



Handbook for Host Families

2021 Version

Table of Contents

1.0 Welcome to Global Village Homestay.....	3
2.0 About the School.....	4
2.1 Why do International Students Come to Global Village Victoria?.....	4
2.2 Types of Accommodations Arranged by GV Victoria.....	4
3.0 Orienting a New Student.....	5
3.1 Initial Problems that a Student May Experience	7
3.2 Providing Meals.....	7
3.3 Transportation	8
3.4 Family Activities/School Activities	9
4.0 School Schedule at Global Village	9
4.1 Student Arrivals.....	9
4.2 Student Transfers (airport pick up & drop-off).....	9
4.3 First Day of School.....	10
4.4 Class Schedule	10
4.5 Graduation Ceremony.....	11
5.0 Homestay Payment Schedule.....	11
6.0 Student Placement Procedure	11
6.1 Matching Students and Hosts.....	11
6.2 Booking Confirmation Process.....	11
7.0 Student - Homestay Family Agreements & Evaluations	12
7.1 Student - Homestay Family Agreement.....	12
7.2 Homestay Family Evaluations	12
7.2.1 First Impression Arrival Survey.....	12
7.2.2 Homestay Survey.....	12
7.3 Communicating Feedback to Hosts	13
8.0 Keeping in Touch	13
9.0 Underage Students & Teen Activity Programs.....	13
12 to 18 year olds:	13
19 year olds:.....	13
10.0 Student – Homestay Cancellation.....	14
10.1 Pre-arrival Cancellation.....	14
10.2A Post-arrival Cancellation (Non-Emergency)	14
10.2B Post-arrival Cancellation (Emergency Student Moves and Removals)	14
11.0 Dispute Resolution	14
12.0 Additional documents all host families should have	16
Appendix A: Student-Family Homestay Agreement.....	16
Appendix B: Homestay Supervision Guidelines for Underage Students	16
Appendix C: Fee Schedule & Payment Calendar	16

1.0 Welcome to Global Village Homestay

Dear Homestay Family,

We want to thank you very much for joining our Global Village Homestay Program.

The homestay experience is a very important component of our students' English studies. We know that for many of our students, the time spent with their Canadian host family will be filled with wonderful memories of their experiences in Victoria.

In a relatively short period of time, a newcomer is integrated as a member of your family and forms a relationship that may last a lifetime. As your student gains confidence with speaking English and becomes more comfortable with being away from home, he/she will relax and open up to new experiences. Having a supportive home to return to after attending school ensures a student's academic and social successes.

Thanks to you, your homestay student will leave with confidence to try new experiences and with confirmation that taking the risk of travelling to Victoria to study was worth it. Your care and support makes all the difference.

On behalf of the Global Village Homestay Program, we thank you for all that you do to welcome our students into your family.

Sincerely,

Sasha Taylor (on maternity leave)
Homestay Coordinator
GV Victoria

vichomestay@gvenglish.com
250-384-2199

2.0 About the School

Global Village Victoria is part of the world-renowned Global Village English Centres group. There are Global Village schools in Victoria, Vancouver, Calgary, and Honolulu.

Global Village schools meet the most stringent standards both locally and internationally so that our students can have the confidence that their assessment will be recognized, regardless of where they choose to live and work.

Global Village Victoria is located downtown Victoria at the corner of Yates Street and Broad street near the Bay Center.

GLOBAL VILLAGE ENGLISH CENTRES - VICTORIA

- Address: Suite 200 – 1290 Broad Street, Victoria, BC, V8W 2A5
- Telephone: 250-384-2199 (Mon-Fri 8:30am – 4:30pm) Fax: 250-384-2123

After hours Homestay cell phone 250-727-8621 **(for EMERGENCY situations only)**

GV invites you to browse our website at www.gvenglish.com, where you can download a current brochure to familiarize your family with the programs we offer.

2.1 Why do International Students Come to Global Village Victoria?

International students choose Global Village Victoria for a variety of reasons, most of which are based on an interest of the English program opportunities offered, along with the appreciation of a milder climate in a smaller city within Canada. Victoria is renowned for its beautiful parks, safe streets and friendly people. To top it off, Global Village Victoria has an international reputation for providing excellent education in English. Some of the expressed reasons are:

- a wish to become more fluent in English which will lead to greater educational and employment opportunities in their home countries
- a desire to experience Canadian culture and lifestyle
- a hope that they will become more independent and confident in a new setting
- a desire to be prepared for entry into a university in North America

Some of our students are independent students—meaning they enroll at Global Village on their own. Most, however, have sought to participate in our program with the assistance of an international placement agency. However they find us— Independently or through an agent—their collective goals are consistent. They wish to learn or improve their English in a supportive, friendly environment and Global Village Victoria is their preferred choice!

