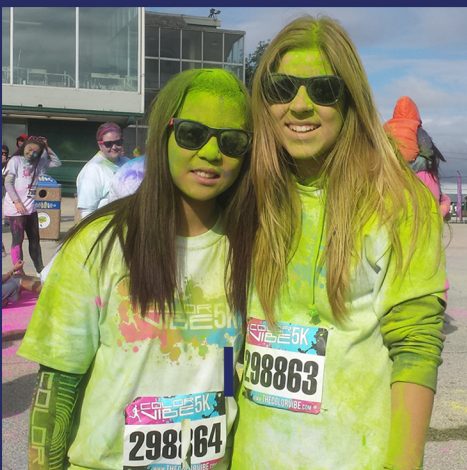




ST. JAMES-ASSINIBOIA HOMESTAY FAMILY GUIDE



CONTACT INFORMATION

St. James-Assiniboia International Student Program

470 Hamilton Avenue, Winnipeg MB R2Y 0H4

Office hours are 8:30 am to 4:30 pm Monday to Friday

204-837-1331

intered@sjasd.ca

24 Hour Emergency

204-935-6071

ISP staff on call for medical emergencies

Intrepid 24/7 Medical Assistance

1-866-883-9787

Call toll free if your student has to go to the hospital, requires surgery or an MRI or CT scan, would like to make a virtual health appointment, access mental health services, or has questions about a claim or coverage

24/7 Mental Wellness Line

1-877-234-5327

24/7 Confidential and multilingual mental health support

StudyInsured

www.studyinsured.com/sjsd

International Student Health Insurance plan information

MB Health Links

204-788-8200

Manitoba's 24/7 telephone information service for medical questions and information

Kids' Help Phone

1-800-668-6868

Canada's 24/7, national support service offering professional counselling, information and referrals and volunteer-led, text-based support to young people

Winnipeg Airport

waa.ca

Check the website for up to date arrival and departure flight information

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WELCOME

Thank you for becoming a part of the St. James-Assiniboia School Division's (SJASD), International Student Program (ISP). We are pleased to have you join the program as a homestay parent and we hope you enjoy your hosting experience.

Students come from around the world to study in the St. James-Assiniboia schools, and most of these students will live with carefully chosen local families during their program with us. Homestay families play a vital role in the experience our international students have while they are with us and provide critical support to the students, and families get to have an intercultural experience in their own home. Many families and students develop life-long friendships.

The homestay experience should be enjoyable and rewarding for both the student and the family. The Homestay Family Guide will provide you with the information you need to host a student, some practical advice and tips, expectations of homestay families, and policies and guidelines to follow. International Student Program staff are always available to assist you and answer questions.

Welcome to the Homestay Program!



WHY HOST AN INTERNATIONAL STUDENT?

- Share Canadian culture and customs with a student from another country
- Have an international experience in your own home and learn about other countries and cultures
- Make lifelong friendships with people from around the world
- Experience your own country, city and culture through new eyes
- Help a student practice and develop English language skills

"I am so thrilled and humbled to have had the opportunity to be a Host Parent over the years.

It was such an extraordinary experience to meet so many diverse students who passed through my door!

Cultures and countries globally a varied variety but equally the same in desires to be educated, economically stable and enjoy freedoms, rights and peace.

For my 3 sons and myself it gave the opportunity to have lifelong friendships, "extended family" to travel abroad to visit and understand how others live and appreciate how luckier we are here in Canada.

Lastly for myself, I have been very grateful and so honoured to have met yourself and ALL your staff (past and present) in the International Office. Such a wonderful group of people.

We've enjoyed many a laughter, kibitzing, and shared many interesting issues. But personally, I have been very lucky to have experienced much respect, lots of hugs, love ♥ and wonderful friendships over these past 11 years or so!!

It is with great pride, a big giant suitcase of memories, and love that I must thank you and everyone for this experience called "hosting an international student."

--Helen C.

BECOMING A HOMESTAY FAMILY

Homestay families are carefully selected by the International Student Program and are chosen for their strong interest in learning about other cultures as well as their ability to provide a safe and supportive home environment for an international student. It is within this supported environment that the student will learn about Canadian culture and be able to practice their language skills. Families need to be caring, understanding, flexible, and responsible.

STEP ONE

Families interested in hosting an international student should complete and submit an application form, available from the SJASD website or by contacting the ISP Office. References supplied will be contacted.

STEP TWO

A home visit will be scheduled by ISP staff to meet with the family and discuss the Homestay Program, and to determine if the family is suitable and the home is safe and comfortable. Bedrooms for potential students must have a window that opens and meets local fire codes. The homestay family will also be asked about their interests, activities, routines and motivation for hosting a student.

STEP THREE

Any person living in the home who is 18 years of age or older will be required to complete a Child Abuse Registry Check and a Police Information Check.

STEP FOUR

The ISP staff spend time attempting to find a “successful match” between a student and

family depending on interests and needs of both. They will consider:

- Family composition and dynamics
- Pets in the household
- Medical concerns and allergies
- Dietary needs
- General interests
- Proximity to school placement and bus routes

***Please note that the ISP cannot guarantee a student placement each semester.**



EXPECTATIONS OF HOMESTAY FAMILIES

HOMESTAY FAMILY ENVIRONMENT

The homestay family environment provides the greatest opportunity to learn and to use the English language and the ideal setting to learn new skills and to experience Canadian life. Students come from many different cultures and have to adjust to living in a new country with unfamiliar values and customs. Homestay families need to be patient and understanding, and provide a home where students feel safe and comfortable while they explore and become used to their new surroundings. Students should be treated as a regular family member as much as possible and included in family life and activities.

