/sep>.

### Extending Homestay

If students wish to stay longer with their host family, the fees for each additional eight-week session must be received by the Homestay Office three weeks before the end of the period for which they have paid. If fees are not received on time, students may be charged a late fee and may not be able to stay with the same family. Extensions of less than eight weeks will be considered.

### Making a Payment to extend Homestay

Students may make a payment by Credit Card, by Debit Card or in cash. If you are paying by Debit Card please note that you may have a daily limit on withdrawals that is less than the amount of the fees owing. If this is the case, please come with a cash payment or with a credit card for the amount greater than your withdrawal limit. If you would like to make a payment with a Credit Card, please let us know



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and we will email you a Credit Card Authorization Form that will allow you to make a payment without coming to the Office.

#### Leaving Homestay and Refunds

If you decide to leave your Homestay, you must tell the Homestay office three weeks before your departure date. Please provide the notice in writing (an email is OK).

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### CHANGING FAMILIES

Your homestay experience is an important part of your stay in Canada. It gives you the opportunity to become a member of a Canadian family.

If you are having difficulty adjusting to your host family, try to communicate your problems and concerns to them. Most problems and misunderstandings can be resolved in this way. If this does not work, contact CHI, and we will assess the situation and together with the student and / or host family, and determine a reasonable solution.

You and/or your host family may also wish to contact the CHI Homestay Program Coordinator in cases where you and/or your host family desire a change, or in cases where rules are not followed, or seem to be unfair. An acceptable solution that involves a change in Homestay may require some time to arrange.

Please respect the hospitality of your host family.



### CONTACT INFORMATION

Please contact us at Canada Homestay International any time you have any questions or concerns.

OTTAWA: Contact Brenda St. Jean

- Phone 613 686 6764, extension 2040
- Toll Free 1 877 441 4443
- Emergency number: dial the office number and press "1"
- Fax 613 693 0878
- Email: [algonquin@canadahomestayinternational.com](mailto:algonquin@canadahomestayinternational.com)



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