

AFTER HOURS EMERGENCY PHONE

(604) 764-8815

Contact the on-call line for emergencies only. For all non-emergencies, please contact your Homestay Coordinator directly during business hours

EMERGENCY	NON-EMERGENCY
• Student is hospitalized and/or seriously injured • Additional care or overnight stay is needed, possibly surgery	• Student is at emergency department, discharged and has spoken to natural parents. No additional care is needed (e.g. sprain, toothache, minor cut with stitches)
• Student has broken the program rules – drinking, drugs, police involvement	• Student has broken a homestay rule
• Student did not come home, and the Homestay does not know where they are • Student moves without prior ISP permission	• Student is late for curfew
• Student is in danger or has been threatened	• Student lost their wallet, passport, visa

EMERGENCY PROCEDURES

- **Medical Emergency**
  - If a student needs to go to the hospital:
    - ✓ homestay parents are to take the necessary measures to handle the emergency (i.e. call 911 or transport student to hospital)
    - ✓ call the homestay after-hours emergency number (**604-764-8815**)
  - Homestay parent(s) are expected to remain with the student at the hospital

- **Missing Student**
  - Student does not return home by curfew and has not contacted you:
    - ✓ call student's cell phone, if not successful, then
    - ✓ call student's friends' cell phones and other homestay parents, if not successful, then
    - ✓ call homestay after-hours emergency number for direction call the Langley RCMP non-emergency number (604-532-3200)

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NOTE: This version supersedes any other versions. It is the homestays' responsibility to ensure they have the most up to date version. Much of the correspondence in the Homestay Office is done by email. Please ensure you check your email on a regular basis. It is the homestays' responsibility to keep up to date with the ISP website. Please contact Homestay Department if there are any questions.

INTERNATIONAL STUDENT PROGRAM (ISP) CONTACTS

4875 – 222nd Street, Langley, BC V3A 3Z7
www.studyinlangley.com
604-534-7891

EMERGENCY HOMESTAY CELL PHONE: 604-764-8815

NAME	POSITION	PHONE	EMAIL
Brad Hendy	Homestay Manager	778-726-5089	bhendy@sd35.bc.ca
Nicole Wormald	Homestay Coordinator – LSS	604-532-1459	nwormald@sd35.bc.ca
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Mark Leiper	District Principal	604-532-1460	mleiper@sd35.bc.ca
Lorna Goulet	District Vice Principal	604-532-1481	lgoulet@sd35.bc.ca
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SCHOOL COORDINATOR	SCHOOL	PHONE	WEBSITE
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Danny Majdanac dmajdanac@sd35.bc.ca	Langley Fine Arts School (LFAS) 9096 Trattle Street, Langley	604-888-3113	lfas.sd35.bc.ca
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Richard Janzen rjanzen@sd35.bc.ca	Walnut Grove Secondary School (WGSS) 8919 Walnut Grove Drive, Langley	604-882-0220	wgss.ca

HOMESTAY PRE-ARRIVAL REQUIREMENTS

Home Insurance

- The homestay family must tell their home insurance company that an international student will live in the home.
- The insurance must cover any damage the student might cause.
- The family should check if the student's personal items are also covered.
- The Langley School District is not liable or responsible for any damage caused by the student.

Vehicle Insurance

- The homestay family should have at least $3 million in vehicle insurance liability.

Police Record Check (PRC)

- Everyone 19 years or older living in the home must complete a Police Record Check. This includes:
    - ✓ Tenants (sharing common areas)
    - ✓ Grandparents
    - ✓ Young adults (19 years and older)
    - ✓ Relatives
    - ✓ Family friends
- This must be done before a student moves in.
- The Homestay Coordinator will give the family a link and code to do the check online for free.
- If someone new moves into the home, the family must tell the Homestay Coordinator and make sure that person also completes a PRC.
- PRCs must be renewed every three years. The Homestay Coordinator will remind the family when it's time.

Household Safety

- The home must have smoke detectors on every floor
- There must be a fire extinguisher in the kitchen.
- The family should talk to the student about what to do in an emergency.

Orientation

- The ISP program gives new students a District-wide Orientation
- Most students will arrive in time for Orientation, but some may be late due to things like visa delays.
- The Homestay Coordinator will keep the family updated if there are changes.
- Orientation is usually one week before school starts (last week of August).
- Homestay parents must be home to welcome the student.
- Orientation locations may change.

