

MAPLE HOMESTAY NETWORK

STUDENT GENERAL GUIDELINES & RULES

WHAT IS YOUR ROLE AS A STUDENT?

- As a student, you are encouraged to focus your time on your studies and to keep an open mind while learning about the Canadian culture.
- You are encouraged to communicate your feelings and thoughts with your hosts, teachers, custodian and MHN employees and contracted parties.
- You are to respect Canadian federal and provincial laws and communicate with your peers respectfully.



WHAT ARE THE BENEFITS OF A STUDYING IN CANADA?

- You will have an education from one of the best, high-tech and safest countries in the world.
- You will connect with your host and Canadian students while making lifetime friendships
- Experience different cultures and perspectives
- Contribute to the community by adding greater diversification
- Positively change your life forever, you will have experience and learn the Canadian values and culture

WHAT ARE YOUR RESPONSIBILITIES AND RULES AS A STUDENT?

- You shall accept and respect any individuals, including MHN employees, executives, contractors and the homestay host regardless and not limited to gender, class, race, ethnicity, disabilities (physical and mental).
- You shall make an effort to build a friendly environment with the host and be responsible for following homestay house rules, which may include and not limited to laundry usage, cleaning and maintenance.
- You will also respect and be mindful of other member's daily operations and make their best effort not to interrupt or negatively impact the host family members.
- You shall obey all curfew rules set in place by the parents or the homestay host. This will be dependent on the student's age. From Monday to Friday, it is recommended that students under the age of 14 have curfews of 7:00pm-7:30pm. Ages 14-16 have curfews of 8:00-8:30pm. Ages 17-18 have curfews of 9:00pm-9:30pm. Saturday and Sundays can be at the discretion of the parent, host family or custodian. The curfew time should be within 1-2 hours later than the weekday curfew.

- You will inform and communicate with the host family their travel, and “going-out” plans which will include the time horizon, place, and people he/she will be and travel with, in addition to the time they will return home. Any changes to the original time of return or plans must be communicated immediately with the host. You student must provide the contact information (name, phone number and occupation) of at least one individual/ friend who will be with them during this time to the host and, if required, their parents and MHN employee.
- You must maintain and clean their room, utilized common area, utilized bathroom and will voluntarily help with any household task and reasonable chores.
- You will respect the privacy and affairs of the host family and its related members.
- You shall inform the host if he/she cannot be home for a meal.
- The student must immediately inform the host family, MHN contact along with its related party and the parents if they are sick, feeling unwell or depressed.
- You will provide regular update to MHN contacts and your host as requested.

COMMUNICATION

- It is recommended for the student to routinely communicate with all parties. Socializing is an important part of learning English and the Canadian culture for your experience as a student. Routinely communicating with your host, parents and custodians keeps all parties up to date with your status.
- Any issues or problems should be reported immediately to an MHN contact and your host.
- Communication schedules: Students typically send quick emails monthly to the parents and the custodians just to give a status update. Newer hosts typically do bi-weekly updates for students, but more experienced hosts may use their judgment on the frequency of the updates. Unless specified by the parents or custodians, it is recommended to set clear expectations with the parties regarding the frequency of the communications. As a student, you are expected to communicate daily with your host and provide status updates when required. It is in your benefits to speak with your host regarding any problems you have immediately so it can be resolved as early as possible.
- Please visit <https://www.maplehomestaynetwork.ca/student-updates> provide regular updates on your student.
- You can also send an e-mail direct to updates@maplehomestaynetwork.ca with your student's information.

STUDENT MISSING/ SKIPPING SCHOOL

- As a student, you are expected to attend every class/ course. If you skip or miss a day of school, please notify the parties involved, this includes the custodian, the host and MHN. You must not skip school unless for medical purposes or allowed by the parents. If skipping school is routine, MHN may terminate the student's agreement, this will be immediately reported to your parents. It is recommended that you speak with the host and an MHN contact if you are having issues with school attendance.
- Please visit www.maplehomestaynetwork.ca/student-host-updates to provide regular updates on your student.

STUDENT BEHAVIOUR

- If you are feeling sad or depressed, please immediately report to all parties involved, this includes MHN, the parents and the custodian. We recommend notifying the parties of any peculiar activities, behavior or signs of depression by the student.


EXTERNAL ACTIVITIES

- Any external activities such as travelling or extended outside stay without the supervision of the parents, host, school or custodian longer than 24 hours must be reported via e-mail/ written letter and/ or verbal communication and approved prior to the activity by either the parents, custodian, or host (depending on the activity). Any overnight stays or sleepovers must also be reported with the other hosting party's contact information 3 business days prior to the event and must be approved prior to the activity by either the parents, custodian, or host.
- Please see MHN External Activities Forms via www.maplehomestaynetwork.ca.

OTHER

- Hosts usually ensure that the student's bank account and cell phone are working properly. It is recommended to take a few hours on the first day of arrival to coordinate with the custodian to ensure that these are set up. You can coordinate with your host for further information.

CONFLICT RESOLUTION

- If the student or the host is having difficulty adjusting to the new environment, try to communicate the problems and concerns to your student and notify your MHN contact. Most problems or issues and misunderstandings are resolved through proper communication.
 - In the unlikely event that a change in host is required, a new host for the student may require some time to arrange. A host change is only allowed with MHN approval.
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STUDENT ARRIVAL EXPECTATIONS:

Below is a step-by-step student guide with respect the arrival timeline. Please print this off for your reference.

