

## **Homestay Hosting Handbook**



***“BUILDING BRIDGES THROUGH ENGLISH”***

# Welcome

Welcome to ESLplus Homestay Host 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 will provide you with all the information you need about our homestay hosting. We encourage you to review the package, which includes homestay hosting guidelines and the homestay host registration form. If you have any questions or concerns please contact us by phone or e-mail as indicated below.

Thank you!

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**Note:**

**All Information included in this package is subject to change.**

**What's inside this package? (click title to go to corresponding page)**

**[Homestay Host Guidelines](#)**

**[Homestay Host Registration Form](#)**

## GUIDELINES:



When you are hosting a student or a visitor, you become an **ambassador of Canada**. Canadians have a lot to offer and show the world what Canada really means.

Canadian families are kind, hospitable, and do not need to be reminded of their responsibilities. However, we have set the following guidelines for all host families to adhere to, as we set guidelines for the student or visitor, in order to make the best homestay experience.

1. Homestay fees are paid in advance by the client directly to ESLplus. ESLplus sends a cheque to you, the homestay host, minimum 3 business days prior to start date of the homestay period. **Please provide ESLplus a receipt.**
2. If time permits, e-mail a letter of introduction to the student before arrival, including your family photograph.
3. The ESLplus staff is usually responsible in picking up and dropping off the student at the airport. Otherwise, you may do the airport pick-up/drop-off and will be paid accordingly (\$50 one way, \$100 two ways).

4. As a homestay host, you are required to avoid treating the student or visitor as a tenant, but make the student or visitor feel welcome and be tolerant of the student's foreign customs and habits. Nevertheless a host family must be always understanding, and patient toward the student or visitor.



5. During the student or visitor stay, you are expected to show the student or visitor how to get to places of interest such as schools, community centre, attractions and the use of public transportation, if the student is old enough to do so (at least Grade 9).

6. The student must be provided with a nice, clean, well-ventilated private room with basic furniture such as:

- Comfortable bed (includes linen, blanket and a pillow)
- Work desk with chair and desk lamp with sufficient lighting
- Closet and a mirror



The room should have easy access to a washroom, private or shared with other household members.

7. On the first day of the client, please do a brief walk around the house and inform him/her about the following:
  - Location of his/her room, where to store clothing and luggage, personal items, etc.

- Location of washroom(s), where to put shampoo, razor, toiletries, etc.
- Show how to turn the shower on and off, hot or cold water, how to flush the toilet, how to keep bath floor dry, etc.
- Where you store food, do dishes, put the trash and recycle (and what to recycle)
- Where to hang coats, hats and umbrellas.
- How to lock and unlock doors of washrooms and main entrance
- How to use 911 – very important!
- Exits in case of fire

If the student is sleepy or tired from his/her flight, please do this first thing the next day.

8. Every day the host family must provide **nutritious meals** ideally home-made. The meals especially dinner should be served in family gathering and student or visitor must feel welcome to the table at all times. Healthy snacks such as yogurt, fresh fruits, milk, juice, tea/coffee etc need to be accessible to the student or visitor. No alcohol is to be offered to the student or visitor.
9. Ideally, only one student is allowed per room, unless there is a special request by the homestay applicant for sharing accommodation.



10. The homestay host should provide a set of **rules** and **schedules** for the student on use of computer (e-mail and homework), telephone, TV, radio, etc. This should be discussed on the first day of the client. Use of Internet of a minor should be supervised.

11. Host family must make sure that the student has a **quiet** environment in order to study and succeed in camp/class, as well as quiet time to sleep and rest.

12. The Host family must speak **English** with, and in the presence of the student or visitor.
13. If the client is registered in ESLplus Summer English Fun Camp, **the homestay host is responsible in dropping off and picking up of the child from the campsite.**
14. Homestay hosts are encouraged to check general health of young clients before going to camp each day (e.g. signs of fever, dizziness, etc). If the student is ill, the homestay host is responsible in informing the camp teacher or the camp director. Phone: (416) 884-9361. Students who are sick are not allowed to attend the summer camp.
15. Under no circumstances the host family accepts nor requests any favours (paid or otherwise) such as house cleaning, shopping, moving or lifting heavy items, gardening, baby sitting, etc...



