

# MAPLE HOMESTAY NETWORK

## HOST GENERAL GUIDELINES

### WHAT IS AN INTERNATIONAL STUDENT HOST?

- A host welcomes international students into their homes, while providing care for them during their study period as they would for a family member.
- They are paid a varied amount depending on the services, meal plans, markets, locations and amenities provided.
- Hosts are welcoming families with extra rooms, senior citizens looking to learn about different people around the world, single parents, single kid families, and parents with kids away from home.



### WHAT ARE THE BENEFITS OF A HOST ?

- Connect with international students while making lifetime friendships
- Experience different cultures and perspectives
- Contribute to the community by adding greater diversification
- Positively change the life of a student forever, they will have a first-hand experience in learning from a Canadian family and experience a great culture

### ARE YOU THE RIGHT FIT ?

The best hosts always give the best care for the students, as if they were their own. Hosts must have enough quality time to dedicate to the student in order to not only provide but also receive the best experience with an international student. Ask yourself these questions:

- Will you have enough time for hosting and providing care for the student during their entire stay?
- Are you and your family ready to accept an international student into your home?
- How will your schedule change? Are you prepared for this change?
- Will you be able to provide a police/background check?
- Can you provide quality time and conversations with the student?

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## HOST EXPECTATIONS

### WHAT DO YOU PROVIDE AS A HOST ?

- Functional heating and air-conditioned room
- Furnished room with window
- A bed with clean linen sheets, pillows, and blankets
- Private storage for belongings (chest/drawer/closet)
- Access to shared bathroom with towels or private washroom\*
- Desk to study or study place
- High-speed internet connection
- 3 MHN approved-meals and some snacks per day\* (additional prices vary) [meals shall reflect the agreement]
- Host family support, social interactions, rules and adult supervision
- Fluent-English speaking host
- Access to proximate public transportation
- Keep all compensation and payment related information confidential from student, parents and other third parties.



### SETTING UP HOMESTAY RULES

- Setting up homestay rules is important to ensure that the host and student's experience is optimal. Please consider answering the following questions for the student:
- What should I know about all the individuals and the family host?
- What are things that I am not allowed to do?
- How often should I clean my room?
- How is laundry done? How often can I use the machine? What time of the day is it usable?
- Will I share a washroom? How often should I clean it?
- How often can I shower? What time of the day?
- Where do I keep my toothbrush, toothpaste and other bathroom utensils?
- Can I keep my shoes on or should I take them off in the house?
- How often are meals provided? Is breakfast provided or will I have to pack it? Can I save a meal if I cannot attend lunch/dinner?
- Are there any snacks provided? What kind?
- Will I be able to use the kitchen? At what time?
- How does grocery work?
- Are all my belongings store in my own room? Should I keep the door closed or opened? Can I put any holes in the wall?
- What is the guest policy? How many friends can I bring over? Can they stay overnight? How long can they stay?

- Can I call my parents or my friends with the home phone? Will I be responsible for the long-distance charges?
- Can I use the TV? How long can I watch it for and until how late? What can I watch?
- Will there be other guests over? How often? And should I join when appropriate?
- How does transportation work? Can I ask for a ride? What routes are available for me to go to school, to the library, to the gym, and to the mall?
- If there are emergencies in the house, what do I do? Who do I call?
- What other rules should I know about?
- What should I know before coming to Canada? Any particular recommendations?

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## COMMUNICATION

- It is recommended for the host to routinely communicate with all parties. Socializing is an important part of learning English and the Canadian culture for the student. Routinely communicating with parents and custodians keeps all parties up to date with the student's status. Speaking with the parents also provides an international network for the host.
- Any issues or problems should be reported immediately to an MHN contact.
- Communication schedules: Hosts typically send quick emails monthly to the parents and the custodians just to give a status updates. Newer hosts typically do bi-weekly updates, 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.
- Please visit [www.maplehomestaynetwork.ca/host-student-updates](http://www.maplehomestaynetwork.ca/host-student-updates) to provide regular updates on your student.
- You can also send an e-mail direct to [updates@maplehomestaynetwork.ca](mailto:updates@maplehomestaynetwork.ca) with your student's information.

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## STUDENT MISSING/ SKIPPING SCHOOL

- If the student skips or misses a day of school, please notify the parties involved. Sometimes students will skip a day to enjoy the city or communicate with their parents or friends. This is normal, but any routine school skipping should be alerting and reported. It is recommended that you speak with the student to identify any issues they have.
- Please visit [www.maplehomestaynetwork.ca/host-student-updates](http://www.maplehomestaynetwork.ca/host-student-updates) to provide regular updates on your student.

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## STUDENT BEHAVIOUR

- If the student is 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.

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## 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](http://www.maplehomestaynetwork.ca).


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## 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.

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## 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.
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## **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.