



homestay program

Information & Registration Package



Welcome

Welcome to ESLplus Homestay Program! At ESLplus we provide quality homestay (furnished accommodation) for kids, teens and adults, at any time of the year.

This Information and Registration Package Homestay package will provide you with all the information you need about our homestay program. We encourage you to review the package, which includes homestay guidelines, registration form, prices, etc. If you have any questions or concerns please contact us by phone or e-mail as indicated below.

Thank you!

Camp Director:

Irene Lardizabal

Tel: (905) 896-6949 Cell: (416) 884-9361

E-mail: admin@eslplus.ca

Note:

All Information included in this package is subject to change.

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Homestay Guidelines for Students



ESLplus

"BUILDING BRIDGES THROUGH ENGLISH"

www.eslplus.ca

Homestay Guidelines for Students

Students who opt for Homestay accommodation are placed in Canadian homes, which provide a supportive family environment allowing the students to integrate more easily into the Canadian way of life. Homestay parents are kept fully informed of their student's progress in the camp. Fees for homestay vary. Our staff finds the host families, arranges and carries out the orientation. We check with the family and student each week on the student's progress. We also meet the students on arrival at the airport if required.

HOMESTAY ISSUES AND RULES

We want you to be happy in your homestay. Sometimes problems arise but we encourage you to resolve issues rather than requesting a change of homestay. Support is available from our staff at all times. We encourage you to talk about your problems – don't be shy. There has to be a very good reason for you to leave your homestay. Remember that every homestay family is different and will have varying rules. Be alert to the way your family does things & try to do them that way too.

Homestay Rules:

Keeping these simple rules of respect will make your homestay experience a happy one.

1. **Be part of the family** - enjoy your host parents, brothers and sisters and limit the time spent in your bedroom. Respect them and be friendly.
2. **Respect the house as a home - it is not a hotel.** Respect personal and private property of your family. Always ask before using or borrowing items.
3. **Always inform your family where you are going and when you are coming home** and leave an address and telephone number of where you will be. Students ages 18 and below are **not** allowed to leave the Homestay premises without an adult chaperone.
4. Tell your family several hours prior if you do not intend to take a meal.
5. Ask for permission to invite your friends to your house. **Sleepovers are not allowed.**
6. **Keep your key to your homestay in a safe place.** (Students ages 18 and below are **not** allowed to keep the house key except for emergency purposes.)
7. Always leave a contact address and phone number with your family if you are planning to stay with a friend's overnight. We must be able to contact you at all times.

Your Bedroom

Your bedroom is your private space, however you are expected to keep it **clean and tidy**. Please remember to make your bed each day. The bed may be different from that in your own

country. Canadian families like to let sunlight and fresh air into bedrooms. We pull back the curtains and open the window during the day. Please feel free to study in your room but do not spend all your time in your bedroom. **Try to talk to your host family** about different things. You have many things to share, and it's a great way to practice English.

Bedtime: Most Canadian families go to bed about 10:00pm. Make sure you **do not stay up late** - turn all lights off. It is our custom to say "good night" to each other before we go to bed. If you need to go to the washroom, or the kitchen for a drink, please do not make any noise that might disturb the others who are already asleep.

Using the Shower and Bathroom

In most Canadian homes, the bathroom is very busy in the morning. Try to be as quick as you can.

Bathing/Showering:

Ask your family what time is best to have your shower/bath.

1. You should **supply your own personal toiletries** (shampoo, soap, toothpaste)
2. When taking a shower, pull the curtain across and put a bath mat on the floor. Do not splash or leave water on the floor.
3. Only take **15 minutes** in the bathroom, including your grooming routine.
4. Ask your homestay where to place wet towels and where to put your toiletries.

Toilet

Remember to **always keep the toilet seat dry and clean**. Do not make a mess on the floor. Always flush after use.

Laundry

Your host family will either wash your clothes for you or teach you how to use the washing machine and dryer. Ask her where to put your dirty washing. You may have some favourite clothes that you wish to hand wash. Ask your host mother where to do this and where to dry it. Remember, you must not hang wet clothing and underwear in your wardrobe or bedroom. Dripping water damages carpet, hardwood floor, and furniture.