Private vs. District Homestay

- District Homestay
  - A District staff member visits the home and does an inspection.
  - The Homestay family learns the rules and expectations.
  - All adults in the home have a current PRC.
  - Langley School District is the Custodian for the student.
  - The student was placed by a District Homestay Coordinator.
- Private Homestay
  - The student was not placed by the Langley School District
  - The student may live with:
    - ✓ relative
    - ✓ friend of the family
    - ✓ a family working through a private homestay agency
  - Langley School District is ***not*** the Custodian for these students.

- Important: Students in DISTRICT and PRIVATE homestays **CANNOT** live in the same home.

WELCOME AND HOSPITALITY

House Tour

- The homestay family should give the student a full tour of the home, inside and outside.
- Explain which areas are shared and which are private.
- Talk about privacy, like knocking before entering a bedroom.
- Students may not know that tap water is safe to drink, shoes are removed indoors, or how to recycle.
- Show how to use the thermostat and kitchen appliances.



Family Procedures

- The family should share house rules and schedules.
    - Talk about computer use, shower times, and other rules.
- Rules should be clear and fair, and students should feel safe asking questions.

Food

- Students should eat dinner with the family at least four times a week.
- Host families must give the student healthy meals every day: breakfast, lunch, dinner, and snacks. (should include one hot meal per day).
- Ask what foods your student likes and take them grocery shopping.
- Explain who makes breakfast and lunch.
- Leftovers can be used for lunch if the student likes warm meals.
- Students pay for their own extra snacks at school.
- If the student wants to cook, the family should explain the kitchen rules.
- The family should show how to use kitchen appliances and be patient.
- If the family eats out, they must pay for the student's meal.
- If the family is not home for dinner, they should leave a meal for the student.
- Students may miss food from home. The family can tell them where to buy special snacks.



Bedroom Etiquette

- Students must keep their bedrooms clean.
- They should not eat or drink in their rooms without asking.
- No food, garbage, or dishes should be left in the bedroom.
- Beds should have a good mattress cover.
- Sheets and towels should be washed every week.
- The family should knock before entering the student's room, and the student should do the same.
- Students cannot have people they are dating or friends of the opposite gender in their bedroom.

Bathroom Etiquette



- **Bathrooms and their use are often very different in other countries.**
- Students must keep their bathroom clean.
- The family should give space for the students' items.
- Students must buy their own toothpaste, shampoo, and other personal items.
- The family should show where extra towels and toilet paper are kept.
- Students should shower every day.
- Shower times should be 10–15 minutes and discuss when to shower.
- The family should explain how to use the shower and where the curtain goes.
- Explain that toilet paper goes in the toilet and should be flushed.
- The bathroom should have a plunger and a garbage can with a lid.

Student Personal Hygiene





- Sometimes the family may need to talk about things like deodorant or periods.
  - These topics may be new and sensitive to some students.
- If the student has body odor or greasy hair, the family should talk to them kindly and in private.
- Female students should be told how to throw away feminine hygiene products properly.

Laundry

- Show your student where to put dirty clothes.
- Give the student a laundry schedule.
- Laundry should be done every week.
- If the student does their own laundry, the family should show how to use the washer and dryer.
- Students should put away their own clothes.
- Active students may need to do laundry more often.
- The family provides laundry soap and other products.



Computer Access and WIFI

- Share your WIFI password.
- Students bring their own devices.
- The family must provide an internet service and cannot charge for it.

Religion



- Respect your student's religious beliefs.
- The student may or may not want to go to church.
- If the student needs help practicing their religion, the family should try to help.

Chores

- Students must keep their bedroom and bathroom clean. Show them how to clean these spaces.
- Students should clean up after using the kitchen.
- Students are not responsible for babysitting, dog walking, gardening, car washing, etc.

Babysitting

- Students are not permitted to babysit.

Pets

- Students are not responsible for the care of homestay's pets.
- Some students may be scared of animals and will need time to adjust.

CULTURE SHOCK

What is Culture Shock?

- Culture shock is what happens when someone moves to a new place and things feel very different. This is normal. Students may feel excited at first, but later they might feel confused, tired, or even sad. They may miss home and feel unsure about the new place.

Symptoms of Culture Shock

- Everyone feels culture shock in different ways. Some signs include:
    - ✓ Feeling bored
    - ✓ Staying alone a lot
    - ✓ Feeling lonely or helpless
    - ✓ Sleeping too much or feeling tired
    - ✓ Getting upset over small things
    - ✓ Having body pains and aches
    - ✓ Missing home
    - ✓ Saying bad things about the new place

Stages of Culture Shock

- The five stages of culture shock are:
    1. **The Honeymoon Stage** - The student feels happy and excited about the new place.
    2. **Irritability and Hostility** – The student starts to feel upset and thinks the new place is not good.
    3. **Gradual Adjustment** - The student starts to feel more comfortable and calm.
    4. **Adaptation of Biculturalism** - The student feels like they belong and understands the new culture better.
    5. **Re-entry Shock** - When the student goes back home, it may feel different or strange.

