



Homestay Family Handbook



WELCOME

Thank you for opening your hearts and homes to an international student! You play a vital role in making sure that our students are successful in their study term in Delta.

You are the primary care giver for these young people who have taken this courageous step to travel alone across the globe to live and study in a foreign environment. They will be looking to you for the TLC that their own family would provide, especially at the beginning when culture shock, jet lag, and homesickness will be the main challenges.

This should be a rewarding experience for your own family. You will make new connections with overseas families and gain some insights about a different culture. You or one of your family members may even wish to travel overseas one day and you can gain connections for this through participating in the program. Building new relationships is an important result of the program. In many cases you will make lifelong friendships with your student and his/her family.

The staff in Delta School District's International Student Program are here to support you. Let us know if you have questions at any time. Please check the host family website below throughout the year for more information and updates.

<http://homestay.deltasd.bc.ca>

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It is an expectation that you are familiar with these Homestay Family Guidelines. They will also help you through any issues or scenarios that may arise during your time as a homestay family. Feel free to e-mail or call our office if you have any concerns.

Please note that your home may not be used right away (or ever) as placement is based on a variety of factors including international parent and student requests for specific environments.

HOMESTAY COORDINATOR CONTACT INFORMATION

Homestay Coordinator Support:

Both the homestay families and the students have the support of the Homestay Coordinator. If difficulties occur, the coordinator is available for support on an ongoing basis. If you have any concerns about the well-being of your student, please bring this to the attention of the coordinator right away. If you have a school issue, please contact the International Student Coordinator at your specific school (see contact list for email and phone number contacts page 4). Homestay Coordinators mediate between the host family, the student and the agency if one is involved, and often do this by round table discussion with all parties present.

Karen Symonds (Director, International Student Program) is the legal custodian for most of the students. Please contact her at any time. Cell: 604-396-6862

24 Hour Emergency Phone 604-319-1713

Homestay Coordinator Hours:

Homestay Coordinators work at the School Board Office at 4585 Harvest Drive from 8:30am to 4:00pm, Monday to Friday. International Programs is on the main floor right across from the main door.

<u>Area</u>	<u>Homestay Coordinator</u>	<u>Phone Number</u>	<u>Email</u>
<i>Homestay Manager</i>	Brent Gibson	604-952-5075	bgibson@GoDelta.ca
<i>Ladner</i>	Teri Gallant	604-952-5399	tgallant@GoDelta.ca
<i>North Delta</i> (North Delta Secondary, Sands, Delview, and feeder elementary schools)	Tania Hope	604-952-1465	thope@GoDelta.ca
<i>Tsawwassen</i>	Gillian Patrick	604-952-5385	gpatrick@GoDelta.ca
<i>North Delta</i> (Seaquam, Burnsvew, and feeder Elementary schools)	Michele Ramsden	604-952-5352	mramsden@GoDelta.ca

For emergencies after hours or on weekends, please contact the Homestay Coordinators or Karen Symonds (Director) by cell phone:

Brent Gibson	604-319-0493 (Manager)
Teri Gallant	604-319-2575
Tania Hope	604-612-1465
Gillian Patrick	604-612-4020
Michele Ramsden	604-329-0373
Karen Symonds	604-396-6862

See our Host Parent Information Website at:
<http://homestay.deltasd.bc.ca>

Emails will be answered during office hours.

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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INTERNATIONAL STUDENT PROGRAM OFFICE CONTACT INFORMATION

24 Hour Emergency Phone 604-319-1713

***Please program the applicable numbers in your cell phone for emergency purposes.**

Director	Karen Symonds	604-952-5337 604-396-6862 (cell)	ksymonds@GoDelta.ca
District Administrator North Delta	Dean Eichorn	604-952-5332 778-549-6891 (cell)	deichorn@GoDelta.ca
District Administrator South Delta	Claire George	604-952-5370 604-562-4064 (cell)	cgeorge@GoDelta.ca
Homestay Manager	Brent Gibson	604-952-5075 604-319-0493 (cell)	bgibson@GoDelta.ca
District Coordinator Elementary	Corrine Hamilton	604-952-5394	chamilton@GoDelta.ca
Marketing Manager Spanish/Portuguese Student Support	Israel Auca	604-952-5301 604-230-0299 (cell)	iaucca@GoDelta.ca
Korean Student Support	Elaine Chu	604-952-5305 778-988-6069 (cell)	echu@GoDelta.ca
Japanese Student Support	Akane Nishikiori	604-952-5381 604-841-0123 (cell)	anishikiori@GoDelta.ca
Vietnamese Student Support	Tiana Pham	604-952-5392 604-861-8876(cell)	tpham@GoDelta.ca
Chinese Student Support	Anna Zhao	604-952-5344 604-790-9304 (cell)	azhao@GoDelta.ca
Homestay Coordinator Ladner	Teri Gallant	604-952-5399 604-319-2575 (cell)	tgallant@GoDelta.ca
Homestay Coordinator North Delta	Tania Hope	604-952-5396 604-612-1465 (cell)	thope@GoDelta.ca
Homestay Coordinator Tsawwassen	Gillian Patrick	604-952-5385 604-612-4020 (cell)	gpatrick@GoDelta.ca
Homestay Coordinator North Delta	Michele Ramsden	604-952-5352 604-562-3274 (cell)	mramsdn@GoDelta.ca
Administrative Assistant	Carolyn McGreer	604-952-5367	cmcgreer@GoDelta.ca
Senior Accountant	Michelle Lu	604-952-5327	mlu@GoDelta.ca
Admissions and Records	Charmaine Roesler	604-952-5302	croesler@GoDelta.ca
Administrative Assistant	April Weldon	604-952-5366	aweldon@GoDelta.ca

INTERNATIONAL STUDENT PROGRAM HIGH SCHOOL CONTACT INFORMATION

School	Int'l Student Coordinator	Telephone	Email
Burnsview Secondary (BU)	Lucy Yang	604-594-0491	lyang@deltasd.bc.ca
Delta Secondary (DE)	Jinny Peters	604-946-4194	jpeters@deltasd.bc.ca
Delview Secondary (DL)	TBD	604-594-5491	
North Delta Secondary (ND)	TBD	604-596-7471	
Sands Secondary (SA)	Michelle Cheng	604-594-3474	mcheng@deltasd.bc.ca
Seaquam Secondary (SE)	Jeremy Glass	604-591-6166	jsglass@deltasd.bc.ca
South Delta (SD)	Sandra Adamson	604-943-7407	sadamson@deltasd.bc.ca

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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PRE-ARRIVAL QUICK REFERENCE

Criminal Record Check:

All people over the age of 19 living in the home must have a criminal record check completed before a student can be assigned to the home. Please contact your Homestay Coordinator for details.