2.2 Types of Accommodations Arranged by GV Victoria

Full Board/Standard – The student has their own private fully-furnished bedroom and is provided with 3 healthy, filling meals and snacks per day. They should also have access to either a family computer or internet access in their room (either wireless or a cable connection).

Executive – The student has their own private fully-furnished bedroom that includes internet access in their room (either wireless or a cable connection), and a private bathroom. They will be provided with 3 healthy and filling meals a day plus snacks, and a higher level of service than a

Standard room (i.e. changing bed linens every week and cleaning of the bathroom by the host family, not the student, etc.).

Roomstay – The student has their own private fully-furnished bedroom and access to the kitchen to do his or her own cooking. This is much like a roommate arrangement. They should also have access to either a family computer or internet access in their room (either wireless or a cable connection).

3.0 Orienting a New Student

Orienting an international student requires a commitment of time. Time must be spent getting acquainted with the student, introducing them to the city, discussing boundaries, working out rules for living together, etc. Most importantly, time must be spent with the student listening—talking about new feelings, questions, confusions, insecurities, traditions, and life in general. Your student is dealing not only with a foreign country, food, school, and customs, but also with normal every day feelings and issues. Establish a pattern of daily conversation. Focus on making the student comfortable and your own feelings of nervousness and anxiety will quickly disappear. Involve everyone in the family in the process and celebrate each and every milestone.

Upon arrival, a student will likely be very tired and need time to recover from jet lag. Often there is a period of adjustment and younger students in particular will need support and understanding. Homestay families are encouraged to:

1. Encourage the student to call home as soon as they arrive. With younger students it often helps to speak to their parents personally to let them know that their child has arrived safely and that you are pleased to have them with you. Even if the student's parents are unable to understand everything that you say, hearing your welcoming tone helps.
2. Discuss how your student and your family members prefer to be addressed.
3. Provide all emergency numbers and contact information on a card the student can keep in his or her wallet.
4. Discuss household routines regarding bathroom times, meals, and bedtimes.
5. If a student has a limited vocabulary, it may even be helpful to label some of the items in your home and discuss a method of translation for support.
6. Explain normal bathroom routines. Many bathrooms in Asia and Europe are fully tiled and equipped with a drain in the floor instead of a using a shower curtain. Some students may not be familiar with keeping water contained in a tub or within a shower unit.
7. Discuss the amenities in the student's room. Students from some countries may be more familiar with sleeping on a mattress or futon on the floor. Some students will be unfamiliar with using several layers of covers. They may need to be shown how to make a bed. Show your student(s) how to set the alarm clock that you have provided.

8. Explain student responsibilities: for telephone and computer use, cleaning his or her room, and helping to tidy their bathroom.
9. Provide wifi information and clarify rules regarding downloading and streaming. Illegal downloading is prohibited.
10. If the student is underage, outline expected curfews for both weekdays and weekends.
11. If you are a “smoking” home, please clarify where outside the student can smoke.
12. Your student may be interested in joining a gym; please encourage them to attend a community centre gym, as we do not permit host families to sign as guardians for students to purchase gym memberships (same goes for mobile phones—hosts are NOT permitted to sign for those either).
13. Provide house keys and describe security codes and procedures.
14. Show female students where they can buy personal supplies and discuss how you would like them to dispose of sanitary items in your home.
15. Go over school information and discuss the plans and the times for getting to school. Make sure the student knows the route from your home to/from school. If they will be taking a public bus, speak to them about the need for correct change or a bus pass.
16. You will be responsible for supporting students’ learning and development throughout their time with you. Remind your students that this will include contact with the school, attention to their attendance, and support with any homework questions.
17. Mention your family’s religious practices and ask respectfully about their own practices.
18. Discuss extracurricular activities and interests and to see what the student would like to get involved in.
19. Introduce your student to extended family members, neighbours and close friends.
20. Try to keep the student active, but, also arrange for some down time alone to recover and process all that they are learning in these first few days.
21. Remember that Canada is a country of multiculturalism and that both students and hosts should not judge each other based on appearance, accent, gender, language, ability or cultural background.

