



**THOMPSON
RIVERS
UNIVERSITY**

TRU WORLD

Homestay Program

HOST FAMILY PROCEDURES AND POLICIES



truworld.ca

THOMPSON RIVERS UNIVERSITY, TRU WORLD

Homestay Program Procedures and Policies

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Introduction

What is the Homestay Program?

TRU World's Homestay Program for international students enrolled at TRU offers the following:

- A supportive program designed for students who want to experience daily interaction with a Canadian family
- Host families who are chosen for their interest in other cultures and for their commitment to helping international students adjust to a new cultural environment
- TRU World staff carefully inspect each home
- TRU World staff members are committed to assisting homestay students and host families

Who are the Students?

TRU presently welcomes over 3000 students from more than 90 countries to regular academic programs. In recent years, TRU's international student population has diversified to include students from every major region worldwide: Africa, Asia, Central and South America, Europe, Eurasia, the Middle East, and Oceania.

Benefits

TRU World's Homestay Program can be a very rewarding experience for everyone involved. It provides both homestay families and students an opportunity to learn more about each other's cultures and increase their intercultural communication skills.

Families or individuals often host students for the exposure to different cultures and perspectives. As a homestay family, you can:

- Learn about another part of the world
- Gain an understanding of daily life in another country and culture
- Establish a lasting relationship with an international student
- Understand how others perceive Canadians in terms of our lifestyle and our institutions
- Teach your own children to appreciate diversity

Students in the Homestay Program should prepare themselves to stay for at least one semester and think of this as a long term relationship to help them integrate into their new community.

Programs and Registration

The Homestay Program offers several different opportunities for hosting:

- By the semester
- International Training Centre Program (ITC)
- Temporary Homestay (emergency move while looking for alternative options)

Semester Program

A student taking a full-time course load at TRU is considered a semester student. Students are provided with individual schedules at the beginning of each semester, which will vary each semester. Bus passes are included in students' tuition, and there is no expectation of the host family to provide transportation.

Semester students may not always be on time for dinner due to their school schedule and/or project meetings. Host families and students must arrange individual dinner plans once the semester's schedule has been determined.

Host families of semester students may have more than one student placed in their home; however, TRU World will not place students with a common language with the same host family unless the students are siblings and/or a special request from parents has been established.

International Training Centre Program (ITC) Short Term Studies

The International Training Centre (ITC) at TRU receives students for a variety of training or language immersion programs that typically last between three to eight weeks. Many of these programs run in the summer months and are preferable for families who wish to host but have busy schedules during the fall and winter months. Some short-term programs also require hosts for a few weeks during the regular academic year.

Generally speaking, short-term students are registered at TRU to participate in customized programs. Students enrolled in our short-term programs may range between the ages of 15-35 years old; in addition, they often have a number of cultural activities associated with their program, and therefore may experience a greater need for transportation and/or care at home. Some ITC short term programs can focus on more mature students (teachers for example).

Expectations for Time Spent with Students

Host families are expected to welcome students into their regular family life. Busy families are fine; however, it is a good idea to remember that your student's needs should be considered. They will have expectations to:

- Share dinner, as a family, most nights of the week
- Have casual conversations on a regular basis
- Be included in some family outings
- Spend some time with their hosts on weekends or holidays

Schedules

University students in general have intense schedules. Late night activity is not unusual. However, the prevalence of late night activity for international students is often increased due to time differences with their home country and their need to be in communication via phone or internet during nighttime hours. In addition, some international cultures prefer to bathe before bed, and students may think it normal to shower rather late at night.

Considerations

The following is a checklist for families or individuals who are considering hosting an international student:

- We enjoy meeting and helping people.
- We are representative of a Canadian family.
- English is the primary language spoken in our home.
- We are interested in other cultures.
- We could easily welcome a student as a family member into our home and life.
- We would treat the student the way we would like to have our own children or family members treated if in another country.
- All members of our home think this is a good idea.
- We have a guest room that is private, clean and comfortable and meets TRU World's standards.
- We are able to provide healthy, varied meals and are willing to accommodate preferences to some degree.
- Our motivation to host a student is not purely monetary.

Many hosts initially envision a cultural exchange that is exciting and informative. Although this is usually the case, hosts and students can also experience clashes in culture or lifestyle. These may be due to large or small differences, or merely different styles of communication. Please consult the TRU World website for important information regarding a phenomenon known as culture shock: tru.ca/truworld/current-students/living-in-kamloops/culture-shock.html

Student Registration for Semester Program

TRU World's Semester Homestay Program is available to all our international students. When a student applies for the Homestay Program, two important steps must be completed:

1. The **Homestay Application form** must be fully completed, signed and sent to TRU World's Homestay Supervisor and/or the student's International Student Advisor (ISA).
 - TRU World Homestay team can be reached at homestay@tru.ca
2. A one-time (non-refundable) placement fee payment of \$150 (CDN) must be paid along with a security deposit of \$600 (CDN) to the TRU Admissions office. Exchange students coming to TRU through ISEP are exempt of the \$150 CAD processing fee.
 - TRU Admissions office: iapply@tru.ca
 - TRU Grad Admissions office: igrad@tru.ca

***TRU World will not proceed with any student placement until these steps have been completed*

Homestay application processing time can vary depending on the time of year; however, a processing period of two weeks from the time documents have been submitted and payments have cleared should be expected by all applicants.

TRU World has **three semester intakes** per year and will accept Homestay applications before the following dates:

- July 15th (Fall Semester)
- November 15th (Winter Semester)
- March 15th (Summer Semester)

Acknowledging that there might be late applications, TRU World does not guarantee placement for late applicants. TRU World places students based on availability, compatibility and on a first-come, first-served basis.

All students that apply after the semester deadline must expect to make arrangements for temporary accommodations (hotel/motel) until further instructions from TRU World have been given.

***If a student's visa is not approved, TRU World will refund the paid \$150 and \$600 homestay fees back along with the student's tuition fee refund*

Fees, Payment Procedures, and Vacations

Semester Students

It is TRU World's expectation that all students within the Homestay Program shall make all necessary arrangements for correct and timely payments with their host family, and it is expected that all host families will provide each of their students with a receipt stating that the correct payment has been received.

The fee for homestay is \$1,200 per month. This money should be paid directly to the host family by the student on a monthly basis. The monthly fee is in order for host families to recover the costs of housing and feeding an additional individual.

Many potential hosts assume that hosting a student can be financially profitable. In reality, a host family that adequately provides for their student will profit only modestly.

Homestay Fees are Intended to Cover:

- Meals and snacks (50% of fees or \$1,200 should go towards food expenses)
- Additional hydro / utility payments
- Preparing a comfortable bedroom that meets requirements
- Occasional activities



Procedure

- The homestay fee is \$1,200 per month
- The homestay fee is paid directly from the student to the host family on a monthly basis
- Students are expected to pay the first month's homestay fee (\$1,200) to their host family on their arrival day or on a day that both parties have agreed upon
 - *Example: the student arrives to the host family on the 23rd of August and is expected to pay \$1,200 for September's homestay fee immediately. The next month's fees (October) will be due on September 23rd*
- Regular monthly fees are due every month on the same date as the student's arrival date
- Host family should give a receipt of their student's payment with the amount, date and a signature
- Fees are subject to change

What is Included in the Fee?