1. **VISA application:** Once the Student decided to study in Canada through contacting their educational consultant, they will be paired with a custodian to initiate the VISA application, they will be provided a copy of their custodian's contact information within 4 weeks (if not immediately already provided). You do not need to contact the custodian, however a brief introduction e-mail introducing yourself is recommended.
2. **Prior to Arrival in Canada:** You must communicate with MHN your expected arrival date by sending a copy of the tickets and which family member will be accompanying you. You must clearly state your plans and start date at the host's homestay. You will communicate all this information with your agent/ educational consultant who will confirm with an MHN employee. Failure to properly communicate will void airport pick up services and student's will not be refunded this fee. You must provide a photo of yourself and who is accompanying you prior to your flight. Furthermore, failure to accurately provide a date two weeks prior to arrival may result in extra homestay fee charges. There will not be any early start to the homestay once a date has already been set, the early start will only be made if there are available room at a pro-rata rate.
 - a. Two (2) weeks prior to your departure, you must provide:
 - i. Ticket and flight information- this must show your flight number and specific arrival time. You will add an estimated 1-2 hours to get through your paperwork and obtain your permits.
 - ii. Your accommodation plan: will you be staying with your host immediately? Will you be staying with a relative?
 - iii. Picture of yourself and any individuals who is accompanying you.
3. **Arrival in Canada:** Upon arrival in Canada you must pick up your study permit and get through your paperwork as directed by airport employees. You will connect to the Wi-Fi and communicate with the individual doing your airport pick up (MHN employee or host) via phone, text, app communication or e-mail. You must be patient as there may be some delays in communication. It is best practice to e-mail your host and let them know you have arrived as you wait for your documents/ permits.
4. **Arrival at the host's homestay:** Upon arrival to the host's homestay, you are encouraged to ask questions while be respectful and trying to learn and build a healthy student-host relationship. Ask questions and you must abide by the host's rules. Please see your **Student Agreement** for further information.
5. **Orientation date:** As a student, you are required to ensure that you attend your orientation date on time and coordinate with your custodian. This date should have been sent to you by your school prior to your arrival.
 - a. What to expect during the orientation?

The orientation is a registration and sometimes a quick tour of the school, in some cases you will also meet or schedule to meet the student's guidance counselor. You will sign a few school documents stating that you are the student and your custodian will also sign to confirm his/her custodianship.

 - i. You must bring with you a copy of the following documents:
 1. Study Permit
 2. Passport
 3. VISA
 4. Vaccination/ Immunization Records
 5. Record/ Report card of previous grades from their school
 6. Any other documents required by the school
 - b. At the orientation/ registration, you should receive a few documents from the school, including their health insurance. You will also schedule a day to write your assessment test. The custodian will not be required for the test in most cases. You will also receive your health insurance ID. Please take a picture of this and keep it in a safe place, this will be your health insurance you present to a doctor's office and for your immunization vaccines.
6. **Vaccination and Immunization:** The school along with the Ministry of Health require that all students have in-place vaccination and immunization. This means that the student's immunization records must meet the school/ Ministry of Health requires. You may be missing a few shots depending on your previous vaccines received. You must compare your current immunization record to what is required by the school or you may be suspended for not having the vaccines. Once you understand which vaccines are missing, you can simply schedule a visit to the clinic and you're your missing vaccination shots there. A public clinic is usually free, and you, as the student must bring the Health Insurance card. You are responsible for keeping your vaccination records up to date to the standard required by the school. In order to update the record (once you have received all your vaccines), simply call into the city or the health department number and update it via phone or fax.
7. **Follow ups and updates:** As a student, you are expected to keep in contact with your custodian, MHN directed employee and host at all times. On occasion, you will need to provide an update on your educational and health status. A monthly text, e-mail or periodic check up with your custodian or MHN employee should be best practice. It is best practice to make a conscious effort to learn the Canadian culture and build a student-host relationship with your host. If you have any abnormal, concerning, sad or unhappy moments, thoughts and behaviours, you should immediately report it to your parents, an MHN staff and the host.

RELEASE OF LIABILITIES

I am aware and accept that participation and duties of a homestay host involves certain risks, dangers and hazards including, but not limited to physical, bodily and/or psychological harm resulting from interactions with students and the roles associated with being a host. I am aware and accept the risk of theft of my property during the term of this agreement.

I accept to waive releases and absolves and agree to indemnify and save harmless Maple Homestay Network, the school board in respect of which the participant is registered and all of those respective officers, directors, trustees, employees, representatives, agents, consultants and independent service providers from any and all liability for any and all of the actions, losses, damages and expenses (including, without limitation, the loss of theft of money, property damages or losses), personal injuries, or deaths, however caused.

I hereby agree that in no event will Maple Homestay Network, its assignees, its contracting parties will be liable to you, the Host, for any direct, indirect, consequential, incidental, special, compensatory or punitive damages or losses or damages for loss of income, personal injury, loss of or damage to property and claims of third parties or other pecuniary loss, arising out of or related to these terms, the roles and duties of a host.