Pre-Arrival:

- Confirm adequate house insurance to cover a student living in your home; car insurance with \$2 million liability and enough seat belts for your family and your student.
- Prepare bedroom for student's arrival; his/her own room with a bed, desk, chair, dresser, closet, and lamp shown to Homestay Coordinator at the home visit. Mattress covers are also advised to protect your mattress.
- Cut house key, acquire bus schedule and local maps.
- Prepare house rules and emergency numbers list.
- Become familiar with homestay guidelines.
- Send an email and photos to your student. Describe your family, lifestyle, and neighborhood. Be welcoming on Facebook or via other methods.
- Send an email to the parents of your student. Reassure them that you are looking forward to hosting their child. Encourage them to write to you. Don't worry if there is a language barrier.
- A welcome banner in the home or a small gift is wonderful.

ARRIVAL QUICK REFERENCE

Arrival of Your Student:

Homestay families need to pick their student up at the airport. Dates, flight number, and arrival time will be provided by the Homestay Coordinator.

- **Check Vancouver Airport web site** for up to date arrival info. www.yvr.ca
- Bring a sign with your student's name clearly printed on it in bold letters.
- If you experience any difficulties, please call Karen Symonds (Director) on her cell phone at 604-396-6862 or your homestay coordinator.
- **Take the new student to the School Board Office, at 4585 Harvest Drive in Ladner, to complete school registration and medical forms between 8:30am and 4:30pm.**
- Encourage student to phone or e-mail home to confirm arrival to parents.
- Tour home, show how things work since toilets, showers, faucets and appliances sometimes function differently in other countries.
- Review with student the list of rules for your home. Leave a list with student in bedroom.
- Provide list of all family members, home and work numbers. Make sure the student carries these numbers in his/her wallet at all times.
- Explain how 9-1-1- works for emergencies.
- Show student how to walk to and from school (if your home is within 20 minutes away).
- Show student how to get to postal outlet, bus stops and local amenities (i.e. tour of library, recreation facilities, shopping etc.).
- Help the student to get a cell phone and school supplies.
- Help the student to set up a bank account.
- Help the student to unpack (it helps for you to see what he/she has and where things could be stored). Some students only have two pair of underwear because in some countries these items are washed daily. Helping to unpack will let you know what needs to be purchased like additional undergarments, school supplies, warm clothes, etc.

DEPARTURE QUICK REFERENCE

Departure:

- Assist student with packing boxes of possessions and make sure school textbooks are returned.
- A farewell dinner or special sendoff is a kind way to end your relationship.
- Drive student to the airport, arriving three hours prior to scheduled departure time.
- Please walk your student into the airport and wait while the student completes the baggage check. Help the student to the security check area.
- Homestays may wish to park their car at River Rock parking facility and use the sky train to see their student off. This will reduce the cost to you.
- Review connection procedures if the student is changing planes along the route.
- Advise Homestay Coordinator if you would like to continue with the program.

FIRST DAY OF SCHOOL



Please arrange to accompany student to school on the first day.

School Supplies:

Elementary School Students:

For elementary aged students, your Homestay Coordinator will let you know which school the child will be attending, and then we request that you contact that school or check the school website for a supply list.

High School Students:

For high school aged students, your Homestay Coordinator will let you know which school the student will be attending. All they will need for supplies are some binders, lined paper that goes in the binders, some dividers, a USB memory stick, pens and pencils. Locks for the lockers are provided at the school at no cost to the international students.

Please take the student shopping for these supplies and the student will pay for them.

Registration: Elementary and High School Students:

The student must report to the School Board Office with his/her passport and study permit before his/her first day of school. Student medical and school registration forms will be issued at this time.

High School Orientation:

Please check with your Homestay Coordinator for the dates and times of September orientations. If your student arrives mid-year, there is no formal orientation.

School Start Times:

Check the website below for start time at the school your student will be attending.

<http://web.deltasd.bc.ca/>

Drop Off and Pick Up:

Please note there is no supervision at the elementary schools until 20 minutes before school starts. Have your child there ten minutes before the bell, and take him/her to the office and let the secretary know you have an international student.

The first day of school usually ends early so please ask the secretary what time to be there for pick up.

School / Student Support:

If you have concerns about how your student is doing at school or you think your student needs a tutor, contact the teacher or International Student Programs:

Secondary Student Support: Claire George at cgeorge@GoDelta.ca or 604-952-5370.
South Delta Schools

Secondary Student Support: Dean Eichorn at deichorn@GoDelta.ca or 604-952-5332.
North Delta Schools

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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Signatures for School Forms:

Please remember that a homestay parent is not a legal guardian and cannot sign documents as such.

Host families should not be signing activity waivers, sports consent forms, or field trip forms.

All of the above forms must be signed by the custodian not the homestay family. When in doubt please contact Karen Symonds at ksymonds@GoDelta.ca , or call her at 604-396-6862.

Early Dismissals / Student Illness / School Closures / Professional Days:

In the event of student illness, school closures, or early dismissals, students will remain in the care of the host family; prepare to make suitable arrangements.