16. The host family is not allowed to lend any type of vehicle to the student or visitor (adult clients included).
17. As you should carry insurance for passengers in your car, you should also have sufficient home and liability insurance in place. ESLplus does not assume any responsibilities for any injuries suffered by the student or visitor while in the host family care.
18. **If any physical or verbal abuse occurs, the student or visitor will be removed from the home immediately.** The incident will be reported to the parents of the child and the police if necessary, and legal actions may be taken. (Applies to both the host family and student/visitor).
19. If the host family has any concerns, please contact the ESLplus director, Irene Lardizabal, as soon as possible. Phone: (416) 884-9361. E-mail: [eslpluscanada@gmail.com](mailto:eslpluscanada@gmail.com). Our office number is (905) 896-6949.
20. Homestay family must never keep the student or visitor waiting outside the home. To avoid such situation a spare key can be helpful (only to students 16 years+).
21. A homestay minor must never be left home alone or with other individuals under the age of 19, without the homestay provider supervision.
22. If homestay student or visitor will accompany host family on holidays, outings, or trips, the host family must pay for accommodation and food. The student or visitor must pay for his or her own travel arrangements, admission tickets, or personal expenses. If the student or visitor will not join the host family, he or she must not be left alone. Alternate homestay arrangements must be made, paid for by the host family, and approved by an ESLplus representative.
23. Homestay families should not allow students or visitors to call long distance or dial to Internet via a modem through a long distance ISP (Internet service provider). Student and visitors are advised to purchase their own long distance pre-paid card or make collect calls. **ESLplus will not assume any responsibility regarding long distance charges or any damage to the home or property.** The host must settle these matters with the client and/or his family.
24. The host family should do the laundry for minor aged students, or teach them the use of washer and dryer so they can do their own laundry, if the student is old enough to do this (recommendation: 13 yrs+).
25. Upon a successful inspection by ESLplus representative of the homestay's house, the host family main applicant must provide a recent (at least within last 3 yrs) **criminal record check** for our files. You can obtain this from your nearest police centre.



26. Host family must explain to student or visitor how to evacuate the home in case of an emergency. The home must have functioning fire smoke detectors on every floor.

27. All members of the family must be willing to accept and host a student or traveling youth. Please make sure that all members of your family agree and not just going along with the idea of hosting a student. It is such a wonderful experience, but must be **welcomed** by everyone in your household including your pet!



28. While the student may be invited to attend religious services, the family should not apply any pressure to attend. The family should learn about the student belief and culture and respect them. The family should always be willing to direct the student (drop off and pick up if client is minor) to his religion's place of worship if required. The host family must always **respect** the religious beliefs of the student.

29. ESLplus reserves the right to move the student with reason. **If this is the case, the host family must immediately refund the balance of unused period of time.** Please note: moving a student does not necessarily mean removing the homestay provider from our hosts list.

30. All ESLplus homestay clients are briefed regarding their responsibilities as guest of your home. However, here are some requests you may want to make from your client, particularly adults:

- Notify you if he or she will not be home for a meal, such as dinner
- Notify you if he or she will stay somewhere else overnight
- Be home by a certain time in the evening, say 11:00 pm, and notify you if he or she will be coming in later
- No overnight friends, relatives or romantic visitors
- Ask you beforehand if the guest wishes to have a daytime guest over for a visit; you have the right to ask that such socializing take place outside your home.



31. You can expect your adult guest to help around the house to some degree, including:

- Preparing their own breakfast and lunch, if these are not set meals in your household
- Cleaning up their own dishes, food prep, etc.; if all members of your household share duties
- Maintaining their own room; show them where the vacuum is, other cleaning materials
- Turning off lights, appliances, etc. when they are finished



32. Should a host family like to terminate homestay occupancy, reservation, or provider agreement, the host family must give ESLplus a **minimum of 5 days** up to 2 weeks time to find alternate homestay arrangements.
33. Termination of homestay provider agreement can happen in case of breach of homestay agreement or host family guidelines and responsibilities.
34. ESLplus neither guarantees nor promises occupancy to the host family. ESLplus placement is based on request and booking basis.
35. Host family can accept reservations from other agencies, but cannot book an ESLplus client to share one room with a client from another company or agency.
36. ESLplus does not allow any discrimination against students.