Meal Times and Eating

- Start your meal when your family begins to eat. It is a good idea to compliment the person who cooked the meal. She/he will appreciate it.
- Canadian families usually eat their meal together.
- Remember to ask someone to pass the salt, salad, sauce etc to you. It is not polite to reach in front of people. Say "could you please pass.." and say "thank you" when you receive it.
- It is okay to say "No, thank you" to food you do not like. Your family will not mind. But do try new foods. It is all part of your Canadian experience.
- Canadians typically bring their own plates to the sink after eating.

- Host families may appreciate help to:
 - set the table
 - serve the meal
 - clear the table
 - do the dishes
- Ask your host family what food is available for you to eat between meals.
- Camp lunches will be provided by your host family. Please tell your family what you do or do not like, or if you have food/drink allergies.

Remember: **you are expected to eat regularly with your host family**, but if you eat out, you must always tell your family in advance when you will not be home for a meal (applicable to adult students only).

Note: If you wish to eat other kinds of food beyond what is provided to you by your host, please give extra money to your host or buy the food items yourself.

Helping Around The Home

In Canada, it is usual for men and women to help with household jobs. These include:

- washing the dishes
- helping to prepare meals.
- clearing the table after meals
- keeping their own room tidy

Family Outings

It is fun to join with the family on outings and visits. This is a chance to see the country, make new friends and practice your English. **You need to pay for your own activity costs; for example, fees to all entertainment, movies, horse-riding** etc. This may be different from your own country where a host may pay for everything. **Let your homestay know if there is anything in particular you would like to see or do.**

Pets

Canadians enjoy family pets. Most houses have a cat or a dog, which may live inside. These animals often sleep on chairs and beds. Although you may not be used to animals, most students learn to accept and enjoy them. If you are allergic to pets, please inform the Director or your homestay host immediately so we can arrange another homestay host for you.

Servants

The vast majority of homes in Canada do not employ servants. That is why it is important that you keep your room tidy and help where you can.

Damage

Any breakages or damage must be reported immediately to your host family. The host has the right to charge you for damage and repair costs if it is your fault.

Transportation

Although public transportation is available throughout the city of Mississauga, students (ages 18 and below) of ESLplus are to be transported or accompanied by their parents, guardians or homestay hosts to and from the campsite. In no circumstances are students of ESLplus (ages 18 and below) to travel by public transportation or on foot unaccompanied by an adult. If a minor aged student insists on using public transport or walking by himself or with a group without adult supervision, ESLplus is not liable or responsible for any accidents, injury or even death in these situations.

Homework Time

A homework time must be set aside each night (at least one hour). Remember, you are here to learn!

CULTURAL DIFFERENCES

Eye Contact:

It is polite to look at someone as you talk to them. This may be quite different to your own country and can be difficult at first.

Polite Behaviour:

In Canada, it is common to greet strangers “hello” or “how are you?”. This may be strange, but this is considered “small talk”. You don’t need to explain; just say “good” or “fine”. If the cashier says “have a great day”, you may respond a short “you too”. **Canadians typically do not shout or laugh loudly in public.**

Good Manners:

In Canada, people show their appreciation by saying “**please**” and “**thank you**” a lot. If you ask for something, you use the word PLEASE. If someone does you a service or gives you something, you use the words THANK YOU.

Smoking

It is illegal for persons under the age of 18 to purchase cigarettes. If you are legally able to smoke, then you must smoke outside in your homestay situation. Ask where to put your cigarette butts.

Alcohol

It is illegal for persons under the age of 18 to purchase alcohol. However, all ESLplus homestay hosts are not allowed to provide alcohol even to adult clients in the host’s premises.

Drugs

In Canada, the possession, usage and selling of non-prescribed drugs is illegal.

Possession of even the smallest amount of illegal substances will result in you being sent home straight away.