The monthly homestay fee of \$1,200 includes:

- A safe, secure and comfortable home (Homestay family should explain the fire drill procedure)
- A private bedroom, with:
 - a window
 - bed and sheets, blankets, pillow, dresser or other drawers, desk, chair, lamp, closet
 - adequate heat/air conditioning, light and ventilation
- Access to bathroom and bathing facilities.

- Access to laundry facilities, procedures, routines and laundry powder or liquid soap
- 3 meals per day and snacks
- A key to the house and instructions on how to use a security system, if the family has one
- Appropriate internet connection for study purposes

What is NOT Included in the Fee?

- Personal items (toiletries, clothes, books)
- Long distance telephone calls
- Medical insurance
- Insurance for personal items
- Co-signer
- Use of cell phone
- Loaning vehicles or giving rides
- Personal computer or laptop

Security Deposit

The security deposit of \$600 previously paid to TRU World will be refunded to the student under the following conditions:

- Student has paid his or her homestay fees as required during their stay
- Student does not owe the host family any additional expenses and/or damages to the house
- Student is requested to leave, or
- TRU World has to remove the student from host family
- Student has given the proper thirty (30) days termination notice and has been signed by both student and host family

Vacation

- If a student goes on vacation, he or she should give one week's notice
- For seven consecutive nights or less, the student is expected to pay the regular homestay fees
- For eight consecutive nights away and up to 30 nights away, the host family should refund the student 50% of the daily fee per night away
- *Example: if the monthly payment is \$1,200, then the daily rate is \$1,200/ 30, or \$40.00 per day. Homestay families will refund 50% of \$40.00 per day.*

- For more than a month away, students may choose between two options if agreed upon by the host families:
 - **Option 1:** the student offers to pack his or her belongings and move out of the room; however, belongings are kept at the host family's house in a storage area. Any fee associated with this option **MUST** be negotiated between the host family and student prior to the student leaving the home. TRU World suggests a storage fee for luggage of \$50 per month. However each situation is different taking into the account space available in homestay, size/dimensions and amount of belongings
 - **Option 2:** the student keeps his or her room while away for an extended period of time, and pays 50% of the daily rate per night (50% of \$40.00 a night)

Family Vacation

Host families are asked not to be absent at the beginning of their student's stay. Should you decide to go on a short holiday later on, there are a couple of possibilities: invite the student to join the vacation or provision the household for the student to remain home alone.

Vacations with the Student (Voluntary)

If a host family wants to invite a student to join a vacation, it is a good idea to consider and discuss the financial arrangements prior to the final decision. Hosts are responsible to cover the cost of meals; however, if the vacation entails only restaurant meals, they will need to consider the additional

costs and discuss with the student these financial implications, perhaps suggesting the possibility of the student contributing to the additional costs. The same principle could be applied to accommodation: students could be asked to contribute to costs over and above the normal expenses at home.

Vacations without the Student

If the host and student agree that it is preferable for the student to remain in the family home and not join the vacation, hosts are responsible to provision the household with food and any other household items necessary for the duration the student will on his or her own. Again, communication with the student is necessary. For example, ask the student what they are comfortable with or capable of cooking, or provide some previously made meals for them to reheat.

***Students should always inform the host family if he or she will be away overnight. If he or she doesn't, the police and student's parents may be contacted*

International Training Centre Students

- The International Training Centre (ITC) pays host families
- If there are issues with payment they usually happen during the first week; however, attempts at communication and negotiation are first explored, as changing families and refunding fees can cause delays with issuing cheques
- There is no deposit for short-term students. If any damages occur, students are to pay the family from their own pocket or reimburse the host family for expenses

Expectations of Host Families and Students

Transportation

Hosts should be available to assist students with understanding public transportation options. It is recommended that hosts accompany students on their first bus rides. Please be sure to:

- Familiarize student with transit schedules
- Identify bus stops and routes
- Accompany on complicated routes a few times
- Explain how to pay, how to disembark, how to line up etc.

Automobiles

With the exception of some ITC Programs, hosts are not responsible for driving students around or picking them up; however, understanding that the Kamloops transit system may not be as efficient as what some students will be accustomed to, and offering a ride when it is convenient will be much appreciated.

Restaurants

Host families may enjoy dining out from time to time. If this replaces the normal evening meal, hosts should include the student and assume the cost of their meal. In a special circumstance where a host family may be unable to pay or to invite the student to join a restaurant meal, it is critical to clearly communicate with the student the reason. If, at any time, the student will be expected to pay, there must be an option for the student to remain at home and have a prepared meal provided.

Chores

Students should be treated like a member of the family and it is reasonable to ask them to assist with small daily chores. However, please keep in mind that, as students, they will have other priorities, such as a rigorous study program and social responsibilities. Students are responsible to

clean and maintain their own bedrooms. In addition, students may be asked to:

- Set or clear the table
- Wash their own dishes or tidy the kitchen
- Take out the garbage or recycling
- Tidy the bathroom after each use
- Pick up his or her personal items and put them away

Students are not expected to:

- Baby-sit
- Do heavy cleaning or garden work
- Cook meals, unless they offer to do so

Never make arrangements for students to do extra work in exchange for homestay fees, as this could be considered illegal work.

Keep Your Host Family Information Updated

Pictures of the Home

TRU World should have the following updated pictures from the host family:

- Front exterior of home as viewed from the street
- All family members (preferably together in one photograph)
- Common living areas of the home (living room, kitchen, dining room, recreation room)
- Student bedroom(s)
- Main bathroom(s) to be used by the student

Information should be immediately updated if any changes occur. All updated information should be forwarded to the Homestay Coordinator at TRU World. If this information is not provided and/or is outdated, TRU World has the right to void the contract or put the profile on hold, and no students will be placed until new information is provided.

If living conditions change from what has been presented, a TRU World representative may come and re-inspect the home. Upon inspection, a decision will be made as to whether conditions are acceptable or

whether to void the contract agreement, and a full refund should be made to the student.

Other Students Living in the Home

TRU World requires that the following conditions be met when multiple students are staying with one homestay host:

- All students speak different native languages
- All students are the same gender
- Some exceptions apply: for example twin brother and sister; the final decision is made by TRU World in agreement with the homestay

For these reasons, it is required that host families inform TRU World if they are hosting additional students from another organization or via private arrangement.



Other Members of the Household

When the children of a host family reach the age of 19, TRU World must be notified and a Police Information Check (PIC) must be done whether or not they live in the same house regularly.

- Any key holders of the house that are over 19 years of age must also have a PIC

If at any time a family member within a host family has been charged with a crime, TRU World must be notified.

- If TRU World is not notified, TRU World has the right to void the contract agreement, and a full refund of the remaining paid fees must be returned to the student

Living Conditions

Bedroom

Students must have his/her own separate bedroom with the following:

- A lockable door for privacy
- A window
- A comfortable bed (including linen), duvet cover, blankets and a pillow
- A desk with desk light and a comfortable chair
- Suitable wifi connection
- A mirror
- An area for hanging clothes
- A chest of drawers

The bedroom should have natural light and be sufficiently heated during the winter months and cooled during summer months. If possible, it is preferred that the student's room is on the same floor as the family bedrooms. Additional items you can include when preparing the student's room: a night table with a lamp and an alarm clock/radio. In addition, the room should be finished and not situated next to an open furnace and/or laundry room.