DISTRICT HOMESTAY
RULES AND EXPECTATIONS

Cell Phones

- If the student arrives without a Canadian phone number, the homestay family must help the student get a Canadian SIM card within one week of arrival.
- The student pays for their own phone plan.
- Homestay families should not sign phone contracts for students.
- Students must always have a working phone with minutes, data, and charged battery.
- Students cannot go out without a working phone.
- Students must have a Canadian phone number.
- Students should not sign long-term contracts – Month to Month plans only.
- Students must use regular phone calls or texts to talk to their homestay family, not apps like WhatsApp or WeChat – they cannot rely on wifi only.

Curfew

- Sunday to Thursday: Students under 16 must be home by 8:00 pm. Students 16 or older must be home by 9:00 pm.
- Friday to Saturday: All students must be home by 11:00 pm.
- **These curfews also apply during holidays and school breaks**.
- Homestay families can allow later curfews on **rare occasions** at the homestay's discretion.
- Students can stay out past curfew only if they are with their homestay family or at a school event.

Homestay Fees

- The monthly homestay fee is $1,200 and is due on the first of the month
- Fees may be paid by the school district or directly by the student (refer to the Student Placement Confirmation):
    - ✓ **District paid:** Langley School District will direct deposit to the homestay's bank account.
    - ✓ **Student paid**: The student will pay the Homestay directly.

- Homestays should not accept more than one month's fee at a time.
- Homestays cannot charge more than $1,200 per month.
- From September to June, no partial month payments are permitted by students going away on vacation (i.e. no discount for Spring break or Winter break).
- Students arriving before the first of the month pay $40 per night.
- If another District homestay family takes care of the student while the homestay is away, they are paid $40 per night by the homestay family.
- If a student moves, the original family keeps $40 per night, and the rest of the fee goes to the new homestay.
- Homestay families should not rely on these fees for important bills because students can move at any time.

Banking

- Homestay families should help students open a bank account if they need one.
  - Choose a nearby bank for the student.
  - Students need their passport, study permit, and Letter of Acceptance to open an account.
- Get a debit card for this account.
- Some students use prepaid Visa cards and may not need a bank account.
- It is recommended to set up electronic transfers to pay homestay fees.
- Students should not carry a lot of cash. They should use debit or credit cards.



Internet



- Students bring their own computer.
- The homestay family must provide internet service.
- Homestays cannot charge for internet use.
- Internet should be turned off by 11:00 pm or earlier if needed.
- If students misuse the internet, their access may be limited or stopped by either the homestay or the School District.

Gaming

- Online gaming can become a serious problem for some students.
- Talk about rules for gaming, like noise, headphones, and time limits.
- Internet should be turned off by 11:00 pm or earlier if needed.
- If students misuse gaming time, their access may be limited or stopped.

Drugs & Alcohol

- International Students are not allowed to use or have drugs or alcohol.
- Homestay families and their guests must not give or buy drugs or alcohol for students for any reason.
- Students who use or are in possession of drugs and/or alcohol may be sent home.
- Guests should know these rules too.



Smoking, Vaping & E-Cigarettes

- It is illegal to buy cigarettes under age 19 and vaping products under age 19.
- Homestay families must not give or buy these products for students.
- Smoking and vaping are not allowed inside the home or on school property.
- If a student smokes or vapes, talk about safe outdoor places to do it.

Sleepovers

- There are three types of living arrangements for our International students:
    - ✓ **Langley School District Homestay**
    - ✓ Natural parent
    - ✓ Private arrangement
- Students may ONLY sleepover at other Langley School District Homestays.
- Both homestay families must give permission.
- Students must be of the same gender.
- Suitable notice must be given.
- Homestay families must talk to each other before the sleepover.



Dating

- Students should introduce their partner to the homestay family.
- Students may not have anyone they may be dating in their bedroom.

Damage in Homestay

- **The Langley School District is not responsible for any damages caused by the student.**
- Students are not responsible for normal wear and tear.
- Students are responsible to pay for cost of any damage they cause on purpose.
- If willful damage happens, the homestay should take pictures and email them to their Homestay Coordinator immediately.
- The ISP Department will review the damage to determine the next steps.
- We recommend Homestays regularly monitor the condition of the student's bedroom & bathroom throughout the student's stay.
- Damage to the homestay is to be reported before a student has moved out of the home, whenever possible.