HOMESICKNESS

Some students will be away from home and their families for the first time and will experience homesickness. It takes time for students to feel at home, and regular communication with the students is very important. It is helpful to get to know the student and for them to get to know you and your family. Spend time talking with your student, asking them about their families and home countries, and about their experiences here. It is a good idea to be in contact with your student's parents as well. This can help both the students and their parents feel more connected.

ENGLISH SKILLS

Students come to Canada to increase their English skills and it is important for them to live in an English-speaking environment. English should be spoken in the family home. Besides learning the language, it can also cause the students to feel alienated in the home and from their homestay family if they cannot understand the conversations around them or the TV shows the family is watching.

Students come with varying levels of English language. Please be patient as they learn and help them as they try to find words to express themselves, while at the same time not correcting every mistake. It normally takes several years to learn English, so do not expect that they will learn quickly. Language barriers can present an obstacle to communication, and if you find this difficult to overcome, please contact the ISP office.

HOUSEHOLD ACTIVITIES

Regular household activities also provide opportunities for interaction and getting to know one another. They are good ways to learn how Canadian households are run and about daily life in Canada. Many students come from homes where there is domestic help or where their mothers or grandmothers take care of all of the family's daily tasks. As a result, many will have little experience completing household chores. Students should be asked to take part in these activities, especially cleaning up after themselves, but please be patient as it will be completely unfamiliar for most students. Do not assume that a student will know how to do any of these tasks. You should demonstrate anything you would like a student to do.

COMMITMENT

Homestay families are expected to commit to host a student for the entire length of the student's program. If this becomes no longer possible, contact the ISP immediately.

CHANGES/UPDATES

Homestay families must update the ISP with any changes in the home, including a change of contact information, pet, or family members living in the home. Any families who will host an additional international student from another program must inform the ISP in advance as we must obtain permission from the student's natural parents.

HOMESTAY FAMILY REQUIREMENTS

Families are expected to provide the same support to a student as they would a family member, including:

1. A comfortable, private bedroom that includes:
 - A window that can be opened
 - A bed with mattress, bedding, dresser, desk, chair, lamp and closet
 - Linens and towels, blankets and pillows
 - Adequate heat, light, and ventilation
2. Access to washroom and bathing facilities, as well as shared basic personal care products such as toilet tissue, soap/body wash, and toothpaste
3. Three nutritious meals per day and reasonable snacks. How school lunches will be prepared should also be discussed with the student
4. An English-speaking environment
5. Appropriate behaviour towards a student at all times, respecting their rights, privacy, comfort, and culture
6. Access to launder a reasonable amount of clothing weekly. Some students may want to do their own laundry but will need to be taught how to use washer/dryer, or families can do the laundry. Make sure students understand what is expected of them
7. Access to a fire extinguisher and smoke detectors must be in use. Students will need to know about a fire escape plan as well as the location of a first aid kit or items. Students will need to know whom to contact in case of emergency
8. A key to the home as well as phone numbers to reach you during working hours. Security codes if the home is equipped with security alarms. Students are responsible for the key given to them
9. Access to a phone and internet
10. Assistance purchasing transit passes and information about taking public transportation
11. Reasonable transportation when needed, such as to school activities
12. A card with important contact information with the family's name, address, phone numbers clearly printed. The student should carry this with them at all times
13. Pets that have been properly vaccinated. Students should be taught about pets so they feel comfortable around them
14. Assistance establishing a bank account if a student requires one

WELCOMING YOUR STUDENT

PREPARING FOR ARRIVAL

Many students will want to be in touch with you before they travel to Canada. We encourage homestay families to contact their students in advance, share pictures, and tell them about your family. Describe your family, pets, and neighbourhood. Communication helps students to feel more comfortable and less nervous as they get ready to travel to Canada.

Prepare the student's room for them. There must be a window in all rooms with a curtain or blinds. The window must be able to be opened without any special tools as a secondary egress in case of fire. Remove your personal items from the room, and do not furnish the room with valuable items you do not want to see damaged. Sometimes accidents can happen, as well as normal wear and tear.



AIRPORT ARRIVAL

Welcoming students at the airport is a very important part of bonding with your student, and their first moments upon arrival can influence their perception of what their experience will be. We expect homestay families to be at the airport when their student arrives to meet them and pick them up. If you cannot be at the airport for your student's arrival, please notify the ISP as soon as possible to make alternate arrangements.

It can be a good idea to have a sign to welcome them, though the Program will provide a small sign with their name if you do not have one.

An ISP staff member will also be at the airport to greet the student and make sure the student and homestay family connect with each other. Students can experience jetlag and be tired from their journey and may need a couple of days to rest and adjust to the new time zone.

If your student notifies you that they have missed their flight or the flight is delayed, please contact the ISP office.



