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## HOMESTAY AGREEMENT

### 1) Mutual Respect & Understanding

- a) Students and host families acknowledge that Canadian culture, customs, food and family life may be different than in other countries. Students and hosts must try their best to try new things and be open to new experiences without any judgment. Students and host families will try to learn from each other and to not judge each other based on appearance, accent, gender, language ability or cultural background.
- b) Canada is a country that prides itself in multiculturalism. The Host Family and Students will show consideration and tolerance towards each other, as well as sensitivity to cultural differences and English proficiency.
- c) The Host Family must treat the student as a guest in the home. The Student must behave as a guest in the home. The student will follow the Host Family guidelines (rules) in the home.

### 2) English in the Homestay

- a) The Host Family and Student acknowledge that one of the many benefits a language student gains from Homestay is the exposure to the natural use of English in a non-classroom environment. For this reason, all GV Host Families must agree to speak English in the presence of their Homestay students, even if the family speaks another language as well.
- b) The Host Family will not host two Students who share the same language unless specifically requested to do so by GV Victoria. Example: Mexican and Colombia students share Spanish as a common language; therefore are not matched with the same host family.

### 3) Student Rooms

- a) Each Student will be provided with a private room, unless specifically requested by the student or GV Victoria. (GV Victoria does offer shared room options to students but hosts will be made aware of such special requests at the time of booking).
- b) The host will provide a student room with all basic furnishings required to create a comfortable environment which is conducive to studying. Furnishings shall include a bed, bed linens, closet, dresser, desk, chair, ceiling light, reading lamp, curtains or blinds, etc.
- c) The Student will respect the property of the host family, including all items in the student room as well as in the common areas of the home. If the student damages or breaks anything in the home, they will pay for it and cover any costs incurred.
- d) The Student is required to keep his/her own bedroom and bathroom clean and tidy. Once per week, the student will vacuum and clean his/her own room and will tidy the student bathroom once per week.

#### 4) Food, Drinks & Snacks

The Host shall provide and the student shall receive three (3) healthy, well-portioned meals per day, every day of the week, including fresh vegetables, fresh fruit, grains, milk (or alternative) and meat (or alternative). Some meals (typically breakfast and lunch) may be self-serve from time to time, but the evening meal should be prepared by the host and shared together with the student(s).

See Canada Food Guide for more on recommended daily servings:

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/basics-base/quantit-eng.php>

- i) Breakfast should include a variety of options, ranging from toast, coffee/juice, cereal, or eggs on weekday mornings to bacon and eggs, pancakes and other brunch-style options on weekends.
- ii) Lunch should be a bagged lunch on school days (sandwiches, juice, fruit, vegetables, and snack or simple meals, leftovers to be heated on school days) and a fresh-prepared meal on holidays and weekends.
- iii) Dinner selections may vary depending on each host family's culture and the occasion, but should be healthy and well-sized portion.

The usual dinner time is \_\_\_\_:\_\_\_\_PM and the Student must inform the Host family by\_\_\_\_:\_\_\_\_PM, if he/she will not be home for dinner. The Student is responsible for informing the Host Family when making plans to go out or if a student will not be home for dinner or any plan that the family is expecting the student to be part of.

- iv) Missed meals:
  - If a host family will *not be home for a dinner or the student will arrive home late* from school, the evening meal shall be prepared and left in the fridge, so the student may reheat it at a convenient time.
  - Students in *GV non-Group Programs* are responsible for their own meal arrangements when day-long or afternoon excursions are planned. Example: An adult student going to Vancouver for the day will be responsible for his/her meals on the trip.
  - Students in *GV Teen Activity Programs or Customized Tours* may have day trips or excursions that require them to bring a bagged lunch or dinner, which the Host Family will provide.

#### 5) Computers & Internet

Communication and computer usage has vastly changed over time. As they relate to homestay, internet plans and bandwidth restrictions are being reviewed by the school (November 2016). Until a comprehensive policy can be published, the following apply:

- i) The Host shall provide the Student with 24 hour access to internet service (hard wired or wireless) for homework or communication purposes, which may connect to the student's personal laptop or other mobile device.
- ii) When selecting an internet service provider for the home, hosts shall chose a plan that suits the number of intended users; if hosting one student, the internet service should be suitable for host family members + 1 additional user. If hosting two students, the internet service should be suitable for host family members + 2 additional users. Consider an unlimited plan, if possible, as this provides the best coverage for your family and the student.
- iii) Hosts shall notify students of any bandwidth restrictions. Students should be respectful of bandwidth restrictions, by avoiding gaming, the streaming of movies and tv. If internet usage exceeds bandwidth restrictions, hosts may notify the student and school, but may NOT charge students extra for the overuse.

iv) Students must not download malicious files or inappropriate content via their host's internet service.

