



## Welcome to the Homestay Program of ANNE'S Language House!

This handbook contains information designed to prepare you to stay with a Canadian family in a culture different from your own. Please read this handbook carefully and ensure you fully understand the rules and regulations stated in this handbook.

### Contact Information

If you have any questions, concerns, and claims regarding ALH homestay program and your host family, please contact the ALH homestay coordinator:

Chisako Nozaki (Director/Homestay Coordinator)  
Office Phone: 403-667-4745  
Emergency Phone: 403-918-1358  
Email: [english@alhcalgary.com](mailto:english@alhcalgary.com)

In case Chisako is not available, contact:  
Keiko Nozaki (Director)  
Office Phone: 403-667-4745  
Emergency Phone: 403-667-7824

### Administration Policies

#### Fees and payments

Full payment for homestay program must be made two weeks prior to the starting date.

2019 Homestay fees are:

Homestay Placement Fee: \$180.00				
Plan (Private Room)	Full-board	Half-board	Additional fee for Minor students	High season supplement
4 weeks	\$940	\$880	\$80	\$80
1 week	\$235	\$220	\$20	\$20
Extra night	\$45	\$40	\$5	\$5

#### Extension of stay

If you wish to stay longer at your homestay than you first registered for, please contact the homestay coordinator as soon as possible. The homestay coordinator will place you with the same or another host family for the period of your extension. There is no guarantee that your current host family will accept your extension request. A full payment must be made to school three week prior to the first day of the extending period. Please do not pay directly to your host parents.

#### Homestay cancellation and refund policy

Students are required to provide a written notice a minimum of 21 days before withdrawing from the homestay program. A full refund, less the non-refundable homestay placement fee, will be issued to students who withdraw in writing 21 days before their homestay begins. Under no conditions will refunds be provided for periods of homestay already used. If students decide to leave the homestay less than 21 days from a written notification, students still responsible to pay for a full amount of 21 days of homestay fee. For approved refunds, payments are issued within 30 days of notification from the student of cancellation or withdrawal. Refunds will be made via the original payment method. If the student's payment of fees was made with cash, refund will be made by means of a cheque.

#### Health Care Insurance

Health care insurance is required for you to attend schools in Canada. If you need to see a doctor or dentist, you will be required to pay for the service you received in cash or by credit card. Be sure to keep all of your receipts because your insurance company requires you to submit the receipts to claim for a refund. Payment for any medical services is the student's responsibility, and your host family and school have a zero responsibility for any payment.

#### Complaints and dispute resolution

Your homestay experience is an important part of your stay in Canada. Occasionally, a solution to conflict of differences may not be apparent. If you are having difficulties adjusting to your host family, please communicate your problems and concerns with your host family. It may occur because of misunderstanding each other, and it can be solved easily by talking to your host family. If this does not work, tell your problems to ALH homestay coordinator by email, phone, or in person. The homestay coordinator will arrange a meeting to talk with you and then arrange a meeting with the homestay parents.

Leaving your homestay family under adverse circumstances can be difficult. ALH will assist in these circumstances but requires that all communication and actions are dignified and courteous. Raised voices, arguments, property damage, intentional destructive acts and other unacceptable behaviours will not be tolerated and may result in your release from the homestay program.

## The student agrees to...

- Conform to normal rule of host family and contribute to normal routine of the household.
- Make an effort to participate in family activities.
- Show his/her consideration and tolerance to his/her host family.
- Respect household rules including having the family's guests at home, Family curfews such as informing the family if student will not be home for a meal, will arrive home late in the evening or stay out overnight.
- Not make direct dialed long distance calls from the family phone. In case a student makes a direct dialed long distance call, the student is responsible for the payment. The host family has no responsibility for any payments that occurred by long distance calls the student made.
- Advise the family where he/she will be and the time he/she is expected to be home.
- Consult with the family before using household appliances or equipment and use them in ways approved of by the family.
- Not use the telephone, a personal cell phone, or internet voice services after 10:00 p.m. or during quiet times as designated by the family.
- Clean up any mess the student makes in the kitchen, washrooms, common areas he/she uses and his/her bedroom.
- Not use special dietary foods or beverages the family may ask him/her not to use. Alcohol in the home is always off-limits.
- Arrange an accommodation for his/her visitors. The host family is not responsible for his/her family, friends or relatives' visits.
- Ask his/her host family before inviting guests to his/her home. Some families may have a room / rooms to accommodate guests, but they should not be expected to. If the student have family visiting, they should secure housing at a nearby hotel. Families will not have student's boyfriend or girlfriend stay overnight. Friends should not be at his/her homestay for meals on a regular basis. It is best to talk openly to his/her host family about their guidelines.
- Promptly reimburse families if damage is caused in the home. Take care to keep water off the walls and floors of washrooms and understand fully how appliances such as microwaves, toasters, ovens, and hair appliances work before damage is incurred. The school has no responsibility for any damages and losses that caused by the student or the family.
- Not enter the bedroom of the host parent or other people in the home without permission or the bathroom when it is occupied.
- Not borrow money from host family members or lend money to host family members.
- Not resort to abusive or aggressive behaviour.
- Not participate in the viewing of sexually explicit websites, photographs, written materials or websites while in the family home or when using computers or internet access.
- Be suitably clothed when in the presence of host family members and expect the same in return from all family members.
- Be cautious of personal space and physical contact with host family members and expect the same in return from everyone in the home. If there is a concern in regard to respect for personal space in Canadian culture, discuss with his/her homestay family or contact a homestay coordinator of ANNE'S Language House.
- Understand all families are different and every home is different. Student may request a re-arrangement if the family is not following the homestay guidelines as provided by ANNE'S Language House.
- Abide by the laws of Canada and Alberta including the Criminal Code and the Human Rights Code. If laws are being broken in the home (drugs, inappropriate touching etc), a police report will need to be filed.