Throughout the school year, both for Elementary and Secondary students, there will be early dismissal days, Pro-D days and, for high school students, Collaboration Days. Please see the school website and school calendar for more information.

There may also be unexpected school closures from inclement weather, union job action, power outages, and a variety of incidents due to facility damage or disruptions.

<http://web.deltasd.bc.ca/>

Volunteer Opportunities:

As part of the Graduation requirements students are required to do 30 hours of service / volunteer hours.

Please have your student contact their school's international coordinator and/or the career advisor at their school for these opportunities.

Joining Clubs / Activities / Sports:

An important part of the experience for international students is to get involved with their school community.

Each school has a variety of clubs, activities and sports.

Students should see the international coordinator, club leader, or sport coach for more details.

GETTING STARTED

Please remember that the first month or so with a new student living in your home is one of great adjustment. Patience and understanding of all that your student is experiencing is critical during this time. Your Homestay Coordinator is there to provide guidance and support when you have questions or concerns. Our goal is to provide a positive homestay experience for both you and your student.

Bank Accounts:

Most of our international students will pay the homestay fee directly to the host parents. For German, Spanish, and students coming in groups, the homestay fees will usually be paid by the school district by cheque mailed directly to the host family. Please check with your Homestay Coordinator to confirm your payments.

Assist your student in opening a Canadian bank account immediately. It is more convenient to use your own branch.

Let the bank know that the student's account will be receiving money by wire transfer. The bank will need to provide the following information, which the student will forward to their parents.

1. Student name as reflected on their client card
2. Homestay address
3. The address of the bank home branch
4. The bank's financial institution number (ex. #003)
5. The bank's transit number
6. The student's account number
7. The bank's Swift code
8. IBAN code for Europe or CLABE code for Mexico (Routing/ABA#)

The student can pay the homestay fee in cash, or the parents can wire transfer the funds directly to the host family's account. If the payment is in cash, please accompany your student to the bank for safety reasons.

If the host family would like the homestay fee wired directly into their account, they will need to provide the above information (#'s 1 – 8). Most likely the student will need to translate it for their parents who will wire the fee.

Students should be discouraged from carrying a lot of cash.



House Tour:

Please do a thorough tour of your home – both inside and out. Show students how to use appliances and discuss common and personal spaces. Standards of privacy and personal space can vary across cultures - for example, the practice of knocking on a bedroom door before entering.

Students may not know simple things such as having the shower curtain inside the bathtub when showering or how to use the shower taps.

Things to consider:

- Tap water is safe to drink in Canada
- Not everything can or should be flushed down the toilet
- Toilet tissue should be placed in toilet (not in the garbage can)
- Shoes off when entering the home
- Recycling – what is recycled and what isn't
- Thermostat or temperature adjustments
- Computer access. Be aware that not all students are familiar with copy right laws. You will need to explain the fact that not all on the web is free or legal.
- Emergency phone numbers (911 is only common in North America)
- How to use kitchen appliances: remember that most of the international students have never helped out in the kitchen before. Go slowly, and watch them carefully.



Student Cell Phones:

Most high school students will bring their cell phone from home.

If the student has his/her own cell phone:

- You will need to take the student to a cell telephone provider such as: Fido, Telus, Koodo, Bell, Rogers, PC Mobile etc.
- The student will need to purchase a new sim card for the phone.
- The provider will install the new sim card, activate the cell phone and provide a new phone number. Please make note of the new number for your own use, and also email your Homestay Coordinator the student cell phone number so that we have it as well.
- In BC, all phone plans that have data (access to the internet) require an adult signature.
- **DO NOT SIGN FOR ANY PHONE PLAN**
- Encourage the student to select a monthly pay as you go plan. They can use their lap tops to check emails and search on the web.
- To make their monthly cell phone payments, the student will either return to the place they purchased the sim card or they can make payments on line with a credit card (if they have one from home).

If the student does not have their own cell phone:

- Take the student to a cell phone provider such as Chatr (available at many Best Buy, Future Shops or London Drug stores) in your area and help them purchase an inexpensive pay as you go cell phone. Cell phones can also be purchased at the providers listed above, although Chatr charges less.

If the student's parents or relatives are here in Canada, they may sign the data plan on the student cell phone.

Elementary aged students do not come with cell phones and cell phones are not necessary.



HOMESTAY RULES & EXPECTATIONS

Family Rules:

A careful explanation of the rules you wish your student to follow and reasons why they are important to you is best done at the very beginning. A few minutes of friendly, frank explanations may save everyone from later irritation and bewilderment.

As time goes on, you may have to re-evaluate your rules depending on the needs and maturity of your student.

Please be sure to communicate your expectations and house rules to your student right from the beginning of his/her stay. Don't wait to talk about these rules to your student. The sooner you lay everything out on the table, the clearer the student understands what is and is not expected. You want to avoid the feeling that you are confronting your student with a rule after the fact because you don't trust him/her. Be clear and consistent in your explanation of family rules, and provide an atmosphere that permits explanation and discussion as needed.

1. The student is responsible for following these guidelines:

Student will:	
<ul style="list-style-type: none"> ✓ keep his/her bedroom and bathroom tidy and clean up after him/herself if he or she uses the kitchen ✓ abide by homestay and school curfew ✓ introduce his or her friends to the homestay parent(s) and request permission to have guests in the home ✓ inform homestay parent(s) where he or she is going, with whom, and when he or she will return ✓ show respect to all family members, their belongings, and house rules ✓ not consume alcohol or drugs or view pornographic websites ✓ attend school every day and complete all assignments to the best of his or her ability 	<ul style="list-style-type: none"> ✓ be reachable by cell phone when going out ✓ not take food or drink into bedroom without permission from the homestay ✓ reimburse homestay family if he/she causes any willful damage ✓ make an effort to participate in family activities ✓ must have written permission from parents and school coordinator if travelling outside of the Lower Mainland area or country (note that overnight and out of country trips are only permissible under the supervision of an adult) ✓ not have students of the opposite gender in student's bedroom