WELCOMING A STUDENT TO YOUR HOME

Everything will be new and unfamiliar for your student when they first arrive in your home, and they may be tired and overwhelmed. They may need time to rest. Show them their room and around the rest of your home. Introduce them to all family members and your pets. Over the first few days, make sure they are familiar with how everything in your home, works, including appliances, alarm systems, fire extinguishers, and garage door openers. Make sure your student knows how to use the toilet, shower, and bath. Plumbing can be very different in other countries and students may be unfamiliar with what can be flushed or go down a drain, and how long a shower should be. Provide them with a house key, and make sure they know how to open the door. Tell them what to do and whom to contact in case of an emergency. Make sure they have contact numbers for everyone in the family. Go over some of the general expectations for your home, but do not expect they will remember everything at once.

Show the student where to locate the food and let them know when mealtimes are. Introduce them to the neighbourhood and transit routes. If they will be taking public transportation to school, help them buy a bus pass and even ride the bus with them to familiarize them with Winnipeg Transit.

Students have varying levels of English and may have difficulty understanding you at first. Use simple clear language and check that they comprehend what you have told them.

We ask homestay families to take students to and from school on the first day, as they will be nervous. If that is not possible, walk with them or ride the bus with them before the first day so that they feel comfortable to go on their own.

Please remember an adult must always be at home overnight.



RULES AND GUIDELINES FOR INTERNATIONAL STUDENTS AND FAMILIES

CUSTODIAL RESPONSIBILITY FOR STUDENTS

The Manager of the International Student Program is the legal custodian for all international students in the Homestay Program. This means that the custodian has all legal responsibility for the students while they are in Canada.

Any forms requiring a custodian's, guardian's, or parent's signature MUST be signed by the legal custodian and NOT a homestay family parent. This includes all school forms including field trip forms. Homestay families should not be signing any document for their student.

The Manager as legal custodian must be informed of any medical or legal issues.

The Manager as legal custodian is responsible for all academic issues and should be the primary contact for the school. Please refer all school and academic issues to the ISP.

CURFEWS

The ISP does not set curfews since factors vary from one family to another. It is recommended that all families have an age appropriate curfew for their students. Recommended curfew should be age appropriate and no later than:

- Weekdays (Sunday –Thursday) 10:00 pm
- Weekends (Friday--Saturday) 12:00 am

Exceptions for special occasions or events can be made but should be confirmed in advance. As a regular member of the family, students must respect the household rules.

SCHOOL ATTENDANCE

Students must attend school regularly and follow all school rules. If a student is sick, homestay families should notify the school that the student will be away. The ISP is responsible for students' academic program and performance and all other school matters and communication should be referred to the ISP.



MAKING SOCIAL PLANS

Students should set aside time each week for fun activities and relaxation. While students are here for an academic program, making friends and socializing is an important part of their experience. If the family has a schedule of activities, students should be made aware. Students should be encouraged to attend the ISP activities planned each month. Ongoing and clear communication with students is very important to help prevent confusion and misunderstandings. Before going out the student should be able to always tell the parent:

- Where they are going
- Who they are going to be with
- How to contact them
- When they plan to be home
- How they will be getting home

SLEEPOVERS

International students may invite a friend for a sleepover only if they have been given permission ahead of time. Students can sleep over at the home of another international student in the Homestay Program, as we have obtained criminal record checks and child abuse registry checks for all adults in the family and have inspected the home. Students cannot sleep over at any other home. Any sleepover arrangements should be made in advance, and homestay parents should confirm the arrangement with the other homestay family.

SHOWERS/BATHS/TOILETS

Homestay families should set and discuss guidelines for an appropriate length of time for a shower/bath as well as an appropriate time of day. This may be very different than in their home country. Students should leave the bathroom clean and dry when they are finished. Students need to be shown what is expected of them (tidying up, hanging towels etc.).

Students should be told how our plumbing works and given an explanation of what can be flushed and what should not be flushed down toilets. Many students will not know how to clean a bathroom so will need to be shown how to do this.



HOME ACCESS

Some students may have never had to be concerned with home security. This must be discussed to inform them that doors must be locked when leaving the home and at night when everyone is asleep. Students will need to be shown how to properly lock the doors when they leave the house, and how to use any home alarm.

Please ensure that there is a plan in place if the event that the student cannot get into the house and they know whom to contact. This is especially important during the winter months.

RESPONSIBILITY IN THE HOME

Students should not babysit and should not be expected to assume a disproportionate amount of household responsibility on a regular basis. Students are expected to participate in family life including a reasonable and equitable amount of age-appropriate household chores.

LAUNDRY FACILITIES

If a student is expected to do his or her laundry, they will need to be taught how to properly use the washer and dryer. Some homestay families may offer to do laundry for the student. The method and frequency for washing laundry can be very different in other countries. You will likely need to explain Canadian laundry customs and your home's laundry practices to the student.

RELIGIOUS BELIEFS

Families and international students need to show mutual respect for each other's religious beliefs. Students have the right to practice their own religion and homestay families should make every effort to assist their student in finding a place of worship to attend religious services of their choosing. Homestay families do not have the right to insist that international students attend religious services or church activities with them, though they can be invited.

TRANSPORTATION

Homestay families are not responsible for the student's daily transportation to and from school, however we do ask that they help the student to learn about all of the transportation options. Students should learn about the Winnipeg Transit system, bus routes, and where and how to purchase Peggo cards.

We suggest a member of the homestay family ride the bus with the student on their planned bus route the first time they use it.