Only one student is allowed per room, unless there is a special request from TRU World on behalf of the homestay applicants. It is up to the host family to make sure that the student has a quiet environment in which to study, sleep and relax.

***If a host family is not sure whether their room is suitable for accommodating students, please contact the TRU World's Homestay Program for an inspection*

Meals

TRU World suggests that half of the monthly Homestay fee of \$1,200 should be spent towards food. Three healthy, well-balanced meals must be provided by the host family 7 days a week; TRU World does not wish to see the students provided with only frozen or fast food.

Family members and students should adjust their schedules to ensure they are eating together as a family each night. Please ensure that your student feels welcome at the kitchen and dinner table at reasonable times.

When grocery shopping, it is strongly suggested that the host family take their student with them, and discuss what kind of food he/she prefers. It is a good idea to ask the student what he/she would like to have for lunch, and provide some options. Students often get tired of eating sandwiches for lunch, so variety is important. There are microwaves at TRU, so students can heat lunch and/or dinner leftovers.

Laundry

Host families may do the student's laundry; however, TRU World suggests that the host families teach the student how to do his or her own laundry.

- Host families need to be very clear about the use and rules regarding laundry, and the students must adhere to these rules
- The host family is responsible for providing the supplies necessary for laundry

***Long term students have a homestay deposit in place to cover any damages occurred during their stay in the amount of \$600. If the damage occurs, homestay family should notify the Homestay Program right away along with a description and pictures.*

Household Insurance

The following conditions must be met before a student is placed with a host family:

- Host families must have liability insurance specific to homestay needs as well as valid house insurance
- TRU World strongly recommends that all host families obtain liability insurance that covers short and/or long term guests such as homestay students
- Please contact your insurance company prior to hosting students to make sure that you have appropriate home insurance for having a paying boarder

- In accepting a homestay student from TRU World, the host family agrees to release TRU World from all liability in the event of damage to the home or property
- The host family is responsible for insuring that any vehicle used to transport students is adequately insured
 - TRU World recommends \$2 million liability coverage
- The host family is strongly discouraged from lending any type of vehicle to the student

TRU World recommends that all students staying in the Homestay program should insure their personal belongings.

Police Information Check (PIC)

The following conditions must be met before a student is placed with a host family:

- The Homestay Program should be in touch with the local RCMP on a yearly basis for updated information on the Police Information Check (PIC) procedure
- All host families must go through the PIC procedure, as well as all family members over 19 years old, and those carrying a key to the house
- The local RCMP office is located at 560 Battle Street and is open from 8 a.m. to 7 p.m. Monday-Friday. They can also be reached at 250-828-3000.

TRU World has also established an online system to obtain the PICs as from summer 2018. Going forward any family will be offered an option to complete their PIC online prior to considering the paper format.

- PICs should be renewed every three years.
- Students must not be placed with a family whose PIC is missing and/or expired. The Homestay Coordinator should be checking PICs each time a student is placed.

- If a host family has completed a PIC for another homestay organization and they have an original document dated within the past 12 months which states that the purpose of having the PIC completed was for hosting a student, the family may submit this document instead of having a new one completed. However, PICs that were completed for any other purpose (e.g. for the school board, volunteer work, working with seniors etc.) are not acceptable for submission to TRU World's program
- The Homestay Coordinator will check each PIC record once a year, and follow up with families whose PIC has expired
- TRU World will cover the costs of the PIC for all successful host family applicants

Special Rules for Minors

Students attending TRU that are 18 years old or younger are legally considered minors. Depending on their nationality and embassy requirements, most minor students must have proper legal Custodianship while residing in Canada. The custodian acts only as a legal representative if an emergency or legal situation occurs.

- TRU World will assist any minor students who require a Custodianship

Students are to follow the rules established by each household and the laws of Canada during their time at TRU. Any student who repeatedly breaks rules will have to face one or more of the following consequences:

- A phone call to the student's parent(s), and TRU World will expect the parents to talk to the student
- Depending on the severity of the situation, TRU's Office of Student and Judicial Affairs may become involved to establish the appropriate legal procedure, and if necessary, the student may be placed on a Behavioral Contract
- If rules are broken more than once, TRU World has the right to revoke Custodianship, Canadian Border Services will be notified, and the student may be sent home

Code of Conduct for Minor Students

1. Adhere to the rules outlined in the Letter of Understanding signed with Custodianship form;
2. Respect and adhere to the rules of Host Family. Hard copy of the rules will be provided by the host family;

3. Retain at all times a key to the house, do not give it to others and return it to the family upon final departure;
4. Respect the privacy of other family members;
5. Discuss and abide by house rules regarding in particular meal times, snacks, curfew time and friends visiting and staying overnight;
6. Take responsibility for outstanding fees (i.e. long distance calls) and/or damages;
7. Consumption of alcohol is illegal for teenagers under the age of nineteen. Drugs are illegal. Cigarette smoking will not be allowed in the house;
8. Homestay fees shall be paid on time and are due on the same date every month as arrival date;
9. Notify host family and discuss alternative sleeping plans (for example sleep over);
10. No one else except for the student is allowed to stay in the host family residence (i.e. parents, friends, boyfriend/girlfriend);
11. Must have a written permission from parent(s)/legal guardian if planning to travel on a weekend. Written permission should be presented to both, host family and an ISA before permission is granted

Students who are minors are not allowed to move out of a host family until the age of 19.

For further information, please see British Columbia's new policies regarding Minor's in Homestay Programs:

www2.gov.bc.ca/assets/gov/education/administration/kindergarten-to-grade-12/internationaleducation/home_stay_guidelines.pdf

Arrival and Integrating Your Student Into Your Home

Before your student arrives, you should discuss the new arrangement with family and friends. For families with children, it is a good idea to talk to them about cultural differences in a general way, or introduce them to their host student's culture through books or movies. Older children and other family members might want to spend time reading more in-depth information about the student's cultural background or about intercultural interactions in general.

Household

Members of your household should anticipate and discuss what having an additional person in the household could mean. For example,

- Will accessibility to the washroom be limited?
- Will there need to be a revised showering schedule?
- Will children need to be reminded to clean up after themselves in common areas?
- Are there areas or items of the home which you will identify as off-limits to the student?
- What kind of house rules will everyone follow?

Kitchen

Host families usually spend time organizing the kitchen prior to a student's arrival. If the student will be preparing their own breakfast and lunch, some simplification of cooking equipment may be necessary. Providing cupboard space for your student to store his/her favourite spices, teas, or food from home may be appropriate.

Bedroom

The student's bedroom will need to be prepared. He or she will require:

- A bed with sheets, pillow, and blankets
- A desk and chair (a bookshelf is also nice)
- Closet area and drawers or shelves for clothes
- Adequate lighting to study (a lamp may be needed)
- Might be a good idea when hosting a student but NOT required: a mirror, clock, paper bin, etc.

Bathroom

If the student will be sharing a bathroom with family members, it may be necessary to rearrange drawers or cupboards to allow them space for personal toiletries. Additional towels may need to be purchased.

Meeting for the First Time

When your student arrives, he/she will likely be excited, nervous, and tired. It is probably not a good idea to plan any events in the first few days. Let the student rest and get used to being in Canada. Try to be at home the first few evenings and make time to get to know your student and to make them feel comfortable in your home. Tell the student about yourself, your interests, and your family, and ask them questions. However, if there is a special event you would like to share with the student, give them the option; they may be delighted to join you despite the jet lag.