3.1 Initial Problems that a Student May Experience

While each study abroad experience is unique, most students face some predictable challenges at one point or another during their time with a homestay family. Some students suffer from several overlapping conditions for the first few weeks or, in some cases, even months:

- **Jet Lag:** Many students have traveled through several time zones to reach the Victoria area. They may suffer from the effects of jet lag for up to two weeks, including sleeping problems, drowsiness at the wrong time of day, loss of appetite, irritability, general fatigue, and disorientation.
- **Culture Shock:** There are various predictable phases to this experience. Please see this helpful website for more information: <http://travel.gc.ca/travelling/living-abroad/culture-shock>
- **Difficulties with Communication:** Problems with communication occur with students from every country and at every level of English proficiency. Remember, all students will have some difficulty adjusting to our language, including its rhythm, intonations and slang terms. Please speak only English in the presence of your student(s), both to help them feel more comfortable and to help maximize their English practice.
- **Homesickness:** Many students will become “homesick”, especially during the first months after their arrival. Symptoms may include crying or moping, wanting to be alone, wishing to go home, not liking school, not making new friends, loss of appetite, and not communicating. Homesickness is not a rejection of the support that your family members are offering. Homesickness is a natural human longing for what is most familiar.
- **Loneliness:** Some students may feel very alone in this strange new situation. They may feel like outsiders in the community, in the school, or even in your home. Limited English ability may contribute to their feelings of isolation.

Some students, attempting to cope with the change in their lives, will spend hours on the phone, email or messenger systems with family and friends in their home country in an attempt to stay connected to familiar surroundings. This can be a sensitive issue, as we wish to encourage students to use English as much as possible.

If you suspect that your student is suffering from distressing feelings, talk with them and help them to understand that their feelings are understandable, that it will get better in time, and that you would like to help. Plan outings or activities together and develop the habit of spending time together each day. Encourage the student to become involved in all family activities and to participate in extracurricular activities; at school, their faith group or youth groups, or by volunteering. Talking through these experiences can lead to a closer relationship and will allow your student to know that you will be there for them during difficult times. If you remain concerned, please let the Homestay Coordinator know.

3.2 Providing Meals

The food you serve in your home may be quite different from the food your student is used to. While many students adapt quickly to a Canadian diet, some may take some time to adjust. We do not expect that you will make drastic changes to your family’s eating habits; however, we do ask that you are sensitive to your student’s preferences. A familiar dish can be very comforting to a homesick student.

The North American diet is largely based on wheat and dairy which students from certain cultures find difficult to digest. Raw vegetables and heavier meats may also cause problems. Some students might have special dietary needs related to health, religion, or personal preference. These considerations should always be respected.

While some foods may be new or seem strange to a student, it is helpful to encourage them to try new dishes at least once. However, do be accommodating to their preferences and do not force foods upon them. Take the student grocery shopping and ask the student what they would like to take to school for lunch. Try to visit a store with many ethnic foods available.

Eating times, table manners, and methods of serving and presenting food may also be different from what the student is accustomed to. In many cases, Canadian meal behaviour is more casual than that experienced in a student's home country. Some cultures may encourage making noise while eating to show appreciation for the cooking, some may expect children and other diners to be silent during the meal. If there is a behaviour that bothers you, you may have to explain the preferred manners at your table.

Please discuss snacks with your student, explaining what snacks and drinks your family will have available and which foods ought to be left for the main meal. Point out what they can help themselves to. In some cultures it is impolite to "help yourself" to something. Some meals (typically breakfast and lunch) may be self-serve from time to time, but the evening meal should be prepared by the host and shared together.

Regarding missed meals:

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

Taking your student food shopping with you is a great way to spend time together, and will also allow a student to select and/or point to items of preference. Ask the student what he or she would like to take to school for lunch.

3.3 Daily transportation

- Ensure your student knows how to get to and from school on the bus. A practice trip with your student will reduce the chances of them getting lost.
- Give students written instructions outlining the bus route to and from school. If they are lost, they can then show these instructions to other passengers or bus driver for help.
- **Do not only drive by the bus stops and point them out.** Students are not yet oriented to the location of the house in relation to the school so it is difficult for students to judge where they are.