Transportation costs are the student's responsibility. Offers to drive the student to school when the weather is inclement or when circumstances arise are welcomed and encouraged.

Transportation needs should be discussed before a student commits to any extra-curricular activity such as sports teams, music/dance lessons, volunteering etc. It is expected that homestay families will help with transportation to school events and extra-curricular activities and events when necessary.

SUPERVISION

Over-night adult supervision is required for all international students. If homestay parents will be away (even for one night) without the students, please notify the ISP in advance so that alternative arrangements may be made to care for the student. We can arrange for the student to stay with another family, to whom you should pay homestay fees for the nights the student is with them. If you wish to make arrangements for another family member, such as a grandparent, to stay with the student while you are away, a current Child Abuse Registry Check and a Criminal Record Check must be provided to the ISP in advance. The ISP must confirm this arrangement with the natural parents.

TRAVEL OUTSIDE OF WINNIPEG

Homestay families must notify the ISP in advance anytime a student will travel outside of the City of Winnipeg for a day trip, either with the homestay family, school, community group, or another party.

If the trip outside of the city will be overnight, the ISP must receive a Permission to Travel form completed in full and signed by the student's natural parents in advance of the trip to give permission. This includes school trips. Please contact the ISP a minimum of three days in advance to send this form to the student's parents, as it must be received in order for the student to travel.

Students may not travel independently. They must travel with a homestay parent, a natural parent or family member over the age of 21, or with a school or official group on a planned trip with chaperones.

SPENDING MONEY

International students should not carry or display large amounts of cash as this cash can attract attention. Most students will use credit cards from their home country and may need help to find banking machines where the cards will work.

International students may want to open a Canadian student bank account. Homestay families should help the student to open a personal bank account at a local institution but cannot sign any documents for students. Please contact the ISP if this is required.

Students are responsible to pay for their own clothing, extra school fees, public transportation and entertainment. Homestay families should pay for family entertainment including dining out. Homestay families should not charge students any additional fees.

Students are responsible for their own cell phone plans. **Homestay families should not sign any contracts for students including cell phone contracts or gym memberships.**

Homestay families should not lend or borrow any money from international students.

APPROPRIATE CLOTHING

Students are responsible for purchasing their own clothing, but will need advice on where to shop, what is acceptable, and what is appropriate for weather conditions.

ALCOHOL, CANNABIS, ILLICIT DRUGS, AND OTHER CONTROLLED SUBSTANCES

Students may not use, possess, sell, or purchase alcohol, cannabis, drugs, or drug paraphernalia at any time while they are a student of SJASD. This will result in removal from the program and the student being returned to their home country. The ISP should be notified if you suspect any drug or alcohol use by a student. Students should be aware that they can be searched for these substances.

SMOKING AND VAPING

Some students may come from countries where smoking is acceptable and common, however in Canada it is illegal for minors to buy cigarettes, cigars, or other tobacco or vaping products. Students should be made aware of this. Students cannot smoke or vape in a homestay family's house or on school property at any time.

BREAKING THE LAW

Any international student who breaks the law may be removed from the program and sent home. If the police are involved, the ISP should be notified immediately. Immigration, Refugees, and Citizenship Canada may be notified.

VOLUNTEERING AND PAID WORK

Encourage the international student to participate in a variety of community activities. In some cases, a volunteer component is needed to meet divisional graduation requirements. Any volunteer work cannot be in a role where a Canadian citizen would expect to be paid. For instance, students cannot volunteer in a restaurant or other business. It must be a community service activity that is completely volunteer based.

The Federal Government of Canada does not allow international high school students to work, as is clearly outlined in the Study Permit. International students attending a regular high school program are not allowed to have a paying job.

DRIVER'S LICENCE AND DRIVING

International students in the ISP are not allowed to own, rent, or drive any type of motor vehicle regardless of their existing licence or training from their home country.

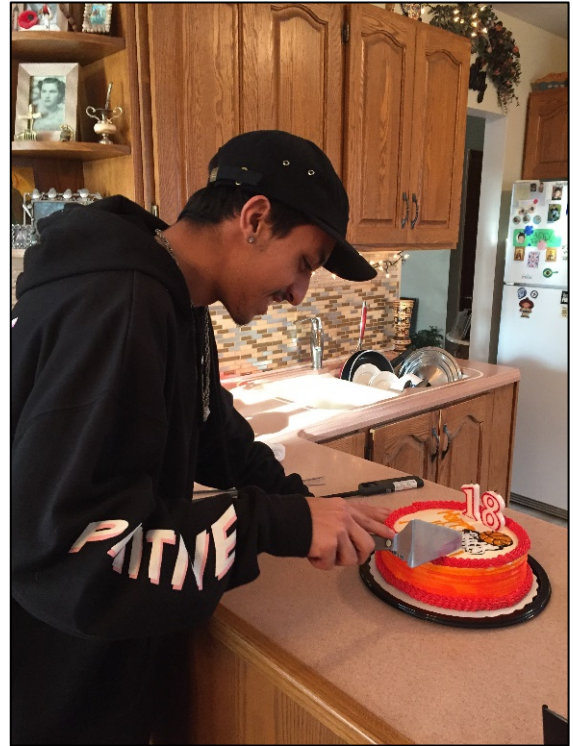
International students are not permitted to take Driver's Education classes or other forms of driving instruction. There is no exception for this.