Sexual Misconduct

While you are a student of ESLplus, **there is to be no sexual relationships within the homestay environment**, and between teacher and student. Members of the opposite sex are not to share a bedroom at any time.

Telephone

It is important to talk to your family about telephone usage. Ask your family about the best time for you to use the telephone. Do not speak too long on the phone - a time limit of 10 minutes is recommended. Someone else may be trying to phone your host family. Most Canadian families do not use the telephone after 9:00pm - it is not polite to have friends call late at night. It is free to make local calls (Mississauga/Toronto) within the ESLplus facility and your Homestay home. **You must pay for your own overseas calls.** For international calls, we recommend that you purchase a phone card from the grocery store, and use this in a payphone or your Homestay phone. Collect overseas calls are not allowed.

Computer/Internet Use

If you wish to use the Internet, please discuss this with your family first. Remember though that study and time with your family should be balanced with the time you spend on the computer. All clients under the age of 19 are to be supervised when using the Internet.

Emergencies

In Canada, we telephone **911** for emergencies (police, fire, ambulance). We call an ambulance for an accident or dangerous health problems such as a heart attack.

In an emergency:

- There is no charge for this service.
- This is a free call from a telephone box.
- Dial 911
- Tell the operator which service you require (police, fire, ambulance). Give your name, address and phone number.

Valuables/Money

Be careful with money. Do not carry large sums of money in your wallet - take only what you think you will need. Look after your valuables (eg cameras etc) carefully. Not everyone is honest. Do not lend large amounts of money to other students. Your family may ask you about your money - this is because they want it to be safe and they are concerned for you.

Early Returns and Dismissal Policy

Students may be transferred to another homestay or expelled from our homestay program and/or camp altogether for unacceptable behaviour. Any of the following will definitely be considered as reasons for transfer, or, after appropriate warnings, expelled from the camp and/or homestay program:

- Uttering a threat to inflict serious bodily harm on another person
- Possessing alcohol or illegal drugs
- Being under the influence of alcohol
- Swearing at the homestay host and host's family members and other homestay clients or other people in a position of authority (in English or native language)
- Committing an act of vandalism that causes extensive damage to the homestay house property
- Possessing a weapon, including a firearm
- Using a weapon to cause or to threaten bodily harm to another person
- Committing sexual assault or misconduct
- Committing a robbery
- Not eating prepared meals by the host
- Making up stories without proof against host and host's family
- Violence or impolite behaviour towards homestay host and family and other homestay clients
- Intentional disregard of homestay rules

If a student is advised of transfer to another homestay due to any of the above actions, the parents or guardians are to pay \$100 transfer fee, as well as paying separate homestay fees to the new homestay host. So, it is very important that the student follows our homestay rules to avoid this situation.

If an international student is advised of dismissal/expulsion from the homestay program or the camp due to any of the above actions, the parents or guardians are responsible to book an early flight back to their country. ESLplus will not be legally responsible anymore after the date of dismissal. If parents or guardians refuse to communicate, the student will be transferred to police custody until the date of the student's departure. No refunds in this situation.

If you have any concerns about your homestay family, please contact the ESLplus director, Irene Lardizabal as soon as possible. Phone: (905) 896-6949. E-mail: admin@eslplus.ca.

prices/ discounts

SUMMER ENGLISH CAMP STUDENTS ONLY

See our prices in our information packages. E-mail admin@eslplus.ca to request for info package.

NON-CAMP STUDENTS

Details	Price Per Week (includes 3 meals)
Adult (18+)	\$280
Child (12-17)	\$310
Child (11 below)	\$350

NON-REFUNDABLE HOMESTAY PLACEMENT FEES (ALL STUDENTS)

Details	One-time only (Returning clients will not pay again)
International Students	\$165
Local Students	\$100

*International students must have medical insurance. Local students must have Canadian health cards. If you are looking for a medical insurance company, ESLplus has partnered with StudentGuard Insurance. Price is \$3/day including weekends. If you require airport pickup and/or drop-off, please inform ESLplus (extra cost).