## FAQs:

*What are the requirements for becoming a host family?*

The main requirement for becoming a host family is real **enthusiasm** to open your heart and home to our clients. Secondly, the host family must be willing to undergo the usual procedure, e.g. interview, visual inspection of the house, etc.. Approved host families must abide by the ESLplus Homestay Hosting Handbook guidelines. All hosts should fill out the [registration form](#).

*Can I meet the client before the placement?*

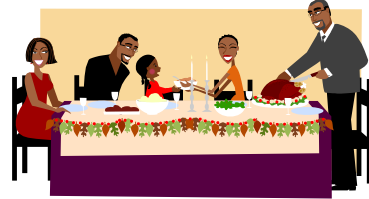
Because most of our clients are overseas, it's almost impossible for you to meet the client in person before placement. However, we will present you with the summary profile of the student, including nationality, age, gender and length of stay before a placement. At this time, you have the opportunity to accept or decline the client.

*What happens if the match is not compatible?*

We immediately transfer the student to the next available homestay host.

*What is the maximum number of homestay clients I can host in my home at one time?*

That is entirely up to you, as long as you follow our guidelines without overcrowding your home.



*When do I receive compensation for the homestay period?*

Because our clients pay in advance, you will receive partial or full payment for the homestay from ESLplus. If either party is not satisfied with the match, the host family must refund the unused portion of the homestay fee.

*How are host family and homestay client matched?*

We use the application you have given us and find the client that matches your requirements and vice versa.

*What is the average length of stay for homestay clients?*

Minimum 1 week and up to 12 months, depending on the program the client is registered in. Average stay is 4-5 weeks, usually in the summer.

*Will my homestay client speak English?*

Yes, with varying levels. Even though most of our homestay clients are ESL learners, they would love to practice their English with you and your family.

*Is there a deadline for submitting the application form?*

No. You can apply anytime.

*Once an application is completed, how soon will I receive a client?*

We do not guarantee immediate placement because each client has his/her own specifications, and it may take time to find a perfect match for your requirements.



*How will the student travel from the Homestay to the camp/class?*

If the client is a minor, it is expected of you to drop off and pick up your client from his/her camp or class. If your client is 19 yrs and older, it's up to you whether you would drive him/her to camp/class, or you would teach him/her how to use the public transportation.

*What if our student needs medical attention?*

All international students are required to purchase health insurance that will cover any expenses by the school, if they should require a visit to the doctor. You are expected to bring your client to a walk-in clinic or emergency ward if your client needs medical attention. A copy of the client's insurance documents will be provided to you.

*Is there an evaluation after the homestay experience?*

Both hosts and clients will be asked to fill out an evaluation form after the homestay period. A summary of the evaluation is available on request.

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Thank you for reading this handbook thoroughly. If you have any questions, please e-mail [admin@eslplus.ca](mailto:admin@eslplus.ca) or call us at (905) 896-6949 and ask for the Director, Irene Lardizabal. A client will not be assigned to you unless we receive your agreement form.

Note: If you wish to obtain an update on client match, please do not call. Simply e-mail us and we will keep you posted of the progress.

## HOMESTAY REGISTRATION FORM

Please print clearly. Thank you. One form per host family.