Introductions

- The first few days will be a time of adjustment for your student and your family.
- Spend some time showing the student around and answering questions.
- Ask some questions about their interests and lifestyle.
- Share some information about your family, interests, and lifestyle.

Gifts

International students often bring small gifts for their hosts. It is important to show appreciation for any gifts you receive.

- Students may bring gifts to give to hosts upon arrival or later on.
- Usually gifts are small traditional items from their home country.
- It is important to remember that for students the gift is a sincere gesture of gratitude and respect.
- Be sensitive when referencing gifts given by other students. This could make the student feel they are being compared to others.

House Rules

It is critical to establish and clarify any important house rules from the very beginning. Remembering that students may come from very different environments and not assuming what they know or how they usually behave in their own homes is important.

- Discuss house rules within the first couple of days.
- Consider using demonstrations, simple vocabulary, or even translation for specific or important rules.
- Consider putting a few key rules in simple, written English.
- If possible, explain to students why the rules are important for your family.
- If you need assistance explaining the rules to students, please contact an ISA or the Homestay Coordinator.



Celebrations

Many students choose to live in a homestay for the opportunity to experience and participate in Canadian lifestyle. This includes gaining an understanding of Canadian celebrations and traditions. In cases where the host family does not celebrate a certain occasion, they might make an effort to allow the student to experience it in some way with friends, neighbors, or the larger community. Students will also appreciate hosts' interest in their cultural celebrations. Encourage them to share these events and traditions with your family.

Religion

Discussion or sharing of religious practices should be handled with respect for differences. Many host families may regularly attend a worship service and like to invite the student to join them. International students often appreciate this experience from a cultural perspective since the form of worship is often

quite different from what they are accustomed to. Host families should keep in mind that if a student accepts an initial invitation to visit their place of worship, this may only be out of curiosity and they should in no way be expected to continue attendance or made to feel as though they should attend.

- If you invite students to attend your worship service, be clear that they may choose to accept or decline without causing offence.
- Be aware that students may choose to attend a religious service as part of their cultural education and should not feel pressured into continued attendance.
- Students should never be asked to participate in any religious worship that makes them uncomfortable.
- Try to ensure that the student is not attending just to be polite as this can lead to stress and an inability to then decline.
- If your religious practice occurs in the home, you may need to explain the practice.

In the same way, students who wish to attend places of worship or follow spiritual practices different from the religious affiliation of their hosts should always be made to feel comfortable with that choice.

Practical Considerations for the Household

The following sections provide some ideas about what may be rules or information your student will require to understand his or her new environment.

Kitchen

- What time are meals?
- Can the student help his/herself to food or drink?
- Will they need to prepare their own breakfast or lunch?
- Where are glasses / dishes / utensils kept?
- How do the stove / microwave work?
- What is the dish washing procedure?

Bathroom

- Does the student prefer to shower or bathe?
- When is a good time to shower/bathe?
- What is your family routine, and when is the bathroom usually busy?
- What is a reasonable time to stay in the shower?
- Tucking the shower curtain into the bathtub
- Cleaning or wiping after each use
- Where are cleaning supplies kept?
- Where are dirty towels kept?
- Are any soaps or lotions considered communal?

Bedroom

- Should the bed be made every day?
- Who will launder the sheets? How often?
- Should the room always be kept tidy?
- Will anyone else in the family enter the student's room?
- What if the student is too cold or too hot?

Laundry

- Will the student do his or her own laundry?
- When is a good time of day to do laundry?
- Where should dirty clothes be kept prior to laundry day?
- Do they know how to operate the machines?

Getting Around

- What is the bus route to TRU?
- Where is the bus stop?
- How long is the bus ride?
- What is the bus schedule?
- Where is the nearest store to purchase toiletries or personal items?
- Where is the nearest park or place to walk?
- Where is the nearest post office?

Communications / Electronics

- Can the student use the telephone?
- How can they dial their country?
- How should they pay for long distance calls?
- Should they answer the phone?
- How should they answer or take messages?
- Can they listen to messages on the answering machine?
- Can they use the family computer?
- Is there internet access?
- When is a good time to use the computer?
- Is there a time limit to family computer use?
- Can they watch the TV?
- Do they need special instructions?
- Can they use the DVD?
- Are there times when they should not use the TV or DVD?
- Is there a stereo or radio to listen to music or practice listening skills?

General

- Where can they store their suitcase?
- Should they always remove their shoes?
- Are there any areas of the house that are private?
- Are there any items in the house that are off limits?
- Are there any rules about pets? (In or out, feeding times, etc.)
- Can their friends visit them at home?
- Can friends stay overnight?

- Can friends visit in their room?
- What time is quiet time?
- What time do you wake up? During the week? On weekends?
- Is there a curfew?
- When should they call if they will be late?
- How much notice do you require for absences from meals?

Household Provisions

It is a good idea to explain to students what is provided and what they will need to provide for themselves, for example:

Provided

- Toilet paper
- Laundry detergent
- Dish washing detergent

Not provided

- Shampoo and conditioner
- Body wash
- Cosmetic / hygienic items

Cigarettes, Alcohol, Illegal Drugs

- If the student smokes, they may need instruction to smoke outside.
- Students under 19 should not be permitted to consume alcohol.
- If the student is over 19 years old and would like to drink alcohol, they should seek permission from hosts prior to bringing alcohol into the home.
- Illegal drugs will not be tolerated in the host family's home.

Everyday Communication and Conflict Resolution

Living with other individuals often presents unique challenges. International students will probably have different perceptions than their hosts due to factors of age and culture. It is important to behave as a family when problems arise. Communication is key to sorting out misunderstandings whether caused by cultural differences, communication difficulties, or other conflicting personal traits. It is important to remember that:

- Problems and conflicts happen in all families.
- Most problems can be solved by talking and understanding what the other person expects or needs.

TRU World serves as an objective mediator in case disputes arise. TRU World's role is to hear the complete story from both sides: the student's point of view and family's point of view. TRU World is **not** a decision maker in disputes; our role is to act as a guide and mediator in finding an agreeable solution for all and let both sides be heard in a fair manner. The key to avoiding conflicts is communication.

If you have a problem or a misunderstanding with your student:

- Talk to them about how you feel.
- Tell them what you need.
- Encourage the student to express their feelings and needs.
- Use questions and verification techniques to facilitate communication

Communication Styles

Many misunderstandings in intercultural interactions are the result of different styles of communicating. Higher context cultures tend to be more indirect in their communicative style. A culture is referred to as high context when all members share a common context. Because context is shared, it is not always necessary for them to be explicit; much communication among members is not stated directly or even verbally. Furthermore, the importance of saving face can influence not only what is said, but how it is said. Direct communicators involved with indirect communicators often misunderstand cues or interpret them from their own orientation.

Cultivating the following qualities can assist with successful cross-cultural communication:

- **Patience:** Being willing to accept confusion, frustration, or ambiguity and to try again.
- **Tolerance and Respect:** Being fair and impartial toward differing values.
- **Objectivity:** Trying to weigh perspectives from both sides prior to judgment.
- **Empathy:** Trying to imagine the other's perspective and anticipate their reaction.