WEAPONS

Any student having any type of weapon or using an object as a weapon is not permitted. This includes guns, knives, air guns, bows, arrows, slingshots, etc.

STUDENTS 18 YEARS OF AGE OR OLDER

All rules and guidelines in this handbook apply to all international students including those who are 18 years of age or older. The ISP will share information with students' biological parents/guardians about their performance and behaviour in school regardless of age.





24/7 MEDICAL ASSISTANCE TEAM

StudyInsured™ has a medical assistance in-house meaning a higher level of care for the students at SJASD. This service is provided in multiple languages to accommodate students who are English Language Learners (ELL). Calling in advance helps accelerate the claims process and is essential for the effectiveness of the direct billing relationships; checking in with our Intrepid 24/7™ team is always encouraged!

INTREPID 24/7™ – AVAILABLE IN MULTIPLE LANGUAGES

From Canada and the United States, call toll free 1.866.883.9787

From anywhere in the world, call collect +1 416.640.7865

EMAIL: ASSISTANCE@INTREPID247.COM

*911 is still the **first** number to call in life-threatening situations*

INTREPID 24/7™ MUST BE NOTIFIED ASAP IF A STUDENT:

- is being hospitalised for any reason
- requires surgery of any kind (including dental)
- needs an MRI or CT scan
- is seeking medical attention of any kind outside of Canada

Following any appointment with a medical facility, the student should be calling Intrepid 24/7 to let them know of the diagnosis and any information regarding the recommended treatment. This is especially important if a student has been advised to book a follow-up appointment.

If **Intrepid 24/7™** is not advised of the follow-up appointments, there is a possibility the claim will be closed and no further payments will be issued.

Students, homestays, and staff at SJSD can call Intrepid 24/7™ anytime, day or night, for:

- questions about coverage limits and benefits
- help with submitting a claim
- help with finding a local medical facility, or paramedical service provider (mental health, physiotherapy, etc.)
- arranging payments with hospitals and other facilities (also known as direct billing)
- arranging transportation (ex: taxi benefit)





VIRTUAL HEALTH SERVICE

Virtual health consultations are available to our students in Canada via a secure video connection using mobile devices, tablets, laptop, or desktop computers.

These services are available from M-F 8:30am-9pm | Sat-Sun 9am-3pm EST.

Most acute illnesses experienced by children and adults can be treated very effectively by our nurses and doctors virtually. All virtual practitioners are licensed to practice within the Canadian private or public medical systems.

The virtual health doctors can assist with most medical concerns, including but not limited to:

- Cold, Flu, Fever
- Sore Throat
- Headache
- Allergies
- Respiratory Issues
- Stomach Ache
- Skin Issues, Rash
- Diarrhea, Vomiting
- Prescriptions
- Specialists Requests
- Urinary Tract Infection

ACCESSING VIRTUAL HEALTH SERVICES

Only students calling the Intrepid 24/7™ team will be able to access this service.

1. Dial 1.866.883.9787
2. Provide the student's name and their full policy number
3. Inform the **Intrepid 24/7™** assistant agent of the existing medical concern and request to see a virtual doctor.
4. The **Intrepid 24/7™** assistant agent will set up an account with the virtual health provider and email a username and password
5. Click the link in the email to verify the email account then log in with the username and password provided
6. Sign in again and click on *Start a New Visit*
7. Fill in details, and click on *Start Your Visit*

IMPORTANT

The Medical Assistance team must be involved **every time** this service is used, even if it is not the first time. If the Assistance team is not engaged before accessing this service, the costs for using this service may be redirected to the student.

studyinsured™

CLAIMS

www.studyinsured.com/sjsd/en/onlineclaim: claims@intrepid247.com

Claims can be submitted via email, fax, post, or online. Typical turnaround time for approval is 7-10 business days upon receipt of all documentation then payments are made shortly thereafter.

Please Note:

- students must sign and submit a claim form every time, whether they were at a direct pay facility or not. The only time they do not have to submit a claim form is if they were specifically instructed by **Intrepid 24/7™** not to.
- all invoices, receipts, doctor's notes, ER reports, etc. must be submitted with the claim form
- they are able to submit by scanning their receipts or taking photos of them; as long as the print is legible, they will be accepted in any form
- students do not need to provide us with the originals. They can keep the originals for their records.
- the online submission system has a 1MB limit so if the files are larger or faxed (ex: photo files) we suggest that they are emailed to claims@intrepid247.com

DELAYS IN REIMBURSEMENT

If more than 2 weeks have passed without reimbursement it is usually because the student needs to provide more information.

Please Note:

- students will be contacted via email and/or phone if more information is required
- if the claims department has contacted the student without getting a response the StudyInsured™ Account Manager will email the contact at SJSJ for assistance with contacting the student
- claims totalling more than \$10,000 are considered a "Large Loss" and processing times may extend beyond 10-days due to additional requirements from our own team

DENIALS

Our claims adjudicators have years of experience with claim processing. They refer to the policy wording and the information that has been provided to them before making any decisions. Students are notified of denials via email citing the exclusion or limitation that applies.