General Student Information			
Primary Applicant's FULL NAME			
Complete Address	<div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; margin-bottom: 5px;"> <span>House/Apt #</span> <span>Street Name</span> </div> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> <span>Postal Code</span> <span>Nearest Major Intersection</span> </div>		
Phone Numbers	<div style="display: flex; justify-content: space-between;"> <span>(Home)</span> <span>(Cell)</span> </div>		
E-mail			
Please check your preferred season(s) to rent out your room(s):	<div style="display: flex; align-items: center;"> <span style="font-size: 2em; margin-right: 10px;">➔</span> <input type="checkbox"/> Summer              <input type="checkbox"/> Fall              <input type="checkbox"/> Winter              <input type="checkbox"/> Spring         </div>		
Will you provide airport transport?	<input type="checkbox"/> Pick-up only (\$50) <input type="checkbox"/> Drop-off only (\$50) <input type="checkbox"/> Both ways (\$100)	Is your house insured?	<input type="checkbox"/> Yes <input type="checkbox"/> No <small>(If you don't have one yet, we recommend you apply for one)</small>
How well do you & your family speak English?	<input type="checkbox"/> Native speakers <input type="checkbox"/> Fluent, non-native <input type="checkbox"/> Average	Age range of students you prefer to host:	<input type="checkbox"/> Young children (grades 1-5) <input type="checkbox"/> Middle school (grades 6-8) <input type="checkbox"/> High school (grades 9-12) <input type="checkbox"/> Adults (19 yrs+)
Culture origin of student preference (check all that apply)	<input type="checkbox"/> Asian <input type="checkbox"/> European <input type="checkbox"/> Middle Eastern <input type="checkbox"/> African <input type="checkbox"/> Latino-South American <input type="checkbox"/> Other _____	Gender of student preference	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Doesn't matter
Maximum no. of weeks you plan to rent out your room(s)	_____ weeks	No. of children in the family and ages	
Do you smoke at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have pets? If yes, specify.	<input type="checkbox"/> No <input type="checkbox"/> Yes _____
Do you speak another language at home other than English?	<input type="checkbox"/> No <input type="checkbox"/> Yes (specify) _____	Do you drive your own vehicle?	<input type="checkbox"/> No <input type="checkbox"/> Yes, I drive but I prefer that the students commute to their school on their own.* <input type="checkbox"/> Yes, I drive and I'm willing to drive students to and from school. <small>*Your house should ideally be near a bus stop.</small>

How much would you rent a room out?	\$_____ per week (includes 3 meals)	What meals do you typically prepare, cook or eat at home?	
Do you have a furnished basement? If yes, how much will you rent it out for a family?		<input type="checkbox"/> No <input type="checkbox"/> Yes. \$ _____ per week, with 3 meals a day. <input type="checkbox"/> Yes. \$ _____ per week but no meals. They cook their food on their own.	
What is your religion*?  *Some clients prefer to live with families of the same religious beliefs.	<input type="checkbox"/> Christian <input type="checkbox"/> Muslim <input type="checkbox"/> Hindu <input type="checkbox"/> Buddhist <input type="checkbox"/> Other <input type="checkbox"/> No Religion	What typical activities do you do during weekends?	
Occupations of Homestay Hosts, if any.		Do you have Internet at home?	<input type="checkbox"/> No, I don't. <input type="checkbox"/> Yes, but it's off limits to homestay clients. <input type="checkbox"/> Yes. Clients may use our computer on limited and scheduled times.
Brief description of the room you are renting out			
If you're renting out a basement, please describe it.			
COMMENTS OR QUESTIONS			
How did you learn about ESLplus?	<input type="checkbox"/> Google search <input type="checkbox"/> Internet surfing <input type="checkbox"/> Friend <input type="checkbox"/> Other _____		
When is the best time to visit your home for visual inspection and a brief interview with our staff? (10-15 min only)	<input type="checkbox"/> Weekdays: Time: _____ <input type="checkbox"/> Weekends: Time: _____		
I have read and I commit to follow all the stipulated homestay hosting guidelines by ESLplus. I agree to release, waive, and discharge, ESLplus and/or their directors, staff and agents from all liability, and 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 videos taken in my home during the homestay period of the student.		Please sign below: _____	
Before you send this form back to ESLplus, please complete the checklist:	<input type="checkbox"/> Finished reading the Homestay Hosting Guidelines <input type="checkbox"/> Completed homestay registration form <input type="checkbox"/> E-mailed admin@eslplus.ca least 1 photo of each room you plan to rent out <input type="checkbox"/> E-mailed admin@eslplus.ca 1 photo of you or your family (this is usually requested by clients abroad) <input type="checkbox"/> A copy of criminal record check of the primary applicant (scan and e-mail)		
OFFICE USE ONLY			
Date received		Comments	

PLEASE MAIL, DROP OFF, 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](mailto:admin@eslplus.ca) \*Please do NOT fax.