Open vs. Closed Questions

Generally we use two kinds of questions: open and closed. Open questions are used to gain more information, while closed questions (also called Yes/No questions) can be used to get affirmation or negation.

- *For example:*
 - *Did you eat breakfast? Yes. (Closed question)*
 - *What did you eat? I ate toast and fruit. (Open Question)*
 - *When did you eat? I ate at 7:30. (Open Question)*

Verification Techniques

In cross cultural communication it can also be useful to develop the habit of verifying and clarifying what others have said. Verifying information can both allow the listener to be certain they have understood a statement correctly and provide the speaker with an additional opportunity to clarify their intended meaning. This can be easily accomplished through rephrasing a comment or asking for additional information. Some examples are:

- **Rephrasing:**
 - "So, what you are saying is..."
 - "I see, what you believe is..."
- **Questioning:**
 - "Could you explain what you mean by..."
 - "Would you give me an example..."

Indirect and Direct Communication

Students may come from cultures where either indirect or direct communication is used. Examples of indirect communication include the following:

- Infer
- Suggest/imply
- Non-verbal
- Tendency to avoid confrontation
- The goal of communication is to preserve the relationship
- Saving face is important

Examples of direct communication include the following:

- Explicit
- Say what is meant
- Honesty is the best policy
- Words are taken at face value
- The goal of communication is to exchange information

Non-Verbal Communication

Communication styles are complex and involve both verbal and non-verbal cues. Non-verbal communication can involve gestures, expressions, posture, and pauses (or the lack thereof). Research suggests that as much as 80% of communication is non-verbal.

Non-verbal cues vary from culture to culture. For example, some common North American gestures are considered extremely rude in other cultures: pointing with one finger, giving a "V" victory sign, giving a "thumbs up" sign, or giving an "OK" sign.

It is important when dealing with individuals from another culture to remember that the gesture may not have the same meaning in another culture and to try and avoid interpreting gestures from our own cultural orientation.

Some Common Gestures with a Variety of Cultural Connotations

Raising the eyebrows

- Surprise
- Doubt
- Greeting
- Negation

Eye contact

- Interest
- Challenge
- Aggression
- Impertinence
- Rudeness

Smiling

- Happiness
- Agreement
- Uncertainty
- Embarrassment

Averting the eyes

- Respect
- Deference
- Disinterest
- Dishonesty
- Shyness

The Pause

Pauses in conversation, or “silent conversation,” are often misunderstood. In some cultures, silences during conversation are considered valuable for one to consider information prior to formulating

a statement or question. Canadians tend to become uncomfortable when there is a pause in the conversation, often assuming the other party has nothing to say or does not understand. Worse, we often rush in and say something to keep the conversation going, not allowing the other party a chance to contribute.

ISA Support

International Student Advisors can help if:

- Your efforts to communicate with the student have broken down.
- You need help with translating.
- The problem is cultural.

You can reach TRU World Monday to Friday from 8:30 am to 4:30 pm at 250-828-5191 to be connected with an ISA for support. Alternatively you can email the Homestay Program Coordinator, at homestay@tru.ca.



Potential Issues You May Encounter

***Please note that the outlined steps are recommended guidelines to follow but not strict rules. Please allow flexibility for cases that require special attention and we ask both students and host families to cooperate in finding the best solution that would satisfy both sides.*

To Change a Host Family before Arrival

- Students MUST contact their International Student Advisor (ISA) immediately
- Student MUST complete and sign a *Host Family Change* form and return it to his or her ISA to begin processing

- Student MUST pay a fee of \$100 for a change of homestay
- All students MUST expect a one week processing time after all other steps have been completed

To Change a Host Family During the Semester

- Student MUST contact their International Student Advisor (ISA) immediately
- If the concern cannot be solved, the student shall complete the *Termination Notice*, have it signed by the host family and then returned to the ISA

- The ISA is to meet and discuss before meeting
- Student MUST complete and sign a *Host Family Change* form and return it to his or her ISA to begin processing
- Student MUST pay a fee of \$100 for a change of homestay
- All students MUST expect a one week processing time after all other steps have been completed. During this time it will be up to the student to determine where he or she will stay at his or her own cost

***Please note that TRU will not proceed with a change of homestay until forms and payment have been received*

If the Student Wishes to Leave the Homestay Program

- Students must contact their International Student Advisor (ISA) immediately
- The ISA shall initiate a meeting between the student and host family to address all concerns
- The ISA shall determine whether or not his or her presence is required at this meeting; students can request the ISA to be present
- Students must email the homestay and copy the ISA for the termination date
- The ISA may discuss with the manager, supervisor or other ISA (if applicable)
- If the student still wishes to leave the homestay program, they MUST then provide written 30 days' notice to the family and copy the ISA before moving out, or refund penalties will apply
- A *Termination Notice* (online) must be signed by both parties, and the student must complete the evaluation form. Both documents must be completed and returned to the ISA

If the Host Family Wishes the Student to Move Out

- The host family MUST contact the appointed International Student Advisor (ISA) and/or the Homestay Coordinator to discuss the issues of concern
- The ISA/Coordinator (will meet with another ISA, manager or supervisor) if applicable shall initiate a meeting between the student and family to address all concerns. ISA/coordinator

shall determine whether or not their presence is required at this meeting

- From this meeting, one of two likely scenarios will occur:
 1. The family and student discuss the areas of concern and find a solution that both are happy with. The host family and student will then have a one week trial period to see if the concerns have been rectified.
 - The host family shall notify the ISA/Coordinator after the successful meeting has occurred AND after the successful trial period
 - The ISA will make a note of the successful meeting and trial period
 2. If a solution cannot be found after the meeting or after the one-week trial period and the family still wants the student to move out, the host family must contact the homestay coordinator immediately.
 - The Termination Notice must then be completed by both parties and returned to an appointed ISA
- ANY damages and/or outstanding balances MUST be identified and addressed within the termination notice and agreed upon by both parties
- If a mutual agreement cannot be met, the ISA will mediate a meeting with both parties
- TRU World will not be responsible for any damages or losses found after submitting the *Termination Notice*
- Any damages and/or outstanding balances that occur after the Termination Notice has been signed is not the responsibility of either TRU World or TRU
- Once the *Termination Notice* has been signed by both parties, TRU World will process the damage deposit refund
- The student will then be placed with a temporary host family for up to one week's time, where the student can then determine their next accommodation options. The student must bear the cost of this temporary accommodation, and choose one of the following options:
 - Move to another homestay family

- Move to TRU Residence (space availability) or motel (students must bear the costs)
- Arrange private accommodations (if not under custodianship)

Family Crisis

Any family crisis cases will fall under the same procedures as discussed above.

Emergency Cases

Emergency cases are very unpredictable and TRU World will do its best to resolve the student's and/or host family's problems. In case of emergency, please contact TRU World immediately at 250-828-5191.

For after-hours emergencies please phone TRU Security at 250-828-5033.

If TRU World's Homestay Coordinator and/or ISA believe there are any risks to a student in our Homestay Program, the student will be moved out immediately to a safe/temporary host family.