HOMESTAY PROGRAM
PARENT'S OR GUARDIAN'S CONSENT FORM
(for students ages 17 and below)



I/We have read and agree to follow the abovementioned homestay regulations.

Date today:

Student/s name/s: (Please print)

.....
.....
.....

Parent's/Guardian's Name/s: (Please print)

.....

Parent/s/Guardian's Signature/s:

.....

(Please print this last page, sign and mail or drop this off at to ESLplus, Suite 1500, 4 Robert Speck Parkway, Mississauga, ON L4Z 1S1 Canada **minimum 30 business days before arriving in Canada**. You can also print, sign, scan and e-mail this last page to admin@eslplus.ca. Please do NOT fax. Please keep a copy for your own records.)

OFFICE ONLY:

ESLplus Staff Signature:

Date received:

refund policy



Full refund is available if refund is requested 10 business days before selected homestay start date. Request for refund must be done in writing (e-mail admin@eslplus.ca or write to ESLplus, 4 Robert Speck Parkway, Suite 1500, Mississauga ON L4Z 1S1), stating reasons for withdrawing from the homestay program. The non-refundable Homestay Placement fee will not be returned.

There are **NO REFUNDS** made within 10 business days of the start of the selected homestay start date, unless: (1) a physician's note can verify sickness of the student, or (2) the international student has been denied visa by the Canadian embassy, or (3) death or grave sickness in the family. The student must present a document as proof of #1, 2 or 3.

For international students, refunds will be made through Western Union (charges will apply). For local students, a cheque will be mailed to the mailing address of the student, payable to the student's parent's name.

There are **NO REFUNDS** if the student is not happy with the homestay host. After a thorough investigation and upon recommendation of the Director of ESLplus, the student will be transferred to another homestay host, with no additional charges.

steps to register:

- 1 Before registering for our homestay program, make sure to **read this information package thoroughly.**
- 2 **Fill out the homestay registration form.**
- 3 Don't forget to check out the Early Bird Discount (for summer camp students only)!
- 4 **Arrange for the full payment (cash, cheque, bank-to-bank, online credit card payment, etc).** Please note that no booking will be confirmed until the payment has been received. Also, please pay in advance (recommended 1 month) so we have ample time to find the right host match for you.
- 5 Mail out, scan/e-mail or drop off the following documents as soon as possible:
 - **Registration Form**
 - **Parent's Consent Form** (signed by parents/guardians of minors)
 - Copy of passport for international students (page with photo)
 - Copy of citizenship ID, birth certificate or PR card for local students
 - Copy of flight details, if requesting for airport pick-up and/or drop-off
 - Copy of insurance policy for international students (except if you are using ESLplus recommended insurance company)
 - Copy of Canadian health card for local students

Our mailing address: ESLplus Inc., 4 Robert Speck Parkway, Suite 1500, Mississauga, ON L4Z 1S1 Canada

Our e-mail: admin@eslplus.ca
- 6 We will confirm your booking by e-mail and send you an official receipt for the payment. For those who plan to apply for Canadian visit visas, we will scan/e-mail to you the Letter of Acceptance which you will present at the embassy.
- 7 If the student is denied visa, you are required to provide proof (embassy's stamp on the document). We will refund your payment but we retain the following:
 - Non-refundable homestay placement fee
 - Administration fee of \$90 and other incurred expenses if you requested faxes and mailing (speed or regular) from us. Copies of receipts will be provided to you, if any.

For further booking assistance, please do not hesitate to contact us.

HOMESTAY REGISTRATION FORM

Please print clearly. Thank you. One form per student.