- any claim can be re-evaluated at the request of the SJSJ and/or the affected student, but usually, the student will have to furnish more evidence as to why the claim should be approved
- to request a review of a denied claim please email studentteam@studyinsured.com and include the MKL# file number

Re-evaluation of a denied claim does not guarantee a different outcome

STAY HEALTHY AT SCHOOL PROGRAM

24/7 MENTAL WELLNESS PHONE LINE-1.877.234.5327

As a part of the *Stay Healthy at School Program*, StudyInsured offers access to a toll-free 24/7 mental health phone line. This service provides students with one-on-one private and confidential counselling directly by phone for a variety of mental health concerns. Students are instantly connected to culturally sensitive, multilingual, mental health professionals whenever and wherever they need it most and all students at SJSJ are automatically enrolled.

Main Features:

- 1-877 helpline easily dialled from anywhere in North America
- Qualified and experienced counselling personnel with at least a Masters level and minimum five years clinical experience
- Prompt and efficient interventions in over 180 languages
- Services available 24 hours/day, 7 days/week
- Appointments within 24 hours



This program is designed to assist students who are dealing with a variety of problems including but not limited to:

- Depression and Anxiety
- Sleeping/Eating disorders
- Relationship issues
- Abuse
- Homesickness/Adjustment stress
- School conflict management
- Academic stress
- Addiction/gaming/substance abuse

24/7 PHONE LINE:

1.877.234.5327

MOBILE APP:

Download **iAspiria App** from Apple or Google Play

Username: Ingle

PassCode: SIMW

KEEPING STUDENTS SAFE AND HEALTHY

We want to ensure that all students are as safe as possible during their program. International students who come to Canada are often unfamiliar with risks that exist in a different country. Many international students have never taken swimming lessons, and do not know how to swim. They are unaware of how to protect themselves from frostbite, and are unaware of local laws, customs, and practices that minimize risk.

An adult of the family must always be at home overnight. The ISP must have a criminal record check and child abuse registry check for any adult in the home overnight. The ISP can make temporary arrangements for your student with another homestay family if you need to be away overnight.

A student may only have a sleepover at the home of another international student living with a family in the Homestay Program. Students sometimes participate in community groups or teams that have overnight activities, which are permitted if it is an organized official group whose volunteers or staff have had criminal record and child abuse registry checks completed.

The ISP must be notified of all travel outside of the city of Winnipeg. Homestay families are required to adhere to weather advisories and observe road conditions especially when travelling outside of city limits.

Please remind students to wash their hands frequently, stay at home when sick, and avoid contact with any people who have symptoms of illness.

Homestay families should always know where and with whom their student is, and what time to expect them home. Advise the student which locations are safe and which may be less safe, and how to call for an emergency if needed. Students should be home by a reasonable curfew time.

PLEASE REMIND STUDENTS TO:

- Always wear a helmet when riding a bike, skating, snowboarding, skiing etc. (as per SJASD Field Trip Policy)
- Always wear a seatbelt in a vehicle
- Never get into a vehicle with a driver who has consumed alcohol or drugs
- Pay attention to their surroundings and traffic
- Carry a copy of their passport or other ID with them if needed, but leave the original passport in a safe place at home
- Carry only a small amount of cash with them





WINNIPEG WEATHER

Students are unused to cold Canadian winters. Students are responsible to have and wear appropriate clothing but will be unfamiliar with how to dress for the cold weather. Homestay families should give advice about dressing warmly, the kind of clothing they will need to have, and where to purchase it. Dressing for the cold weather is important to avoid frostbite, which can be very dangerous and can damage the skin.

Remind students to stay off all rivers, creeks, and any frozen body of water unless a designated area where ice thickness is closely monitored.



HOW TO KEEP WARM IN WINTER

- Wear several layers of clothing
- Wear long underwear
- Wear an extra pair of socks
- Wear mittens – they are warmer than gloves
- Wear a hat that covers your ears. A lot of body heat is lost through the head, ears are often first to get cold or get frostbite
- Wear a scarf to cover your neck. On a very cold day, it can be used to cover your face too
- Wear winter boots. Boots should have a rubber sole, a warm lining and be large enough to be able to wear an extra pair of socks
- Wear a long parka or coat and make sure it is big enough to allow for an extra sweater



HIGH RISK ACTIVITIES

International students are unfamiliar with many activities that Canadians participate in. Some activities are also excluded from medical insurance coverage. Students should not participate in the following high-risk activities:

- Snowmobiling
- Skydiving
- Skiing in unofficial areas

In addition, students should be closely watched by an adult if they swim, and students should always wear lifejackets when on or near water. If you are unsure whether an activity is safe, please contact the ISP.

CULTURAL SHOCK AND ADJUSTMENT

Dealing with cultural differences is one of the great challenges of being an international student, and also of hosting a student in your home. Learning to become more interculturally aware and capable is a great benefit of having this experience. All students will be dealing with some degree of cultural adjustment, or culture shock when they begin their program. At first, they will notice the obvious differences, and everything will be interesting and exciting. They may want to explore and experience new opportunities. As some time goes on, these new ways of doing things may become frustrating and tiring. They may begin to miss the familiarity of home, their favourite foods, and the comfort of knowing what is expected and how to do things.