2. The Homestay Parent(s) is responsible for providing the student with:

Homestay parent(s) will provide:	
<ul style="list-style-type: none"> ✓ a clean well-supervised environment ✓ clean bed linens and towels provided weekly ✓ basic toiletries like shampoo, soap, toothpaste, and toilet paper ✓ three meals daily – breakfast, lunch, dinner and snacks ✓ reasonable use of the entire home and utilities and instruction in their use ✓ rules that are reasonable and age appropriate in conjunction with school district expectations ✓ a private bedroom with a bed and bedding, desk, closet, lamp, dresser, opening window, storage space for books and school materials ✓ assistance and support if medical or health situations arise ✓ inform Homestay Coordinator immediately of any changes within the home environment (moving, obtaining pets, family break-up, adult children moving home, friends or family moving into home, serious or prolonged illness within the family, other students hosted from outside agencies or schools, etc.) 	<ul style="list-style-type: none"> ✓ a key to the house ✓ space, time and opportunity to study and complete all school assignments ✓ assistance where possible with homework and assignments ✓ contact with the school regarding the student’s academic progress and attendance at parent –teacher meetings as required ✓ transportation to and from the airport ✓ transportation to and from the school if it is more than a 20 minute walk ✓ Reasonable transportation needs for social outings or to sports events, lessons, doctor’s appointments, etc. ✓ inclusion in family outings ✓ correspondence with natural parents when possible ✓ a revisit of house rules and adjust if necessary (later curfews, etc.) ✓ an English speaking environment in the home ✓ internet access (it is advisable to set up a Guest user name and separate password for student use) as not all students are familiar with copy right laws. Some students don’t know that not everything available online is free or legal.



AROUND THE HOME

Family Involvement:

The students know that they are staying in your home as a member of your family and are encouraged to participate in all family functions. Initially students may require an adjustment period, so providing some private time is suggested. We encourage families to eat the evening meal with their student, for conversation and family time. Students should be encouraged to take part in community activities such as outings through Parks and Recreation, local church youth groups, etc. We look for families who are active and are willing to take their students on day trips, skiing, biking, etc. The student should be included in your family activities during the weekend.

Sense of Belonging:

Help to make your student feel like a real part of the family. Have a photo of your student on the fridge, put his/her birthday on the calendar and have a celebration, know about health issues, meet his/her friends and welcome them into your home, celebrate good marks or a great report card.

Phone use:

Students can use the family telephone, but must use a calling card for long distance calls. It is OK to place a time limit on phone calls on the family phone line, especially during peak periods when all members of the family need to use the phone.



Computer Use:

Host families should provide computer access for school projects and to check emails from home. You do not have to provide unlimited internet time, and sometimes homestay families need to set very specific limits on any internet surfing. Be aware that not all students are familiar with copy right laws and the fact that not all information available on the internet is free or legal.

If you find your student surfing inappropriately, please contact your Homestay Coordinator immediately and the parents will be notified.

Household Chores:

The students should keep their own rooms clean. They may never have done this before, so simple instructions and a demonstration is required. They might also be asked to help clear away the dishes, or set the table, or help put the dirty dishes in the dishwasher.

Babysitting and Dog Walking:

International students must not be expected to be responsible for younger children or dog-walking at any time.

Swimming Pools and Recreation Facilities:

We encourage homestay families to invite their students with them to public pools and recreation centers, but elementary students must **not be left unsupervised**. Please note that many Asian students are unable to swim (pools in Asia rarely have deep water). Have your student demonstrate his/her swimming ability to you.

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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Religion:

You should respect your student's religious beliefs and he/she should respect yours. Your student may want to attend your services or may prefer some quiet time to him/herself. Your student will probably enjoy explaining his/her particular religious holidays and appreciate some recognition by your family of holidays that occur during the stay. Absolutely no attempt should be made to change your student's religious beliefs.



CURFEWS

Elementary Students:

As a rule of thumb, most families set 7:00pm or 8:00pm curfew Sunday through Thursday, and the weekend curfew would be 9:00pm or 10:00pm.

Homestay families must ensure:

- They know where the student is going, and that there will be adult (over 25 years) supervision
- That they know the name, phone number, and address of where the student will be
- That they know how and when the student will be getting home

High School Students:

As a rule of thumb, most families set 9:00pm to 9:30 pm curfew Sunday through Thursday, and the weekend curfew would be 11:00pm (depending on the age and maturity of your student).

Homestay families must ensure:

- The student's cell phone is fully charged
- They know where the student is going
- They know who the student is going with and the friend's home contact information
- That the student understands the curfew time
- That the student knows to call the homestay if they miss a bus or will be late

These guidelines are depending on the age and maturity of your student. Students can of course ask for an extension on special occasions. These are only guidelines; times must work for your family and be consistent with the night time routines for your own children and household.

Students are generally expected to be home for the evening meal, and to phone if they are going to be late. Depending on the age of the student, he/she may make his/her own breakfast, and pack his/her own lunch. If your student is new to Canada he/she will need to be taught how to prepare his/her own lunch – please help him/her in the initial days as in most Asian countries, the parents prepare all meals and pack all lunches. Students will have no idea how to navigate a kitchen environment.

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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FRIENDS

Sleepovers:

We wish to remind you that you are the primary care-giver for your international student. It is your responsibility to ensure that if your student requests a sleep over at another home, you have complete contact information. You also need to ensure that there will be adult (over 25 years) supervision and that in your judgment your student's safety needs will be met. We expect that our host parents be diligent in these situations.

Excursions with friends for Elementary School Students:

As with all children, it is important to know the whereabouts of your student during out of school hours. If he/she is visiting with friends, ask him/her to let you know where he/she is, where he/she will be going, who he/she is with, and get the contact name and information of who he/she is with. Generally, elementary aged students do not leave Delta unless with the homestay family or another trusted adult.