- Students are responsible for their own transportation costs to and from school (unless otherwise stated by GV). Please contact BC Transit for more information on the current cost of bus passes. If your student purchases a bus pass, please show them how to use it correctly.
- GV Victoria does not supply bus passes to students except for specific programs during the summer. You will be notified in advance if you are hosting a student who has prepaid for a bus pass.

3.4 Family Activities/School Activities

Homestay Families are required to show the student some places of interest in Victoria during the first two weeks and continue to include the student in the family's activities for the duration of the student's stay.

Global Village Victoria also organizes optional after-school and weekend activities for students. An activities calendar is published and available to students at the beginning of every study block on the GV Victoria facebook page: <https://www.facebook.com/gvictoria>.

If a student is going on an activity and will miss the usual dinner time, the host family is still expected to leave a meal for the student to eat when they get home.

4.0 School Schedule at Global Village

4.1 Student Arrivals

Global Village Victoria offers students year round study. We offer a weekly intake system where students can choose their start and end dates more flexibly and our homestay program mirrors this academic system. Please refer to the 2021 weekly calendar. If you have not already received one, please request one from the Homestay Coordinator.

Students typically arrive on a Saturday or Sunday. Students also typically leave on a Saturday or Sunday. Very occasionally, due to weekend flight issues, a student will arrive during the week; if the student arrives on a Monday or Tuesday, he or she will start school the next day, however if arriving on Wednesday, Thursday or Friday, the student will likely be treated like a weekend arrival and will begin studies the following Monday.

4.2 Student Transfers (airport pick up & drop-off)

Beaton's Meet & Greet driving service is responsible for all **booked** transfers for GV students. The decision to utilize a professional, licensed driving service was made to ensure that:

- Liabilities for students and for host-drivers are reduced as much as possible
- Vehicles licensed under the Motor Carrier Act are used to transport fee-paying passengers
- Students receive a consistent level of customer service on arrival or departure day

If the student has booked an arrival service, a Beaton's driver will meet them at their scheduled arrival time and location. The driver will call you once they have located your student and inform

you of the estimated time of arrival at your house. If you are unsure of whether or not your student has booked a transfer, please check with the Homestay department.

If a student has booked a departure service (to be confirmed by the Accommodations Assistant), they will be picked up and taken to the airport by Beaton’s Meet & Greet. If students have any questions regarding pick-up or drop-off, please direct them to the Homestay office.

- Occasionally, flights are delayed. If this happens you should receive a call from either a Beaton’s driver or the Homestay Coordinator. We will then do our best to get in touch with the student to determine the new arrival time.
- If the student does not show up as scheduled and you do not hear from either the student or a Beaton’s driver, **please call the GV emergency cell at 250-727-8621 and let the Homestay Coordinator know.**

For students who have not booked and paid for arrival or departure transfer service, some hosts offer – as a goodwill gesture - to pick-up and/or drop-off their student at the airport or ferry. GV does not allow hosts to receive remuneration for student transportation in line with the *BC Passenger Transportation Act*; such service requires special licensing for the vehicle and driver, as well as special insurance. If hosts volunteer to do this without remuneration, we support it. We view this as a kind and caring gesture and appreciate host hospitality.

The above procedure above does not *prevent* hosts from driving their students in the family vehicle within the context of their day-to-day activities as this is an extension of family life. That said, please ensure that your driver’s license and auto insurance are up-to-date.

4.3 First Day of School

Orientation Day begins at 8:45 AM Monday (unless Monday is a holiday, then classes would commence on Tuesday) and finishes at 3:30 PM for all students. Students take wither 20, 25, or 30 lessons per week.

4.4 Class Schedule

The classroom schedule is as follows:

Monday to Thursday

8:45 – 12:20 Class (20 lesson students)
12:20 – 1:05 Lunch
1:05 – 2:10 Class (25 lesson students)
2:10 – 2:25 Break
2:25 – 3:30 Class (30 lesson students)

Friday

8:45 – 12:20 Class
12:20 – 1:05 Lunch
No classes in the afternoon

We occasionally offer evening classes but most students are enrolled in day-time programs.

4.5 Graduation Ceremony

Global Village Victoria organizes a mini-graduation ceremony every Friday at the end of the morning classes. Homestay families are welcome to attend. Please feel free to ask your student or email the Homestay Coordinator for details on the graduation.