Deeper differences also start to cause some discomfort, and often students are unaware their discomfort is a result of experiencing cultural differences that are below the surface. These differences include social norms, appropriate communication, how interpersonal relationships are formed and conducted, acceptable behaviour and morals, and an understanding of time. There are wide disparities between cultures in all of these things that are not instantly visible and rarely appreciated but can cause uncertainty, stress, disconnection, anxiety, and disappointment for international students and sometimes for the people around them. Some students apprehend the differences more easily than others and learn to understand and operate in the new culture while others find it harder to discern

the differences and adapt to them. They may think that the people around them are rude or unfriendly, they may experience people reacting to them negatively and not understand why, or they may struggle to make friends.

As the students spend more time in the new culture, they will begin to see and understand more of these cultural differences and become more comfortable with them. They will learn how to communicate and function more successfully in the new culture.

It can be helpful to try to see things from a student's point of view, and also talk to them about their experiences and assumptions. Consider whether some students' actions or behaviours could be due to culture, such as different values or way of communicating. Learn and ask questions about their culture. Talk to them about expectations and common customs in Canada, and over time these things will become more familiar.



FOOD SUGGESTIONS

Family meals together are encouraged, even though families may have busy schedules. It is an important time to talk and get to know each other and for the student to feel like part of the family. There should generally be one family meal per day, and the student should join you as much as possible. Exceptions can be made ahead of time with permission.

Getting accustomed to a very different way of eating and different foods is one of the most difficult adjustments that students make, and it can take a while. Teach students about local food and make a variety of dishes, especially at the beginning. Students can be very unfamiliar with the kinds of foods we eat in Canada and they may have to experiment for a while to find foods here that they like and find easy to digest. Be respectful of dietary restrictions and allergies. Discuss food likes and dislikes as well as what they are used to eating. It is a good idea to have some simple options available if they do not like a meal, but you do not have to cook a separate meal for them. Take students to the grocery store so that they can see a variety of options and try to find some foods that they like. This also becomes a great opportunity for conversations.

Show the students how to make breakfasts and lunches for themselves. Many students will have never done this before. You should show them where the food they can take is located, and what food is appropriate for making a lunch or snack. You may have to show them how to make a sandwich or wrap food. Tell students what they can have for after school or evening snacks. Ensure that plenty of food is available--students should not go hungry.

Encourage the student to help in the kitchen by preparing food, setting the table and clearing dishes. This will also be new for many students.



Demonstrate how to use the appliances and make sure they know what to do in case of a fire or other accidents. It is a good idea to only let a student cook if you are at home, at least until you are confident that they know how to use appliances safely. Sometimes students like to share dishes from their home country and may want to prepare them for you or with you. When dining out as a family, the meal should be paid for by the family. If the student chooses to dine out with friends, the student is responsible for paying for that meal.



HOMESTAY CONCERNS

Please contact the ISP with any behaviour or emotional concerns you may have with a student. The ISP will refer the student to the appropriate resources and communicate with the student's natural parents. Please communicate with the ISP if your student is seriously ill, may be experiencing any harassment, inappropriate behaviour, or bullying (including online), if they seem depressed or you notice a change in behaviour, or if there are any major changes in your family or the student's natural family.

Homestay students and families should communicate openly and regularly to help minimize and prevent any potential conflict or disagreement. Minor issues can often arise and communicating about them right away can usually resolve things. If the issues are not resolved immediately, please contact the ISP for help. We also encourage students to speak with the ISP if they have a concern so that we can assist them as well. Students sometimes find it difficult to speak to a homestay family directly with a concern. The ISP will share concerns with the students, homestay families, and natural parents to work towards a solution.

The ISP always tries to work through any issues or conflicts between students and homestay families and will advise the student's natural parents of the situation when necessary. Most situations can be resolved with communication, patience, and understanding.

We encourage families and students to make a concerted attempt to resolve any conflict or discord and to try to understand the other party.

If a concern or issue is not able to be resolved, other steps will be taken which may include changing the homestay placement if appropriate. While most homestay placements are successful, on occasion a change of placement is required for the students or family's best interests and well-being.

Homestay changes requested for the reasons of food preference, disagreement with reasonable family rules, or to be closer to friends will not be considered.

The ISP will move a student immediately if it is determined the home situation is unsafe for either the student or family.



HOMESTAY REIMBURSEMENT FEES

Being a Homestay parent is a volunteer position. Homestay reimbursement fees are intended to reimburse the additional costs and expenses of having another person living in the home.

International students pay a monthly fee to SJASD. The collected fees are remitted to the homestay families at the end of each month of hosting a student. If a student is in a homestay for less than a full month, the reimbursement fee is prorated based on the number of nights a student is in the home.

Students should not be charged any other fees by homestay families. If a family trip is planned which includes the student and requires them to pay for airfare or other costs, this must be cleared with the ISP and the students' parents in advance, and receipts or invoices must be provided to the ISP to be shared with the parents.

Homestay fees do not cover extra-curricular school costs such as sports team fees, band or art fees, or music lessons. If students want to participate in these activities, they are responsible for covering the costs involved. The homestay family should offer to pay for family activities they plan, such as bowling or movie nights. Families are expected to pay for the student's meal if the family is eating out together at a restaurant. The student should not be expected to pay for his or her own meal.

Students are responsible for buying their own clothing, cosmetics, and specific personal items they would like. Students should budget for

leisure activities, movies, school activities, bus fare, and cell phone charges.

If a student is away for part of the month during the program, such as Christmas vacation or Spring Break, there will be no adjustment to the homestay fee.