General Student Information			
Student First Name			
Student Last Name			
Gender (please check ✓)	<input type="checkbox"/> Male <input type="checkbox"/> Female	English name, if any	
Birthdate (mm-dd-yyyy)		Age	
Complete address (country of origin)			
First Language		Other languages	
Allergies?	<input type="checkbox"/> No <input type="checkbox"/> Yes (specify)	On medication?	<input type="checkbox"/> No <input type="checkbox"/> Yes (specify)
Family e-mail address (for minors only)		Student's e-mail address	
Emergency Phone Numbers			
Father's name (for minors only)		Mother's name (for minors only)	
Homestay Information			
Do you need transport to and from airport?	<input type="checkbox"/> No <input type="checkbox"/> Yes (\$150 both ways, \$100 one way)	Do you have allergies to pets?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Specify start and end homestay dates	From _____ to _____		
Preferred communication from ESLplus	<input type="checkbox"/> By phone, best time to call me	Check (✓) how you heard about ESLplus	<input type="checkbox"/> Flyer <input type="checkbox"/> Internet search <input type="checkbox"/> Google <input type="checkbox"/> Family/Friend <input type="checkbox"/> Other (pls specify)

Student's Status in Canada	<input type="checkbox"/> Citizen <input type="checkbox"/> Landed Immigrant <input type="checkbox"/> Refugee <input type="checkbox"/> Visitor <input type="checkbox"/> Student <input type="checkbox"/> Other	Check the student's level of English (Check one)	<input type="checkbox"/> Basic, almost zero <input type="checkbox"/> Beginner – some words, phrases, mostly spoken <input type="checkbox"/> Intermediate – can speak, read and write a little bit <input type="checkbox"/> Upper Intermediate – can speak, read and write well but wants to improve <input type="checkbox"/> Advanced – almost fluent in all skills but needs more work
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If Canadian resident, please write the health card number, including family doctor's name and phone number in the next box

Does the student have insurance?	<input type="checkbox"/> Yes. <input type="checkbox"/> No, but I will find my own. <input type="checkbox"/> No. I would like ESLplus to arrange this for me. (\$3 per day)	Payment method preferred	<input type="checkbox"/> Cheque (<i>payable to ESLplus</i>) <input type="checkbox"/> Cash (<i>please pay in person – call first</i>) <input type="checkbox"/> Traveller's Cheques (<i>please pay in person – call first</i>) <input type="checkbox"/> Bank wire transfer <input type="checkbox"/> Western Union <input type="checkbox"/> Money Order <input type="checkbox"/> Credit Card (VISA or Mastercard) – <i>online only</i>
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Before you send this form back to ESLplus, please complete the checklist:	<input type="checkbox"/> Completed homestay registration form <input type="checkbox"/> Passport copy (international students) <input type="checkbox"/> Copy of citizenship ID or PR card or birth certificate (local students) <input type="checkbox"/> Finished reading Homestay Guidelines for Students <input type="checkbox"/> Completed Parent's Homestay Consent Form (for minors only) <input type="checkbox"/> Homestay Placement Fee (one-time, non-refundable) <input type="checkbox"/> Full Payment
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<p>I have read and I commit to follow all the stipulated homestay rules/guidelines set by ESLplus. I agree to release, waive, and discharge, ESLplus and/or their directors, staff and agents from all liability to the registered student (or registered student's parents/guardians if the student is a minor), our personal representative, assigns, heirs, and next of kin for any medical loss, damage, injury, or even death caused during the homestay period. I give ESLplus permission to use for promotional purposes any photographs or movies taken in the course of the registered student's participation in the homestay program. I understand that the registered student will be subject to the laws of Canada. I acknowledge and understand that should the registered student fall into legal problems related to the summer camp, the registered student (or the student's parents or guardians, if the student is a minor) will attend to the matter personally with their own personal funds.</p>	<p>Student: Please sign below:</p> <hr/> <p><i>*If the student is a minor (below age 18), a parent or guardian should sign.</i></p>
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OFFICE USE ONLY

Date received	Comments
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PLEASE MAIL, OR SCAN/E-MAIL THIS FORM TO:

ESLplus Inc., 4 Robert Speck Parkway, Suite 1500, Mississauga, Ontario L4Z 1S1 CANADA
 E-mail: admin@eslplus.ca *Please do NOT fax.

Note: The student is officially registered as a homestay student upon receipt of registration form, application documents and full payment. An official receipt will be e-mailed to you. Please read our refund policy included in our guidelines before issuing any payment.