Cars & Driving

- International students are not allowed to own, drive, borrow, or rent a vehicle.
- Grade 12 students may take driving lessons with an accredited driving school, but they may not practice with anyone but the driving instructor.
- Do not allow your student to drive your vehicle.
- Students can only ride in cars driven by someone age 25 or older with a full license (No "L" or N"), unless they are a homestay family member.
- If there are extenuating circumstances, permission must be given by the School Coordinator or Homestay Coordinator.

Paid Job While in Canada

- Immigration Canada does not allow students to work for money while on a study permit.
- Working may result in a student's dismissal from Langley School District.

School Attendance

- Students must go to all their classes.
- They should only miss school if they are sick.
- If a student is sick, the homestay must call the school.
- If the student is sick often, the homestay should help them to see a doctor.
- If the school calls or sends messages about missed classes, the homestay should tell the School Coordinator.



Report Cards

- Langley School District is the Custodian for all students in District Homestay and has access to their grades.
- Due to FIPPA (Freedom of Information and Protection of Privacy), homestay parents do not have the right to their student's grades or report cards.
- If the student chooses to show their report card to their homestay family, that is fine.



Summer Storage and Fees

- If a student is going home for the summer and you have space in your home, the student pays a $50 per month for storage (July and August).
- The fee must be paid before the student leaves.
- Homestays should show their student where to store their things.
- The student must pack and clean their bedroom before they leave.
- The Homestay must check that the room is clean and packed before the student leaves.
- If there is no storage space available, the homestay must help their student find a local storage place and help move the items.



STUDENT AND HOMESTAY TRAVEL

Student Travel

- If a student is going outside the Lower Mainland, even for a day, they must fill out a travel form.
- If a student is staying overnight somewhere, they must also fill out a travel form (does not include sleepovers at another district homestay).
- Students can ask for a travel form from their School Coordinator or they can be found on our www.studyinlangley.com.
- Travel forms must be filled out and given to the School Coordinator at least one week before travel.
- The homestay must sign the form to show they know about the trip.
- Students can only travel with a relative or close family friend who is 25 or older (government ID required) and usually only during school vacation time.
- Once a travel form is approved/declined you will be notified.

Visiting the United States for the day

- Students must complete a District Travel Form to visit the USA.
- Students may need a US Visitor's Visa to enter the USA:
    - They should check their passport for a US visa and its expiry date.
    - Getting a US visa in Canada can take a long time, so students should plan early
- If traveling with a student, check if they need an ESTA visa before the trip. Visas cannot be given at the border (https://esta.cbp.dhs.gov/esta/).
- If you visit the USA often, one Travel Form is enough for all trips.
- Students traveling out of B.C. must buy additional private insurance for the trip.



Homestay Holidays/Coverage

- Students cannot be left alone overnight.
- If the homestay is travelling without the student(s), they have two choices:
    1. Ask an adult (25 or older), who knows your student to stay in your home while you are away.
        - This person must have provided us with a current Police Record Check.
        - Please notify your homestay coordinator of your plans.
    2. Arrange for the student to stay with another Langley School District Homestay family. Steps include:
        - Ask the student to see if they have a friend they want to stay with.
        - Use the District Homestay Contact List to find another family (available from your Homestay Coordinator).
        - Contact the other family directly and make clear drop off and pick up plans.
        - Drop off and pick up the student yourself.
        - Pay the temporary homestay $40 per night.
        - Students must be of the same gender.
        - Tell your Homestay Coordinator of temporary homestay arrangements.



ACTIVITIES, FIELDTRIPS & SPECIAL EVENTS

Extracurricular Activities

- Some students like to join in extracurricular activities. These can be school or non-school activities.
    - School activities (early morning, after school) might include:
        - ✓ Drama, Sports, Music, School Dances
    - Non – School activities might include:
        - ✓ Dance, gymnastics, soccer, hockey, swimming, music, martial arts, horseback riding lessons, or tutoring
        - ✓ Day trips like skiing, hiking, paintball, laser tag, etc.



- Students must pay for their own extracurricular activities.
- Homestay families should ask students if they are joining any activities.
- Homestays don't have to drive students, but they can help with ideas like carpooling or using the bus.
- Students like it when homestays come to watch their games or shows.
- High risk activities do require a waiver/form and must be signed by the student's natural parents.

District Fieldtrips

- The International Student Program plans fun trips for International students during the school year.
- Students must pay for these trips.
- Students should talk to their School Coordinator to sign up for trips.
- Homestays must sign the form and drop off and pick up their student <u>on time.</u>

School Fieldtrips

- The School Coordinators or teachers also plan trips for their students during the school year.
- Permission form(s) will require a parent/guardian signature.
- Homestays may sign for low-risk fieldtrips only (e.g. aquarium, bowling, walking, movies, etc.).
- Natural parents must sign a permission form for high-risk activities (e.g. water activities, skiing, snowboarding, trampoline parks, etc.).