Excursions with friends for High School Students:

As with all teenagers, it is critical to know the whereabouts of your students during out of school hours. If they are going to the mall, or into Vancouver, or visiting with friends, ask them to let you know where they are, who they are with, when they will be home, contact info of their friend and ensure their cell phone is charged prior to them leaving. If you feel your students are going to places that are not age-appropriate, or are not safe in any way, tell them that this is not OK with you and they are not to go. Your student is a teenager and you will know best whether your student, and the friends of your student, can be trusted. The Homestay Coordinator will work with you in setting guidelines with your student, if necessary.

Day Ski Trips on Local Mountains:

There should be a plan for students who go skiing with friends for local day trips.

1. Have a list of the names and student cell/home phone numbers for all students skiing (and parental contacts).
2. Have a plan for the day – what mountain, start and end times, transportation plan.
3. Make a plan for contact during the day – texts at certain hours, text or call when off the mountain and on the way home.
4. Students must keep cell phones on and phones must be fully charged.
5. Students need to ski on a buddy system – no one should ski alone.
6. Students should have a meeting plan – time and location.
7. Host families need to contact the custodian if students do not comply or if there is a concern.
8. Host families need to act as diligent parents regarding all day trips and make sure that the plan for the day is appropriate and acceptable.
9. Host families have the right to deny any trip if there is a concern that a student is not mature enough or able to follow the protocol. Beginning skiers should not ski without an adult, but lessons with a certified instructor are fine.

Visiting friends:

As a general rule of thumb, a student asks permission if he/she wishes to bring another student into the house at any time for a visit. Most homestay parents are okay with the occasional sleepover, but the student must always make sure that it is convenient for the homestay. A quick phone call to the other parents would be advisable.

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TALKING TO STUDENTS ABOUT HYGIENE

As the students mature there may be some conversations that need to be had that could be uncomfortable to some host families. Please keep in mind that topics like using dental floss or talking about menstruation may be new to some cultures.

Important tip: Student beds should have a good mattress cover.

Using Deodorant:

As children go through puberty, they usually will begin to have a stronger body odor. Discuss this with your student in a private atmosphere as soon as you sense the change. Puberty can include changes in mood, such as depression, and some students can be isolated from their peers if they have a strong odor. Take them to buy their first deodorant and explain how and when to use it.

Speak to the girls about whether they want to start shaving their legs or armpits. They will need to be shown how to do this, and taught where to buy supplies.

The importance of washing hands

Teach the students that they need to rub their hands with soap for 20 to 30 seconds to get them clean. You can explain that we teach our children a song to sing to themselves while they wash their hands. A song such as "Happy Birthday" or "Twinkle Twinkle Little Star", can help them to scrub their hands clean for the allotted time. Instruct them when to wash their hands:

- when hands are dirty
- before eating or touching food
- after using the bathroom
- after blowing their nose or coughing
- after touching pets or other animals
- after playing outside
- before and after visiting a sick relative or friend



Proper Bathing:

If you notice your student's hair is generally greasy or they have a body odor, perhaps it is time to go over how to shampoo and de-grease the hair, and make sure they are using soap all over their bodies when they shower.

Dental Hygiene:

Some cultures don't know about or how to use dental floss. You can explain to students that germs are found in the mouth and that they can get rid of them by brushing their teeth for 2 – 3 minutes twice a day and flossing. Proper dental hygiene will not only save them pain in the teeth but help them fight bad breath. Show them how to use floss and where to buy it. You could have some fun and get them to chew on a dental tablet and then look at the mirror and see the areas where the plaque is still active in the mouth as those areas will be colored.



JUST FOR GIRLS



Menstruation:

Some students arrive before their bodies mature enough to start menstruation. Please discuss with the student what to expect when the time arrives. Have some feminine hygiene products on hand and explain how often they should be changed and how to dispose of them properly.

Make up:

It is important that the students know that they should not share hairbrushes, makeup or anything used near eyes or mouth.

VIDEO RESOURCES

How to brush your teeth

https://www.youtube.com/watch?feature=player_embedded&v=1GXQLnTalcg

How to floss your teeth

<https://www.youtube.com/watch?v=xEgp3SEtB0I>

<http://www.wikihow.com/Teach-Personal-Hygiene>

<http://babies-2-toddlers.com/kids-health-teaching-kids-home-hygiene-basics/>

<http://www.scholastic.com/parents/resources/article/health-nutrition/10-ways-to-teach-preteen-hygiene>

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LIMITATIONS



Driving:

International students are not allowed to pursue getting a driver's license or to drive a car while in Canada.

Overnight Trips:

Students going to Whistler and other extended overnight trips must get permission from the school district and must have adult supervision of someone 25 years old and older, that we can contact and verify for liability purposes. Homestays must inform us of the details of any trip the student is planning.

Hitchhiking:

Please discuss with your homestay student the dangers of hitchhiking and inform him/her that no hitchhiking is allowed.

Smoking

Smoking is not permissible for our students. It is illegal for any underage person to purchase cigarettes in Canada. If your student is smoking, please contact the Homestay Coordinator.

Drugs / Alcohol:

It is not acceptable for international students to take drugs and consume alcohol.

Please contact the Homestay Coordinator immediately if you suspect any illegal activity of this nature. This is a cause for dismissal from the program. Please discuss this with your student because in some countries the drinking age is lower (16 years). International students may not be aware of the drinking laws in Canada

Paid job while in Canada

Immigration Canada does not permit students to take a paying job in Canada while on a study permit. To do so may result in a dismissal from Delta School District.

LOSS AND DAMAGES

Damage is the deliberate or accidental breakage of an item in the home. If a host family experiences a loss or damages caused by the student, there is a process that needs to be followed.