## 6) Other Guidelines

- a) The student will be provided with a key to the house. The Student shall respect and guard the security and privacy of the Host family's home
- b) To maintain a safe and healthy, smoke-free environment, the Student will NOT smoke inside the family's home at any time. If the Student is a smoker, he/she must only smoke in an area designated by the Host Family outside of the house.
- c) The Student is expected to take part in activities with the Host Family. The Host Family will show the Student some places of interest in Victoria during the first two weeks of the student's stay and continue to include the Student in the family's activities for the duration on the Student's stay (i.e. inclusion in family dinners, especially at times like Thanksgiving and Christmas).
- d) Students and Hosts should discuss the household shower and bathing schedules, especially when several adults will be sharing the washroom. Some students prefer morning or evening showers or baths. Please make the arrangement that will work for both the student and the family members at a reasonable time of day (i.e. not when the rest of the household is sleeping). To conserve water, showers should be taken for a maximum of 10-15 minutes.
- e) Students and Hosts should discuss the homestay laundry routine, the appropriate use of machines, the location of drying rack for hang-dry items, etc. If the Student is doing his/her own laundry, it should be done once per week as Canadian laundry machines are too large for daily loads.
- f) The Student is not contracted or expected to do household chores. The Host Family will not require the Student to do housework apart from keeping his/her own room and bathroom clean and tidy. Taking one's dishes from the table to the sink is NOT considered a "chore"; it is customary to do this in Canada and all Students are encouraged to offer to assist with dishes as a show of respect towards the cook of the house.
- g) The Student will ask to use household appliances, such as stove, dishwasher, microwave, blender, espresso maker, etc. The Host shall provide a safety orientation on the use of such appliances ONLY IF permission is granted to use such appliances; however, it is recommended that access be restricted and supervised to avoid accidents and/or upsets.
- h) Quiet hours: We will encourage students to keep quiet hours between 10pm – 8am. If hours work differently at your household, please make sure to communicate it with the student directly.

## 7. Members of the Household

- a) The Host Family will not host more than a total of three (3) GV and non-GV Students in the home at the same time without the specific written approval of the GV Victoria Homestay Coordinator.
- b) At least one adult member of the Host Family must be at the home on every day and night of the homestay period. If such a situation cannot be avoided, the Homestay Coordinator must be notified prior to the family being away and the next point (J) shall be followed.
- c) Pertaining to point above, on the rare occasion that a Host Family must be away from home, the Host family MUST make arrangements for a responsible adult (non-student) to cook, socialize and perform as "Host" during their absence. The contact information, police record check and signed Declaration of Suitability for the alternate Host will be provided to GV Victoria prior to family's absence.
  - An ADULT Student shall not be left with an "alternative host" in the home for more than three (3) consecutive days.

- An UNDERAGE Student must NEVER be left with an “alternative host” in the home, unless the alternate has undergone the full process of becoming an approved GV Host Family.