Special Events (Non-School Sanctioned)

- Students must talk to their School Coordinator about the special event.
- School Coordinator contacts ISP Department for event approval.
- If approved, the Homestay Department will create an event permission form.
- The student must complete the form and return it to their School Coordinator.
- The School Coordinator will submit the completed form to their Homestay Coordinator.

VISITORS

Natural Parents Visiting

- The Homestay Program houses students while they go to school.
- Visiting parents cannot stay with their child in their District Homestay.
- If the student wants to stay overnight with their parent, they must fill out a Travel Form.
    - The form is available from the School Coordinator or on our website www.studyinlangley.com.

Agent Visiting

- If a student's agent wants to visit the homestay, the family must first get permission from the International Student Program (ISP) Department.
- If an agent contacts the homestay, they should tell the Homestay Coordinator.

Homestay Guests and Visitors

- The Homestay should tell the student if guests are coming and how long they will stay.
- If guests stay for more than four weeks, the Homestay Coordinator must be told.
- Students cannot give up their bedroom for guests.
- Guests should know the important rules for students such as curfew, use of drugs and alcohol, etc.

AIRPORT TRANSPORTATION

- Homestay families are responsible for arranging airport transportation for students during their homestay placement, including arrivals and departures throughout the program (Winter Break, Spring Break, and other approved travel).

- **Exception** – New Student Arrivals
    - The only exception is for new student arrivals at the beginning of their program. In this case:
        - Students may choose to arrive using Beaton's Meet and Greet airport pickup service, OR
        - Agents or Natural parents may plan their own transportation for the student, OR
        - The homestay family may choose to pick up the student from the airport.

STUDENT MOVES AND DISMISSALS

Student Homestay Moves (Non-Emergency)

- The Langley School District reserves the right to move a student.
- The Homestay Coordinator will talk to the homestay about the move.
- Reasons for moving a student include:
    - Homestay family sells their home.
    - The student's bedroom is no longer available.
    - Student changes to a private homestay.
    - Unknown allergies.
    - Irreconcilable differences.
- Homestay fees follow the student. The original homestay family keeps $40 per night the student stayed with them, and the balence is given to the new family.
- The new family picks up the student and their belongings from the former homestay.
- The Langley School District may at any time and at its own discretion move a student without notice.
- Langley School District has full discretion to terminate the homestay arrangement at any time.
- For any move, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact.

Student Homestay Moves (Emergency)

- The Langley School District may at any time and at its own discretion move a student without notice.
- The Homestay Coordinator will talk to the homestay about the move and will help with the move.
- There are reasons why a student may need to move from a home immediately, including:
    - Death/sickness in the family.
    - Flood in the home.
    - Violation of school or program rules.
- The Homestay Coordinator will talk to the Homestay about the fees.
- The Langley School District has full discretion to terminate the homestay arrangement at any time.
- For any move, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact.

Student Homestay Moves (Dismissal)

- An ISP Administrator makes the decision on student dismissals.
- A Homestay Coordinator will talk to the homestay throughout the dismissal process.
- There are many reasons why a student may be dismissed from our program, including:
    - Drugs/Alcohol.
    - Violation of school rules.
    - Engaging in illegal activities.
    - Breach of Homestay Rules and Behaviour Expectations.
- The student will be moved to an emergency home by a Homestay Coordinator.
- The homestay fee for the current month will remain with the homestay.
- Remuneration to the emergency family will be paid by Langley School District.
- For any move, the Langley School District aims to keep the dignity and integrity of both the student and homestay family intact.

STUDENT MEDICAL INFORMATION

Process

- Students **without a study permit**, usually short term, will be covered by **Studyinsured** medical insurance.
- Students **with a study permit**, will be covered by **Studyinsured** for the first three months and then by Medical Service Plan (**MSP**) for the remainder of their program.
- **Returning students** stay on MSP until they finish their study in Langley.
- The ISP office applies for medical insurance for the student.

BC Medical Services Plan (MSP)

- Students will receive their Medical Card from their School Coordinator.
- Students must have their Medical Card with them at all times.
- Homestay families and students are to keep a picture of the student's Medical Card on their phones.

Students on Studyinsured - Coverage When Traveling Outside of Canada

- Students are covered for emergencies anywhere in the world.
- Trips to the USA are only covered for 30 days.
- Students are not covered in their home country unless it's for school or a training program.
- In case of an emergency, students must call Studyinsured at 1-866-883-9787.