- **Immediately** inform your Homestay Coordinator about any damage you notice.
- Coordinator will come to inspect the damage and take pictures.
- Host family will get quotes for repair of the damage, and submit the quotes to the coordinator for approval.
- Start repairs **only** when consent is given from the School District.
- Once the repairs are completed the host family will submit the receipts to the coordinator, and the School District may assist you in getting reimbursed from the student.
- All repairs must be completed before the student leaves the home as it is difficult to collect reimbursement once the student has left Canada
- Note that the School District is not responsible for damage or loss. Any reimbursement comes from the student.

Please note that wear and tear is not damage, and that not all damage is claimable. Your Homestay Coordinator will discuss with you if your issue is claimable. **DO NOT ASSUME IT IS.**

It is important that each host family notify their household insurance company that they have an international student in residence and that they carry sufficient personal liability insurance.



VISITING THE UNITED STATES



Visiting the United States (for the day):

Students from most countries require a US Visitor's Visa to enter the US. If travelling with your student be sure to find out about visa requirements well in advance of departure, as visas cannot be obtained at the border. Please inform the Homestay Coordinator of any trips to the USA, and call us at 604-952-5366 with the date, name of student, and purpose of the trip so we can purchase additional medical insurance and obtain the necessary documents for you.

Students from the following countries do not require a visa to enter the USA due to a Visa Waiver Program (ESTA). However, they must obtain a Travel Authorization to enter the USA. This can be done either at the US border or online from the link shown below. Students from all other countries not on the list below require a US Visa (for the most up-to-date list, check <https://esta.cbp.dhs.gov/esta/>).

Austria	Germany	Spain
Belgium	Italy	Sweden
Czech Republic	Japan	Switzerland
Denmark	Singapore	Taiwan
Finland	Slovakia	
France	South Korea	

See this link for instructions on how to apply for the Travel Authorization on the Visa Waiver Program. <https://esta.cbp.dhs.gov/esta/>

Some students may have an American visa in their passport. Check the expiry date. Obtaining an American visa in Canada can be a lengthy process. Students will need to prepare in advance.

To prepare for the border crossing:

Students should bring:

1. Passport
2. Study Permit
3. Letter of Acceptance
4. A letter from parents or School District indicating who they are travelling to US with, date entering and date returning.

Visiting the United States (overnight or longer):

For overnight trips out of the country, all students must be supervised by an adult. Tour groups do not qualify as adult supervision. All students will need a permission letter from their parents and approval from their custodian (in most cases, Karen Symonds). The School District must be informed of all trips.

Extra medical coverage may be required (confirm with Karen Symonds or Homestay Coordinator).

For information on how to apply for a Non-Immigrant visa see the following website:

http://travel.state.gov/visa/forms/forms_4230.html

CANADIAN CUSTOMS

Remember that your student is not familiar with many Canadian customs. For example, you may differ markedly in your table manners from what the student is used to. It is a chance to help your student to learn new practices that are acceptable to Canadians. There could also be hygiene differences. Please help him/her to learn what is socially acceptable in Canada so he/she isn't embarrassed. Students may have a very different idea of male and female roles. Conversations around the dinner table can help to explain how Canadians interact. Canadians generally go to bed earlier than in most countries around the world. This will be a hard custom for your student to adapt to. Canadians also eat dinner earlier as a result. Most students will get hungry again around 9pm, so it is important to have some snacks available or for them to be able to help themselves later at night. It is common in Asia to take very long showers – sometimes twice a day. It is best to constantly ask what the norm is for your student in terms of customs; it's a great chance for your family to learn something new as well.

CULTURE SHOCK

Culture shock is a very real psychological process everyone experiences upon arrival in a new country. There are four stages of culture shock and they affect everyone differently. The key to coping with culture shock is to understand the stages and that the feelings associated with each one are normal. Some become frustrated with how different things are in Canada, and how tired they become having to use English all day, every day. The good news is that almost all students get past these feelings and end up having the time of their lives in Delta.

THE HONEYMOON STAGE

When students first arrive in Canada everything that is new and different is also wonderful and interesting. This is the only stage most tourists experience because they never have to settle into a new culture. This stage can last anywhere from a week to a month or more.

THE DISTRESS STAGE

This is the stage where the reality of being abroad for a longer period of time hits home. Cultural differences that a student found interesting earlier in his/her stay can become taxing. He/she may feel confused, isolated and/or overwhelmed during this stage. This stage can be exhausting, particularly if learning English is proving a challenge as well. Students may begin to spend more time in their rooms or with same culture group friends.

THE TRANSITION STAGE

This is the most important stage to understand. During this stage, some students become angry or frustrated with Canadian life. They constantly compare it to their home culture and begin to lament the differences. Don't worry, this is normal. The key is to recognize the symptoms of this stage and not give in to them.

THE INTEGRATION STAGE

Cultural challenges and language issues begin to subside as students accept and embrace the differences that previously frustrated them. This is the stage when their study abroad experience becomes

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everything they hoped it would be; they feel confident and relaxed in their community, their school and in their homestay.

While it is important to be aware of the stages listed above, it is equally important to point out that not everyone goes through every stage. Some students arrive and are immediately homesick. Others never experience the frustration of the transition stage and skip quickly to the integration stage. The key is to be aware of what is happening and to remember that people are available to help you, like your Homestay Coordinator and school counselor.

TIPS AND TRICKS (to minimize the effects of culture shock)



Please read and help your students to:

- **Be open-minded.** Tell them not to judge or compare. Canada is different from their home country. That's one of the reasons they chose it for their study abroad experience! They should challenge themselves to learn about different ways of doing things; instead of dismissing them as wrong or inferior.
- **Get involved.** Encourage them to participate in school clubs and/or sports teams and, if possible, to become active in the community.
- **Be patient.** Help them to adapt to their new surroundings and to make new friends. Remind them not to put pressure on themselves; it takes time to acclimate.
- **Keep active!** Feeling good physically will help them to feel good mentally. Encourage them to make physical activity part of their daily routine and/or school timetable.
- **Relax.** Make sure their day includes time set aside for mental rest. Studying, speaking English and navigating the day-to-day realities of a new country and culture require a lot of energy. It is ok for them to spend some "down time" each day listening to music, surfing the internet or reading a book in their first language.
- **Manage their connections to home.** Keeping in touch with family and friends is vital and can be a valuable support during an overseas stay. Too much contact, however, can be counterproductive. They should keep in touch but not at the expense of making new friends, participating in activities and/or keeping up with their studies.
- **Stay healthy.** They should eat foods that are healthy and well balanced. Encourage them to get enough sleep at night, and consider taking a vitamin supplement. They shouldn't wait too long to visit a clinic if they are feeling ill.
- **Ask for help.** If they are feeling sad, lonely or frustrated, encourage them to talk to their International Coordinator or a teacher at their school.