- If a host family has concerns that cannot be discussed directly with the student, please contact TRU World's Homestay Coordinator as soon as possible
- If a host family believes that a student is putting their family at risk, the family **MUST** contact TRU World immediately and the student will be removed

Types of Emergencies

Assault

- Any physical, verbal or electronic assaults are unacceptable from either the homestay or student within TRU World's Homestay Program, and may be addressed with the help of legal authorities, if required
- The relationship between homestay families and students is different from a rental relationship. Adults within the homestay are placed in a position of power and trust and their behavior is held to a higher standard in Canadian Law
- No adult within the homestay should ever resort to physical force in addressing the behavioral concerns of their homestay student
 - This includes threats to use physical force either verbally, in writing, or through electronic communication

- No adult within the homestay family may enter into sexualized relationships with their homestay student.
 - This includes a range of behaviors from discussions of a sexual nature, inappropriate electronic/social media communication, unwanted touching, to intimate relationships
 - Canadian Law protects those considered vulnerable and TRU is obligated to make a report to law enforcement incidents that have reported of unwanted sexual attention/contact. Monetary reimbursement will be determined on a case-by-case basis. If an assault occurs, the ISA or Homestay Coordinator should be immediately notified by the student or host family
- The ISA should let the Associate Director of International Student Services know as well as notify the Office of Student and Judicial Affairs
- Decisions regarding notification of assault to emergency contacts, removal of the student from the homestay, and relocation of the student will be made in consultation with the Associate Director of International Student Services and the Office of Student and Judicial Affairs
- TRU and the student will be provided with legal options through the Office of Student and Judicial Affairs
- TRU and the student should follow the legal process established for particular case
- The ISA and the Homestay Coordinator should help the student by providing cultural or language support and advise the student to use campus counselling services
- The ISA and the student should discuss accommodation preferences that would make the student feel safe and comfortable, and assist the Homestay Coordinator in arranging this accommodation.

Threat to Host Family/Student

- The host family or student should immediately notify Homestay Coordinator or ISA of a threat
- The individual accused of threat must be called in to see an ISA and/or Homestay Coordinator

- If the ISA cannot contact the individual of concern, they should visit to the homestay to arrange a meeting
- The ISA should notify the Officer of Student and Judicial Affairs for legal processes
- If the incident involves a student, he/she may be required to be assessed for mental conditions
- If the issue has been created by the student, he or she is no longer eligible for the TRU Homestay program
- For minor students involved in a host family assault, custodianship will be revoked, with notification sent to the authorities, and the student may sent home
- The student may be placed in a hotel room for one night, and is expected to find his or her own accommodation following this
- If an assault is of a serious nature, the host family has the right to contact police

Mental Health Concerns

- If the host family notices a student acting strange and mental health issues are suspected, the host family should immediately notify the ISA or Homestay Coordinator
- The ISA should ensure that appropriate cultural and language support is available, and inform their management of the situation

- The ISA and/or the Homestay Coordinator will communicate with the Office of Student and Judicial Affairs to ensure compliance with the Mental Health Act
- The student's emergency contacts will be notified of the student's condition. The emergency contact may be asked to provide guidance to TRU or mental health clinicians. The emergency contact's decisions should be received in writing and shared with mental health officials. Ultimately, decisions made regarding the treatment of students will be based on the best needs of the student

Physical Health Emergency

- Physical health emergency can be determined as any physical injury to the body, from a twisted ankle to broken bones.
- It is our hope that host families will help as much as they can with the situation. If a student has a physical emergency that requires immediate medical assistance, the host family should contact an ISA right away.
- In case hospitalization is required, ISA shall visit a student on regular basis and update the host family on discharge timeline.

Procedure for Refunds and Emergency Situations

Refunds are categorized as follows:

- The student wants to move out
- The host family wants the student to move out
- Emergency cases

***The processing fee of \$150 paid by the student before placement is non-refundable and cannot be claimed during a refund procedure*

Student Wants to Move Out of Host Family

Students must complete all steps prior to moving out before the refund process begins. Students who have not given 30 days' termination notice will not receive their damage deposit of \$600 back.

1. If the student has given the proper 30 days termination notice to the host family, the student shall receive a full refund of the remaining fees paid.
 - *Example: the student arrives at TRU on August 30th and pays the host family the following fees: \$1,200 for August 30 to September 30. If the Termination Notice is given on September 20 with a moving date of October 20, and the student has paid his or her October homestay fee, he or she will therefore be refunded the remaining paid 10 days in October*
 - The damage deposit will remain with TRU World and will be credited to their next homestay family, unless there has been damage to the previous home and/or any

outstanding charges are left by the student. This will have to be agreed upon by both parties when signing the *Termination Notice*

- If the student is leaving the Homestay Program, the damage deposit will be refunded to the student, unless there has been damage to the previous home and/or any outstanding charges left by the student. This will have to be agreed upon by both parties when signing the *Termination Notice*
 - Processing time for the damage deposit refund will usually take 6 weeks
2. If the student does not give proper 30 days *termination notice* to his or her host family, the \$600 damage deposit will be given to the previous host family as compensation.
 - The host family shall refund the remaining paid fees to the student
 - The damage deposit is given to the family only after the remaining fees have been returned to the student
 - The student is responsible for payment of any outstanding fees and/or damage to the house. The damage deposit will NOT cover these costs
 - If the student wishes to be placed with a new host family, the student must then pay another \$600 refundable damage deposit to TRU World that will be allocated to their new host family

Host Family Wants a Student to Move Out

Host families must complete all steps prior to the student moving out before the refund process begins.

1. If a family wants their student to move out, the remaining fees for that month **MUST** be fully refunded as well as the last month's homestay fee
 - *Example: the student arrives to TRU on Aug. 30th and pays the host family the following fees: \$1,200 for Aug.30 to Sept. 30, and \$1,200 for Sept. 30 to Oct. 30., and \$1,200 for Oct. 30 to Nov. 30. Host Family gives a termination notice to the student on Sept. 20 with the requested by family moving date of October 20th, then the student should be refunded \$1,200 for the Oct./Nov. homestay fee in addition to the remaining paid 10 days in October*
2. The damage deposit will not be refunded to the host family unless there has been damage

to the previous home and/or any outstanding charges left by the student. This will have to be agreed upon by both parties when signing the *Termination Notice*

Emergency Cases

Student Emergency Situation

- The student shall be refunded the remaining fees of their current monthly fee
 - *Example: if the student must leave on the 15th of the month, then 15/16 days of the daily rate **MUST** be refunded to the student*
- The student shall also receive their full \$1,200 refund for their last month's homestay fee. If a crisis occurs within the last month's homestay fee, then only the remaining fees for that month shall be refunded
- If a student is away for a family crisis for less than 30 days, the vacation payment procedure will apply. If a student is away for more than 30 days, the student must discuss their options with their current host family and decide whether to keep their room or be placed into a new host family when they return
 - If student and family agree to keep the room, it is suggested by TRU World the family charge the vacation rate
 - The damage deposit will remain in trust with TRU World until the student returns. Any outstanding balances will be discussed when the student returns

Host Family Emergency Situation

- A full refund of the remaining paid fees should be immediately refunded to the student if a host family can no longer host a student
- If the family needs to leave immediately, the student will be placed into a temporary host family and will be expected to pay a daily fee (\$40.00/day) on a weekly basis until a new family is assigned
- The \$600 refundable damage deposit to TRU World will be allocated to the student's new host family
- If the family only requires the student to be out of their house for a short period of time, the student will be placed with a temporary host

family unless a mutually agreeable solution is made between the host family and student