Students on MSP - Coverage When Traveling Outside of BC

- Students are covered for all eligable expenses in BC.
- Students traveling out of BC will need to buy private insurance.

Payment for Medical Services

- When students use a medical service such as BC Ambulance, Hospital, or clinics they may be required to pay up front or be billed for the service.
- Use only the school district address for medical services:

4875 222nd Street, Langley, BC, V3A 3Z7

Vaccinations

- Homestay parents cannot sign vaccination forms.
- The Homestay Coordinator will help get the signatures from the natural parent.

Dental Care

- Dental Care is not covered by the Medical Service Plan.

Get ing health care when you need it

If you have an emergency, call 911 or go to the hospital.
You must also call StudyInsured™ Assistance within 48 hours of a serious emergency (see footer). If you are unable to call, have someone you trust call for you.

Seeing a Doctor Online

Video chat with a doctor on your phone, tablet, or computer for these issues and more:



Fast – Easy – No travel or waiting rooms – Free for StudyInsured™ students – Prescriptions available

1 Register First

Visit getmaple.ca/msh and enter your policy number and date of birth to create your account

SCAN HERE TO REGISTER

Af er Registering

Visit app.getmaple.ca/login and enter the email and password you used to sign up

SCAN HERE TO LOG IN

2 Click Get care on your dashboard and select your symptoms

3 Connect to a doctor online for your appointment

3 Discuss your symptoms with the doctor. If you receive a prescription, pick it up at your local pharmacy or have it delivered to your doorstep

CALL US FOR ASSISTANCE

TOLL-FREE 1.866.883.9787
WORLDWIDE +1 416.640.7865

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.

Getting health care when you need it cont'd

If you have an emergency, call 911 or go to the hospital.
You must also call StudyInsured™ Assistance within 48 hours of a serious emergency (see footer). If you are unable to call, have someone you trust call for you.

Getting health care in person

Finding a medical provider near you

TIP: The URL to your student insurance website is located on your insurance wallet card

1. Visit your student insurance website
2. Click **"NEED TO SEE A DOCTOR? CLICK HERE"**
3. The StudyInsured™ Assistance agent will provide your information to our virtual health provider
4. Check the list of medical providers to see their location, distance from you, and hours of operation

   Note: "Direct pay: Yes" on a listing means you won't have to pay out of your own pocket at that provider

Be prepared for your visit:

1. Call the provider to check if you need an appointment and/or need confirmation of your coverage
2. To get confirmation of your coverage, call StudyInsured™ Assistance (see footer)
3. Bring **confirmation of coverage (if needed)**, **photo ID**, **your insurance wallet card**, and a payment method like a credit card to your appointment
4. If applicable, bring a list in English of your medications, allergies, and medical conditions
5. If you're worried about your ability to communicate, bring someone who can translate for you. There are also apps that can help with translation
6. Before you leave the clinic or hospital, ask for copies of doctor's notes, reports, prescriptions, receipts, and invoices. You will need to submit these with your claim to StudyInsured™
7. Call StudyInsured™ Assistance after your appointment to keep a record of your diagnosis and treatment

Reminder: Hospitals and emergency rooms are for **serious medical emergencies**, and may have wait times of several hours. **Walk-in clinics can treat most illnesses and injuries quickly.**

CALL US FOR ASSISTANCE

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stayhealthy atschool POWERED BY STUDYINSURED™

DO YOUR STUDENTS URGENTLY NEED MENTAL HEALTH SUPPORT?



Demand for counselling services is rapidly growing for schools. The **Stay Healthy At School Program** provides support to students struggling with mental health issues, stresses, and anxieties related to academics, finances, social interactions, and other pressures.

We provide guidance to help students through any challenge

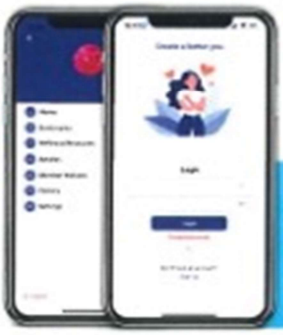
PROFESSIONAL COUNSELLING AVAILABLE MULTIPLE WAYS:

IN-PERSON SESSIONS

E-VIDEO CHAT

PHONE (TOLL-FREE)

- Available **24 hours** a day, **seven days** a week
- Purely **confidential and secure**
- Available from **anywhere in the world** in **over 100 languages**



PLUS STUDENT MOBILE APP FEATURING:

Self-help tools – 24-hour counselling – Instant messaging functionality via app or website

SCAN HERE TO DOWNLOAD THE APP!