Most important of all: help remind them why they came to Canada! It is supposed to be different and challenging. If Canada was the same as their home country, there would be no reason to come.

EMERGENCIES AND MEDICAL



Emergency Contact Card:

Please ensure that your student has an emergency contact card and some money while away from your home. The card should include your student's name, your family name, address, and all phone numbers.

Watch out for your students – keep in mind that your student is very new to Canada and unfamiliar with our customs. Road safety, bike safety, and personal safety should be monitored and not assumed as other countries may have different standards and practices in terms of helmets, traffic rules, etc.

Family Emergency:

In the event of a family emergency whereby a homestay cannot temporarily take care of his/her student, contact the Homestay Coordinator for a short-term home placement.

MEDICAL/DENTAL

Medical Coverage:

In the event of an illness, please seek medical care as needed. If your student is seriously ill or has a medical emergency, please go directly to the hospital and contact Karen Symonds at 604-396-6862, or the Homestay Coordinator, as soon as possible.

Students staying for one year or longer are covered by Medical Services Plan (MSP). The care card will be sent to the school when it arrives.

Medical Care:

Upon arrival students are covered for illness and/or emergencies under a temporary private medical plan operated by Guard Me – formerly called Student Guard. Your package will include the medical card and information. If there is an up-front fee for an emergency or illness, please pay it and either claim for reimbursement as directed in the package or contact the International Programs office for assistance 604-952-5366. You can apply for the reimbursement directly online at www.guard.me. Guard Me is very prompt in reimbursing clients. If the fee is large (for example due to a hospital visit), contact Karen Symonds (Director) and the School District will pay the fee directly to the hospital. Karen Symonds at 604-396-6862 or ksymonds@GoDelta.ca.

Vaccinations for Elementary or High School Students:

Homestay parents cannot sign vaccination consent forms. Please contact the Homestay Coordinator concerning vaccinations, and she will arrange for appropriate signatures if overseas parents approve

Dental Care:

Dental care is not covered by the medical plan. The only exception is if the teeth were damaged due to an accident. If unsure, contact the ISP office.

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STUDENT SAFETY

Please instruct your student on the following safety issues:

911:

Since this 911 service is only in North America, please explain how, when, and why it works. If students are not very comfortable in English, they can state the language they wish to communicate in to the operator. There are operators in all main language groups.

Bike helmets:

If your student is using a bike please provide him/her with a helmet. It is the law.

Rules of the road:

Instruct your students on the bicycle rules of the road. Make sure they know where they are going, and that they ride with their head up and keep looking one and a half to two blocks forward. Don't assume that cyclist rules are the same around the world. We recommend that you ride with your student initially to evaluate their understanding of bicycle safety.

Locking house doors:

Remind the student that it is important to ensure that the house doors are securely locked when vacated. Instruct the student on security systems and make sure he/she knows when others in the home will be back.

Walking back and forth from school:

Please be patient with the students as it may take a few times of walking them back and forth before they feel comfortable doing it themselves. Things look different walking in the reverse direction.



HOST PARENT ABSENCES

Under no circumstances are students to be left alone for the night without an adult present. If both parents in a homestay family are away from the home longer than two days, leaving the student in the care of another adult over 25 years old in the home, the Homestay Coordinator must be notified and the name of the designated adult given. A criminal records search is required for any adult who has care responsibilities for an international student. If a host family goes away for a weekend or for a more extended period of time, the student must be placed in a temporary homestay that is approved by the Delta School District. The host family pays the temporary family directly for this service - \$32 a night.

Vacations:

If you go on vacation, we encourage you take your student with you, as this is a good Canadian cultural experience. However, we recognize there are times when you cannot. (There is no obligation on the part of the homestay family to do this).

Contact the Homestay Coordinator - we will work with the family and provide a temporary homestay if required.

Student Travel:

If your student has advised you of an upcoming vacation without your attendance, please ensure that the Homestay Coordinator and the student's parents have all been advised prior to the student's departure. All student travel plans must also have the consent of the Director (Karen Symonds). Please take your student to the airport and ensure he/she is checked in. Homestays may wish to park their car at River Rock parking facility and use the sky train to see their student off. This will reduce the cost to you.

Occasionally a student wishes to go away for a trip while in the care of another host family. This can only be done with the approval of the travelling host parent, and also with the approval of the School District, and the student's parents. Unsupervised trips, such as camping trips with no adult present, are not allowed. At no time is a student allowed to go on an overnight trip unsupervised. A tour company does not qualify as adult supervision. School trips and community sports team trips/tournaments with teacher supervision are allowed, again with approval of the Director and overseas parents only.

Holiday:

- Please let Homestay Coordinators know at least a month in advance of any holiday you and your family are going to take, and whether or not the student will travel with you.
- If your student will not be travelling with you, please arrange for an adult over 25 years of age, preferably a close friend or family member, to stay in your home and look after the student while you are away. This person must provide a current criminal record check.
- If you cannot find a suitable person to stay in your home, please contact your Homestay Coordinator, who will find a temporary homestay for your student. You will be responsible to pay the temporary homestay for each day that you are away.

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The Homestay Family receives \$950 per month (from September 2019). At no time should the student be charged additional fees.