5.0 Homestay Payment Schedule

Homestay payments are issued every 4 weeks. Please note that payments are measured in the number of nights not days. The host families receive the first payment on **the first Friday after their student's arrival** date. Instead of the 13 study blocks per year we've previously done, we've moved to a more flexible, 12 week rotation. For continuing students, hosts will be paid again on weeks 5, 9, and 1 of following 12 week blocks (and so on). This will mean hosts will continue to be paid every four weeks, as was previously done. If you have any questions, please contact the Homestay Coordinator.

We require our hosts to use our direct deposit system for payments. To do so, please fill out the Direct Deposit Authorization form (available from the Homestay Coordinator) and return it with a void cheque to the school.

If you have not received one, please request a payment schedule from the Homestay Coordinator.

6.0 Student Placement Procedure

6.1 Matching Students and Hosts

GV Victoria tries to accommodate both student and family requests in the homestay placement process. However, it is at times hard to match exactly with student/host family preferences.

When you fill in the homestay application describe your family and your interests. Provide other details including the number of pets in your home, your preference for a male or female student, and your preference regarding the age of the student. Student applications have the same questions: do they like pets, do they want children in the household, do they have any allergies, etc. We do try to be sensitive to specific student requests, such as those for a piano, a pet-free environment, or children in the home of a similar age, however, not all requests may be met. If your preferences or personal details change at any time while being a host, please inform the Homestay Coordinator.

Integrating into a homestay family can be a challenging experience for a student. Our efforts to match students with families represent our best effort to increase the likelihood of a positive experience for everyone involved. At times we do not have a good match for host families and are then unable to place students in the home. Because of this GV Victoria cannot guarantee consecutive student placements for host families.

6.2 Booking Confirmation Process

Once a reservation for a student has been made, you will receive:

- A Homestay Booking Confirmation e-mail including a student profile.
- A confirmation of flight or ferry information by telephone or e-mail will follow within one week prior to students' arrival (unless GV Victoria has not received the flight details).
- Sometimes, due to circumstances beyond our control (family emergency, visa difficulties, etc.) a student must cancel their registration before they arrive. We simply ask for your understanding in this matter and will do our best to place another student with you as soon as possible.

7.0 Student - Homestay Family Agreements & Evaluations

Refer to the GLOBAL VILLAGE VICTORIA HOMESTAY TERMS AND CONDITIONS AGREEMENT for GV Victoria Homestay Family/Student expectations.

7.1 Student - Homestay Family Agreement

Students are given a copy of the Student-Family Homestay Agreement on Orientation Day. This document is to be signed by both you and your student and returned to GV Victoria within the first week of school.

The agreement is text-heavy, so we recommend that you use the section headers as a way to start conversations with your new student. As you discuss your family routines – “A Day in the Life of our Family” – you will get a better understanding of your student’s English level, have the opportunity to discuss the family routines, and discover which areas need more discussion.

7.2 Homestay Family Evaluations

Homestay Families are evaluated by their students in two different ways:

7.2.1 First Impression Arrival Survey

This survey is conducted at first-day-of-school Orientation and addresses issues which would affect a student’s initial impressions of our school and your family including:

- Punctuality and warmth of welcome.
- Tidiness of home and student room on arrival day.
- Meals served between arrival day and intake day.
- Orientation to the home (provided by host to student).
- Orientation to the bus (provide by host to student).
- Overall hospitality and friendliness of host family

7.2.2 Homestay Survey

Every 4 weeks at every GV School, students are given an opportunity to provide feedback on their homestay experiences. Families who receive 2 or more evaluations with a rating of less than 4 on a scale of 5 will be placed on our review list. Those on the review list will be contacted by the Homestay Coordinator who will provide direction and guidance to the family based on the input gathered from students.

7.3 Communicating Feedback to Hosts

Upon request, an aggregate summary of the trends in students' evaluations may be made available at the end of each calendar year. An individual student's evaluations are never disclosed to a host; however, important points may be addressed in the moment.

While we are aware that it takes both the student and the family working together to make a good Homestay experience, if evaluation scores remain consistently lower than 4 out of 5, we will be forced to stop placing students in your home. Please contact the Homestay Coordinator if you are interested in a summary of your evaluations.