2023-DG

ABOUT STUDYINSURED™

A trusted name in the travel insurance industry since 1946, StudyInsured™ provides custom options and solutions for global students, travellers, and workers. StudyInsured™ works with schools to develop unique insurance plans that evolve with student needs and to deliver optimal coverage at the best price.

Delivering industry-leading travel and student health insurance

- Comprehensive student insurance coverage
- 24/7 multilingual emergency assistance
- Third-party liability insurance for students and homestay families
- Up-to-the-minute info via a customized website provided by us
- Scholarship contribution to the growth of your program plus investment in your community via the StudyInsured™ Global Education Fund

studyinsured™
GLOBAL STUDENTS. GLOBAL COVERAGE.

CONTACT US TO GET STARTED TODAY.
studentteam@studyinsured.com | +1 416.649.4182

TRANSPORTATION

Transportation to and from School

- The homestay must get the student to and from school.
  - If the home is within 2.0km of the school your student can walk, bike, etc.
  - If the home is more than 2.0km from the school the student must be driven, take public transportation, or the school bus (if available).
  - If they are taking public transportation the homestay family must contribute $40/month towards the student's Compass Card.

- School bus is available to **LSS, BSS, LMFSS, ACSS and DWP** only:
  - If you live within catchment and less than 4.8km from the school your student can be registered for the school bus as a courtesy rider. Homestay family is responsible for the cost.
  - If you live within catchment and more than 4.8km from the school your student can be registered for the school bus as an eligible rider at no cost.
  - If you live out of catchment from the school your student can be registered for the school bus as an eligible rider at no cost.
  - If you live out of district and too far from any of the school bus pickup/drop off locations you must contribute $40/month towards your student's Compass Card and they can take public transportation.

Transportation for Leisure Activities

- Students may choose to travel using public transportation, taxi, or uber for their leisure activities.
- Hiring a driver through WeChat is NOT acceptable.
- For public transit information refer to the Translink website (www.translink.ca).
- Student should never travel alone and they should be in contact with their homestay family throughout the day.
- Compass Cards can be purchased at the following locations:
  - ✓ Online (https://www.compasscard.ca/)
  - ✓ Compass Vending Machine (CVMs) (Concession cards not available through CVMs)
  - ✓ Select London Drugs locations
  - ✓ By calling 604.398.2042
  - ✓ Compass Customer Service Centre: Waterfront Station

School Bus Registration

- If school bus service is required for a student to **BSS, LFMS, DWP, LSS, or ACSS**, register the student for the school bus through the link provided by your homestay coordinator.
- There are no school busses for REMSS or WGSS.
- A Homestay Coordinator will provide the necessary information to register a student.
- To complete the registration, the **student's ID number (not PEN #)** is required.
- Once the registration has been approved by Transportation you will receive confirmation.
- Homestay parents can request refunds via transportationrefund@sd35.bc.ca.

PRE-ARRIVAL CHECKLIST

For Homestay Families:

- ☐ Student's bedroom includes a bed, bedding, mattress cover, dresser, closet (wardrobe), nightstand, lamp, desk, chair, opening window, hangers, and laundry basket.
- ☐ Student's bedroom is clear of homestay's belongings.
- ☐ Student's bedroom is clean (e.g. dusted, vacuumed, bedding laundered).
- ☐ Take photos of the bedroom and bathroom prior to arrival (for comparison upon departure).
- ☐ Prepare Family Emergency Escape Plans (e.g. fire, flood, earthquake etc.).
- ☐ Provide a house key or entry code for student.
- ☐ Prepare a simple list of house rules and emergency number list (e.g. 911, family member phone numbers and addresses etc.) and post it for easy reference.
- ☐ Read the Homestay Handbook and call your Homestay Coordinator with any questions.
- ☐ Confirm you have adequate house insurance to cover a student living in your home.
- ☐ Make sure you have car insurance with a minimum of $3 million liability.
- ☐ If your student will take the school bus, make arrangements before the student arrives.

ARRIVAL CHECKLIST

For Homestay Families:

- ☐ Introduce student to the family and pets.
- ☐ Encourage student to phone or email natural parents to confirm arrival.
- ☐ Tour entire home, show how things work (e.g. toilets, showers, faucets, fridges, garbage, recycling and appliances, etc.).
- ☐ Go over Family Emergency Escape Plans (provide a copy for student).
- ☐ Take a photo of your student, medical information, passport and study permit. Keep in your phone and in another location that is easy to access.
- ☐ Give your student your family contact information for their phone: cellphone, work, and landlines.
- ☐ Provide student with a house key or electronic code.
- ☐ Review with student the list of rules and household expectations, talk about household chores, etc. Post a copy of this list in the student's bedroom.
- ☐ Take student to mall or kiosk to get a cell phone and/or Canadian SIM card.
- ☐ Show student their route to/from school, how to get to bus stop and local amenities.
- ☐ If required, take student to open a bank account.