- The host family should refund the student for the number of nights away. This refund must occur before the family leaves
- The student must pay the daily rate (\$40.00/day) to their temporary host family

Assault

- If a student is a victim of an assault by their host family, a full refund of the remaining paid fees shall be returned to the student
 - The damage deposit of \$600 will remain with TRU World and will be transferred to the next host family
- If a family member is threatened or the victim of an assault by the student, the student forfeits the right to collect the remaining paid homestay fees for that month and shall bear the cost of any accommodation following this
 - The damage deposit of \$600 will remain with TRU World and will be refunded in full if there are no damages to the house and/or remaining fees with the university

Process for Refunding Damage Deposit in an Emergency Situation

The damage deposit is refunded through TRU World after giving a 30-day notice using the following steps:

1. The student must request the *Termination Notice* from an ISA or the Homestay Coordinator or download the form here: tru.ca/_shared/assets/Homestay_Termination_Notice42977.pdf
2. The student must go over and sign the *Termination Notice* with his or her host family, agree upon the terms of termination, and return the completed form to an ISA and/or Homestay Coordinator after departing from the host family either in person or via email
3. The student must complete an online homestay evaluation form: tru.ca/forms/truworld/prearrival/evaluation/
4. If the student is eligible for his or her damage deposit refund, the student shall update his or her address through MyTRU to receive a cheque for \$600 or ask for the credit to be transferred into the TRU Student's account instead



5. If a student wishes to have money transferred electronically, he or she will have to complete the *Wire Transfer* form and hand it in with the termination notice

Following up With Students and Families After an Emergency Situation

The following section is offered as a means of guidance to help our families and students who require special attention during difficult times. These situations are unique and may require additional involvement from the TRU World staff.

If a Student has an Emergency

- The ISA or Homestay Coordinator should make himself/herself available to the student at any time requested by the student
- The ISA or Homestay Coordinator should have a meeting with the student and Judicial Affairs if necessary to provide the student with options and rights (if applicable)
- The ISA or Homestay Coordinator should check up on the student on a daily basis, either in person or by telephone
- If a student is staying with a host family, the ISA/Coordinator should be in constant contact with family to see how things are with student
- If a student is staying on campus, the ISA should be in touch with the managers at Residences on duty

If a Host Family has an Emergency

- The ISA or Homestay Coordinator should be in contact with the host family to find out what TRU World can do to help
- The ISA or Homestay Coordinator shall document case into the database
- The ISA or Homestay Coordinator shall adhere to host family preferences when placing new students.

Host Family Agreement Checklist

- _____ I/We have read and understand the information provided in Homestay Procedures and Policies
- _____ I/We agree to abide by the TRU Homestay Procedures and Policies and regulations as a condition of participating in the TRU Homestay Program
- _____ I/We agree to provide TRU and in particular the Homestay Coordinator with information on updated living conditions and the required pictures
- _____ I/We agree to take responsibly for arranging adequate home and liability insurance
- _____ I/We agree that TRU is not responsible for any conduct of the student assigned to our/my home, nor is TRU liable for any expenses and/or damages incurred by the student
- _____ I/We agree to never use any form of physical force to discipline students
- _____ I/We understand that neglecting our responsibilities as host family may result in the contract becoming void
- _____ I/We agree to advise TRU within 24 hours if any household resident is arrested for any offence
- _____ I/We agree to have our name, address, and phone number available to students, agents, TRU employees and other homestays, as deemed necessary
- _____ I/We agree to routine inspection, and digital and/or manual representation of the home as required by TRU
- _____ I/We understand that we are responsible for the actions of all the family members and those who have key to our house
- _____ I/We reserve the right to request a student to leave my/our home if the student behaves inappropriately in the home, or violates any house rules or TRU Homestay regulations

Signature of host	Signature of Spouse/partner	Date
_____	_____	_____

Witness (print full name)	Signature	Date
_____	_____	_____

Contact Information:	
Phone	Email
_____	_____



Appendices 1–5

Appendix 1: Host Family / Student Expectations

Host Family	Student
House Rules	
<ul style="list-style-type: none"> • Clarify your expectations early on. • If you have some specific rules (for example, no television after 10pm or no visitors after 7pm) then consider putting these rules in writing. • Be sure students understand any specific rules or preferences, or normally “unspoken” rules in your home. (For example, if a certain chair is reserved for a certain family member.) • If possible, explain rationale for rules. 	<ul style="list-style-type: none"> • Each family may have different house rules. Your family should explain these to you. • You should talk about the house rules with your host family. • Be sure to understand and respect their expectations. • If you are not sure what to do, ask questions.
Food/Meals	
<ul style="list-style-type: none"> • Tell student what time you expect them for meals. • Provide breakfast, lunch, dinner, and snacks. • Provide a variety of foods including adequate proteins, fruits and vegetables. • Ask if the student has serious dislikes or preferences. • Be prepared to spend a minimum of 50% of monthly fees on food. • If you elect to eat one of the three meals in a restaurant. You should pay for the student’s meal. 	<ul style="list-style-type: none"> • Be on time for family meals. • If you will be late or absent, phone your family in advance. • If you have allergies or serious dislikes, tell your family. • Offer to help with small tasks such as setting the table or clean up.
Respect	
<ul style="list-style-type: none"> • Respect cultural or religious differences. • Respect student’s privacy in their room. • Listen to and ask about additional needs. • Be truthful. Express concerns or rules in a respectful manner. 	<ul style="list-style-type: none"> • Respect the house rules. • Respect cultural or religious differences. • Pay homestay fees on time. • Be truthful. Express concerns or needs in a respectful way.
Family Life	
<ul style="list-style-type: none"> • Treat the student as a member of the family, not as a guest. • Treat them as you would wish your own children to be treated in another country. • Include the student in family activities where appropriate. 	<ul style="list-style-type: none"> • You are expected to behave as a member of the family, not as a guest. • Try to participate in family activities, both work and play. • Talk to your family about problems or needs.

Host Family	Student
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Bedroom

<ul style="list-style-type: none"> • Provide a comfortable, private room with a bed (sheets, blankets, and pillow), closet, dresser / shelves, desk, chair, lamp. • Respect the privacy of the student's bedroom. • Unless there is an emergency, permission to enter a student's should be requested. 	<ul style="list-style-type: none"> • Students should keep their bedroom clean and wash bedding as needed. • Your host parents are not expected to clean your bedroom.
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Household Chores

<ul style="list-style-type: none"> • As a member of the family, students should be expected to help with light household chores such as setting or clearing the table. • If students are interested, they may be encouraged to help with other light chores. • Students should not be expected to baby-sit for long periods of time, or engage in heavy cleaning or housework. 	<ul style="list-style-type: none"> • As a member of the family, you should help with the general household work such as you can offer to clear or set the table • If you are interested, you could help with meal preparation, taking out the garbage or sweeping the floor. • You may help with the children by reading to them or playing with them; however, you should not be expected to baby-sit.
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Language Practice

<ul style="list-style-type: none"> • Many international students choose to live in Homestay as an opportunity to practice English. • Host families can help by conversing with students on a number of topics and helping them build their vocabulary, or by explaining movies, television or other contexts. • Be patient and try to remember that lower level English students may need time and assistance to learn basic words and structures. 	<ul style="list-style-type: none"> • In order to improve your English, you must practice. • Your homestay is an excellent place to practice English. • Your host family can help you understand how English is spoken in everyday situations and can explain things you don't understand.
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Cultural Exchange