Short Term Program Fees:

The homestay payments for short term programs generally arrive 2 weeks after the student arrives to cover any homestay changes. The cheques come from the school district directly and are mailed to your home.

- The Homestay fee is \$950 for a full month or \$32 per night for less than a full month.

Long Term Program Fees:

Your Homestay Coordinator will let you know if you will be paid by the School District or directly from your student.

- The homestay fee is \$950 per month.
- If you are being paid by the School District you can expect your first cheque in the middle of the first month, and at the beginning of every month thereafter.
- If you are being paid by your student, he/she will be paying you at the beginning of each month.
- Additional homestay fees are \$32 per night for any extra days prior to the start of the month (for example if a student arrives the 28th of the month).

Visiting Parents:

The homestay program provides housing for students while they are attending school. Visiting parents, who give prior knowledge of the visit, may stay with the host family if the family approves, and will pay the homestay \$35 per night. Please note that you are under no obligation to host visiting parents. If a parent or agent contacts you and requests that the parent stay in your home, please let your Homestay Coordinator know.

Money:

Students are expected to use their own spending money to cover incidental expenses, such as weekend entertainment, personal items, and school supplies. However, if your family goes to dinner at a restaurant, the student should not be asked to pay, or if you are out for the day, purchasing meals for yourself/family members, please also pay for homestay student's meal.

When a student moves:

There may be scenarios that require a student to move to another homestay for a variety of reasons. This process can be initiated by either the student or the host family. If a student wishes to move, please do not take offence or feel that something is wrong with your home. Some common reasons for moves are allergies to a pet in the home, or a feeling that younger children are too noisy for the student to concentrate on studying (or perhaps a realization that the student would prefer a home with no children). Some students find a friend at school that they would prefer to live with.

If problems or issues arise, the Homestay Coordinator will contact the host family so that there can be meetings to resolve any difficulties. If a student decides to leave your home, two week's notice will be given. Please note that if a student leaves your home before the end of the month, the balance of any previously paid homestay fees must be returned to the student or School District on the day of departure.

If it is considered that the student or homestay family is at risk, a student can be moved immediately.

VACATION FEES (effective September 2019)

Homestay fees are calculated at a rate of \$950 a month (or \$32 a night for additional nights).

Student Vacations (Regular Year - September 1st to June 30th):

During the school year, students must pay the full homestay fee regardless of any absences for vacations or other reasons. Note that returning students pay the full month's fee for September, regardless of their return date.

Student Vacations (Summer Term - July 1st to August 31st):

During the summer term, students will pay half the regular homestay fee (\$16 a night) for each day of their vacation.

However, if a student is away for 3 weeks or longer, then there is the option of boxing his/her belongings away and vacating the room (allowing the homestay family to use the room for another student or other use). In this case, there is no homestay fee paid for this time period. Students and host families can decide if there is space for the student to store boxes of belongings in the basement or garage over the summer if this is agreeable to both parties. Homestay families may charge a storage fee of \$50 a month for this service.

Please provide transportation to and from the airport if the student is going on vacation.

For questions about homestay cheques, please contact our accountant, Michelle Lu at the International Student Programs office 604-952-5327.

Student Travel

Your student may make travel arrangements with their homestay family, a guardian or other adult. Please note the following details:

- The student will need to contact our office and get written permission for the trip. We will need to know the dates of travel, the name of the adult traveling with them, the adult's contact information, where the student will be traveling, and when the student will return.
- We need the homestay to confirm that they are aware of the arrangements for the student's travel.
- The student will also need a letter from his/her parents which includes the dates of travel, where the student is going, with whom the student is traveling, and when the student will return.
- Our office will need to secure additional medical coverage for the duration of their trip.
- If the student leaves the country, they will need to take their letter of acceptance and their guardianship documents.

HOMESTAY RESOURCES

<p>North Delta Recreation Centre 11415 84th Avenue Delta, BC V4C 2L9 (604) 952-3045</p>	<p>South Delta Recreation Centre 1720 56th Street Delta, BC V4L 2B1 (604) 952-3020</p>
<p>Sungod Recreation Center Address:7825 112 Street Delta, BC V4C 4V9 (604) 952-3075</p>	<p>Winskill Aquatic and Fitness Centre 5575 9th Avenue Delta, BC V4M 1W1 (604) 952-3005</p>
<p>Ladner Leisure Centre 4600 Clarence Taylor Crescent Delta, BC V4K 3X3 (604)952-3000</p>	<p>Check out this great website for free & fun family activities: www.deltakids.ca</p>
<p>Delta School District Website http://web.deltasd.bc.ca/</p>	<p>Guard Me Website www.guard.me *Pharmacies will bill Student Guard directly for medications purchased for student</p>
<p>TransLink Trip Planning Website http://tripplanning.translink.ca/</p>	<p>Visa Waiver Program http://travel.state.gov/visa/visa_1750.html</p>

Homestay Website



For the latest information
Homestay resources, cultural profiles,
Student Activity Forms and more!

<http://homestay.deltasd.bc.ca/>

Host Parent Information website: <http://homestay.deltasd.bc.ca>

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Direct pay to Guard Me clinics
Check on www.guard.me/clinic-search.php
For the most up-to-date clinic locations that
direct bill to Guard Me.

HEALTH CARE FOR INTERNATIONAL STUDENTS

WELLNESS RESOURCES

BC Helpline for Children: 1-800-663-9122

- 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.

Kids Help Phone: 1-800-668-6868

- Counselling and mental health support

Kelty Mental Health Resource Centre (www.keltymentalhealth.ca)

- Counselling and mental health support

Child & Youth Mental Health Walk-In (South End)

220 – 5000 Bridge Street
Delta, BC

Child & Youth Mental Health Walk-In (North End)

200 – 11861 - 88th Avenue
North Delta, BC

Deltassist - 1-800-668-6868 (deltassist.com)

- Individual & Family Counseling, Youth Suicide Prevention, Alcohol and Drug Counselling

Downloadable App for Anxiety: MindShift