DEPARTURE CHECKLIST

For Homestay Families:

- ☐ Ask your student about their departure plans. Talk to your student about their return flight home and make plans to drive them to the airport.
- ☐ Homestay families are responsible for taking students to the airport. Make sure they arrive three hours before their departure for International flights and two hours for Domestic flights.
- ☐ If you are unable to take them to the airport, it is your responsibility to arrange and pay for a drop off service (Beaton's Meet and Greet).
- ☐ Help the student with packing and make sure that school textbooks are returned.
- ☐ Ensure the student has cleaned their bedroom to your satisfaction before they leave.
- ☐ If the student's belongings are stored in your home during July and August, collect $50 per month storage fee before they leave.
- ☐ If the student's belongings cannot be stored in your home, help them arrange a local storage facility and help move their belongings to and from the facility.

RESOURCES

A. B.C. Helpline for Children (Tel: 310-1234) May be called to report when a child or youth under 19 years of age is being abused or neglected. There is a legal duty to report your concern to a child welfare worker

B. Kids Help Phone (Tel: 1-800-668-6868) Provides counselling and mental health support

C. Kelty Mental Health Resource Center (http://keltymentalhealth.ca) Resources regarding mental health issues, substance use, medications, and healthy living

D. HealthLink BC 8-1-1 Services (Tel: 811) Free-of-charge provincial health information and advice phone line available in British Columbia

E. Suicide Crisis Helpline (Text/Tel: 988) https://988.ca Confidential, free, 24-hour access to responders trained in suicide prevention

STUDENT GUIDELINES
QUICK REFERENCE

The <u>STUDENT</u> will:

- ✓ follow homestay and school curfew
- ✓ respect all family members, their belongings, and follow house rules and program rules
- ✓ keep their bedroom and bathroom tidy
- ✓ not take food or drink into bedroom without permission from the homestay
- ✓ not have people of opposite gender or someone they may be dating in their bedroom
- ✓ eat dinner with their family at least four nights per week
- ✓ clean up after themselves if they use the kitchen
- ✓ be off the internet by 11 pm
- ✓ not own or purchase a pet
- ✓ not buy or use e-bikes/e-scooters or any motorized vehicles
- ✓ not possess or use alcohol or drugs
- ✓ take responsibility for any willful damage
- ✓ introduce his or her friends to the homestay parent(s) and ask to have guests in the home
- ✓ tell homestay parent(s) where they are going, with whom, and when they will return
- ✓ talk to homestay family before making any arrangements for after school, evenings or weekends
- ✓ put homestay contact and emergency number into their phone
- ✓ answer texts and phone calls from the homestay or ISP
- ✓ have a Canadian cell number and data plan
- ✓ use Travel Permission form for any overnights or travel outside the Lower Mainland
- ✓ talk to their homestay about flights as soon as possible to make sure the homestay can take them to and from the airport

HOMESTAY GUIDELINES
QUICK REFERENCE

HOMESTAY PARENT(S) will:

- ✓ ensure that students have their homestay contact information and emergency phone # in their phone
- ✓ keep a clean well-supervised environment
- ✓ provide clean bed linens and towels
- ✓ provide a room with a bed, desk, window, nightstand, closet, and dresser
- ✓ provide three meals daily – breakfast, lunch, dinner and snacks including at least four family meal per week with the student
- ✓ provide reasonable use of the entire home and utilities, and instruction on their use
- ✓ have procedures that are reasonable and age appropriate and that follow the District Homestay expectations
- ✓ ensure students are off-line by 11pm on school nights
- ✓ provide a key/code to the house
- ✓ create a cleaning schedule with the student and regularly check the student's bedroom
- ✓ not host Private and District students at the same time
- ✓ contact the school about attendance (e.g. illness, medical appointment, etc.)
- ✓ ask students for flight details and provide transportation to and from the airport, as necessary
- ✓ provide transportation to and from the school if it is more than 2.0 kilometers or provide a Compass Card / $40 per month
- ✓ ensure the student has a working cell phone with a Canadian number and data plan
- ✓ ensure that student follows curfew and notify Homestay Coordinator immediately if they are not
- ✓ help and support student if medical or health situations arise
- ✓ take the student to the hospital if necessary and remain with them
- ✓ tell Homestay Coordinator of any changes in your home – people and pets, contact information
- ✓ Identify and explain any security cameras during the home orientation. It must comply with privacy requirements and not invade the student's reasonable expectation of privacy