## **8. Counseling and Conflict Resolution:**

- Both parties (Student and Host Family) acknowledge that from time to time, through no fault, differences may arise between the Student and the Host Family. These may arise for a variety of reasons including personality mismatch, culture shock or a gap in expectations. If this should occur the Student may be moved at his or her request, at the discretion of GV Victoria.
- If difficulties arise between the Student and the Host Family, both the Host Family and Student are encouraged to communicate directly about the issues. This is one of the important challenges and learning opportunities presented by the Homestay experience.
- Whenever possible, a two-way verbal discussion of the issues is recommended; however, a kindly worded letter, card or email may also be appropriate to initiate a sensitive discussion or allow for clarity when language barriers exist.
- If the issue(s) cannot be resolved after the first discussion, both parties (host and student) should contact the GV Homestay Coordinator immediately so that the Coordinator’s advice can be integrated into the next stage of the discussion. The Homestay Coordinator will approach any situation in a non-judgmental and unbiased way, at the same time, respecting and observing the privacy, trust and confidentiality of each individual.
- Do not wait until the issue has grown bigger or has extended more than 2 or 3 days. The Homestay Coordinators want to help you as quickly as possible!
- Global Village staff will endeavour to resolve the issue by encouraging the student and family to explore each other’s perspectives more and to learn from the experiences of others. Quite often, a student or host feels as if they are experiencing an issue for the first time in his/her life; however, with the volume of students and hosts involved with the GV Homestay Program, the Homestay Coordinator has often seen or heard of similar situations and can offer advice based on what has worked for others.
- After the Student and Host have spoken a second time, if the issue is still not resolved, Global Village staff will seek permission to share what a student or host has disclosed in the interests of opening up the conversation further. At no time will the GV Homestay Coordinator break the confidentiality of either party (Host or Student) without permission.
- In the case of an issue which cannot be resolved to the satisfaction of both the Student and Host Family, Global Village staff will take further action as seen fit.
- A Student may be moved from a Homestay as a result of the behavior (on the part of Student or Host) that GV Victoria in its complete discretion considers unacceptable or dangerous. Such conditions could include but are not limited to abuse of drugs or alcohol, aggressive or abusive behavior, or violating other accepted norms of conduct within a Homestay.
- If Students have concerns with respect to Global Village Homestay and are unable to clarify these concerns at the school level, they may refer the matter to Languages Canada (LC). Please note that LC serves Students but NOT Host Families.

### **LC Accreditation Procedure:**

- *Languages Canada reviews the observation of the Standards within Language Programs on an annual basis.*
- *The first line of communication for students with respect to concerns is with the School.*
- *The role of Languages Canada is to act as an advocate on behalf of the student and to ensure that full information is available to review the matter with both the student and Member School.*

- *Should a resolution not be possible, the matter is referred to the Board of Directors of Languages Canada for resolution in accordance with the terms and conditions of the Dispute Resolution Policy for Languages Canada. This policy is to be displayed and/or made available to all students*

## **9) Homestay Bookings, Changes and Fees**

- a) The Student will make all the Homestay payments directly to the School. The Host Family will not accept, receive nor charge any Homestay fee directly to the Student.
- b) The Student agrees to let the School know of any departure date changes and will pay for any extra nights added to the homestay period.
- c) The Student will promptly reimburse the Host Family if he/she causes any damage to the home. No deposit will be required of the Student by the Host Family.
- d) If a student wishes to change the Homestay arrangement or leave the Homestay early, he/she will give the Homestay Coordinator and Host Family three (3) weeks' notice before changing/leaving. The three (3) week notice period is necessary to allow the Host Family and School to make alternative arrangements. If the student wishes to move without three (3) weeks' notice, they shall pay the remainder of their original stay to the host, in addition to the fees for the student's new accommodations.
- e) After the Student completes his/her study period at GV Victoria, the Host Family and the Student agree not to continue the homestay arrangement without previous authorization by GV Victoria, and after that, the Student and Host shall do so at their own risk. A special release form must be signed by the Student and the Host Family in such rare cases.

## **10) Emergency Student Removal**

There are other situations where the student is moved or removed from a homestay situation at the sole discretion of Global Village Victoria. This can be quite sudden or without notice. GV Victoria will work with the host family to manage the situation but GV Victoria may move a student with no notice if the situation warrants it. If the host family has been paid for the full study block and the student moves, the host family will be asked to refund the payment for the remaining nights. In such cases, three weeks' notice will not be provided and a cancellation payment will not be provided.

For further clarification, three weeks' notice will not be provided and a cancellation payment will not be provided in the following situations:

1. The change is by mutual agreement of Host Family and Student
2. The change is initiated at the request of the Host Family
3. The Student is removed from the homestay in order to protect and ensure the physical or emotional safety of the Student as determined by, and at the discretion of, Global Village
4. The Student leaves the homestay at the end of the original homestay booking period.

## **11) Hold Harmless Agreement**

The Host Family and the Student agree to release and hold Global Village English Centre Victoria Ltd. (GV Victoria) harmless for any damages which may be suffered or claimed as a result of entering into this Homestay Agreement and without limiting the generality of the foregoing, for any action or behavior of the Student during his/her stay with the Host. Students are bound by the same laws and statutes as Canadian citizens. GV Victoria and our authorized representatives are in no way to be considered as having legal guardianship for students.

**12) Notes/Additional House Rules**

Please list any rules of the home not covered by the GV agreement which you discussed during this review:

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**I/We have read the agreement and agree to honor it as a condition of my/our participation in the program.**

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Host Name (Please Print)	Signature	Date
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Host Name (Please Print)	Signature	Date
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