8.0 Keeping in Touch

With Your Student - Before your student returns to their home country remember to get their address, phone and e-mail address.

With GV Victoria - Contact us by phone or e-mail (vichomestay@gvenglish.com).

GV Victoria publishes Homestay newsletters at various times throughout the year, keeping homestay families informed of current issues, new information and programs.

9.0 Underage Students & Teen Activity Programs

On a year-round basis, Global Village Victoria offers programs and homestay services to youth between the ages of 12-18. According to the BC Child, Family and Community Service Act, anyone under the age of majority (i.e. under 19) in the province of BC is considered a "child" or "minor."

A GV Victoria representative acts as the Custodian to minor students at the school.

The way minor students are handled within the GV Victoria Homestay Program is as follows:

12 to 18 year olds:

Students who are 12 to 18 years of age at the time of arrival are referred to as "Underage Students" and are subject to the terms and conditions of the GV Victoria Homestay Guidelines for Underage Students. For further information, please refer to the "Underage Student Guidelines."

- *Special permission for trips may only be granted in writing between the student's parent/legal guardian and the GV Victoria Homestay Coordinator, and NOT between the student's parent/legal guardian and host family. The Homestay Coordinator will notify the host family if special permission has been granted for a particular event or issue.*
- *If the host wishes to take a student on a day/overnight trip outside of Victoria, please have them approach the Homestay office for a permission form to be signed by their parents/guardians.*

19 year olds:

Students who are 19 years of age are not subject to the "Underage Student Guidelines". They are considered as adults.

10.0 Student – Homestay Cancellation

10.1 Pre-arrival Cancellation

Please note that sometimes students may cancel prior to arrival due to visa problems, emergencies or health problems. These are not in our control or that of the student. Homestay families affected by an overseas cancellation will be given first priority for hosting a student the following study block, provided unplaced incoming student profiles match with these families. We appreciate your understanding if this happens to your student.

10.2 A Post-arrival Cancellation (Non-Emergency)

The Student agrees to let the School know of any departure date changes and will pay for any extra nights added to the homestay period. Students who request to change or leave their homestay earlier than originally scheduled are required to provide the Homestay Coordinator three (3) weeks' notice. The notice period allows the Host Family and School to make alternative arrangements.

From time to time, a host and student may mutually agree to waive the 3-week notice period in recognition of the fact that the reason for the move is “no one’s fault” (i.e. mutual incompatibility, illness, death in family, etc.). Global Village supports this practice when possible.

After notice is served, both the Student and Host shall maintain a respectful relationship and comfortable environment for the remainder of the stay. If this does not occur, an emergency student removal may be considered at the discretion of the school (see below).

10.2B Post-arrival Cancellation (Emergency Student Moves and Removals)

There are situations where a student may be moved or removed from a homestay at the sole discretion of Global Village Victoria.

Three weeks' notice will not be provided in the following situations:

- The change is by mutual agreement of Host Family and Student.
- The change is initiated at the request of the Host Family.
- The Host Family is found to be in breach of the GV Victoria Host Family Agreement
- The Student is removed from the homestay in order to protect and ensure the physical or emotional safety of the Student as determined by, and at the discretion of, GV.
- The Student leaves the homestay at the end of the original homestay booking period.

In the event of any of the above, if the host family has been paid for the full study block and the student moves, the host family will be asked to refund the payment for the remaining nights.

11.0 Counselling and Conflict Resolution

Both parties (Student and Host Family) acknowledge that from time to time, differences may arise between the Student and the Host Family. These may arise for a variety of reasons

including personality mismatch, culture shock or a gap in expectations. If this should occur, the Student may be moved at his or her request, or at the discretion of GV Victoria.

If difficulties arise between the Student and the Host Family, both the Host Family and Student are encouraged to communicate directly about the issues. This is one of the important challenges and learning opportunities presented by the Homestay experience.

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

If Hosts have concerns with respect to Global Village Homestay and are unable to rectify them with the Homestay Coordinator, they may submit an email to the school's Chief Executive Officer, Paula Jamieson at pjamieson@gvenglish.com

12.0 Additional documents all host families should have:

Appendix A: Student-Family Homestay Agreement

Appendix B: Homestay Supervision Guidelines for Underage Students

Appendix C: Fee Schedule & Payment Calendar

Please email us at vichomestay@gvenglish.com to resend if you do not have copies of the above documents.