<ul style="list-style-type: none"> • As a host family you are the first representative of Canadian culture. • Students will perceive Canada and Canadian customs through your examples. • As you share your family customs, you may also want to explain other traditions you are aware of. • It is also useful to ask students how things are done in their culture in order to allow them to express their experience with cultural difference. 	<ul style="list-style-type: none"> • Many host families choose to host international students as a way to exchange culture. • They want to learn about your country and culture. • When you experience real differences between Canadian culture and your own, it may be interesting to share those differences with your Canadian hosts. • Sharing differences may also help them understand what you are experiencing in Canada.
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Appendix 2: Top 5 Lists

Top 5 Things Students Appreciate About Homestay

1. Feeling like a part of a family
2. Joining families in regular activities
3. Learning everyday English
4. Lifelong memories
5. Seeing how Canadians live

Top 5 Things Students Find Difficult About Homestay

1. Food differences and preferences
2. Families that are too busy to spend time with them
3. Not having opportunities to participate in traditional / cultural occasions
4. Feeling unable to express concerns or desires
5. Feeling as though the family's motivation to host is monetary

Homestay Evaluation

For Students:

tru.ca/forms/truworld/prearrival/evaluation

For Homestay Hosts:

tru.ca/forms/truworld/host/evaluate

Appendix 3: Homestay Termination Notice

I, _____

(Student No: _____), will be leaving your residence on _____

THANK YOU FOR YOUR HOSPITALITY

Student's Signature: _____ Today's Date: _____

(Date Moving Out)

To be eligible for a refund of the security deposit, the student must:

1. Complete this form and submit it to the host family at least 30 days before he/she moves out (verbal notice followed by this written notice within one week is acceptable);
2. Ask your Host Family to acknowledge this notice by signing below;
3. Return the completed form to TRU World office immediately after you move out of your homestay.
4. Complete the online Homestay Evaluation form about your Host Family at tru.ca/forms/truworld/prearrival/evaluation
5. Your refund cheque will be ready for pick up at TRU World office 6 weeks after you have moved out.

Host Family, please complete, check off where applicable, and comment if necessary.

I, _____, acknowledge this notice.

_____ (*student's name*) needs to reimburse me for the following outstanding expenses:

\$ _____ for _____

\$ _____ for _____

(if amount is unknown, please estimate & contact ISA with actual amount when known)

I am available to host another student: Yes _____ (*date available*) No

Comments: _____

Host Family Name (*please print*)

Host Family Signature

Date

International Student Advisor Signature

Date

Note:

- Please phone one of the International Student Advisors if you are not sure about this.
- If you have to wait to find out the exact amount (e.g. telephone bill), estimate the amount for now.
- Once your student has settled the outstanding expenses with you, please let us know so that we can release the damage deposit to the student.
- We advise that you ask your student to use a telephone card once he/she has given you notice.
- Complete the on-line Homestay Evaluation Form on your student at tru.ca/forms/truworld/host/evaluate
- Download this form at tru.ca/_shared/assets/Homestay_Termination_Notice_201944624.pdf

OFFICE/ISA USE ONLY: ISA's initials are required in the boxes

Homestay Deposit Refund issued as a Cheque

Sponsored student: Yes No

Homestay Deposit Refund applied to TRU Student Account

Student's initials _____

Appendix 4: Host Family Change Form

I, _____ (Student No: _____), wish to change my current residence

Because _____

Student's Signature: _____ Today's date: _____

To be eligible for consideration to change homestay residences the student must:

1. Contact their International Student Advisor (ISA) immediately
2. If the concern cannot be solved, the student shall complete the Termination Notice, have it signed by the Host Family and then returned to the ISA;
3. Complete this form and return it to his/her ISA to begin processing;
4. Pay TRU World a \$100 Change of Homestay Fee at time of form submission;
5. All students must expect a one week processing time after all other steps have been completed. During this time it will be up to the student to determine whether he or she will stay at his or her own cost.

Please complete, check off where applicable and comment if necessary.

FOR ISA USE ONLY:

Comments: _____

Student's Signature _____ International Student Advisor Signature _____

Date _____ Date _____

OFFICE/ISA USE ONLY: *ISA's initials are required in the boxes*

\$100 Change Fee received from student:

New Host Family secured for student:

Appendix 5: Code of Conduct for Minor Students in Homestay

1. Adhere to the rules outlined in the Letter of Understanding signed with Custodianship form;
2. Respect and adhere to the rules of your Host Family. Hard copy of the rules will be provided by the Host Family;
3. Retain at all times a key to the house, do not give it to others and return it to the family upon final departure;
4. Respect the privacy of other family members;
5. Discuss and abide by house rules regarding in particular meal times, snacks, curfew time and friends visiting and staying overnight;
6. Take responsibility for outstanding fees (i.e. long distance calls) and/or damages;
7. Consumption of alcohol is illegal for teenagers under the age of nineteen. Drugs are illegal. Cigarette smoking will not be allowed in the house;
8. Homestay fees shall be paid on time and are due on the same date every month as arrival date;
9. Notify Host Family and discuss alternative sleeping plans (for example sleep over);
10. No one else except for the student is allowed to stay in host families, residences (i.e. parents, friends, boyfriend);
11. Must have a written permission from parent(s)/legal guardian if planning to travel on a weekend. Written permission should be presented to both, host family and an ISA before permission is granted;

Student's Signature

Host Family's Signature

Date

Date

Appendix 6: Print Resources

The following resources can assist in providing further depth into the field of intercultural interactions. All of these selections can be found at the TRU library. Community members can obtain a "community card" from the circulation desk.

Bennett, M. J., ed. (1998). *Basic concepts of intercultural communication*. Yarmouth, ME: Intercultural Press.

Dreser, N. (1996). *Multicultural manners: New rules of etiquette for a changing society*. New York: John Wiley & Sons.

Gudykunst, W. B., ed. (2003). *Cross-cultural and intercultural communication*. Thousand Oaks, CA: Sage.

Morison, T., & Conaway. (1994). *Kiss, bow, or shake hands?* Holbrook, MA: B. Adams.

Peterson, B. (2004). *Cultural intelligence: A guide to working with people from other cultures*. Yarmouth, ME: Intercultural Press.

Storti, C. (1999). *Figuring foreigners out: A practical guide*. Yarmouth, ME: Intercultural Press.

TRU WORLD

Homestay Program

HOST FAMILY PROCEDURES AND POLICIES

Thompson Rivers University

TRU World

805 TRU Way

Kamloops, BC V2C 0C8 CANADA

TRU Homestay Contact:

To reach the Homestay Program between 8:30 am and 4:30 pm weekdays, please call 250-828-5191 or email homestay@tru.ca.

TRU International Student Advisor (ISA) Contact:

To reach an ISA between 8:30 am and 4:30 pm weekdays, please call 250-828-5191 or email isa@tru.ca.

After Hours Emergencies:

For all after hours emergencies please call TRU Campus Security at 250-828-5033.

Host Families - Please join our vibrant homestay community

 facebook.com/groups/TRUHostFamily

truworld.ca