If a homestay family needs another homestay family to care for their student in their absence, homestay fees should be paid to that family for each night the student will be in their home.

Please contact the ISP if you have any questions about the homestay fee.



SAYING GOODBYE

It may be difficult for students to think about leaving Winnipeg at the end of their school program. They may be excited to see their family and friends again but also sad to leave new friends and their homestay family behind. This can be an emotional time for students.

Students should double check their flight information in case flights have changed and inform the ISP about their departure information. Students often need assistance from families to pack and check the weight of their luggage.

Students will need to return all school textbooks, library books, and sports uniforms. Please check with your student that they have done so. They will need to close their bank account if they have opened one and are not returning. They need to remember to cancel any cell phone accounts or any memberships they have.

Please make sure that students have their passports, cell phones, and all personal belongings with them when they leave.

We request homestay families to take the student to the airport for their departure in plenty of time before their flight, help the student check in, and see them up to the security clearance. If you are not able to take the student to the airport, please notify the ISP in advance to make alternate arrangements.



HOMESTAY FAMILY AGREEMENT

1. I will act as a judicious, caring parent, and regard my international student as a family member.
2. I will maintain involvement in their daily lives at school. I agree to interact with students on a daily basis, including in appropriate family activities and transport them to certain activities, as required from time to time.
3. I agree that the primary consideration for hosting a student is for the cross-cultural experience. I agree to respect the culture and values of the student.
4. I will keep all information about students confidential. Personal information about students will be shared only with the International Student Program (ISP) staff.
5. I will contact the ISP should significant problems with students occur (legal, medical, academic).
6. I will set clear, reasonable, and age-appropriate rules for the student, and ensure they are clearly understood. I acknowledge that students may not use drugs or alcohol and I agree to contact the ISP directly and immediately should this issue arise.
7. I will immediately advise the ISP of any medical emergency or accident.
8. I will provide an environment conducive to homework completion and studying and will provide supportive interest in the student's school progress.
9. I will provide each student with his/her own private bedroom. The bedroom will include a bed, dresser, closet, desk, chair and lamp for studying.
10. I will provide the student with phone numbers to reach me during the day, as well as a house key, alarm security codes and instructions regarding the home safety.
11. I will provide the student with three meals daily and other reasonable snacks.
12. I will provide an English language environment for international students.
13. I will inform the ISP if I host a student from another program.
14. I will abide by the ISP guidelines regarding the amount of home stay honorarium, as set by the St. James-Assiniboia School Division.
15. I will not allow an international student to drive any vehicle that requires a federal or provincial operator's license

16. I will not allow international students to participate in any activity that may be considered dangerous or inappropriate to the student. If I am not sure if an activity is appropriate, I will contact the ISP.
17. I am aware that I am responsible for arranging adequate liability insurance to cover an international student living in my home.
18. I understand that hosting a student does not automatically guarantee that I will host a student in the future.
19. I will obtain consent from the ISP for student travel. Adequate notice must be provided to the International Student Program if documents are required for travel.
20. I will inform ISP if there is a change of my contact information (phone numbers, emails, etc.).





Parental/Legal Guardian Permission to Travel
(Must be submitted at least **2 business days** prior to departure)

This is a formal reminder that any overnight travel by any international student is St. James-Assiniboia School Division must be authorized in advance by the student’s natural parents or legal guardians by submission of this form to the International Student Program.

Name of Student: _____

Destination Address: _____

Dates of travel: _____

Method of travel (Include flight # if applicable): _____

Student will be travelling with (Name and relationship): _____

Their emergency contact phone # during the trip: _____

Emergency Contact in Home Country:

Name: _____

Telephone: _____
Country Code City Code Number

Email address: _____

I, the natural parent/legal guardian of _____ (name of student), give my child permission to travel as outlined above.

I hereby acknowledge and understand that:

- International students may only travel when accompanied by either their homestay parents or homestay parents in the St. James-Assiniboia School Division Homestay Program, natural family members over the age of 21 as authorized by natural parents or legal guardians, or a school or official community group with a formal itinerary and chaperones
- Any travel must not interfere with school attendance. Any travel should be planned during school holidays. If a student is absent from school to travel, this may affect their schoolwork, grades, and potentially credits earned. It is the responsibility of the student to make up any missed assignments or tests
- Any necessary immigration or customs documentation such as visas or permits required to enter Canada or any other country are the responsibility of the student and his or her natural parents or legal guardians. Failure to have required documentation in place may result in the refusal to enter or another country or re-enter Canada.

This personal information is collected under the authority of the Public Schools Act and the Freedom of Information and Protection of Privacy Act (FIPPA). It will be used for general administration purposes. If you have any questions about the collection of this information contact the Access and Privacy Officer, SJASD, 2574 Portage Avenue, Winnipeg, MB R3J 0H8, (204) 888-7951.



- Any Custodianship Agreements are only legally in force within Canada. If a student travels outside of Canada, a Canadian custodian has no authority or responsibility during the period of time that the student is outside of Canada
- It is the responsibility of the student and his or her natural parents or legal guardians to check the health insurance coverage for the trip and purchase any additional insurance that may be required
- Any travel without prior authorization may result in the immediate dismissal of the student
- This travel policy applies to international students of all ages

Name of Natural Parent/Legal Guardian: _____

Email address: _____

Signature of Natural Parent/Legal Guardian: _____

Date: _____

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