### Room

- You will have your own room. Your room will have a bed, mattress, a pillow, bed linens, a closet and/or a dresser, a desk, a chair and a study light. Bedrooms in family homes generally do not have locks.
- Children in the family are not permitted in your room unless invited by you.
- You should not spend all your time in your room alone. You will have more opportunities to improve your English by talking and communicating with your host family.
- Your room belongs to the owners of the home. If they have concerns about the cleanliness or activity in your room they may enter your room to protect, clean or maintain their property.

### Meals

- If you chose a full-board plan, your family will provide you with three meals per day. If you chose a half-board plan, your family will provide you with two meals on weekdays (Monday to Friday), and three meals on weekends (Saturday and Sunday) and holidays. Many Canadian families have brunch (breakfast + lunch) on the weekend.
- Three meals per day are normal in Canada. If parents are away over a meal time, they are expected to leave something that you can prepare for yourself. You may be required to prepare your own lunch to take to school, such as leftover from supper or sandwiches.
- You are expected to buy any snacks that you want unless offered by host family.
- You are expected to be home for dinner unless other arrangements are made with your host family
- Breakfast ranges from toast, cereal, eggs or pancakes.
- Lunch usually includes a sandwich, fruit, juice/milk, raw vegetables and cookies.
- Dinner menus vary with each host family. If the family is not home or the students does not come home at dinner time, dinner will be prepared and left in the refrigerator.
- You can tell your host family what kind of food you like and you don't like.
- You might offer to share your culture by preparing a meal for your host family.
- You should tell your host family immediately if you have any allergies.

### Transportation

- Please do not rely on your homestay family to drive you everywhere.
- You should walk or use public transit where possible.
- It is very important to search directions and transportation schedules both to your destination and to your home.
- It is your own expense for your everyday transportation and trip expenses. Always confirm with your host family before attending any family activities.

### Chores

- Your host family will welcome you as a member of the family. This means you are not a guest. Families appreciate it when you offer to help at home by keeping your room clean, doing general chores such as setting the table, helping with dishes or preparation of food.
- As a family member you might be asked to prepare your own breakfast and lunch and/or to do your own laundry as that is a normal expectation of a family member.
- Helping with chores provides an opportunity to talk to a family member, practice your English and to be a part of the family.

### Smoking

- Students under the age of 18 are not permitted to smoke.
- NO smoking is permitted in any homestay home. Most families will request not to smoke outside their home or in front of their children and may request you not to enter the home with smoke smell.
- Students who do not observe family rules regarding smoking may be expelled from homestay with no refund of any fees paid.

### Interaction with the Family

- The way to make the most of your Canadian experience is to come with an open mind. Be prepared to participate in family life and share the responsibilities of being a family member. The homestay experience you have will largely depend on you, your attitude and your friendliness.
- The first few weeks of living with a family in a foreign country will, at times, be difficult. It will be different than living at home. You may be homesick, lonely and feel frustrated with your new environment and the language. This is natural. Give yourself time to adjust to your new surroundings. Your homestay family will help you and answer many of your questions.
- If you choose to participate in family holidays and/or travel where costs are incurred, you are expected to pay costs which pertain to you. These include paying for your own hotel room, airline tickets or other modes of travel, ski passes, entry into attractions and activities, some meal expenses and your own souvenirs.

### Curfew

These are general guidelines and may be adjusted by ages and maturity of the student.

- Students must attend school unless there is a verifiable illness.
- Discuss destination, transportation, curfew and activities with your homestay parents.
- If you are under the age of 18, overnight stays outside the family home or out of town travel are subject to approval by the homestay parents and the student's guardian in Canada. If you are over 18, it is common courtesy to let your family know where you are so they do not worry.

### Not Allowed

- You may only use alcohol if the student is over the age of 18 years in Alberta. Should you choose to use alcohol, it must be done responsibly, lawfully and not create difficulties for homestay families or others.
- You must not use illegal drugs.
- A student is not permitted to drive the homestay family's vehicle.
- Cannabis (marijuana) is legal in Canada, however, you must not use, possess, sell or distribute cannabis inside and outside of your homestay and school. Some countries forbid their citizens to use cannabis in Canada during traveling. If you use, possess, sell or distribute cannabis, cannabis-infused products, you may be suspended from ANNE'S Language House homestay program with no refund.